

ShireSystem – Read Me

Version 4.0.3

New 2 Factor Authentication (2FA)

- 2FA can be implemented to add an extra layer of security. ShireSystem can request a second method to verify identity (6 digit 2FA code sent to mobile or email) in addition to username and password.
- If 2FA is required a licence key is needed, please contact ShireSystem Support for more details, as this feature is turned off by default to avoid disruption to existing customers.
- 2FA is applied to all ShireSystem main system users, and can be applied to requester.aspx and PurchaseRequester.aspx users by registering the details in the main system.

New OAuth 2.0

- Support for modern authentication to Exchange server using OAuth 2.0. Microsoft are deprecating Basic Authentication (usernames/passwords) to connect to servers and exchange emails, and these will require OAuth 2.0 later this year.

Mobile Pro (applied in Mobile Pro Android version 4.0.0.37)

- German language now available.
- Fixes for documents and images which improves operation in Android versions 10, 11 and 12.

Materials (Stock)

- Bug fix that in some circumstances prevented images being added to Parts.

Version 4.0.2

Licensing

- Support for licences that expire. Changes to the existing licence method.

Work Requester

- New user profile and supporting options added to allow greater control of fields e.g. sensitive information

Reports

- My Custom Reports section has been added. This will only be shown if any custom reports have been added.

Bug fixes for;

- Custom logo overlaps Work Order Statistics Table data.
- Double-side printing a batch of work orders does not work consistently.
- Pareto reports showing incorrect values.

General

- All application label and menu items added to the Advanced Custom Labels bolt-on to allow the application to be translated into any supported language.
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Version 4.0.1

Main Menu:

- Menu drop-down opens with a single click.

Grids:

- New grid searching added to all main grids.

Wallboard:

- All labels can be translated on the Wallboard.
- Users are now shown if there are more boards to view, when viewing the Wallboard on a mobile device.

Scheduler:

- New setting to change the behaviour of suppressed items. The setting allows users to opt for the suppressed Purple S or Green S to stay in its original location (and be signed off) when the parent work order is signed off.
- New option to not sign off child work orders that are suppressed, when the parent Work Order is signed off outside of the suppression threshold (works in conjunction with the new setting described above). When this setting is on, a warning message is shown if users attempt to sign off work past existing planned suppressed child work orders.
- Filtering by Asset Category now only goes 5 levels down to improve performance.
- Performance and stability improvements.

Purchasing:

- Blank Purchase Order (PO) numbers are no longer generated if the PO length is reduced to less than a current PO number.
- Item numbers shown in GRN.
- On Quotes 'Add All to PO' option added.
- Cost Centre, Cost Code, Work Order and Subject added to Supplier Invoice and Credit Note printouts.
- When selecting people to approve a PO, you can now select from the Approver drop down multiple times and a list of email addresses is built up.

Purchase Request:

- Request format includes more fields from a request.

Materials:

- Currency can be set when creating a new Part and will be shown on the Suppliers grid.

- Where held entry can now be added without completing a delivery.
- Part quantity set to 4 decimal places when a Part is created.
- Last store on the parts grid now updates if the store name is changed after last delivery.

Reports

- New option to exclude attributes when exporting to Excel.
- Option included to show time taken to run a report.
- Quantity and Cost values can now be used in calculations when exported to Excel.

Work Orders

- Work Order format on work raised via Mobile PRO now defaults to the Manual Work Order format.
- Work Order status (Due, Late, Overdue) now take time zones into account on the Work Order List.
- Users can apply compression to reduce the size of the PDFs created when Work Order are printed.

Mobile Pro

- Option to force work order to be synchronised immediately after creation, on mobile devices. Currently only available on Mobile PRO Android 4.0.0.23.
- New setting to force the downtime auto calculation to use raised date on mobile devices. Currently only available on Mobile PRO Android versions 4.0.0.15 and 4.0.0.23.

Document Manager

- When adding folders the Parent Folder is above the Folder Name.

User List

- Last login column shows the last time a Mobile Pro user has logged in with a PIN or synced the device.

Version 4.0

New Module: Wallboard:

- This new module allows users to actively monitor performance indicators with an up-to-date visual display of outstanding activities and current work lists.
- Boards can be configured to focus on Work Order statistics, employee/contractor current workloads, parts that need to be reordered and expiring documentation.
- Each board and individual element can be customised using a wide range of filters and the display can be configured to look exactly how users want.
- Wallboard can be accessed either from a regular browser, an internet enabled TV or on mobile devices. Viewing Mode allows users to switch between Wallboards at set intervals for display purposes and auto-refreshes to show live data.
- Boards can be shared between departments or sites.

- Wallboard viewer gives unlimited access to the boards without using main application user licences.

New Add-On: Branding Toolkit:

- New module that allows customisation of the colour scheme, report header logo, main system logo and images shown on the login page.

iOS Mobile PRO

- New Stock and Inventory Application:
 - Issue Parts to Work Orders, Assets, Contacts, Locations and Cost Centres.
 - Receive deliveries of Stock into Stores.
 - Perform one-off and full Stocktakes.
 - View Availability of Stock.
- New Data Collector Application:
 - Create new Assets.
 - Create new Location.
 - Change the Location on existing Assets.

Android Mobile PRO

- User can swipe between Meters on Work Orders and Routes.
- Security enhancements.
- Interface improvements when PRO used on small devices.

General Mobile PRO

- Now possible to control if notes are mandatory when Not Done and Not Applicable results are entered on Mobile PRO, for Tasks with checks (contact ShireSystem Support).
- Work Orders shown on Mobile PRO can be restricted by how many days in the future the Work Order is planned for (previously this could only be controlled in week intervals).
- Existing images from the mobile device camera roll can now be added to Work Orders (optional).
- Image, document and meter reading download options are now separated.
- Work Order attributes can be optionally downloaded.

Scheduler

- Addition of new purple S icon in the planner to show the current point in automatic rows, when suppression has been applied.

Purchasing:

- Expected delivery date now shown on Purchase Order grids.
- Purchase Order status is no longer updated automatically when Purchase Order is printed.
- Approver limits are shown in the 'Purchase Order Approver' drop down and only approvers who can approve the PO currency are shown.
- Purchaser is emailed upon approval of the Purchase Order.
- Introduction of Purchase Request Summary Report to show purchase requests raised between dates and sequenced by Cost Centre or Work Subject. This report allows users to review the quantity of requests and also see total cost values.
- Warning now generated if the Purchase Order is closed with outstanding items yet to be received.

Work Orders:

- Time spent on Work Orders can be automatically calculated at sign off. This is a total of all labour hours on the Work Order. If there are no labour hours recorded, then this is calculated using the difference between the Actual Start and Actual Completion date/times, minus any On-Hold time within these periods.
- Downtime can be automatically calculated at sign off. This is calculated using the difference between the Actual Start and Completion date/times, taking relevant KPI Business Hours into consideration.
- New Shift Analysis report to show status changes on a Work Order during a shift e.g. 'On Hold' or 'Completed', complete with notes.
- History shows who to and when Work Order was rescheduled.
- Location address and contact details (Name, Mobile Number, Telephone Number and Email address) available on Work Order Emails.
- When work is assigned, a hyperlink to the Work Order can be included on the email sent.
- Work Orders now signed off as Not Done if the usage meter reading that triggered the Work Order is deleted.

Stock:

- Part Description is shown on the 'Part Return To Store' popup.
- Projected Parts Usage Report shows current stock levels.
- New Perishable Part Report shows perishable parts and when they are due to expire.
- Where Held tab is now shown after a delivery of zero items.
- Store available on Parts List. Users with parts in multiple stores will display where the part was last delivered. However, user can open the tree on the Parts List and see all stores containing the part.
- Cost Centre is now set on Part Returns from a Work Order (Bug Fix).

Assets:

- Asset Full Details Report can be filtered on 'Asset System' and 'Asset Category'.
- Sub Assets now shown once under 'Parent' if the Parent and Sub Asset are at the same location.

Mobile Lite:

- Now possible to edit and save Work Order sign off details without signing off the Work Order.
- Change to the default automatic Time Spent calculation. The default now is a total of all labour hours on the Work Order. If there are no labour hours recorded, then this is calculated using the difference between the Actual Start and Actual Completion date/times, minus any On-Hold time within these periods. This calculation can be reverted to the previous calculation if required (contact ShireSystem Support).
- Downtime can be automatically calculated. This is calculated using the difference between the Actual Start and Completion date/times, taking relevant KPI Business Hours into consideration.
- Improved security with option to access with username and password, rather than PIN.

Version 3.2.7

Mobile Pro (iOS and Android)

- Automatic calculation of Time Spent and Downtime buttons added to Work Order Sign Off
- New 'Subject Info' search enables mobile users to view subject information without raising Work Orders. Other changes to Subject Info include:
- Work Orders now ordered by Completion Date, with the work most recently completed shown at the top of the list.
- Work Subject address displayed with links to external maps
- Subject Attributes information now shown
- Inactive users now prevented from using PRO
- Work Subject and Task can be changed on Work Orders that have a Work Order Number
- Unapproved assigned Work Requests now shown on the Requester and All Work grids.
- New Advanced Setting allows Work Requests assigned to the logged in user or their Team to be shown on the My Work grids.

