



ServiceWare Resources for iPhone

Release notes 8.1.0

Serviceware Resources for iPhone 8.1.0

Introduction

This document describes the changes for the Serviceware Resources app for iPhone app version 8.1.0.

This version brings two new additions to our dynamic forms. It is possible now to execute basic calculations within a form, so the input from 2 fields can for example be added up or multiplied automatically and the result can be shown in a 3rd field and used in further calculations.

We also made it possible to use the dynamic information on order(activity) level in the form, with which our dynamic forms will be even more flexible.

Next to that, also a few issues were solved. Please find them in chapter 2.

We hope you will enjoy using this new version of Serviceware Resources for iPhone and we would like to hear your feedback. You can send this by email (service@serviceware-benelux.com) or use our support phone number: +31 (0)71-5680310.

Leiden, April 4th 2022

Serviceware Benelux

Part of Serviceware SE

ServiceWare Resources for iPhone 8.1.0

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1 New features

1.1 Basic calculations in dynamic forms

It is now possible to do simple calculations between two fields/values from within the form: add, subtract, multiply and divide.

The values that can be used as input for these calculations can be either a value that is entered in the form, a value that is known for this specific appointment (or for the order the appointment was based on), or a hardcoded value.

The results of these calculations can not only be exported but can also be used in validation and effects, and in further calculations.

A few simple examples can be found in the picture. More complex calculations can be done with hidden, intermediate steps. For example when it is needed to calculate the average value $(A + B) / 2$.

This calculation will be done in two steps, first have a hidden field C that calculates $A + B$ and then add another field D that takes the value of C and divides it by 2.

The screenshot shows a mobile application interface with a blue header containing the text "Annuleer", "[Calculations] Demo", and "Opslaan". The status bar at the top shows "T-Mobile NL 4G", "12:54", and "79%". The main content area displays four separate calculation examples, each in a light blue box:

- Test calculation +**: Input A (10) and Input C (15) result in Result A + B (25).
- Test calculation -**: Input C (325) and Input D (26) result in Result C - D (299).
- Test calculation ***: Input E (12) and Input F (13) result in Result E * F (156).
- Test calculation /**: Input G (21) and Input H (7,2) result in Result G / H (2.917).

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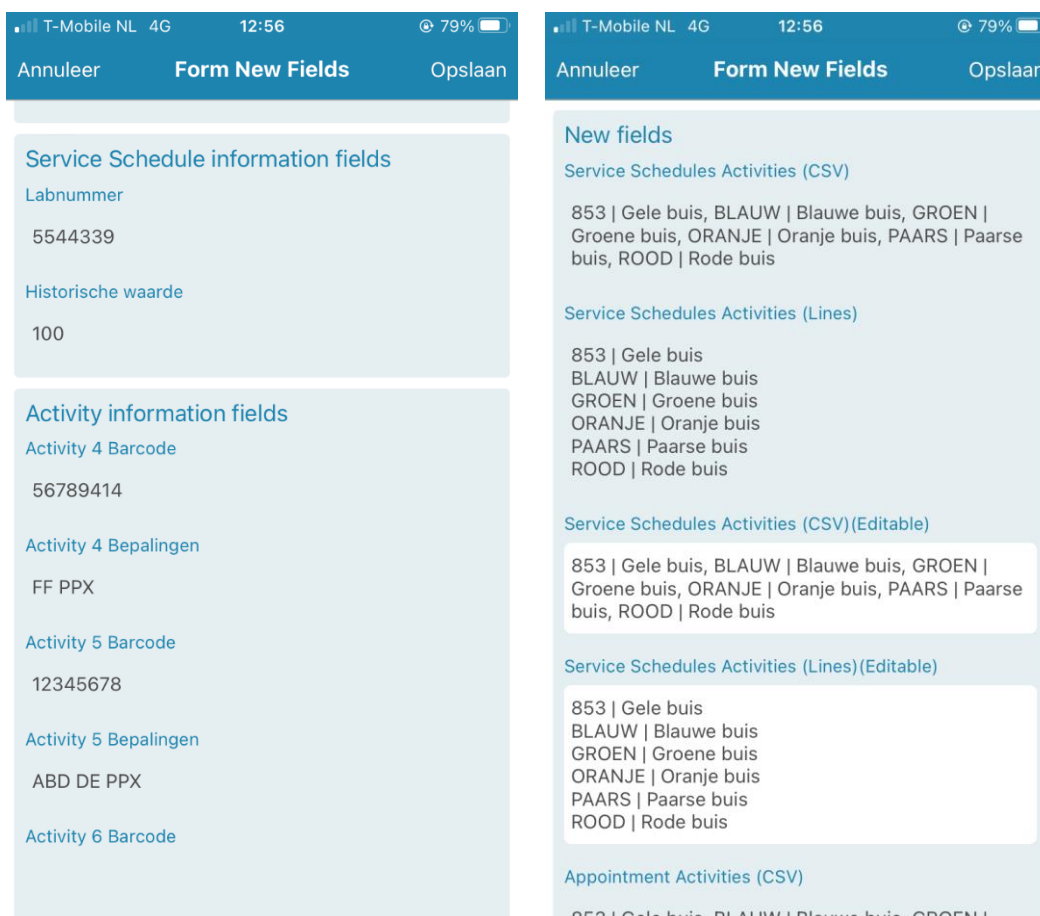
1.2 Dynamic order(activity) information now also usable in forms

