

SMARTdiagnostics 4.52 Web Release Notes

Introducing SD Pulse and Smarter Issue Management

This release introduces **SD Pulse**, a new AI-powered assistant that helps users understand machine health issues, identify likely root causes, and confidently take the right next steps by bringing together operational context, historical trends, and maintenance information directly within Desk. The release also advances our vision of unifying issue identification by incorporating Critical Alarms into the Draft Issue workflow and provides improved hardware visibility through the addition of Sensor Ship Dates.

New Features

- **Introducing SD Pulse (Beta)**

SD Pulse is a new AI-powered assistant built directly into Machine Health Desk, designed to help users investigate machine health issues, better understand root causes, and confidently determine the right next steps. Available 24/7, SD Pulse can answer pre-built or custom questions by bringing together relevant information from across SMARTdiagnostics, including asset details, indicator trends, issue history, maintenance records, and comparative asset behavior, to provide meaningful insights, recommended actions, and guided troubleshooting when users need it most.

As part of this initial beta release, SD Pulse is being introduced with controlled usage access while we gather feedback and continue refining the experience. During this phase, questions will be submitted by KCF users, with the resulting responses visible to all users on the issue to encourage collaboration and transparency. Broader user access will be introduced in a future release.

- **Critical Alarms Create Draft Issues**

Critical Alarms now feed directly into the Draft Issue workflow, creating a more consistent process for reviewing, validating, and acting on potential machine health events. Admin users can review and publish Draft Issues when appropriate, while users subscribed to Critical Alarm notifications will continue to receive their existing email and SMS alerts.

- **Sensor Ship Date**

Sensor Ship Date is now available within SMARTdiagnostics, providing greater visibility when a sensor was delivered to a customer site. This makes it easier to understand how long a sensor has been in service and provides additional context for hardware lifecycle and warranty discussions.

Improvements to Existing Features

- **Enhanced Issue Collaboration**

Behind-the-scenes improvements to Machine Health Desk now provide near real-time updates, allowing issue changes and SD Pulse responses to appear more quickly for all users viewing the same issue.

Bug Fixes & General Improvements

This release includes additional fixes and performance enhancements to ensure a smooth and reliable experience.