- Work Order grids can be sorted by Assigned To
- Task lookups now covered by Location Security
- Users can now log in to Android PRO with a Username/Password

Responsive Work Requester

- Mandatory fields can be configured on the new Work Requester (via the Settings section in the Requester and only by Admin users only)
- Custom labels are now applied on the new requester (most common labels only)

Work Orders / Work Requests

- Not Done reason column can be added to the Work Order List
- Emails now generated when Work Orders are created due to checklist failures
- Work Type can now default on new manual Work Orders

Access Control

- Location Security on Tasks improvement. If for example the Task Location is Elecosoft Southampton, then a user who has access to Elecosoft Southampton\Kitchen and locations below will see the Task.
- Delete Checks/Readings/Instructions functionality now restricted to admin and supervisor users only (Advanced Setting)

Work Schedules

- Meter Readings can now default to the previous reading, when adding readings on WOs part of a usage schedule

General

- Main grids can be now sorted by 2 or more columns at the same time (by holding the Shift key down and clicking on each column heading)
- New 2D Pie Chart available on the Dashboard

Document Manager

- Expired documents now shown in red if the Work Order is open and the document expiry date is less than today. Previously documents were shown as green if the expiry date was less than the Work Order planned, raised or start date (even when that date was in the past).
- Location Folder column now shown on the Documents tab within Assets, Locations, Parts, Tasks, etc.

Purchasing

- Purchase Order action buttons added on the Purchase Order grid. Now possible to perform deliveries, invoicing, returns and credit notes without opening the Purchase Order.
- Emails now sent when additional items are added to Purchase Requests (as per your email settings)

- Cost Codes can be added on Purchase Order Items

Reports

- New Report; Schedule Adherence
- New Report; Charges by Customer
- New Report; Work History with Cost Summary & Totals
- New Reports Work History with Cost Detail
- New Report; Asset Movement History
- New sequences added to the Purchase Requests Listing report
- Labour Hours can be filtered by Done By Department
- Grand totals added to the Purchase Order Listing by Supplier Report
- Location filter added to the Work Cost Analysis
- Now possible to report on critical Work Requests raised within date period.
- Location Type filter added to; Work History Brief and Detailed, Work History Fault and Action Taken, Work History with Cost Summary, Work History with Cost Detail, Worklist and Overdue Brief, Worklist and Overdue Details, Outstanding Work

Costs and Charges

- Work Invoice Dates can now be edited on Work Invoices
- Work Invoices can now be created for Closed Work Orders only
- New 'Mark Invoice as Paid' action on Work Invoices which can optionally send emails
- Credit Notes can be created for Work Invoices

Email

- Priority can be added to the WO Send Assigned Email template
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Contacts

- Scheduled Tasks tab added to Contacts

Group Change

- Popup no longer closes if a validation error is generated (such as an invalid action)

Version 3.2.6

User Interface Refresh

- User interface refresh which includes a host of improvements such as:
 - New modern Quick Access Icons*
 - New styling applied to grids and buttons
 - New ShireSystem branding
 - Resource Planner Quick Access icon added

*It is possible to revert back to the original icons (option in General Settings)

New: Responsive Work Requester

- New responsive Work Requester that automatically resizes to fit any screen size. Note; This will not replace the existing Work Requester and will be available as part of the current Work Requester Licence.

New: iOS Mobile Pro

- iOS app for Work Order functionality available on the App Store
- Control how users can login to the app; PIN or Username/Password

New: User List

- User List providing a quick way of creating and editing Pirana user accounts. In addition, Administrators can monitor login and password activity per user.
- New read only Contractors and Suppliers user profile
- User defined passwords can be created when resetting passwords from within Contact records

Android Mobile Pro

- Refresh of user interface including a new splash screen and cleaner look and feel
- Support for capturing a third signature at sign off
- Security improvements

Note: It is strongly recommended that mobile users perform a 'clear data' before upgrading

Work Orders / Work Requests

- Now possible to control who can edit closed Work Orders
- Auto-print checkbox on PDF Documents added to Work Orders from Work Subjects, can be toggled on and off
- Requester Location added to Work Order printouts and hover-text within Pirana
- Notes can be added when scheduling from within a Work Order
- Pass Job feature available in main Pirana CMMS (previously only available in mobile solutions)
- Scrollbar added to the Part Issue popup
- Contact lookup added to the 'Send As Email' popup within Work Orders
- Not Done Date/Time column available on the Work Order List
- Requesters can view the Work Order Required and Respond By Date/Times

Attributes

- User definable attributes lookup lists can be created
- Attributes can be added to Work Types
- Sequencing can be applied to attributes
- Minimum and Maximum ranges can be set on numerical attribute types

Tasks and Work Subject Groups (WSGs)

- Hover-text added on the 'Import Tests / Instructions' popup
- Task Code length extended to 50 characters
- Tasks and WSGs now covered by Location Security

Security

- Invalid login attempts can be limited, with user accounts locked out if the login attempt limit is breached (contact ShireSystem Support for more details)
- Anti-forgery prevention implemented
- Now possible to control which types of files can be uploaded
- Control added to restrict which images can be used again within Pirana

Document Manager

- Expiry Dates can be added on documents
- Improved Location Security on Documents

Mobile Lite

- Cost Code now shown at sign off
- Notes can be recorded when adding Labour Hours

Stock Control

- Part Code, Serial Number and Manufacturer Part Number now accept 50 characters
- Default Cost Centre for Part Issues can be set
- RS Components Part lookup functionality disabled

Assets

- Additional information added to the Asset Movement History tab, including how many days the Asset has been at the previous and current Location
- Asset Code length extended to 50 characters

Purchasing

- General Purchasing facelift
- Goods Receiving, Invoice Checking and Credit Note Processing have been consolidated in to one page

- Email Purchase Requests functionality added, with users able to email existing Pirana users or enter ad-hoc email addresses
- Notes can be added to each Purchase Quotation Supplier record
- Purchase Orders can be created from within Work Orders
- Default Purchasing Cost Centre in General Settings is no longer mandatory
- Documents can now be added at the Purchase Order Item level and Purchase Request Item level
- Purchase Order Contact can be recorded on Purchase Orders
- When emailing Quotations, each Supplier on the Quote now only receives details of the item they provide

Locations

- Task Schedule tab added to Locations

Reports

- New Asset Detailed Report allows maintenance history of Assets to be reviewed with detailed Work Order statistics, fault analysis tables and Work Order Status graphs. Also included in the report is Documents attached to the Asset and Parts used.
- New Graphical Meter Reading Report showing readings based on Meters in a Meter Routes
- Stock Valuation Report now has Part Category sequence
- Department sequence added to the Outstanding Work Order Report
- Cost Code included when Profit and Loss Report is exported to excel
- Pareto Analysis reports now show all x-axis labels when large reports are generated
- Required By Date added to Deliveries Received Report

Meters

- Last Meter Reading Date and Value added to Meter Route printouts
- Meter Code length extended to 50 characters
- Child schedules now regenerated if a Meter Reading that has previously triggered a Usage Task schedule is altered

Email

- Email Options and Template Editing functions moved out of General Settings
- The 'Email Team Members when WO is Assigned' option now takes Location Security into account
- Priority can be added to the email that a Work Requester receives when their request is approved
- Emails now sent to the email address on the Task when a new Work Request is submitted
- Task Code and Description available to be added to Work Order Update emails

Version 3.2.5

Resource Planner (New Module)

- Resource Planner:
 - Calendar view of planned work that is available to Administrators, Supervisors, Work Controllers and Help Desk users. Work Orders and Work Schedules can be viewed by Day, Week or Month, and filtered by Staff Member, Team, Work Subject, Location or Work Type.
 - Work Orders can be rescheduled and reassigned using drag and drop
 - New Work Orders can be created and the planner can be printed
 - Shifts and unavailability can be created for Staff, Teams or set globally
 - New Staff Suitability feature within Work Orders suggests staff members based on the Trades, Locations and available working hours (as per the Resource Planner).
 - Warning shown on Work Orders if there is a conflict between the Planned Start Date and the Assigned To Contacts' availability
- My Diary:
 - Calendar view of the logged in users' Work Orders, available to all users who have Work Order access.
 - Work Orders can be rescheduled using drag and drop
 - New Work Orders can be created and the planner can be printed

General

- New option to force users to change their password after a set amount of time
- Tests/Instruction (Checklist) labels can be changed using Advanced Custom Labels
- User interface improvements include new Quick Access Icons drop down menus and colour scheme adjustments
- Meters have been separated from Assets on the Work Subject drop down list
- New Document Manager user profile

Locations

- Location and Store structures can be cloned
- Drag and drop functionality introduced on the Location Tree
- Locations can be made inactive
 - Inactive Locations are hidden in lookups throughout Pirana (except in reports)
 - Assets at inactive Locations are hidden in lookups (except in reports)
- Part action buttons available in the Parts tab (within the Location Tree)
- Fault Group added on Locations

Tasks

- Tasks can be made inactive. Inactive Tasks are hidden in lookups (except in reports).
- Tasks that are in use can be replaced
- Email Addresses can be added to Tasks
- Suppression Threshold now defaults on the Task Schedule popup to the threshold set on previous Task Schedule

Work Subject Groups

- Work Subject Groups (WSGs) can be made inactive. Inactive WSGs are hidden in lookups (except in reports).
- Estimated Hours and Email Addresses can be added to Work Subject Groups
- Where Used tab on WSGs now shows the Subjects in each schedule