Available with Serviceware Resources 7.14.1 and up

To further enrich our dynamic forms, e.g. with historical data that can be imported as order activity information, the following information can now also be used for prefilling fields:

- **Order services**
The service(s) linked to the order(s) (=service schedule(s)) on which the appointment is based.
- **Order activities**
The activities linked to the order(s) (=service schedule(s)) on which the appointment is based. Note that it was already possible to use appointment activities in a form.
- **Order information**
The dynamic fields for the order(s) (=service schedule(s)) on which the appointment is based.
- **Order activity information**
The dynamic fields for the activities for the order(s) (=service schedule(s)) on which the appointment is based.

We also added an option to view a set of activities as a list where each activity is displayed on a separate line, next to the comma separated view that was already there.



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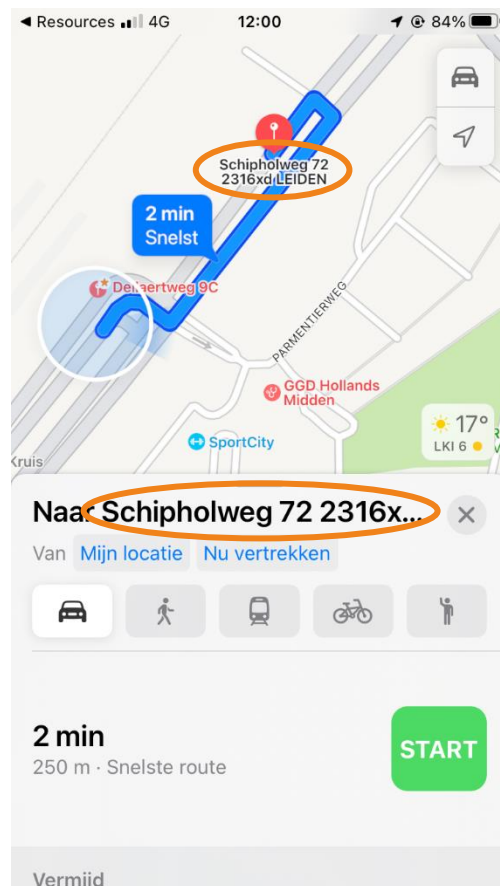
2 Solved issues

2.1 No client names visible anymore in Map app, address shown instead

From an information security perspective, we should no longer allow an external app to keep track of non-essential data from Serviceware Resources.

When the user was navigating to his next appointment, the Map app that was then opened displayed the client's name. But more importantly, in the history of the Map app, a long list of clients that were visited could be found.

