



ServiceWare Resources for iPhone

Release notes 8.2.1

Serviceware Resources for iPhone 8.2.1

Introduction

This document describes the changes for the Serviceware Resources app for iPhone app version 8.2.1.

This version adds the French language to the iPhone application. 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.

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Serviceware Benelux

Part of Serviceware SE

ServiceWare Resources for iPhone 8.2.1

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1 New functionality

1.1 Detect if app is downloaded from the store

We can now detect if our app has been downloaded from the Apple store or not.

If an organization then decides that a 'from-the-store-downloaded' ServiceWare Resources app should not be used – for example because they would like to manage the apps via their MDM – we can block 'store'-apps from connecting to the SW Resources environment. And in this way prevent any logins to the system from a 'store'-app.

1.2 French language

Next to English, Dutch and German, the app for iPhone is now also available in French. Whenever the language of the device is set to French, the ServiceWare Resources app will automatically also be displayed in French.

Note: the login page will be shown in French only when the language of the mobile browser is also set to French. This is not controlled from inside the app.



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2 Solved issues

2.1 '0' is difficult to use as part of the pin code

When defining a pin code, it was very hard, or even impossible to choose the '0' as part of the code. The area seemed unsensitive to the user's tap. This issue has been fixed now.

2.2 'Not at home' shows as small dots

When an appointment in the agenda was registered with the state 'Not at home', the abbreviation of this state ('NT') looked like little dots and hence wasn't readable. This problem is solved.

2.3 Not all labels printed when printing labels for the entire route

When printing all labels for the entire route, the printer gave a time out after a while and stopped with printing. This caused that only about ~13 labels could be printed in one go. We've managed to find the issue and now all labels are printed, without having a maximum amount.

2.4 Cannot open agenda on 30 or 31 January

Rarely, a specific month stretches over 6 calendar weeks. When that happens, the date picker didn't show the dates in the 6th week, and the user first had to select some other date that month to make the last days visible. This has now been fixed. The dates on the 6th row can now also be picked in one go.

2.5 Appointment-message interface design issue - Label cut off

When creating an appointment-message, the user first has to choose a specific appointment. On this page, in Dutch, the word for 'Save' was accidentally cut-off. This has now been restored.



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3 Technical notes

3.1 Updated Apple Xcode SDK

In order to comply with the upcoming Apple requirements for the Apple Store, the Apple Xcode SDK version was updated from 14.0.1 to 14.1.

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4 Installation requirements

The following is required when you want to install and use the Serviceware Resources for iPhone 8.2.1 version:

- › Serviceware Resources for iPhone 8.2.1 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 16.3.1 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 8.2.1
- › Total list of supported iOS versions
 - › 12.0 – 12.5.7
 - › 13.0 – 13.7
 - › 14.0 – 14.8.1
 - › 15.0 – 15.7.3
 - › 16.0 – 16.3.1

For a complete list of hardware and software requirements, see: “[Serviceware Resources - Hard- and Software specifications _EN_v82](#)”.