Work Orders \ Request

- New Log Breakdown wizard allows users to create and sign off Work Orders, and optionally issue Parts
- Improvements to the Part Issue process on systems without the Materials licence, allows Parts to be issued in a batch
- Work Order Completion Time can be made mandatory at sign off (contact ShireSystem Support for more details)
- Done By on Quick Sign Off can default to the Assigned To Contact (contact ShireSystem Support for more details)
- Week Numbers now shown for each of the Work Order dates on the Details tab
- Work Order History now includes a record of all emails sent
- On-Hold and Not Done Reason now shown to Work Requesters
- New Staff Suitability feature within Work Orders, suggests Staff members based on the Work Order Location and Trade
- Additional columns available to add to the Work Order List, including Not Done Notes and Date/Time versions of existing Work Order Date columns
- Follow-on Work Order changes:
 - Work Subject column added to the Related Work Order grid on follow-ons
 - Fault Fields are cleared on follow-ons
 - Work Order images now passed to subsequently raised follow-ons
- Work Order Formats changes:
 - Week Number added to the Work Order Formats
 - Fault Group grid headings now repeated on the bottom of the grid if the matrix spans over more than one page
 - Requester contact details added to the Corrective Work Order Format

Email

- Greater customisation of email templates

- Work Order Location, Description and Company Name can be added to the subject of Work Order emails
- Done By, Actual Completion Date, Follow-on Work Order Numbers, On-Hold Notes, Planned Start Date, Sign Off Notes and Requester Name can be added to the body of Work Order emails
- The 'New User' email template can now be customised
- Company Name can be added to the subject of Purchasing emails
- New Email Options tab in General Settings allows control over which emails are sent
- Additional email options include:
 - Send email to the Assigned To Contact when:
 - Work Orders are Assigned
 - Work Orders are Scheduled
 - Send email to all member of the Assigned To Team when Work Orders are assigned
 - Send email to the Work Requester when the Request is:
 - Scheduled
 - Started
 - Put On-Hold
 - Signed Off
 - Send email to the Department Head when a member of their Department raises a Work Request
 - Send email to a pre-set address when all Work Requests are submitted
 - Send email to a pre-set address when all Purchase Requests are submitted
- Email addresses can be added to Tasks and Work Subject Groups (WSGs). If a Work Order has a Task or WSG with an email address, then emails are sent on every Work Order status change.
- When emails are sent from within a Work Order, the email body can be edited and the Requester and Assigned To email addresses are now visible
- Group Work Order Email added to Group Actions

Contacts

- Attribute filters available on the Contact List
- User Accounts are now made inactive when the Contact record is made inactive
- Username column can be added to the Contact List (Admin and Supervisor users only)
- Telephone, Mobile and Email Address can be added to the Contact List
- Help Desk users now permitted to Issue and Return Parts on Work Orders

Stock and Inventory

- Part Actions added on the Parts List allowing Parts to be Issued, Delivered, Adjusted and Transferred
- Tasks can now be selected when issuing Parts to a Breakdown
- Supplier Contact Details available on the Supplier tab on a Part
- Purchase Orders that are On-Order can be seen from within the Part record

- Stores with zero stock now shown during the Part Adjustment process
- Stocktake printout now shows more of the fields by wrapping them onto a second line
- Where Required grid now covered by Location Security

Reports

- New '*Purchase Orders for Approval*' report allows partially approved Purchase Orders to be identified
- New '*Tasks and Work Subject Groups with no PPM*' report
- New '*Shift Activity*' report summarises changes to Work Orders in timeframes
- The time the report was generated now shown on the report printout
- Assigned To, Work Type, and Work Status filters added to the '*Work Order Transaction*' report
- Downtime sequence added to the '*Fault and Action*' taken report
- '*Parts Where Used*' report made available on systems without the Materials module
- Active/Inactive filters added to the '*Document Listing*' report
- Now possible to report on Parts issued to persons for later use
- On-Hold filters added to the '*Work Order Brief*' report
- Stock Movement Report – Exported Part Issue quantities are no longer positive values
- Pirana Users report – 'Active Account' checkbox added to the report output
- Work Planned for Future report – Work planned for inactive Assets now excluded from the report
- Bug Fix – '*Labour Hours*' report modified to ensure Downtime is correctly totalled when many Labour Hours are present.
- Bug Fix – '*Cost Pareto*' reports modified to ensure costs without a Cost Type are not incorrectly grouped together

Mobile Lite

- The reason why a Work Order is being passed can now be recorded, and is then shown in Work Order History

Mobile Pro

- Stores with zero stock are shown when Parts are issued
- On Sign Off, the Action field has been moved below fault fields
- Actual Start Date no longer updates when Work Orders are started for a second time

Purchasing

- Multiple approver support on Purchase Orders. Options provided to control how many approvers are required and if all approvers, the last approver or just one approver need to have the appropriate approval limit.
- Purchase Order list includes a sub-grid of items on the Purchase Order
- Quotation changes;
 - A single Quote can now be raised for many items
 - Multiple items can be added from a Quote to a Purchase Order
 - Quotation Number can be added to the Purchase Request grid

- Changes to Service Purchase Orders:
 - Now possible to select which services are being delivered
 - Service Deliveries can be deleted
- New Purchase Order Invoices can be created from within an existing invoice
- New Purchase Orders for Approval report
- Many Purchasing grids now show both the Date and Time

Documents

- Document folders can be created
- Private and Shared options enable control over which documents can be used again
- Documents marked as 'Private' are only shown in the Document Manager to users with the appropriate Location Security access
- Document Link count now displayed in the Document Manager

Assets & Meters

- Assets with PPM can be identified within the Asset Register
- Meter Type column added to the Meter Register

KPIs

- Work Order signed off as Not Done can optionally be excluded from the Completed by Required By KPI

Web Services

- The following new web services enable Work Requests to be submitted:
 - Insert Work Requests
 - Return Locations
 - Return Requester Tasks
 - Return Work Requesters
 - Return Work Subjects

Version 3.2.4

Work Requester

- Images can be added to Work Requests.
- Emails can be automatically sent to the Location Contact when Work Requests are submitted.

Work Orders

- Work Order Location automatically updates if the Work Subject Location changes.
- Documents tab visible at sign off.
- Work in Error summary filter added to the Work Order List.
- Est Man Hours column on the Work Order List now shows the time in hours and minutes.

- Work Type defaults to Corrective on follow-on Work Orders created manually from within Subjects.
- When creating follow-on Work Orders, the Description from the originating Work Order now set on new Work Order.
- Multi-Subject Work Orders now include documents from all Tasks and Subjects.

Mobile PRO Android

- Auto Synchronisation - Mobile Pro can be configured to automatically synchronise at predefined intervals.
- Mobile Alerts - Mobile users can be alerted when a Work Order is assigned to them or when new Work Orders with a Requester are created in their location scope.
- Work Request Tile - Quick access to Work Requests from the Dashboard available for mobile Work Controller, Supervisor and Admin users.
- Claim Team Work Order – Work Orders assigned to Teams can be Claimed and automaticity removed from other team members worklists.
- Support for RFID NTAGs 213/216.
- NFC tags can be created for Meters, which allows quicker Meter Reading input.
- Work and Materials Dashboards can be resized to fit smaller devices.
- All Work grid now shows Work Order Status.
- Additional Work Order information added to the Previous Work grid.
- When adding Labour Hours, the Date and Time can be changed.
- Work Requester details added to Work Orders.
- Location column now shown when selecting the Work Subject

Work Subject Groups

- Priority added to Work Subject Groups.

Mobile Lite

- New images can be added to Work Orders and existing Subject and Task images can be viewed.
- Work Order Contact now shown on Work Orders.
- Description on follow-on Work Orders now defaults to the Description on the original Work Order.
- The All Work section now hidden from users with the Maintenance Technician profile. This is a configurable and ShireSystem Support can revert this change back if required.

Stock & Inventory

- Parts by Store provides a tree view of all Stores, Bins and Stock held.
- New Group Transfer allows groups of Parts to be quickly transferred between Stores.
- Parts Required tab within Part records provides visibility of where Parts are required in the system.
- Stock Issue improvements:
 - Stores are now listed on the popup reducing the amount of searching.
 - Issue Quantity defaults to the Required Quantity (if Parts are held in a single Store).
 - Subject and Task Part Lists now accessible during the issue process.
 - Part Images can be viewed.
 - Issue Wizard now allows multiple issues to different destinations.
 - Part Issue destination now shown on each page of the Part Issue Wizard.
 - Users can return to the first page of the Part Issued wizard after an issue.

- Transfer, Adjustment and Write Off popups show Stores and the quantity held in each Store when a Part is selected.
- Serial Numbers of Serialised Parts no longer need to be unique across the board.
- Adjustment is made on Parts if the stocktake changes the quantity
- Parts can be found on the Return Part popup using the Asset Serial No.
- Parts to return are no longer shown on the Parts Return popup until the search button has been selected.

Reports

- New Servicers of Assets and Locations Report.
- Follow-on Work Order Report has new detailed sequence.
- Work Type filter added to the Tests\Instructions and Work Planned for Future reports.
- Department added to the Outstanding Work report.
- Redundant stores are no longer shown on Materials reports.
- Usage Since value limited to 4 decimal places on the Meter Periodic Usage report.
- Bug fix. Department filter on Work Order reports now filters based on the Work Order Department (previously it was based on the Work Subject Department).
- Parts for Reorder report can be sequenced by Supplier
- Active/inactive filters added to Persons, Suppliers and Organisation reports.
- Bug Fix. Grouping issue corrected on the Cost Pareto and Fault / Downtime Pareto Analysis reports.

Work Subject Groups

- Priority added to Work Subject Groups.

