



AVEVA™ Mobile Operator 2025 Release Notes

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Chapter 1

AVEVA Mobile Operator 2025 Release Notes

Summary

The AVEVA Mobile Operator 2025 release addresses many customer-reported issues and introduces several new features.

Note that you cannot upgrade from the Mobile Operator 2020 app to the AVEVA Mobile Operator app.

New Features

This section lists new features for AVEVA Mobile Operator 2025. Refer to the *AVEVA Mobile Operator Guides* for details.

- You can now preview under construction procedures in the Mobile Operator app. For this, you must select the Preview Mode checkbox in the Mobile Operator application permissions of the Management Center.
- The TPI 9085 peripheral is now supported. The peripheral allows you to read vibration and temperature.

Note: TPI 9080's firmware must be V7_07 or higher and TPI 9085's firmware must be V3_10 or higher.

Changed Features

- The inter-char timeout for the TPI 9080/9085 peripheral is now 5000 milliseconds (5 seconds).

Note: For TPI 9085, you must set the inter-char timeout as the Auto Settle Time + a minimum of 5000 milliseconds (5 seconds). For example, if the Auto Settle Time is 2 seconds, you must set the inter-char timeout as a minimum of 7000 milliseconds (7 seconds).

Unsupported Features

- The mobile database seeding process using exports from previous versions of the Mobile Operator app is no longer supported.
- Navigation using the Tab key is no longer supported on the Mobile Operator UWP app.
- Windows 10 support will be discontinued from October 14th, 2025.
- You cannot upgrade the sideloaded version of the AVEVA Mobile Operator UWP app.

Known Issues

Server/Client issues

- Users are unable to add a minus sign before decimal fractions in the range of -0.1 to -0.9 (e.g., -0.1, -0.01).

Workaround:

- a. Type a negative decimal fraction greater than -1 (e.g., -1.01).
 - b. Place the cursor between the minus sign and the number "1".
 - c. Change the "1" to the desired decimal fraction (e.g., change -1.01 to -0.01).
- The Crew filter for SSRS Scheduled reports is not working.
- Workaround:** Export the SSRS report to Microsoft Excel and filter (Sort & Filter feature in Microsoft Excel) the reports by Crew.

- The @SDPLASTVALUE function does not fetch shared data when you use a response list.
- When you uninstall Mobile Operator common components, the certificate binding is also removed from the System Management Server.

Workaround: Reconfigure the certificate in the System Management Server.

- During configuration of the Mobile Operator common components, the **Configure** button is disabled.

Workaround: Restart the computer before configuring the common components.

- When you repair AVEVA Mobile Operator (Common Installer), the AVEVA Enterprise License Core Service does not start.

Workaround: You must apply the AELicensing-Hotfix-4.1.0-IMS3643350 Hotfix. If you repair AVEVA Mobile Operator (Common Installer) again after applying the hotfix, you must also repair the AVEVA Enterprise License Server from the **Programs and Features** in the **Control Panel** of your system.

- The Service Status in the Management Center does not update.

Workaround: Check the service status in Microsoft System Services (services.msc).

AVEVA Mobile Operator app issues

- The AVEVA Mobile Operator Android app has performance issues related to the sync when processing DPH.
- The AVEVA Mobile Operator UWP app on Windows 10 cannot automatically delete the temporary log files (TMP) created during log writing.

Resolved Issues

CR#	SR#	Description
3619749	960494359	"Completed/In Progress" Procedures take a long time to load when you open them in Auditor Plus.

3629847	960496962	Videos are saved in the "Mobile to Server" folder even when the MP4 file format is not added in the "Allowed file extensions" setting in the web app.
1345750	960078531	The Duplicate sequencing issue resolution provided in the Integrity report fixes duplicates the sequence but introduces additional zero and negative numbers in the response list table.
1650928	960132479	The Debug log setting using QR code does not work.
1867732	960173350	Attached documents to procedures are pushed to a device on every sync (Server2Mobile).
3532776	960466258	The import procedure fails and there is an error when retrieving a hierarchy list.
3571417	960449753	During authentication of the Mobile Operator 2020 R2 SP1 app, a "The client application made an invalid request" error message is displayed.
3499771	960456771	Missed procedures in Auditor Plus appear as "Completed" in Scheduled Manager.
3638849	960501028	Missed tasks appear in Auditor Plus falsely.
3750805	960547660	DTS fails to export Work Order Requests.
3450563	960443528	On Android, when the synchronization server database is changed, the Database cleanup prompt does not appear and the sync process hangs.
3483443	960426186	Notes added to Auditor Plus do not sync to the AVEVA Mobile Operator app.
3475155	960448709	The domain name is not displayed in the MDM config of the AVEVA Mobile Operator app.
3486840	960453281	There is a performance issue with the SATV_COR_PROCEDURE_INSTANCE_SYNC and SATT_COR_SCHEDULE_OCCURRENCE views.
3843482	960569907	The synchronization fails during the upload process. This occurs only after few executions of scheduled procedures.

3519911	960463363	There is an error in the AVEVA Galaxy Plug-in section of the Installation Guide.
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Upgrade Information

You can upgrade your database to AVEVA Mobile Operator 2025 from the following versions. To know the instructions for upgrading, see the *AVEVA Mobile Operator Installation Guide*.

