AVEVA

AVEVA™ Mobile Operator 2020 R1 Release Notes

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Chapter 1

AVEVA Mobile Operator 2020 R1 Release Notes

Summary

The AVEVA Mobile Operator 2020 R1 release addresses many customer-reported issues and introduces several new features.

New Features

This section lists the following new features for AVEVA Mobile Operator 2020 R1. Refer to the *AVEVA Mobile Operator Documentations* for details.

- You can enable single sign-on (SSO) for mobile app by using the Dedicated Device Mode feature. To know more about this feature, see the help in AVEVA Mobile Operator web application.

- You can now create Units of Measure Group for Plants. To know more about creating the Group, see the *AVEVA Management Center User's Guide*.

- You can now locate and delete mobile attachments that are not associated with any Procedures by using the Mobile Attachment Cleanup Utility. To know more about this Utility, see the *AVEVA Mobile Operator Installation Guide*.

- The Mobile Operator 2020 R1 app is now supported on :
  - Android version 11
  - iOS version 15
  - Windows 11 (Version 21H2)

- You can now migrate calculation expressions to a new version of invariant culture, by using the Calculation Migration Utility. To know more about this Utility, see the *AVEVA Mobile Operator Management Center User's Guide.*

- As a security enhancement, AVEVA Mobile Operator now enforces strict password policy by default for new installations. For more information about the guidelines on password, see the topic 'Default Password Policy' in the *AVEVA Mobile Operator Installation Guide*.

- A new setting 'Connection Timeout' is now available in the mobile app that allows you to set the duration till when the connection to the Mobile Operator server would be attempted. To know about this feature, see the AVEVA Mobile Operator Help.

- Enhancements are made in the way titles are displayed for Tasks and Decisions within the AVEVA Mobile Operator app. To know more about this change, see the 'Task Group Attributes - Navigation Options Tab' section of *AVEVA Mobile Operator Management Center User's Guide*.

- AVEVA Mobile Operator app on Android, UWP, and iOS now supports scanning of inverted QR codes and Barcodes (light codes generated on a dark background) using camera.

- Local tenant administrator group can now be converted to active director Tenant administrator by using the SQL script 'AssociateTenantAdministratorsWithAnADGroup'. For more information about this script, see the *AVEVA Mobile Operator Installation Guide*.

- The newly created Plants can now be managed via Management Center. Users who are part of TENANT Administrator group can access and assign permission for the new Plant. To know how to assign permissions, see the *AVEVA Mobile Operator Management Center User's Guide*.

Changed Features

This section lists the following changed features for AVEVA Mobile Operator 2020 R1. Refer to the *AVEVA Mobile Operator Documentations* for details.

- Minor updates are made to the mobile features in this release and therefore, you will observe a change in the user experience for certain features.

- In mobile app for Android platform, to seed a database, you must select only the **Skip** button from the **Sync Server** screen. The **Continue** button will no longer seed the database. To know more about seeding the database, see the *AVEVA Mobile Operator Android App User Guide*.

- In the mobile app for Android platform, you need to now manually select the folder from the device memory and then export the intelatrac.zip file for database seeding. To know more about exporting the database, see the *AVEVA Mobile Operator Android App User Guide*.

Unsupported Features

Unsupported features for this release include:

- Reserving license for a Plant is no longer supported.

- IDBlue Devices are no longer supported.

  If you upgrade to this release, an existing procedure with IDBlue integration will display an error message in both Management Center and mobile app. Therefore, we recommend you to fix this integration in the Procedures in Management Center.

- The following partner devices are no longer supported.

  o Panasonic FZ-M1 (Model: FZ-M1CFAKABM)

  o Juniper Mesa 2

- Access to SSRS reports are no longer supported for local users. For more information, see the topic 'Important Note on SSRS Reports' in the Installation Guide.

Resolved Issues

The following issues have been resolved in AVEVA Mobile Operator 2020 R1:

CR #	SR #	Description
1190031	960065350	QR scanning for mobile app setup configuration is not responding in the iOS app on newer iPhone devices.
1286601	960076554	Management Center Documentation is incorrect
1273049	960075036	Processing data is longer time after upgrading to Mobile Operator 2020.
1368302	960084262	Getting repeated warning : InternalHealthChecker.ExecuteTcpSocketTest - No message received from listener for the following duration: 0:00:40
1421021	960092777	Sync Service Unresponsive
1227621	960053591	Data history does not follow history setting in system configuration, causing slow performance.
1422640	960096554	When IntelaTrac is sending Date-Time in UTC to System platform then System Platform is showing in local time instead of UTC.
1398639	0001818967	NFC settings are disappearing from Android device.
1486263	960076146	QR code scanning with iOS app.
1437612	960100505	Android application stops responding intermittently on RFID scan.
1588901	960120465	Random Jumps are happening in Multitaskview. The issue is reproducible in multiple devices.
1650928	960132479	Debug log setting using QR code is not working.
1729422	960149759	When renaming Base Names they no longer appear in alphabetical order on the Android devices.

Known Issues

The following are known issues in AVEVA Mobile Operator 2020 R1 and their workarounds (if known).

- If the AVEVA Mobile Operator (Data Server, Sync Server, and Web Application) is configured with the certificates generated by Platform Common Services, then we recommend you to disable the ArchestrA Certificate Renewal Service, and ensure that the validity of the certificates are monitored and renewed periodically.