Purchasing

- Previous Supplier information accessible when adding Parts to Purchase Orders.
- Expected Delivery Date and Time can now be recorded on Purchase Order Items.
- Location Security performance improvements.
- Bug fix. Both open and closed Work Orders can now be selected when creating Purchase Orders using the wizard.
- Supplier Quotation References can be added to Quotations and viewed within the Purchase Order Items.
- The user who approved an invoice for payment is now recorded.
- Bug Fix. Purchase Order grid filters are no longer lost when the exclude filters options are applied.
- Bug Fix. When cloning a Purchase Order, the Purchaser Name is now set to the user performing the clone.
- Bug fix. Totals now correctly rounded when they are to 3 decimal places.

Documents Manager

- Bug Fix. When importing documents the Document Name is now trimmed to be the first 50 characters.

Assets

- Priority column added to the Asset Register.

KPIs

- System presumes 24/7 availability if business hours are not set in the global KPI Availability calendar.
- Full Work Subject name now shown on the Bad Actors by Cost KPI

Locations

- Asset List on the Location Tree can be filtered by Asset Category.

Users

- Maintenance Technicians can no longer reject Work Requests.

Costs and Charges

- Bug Fix. Work Invoice Totals now correctly rounded when totals are to 3 decimal places.
- Labour Hours now shown in hours and minutes on the Work Invoice printout.

Interoperability

- Improved interface capabilities to and from other systems. In addition to existing web services:
 - Meter Readings can be accepted into Pirana.
 - Meter details can be made available to external systems.
 - Currency exchange rates can be managed.
 - Stock movement details can be extracted.
 - Supplier details can be maintained from external sources.

General

- Customer specific settings have been moved into a new configuration file, which will not be overwritten by future upgrades.
-

Version 3.2.3

General

- Current Devices grid shows the version of Mobile Pro that is being used by each mobile user.
- Pirana system QR Code can be generated in General Settings.
- Work Invoice Print Format can be set on Work Order Invoices

New KPIs

- Bad Actors By Cost – highlights the most expensive Work Subjects to maintain.
- Bad Actors By Downtime – shows the Work Subjects with the highest amounts of downtime.
- Bad Actors By Incident – reveals the Work Subjects with the most Work Orders.
- Bad Actors By Labour Hours – lists the Work Subjects that required the most labour time.
- PM vs Corrective Ratio By Hour – ratio indicating the proportion of time spent on PM Maintenance to Corrective Maintenance. Very helpful KPI for determining the economic rate to which PM should be performed.

- Uptime KPI – percentage of actual uptime compared to the required availability.
- Costs KPI – sum of Work Order costs as per the filters applied.
- Analyse Asset – key performance and fault statistics based on Work Orders raised for a particular Asset. This is accessed from within the Asset record.
- Analyse Location – key performance and fault statistics based on Work Orders raised at a Location. This is accessed from within the Location record.

KPI Improvements

- KPIs can be shared between users using the KPI import feature.
- Assigned To filter added to relevant KPIs.
- Work Types can be excluded from all or individual KPIs.
- Mean Time Between Failure KPI can optionally include or exclude Work Order Downtime.
- Usability improvements include:
 - New KPI Help popup added that includes full KPI explanations.
 - Breakdown tab added to the KPI popup. This shows how the KPI was calculated and allows spikes or unexpected results to be investigated.
 - KPI gauge styles can be changed.
 - Zoom functionality added to the scoreboard.

Images

- New 'Add Existing Image' feature allows images already uploaded into Pirana to be copied to a new destination.
- New images can be located using a URL.
- The order of images on Work Orders, Assets, Location, Parts and Contacts can be changed.

Tasks

- Images can be added to Tasks.
- Checks, Readings and Instructions can be imported from one Task to another.
- Check / Instructions Categories allow the colour of the Check/Reading/Instruction text to be altered and images to be added. The images and changes to the text are shown on Work Orders, Work Order Printouts and Mobile products.

Emails

- The subject and the body of all Pirana emails can be edited using the new Email Template Editor in General Settings.

Document Manager

- Existing documents can be replaced and a history of each version is maintained. When viewing historical data, the document shown is the version that was in use at that time.
- It is possible to make documents inactive to prevent future use.
- A 'Where Used' grid added to documents to show where the document is used within Pirana (e.g. which Work Order, Asset, Location, Contact, Part and Purchase Order).
- It is now possible to see by whom and when a document was uploaded.

Materials

- Serial Number search added to the Return Part popup.
- Purchase Issue Ratio and Pack Size available from within Materials.
- Min and Max Stock Levels added to the Parts grid on the Location Tree.

- Issue Parts popup defaults the issue type to the previous issue type used.

Assets

- Criticality column available on the Asset Register.
- Asset Description can now be changed using Group Change.

Work Orders

- Previous Check, Reading and Instruction results are shown on Work Order printouts.
- Signatures on Work Orders printouts now larger.
- Work Order Description now carried from the original Work Order when creating a follow-on.
- Checklist Category images are shown on Checks, Instructions and Readings.

Reports

- New Work Planned for Future report – Lists Work Orders that are due to be generated in the future.
- New Part Where Used report – Shows where a Part has been added within Pirana.
- Work History report modified to allow Work Orders signed off 'Not Done' within a specific date range to be displayed.
- Department filter added to the Scheduler reports.
- 'All Statuses' filter added to the Purchase Order Listing report.
- Filter added to the Stocktake Variation report to only show results with variance.
- Parts Catalogue Detailed report now excludes Stores removed from the Part Where Held list.

Mobile Lite

- Work Order Contact shown on Work Orders.
- Users now forced to accept Safety Notes when progressing and signing off Work Orders.
- Checklist Category images are shown on Checks, Instructions and Readings.
- Description now defaults on follow-on Work Orders.

Mobile Pro Android

- 'Change System' feature allows devices to connect to alternative Pirana systems.
- Checklist Category images are shown on Checks, Instructions and Readings.
- Mobile users now informed if their version of Pro Android needs to be updated.

Purchasing

- Documents can be attached to Purchase Orders, Purchase Requests and Quotations.
- Next and previous navigation added within Purchase Order Items.
- Item Numbers added to Purchase Order Items.
- New 'Reason to Purchase' field added to Purchase Requests and Order Items.
- Delivery charges can optionally be specified when creating new Purchase Orders.
- Manufacture and Supplier Part Number columns available on Purchase Order grids.
- Buyer Reference, Supplier Reference and Requested By columns are available on the Purchase Order item grid.
- Gross Unit Price can be edited during an Invoice Check.
- Credit Note and Invoice printing functionality added.
- Requester details available on the View Purchase Order Items grid.

- Purchaser can be informed via email when their item is on order.
 - Purchase Issue Ratio (PIR) and Pack Size now visible from within Part records.
-

Version 3.2.2

General

- Current Devices grid shows who is using each Mobile Licence and the last date they synchronised.
- Images can now be rotated. Useful to ensure images added via a mobile device are displayed in the correct orientation. Images are also scaled down by default.
- 'Add Document', 'New Location' and 'New Contact' hyperlinks added to the Pirana Home page.

Settings

- New setting added to restrict the Work Orders that are synchronised to Mobile PRO devices based on how far into the future they are planned for.

Contacts

- New option when creating user accounts or resetting passwords to email the new user their credentials.
- Existing Pirana usernames can be edited.

Assets

- Full Asset Category can now be displayed on the Asset Register.

Meters

- Meter Readings can be exported from within the Meter record.

New Reports

- New QR Code reports for Parts, Locations, Contacts and Bins.
- New Purchase Order Item report that shows items on approved Purchase Orders that have not been received yet.

Changes to Existing Reports

- Asset Listing reports can be filtered to identify duplicate Asset records
- Contact reports can now be filtered to show a single Person, Organisation or Supplier.
- Meter Reading Graph report now grouped by reading date rather than Meter.
- Actual Usage can be seen on the Meter Usage reports.
- Current Work and Work History reports can now be additionally filtered by PPM and Non-PPM Origin.
- Parts Supplier report can be sequenced to show a Part and who supplies it, or the Suppliers and the Parts they supply.
- Pareto Analysis reports now allows the top n to be found as well as the top n%. For example, the reports can show top 5, or the top 5%.
- Stock Movement report can be filtered by Work Subject.

Work Requests

- Reject and On-Hold Reasons are now shown on the Work Request

Work Orders

- The sequence of Checks, Readings and Instructions on the Work Orders is not correctly ordered by sequence number (bug fix)

Location Tree

- Location Tree has been optimized for greater performance.

Group Change

- Asset Description can now be modified using group change
- Work Order Locations on Work Orders generated from the scheduler can now be updated via Group Change (excluding WSG by Category schedules).

Purchasing

- Purchase Orders can now be cloned.
- Optional setting allows Purchase Order Items to be issued and delivered in a single action.
- Default Purchase Order format, VAT Registration No and Company Address can now be set on the PO Prefix.
- 'Select All' button added to the Invoice check process and 'Match All' button added to the delivery process.
- Tax Rate can now be set on the Supplier record, which is carried through to Purchase Orders raised with that Supplier.
- A warning is shown if the Supplier hasn't previously supplied the Part being added to the PO.
- Purchase Orders can now be emailed to an approver when they are ready for approval.
- The status of an Invoice can be seen on Invoice grids.
- Return Goods popup now shows many more items before scrolling is required.
- It is possible to add many items to a Purchase Order without having to leave the Purchase Order detail page.
- Administrator users can optionally be stopped from adding items to approved Purchase Orders.
- A new 'Reconcile' button available while invoice checking to see if the checked amount matches the invoice value.
- When returning Parts to the supplier it is now possible to specify if the Part is expected to be replaced.
- Users are now warned if an over-delivery is going to take place.
- Purchase Orders Items now show a summary of the quantity ordered and delivered.
- Part Supplier details such as Price are now updated if the Supplier is added to the PO after the Purchase Order Items.
- It is now possible to remove a Purchase Order item that has been added from a Purchase Request, and the Request status is reset to New.
- Store is no longer a mandatory fields when receiving a delivery of non-stock items.
- Service Purchase Orders changes:
 - Services can be delivered.
 - Stocked Parts can no longer be added to Service Orders.