- IntelaTrac 5.1 SP2 (minimum supported version for the upgrade) and hotfixes
- AVEVA Mobile Operator 2020 and hotfixes
- AVEVA Mobile Operator 2020 R1 and hotfixes
- AVEVA Mobile Operator 2020 R2 and hotfixes
- AVEVA Mobile Operator 2020 R2 SP1

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 2025.

Policy around Mobile Operating Systems

From AVEVA Mobile Operator 2025, in accordance with our policy, we support Android versions 11, 12, 13, and 14, and iOS versions 15, 16, and 17. We recommend you to update the operating system of your Android and iOS devices to one of the supported versions. For more information about the supported operating systems, see the AVEVA Mobile Operator System Requirements Guide.

While the AVEVA Mobile Operator app might be compatible with older versions of Android and iOS, we do not provide technical support to those versions. AVEVA Mobile Operator does not provide support for systems that have reached end-of-life status and are no longer receiving security updates from their manufacturers/vendors. If vendors change their policies for the minimum API requirement, the matured supported versions of the Mobile Operator app may no longer appear in the store.

Important Information for Highly Secured Environments

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*.

Note: TLS 1.3 cannot operate independently. You must also enable TLS 1.2 for TLS 1.3 to operate.

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 application 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.

Third-Party Unsigned Assemblies

This release includes unsigned assemblies (without digital signature) from third-party vendors. The software catalog file *Aveva-MobileOperator-2025.cat* contains the cryptographic hashes of these unsigned assemblies. You can use this catalog file to verify that correct versions of these assemblies are installed on your system. This catalog file is part of the release artifacts.

Troubleshooting Information

The following section provides information on troubleshooting issues related to AVEVA Mobile Operator 2025.

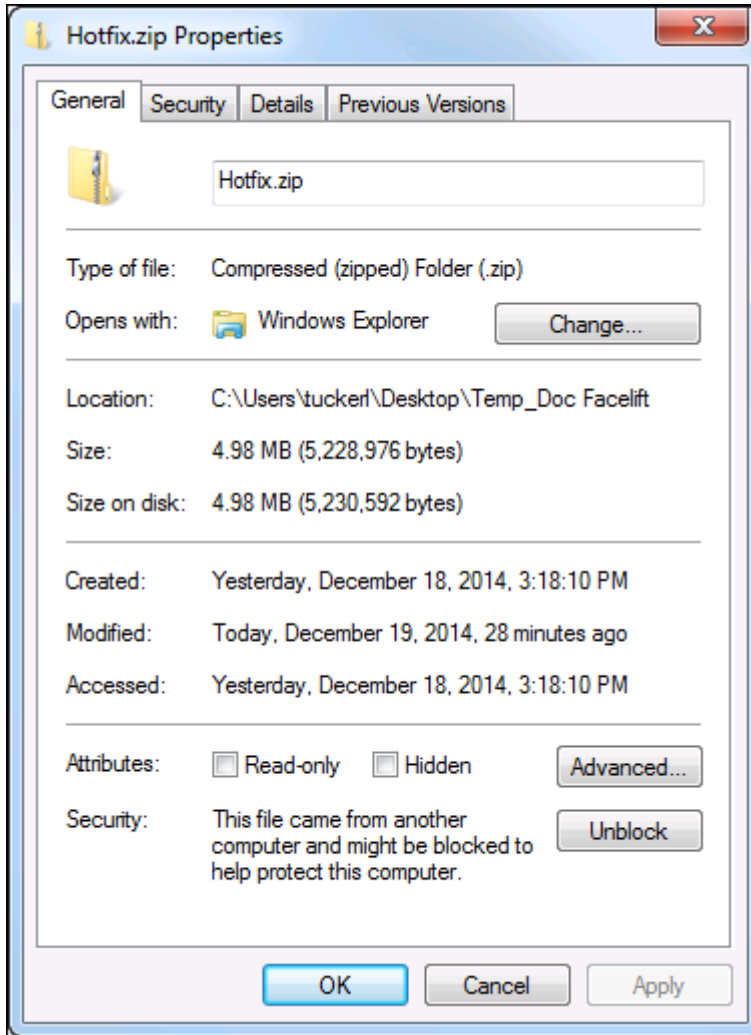
Unblocking Files

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

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.

Using the Decimal Separator in the AVEVA Mobile Operator App

Depending on the device culture, you must use the correct decimal separator. For example, in the United States, the decimal separator character is a period (.) and in Germany, it is a comma (,). If you use a wrong decimal separator, then the previously entered character will get deleted and the value will be set to empty. For more information, see the Number State information for HTML 5 in www.w3.org.

Scanning Issues

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

Note: You must now install the AVEVA Scanner app from the respective app store to scan Barcodes and QR codes. The AVEVA Scanner app is available only for Android and iOS. For more information, see the *AVEVA Scanner User's Guide*.

iPad Issue with Date

When using the AVEVA Mobile Operator app in iPad, sometimes when you reset the selected date from the datetime picker control and re-select the date again, the date does not appear in the **Date** field.

Workaround: From the datetime control, select another date and then select the same date.

Installation Issue in Windows Version

When installing AVEVA Mobile Operator on Windows 11 or Windows Server 2022, you might not see the License page (EULA) and the installation stops. To resolve this issue, follow the steps provided in the KB5022083 article available on the Microsoft Support website.