- After upgrading to AVEVA Mobile Operator 2020 R1, you will have to reconfigure the Identity Provider in the Configurator window. To know how to configure the Identity Provider, see the topic '*Configuring the Identity Provider*' in the Installation Guide.

- The AVEVA Mobile Operator 2020 R1 cannot co-exist with AVEVA MES 2020 and AVEVA Recipe Management 2020 U1 in a single machine because of the difference in Platform Common Services version.

- In UWP, when the user switches between different bases having different Shift end timings, an auto logoff notification appears and logs out the user at an unexpected time. This is due to an issue with unregistering and re-registering of UWP BackgroundTask library.

- When you perform NFC scan for search or input in AVEVA Mobile Operator app for Android, sometimes the the scanned tag value is displayed in the tag result screen of Android Operating System instead of the tag value being honored by the mobile app.

- Using the AVEVA Mobile Operator app for a long duration or relaunching the mobile app after running it in the background for an extended period of time , may cause the app to display a blank screen.

  Workaround: Close and relaunch the app.

- Depending on the resolution of the mobile device, the QR code might appear elongated in AVEVA Mobile Operator app for Android. However, this does not affect the reading of the QR code.

Important Notices for This Release

The following sections describe important notices for this release. Make sure that you read them before installing or upgrading to AVEVA Mobile Operator 2020 R1.

Important Information for Highly Secured Environments (TLS 1.2 Exclusively)

For AVEVA Mobile Operator applications, it is highly recommended to configure TLS 1.2 and above to ensure secure communication. To know more, see the *AVEVA Mobile Operator Installation Guide*.

Password History Updates

On upgrading from IntelaTrac 5.1 SP2 to this release, the application will no longer retain the users' password history data from the earlier releases. The current password of the user will continue to work and any password update after the upgrade will be retained in the Password History. To know more about the Password History feature, see the "Configuring Security Settings" topic in AVEVA Mobile Operator Web Help.

Database Schema Updates

Few updates have been made to the AVEVA Mobile Operator database schema. Therefore, if you are upgrading from versions prior to AVEVA Mobile Operator 2020, you must re-validate your custom views after the upgrade.

Troubleshooting Information

The following section provides information on troubleshooting issues related to this product.

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.
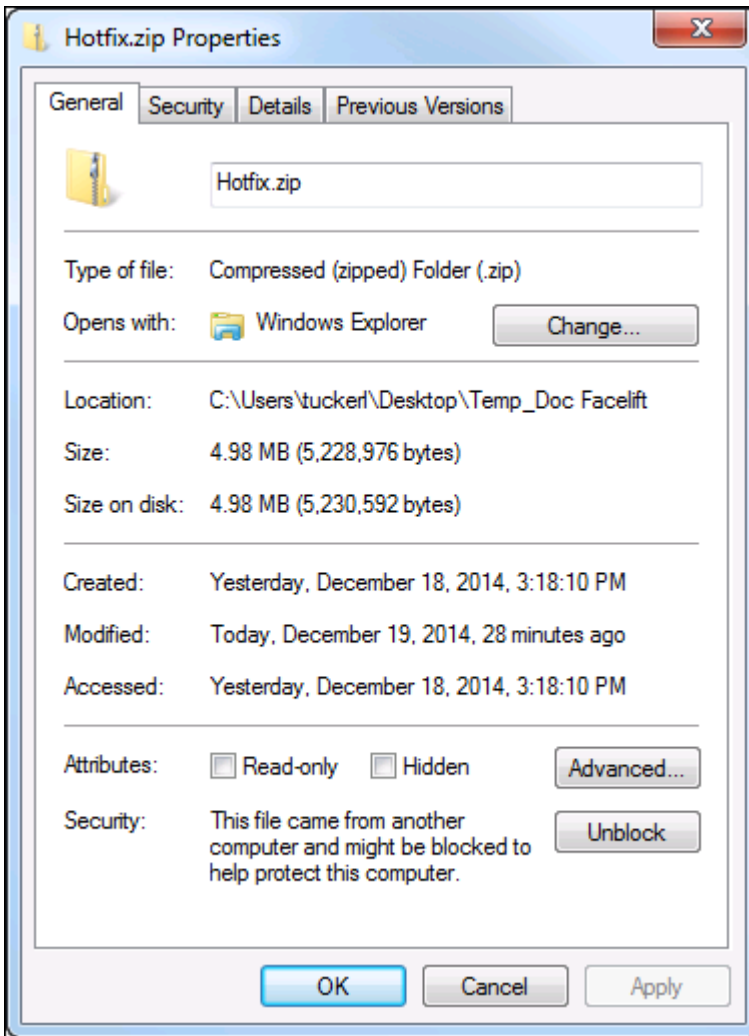
2. If the file is **not** blocked, the **Unblock** button does not appear, and the file may be opened and used properly.

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.

About VPN Usage

Using a VPN may slow your connection speed and this may affect your initial connection or sync. Ensure that you have a robust connectivity before proceeding.

About Samsung Devices

In Samsung devices, the Comma (**,**) appears disabled in the numeric keyboard. Therefore, if you are using the AVEVA Mobile Operator app on the Samsung devices, we recommend that you use Google Keyboard (Gboard) to take the readings.

Scanning Issues

While scanning, we recommend you place the mobile app closer to the QR code for the readings to be recorded properly.