Mobile Lite

- Major interface improvements and now Mobile Lite automatically resizes depending on the device (mobile, tablet or PC).
- Work Orders can now be found by searching the Work Order Number.
- Standard Text has been added throughout.
- Work Type and Tasks can be set when creating new Work Orders.

Mobile Pro Android

- Logged in username and Sync buttons moved to the top of the main menu
- New Materials Module:
 - Issue Parts to Work Orders, Assets, Contacts, Locations and Cost Centres.
 - Receive deliveries of Parts into Stores.
 - Perform one-off and full Stocktakes.
 - View Availability of Parts.
- New Data Collector Module:
 - Create new Assets.
 - Create new Locations.
 - Change the Location on existing Assets.
- Meters (included with the CMMS Module)
 - One Off Readings can be added.
 - Meter Routes can be processed.
- Work Order changes:
 - It is now possible to view images taken on previous Work Orders.
 - When passing or adding Labour Hours, the Contact can be found using a lookup.
 - Work Instructions are now shown from within the Available Work grid.
 - Work Order Lists can be sorted by Priority.
 - Work On-Hold Reason and Notes are displayed within the Work Order.
 - Work Request Notes are available within the Work Order. In addition, buttons have been added to allow the requester to be contacted via telephone number, email or Skype.
 - The 'Assigned To' Contact is shown on the main Work Order page.
 - Additional notes can be added and viewed on Work Orders.

Mobile Pro Pocket PC

- Automatic synchronisation can now be set to minutes.
- Part Issue process refined to make it easier to issue many different Parts to the same destination.
- Work Subjects can now found using a lookup during the Part Issue process.
- Work Instructions shown when users select a Work Order from the Available Work grid.
- Notes fields can be expanded to full screen mode.
- Clear button added to the Stocktake filtering

Web Services; Costs and Charges, Materials & Purchasing

- Pirana now includes interfacing capabilities to and from other systems, in the form of web services. The current web services permit transfer of data to and from Purchasing, Materials and Costs & Charges.

Version 3.2.1

General Settings

- Default Asset Status value can be set
- New option to enable double sided printing

Work Order Settings

- 'Email Address for Requests' field allows new Work Requests to be emailed to one or many email addresses.
- 'Scheduler Report Format' lookup allows users to specify which report format is used when the scheduler is printed (from within the Scheduler using the print button). A new format has been added in 3.2.1 to show man hours and job count.
- 'Scheduler Man Hours Format' controls which time format is used on the new Scheduler print format is used.
- 'Disable Quick Sign Off' allows the Work Order Quick Sign off functionality to be disabled from within Work Orders and Group Actions.

General

- New filtering added to all grids, which allows users to quickly find records by selecting values from drop down lists.
- Large images are now scaled down to 1024x1024 pixels. The ShireSystem Support Team can alter or remove this functionality.

Dashboard

- My Work Orders grid
 - 'Assigned To' can now be added to the grid.
 - 'Location' can now be added to the grid.

Asset List

- 'Customer' column can be added to the Asset List. *Note this is only applicable if you have Costs and Charges module).*

Assets

- New option to include or exclude Asset Notes when cloning Assets.
- On new Assets, the Asset Category no longer defaults to the last selected category. It is possible for this change to be reversed by contacting ShireSystem Support Team.
- 'Readings' tab on Assets renamed to Meters.
- 'Done By' can now be added to the Work Order grid within the Assets.
- Now possible to see where the Parts in the Parts List tab can be found.

Locations

- On the Location Tree, inactive Assets and Parts are no longer shown by default in the grids
- Bins can now be made inactive. Parts cannot be delivered into inactive Bins, however Parts can be issued from and transferred out of them.

Meters

- 'Total Usage to Date' is now mandatory when Utility, Incremental or Continuous meters are created.

Work Orders

- 'My Work' filter hyperlink added to the Work Order List in the Statistics section.
- The 'open' Work Order Formats now show where the required Parts required are held.
- Work Orders are automatically saved when they are emailed and printed
- 'Done By' is now shown on the Closed Work Order Formats.
- The 'Notes' field in the History tab has been expanded
- 'Work Type' on a follow-on Work Order created from a check or reading failure now comes from the Fail Task.
- Tasks to correct the failure are now shown before the Retest Task on follow-on Work Orders raised due to a Check or Reading failure.
- Bug fix to ensure the Respond and Required Dates are correctly calculated on Work Orders created via Work Subject Groups with Test Tasks.
- Bug fixed to ensure the correct Work Order Format is used when printing closed Work Orders with checks.

Work Subject Groups (WSG)

- Work Orders created with Work Subject Group by Category, now include Assets with Sub-Categories of the Category set on the Work Subject Group.
- When scheduling a Work Subject Group, fields on the schedule popup are now defaulted based on the Test Task selected (Work Type, Assigned To and Frequency).

Contacts

- User Profile Matrix links added to User Account tab on Contacts.
- On the User Account page, the Requester profile checkbox is now a radio button next to Admin or Supervisor. When you select this option, all other profile options are hidden.

Work Invoices (Costs and Charges)

- It is now possible to select a Work Invoice Print Format on the Work Invoice.

New Reports

- *Scheduler with Totals*. The report shows the projected Work Order count and the Estimated Hours.
- *Scheduler with Totals (A3)*. The report is formatted for A3 paper and shows the projected Work Order count and the Estimated Hours.
- *Scheduler without Totals*. The report shows the planned work schedule, without showing any Estimated Time. The report output matches the core Scheduler sorting and ordering.
- *Scheduler without Totals (A3)*. The report is formatted for A3 paper and shows the planned work schedule, without showing any Estimated Time.
- *Work Statistic Table*. Report in the Work History section that shows a table of totals by Work Type, showing the totals amounts of Work Orders that were Due, Done and Not Done in a specific time period.
- *Labour Hours by Person (Shift)*. This report shows the labour hours of team members recorded on Work Orders.

- *Outstanding Work*. A report to show outstanding Work Orders, that can be filtered by Status, Origin, Work Type, Date, Location and Subject.
- *Team Labour Hours*. A report showing the labour hours of team members recorded on work orders
- *Work Statistics By Person*. A report showing a breakdown of Work Orders that were 'assigned', 'completed' and 'to do' for individuals in a specific time period. The report also shows the total labour hours recorded for each person.
- *Tasks and Work Subject Groups Where Used*. Report to show the schedules for each Task and Work Subject Group.
- *Issue Notes*. A report that storeman can print once Parts have been issued to provide a record of the Parts Issued.
- *Part Due for Issue*. A report that shows Parts that need to be issued and where they can be found.
- *Assets QR Coded*. A report that can display one or many Asset QR codes.

Changes to Existing Reports

General

- Formatting improvements to all instructions and notes fields throughout.
- Reports now support Thai characters.

Assets

- Make and Model filters added to Asset Reports.
- Asset Detailed and Concise reports can now be filtered to show Assets without planned schedules (PPM).

Locations

- Location reports can now be filtered by Location Type.

Scheduler

- Selection of filters added to the standard Scheduler report

Work Reports

- Work History Action Taken Report:
 - Report renamed to; Work History Fault and Action Taken.
 - Report can now be filtered and sequenced by Fault Group, Fault Area, and Fault Cause.
- Work Statistic Report:
 - New sequence to show the Work Orders that make up the statistics.
 - Can now be filtered by the Assigned To contact.
- Work History reports:
 - Inactive Contacts can now be selected in filters.
 - Reports can be filtered by Contact roles (Staff, Maintenance Staff and/or Contractors).
 - Fault Area and Cause filters added.
 - Attributes added to the reports.
- Excess Time report
 - Can now be filtered by Work Type.
 - Now allows the user to view all actuals and estimates together in one report.
- Work History with Cost reports
 - Part Description now shown.

- Labour Hours report
 - Can now be filtered by Contact roles (Staff, Maintenance Staff and/or Contractors).

Fault / Downtime

- New sequences added to the Fault Pareto Analysis report to allow the number of incidents and downtime to be displayed on the same graph.

Tasks & Work Subject Groups

- Task report now shows Parent Tasks.
- Exporting the Work Subject Group report now shows Subjects and Categories.

Pirana Users

- Date Last Used filter and field added to the Pirana Users report.

Materials

- Stock Movement report can now be filtered by Cost Centre.
- Reorder report output:
 - Supplier and Supplier Contact details added
 - Suggested reorder quantity added
- Parts Supplier List Report moved into this section from Purchasing

Purchase

- Purchase Order List report can now be filtered by Purchase Order Status.
- Received By added to the Deliveries Received report
- Purchasing reports can now be filtered by Location.

Mobile Lite

- New Web.config setting to allow Work Orders assigned to your Team to be shown to the user. The default is for this to be off.
- 'Assigned To' columns added to grids on Mobile Lite (only the All Work grids).
- When the user selects a 'Work Type' filter they are now taken to the Work Order List.
- When new Work Orders are created, the user is now taken to the new Work Order rather than the Work Order List.

