



Sedona-X Mobile Release Notes

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Version 2.0.1

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Getting Started with Sedona-X Mobile 2.0.1

If you have automatic updates from your app store (Apple or Google) enabled on your device, the Sedona-X Mobile app will update automatically. If you do not, you can manually update the Sedona-X Mobile app from the play store for your device.

If you have biometrics or autologin enabled, you may have to manually login after the app updates.

Managely users, follow the [Sedona-X Mobile App User Guide](#).

Application Corrections

All Versions

Android crashing on the login screen [136466]

We fixed an issue causing the BETA application to crash when setting the MainPage on Android.

Pictures like a site map saved to service tickets or jobs as a document cannot be enlarged for visibility [00137496]

Pictures like a site map saved to service tickets or jobs as a document could not be enlarged for visibility. Users needed to download and save them and then open the saved copy to enlarge.

We fixed this in document previewing for Managely, AlarmBiller, and SedonaOffice.

AlarmBiller/Sedona-X Mobile

Fixed from the BETA App

Bluetooth turns back on automatically after a certain period of time [00136354]

We fixed this issue so the app will not automatically turn on Bluetooth at startup.

Upcoming appointments are blank in the Sedona-X mobile app for an administrative user [00127673]

We fixed an issue for all users where none of the upcoming appointments appeared.

SedonaOffice/Sedona-X Mobile

Sedona-X error when dispatching service ticket [00112961]

Users received “The RegisterId 1 is not valid” error when dispatching a service ticket. We fixed this issue with dispatching.

Fixed from the BETA App

We’re sorry error [00137891]

We resolved an issue where sometimes after logging in users would get a message that showed “We’re sorry” and an OK button.

After updated was only able to open once now can’t open at all [00136466]

We fixed an issue causing the BETA application to crash and then not open at all.

Error opening mobile app using SedonaOffice [00135896]

We fixed the error when opening the mobile app used with SedonaOffice.

Hard time scrolling through a list of appointments [00129797]

We fixed an issue that made it difficult for users to scroll through a list of appointments.

Fixed from the Legacy App

Inactive parts selectable in Sedona-X app [00117444, 131712]

Technicians could see and select inactive parts to add them to work orders when they should not be able to. We fixed this issue.

Error: We’re Sorry {"TicketStatus": [The field TicketStatus must be string with maximum length of 2."]} adding time to tickets in Sedona-X mobile [00082931, 95421, 102362, 120694, 123861, 127940, 129007, 131096, 133188]

Occasionally, when multiple technicians enter times on the same tickets, the tickets would show an error instead of allowing them to enter times.

We corrected this so now more than one technician can complete an appointment on the same service ticket.

Managely/Sedona-X Mobile

Technicians cannot dispatch/arrive/close work orders [00137049]

Adding a second tech to an appointment was kicking the user out of the mobile app. Even on separate appointments, one tech could dispatch, but the other could not.

We fixed the issues with the appointments and technicians not being able to dispatch.

Fixed from the BETA App

Can't update additional info field [00139363]

We fixed an error that happened when saving non-work order appointments in Managely.

Break function not working in Sedona-X [00133828]

Tapping the Appt icon to edit it for a break caused an "Oops something happened fetching appointment" error.

We fixed errors when loading appointments from the work order editor; fixed break information not being submitted when saving a work order from the work order editor; and fixed work order appointment colors on the work order appointment list from the work order editor.

Can't add or change a credit card in a work order the app crashes [00129798]

We fixed a crash for adding a payment or choosing one in Managely.

Fixed from the Legacy App

Appointments disappear for additional techs when making a change on the appointment through the Sedona-x app [00136769]

We fixed this issue so that appointments are not erased when additional techs change an appointment.

Managely customers cannot see or edit part quantities in Sedona-X mobile [00133862]

This was corrected when another issue was corrected: "Cannot add parts to a work order from Sedona-X [00130993]".

Sedona-X app crashing [00133142]

The issue was caused by the Warranty Level being NULL on the customer's system when creating the work order. This field is not a required field in Managely, so it could occasionally be null. We fixed this issue to account for a NULL value.

Technicians are consistently having login issues [00131741]

Technicians were consistently having login issues. They did not know if it was due to their iPhone/Android's operating system or they were blocked by Managely.

We added a check so that if the user does not have paymentview or partsview, it will not cause this error. The error occurred when pulling down credit cards, checks, or the panel which are not needed to save the work order.

No user can edit a work order- "we're sorry, an error has occurred" [00131076]

Users could open work orders but could not edit the work orders to close them.

If users had a work order status set to void, which was not supported in the legacy app, they would have this issue. Picking a different status corrected the issue and they could close work orders. We fixed this issue in the new app.

Cannot add parts to a work order from Sedona-X [00130993]

We corrected the issue that prevented users from adding parts to a work order from the app. Additionally, we addressed an issue where the quantity and rate were not appearing when editing a part in Managely, and the changes were not saved.

Unable to edit existing notes on a work order [00117952]

Users received an error when pressing enter/hard return in a note to add another line in the note. We fixed this issue.

Labor rate set to 0.00 when updates made on appointment widget [00112715]

The Labor Rate became zero when the technician completed the work order from the mobile app.

The labor rate was not pulled down for the appointment widget on work order editor. We fixed this issue.

Documents cannot be seen on the Sedona-X app [00111803]

This was corrected by a change in Managely.

Managely/Sedona-X - techs can only see notes added if the access level is ‘customer’ [00103882, 110909]

Techs could only see notes added if access level was “customer”, if set to “internal” they could not see it.

We fixed this issue so technicians can see notes they have access to.

Cannot see address in dark mode on Android [00095617]

We fixed this issue with dark mode.

Employee assigned to warehouse [00093547]

An employee was assigned to a warehouse, but when adding parts to a work order could not select that warehouse.

Reset password link goes to AlarmBiller [00084874, 120555]

When users clicked the forgot password link, it went to a password reset page that said it was for AlarmBiller, not Managely.

Managely Sedona X- cannot save notes [00083108, 00096228]

When users pressed the enter/hard return key in notes, the app gave an error and would not save the note.

We fixed this so users can use the enter/hard return key in notes to separate them and add blank lines for space.

Can’t save notes [00083108]

We fixed an issue that prevented users from saving notes.

Special Upgrade/Install Instructions

Operating System — iOS devices should be on iOS version 17 and Android devices should be using Android 15 for full compatibility, although earlier versions may be able to support the application. Please check the app store for any updates to your Sedona-X Mobile app.

SedonaOffice — SedonaOffice will need to meet the system minimums (below) to support the Sedona-X Mobile app.

SedonaWeb 2.0/SedonaAPI 2.0 — IT will need to update your SedonaWeb/SedonaAPI 2.0 version to meet the system minimum (below) at the same time as your SedonaOffice version. This is to ensure compatibility with the Sedona-X Mobile app.

MagTek Scanner Note

Android users should first connect to the MagTek Scanner device in their phones settings, and then connect in our Sedona-X Mobile app.

(SedonaOffice) Supported Environments

Note that the new Sedona-X Mobile app supports only one SedonaWeb 2.0 API by typing it in a text field. This is a change from the legacy app that allowed adding server connections and choosing a SedonaWeb 2.0 API from a dropdown list if you had more than one central station.

Minimum System Requirements

- SedonaOffice version 6.2.0.19
- SedonaWeb 2.0/SedonaAPI 2.0 version 1.50.1
- Server (where SedonaWeb/SedonaAPI 2.0 is installed) has Microsoft .NET 4.8 installed