



ServiceWare Resources for Android

Release notes 8.0.0

Serviceware Resources for Android 8.0.0

Introduction

This document describes the changes for the Serviceware Resources for Android app version 8.0.0.

This version brings support for the new way of authentication required for Serviceware Resources 8.0 and aligns the multiple names for the planning module (Careware / Serviceware) to its new name 'Serviceware Resources'.

We hope you will enjoy using this new version of Serviceware Resources for Android and we would like to hear your feedback. You can send this by email (service@serviceware-benelux.com) or use our support phone number: 0031 (0)71-5680310.

Leiden, February 28th, 2022

Serviceware Benelux

Part of Serviceware SE

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1 New functionality

1.1 Support for the Serviceware Authenticator

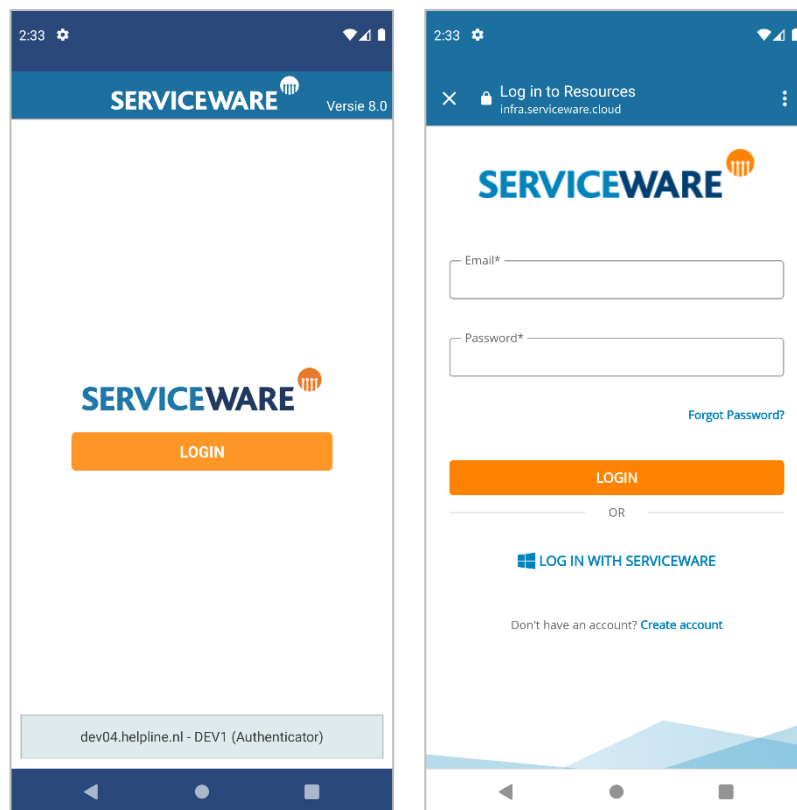
Available with Serviceware Resources 8.0 and up

To match the Serviceware Resources 8.0 release, in which the Serviceware Authenticator replaces the former hIP as the identity provider, the supported authentication methods for the Android app have been extended to include logging in via the Serviceware Authenticator as well.

Note: when the app is used with older versions of Serviceware Resources, then the authentication still runs through the helpLine Identity Provider (hIP). So, the app now supports both methods.

Changes compared to the hIP

The app no longer has its own login page, but links the user to the web page of the Serviceware Authenticator. Or to the linked provider in case the Serviceware Authenticator is used as identity broker.



When the Serviceware Authenticator itself is the identity provider, mobile users will now also have to start logging in with a second factor. This is new. In practice this means that users have to install an authenticator app on their phone. And during the initial login, in addition to their email address and password, users must also enter a code generated by that authenticator app.

After this first time, they will only be asked for this additional code if the user has not worked in the app for more than 30 days, if they choose to 'log in as someone else' or if the app has been uninstalled and then reinstalled again. Also, after the update to version 8.0, the 2FA code is also asked once. With later updates, this is no longer the case. Then access can simply be obtained with the set PIN or fingerprint, as one is used to.

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What's also new is that the user can manage his Serviceware Resources account from the mobile app. This means it is for example possible now to change your Serviceware Authenticator password from the mobile. Before, this could only be done from the web application.

It is also possible now to create an account for a new user entirely from the mobile phone, without first having to connect the device via the web application. Of course, to connect the user to an employee in Serviceware Resources, the email address used for the account needs to be the same one as the email address known at the employee. That hasn't changed.

1.2 External link per order

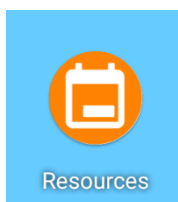
Available with Serviceware Resources 7.14.1 and up

Previously, a URL could be specified to which the user could link from an appointment on his calendar. The client number of the order on which the appointment was based was added to the URL, and this could then be used to open the relevant client information in the external application, however no specific order information could be supplied, only client and employee number would be filled in for the user, so the user sometimes had to manually find the correct order in the external application.

It is now also increasingly common for Serviceware Resources to process orders from *multiple* source systems. The ability to specify a single 'Go-To-URL' for all orders is therefore no longer sufficient. That is why it is now possible to supply a URL *per order* when the order is imported. That link can then also include all the specific order related information needed to directly open a specific order in the external application. It can also be specified per order whether the opening of that URL should be included in the flow (e.g. start appointment, open URL, stop appointment), or whether it should only be an optional action. When no specific URL is known for the order, the system falls back on the default URL which can still be set.

When there are multiple orders linked to a single appointment, the user will be able to choose what external link they want to open.

1.3 Small graphic adjustments



The old Serviceware (EN)/Careware (NL) logo in the Serviceware Resources for Android app has been replaced with the new logo for Serviceware Resources.

Also, as of version 8.0, a new 'launcher' icon is being used.

2 Solved issues

2.1 Issues with date of birth field in dynamic forms

The date of birth field was still time zone aware, resulting in displaying certain dates wrong in the forms. These dates were dates that had time zone shifts in their local time zones (such as the 1st of July 1937 in the Netherlands).

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3 Technical notes

3.1 Target SDK version

To comply with the new requirements for the Google Play Store, the target SDK version of this release was increased from Api level 29 (Android 10) to Api level 30 (Android 11).

3.2 Dropping Android 5.0 support

To make the app more secure with the new way of authentication we also had to drop the support for Android 5, seeing as this does not allow for a safe way to open websites for authentication.

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4 Installation requirements

The following items are required for the installation of ServiceWare Resources for Android 8.0.0:

- › ServiceWare Resources for Android 8.0.0 is compatible with all ServiceWare Resources (web) version in the 7 and 8 series. However, the external link per order functionality is only available from ServiceWare Resources 7.14.1 and up, and the new authentication method requires ServiceWare Resources 8.0 or newer.
- › Windows Server 2008 SP2 or higher. In case of the server having Windows Server 2008 installed, it needs to have at least Service Pack 2 or higher. Windows Server 2008 SP1 is not supported because of an issue with Microsoft .Net.
- › The webserver needs to have Microsoft .Net 4.7 Full installed and patched at least up to version 4.7.1.
- › The Android devices require to have at least Android version 6.0, but we recommend a minimum of Android 8.
- › Total list of supported Android versions:
 - › Android 6 (Api 23)
 - › Android 7 (Api 24) / 7.1 (Api 25)
 - › Android 8 (Api 26) / 8.1 (Api 27)
 - › Android 9 (Api 28)
 - › Android 10 (Api 29)
 - › Android 11 (Api 30)

For a complete list of hardware and software requirements, see: “[ServiceWare Resources - Hard- and Software specifications_EN_v80](#)”.