Mobile Pro Android

- Work Location is no longer mandatory when creating Work Orders. If on-line the Work Order Location will be gained from the Work Order Subject. If off-line, the Location will be populated on the Work Order during the synchronisation process (again from Work Subject).
- Work Order Description, Task and Subject can now be modified on new Work Orders created on the device (pre-sync only).
- Images added to new Work Orders created on the device are now shown to the user after a sync (bug fix).
- Work Order status can now be changed directly from New to In-Progress, and users are no longer forced to schedule the Work Order first.
- Pirana Mobile Pro splash screen has been redesigned.
- User is taken to the open Work Order when they create a new Work Order for now.

- Meter Subject now shown when Meter Readings are added.
- Inactive Parts are now excluded from the list of Parts that can be issued on Work Orders.
- When creating follow-on Work Orders manually on the device, the WO Description on the new Work Order now defaults to 'Follow-on from <WO No.>'.
○ User is now forced to enter readings if the 'Force Meter Reading' option is set on the Meter (bug fix).
- Bug fix to prevent an error if a Checklist Task has two or more Checks with the same Fail Task, and Fail results are recorded.
- Fault Area cannot be set without a Fault Group now (bug fix).
- Create new Work Order popup no longer shown if the Condition Meter does not have a Fail Task (bug fix).
- Sign Off button no longer active after Work Orders are signed off Not Done (bug fix).
- Bug fix to resolve a crash caused by the Assigned To value of a Work Order on the device being changed in core Pirana.
- Bug fix to ensure the option to not include the original Checklist Task on the follow-on Work Order functions as expected.
- When checklist Work Orders are signed off with incomplete Subjects, the user can now navigate directly to the Subject List to complete any missing subjects.
- Bug fix to ensure errors are not created if extremely large signatures are recorded.
- An error is no longer generated if Work Orders have a Cost Centre that is subsequently made inactive in core Pirana (bug fix).

Mobile Pro PocketPC

- Download files for M3 PDA devices added to the download pages.
- SQL Server and Compact Framework packages added to the DVD (bug fix).
- Inactive Parts are now excluded from the list of Parts that can be issued on Work Orders.
- When creating follow-on Work Orders manually on the device, the WO Description on the new Work Order now defaults to 'Follow-on from <WO No.>'

Materials

- Stores and Bins can now be removed from Parts if the quantity is zero (on the Where Held tab on the Part). This will stop the Stores from being shown on stocktakes and reports. So for example if Parts are delivered into the wrong Bin, they can now be transferred out of the Bin and then the Bin can be removed from the Where Held tab. In previous version this was not possible and the empty bin was shown in all stocktakes and reports.
- The 'Hide Empty Stores' checkbox on the Where Held has now been removed. This can be brought back if required (see ShireSystem Support).
- Part Issue Quantity is now shown as a minus value in the Part History tab

Purchasing

- Bug fix to prevent error caused by opening and saving some existing Purchase Returns
- Bug fix to ensure the Purchase Order grid filters are not lost when the user navigates between pages of the Purchase Order List (only happens when the Cancelled, Rejected and Closed checkboxes set).

Purchasing Web Services

- Support added for Purchasing Web Services.

Version 3.2.0

New Modules:

- Costs & Charges
- Mobile PRO for Android

Application

- New validation to stop the invalid loop with tree lookups
- Work Order grids shown within Work Subjects are filtered by Work Order Number by default
- Support for Thai characters in lookups

Asset Tree

- Sub-Assets only shown once in the Asset By Location Tree

Contacts

- Charge Code field on Contacts is no longer visible if the user cannot view Labour Costs
- Mobile, Email and Telephone details retained when moving between Contact records using the <, <<, > and >> buttons

Costs and Charges

- New Module; any cost can have a corresponding charge price
- Costs can be marked as Paid and Invoices can be created and sent to Customers

Group Change

- Assigned To Contact can be changed using Group Change

Location security

- Task schedules are now restricted by Location Security so that users only see schedules at Locations that they have access to
- Departments are now covered by Location Security

Lookup Tables

- Cost Centres can be made active and inactive

Materials

- Part Quantity and Store can be set when creating new Parts
- Price on delivery now defaults to the last known price
- Parts to Reorder grid can now be exported to excel

Mobile Lite (Web)

- The drop down lists now sorted alphabetically
- The Work Order grid can be filtered by Work Type

Purchasing

- Purchase Request printouts are now formatted like Work Requests and can be imported
- Into Store now defaults on deliveries, when the Part is added to the Purchase Order via Purchase Requests

Reports

- Pirana User report now covered by Location Security and inactive users can be filtered out
- Stock Movement report can now be filtered by Part Category
- The Stocktake Report Format has been modified to show more Parts per page and to show quantities on the right hand side

Scheduler

- Scheduler can be viewed in full screen mode

Standard Text

- Standard text can be applied on notes fields

Work Orders

- Work Orders that are part of Manual schedules can be re-opened

Work Requests

- Location security is now applied when automatic login is used on the Work Requester

Work Subject Groups

- Select All added to WSG to allow Subjects to be quickly be removed

Version 3.1.1

General

- Range of minor bug fixes
- Various interface improvements
- International version of Pirana now allows Parts to be added to Pirana via the RS Components catalogue
- Optional setting to stop the Work Order Description being overwritten by the Task Description (contact Support if required)

Email

- Exchange Server 2007 or Later, now supported

Assets

- Select All button added to the Asset Register

Meters

- Sequence number now automatically generated when adding Meters to Routes

Materials

- Part Quantities can now be viewed on the Part List
- Part cloning now includes Part Attributes
- Supplier Part Number column available on the Part List
- Inactive Parts filtered out of Parts List by default

Reports

- Write off reason added to Stock Movement report
- Part Code filter added to Stock Movement report
- Extract criteria now only shown on first page of report by default (can be reverted to all pages if required)

Work Orders

- Fault Area column available on the Work Order List
- Downtime required checkbox reintroduced on Work Order Formats

KPIs

- Mean Time Between Failure bug fix to correct the KPI when filtered by a single Work Subject or Location

Version 3.1

General

- NEW: Work Subject Groups. Used to create multi-Subject Work Orders (Fixed & by Asset/Location Category).
- Tabs can now be accessed via the main drop down Menu.
- Users of Demo systems will now be reminded via an automatic pop-up message just before their login details are due to expire.
- Users will be reminded to register / re-register on the anniversary of module purchase date.

Assets

- Assets now show a history of location changes.
- Systems in the Asset By System tree are ordered alphabetically.
- New Test results tab (with graph) on Assets to show results of 'checks' (see Tasks / 'Checklists').
- Asset Code is automatically generated when cloning.
- Comments can be added to images
- New option to include images on Work Order Printouts

- Work Subject Groups can be created via the Asset Register

Cloning

- It is now possible to clone a Part.

Contacts

- New Test results tab (with graph) on Contacts to show results of 'checks' (see Tasks / Checklists).
- Comments can be added to images
- New option to include images on Work Order Printouts

Group Action

- Not Done Reason added to Group Sign Off and Sign Off Not Done. Relates to multi-subject Work Orders (see Tasks / Checklists).

Locations

- Manufacturer Part Number is now shown on the Parts grid on the Location Tree.
- Stores now have optional Location Type - this is so that they can be picked up in Multi-Subject Work Orders (see Tasks / Checklists).
- New Test results tab (with graph) on Locations to show results of 'checks' (see Tasks / Checklists).

Lookup Tables

- Lookup grids can now be exported to Excel.
- The first column in drop-down Lookup lists are now sorted.

Materials

- Deletion of Part is permitted until it is issued.
- When creating a new Part the default Preferred Supplier is set to the Supplier previously selected, for easier record entry.
- Store drop-down is now sorted in alphabetical order.
- The Reason for Return to Supplier is now in Part History.

Mobile LITE

- Meter Routes have been added to the Mobile Lite application.
- Fault Code and Fault Area have been added to the Mobile Lite application.
- Multi-subject Work Orders and checklists are now supported on Mobile Lite
- Fault fields are hidden if a Work order is from the scheduler (PPM).

Purchase Orders

- Part Code and Description now shown on all views.
- Requesters of Purchase Orders can now be emailed when Purchase Orders are cancelled.
- Part Code now shown on Purchase Orders Deliveries tab.

Purchase Requests

- When a Part is selected on a Purchase Request the Cost Centre is set to the Parts Cost Centre.
- Purchase Requests cannot be deleted by Purchase Controllers.

Purchasing

- Quantity outstanding per Part shown on the Purchase Order Items tab.
- Items delivered already shown on the Receive Goods popup.
- Manuf Part No and Suppliers Part shown during delivery.
- Supplier Part Code added to Invoice Check and Credit Note screens.
- New checkbox on the Invoice Header so that users can identify Purchase Orders ready for payment.
- Net Line Price shown on the Invoice Checked grid.
- Cost Centre on Purchase Order items carried from Subject for purchase.

Reports

- Reports can now be directly emailed.
- New 'checklist' reports - Test / Instruction Results, Test Results Trend Analysis, Tests / Instructions.

Scheduler

- New filter - Work Subject Group

Tasks

- Support for 'Checklists'. A new area of functionality to enable the user to carry out work that involves responding to a set of Checks and/or Readings and/or Instructions against a Work Subject or list of Work Subjects, in order to carry out PPM or Ad Hoc Inspections.
- Meter Routes can now be added to Tasks
- Condition Failure: Work Orders now show failed 'Checklist' Readings.

Users

- The Read Only profile now shows a read-only view of the Document Manager
- The report viewer profile in version 3.0.2 permitted users to view all reports. In version 3.0.3 this was changed so that report viewer profile could be restricted to allocated profiles only. In version 3.1 there is now a new web.config setting is available for customers who wish to revert the report viewer profile as set up in version 3.0.2.

