SMARTdiagnostics 4.56 Web Release Notes

This release introduces a redesigned experience for Resolve, improvements to Global Search, and continued enhancements supporting our next generation of sensing technology. These updates are designed to make it easier to investigate machine health issues, find information, and collaborate on meaningful insights.

New Features and Improvements to Existing Functionality

- **A new, more flexible Resolve experience (beta)**
  We've redesigned how users interact with Resolve, our AI-powered diagnostic assistant, within Machine Health Desk. The new experience provides a dedicated, movable, and resizable chat panel, allowing users to investigate machine health issues with Resolve while continuing to review issue details, trends, and supporting information.

  What's changing?

  - **Private Conversations:** Your conversations with Resolve are now private to you and saved independently for each issue. You can explore questions and potential causes without automatically adding those interactions to the Issue Activity Feed.
  - **Persistent Conversation History:** Return to an issue and pick up where you left off. Resolve retains your previous conversation history for that issue, allowing you to continue your investigation without starting over.
  - **Review Before Sharing:** When Resolve provides useful findings or recommendations, you can review and edit the response before choosing to publish it to the Issue Activity Feed for others to see.
  - **Flexible Investigation Workspace:** Move or resize the Resolve panel while reviewing issue details, indicators, and other supporting information.
  - **Conversation Management:** Clear your active conversation when you want to begin a new investigation.
  - **Response Feedback:** Provide feedback directly within the Resolve panel to help improve the quality and relevance of future responses.

These changes give users greater control over their AI-assisted investigations while making it easier to share relevant findings with their teams.

Availability: Resolve remains in Beta and is available to authorized users participating in the Beta program. If you are interested in being a beta user for Resolve, please reach out to Product Support or your KCF point of contact.

- **Faster, more comprehensive Global Searches**
  We've made several improvements to Global Search to help users locate equipment and information more quickly and accurately across SMARTdiagnostics.
  - Faster Search Results: Performance improvements make many asset searches approximately 7–8 times faster.
  - Assembly Search Support: Assemblies are now included directly in Global Search results, making it easier to find equipment within your machine hierarchy.
  - Hardware Serial Number Search: Locate hardware nodes and base stations using their serial numbers, even when a hardware nickname has not been assigned.
  - Improved Search Accuracy: Updates to search behavior provide more relevant results across equipment hierarchies.

- **A cleaner Issue Activity Feed**
  We've removed automated alert status updates and background alert activity from the Issue Activity Feed.

  This helps keep the feed focused on meaningful communication, investigation notes, and actions taken by users, making it easier to follow the history of an issue and collaborate with others.

Bug Fixes & General Improvements

This release includes additional fixes, performance enhancements, and significant behind the scenes improvements to the SMARTdiagnostics data infrastructure. These foundational updates are helping prepare SMARTdiagnostics for future platform and sensing capabilities while maintaining a reliable experience for users today.