ARMS

TickeTrak Release Notes

2026 · TT10 Web Platform + TTM-A Mobile App

End2End Public Safety · ARMS

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TT10 Web

10.15.11

TT10 WEB

January 28, 2026 · Maintenance

Maintenance release delivering approximately 85 enhancements and stability improvements alongside the launch of GenCon 3.0, a fully rebuilt report-generation engine. Clients on versions earlier than 10.14 must apply 10.14 configuration changes before upgrading.

NEW FEATURE GenCon 3.0 — report generation engine rebuilt with modern technology; new installer available.

IMPROVEMENT Approximately 85 stability improvements across permits, tickets, portal, and reporting modules.

10.15.12

TT10 WEB

February 6, 2026 · Maintenance

Targeted update addressing an issue that could occur when linking a person to a permit.

IMPROVEMENT Linking a person to a permit — an issue that could occur when the permit's account number referenced a person record has been resolved.

10.15.13

TT10 WEB

February 12, 2026 · Maintenance

Update correcting permit amount behavior when permit types or linked persons are changed.

IMPROVEMENT Permit type amount — switching back to a $0 permit type now correctly resets the amount rather than retaining the previously selected value.

IMPROVEMENT Rate schedule — the permit amount now updates correctly when a primary person linked to a rate schedule is removed.

10.15.14

TT10 WEB

February 24, 2026 · Maintenance

Continued refinements to permit amount and rate schedule behavior introduced in 10.15.13.

IMPROVEMENT Permit amount and rate schedule — additional refinements ensure the amount resets to $0 and the rate schedule clears correctly when the primary person is removed.

10.15.15

TT10 WEB

March 19, 2026 · Patch

Update addressing permit batch creation and continuing rate schedule refinements.

IMPROVEMENT Permit batch creation — an issue where a mandatory field warning appeared even when that requirement was disabled in settings has been resolved.

IMPROVEMENT Permit amount and rate schedule — continued refinements to ensure $0 amount persistence and rate schedule behavior work as expected.

10.15.16

TT10 WEB

March 27, 2026 · Maintenance

Enhancement to late fee behavior for appeals accepted with a reduced fine.

ENHANCEMENT Late fee grace period for reduced appeals — citations with a granted appeal and reduced fine now receive the configured grace period before late fees apply, consistent with other appeal outcomes.

10.15.17

TT10 WEB

April 20, 2026 · Maintenance

Update addressing permit renewal notices, portal permit purchasing, payment processor fee codes, and a portal alert.

IMPROVEMENT Permit Renewal Notice — an issue preventing new renewal notices from saving has been resolved.

IMPROVEMENT Portal permit purchase — end users can now purchase permits as expected when citation-related restrictions are not enabled.

IMPROVEMENT Payment processor fee codes — appeal person fees are now transmitted correctly to the payment processor.

IMPROVEMENT eTicket loading — a configuration issue that could prevent eTicket records from loading now produces a clear, actionable message for administrators.

IMPROVEMENT Portal experience — a non-actionable alert that appeared after completing a portal purchase has been removed.

10.15.18

TT10 WEB

May 28, 2026 · Patch

Update delivering new features for portal cache management and notice reporting, along with payment resilience improvements and general refinements.

NEW FEATURE Portal settings cache — the portal cache now updates automatically when web portal settings are changed, so updates take effect without a manual cache reset.

NEW FEATURE Zip code on Notice views — zip code is now available in Notice views, enabling reporting on mailed notices by zip code.

ENHANCEMENT Payment resilience — transactions that were not captured when a user navigated away immediately after payment are now posted correctly.

IMPROVEMENT License update — the Update License action in Help/About now correctly refreshes the support expiration date.

IMPROVEMENT Portal vehicle registration — the Model Year field now accepts only valid values, and field-level validation messages display in the correct position.

10.15.19

TT10 WEB

June 8, 2026 · Hotfix

Targeted update resolving a portal registration issue introduced in 10.15.18.

IMPROVEMENT Web portal registration — an issue where submitting the registration form did not complete account creation has been resolved.

10.15.20

TT10 WEB

July 20, 2026 · Patch

Update improving TrustCommerce payment handling and the experience when a card is declined.

IMPROVEMENT TrustCommerce payment posting — transactions are now posted reliably across all checkout scenarios.

ENHANCEMENT TrustCommerce decline experience — when a card is declined, users now see a clear message and are returned to the cart automatically, including when using the browser back button.

10.15.21

TT10 WEB

July 28, 2026 · Maintenance

Update adding CyberSource Unified Checkout support and correcting the Remote Support link.

IMPROVEMENT Remote Support link — the Remote Support option in the Help menu now opens the correct destination.

NEW FEATURE CyberSource Unified Checkout — a new integration option is now available in Admin >> System Settings >> WebPortal >> E-Commerce Settings, supporting CyberSource's modern checkout model. Clients currently using Secure Acceptance should review their configuration.

10.15.22

TT10 WEB

August 13, 2026 · Maintenance

Update adding reCAPTCHA v3 bot protection to portal registration and addressing portal address creation and account validation.