Work Orders

- Fault Cause is now shown on the Quick Sign Off if the Work Order is Non-PPM.
- 'Checklist' Work Orders functionality now included.
- Meter Routes are now shown on the Work Order (from the Task).
- Fault fields are hidden if a Work order is from the scheduler (PPM).
- The Downtime checkbox on Work Orders has been removed. It is now linked to Work Type and/or Tasks.
- Images can now be added on the Work Orders Information Tab.
- Images now included on Work Order Printouts

Mobile PRO

- Supports 'Checklist' and multi-subject Work Orders as above.
- Symbol devices are now supported and new cab file included on mobile installation page

KPIs

- KPIs can now be filtered by Work Type and Trade
-

Version 3.0.4.17

RS Functionality

- Parts can be created in Pirana by searching the RS website
- Parts can be sent to the RS website shopping basket from Pirana (via Parts, Parts for Reorder grid and PO)
- RS Price and availability information can be accessed in Pirana

Other enhancements:

- Preferred Supplier has been added to Part Detail tab
 - Demo days count down now added to login page
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Version 3.0.3.50

Pirana Mobile PRO - NEW PRODUCT

- Convenient 'on and off line' capability.
- Work Orders – Control the Work Order lifecycle. Add Labour, Meter Readings and Issue Parts.
- Data Collector – Add Asset and Locations.
- Materials – Issue Parts, Receive Delivery and stocktakes.

Reports

- New Recent Reports section. When viewing or exporting there is an option to add to the list.
- New View Later option. Uninterrupted work flow during report generation.
- Filters are now saved until cleared.
- Reports can now be viewed as a PDF without Adobe Acrobat.
- Report Viewer now subject to user profile settings.
- Origin, Asset Category and Fault Area added o Fault and Downtime Reports.
- New downtime report listing downtime by the usual criteria, with an option to show subtotals instead of downtime per incident.
- Currency symbols from Cost reports are replaced with Currency Code.

- Inactive since date now included in Asset Detail Report.
- Work History Report – can now filter on Asset Category.
- Now possible to filter the Automated Re-Ordering report by Location and Store.
- Default Selection Criteria now included on report output.
- Location filter included on the Stock Movement reports.
- Excess Hours report – new option to allow Excess Time to be shown only.
- Reason Not Done for Not Done Work now available for reports.
- Asset Category added to Worklist reports.
- Asset Category included in Pareto report.
- Now able to generate a fault pareto analysis with a filter on Work type.
- New Document Listing Report.
- ‘Users’ added to Persons Report.
- Purchase Request report can now be filtered by Requester.
- Purchase Order Status report can now be filtered by Type.
- Asset Owner added to Asset Report Filters.
- It is now possible to filter report to report on Action Taken.
- New graphical Meter Readings Report.

Purchase Orders

- A new Purchase Order will default to Type ‘Normal’.
- Default Date on new Purchase Order

Purchase Requests

- Purchase Requests can now be cancelled or rejected.

Purchasing

- ‘Tax Rate’ renamed to ‘Tax Code’.
- Now possible to filter on Purchase Order Types on the Purchase Order grid.
- If items have a Tax Code then the Purchase Order Date is mandatory.
- The Actual Cost is now shown on the Purchase Quotation Suppliers grid.
- Total Cost added to the Order Items grid on Purchase Orders.

Work Orders

- Administrators and Work Controllers profiles are now permitted to re-open Work Orders.
- New ‘reference’ fields available for reporting.
- Work Subject pictures now included with option to add more.
- Signature shown on WO via Pirana Mobile PRO.
- When progressing Work Orders, Actual Start Date is set automatically.
- Follow on Work Orders can be raised at Sign off.
- New closed Work Order format option in Settings.
- Work History grid can be exported to Excel.
- New ‘Select All’ option on the Work Order List.
- New ‘Group Print’ option on the Work Order List.
- It is now possible to reopen a closed Work Order.

Pirana Mobile

- A selection of useful new fields at Sign Off.
- Work Orders can now be sorted by Location.
- It is now possible to 'Pass' Work Orders to other team members.
- Timesheet information can now be recorded.
- Follow on jobs can be raised via Pirana Mobile.

Work Requester

- New, easy interface.
- New option to bypass the login page (Contact ShireSystem Support for details).
- Users can change their passwords.
- New URL for Purchase Requester.
- Contact field now included.

Scheduler:

- New filters for Work Type, Department and Repeat Type

Meters:

- No longer show Total Usage to date for each meter reading
- There is now an option on a Meter to specify that it never 'rolls over'.

General:

- Selecting the Pirana logo takes you home. Lots of new options for mobile in General Settings

Location Tree:

- New open and closed Work Orders tabs

Asset, Contacts, Locations:

- New barcode field & new Work Order tab.
- Address field added to the Asset records

Tasks:

- Set Work Order Format on tasks & new Schedules for all child tasks option when scheduling

Lookups:

- New way of setting Priority timebands & new Standard Text lookup

Contacts:

- New Read Only user profiles & users can now set Purchase Approval limits per currency

Version 3.0.2.108

NEW FEATURES

General

- New interface design with easy-to-use screens and enhanced graphics. See help file for details.
- Record navigation now permits the user to move to the Last, Previous, Next and Last record.
- Add/Delete buttons are available from within a record.
- Actions are now shown in new Menu drop down list.
- Main Menu is now displayed in a new drop down menu.
- New quick access icons have been added to provide quick access to the main parts of the application.
- Pirana now supports Chrome, in addition to IE and FireFox.
- Pages automatically expand to make full use of the screen size available.
- The Administrator Profile can now control which users can see Labour Cost information.

General Grids

- Data in grids can be exported to Excel.
- Users can double click rows in grids to open records or use the hyperlinks.
- User can customise grids. Columns can be added and removed, the order of the columns can be changed, and the columns widths amended. Changes are saved per user.
- Improved filtering and sorting allows the user to filter/sort a grid by every column.

Dashboard

- New Work Requests graph.
- My Work Orders grid can now be filtered and columns can be rearranged.
- Graphs and Statistics include new Work Order groupings; Pending, Due, and Late.

Assets

- Asset Images are now displayed on the Main Details page.
- The Asset Tree layout has been revamped and now has searching.

Meters

- Meter Routes now show the Previous Meter Reading.
- Meter Readings can be entered out of date sequence.
- Existing Meter Readings can be edited.

Work Requester

- New layout of Work Request page.
- New Request Types; Request or Breakdown.
- Tasks can now be selected on the request, by the Requester user. The Requester user is only shown Tasks that have been marked as 'Requester' or 'Breakdown Tasks' on the Task record.
- Task Notes are now displayed on the request, if the user has selected a Task.

- Details of all Work Orders raised for a Request are now shown from within the Work Request. Work Order Number and Planned Completion dates shown.

Work Orders

- New definition of Overdue Work Orders. Also, additional groupings of Due, Pending and Late are shown on the Work Order List and Dashboard.
- New colour coding on the Work Order List and introduction of coloured flags.
- One Work Order can now generate many Work Orders (follow on).
- New Labour Costs tab allows engineers without access to cost information to record Labour hours.
- New Refresh option added to the Work Order List.
- Users can now set Respond By and Required By time bands on a Priority (in lookups). When set, the Respond By and Required By Dates on the Work Order are calculated. Previously you could only set a Respond By time.

Quick Sign Off

- New dedicated page and action on the Work Order to allow work to be signed off with minimal input – 'Quick Signoff'.

Work Scheduler

- The form makes better use of the full screen.
- Users are now able to delete a Task Scheduled from within the Scheduler (new right click option).
- New option to navigate back to the current week.
- It is now possible to postpone or reschedule PPM rows using the right-click option.

Locations

- Searching has been added to the Location Tree. Users can now find a Location by Name, Contact, Address, Telephone or Post Code.
- The Location Tree can be filtered to view All Locations, Locations Only or Stores only.
- Users can now view key Location information without opening the Location. The Details section of the Location Tree now shows information such as Address, Contact, Department and Cost Centre.
- New Meters Tab now added to Locations.

Contacts

- User can now add images to Contacts. These are displayed on the main details page.
- New User Profile option that allows Labour Costs to be hidden from the user.

Materials

- New searching in the Parts by Store tree.
- Users are now able to enter free-text notes when performing an Issue, Transfer or Delivery. Notes are saved in the history.

Purchasing

- New Purchase Order Wizard to help the user create new Purchase Orders.
- Purchase Order List can be viewed by Purchase Orders or by Purchase Order Items.
- Quotes can now be raised for more than one item and made into 'Purchase Orders'.
- Non-stock' items can now be made into Stock items from a Delivery record.

Tasks

- New options on Tasks allowing users to set the Task to be visible as a Requester and/or Breakdown Task.
- Last Done Reading, Last Done Date and Total Usage Readings can now be entered when scheduling a Usage Based task.
- There is now an option to Schedule against all Assets with an Asset Category. When scheduling against Asset Category it is now possible to choose which category to schedule against.

Reports

- New Reports – Meter Usage, User Profiles, Planned Parts Usage and Document Report.
 - Report data can be exported to Excel.
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Version 3.0.1.3 Maintenance Release

NOTE: The Version numbering system has changed. Version 3.0.1.3 and above supersede 3.0.43

3.0.43 December 2011

- **Materials Module**

A new Pirana module providing the following functional areas:

- Deliveries.
- Transfers.
- Serialised Parts.
- Asset Parts.
- Perishable Parts.
- Multiple Stores / Bins.

