Service Sight
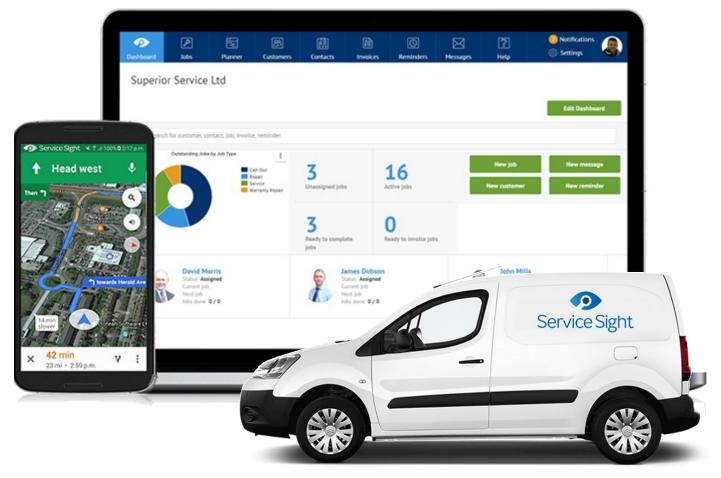
Release Notes   SP4

ServiceSight Field Service Management System - Service Pack 4

Mar 23 , 2018

Notice

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SECTION 1 - BUG FIXES

1.1   6593   Corrupt Attachments

There were several issues reported with attachments being passed between the Android mobile app & the web application. Some files were not returned at all. Others arrived corrupted.

This has now been resolved so that users can attach & send files from & to the mobile app & office successfully.

NB We do not support video attachments , therefore this option on the attachments menu on the mobile app has been hidden . It is envisaged that this functionality will be added as part of the Pro updates later this year.

1.2   6765   Xero Customer Export Requires 'AccountRef' to be Populated

Customers had experienced issues when ServiceSight was trying to create a Customer in Xero
The error was caused by the system attempting to export a Customer with a blank Account Reference in the database.
This has now been resolved.

1.3   6764   Cache on Planner Board Expires after Five Minutes

If a user made changes to the Planner Board & then left the Board for more than five minutes and then tried to make further changes they would get a 'null reference' exception. This was due to the cache being emptied every five minutes.

Now, in this scenario the cache is automatically rebuilt, preventing the exception from occurring.

1.4   6797   Ability to register Admin Console users without Authentication

It was found that if a user knew the admin console URL & could get access to the Protean network, that user could registeran admin console user with limited privileges.

This loophole has now been closed. The register link has been hidden for unauthorised users and the URL can no longer be accessed from a web browser.