



ServiceWare Resources for iPhone

Release notes 8.1.1

Serviceware Resources for iPhone 8.1.1

Introduction

This document describes the changes for the Serviceware Resources app for iPhone app version 8.1.1.

Next to some bug fixes, the biggest change in this version concerns the minimally supported iOS version, which has been increased for security reasons. As of version 8.1.1, **iOS 12 or higher** is required.

Further note that our iPhone app is now officially also available for downloading from the App store.

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, May 2nd 2022

Serviceware Benelux

Part of Serviceware SE

ServiceWare Resources for iPhone 8.1.1

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1 Solved issues

1.1 Location website and email address not clickable

If a website URL was defined for a location, then the URL was shown in the app but it wasn't clickable. The same was true for the email address of a location. Both are now clickable, just as they already were in our Android app.

1.2 Some contact information of a location not always shown

Whenever there was both an email address and a website URL defined for a location, the app showed the email address twice and the website URL not at all. There were also similar mix-ups where phone- and fax numbers were involved. All of those issues have now been fixed.

1.3 Being logged in again directly after logging out due to Face ID

After logging out manually, the users on newer devices were directly logged in again automatically because of the iPhone's 'Face ID' functionality. This is now prevented.

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2 Technical notes

2.1 iOS 12 now minimally required

Important: With Serviceware Resources for iPhone version 8.1.1, the minimal iOS version that is required will change to iOS 12.

Previously, we used iOS 9 as the minimal required iOS version, but iOS 9, 10 and 11 have not received any security updates in years. iOS 12 still received multiple security updates in 2021.

Please note:

The following **iPhone devices** are stuck on lower versions of iOS, and therefore cannot be used anymore while working with Serviceware Resources 8.1.1 and up:

- 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, and therefore cannot be used anymore while working with Serviceware Resources 8.1.1 and up:

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

Also note: 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

2.2 iOS SDK update and 32-bit builds

As per requirement from Apple to be allowed to deploy to the App store, we have updated the iOS SDK that we build with to iOS SDK version **15.4**.

Because we now also require iOS version 12 as the minimum version of iOS, we have dropped support for 32-bit devices (ARMv7) because they cannot run iOS 12 or higher, so we cannot build for these devices when setting the minimum target to iOS 12. As a result, this also decreases the size of the installation file (37mb vs 21mb).

2.3 Serviceware Resources app now officially available in the Apple store

It is now possible to download the newest version of our iPhone app from the Apple store. This is additional to our current ways of distribution.

Check it in the App Store here: <https://apps.apple.com/app/serviceware-resources/id1591888428>

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3 Installation requirements

The following is required when you want to install and use the Serviceware Resources for iPhone 8.1.1 version:

- › Serviceware Resources for iPhone 8.1.1 is compatible with all Serviceware Resources (web) versions in the 7 and 8 series.
- › 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 12.0**, where 15.4.1 is recommended. iOS versions 6.0 till 11.1 are no longer supported. If devices are not updated to iOS 12.0 yet, we advise to update the device to the most recent supported version prior to updating the Serviceware Resources for iPhone app to version 8.1.1.
- › Total list of supported iOS versions
 - › 12.0 – 12.4.7
 - › 13.0 – 13.5
 - › 14.0 – 14.6
 - › 15.0 – 15.4.1

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