

VERSION RELEASE NOTES

TECHCONNECT

We are currently updating our site; thank you for your patience.

Tech Connect Version List:

[\[2.1.3\]](#) [\[2.0.37\]](#) [\[2.0.36\]](#) [\[2.0.35\]](#) [\[2.0.34\]](#) [\[2.0.33\]](#) [\[2.0.32\]](#) [\[2.0.31\]](#) [\[2.0.30\]](#)
[\[2.0.29\]](#) [\[For Clients testing TechConnect v2 - Object Refresh\]](#)

2.1.3 (29.10.2021 5:05 PM)

- **Release Priority:** **Medium**
- **Database Prerequisites:** BPO v2.4.0.1 and TechConnect Web Service v1.4.5.5
- **Application Type:** BPO Companion Applications – Android Application

Stability Improvements

Please Note: These issues were introduced because of migrating TechConnect to Native Script v6.5 and other back-end code changes done to meet the updated requirements of Google Play Services.

- DBN0109912 – When accepting a call, the app would crash.
- DBN0119036 – The incorrect app version was displayed in app information for TechConnect.
- DBN0109972 – Fixed an issue where the Refresh button failed to refresh the call listing after ticking a task off as completed.

- DBN0109977 - Select a Call - Plus button - Tasks - There was a graphical glitch on the i button which appeared to be partially cut off and the text was obscured on the button.
- DBN0110106 - TechConnect was throwing an uncaught exception error at every TechConnect event, start travel, on site, start work and end work.
- DBN0110184 - When adding an expense and saving, the error message “Please Select an Expense Type” appeared even when the expense type was specified.
- DBN0110185 - TechConnect would crash when saving an expense and there were no calls on the call listing screen.
- DBN0110187 - Offline mode switches were not syncing across screens in TechConnect. If the user enabled offline mode in settings and then disabled it in the call listing screen, offline mode remained enabled in settings.
- DBN0111884 - Clear app data - Ensure Location is off on your device - Load TechConnect - Start Day - My Time - Deny location access twice - Stop button on timer - When clicking cancel then stop on the timer, the timer did not stop.
- DBN0112004 - The “Navigate to” and “Update Sites GPS Position” buttons did not work correctly even when location was enabled on the device.
- DBN0119251 - An error was thrown when a user attempted to upload an image from their gallery.
- DBN0119254 - After enabling location and granting access permission to TechConnect, starting the timer, cancelling, and then going back to the timer, the count per second was faster.
- DBN0119284 - When adding a comment of more than ten characters, the character count at the top of the screen was cut-off and did not display the full count.

- DBN0119287 - Comment character count was incorrect after typing a comment, not saving, and then adding a new comment.
- DBN0119293 - On the Time listing screen, if time had not been booked for the call, an undefined entry appeared in the time listing screen.
- DBN0119314 - The text on the odometer and update GPS coordinate labels were cut off. This happened when the user had a larger font size or screen zoom setting enabled on their device. This has been corrected by allowing TechConnect to use scalable word wrapping on most screens to support larger font sizes.
- DBN0119375 - Users could complete tasks on a work order without accepting the assignment. This has been resolved by hiding the checkbox if the assignment is awaiting acceptance.

Additional Notes

- At minimum, users should be on Android 8 (or above), when using TechConnect APK v2.1.3.



Rollout details

- Run the BPO_TechWebService_v1.4.5.5 upgrade, and check for errors in the results file
- Run the TECH_V1.4.5.5_Validation, and check that there are no errors
- Install TechConnect-1.4.5.5-Release
- Install TechConnect_v2.1.3 APK on an Android device (Download from Play Store)

File Location on WinSCP

\\Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.5.5

2.0.37 (13.12.2019 3:01 PM)

BPO TechConnect – APK Version 2.0.37



Rollout Priority / Requirement

- Medium global client rollout priority
 - Related to clients who:
 - Are using TechConnect v2 with TechWebService v1.4.4.1



Application Version Compatibility

- Compatible with:
 - BPO_RSI v1.26.0.1 or later
 - TEL v1.3.0.1 or later
 - BPOv2 all



Requirements

- BPO Tech Web Service v1.4.4.1

Fixes:

- Fix to ensure transactions are sent to the TechWebService without the technician needing to Refresh on his device.



