



AVEVA™ Mobile Operator 2020 HotFix 02 ReadMe

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Chapter 1

Introduction

Important Notices

The following sections describe important notices regarding this release.

Unblocking Files

In some scenarios, files downloaded from the Internet can be marked "blocked" by the operating system. After downloading a file from the Internet, please ensure that it is unblocked by following the steps below.

To unblock a file downloaded from the Internet

1. Right-click the file in Windows Explorer and click **Properties**.
The Properties window for the file appears, displaying the **General** tab.
2. If the file is **not** blocked, the **Unblock** button does not appear, and the file may be opened and used properly.
3. If the file is blocked, the **Unblock** button appears as shown above. Click **Unblock**, and then click **OK**.

To prevent blocking from happening in the future, you can add the FTP site to your Trusted Sites list, or download the file either through File Explorer or an FTP client.

Applying the Hotfix

Important: PLEASE READ ALL INSTRUCTIONS BEFORE PROCEEDING WITH THE PATCH / HOTFIX

The following are the steps for applying the Mobile Operator 2020 HotFix 02:

1. Stop following services.
 - ArcestrA Identity Manager Token Host
 - Data Server
2. Run the database scripts. For more information, see the topic *DatabaseScripts* on page 5.
3. Apply the binaries and files in the respective folder. For more information on the binaries, see the topic *Mobile Operator Files* on page 6.
4. Restart the services, ArcestrA Identity Manager Token Host and Data Server.
5. If the Web App is hosted on the IIS Server, then restart the MobileOperator Web Site.

DatabaseScripts

This section covers the process of executing database scripts for this hotfix.

Script Cautions

Before proceeding, please take note of the following important points.


- To run these scripts, you will need the database server name, database name, and username and password for your database. If you do not know this information, you should contact your site's DBA to run these scripts.
- An account with access permissions equivalent to "sa" (the System Administrator) is necessary to run the scripts.
- If you run the database scripts using an incorrect username and password, you can cause serious damage to your database that may be difficult to reverse.
- It is recommended to take a backup of your database before running these scripts.

Copying and Running Scripts

The "DatabaseScripts" folder contains important scripts that must be run on the database.

Copy the hotfix "DatabaseScripts" folder to your desktop. Then, perform the following steps:

To run the Database Scripts:

1. Launch the Database Scripts Installation Utility by double-clicking the 'DatabaseScript.exe' from the folder.
2. On the **Run Scripts** tab, click the ellipsis button () to the right of the Connection String text field to display the Data Link Properties window
3. In the **Data Link Properties** window, on the **Provider** tab, select **Microsoft OLE DB Driver for SQL Server** and then click **Next**.

Note: If you have not installed the drivers, then download Microsoft OLE DB Driver 18 for SQL Server (x64) from the Microsoft website.

4. Select **All** tab and set the value of **DataTypeCompatibility** to *80*.
5. On the **Connection** tab, enter the server name as appropriate to SQL. Next, check the box marked **Allow saving password**.
6. Click **Test Connection**, and then click **OK** to close the Data Link Properties window.
If the connection is successfully established, a confirmation message appears.
7. This will return you to the main interface, in which the connection string is populated. Select **Repair Database** from the Install Type section and then click **Execute**.

When the message, "Scripts ran successfully", appears at the bottom of the utility, this portion of the hotfix update is complete.

Mobile Operator Files

The binaries and the files from the hotfix folder needs to be added in the respective folders to update the Client, Data Server, Platform Common Services, and Web Application.

Client:

The contents of the "Client" folder are used to update the Management Center (MC).

Caution: Client hotfixes will not be effective until applied to all Client machines.

Copy the contents of the hotfix "Client" folder to the Management Center folder (by default: **\AVEVA\Mobile Operator\Client**) on all machines running the Management Center.

Platform Common Services (PCS):

The contents of the "CustomProvider" folder are used to update the Platform Common Services.

Copy the contents of the hotfix "CustomProvider" folder to **\Program Files (x86)\AVEVA\Platform Common Services\Management Server\Plugins\CustomProvider**.

Data Server:

The contents of the "Data Server" folder are used to update the Data Server.