The name of the client is of course not essential information when navigating. We therefore decided to no longer provide the client's name to the Map app, and show the address instead from now on.



2.2 Street name and house number back to normal order

Available with Mobile Service 8.1.0 and up

Until now, we used a custom order in the combination street name + house number for years in SW Resources (e.g. 72 Schipholweg). The need to have this custom order in the address however, is no longer there since screen sizes have increased and there is now enough space to display the entire address.

Nowadays, we no longer have the risk that the house number may be cut off when the street name is quite long. Therefore we changed the order back to the default again (e.g. Schipholweg 72).

2.3 Slowness around the retrieval of unread messages

Available with SW Resources 8.0 and up + Mobile Service 8.1.0 and up

Some customers experienced slowness around the retrieval of unread messages on the mobile app. We've now optimized the retrieval of this information so that it happens in small, faster steps instead of one very big step that could cause blockages sometimes.

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3 Technical notes

3.1 Support for older iOS versions in the future

Currently the iPhone app supports iOS 9 and above.

- iOS 9 was released in 2015 and has not received any security updates in years.
- iOS 10 was released in 2016 and has not received any security updates in years.
- iOS 11 was released in 2017 and has not received any security updates in years

Every iPhone from the iPhone 5s (2012) and up is capable of updating to at least iOS 12, which still gets important security updates (3 in 2021 so far). We recommend that your organization updates all their devices to at least iOS 12, and where possible of course to the most recent iOS version (as of writing that is iOS 14.6).

Keeping the app compatible with these older versions requires extra development and testing work. Therefore in a future update we will be looking into dropping support for these older iOS versions. We do not recommend using these less secure versions of iOS for production purposes.

The following iPhone devices are stuck on lower versions of iOS that we currently still support

- iPhone 4s (iOS 9) 2011
- iPhone 5 (iOS 10) 2012
- iPhone 5c (iOS 10) 2013

The following iPad devices are stuck on lower versions of iOS that we currently still support

- iPad 2 (iOS 9) 2011
- iPad gen 3 (iOS 9) 2012
- iPad mini gen 1 (iOS 9) 2012
- iPad gen 4 (iOS 10) 2012

Please contact us if your organization still uses any of these devices in production.

The following devices no longer receive updates to the most recent versions of iOS and should not be considered when buying new devices.

- iPhone 5s (iOS 12) 2013
- iPhone 6 / 6 Plus (iOS 12) 2014
- iPad Air gen 1 (iOS 12) 2013
- iPad mini 2 (iOS 12) 2013
- iPad mini 3 (iOS 12) 2014

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4 Installation requirements

The following is required when you want to install and use the Serviceware Resources for iPhone 8.1.0 version:

- › Serviceware Resources for iPhone 8.1.0 is compatible with all Serviceware Resources (web) versions in the 7 and 8 series. However, using imported order(activity) information in a dynamic form is only possible in combination with Serviceware Resources 7.14.1 and up.
- › 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 webserver requires to have a valid SSL certificate installed
- › The download and update location must also have a valid SSL certificate installed
- › The iOS devices require to have at least iOS version 9.0* and 14.6 is recommended. iOS versions 6.0 till 8.4.1 are no longer supported. If devices are not updated to iOS 9.0 yet, we advise to update the device to the most recent supported version prior to updating the Serviceware Resources for iPhone app.
- › Total list of supported iOS versions
 - › 9.0 - 9.3.6*
 - › 10.0.1 - 10.3.4*
 - › 11.2 - 11.4.1*
(iOS 11.0 and 11.1 are not supported)
 - › 12.0 – 12.4.7
 - › 13.0 – 13.5
 - › 14.0 – 14.6
 - › 15.0 – 15.4

* Support for iOS 9, 10 and 11 will be dropped in the near future, see chapter 3.

For a complete list of hardware and software requirements, see: “[Serviceware Resources - Hard- and Software specifications _EN_v80](#)”.