Rollout details

- Download TechConnect v2.0.37 from the Google Play Store – the APK will be available in a few hours
or side load the APK:

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_APK)

2.0.36 (29.11.2019 12:29 PM)

BPO Tech Connect – APK Version 2.0.36

BPO Tech Web Service v1.4.4.1 – Modification 01



Rollout Priority / Requirement

- Medium global client rollout priority
 - Related to clients who:
 - Are using TechConnect v2 with TechWebService v1.4.4.1



Application Version Compatibility

- Compatible with:
 - BPO_RSI v1.27.0.1 or later
 - TEL v1.3.0.1 or later
 - BPOv2 all



Requirements

- BPO Tech Web Service v1.4.4.1

Fixes:

- Removed the restriction on requesting stock or a boot stock issue. You were previously not able to request more than quantity 10.
- Ensured that calls are not listed if the state is Ended Work and the Call status is In Progress. Previously if a technician ended

work (e.g. Unresolved or Unresolved Client), and the call was then re-assigned to another technician, the call would then re-appear on the original technician's list.

- Fix for retrieving company details and the date format on the amend date which is used in the Tech Connect app, that was causing issues on some of the customers. Important Note: Please check that the regional settings on the server hosting the the TechWebService – Ensure the time settings are set as follows:
 - short time : HH:mm
 - long time: HH:mm:ss



Rollout details

- Run the BPO_TechWebService_v1.4.4.1_Modification01 upgrade, and check for errors in the results file

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\Upgrades)

- Run the TECH_V1.4.4.1_Validation_Modification01, and check that there are no errors

Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\Validation

- Download TechConnect v2.0.36 from the Google Play Store or side load the apk:

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_APK)

2.0.35 (04.10.2019 10:28 AM)

Note: v2.0.35 APK Upgrade

The user will need to clear the Cache and Data after the v2.0.35 upgrade and the parts need to be reloaded for the functionality changes to work efficiently.

Rollout Priority / Requirement



Application Version Compatibility

- BPOv2 all versions | RSI v1.27.0.1 and up | TEL v1.4.0.2 and up with:
- Tech Web Service v1.4.4.1

Modification:

- Part Request / Boot Stock Issue – now not restricted to the default quantity of 10.
- The parts (when adding a part request or on the parts screen) to be filtered only after typing the full text instead of on each input as it is time consuming. The user will need to tap on the search button on the keypad to search.
- The TechConnect application is now also compatible with 64 bit devices (this may not currently impact anyone).



Rollout details

- Tech Connect v2.0.35 is now available for download from the Google Play Store
- And is available on the server, where required for side loading:

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_APK)

2.0.34 (26.08.2019 9:19 AM)

TechConnect APK v2.0.34 Release



Application Version Compatibility

- BPOv2 all versions | RSI v1.26.0.1 and up | TEL v1.3.0.1 and up with:
- Tech Web Service v1.4.4.1

Fixes:

1. Calls on hold not displaying – This has been resolved - the app now shows calls on hold.
2. End Work (unresolved - awaiting client) and the call is removed from the list – This has been resolved.

Files Required:

- No upgrades required
- The app has been released on Play Store and will be available for updates within the hour.
- The apk is available on the server, if required, for side loading:

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_APK)

TechConnect_release_2.0.34.apk

2.0.33 (25/07/2019 9:58 AM)

TechConnect Update **v2.0.33** Release

Compatible with Webservices **v1.4.4.1**



Application Version Compatibility:

- BPO2 v2 ALL
- BPO v126 and up

Amendments:

- Fixed end work Unresolved when saving call remains for sign off.

Files Required:

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_V2.0.33_APK)

2.0.32 (12/07/2019 3:37 PM)

TechConnect **v2.0.32** APK release - Google Play Store

Compatible with BPOTechWebService **v1.4.4.1**



Application Version Compatibility:

- BPOv2 all versions
- RSI v1.26.0.1 and up
- TEL v1.3.0.1 and up

Fixes:

1. Part Requests – Display issue - the duplication of the part requests on the page have been fixed.
2. Expenses – on saving an expense the Source Document Available was being saved as ‘Yes’ irrespective of the what the user chooses. This has been fixed.

Files Required:

- TechConnect APK v2.0.32 now available on the Play Store

Upgrade Info:

- No scripts or upgrades are required, if client already on BPOTechWebService v1.4.4.1.
-

2.0.31 (28/06/2019 3:42 PM)

TechConnect Update **v2.0.31** - sp_bpoGet_TECH_WKORAllPriorPartRequests included in the scripts

Now included sp_bpoGet_TECH_WKORAllPriorPartRequests.sql in the Full Upgrade (for clients not yet on TechWebService v1.4.4.1) and Fixes scripts (for clients already on v1.4.4.1):

- BPO_TechWebService_v1.4.4.1_Upgrade_v1.0.0.3
- BPO_TechWebService_v1.4.4.1_Fixes_v1.0.0.3

Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2

TechConnect v2.0.31 (28/06/2019 3:27 PM)

Compatible with BPOTechWebService **v1.4.4.1**



Application Version Compatibility:

- BPOv2 all versions
- RSI v1.26.0.1 and up
- TEL v1.3.0.1 and up

Amendments:

1. New logo on login screen.
2. Prior Part Requests list available on the call screen.
3. User Input fields have added validation to strip out special characters.