Copy the contents of the hotfix "Data Server" folder to **\AVEVA\Mobile Operator\Data Server**.

Web Application:

The contents of the "Web Application" folder are used to update the Web App.

Perform the following steps for updating Web Application.

1. Access the **Web Application** folder (by default: **\AVEVA\Mobile Operator\Web Application**).
2. Make a backup copy of the configuration.json and ssrs-config.json files available in the **Web Application** folder.
3. Delete all the files in the **Web Application** folder.
4. From the hotfix **Web Application** folder, copy all the files and add it to **\Program Files\AVEVA\Mobile Operator\Web Application**.
5. Replace the configuration.json and ssrs-config.json files in the **Web Application** folder with the backup files of step 2.

WebHelp:

The contents of the "WebHelp" folder are used to update the help provided in the Web App. Copy the contents of the hotfix "WebHelp" folder to **\AVEVA\Mobile Operator\WebHelp**.

Mobile Operator App on Android, iOS, and UWP

In this hotfix, updates are made to the AVEVA Mobile Operator 2020 app for the Android, iOS, and UWP platforms.

To apply the hotfix, perform the following steps for your platform:

- For Android Platforms:
 - If you have downloaded the app via the Play Store, then update the existing mobile app via Play Store.
To install the app from the Play Store, refer to Google Play Store Help.
 - If you have installed the app via sideloading, then update the app by installing the APK file.

Note: Make sure that the Sideloaded is enabled in the mobile.

To install the app from the APK file, perform the following steps:

- i. Copy the Mobile Operator APK file (com.aveva.mobileoperator.apk) to a folder in the mobile device.
- ii. Tap the APK file (com.aveva.mobileoperator.apk).
The installation screen appears.
- iii. Tap **Install**.
The app is updated.

- For iOS platforms:
 - Install the Mobile Operator app from the iOS App Store.
To install the app from the App Store, refer to Apple App Store Help.

- For UWP platforms:

Note: AVEVA Mobile Operator 2020 HotFix 02 UWP app does not support an update from AVEVA Mobile Operator 2020 app.

- Install the Mobile Operator app via Microsoft Store.
To install the app from the Microsoft Store, refer to Microsoft Store Help.
- To install the app via sideloading, perform the following steps:
 - i. Copy the Windows 10 App folder to your Windows device.
 - ii. Double-click the APPXBUNDLE file (com.aveva.mobileoperator.appxbundle).
A message appears.
 - iii. Click Install.
The app is installed.

New Features

This section lists new features added in this and previous hotfixes.

Mobile Operator 2020 HotFix 02 (New Features)

- The AVEVA Mobile Operator app for iOS platform now supports Cognex MX-1000. For more information, see the *AVEVA Mobile Operator Installation Guide*.
- You can now scan the QR code to display the domain name on the login screen of the AVEVA Mobile Operator app for Android, UWP, and iOS platforms. To know more about creating QR code with domain name, see the *AVEVA Mobile Operator Installation Guide*.
- Security enhancements are made for accessing the SSRS reports. For more information, see the *AVEVA Mobile Operator SSRS Reports User's Guide*.

Issues Addressed

This section lists the issues addressed in this hotfix and previous hotfixes.

Mobile Operator 2020 HotFix 02 (Issues Addressed)

CR #	SR #	Description
977455	960038289	Unable to set date and time in procedure steps on Android.
1273049	960075036	Processing data is taking longer time after upgrading to Mobile Operator 6.0.
1224813	960072474	When user is having access to many plants, then the "License Service Unavailable" error is appearing.

Mobile Operator 2020 HotFix 01 (Issues Addressed)

CR #	SR #	Description
1134429	960061976	The Sync is failing if the output of the Calculated Task character length is more than 100.

Known Issues

This section lists important known issues in this hotfix and previous hotfixes.

Mobile Operator 2020 HotFix 02 (Known Issue)

- In Management Center, when a deactivated Procedure is reactivated and released, the procedure might not appear on the Procedure On Demand screen of the mobile app after the sync.

Workaround: Remove and reassign the same roles to the Procedure. The Procedure that was reactivated and released via Management Center, appears in the Procedure on Demand screen of the mobile app after a successful sync.