NEW FEATURE reCAPTCHA v3 for portal registration — invisible bot protection is now applied during web portal account registration. Site key, secret key, and minimum score threshold are configurable by administrators.

IMPROVEMENT Portal address creation — an issue that could occur when creating a new address during permit or payment workflows has been resolved.

IMPROVEMENT Portal account registration — missing configuration now surfaces a clear message, duplicate email address validation works correctly, and a spurious field warning on initial load has been removed.

10.15.23

TT10 WEB

September 18, 2026 · Patch

Update addressing payment handling, record merging, coupon codes, payment plans, proration dates, and appeal judgment display.

IMPROVEMENT TrustCommerce — navigating back during checkout no longer results in a duplicate payment being posted.

IMPROVEMENT People Merge — merging person records now completes successfully when related records contain alpha-numeric account ID values.

IMPROVEMENT Coupon codes — coupon codes can now be applied correctly in the web portal on versions 10.14 and 10.15.

IMPROVEMENT Payment Plans — closing a payment plan from a browse list result no longer triggers an unexpected confirmation prompt.

IMPROVEMENT Permit Type proration — consecutive prorated issue amount records with adjacent date ranges can now be saved without a date validation warning.

ENHANCEMENT Judgement Comments — appeal judgment comments now display in sentence case for improved readability.

10.15.24

TT10 WEB

September 18, 2026 · Patch

Update resolving an email address validation issue on person records.

IMPROVEMENT Email address validation — person records containing a whitespace-only email address value, whether entered manually or imported via the scheduler, no longer trigger a validation alert. The field is trimmed before validation and the import process now handles these values correctly.

10.15.25

TT10 WEB

October 6, 2026 · Patch

Update resolving permit import behavior and an omission in ticket exports.

IMPROVEMENT Permit import — running a second import with 'Update Duplicates' enabled now correctly updates the existing permit record rather than creating a duplicate.

IMPROVEMENT Ticket export — the Location field is now included in export output when configured in the export template.

10.15.26

TT10 WEB

October 30, 2026 · Patch

Update improving statement and notice generation, person address tracking, payment import accuracy, payment plan settings, and the mobile web portal payment experience.

IMPROVEMENT Statement and notice generation — files now generate reliably and open as expected every time.

IMPROVEMENT Person address updated date — the Updated field on person address records now populates correctly after an address is added or changed.

IMPROVEMENT Payment import — the import now requires a valid ticket number before applying a payment, so payments are always applied to the intended record.

IMPROVEMENT Payment Plan settings — the Minimum Total field now accepts valid amounts smoothly, with no unexpected warning.

IMPROVEMENT Portal cart — refreshing the page while items are in the cart now keeps the cart intact through checkout.

IMPROVEMENT Portal license plate entry — the license plate field now accepts standard characters only, ensuring clean and consistent data.

IMPROVEMENT Mobile web portal — the Submit Payment button is now fully tappable on phones, so customers can complete payments from any device.

TT10 Web (10.14 branch)

10.14.11

TT10 WEB (10.14 BRANCH)

September 8, 2026 · Maintenance

Update for clients on the 10.14 branch addressing a portal permit purchase flow.

IMPROVEMENT Portal permit purchase — the checkout flow now correctly reflects permit availability before processing payment, ensuring customers are not charged when a permit cannot be assigned.

TT10 Web (10.13 branch)

10.13.28

TT10 WEB (10.13 BRANCH)

August 13, 2026 · Maintenance

Update for clients on the 10.13 branch adding reCAPTCHA v3 bot protection to portal registration.

NEW FEATURE reCAPTCHA v3 for portal registration (10.13 branch) — invisible bot protection is now applied during web portal account registration. Site key, secret key, and minimum score threshold are configurable by administrators.

Mobile (TTM-A)

4.1.8

MOBILE (TTM-A)

January 27, 2026 · Maintenance

Update addressing a performance issue when capturing photos on a ticket.

IMPROVEMENT Photo capture on tickets — a delay that could occur when taking or saving photos to a ticket has been resolved.

4.1.9

MOBILE (TTM-A)

February 25, 2026 · Maintenance

Update addressing Timed Parking list refresh behavior.

IMPROVEMENT Timed Parking — tapping the Refresh icon on the Parked Vehicle List now correctly updates the list.

4.1.10

MOBILE (TTM-A)

March 20, 2026 · Maintenance

Update restoring camera functionality on Android 16 devices.

IMPROVEMENT Camera on Android 16 — the camera now loads correctly when capturing photos during citation issuance on Android 16 devices.

4.1.11

MOBILE (TTM-A)

March 24, 2026 · Maintenance

Update correcting photo orientation in the camera roll view.

IMPROVEMENT Photo orientation — photos now display with correct orientation in both the camera roll and the full-screen image viewer.

4.1.12

MOBILE (TTM-A)

April 16, 2026 · Maintenance

Update addressing image quality when syncing photos from the mobile app.

IMPROVEMENT Image upload quality — photos synced from the mobile app to the server now upload with full image integrity.