



ServiceWare Resources for iPhone

Release notes 8.5.2

Serviceware Resources for iPhone 8.5.2

Introduction

This document describes the changes for the Serviceware Resources for iPhone app, version 8.5.2.

This version adds support for deleting appointments that the user added to a session from within the app and fixes some reported issues.

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, June 16th, 2025

Serviceware Benelux

Part of Serviceware SE

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1 New functionality

1.1 Sessions: Delete self-created appointments

Available with SW Resources 8.5 and up + Mobile Service 8.5 and up

When the user creates (via add or replace) an appointment for a session in the app and the user notices that a mistake was made (e.g. wrong client and/or order), the user can now directly delete the appointment again from within the app. This way it ensures that the order that becomes available again to plan for another employee instead of it being planned already, which blocks further planning for other employees.

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2 Fixed issues

2.1 Sessions: Appointment info tab not showing full activity

When long activity codes and/or names were used, the activity value was cut off at the end. Now the entire code and name are shown even if it needs multiple lines.

2.2 Sessions: Datetime field in dynamic forms

If a datetime field was used inside a dynamic form for a session appointment, the value would show a different time when the field was selected again to update the value. This was because it showed the UTC value and not the local value for the user. The field now shows the correct local value even after editing the field again.

2.3 Sessions: Order info key value pairs in dynamic forms

A bug in the application prevented it from loading the key value pair order information for session appointments in dynamic forms, resulting in no data being shown or checks not being executed correctly. The data is now correctly loaded and can be used

2.4 Sessions: No appointments visible in case of corrupt appointment

If a corrupt appointment was somehow created (e.g. without a client resource), the session agenda would no longer show any appointments. The corrupt appointment no longer prevents the other appointments from being shown so in the extremely rare case this scenario does happen; the user can continue with the other appointments.

2.5 Dynamic forms: Issues with case sensitive scopes

If a dynamic form was configured to a scope with an incorrect casing (e.g. "Activities" instead of "activities"), the scoped data would not be loaded for that field or validation. In this version the scope data retrieval is done regardless of the scope-key value. Now it handles those forms in the same way as the Android version of the app already did. This issue affected both classic and session appointments.

2.6 Dynamic forms: Date and time effect validation issues

If a date or time field was used in an effect (show/hide, read-only/editable, required/optional) the validator would always incorrectly compare the entire datetime value. Now only the date or time parts are validated instead of the entire datetime value. This issue affected both classic and session appointments.

2.7 Client search: Wrong scope rights used

When just searching for a client, the wrong scenario was sent to the api so it would check for scopes of right 2.A.2.1 (add client registration) instead of right 6 (view clients). This resulted in some users not being able to view client information unless that client was also in the scope of right 2.A.2.1. The correct scenario is now sent, and the proper scopes are always used for the correct scenario.

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2.8 Label printing: External Id and Source of order were swapped

When printing labels from the session agenda, the data fields for the external id and source of the order were filled with the other value resulting in the external source being printed when the id was expected and vice versa. The fields are now filled with the correct value.

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3 Installation requirements

The following items are required for the installation of Serviceware Resources for iPhone 8.5.2:

- › Serviceware Resources for iPhone 8.5.2 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 8 installed to run the Serviceware Resources 8.5 Mobile Api.
- › The webserver requires 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 18.4.1 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 updating the device to the most recent supported version prior to updating the Serviceware Resources for iPhone app to version 8.5.2
- › 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 – 18.6

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