

Dear GraniteNet Customer:

CUES, the *Standard of the Industry*, has released GraniteNet, Version 5.9.0, with updates and enhancements to keep your system at peak performance. Remember, if you have a Software Support Plan you can upgrade free!

This latest release includes enhancements made to the GraniteNet platform including all desktop-based software (GraniteNet Premium, Basic, Office, Standalone Scheduler, and Viewer packages) as well as GraniteNet Web-based software (WebOffice, WebOffice Edit, WebInspect, and WebSync). Please note that you will need a new License Key/Activation Code which can be obtained online through your account in the CUES Software Support Portal or you may call into Cues Software Support. If you have not done so already, we encourage you to register on the CUES GraniteNet Customer Support Website at: <https://support.gnet.us.com/>. It contains documents, updates, Trouble Ticket submission, and many other features including the ability to look up your account and see your inventory of licenses, purchased modules, who they're assigned to and their current Support Plan status for eligibility to upgrade.

WHY DO I NEED TO DO AN UPDATE?

GraniteNet is constantly improving by adding additional features that you can take advantage of to be more secure and make your job easier and more productive. The 5.9.0 release offers the major enhancements noted below in addition to many other technical improvements that make the product better behind the scenes. If you're using an older version of GraniteNet, this release will automatically upgrade what you're running now to make the upgrade process easy. If you're receiving GraniteNet files from users that have not upgraded, rest assured that all newer versions of GraniteNet will automatically upgrade those files to make them compatible with v5.9.0.

The 5.9.0 release offers the major enhancements noted below:

GraniteNet **Desktop** major Enhancements:

[ArcGIS Trace Network support](#)

GraniteNet now fully supports ESRI's Trace Networks for both imports and export to GIS. Users who wish to update existing GPS coordinates with fresh GPS coordinates captured by the field crews can do so – and any adjacent network objects will be automatically adjusted with the new coordinates.

[GraniteNet has an extra safety check for any metadata changes being made through data transfer](#)

GraniteNet has been enhanced to perform additional data checks to prevent accidental data collisions. By checking the database structure on all data transfer operations, we have ensured that both the source and destination are compatible for maximum data integrity.

[GraniteNet has added a feature to see the transporter's speed in the video titling](#)

Video quality can diminish when the speed of the transporter is exceeded beyond industry guidelines. This feature will show the Operator how fast the robot is moving in the pipe and in some cases, such as for AI processing, this will help capture clearer imagery.

[GraniteNet now supports Cityworks v23.2.](#)

GraniteNet **Web** major Enhancements:

[GraniteNet WebOffice now provides a comprehensive Online Help Guide](#)

We've provided a searchable Help Guide to help users look up specific features and follow the steps to complete all kinds of tasks. Since the WebOffice Help documentation will be specific to the version of the software you're using, access is provided through your log-in to ensure you have the correct match. Simply go to your WebOffice home screen and see the question mark icon on the bottom left to launch the Help guide in a separate tab.

[New enhancements to make Smart, Custom Inspection Forms - for Web Inspections done on smart devices](#)

More and more customers are using GraniteNet to perform work (inspections) on “things” (assets) or carry out assignments (special actions) that extend beyond traditional wastewater operations (hydrants, valves, lift stations, light poles, etc.). Using smart phones or tablets, entities such as Public Works, Drinking Water, Natural Gas operators, etc. are using the browser-based WebInspect app (a \$40/month subscription) to perform many kinds of work. These new “*Smart, Custom forms*” enhancements allow each customer to create flexible forms to start the work that's needed to be done whether it's a new type of inspection or a new kind of work task. Simply choose the necessary fields you want and group them on the web form as you like for easy and fast data collection. Configure custom labels and set mandatory rules for fields using the Web Forms Editor tool so your crews capture exactly what is needed.

[Thank you for being a valued CUES customer!](#)