- **Purchasing Module**

A new Pirana module providing the following functional areas:

- Purchase Requests
- Purchase orders
- Quotations
- Goods Receiving
- Invoices
- Credit Notes
- Automated Reordering

- **Group Change Utility**

- A utility to change potentially large sections of data at once, from user defined criteria.

- **Group Action Utility**
 - A utility that allows selection of groups of Work Orders in order to change the status.
 - **Support for Multiple Currencies**
 - For prices and costs, multiple currencies are now supported.
 - **Ability to associate Documents with Parts**
 - Parts records now have an additional 'Documents' tab to allow association of files from the Document Manager.
 - **Adding web links.**
 - It is now possible to add Web links as document types in the Document Manager.
 - **More hover text.**
 - A greater majority of the fields within Pirana have hover text. When the mouse pointer is moved across selected fields then help text is displayed.
 - **Extended Report Filters**
 - The fields System and Department have been added to all report filters.
 - **New User Profiles**
 - New profiles have been added for the new Materials and Purchasing modules.
 - Changes have been made to Admin, Supervisor and Work Controller user profiles to allow them to claim unauthorised requests (bypassing the approval & schedule processes).
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Version 2.2

- **Document Links**

A document may be stored as a hyperlink instead of uploading the file and storing it. The URL in the format `http://.....`

- **Scheduler: Automatic Rows/Usage Rows**

In Pirana the Repeat Type known in FrontLine V2 as 'Variable' is known in Pirana as 'Automatic'. The type formerly known as 'Fixed' is now called 'Manual'.

When a Work Order is signed off early or late on an Automatic Row, the Xs/Ms to the right of it are regenerated and so moved to the left or (more often) to the right. From the user's point of view they will have shifted depending on the Actual Completion date of the last Signed-Off Work Order.

Usage Rows have been altered to follow similar rules to Variable Rows.

On Automatic/Usage Rows there is always one Open Work Order. When this Work Order is signed off, the next Work Order is automatically generated. The Generate button has no effect on Automatic/Usage Rows.

There is some additional validation for Automatic/Usage rows. As follows:-

- It is not possible to sign off a Work Order in the future
- Only the W!/W! is 'draggable'. After dragging the Xs/Ms subsequent plans are regenerate. There is no individual drag.

- You may not sign a Work Order off so it overlaps an existing closed Work Order.
- You may not drag a Work Order so it overlaps an existing closed Work Order.
- If you Sign Off a Work Order so that the Actual Completion Date overlaps X's/Ms or it has X's/Ms in the past, you will receive a warning. The user may chose to override this message and carry on signing off the Work Order.
- You may not sign off an Automatic/Usage Work Order as 'Not Done'.

• **Work Order List Ordering Changes**

With the next Work Order being created automatically, the ordering of the Work Order List has been altered to be more useful for the user. By default the list is ordered so that Work Requests always appear on top, sorted by Planned Start Date. Full approved Work Orders without a Planned Start Date the follow. This is shown on the grid as if Planned Start Date (descending) were the selected sort order.

It is still possible to sort by any of the other columns.

• **Generate Next Work Order**

As with Usage and Automatic Rows, Pirana can automatically generates the next Work Order for a Manual Work Order Row in the Scheduler. The user can override this option for Manual Work Order Rows and have Pirana run in a 'classic mode', whereby it does not create the next Work Order. This option is OFF by default, for customers who upgrade.

• **Actual Completion date is now mandatory at Work Order Sign Off**

Actual Completion (Date) on a Work Order is now a mandatory field at sign-off. For customers upgrading from a previous version, Pirana automatically inserts a new date based on when the Work Order was signed off (in history), the Planned Start or the Raised Date, in that order, depending on what data is available. This facilitates Automatic Jobs and KPIs to be calculated efficiently.

• **General Scheduler Changes**

Delete Scheduled Tasks

It is possible to go to the Scheduled Tasks tab on an Asset or Where Used Tab on Tasks, and delete without validation (e.g this record is in use). When this happens, the Work Orders generated from this Scheduled Task are kept.

Configurable number of displayed weeks

It is possible to configure the number of weeks shown in the scheduler, up to 2yrs into the future. This is available in My Settings on the Home page.

Configurable Scheduler Form

In the Scheduler it is possible to hide the panel (containing scheduler key etc) on the left by clicking on the << button. You can bring it back by clicking on the >> button. Pirana will remember the user's last setting.

Pirana also remembers the widths of the columns in the 'Resources' part of the Scheduler (where it specifies the Asset, Task, View, Location....etc).

Context-Sensitive Menus

The right-click menus in the Scheduler now shows appropriate options using the following rules.

W	Sign Off, Sign Off Not Done (Manual WO Rows only), View
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X	Generate (Manual WO Rows only – turns them into Work Orders), Delete
C	None
N	None
W	View
M	Generate, Delete (Both of these Manual WO Rows only)
N,C,*C*	View
[Empty Square]	Insert (Manual WO Rows only)
!W!	View, General and Delete (Both of these Manual WO Rows only)

New Filter Default

By default, Pirana shows only Planned Work. It is possible to override this in the filter.

Scheduler Printing

It is possible to produce a Printed version of Scheduler, by clicking on the Print button – up to 53 weeks into the future. This report is also available in the Reports module.

'Assigned To' has been moved from Task level to Scheduled Task level. When you schedule a Task, Pirana looks at the Task for a 'default' but the user can specify a different 'Assigned To' Person for each Plan based on the Task.

Not Done

Work Orders Signed off as Not Done appear as N on the Scheduler (unless they share the same week with another symbol.)

Partial Generate Weeks '!W!'

When there is a combination of Work Orders and ungenerated X's in the same week, a new symbol will be shown ('!W!'). If it is a Manual Row, the user may choose either to generate the outstanding X's or delete them.

- **Job Suppression**

Where there exists a hierarchy of Tasks e.g. 6 month job, 3 month job, Pirana will suppress the child Task.

For example

(Parent Row)	6 Month	X		X		X
(Child Row)	3 Month	X/S	X	X/S	X	X/S

A suppressed job will appear as an S in the schedule. When the Schedule is updated so that a parent job is moved, any child jobs will be rechecked, and unsuppressed if appropriate.

Existing Work Orders may also be suppressed. When the Parent Row's Work Order is signed off, the child Work Order is also signed off. A note in the Child Row's Work Order history provides a reference to the Work Order that signed it off. The next Work Order is created in both the parent and child Row.

Pirana provides a threshold (in days) to enable the user to specify how close a child job must be to a parent job for it to be suppressed (i.e, x days either side). If no threshold is set (i.e. blank) then no suppression is applied.

Suppression is only applied to usage jobs when they share the same Meter.

Suppressed Jobs do not appear in KPIs, Reports and the Work Order Lists.

- **Additional Sign-Off Validation**

If a user tries to sign-off a Work Order on a Manual Row where there are outstanding Ws or Xs/Ms in the past then they are presented with a warning. The user may cancel this or continue to sign off the Work Order. This is very similar to the validation on Automatic Usage rows.

Pirana Mobile has been updated to include any Sign Off validation.

Version 2.1

- Usage Based Planned Maintenance: PPM schedules based on usage based readings, batch reading of usage meters and advance triggering of work.
- Custom Fields: Ability to manually change some or all of the application labels to a different language or words & phrases of the users' choice.
- Assisted Lookups: Improved method for selection of existing data from lookups using predictive filtering.
- Adv. Location Security: New module to configure access to client & location details, for each user.
- Labour Report: A new report detailing labour hours, costs and totals.
- Time zones: Ability to set the system time zone.
- Improved Meters: Ability to link meters to meters and enter batch readings
- Safety notes can now be added to locations.

Version 2.0

- New Module Released: Client / Location Security
- New Module Released: KPI Scoreboard & Reporting .

Version 1.1

- Maintenance Update
- New Module Released: Mobile Work Orders

Version 1.0

- New Module Released: Maintenance
- New Module Released: Stock Control
- New Module Released: Work Requester

Activation & Licensing

Shire products include activation technology that helps prevent unauthorised copying of the software. Activation is an interactive representation of the license agreement between Shire and its valued customers. Activation protects the intellectual property.

Hosted or Installed?

Pirana CMMS can be supplied in two ways:

1. Hosted - Data and application resides on ShireSystem server.
2. Installed (LAN Based) - The data and application is installed on YOUR server.

What happens during activation?

Once setup Shire Pirana CMMS can be evaluated for 30 days, by which time it is necessary to purchase a licence before continuing to use the application. See the Evaluating Shire section of the help file.

Activating your Hosted system.

Your hosted system should be setup and licensed automatically once your order has been processed. For further information contact the ShireSystem Customer Support Department.

Activating your installed system (LAN Based).

1. Contact the ShireSystem Customer Support Department to request your system code and product key.
2. Start up the Pirana CMMS application.
3. From the navigation tree go to Settings / System Settings / Licensing. On this page you will find a summary of the Pirana products that you have purchased.
4. Enter the System Code into the System Code field
5. Enter the product key you have been given into the New Key field.
6. Click 'Validate'. Your new licence will then appear in the list.

The product is now activated and available for use.

For each subsequent Pirana product you purchase you will require a new unique key. The System Code will not change. Repeat steps 4 to 6 to validate any newly purchased product.

Please contact the ShireSystem Sales Department if you wish to purchase additional Module or User licences.

Please see the Activation & Licensing section of the help file for further details.

Contact information

Support Help Line	+44 (0)23 8023 0656. Voicemail operates outside normal opening hours
Website	https://www.elecosoft.com/software/shiresystem/
Email	shiresupport@elecosoft.com

The Help Line operates from 08:30 to 16:30 (UK time), Monday to Friday (excluding UK public holidays).