4. Fix for End Work issue.
5. We now handle the issue created by the Android security patch that caused inconsistent behaviour in returning the GPS co-ordinates.

Files Required:

- Tech Connect APK v2.0.31 now available on the Play Store
- sp_bpoGet_TECH_WKORAllPriorPartRequests.sql -
(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2)
(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_APK) Tech Connect APK v2.0.31

2.0.30 (20/06/2019 4:09 PM)

TechConnect Update **v2.0.30** - PLEASE NOTE THE DISCLAIMER

Compatible with WebService **v1.4.4.1**



Application Version Compatibility:

- BPOv2 ALL
- RSI v1.26.0.1 and up

Amendments:

1. Fixed end work issue

DISCLAIMER:

- GPS value is not reliable, Android's recent compatibility with Google MAPs is not completely in sync. This value is working on

some versions and not on some, and is not consistent. If there is a discrepancy it defaults to ZERO to prevent the app from closing.

Files Required:

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2\TechConnect_APK\TechConnect V2.0.30\TechConnect_release_2.0.30.apk)

Tech Connect APK v2.0.30

2.0.29 (20/05/2019 12:39 PM)

Full release notes with issues resolved for: TechWebService **v1.4.4.1** and TechConnect for Android **v2.0.29**

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2)

[TechConnect v2 APK v2.0.29 is now available on the Google Play store for Android \(20/05/2019 11:18\)](#)

- BPO_TechWebServices v1.4.4.1 / TechConnect v2.0.29



Information:

- TechWebService v1.4.4.1
- TechConnect apk v2.0.29 and up
- BPO Version Compatibility:
 - RSI v1.26.0.1 and up
 - TEL v1.3.0.1 and up
 - BPOv2 all

New Functionality:

- Prevent 'locking-up' of the TechWebService log file.
- Issue and return of serialised equipment from Boot Stock.
- For users on BPOv2, the following functionality has been added, and is only available if the 'fldIsVersionBPO2' configuration flag is set to 'Yes' (this flag is set to No by default and is up to the client's responsible team to discuss with the client whether they require this functionality):
 - Swap out functionality (the call where the swap out is being done must be linked to a serial number that is on contract)
 - On-Site Serialised Equipment Auditing

Files Required:

- **TechConnect apk v2.0.29**: available on Google Play Store
- **TechWebService v1.4.4.1** installer:

(Implementations\CO3_Releases\Applications\BPO_TechWebService\v1.4.4.1_ForTechConnectV2\BPO_TechWebService_v1.4.4.1_Installer)
- TechWebService **v1.4.4.1** / TechConnect apk **v2.0.29** upgrade **v1.0.0.2** (this is a full upgrade that will take the client from any version of the TechWebService through to **v1.4.4.1** -

(Implementations\CO3_Releases\Applications\BPO_TechWebService\v1.4.4.1_ForTechConnectV2)

BPO_TechWebService_v1.4.4.1_Upgrade_v1.0.0.2.7z
- TechWebService **v1.4.4.1** / TechConnect apk **v2.0.29** refresh **v1.0.0.2**(for clients already on TechWebService **v1.4.4.1** - a refresh of all TechWebService db objects):

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2)

BPO_TechWebService_v1.4.4.1_Fixes_v1.0.0.2.7z

For Clients testing TechConnect v2 - Object Refresh (15/05/2019 10:59)

For all clients who are currently testing TechConnect v2, please ensure this refresh script is run. All these objects have now been versioned, so please check the logs created when the script is run, to see if there are any objects that are not on the correct version.

This refresh includes the last 2 updated sprocs that were not in the initial release of this script, and were released individually:

- sp_bpo_TECH_INVNIssueBoot.sql
- sp_bpo_TECH_WKOREndWork.sql

(Implementations\CO3_Releases\Applications\BPO_TechWebServices\v1.4.4.1_ForTechConnectV2)

BPO_TechWebService_v1.4.4.1_Fixes_v1.0.0.2.7z

BPO.RSI.033