



**ServiceWare Resources
for iPhone
Release notes 8.5.1**

Serviceware Resources for iPhone 8.5.1

Introduction

This document describes the changes for the Serviceware Resources for iPhone app, version 8.5.1.

This version adds label printing support for session appointments and makes it possible to configure the order of required barcodes for a barcode array field inside a dynamic form. Next to that, this version also fixes various bugs that were reported.

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: 0031 (0)71-5680310.

Leiden, March 4th, 2025

Serviceware Benelux

Part of Serviceware SE

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1 New functionality

1.1 Label printing: Support for session appointments

Available with SW Resources 8.2 and up + Mobile Service 8.2 and up

Label printing was previously available for appointments planned on classic planning boards but not for those planned on sessions. This version addresses that limitation. Now, labels can be printed for both types of appointments directly from the app. Labels can be printed either directly from the agenda registration flow or manually from the appointment information tab.

1.2 Dynamic Forms: Sorting of required barcodes

In previous versions the sorting of the required codes was always alphabetical and based on the title of the 'activity' that was linked to it. It is now possible to change the sorting to be based on the validation by setting this up in the configuration of the dynamic form.

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2 Fixed issues

2.1 Dynamic Forms: Issues with multiple barcode matches

If multiple validations were the same for different codes (e.g., all ending in 01), then for the extra barcodes, it would always take the first validation match. Now it takes the first possible optional code if not used yet, and after that, it is based on how the validation has been set up.

2.2 Dynamic Forms: Scanning last required barcode

When no extra barcodes were allowed to be added to a barcode array field, the barcode that matches the last remaining required barcode field would not get added to the form. The barcode scanner would close before this value was set in the dynamic form. Now, the barcode scanner waits until the final barcode is fully processed before closing.

2.3 Dynamic Forms: Employee Team scope

The employee team scope was incorrectly filled with the team of the client resource. This scope is now correctly filled with the team of the employee.

2.4 Dynamic Forms: Untouched barcode array fields not failing required check

In dynamic forms, if a barcode array field was left untouched, it would not fail the required check when users were supposed to explain deviations from the required values. This allowed forms to be submitted without any barcodes being scanned. Now, if the barcode array field is configured as required and has not been used, it will correctly display a required warning to the user where they need to agree and/or explain the deviation.

2.5 Session appointments: No activities saved for registrations

When registering an appointment planned on a session planning board, the activities linked to that appointment are now correctly saved for the registration.

2.6 Sync Issues for appointments with multiple resources

There was an issue with synchronizing the registration for an appointment involving multiple resources, leading to an incorrect registration. Now, the synchronization action is correctly performed for all the resources associated with the appointment.

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3 Installation requirements

The following items are required for the installation of Serviceware Resources for iPhone 8.5.1:

- › Serviceware Resources for iPhone 8.5.1 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 at least iOS version 12.0**, where 18.3.1 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 updating the device to the most recent supported version prior to updating the Serviceware Resources for iPhone app to version 8.5.1
- › Total list of supported iOS versions
 - › 12.0 – 12.5.7
 - › 13.0 – 13.7
 - › 14.0 – 14.8.1
 - › 15.0 – 15.8.3
 - › 16.0 – 16.7.10
 - › 17.0 – 17.7.2
 - › 18.0 – 18.3.1

For a complete list of hardware and software requirements, see: “[Serviceware Resources - Hard- and Software specifications _EN_v83](#)”.