



AVEVA™ Mobile Operator 2020 R2 Release Notes

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Chapter 1

AVEVA Mobile Operator 2020 R2 Release Notes

Summary

The AVEVA Mobile Operator 2020 R2 release addresses many customer-reported issues and introduces several new features.

New Features

This section lists new features for AVEVA Mobile Operator 2020 R2. Refer to the *AVEVA Mobile Operator Guides* for details.

- AVEVA Mobile Operator now supports authentication using Azure Active Directory. To support this feature, a few changes have been made to the authentication screen in the mobile app and in Management Center. For more information on adding support for Azure Active Directory, see the *AVEVA Mobile Operator Installation Guide*.
- AVEVA Mobile Operator supports certificate-based authentication for authenticating Azure Active Directory users in the mobile app, Management Center, and web application. For more information about using certificate-based authentication, see the *AVEVA Mobile Operator User's Guide* for the respective platform and *AVEVA Management Center User's Guide*.
- AVEVA Mobile Operator now supports authentication using AVEVA Connect. You can configure AVEVA Mobile Operator to use AVEVA Connect for authenticating the users. For more information on configuring AVEVA Connect, see the *AVEVA Mobile Operator Installation Guide*.
- AVEVA Mobile Operator now supports viewing reports using Microsoft Power BI. For more information on configuring the Power BI, see the *AVEVA Mobile Operator Installation Guide*.
- AVEVA Mobile Operator now supports Windows Server 2022. For more information, see the *AVEVA Mobile Operator System Requirements Guide*.
- You can now use the new Site Merge Utility to merge multiple databases to a destination database. For more information on using the Site Merge Utility, see the *AVEVA Mobile Operator Site Merge Utility Guide*.
- You can now change the authentication mode after upgrading or installing the AVEVA Mobile Operator 2020 R2 and map the external group to Tenant Administrator group by using the new Authentication Mode Upgrade Utility. For more information about this Utility, see the *AVEVA Mobile Operator Installation Guide*.

- A new server integration with PI System is now available in the Management Center. For more information on using the PI System integration, see the *AVEVA Mobile Operator Management Center User's Guide*.
- The Database Integrity Utility has been enhanced to check and fix the Procedures that are linked to 'All Bases' before upgrading to this release. For more information about this integrity check, see the *AVEVA Mobile Operator Database Report Utility Guide*.

Changed Features

The following features have changed in AVEVA Mobile Operator 2020 R2.

- The user is now authenticated in the Management Center application via the AVEVA Identity Manager. The Management Center login screen is no longer available.
- The Management Center application now uses the fixed communication port '8002'. Therefore, before installing the Management Center, make sure that this port is available.
- In AVEVA Mobile Operator 2020 R2, there is a change in the functionality for adding Active Directory users in the Management Center. Previously, the Mobile Operator app supported adding an Active Directory user in both Enterprise and Hybrid authentication modes. This behavior has now changed, and you can add an Active Directory user in Enterprise mode only via auto-registration. You can, however, add an Active Directory user in Hybrid mode via the List Manager menu. For more information about adding an Active Directory user in Hybrid mode, see the *AVEVA Mobile Operator Management Center User's Guide*.
- In the Permission Manager, you can clone a group only in Local authentication mode. For more information about the authentication modes, see the *AVEVA Mobile Operator Installation Guide*.

Unsupported Features

Unsupported features for this release include:

- 32-bit Server Installer is no longer supported.
 If you are using the 32-bit Server Installers, then you must switch to 64-bit Server Installer.
- The Local and Hybrid modes are not supported for Azure Active Directory.
- The Windows Integrated Login is not supported for Azure Active Directory.

In addition, the AVEVA Mobile Operator 2020 R2 Release will be the last release to support the following features:

- Digital Signature in mobile apps
- AD user with local password
- SQL Server Reporting Services (SSRS)

Resolved Issues

The following issues have been resolved in AVEVA Mobile Operator 2020 R2:

CR#	SR#	Description
1861870	960155429	SSRS report parameter is not adhering to permissions given at the Plant level.

1853704	960172939	Sync service failed to start in a new installation. Displayed the following error "Could not load file or assembly 'WOR.Core.Desktop.Server.Extensions'".
1935082	960158913	The filter parameter in Auditor Plus Report is not filtering the data correctly in a localized environment.
2024425	960206819	Sync service warning in ArchestrA logger on 'AckTimeout' issue.
2021346	960206286	Transfer Failed @ 12% in AVEVA Mobile Operator 2020 R1.
2054744	960212602	The Successive Exception Report is capturing exceptions that have multiple On Target data points between exceptions.
2070355	960216866	Mobile Attachment Cleanup Utility missing from Installation Zip.
2140100	960228705	Auditor Plus task history showing incorrect time in data point history table.
2178754	960237566	Slowness to load data in the Auditor Plus.
2187762	960239549	New SAP WOR template not transferring to Mobile devices.

Known Issues

The following are known issues in AVEVA Mobile Operator 2020 R2 and their workarounds (if known).

- In AVEVA Mobile Operator, avoid using the same login credentials for both Local and Active Directory users.
- If you change the settings of the mobile device, such as the font size or device language, the Auto Logoff feature in the AVEVA Mobile Operator app might not work as expected.

Workaround: After changing the mobile settings, you must log off and log in again to the mobile app.

- On exporting the SSRS Exception Report to Excel, records are getting repeated. This issue occurs only when you select 'No Grouping' option for 'Group By' parameter.
- In AVEVA Mobile Operator app for Android, if you select seven or more roles in the Plants, Base, and Roles selection screen, the app stops responding.

Workaround: Log off and log in again to the mobile app and select only six roles.

- In AVEVA Mobile Operator app for Android, occasionally the 'Description' field for a task appears static and you cannot expand the field.
- If you have Multi-factor authentication (MFA) activated on your iOS mobile device, you may have login problems even if the user grants access via the Authenticator app. For additional details about this issue, see the Microsoft documentation.

Workaround: To continue using the AVEVA Mobile Operator app on iOS, use the passcode generated from the Authenticator app to log in.

- In the AVEVA Mobile Operator app for Android and UWP, if the values provided in the Advanced settings of TPI9080 peripheral device are incorrect and you select the back button of the mobile app, an error message appears. On selecting OK, the mobile app stops responding.

Workaround: After modifying the values for TPI 9080 peripheral device, use the back button of the mobile device instead of mobile app .

Upgrade Information

You can upgrade your database to AVEVA Mobile Operator 2020 R2 from the following versions. To know the instructions for upgrading, see the *AVEVA Mobile Operator Installation Guide*.

- IntelTrac 5.1 SP2 (minimum supported version for the upgrade)
- IntelTrac 5.1 SP2 hotfixes
- AVEVA Mobile Operator 2020
- AVEVA Mobile Operator 2020 hotfixes
- AVEVA Mobile Operator 2020 R1
- AVEVA Mobile Operator 2020 R1 hotfixes

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 R2.

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 IntelTrac 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 *mobileoperator.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 2020 R2.

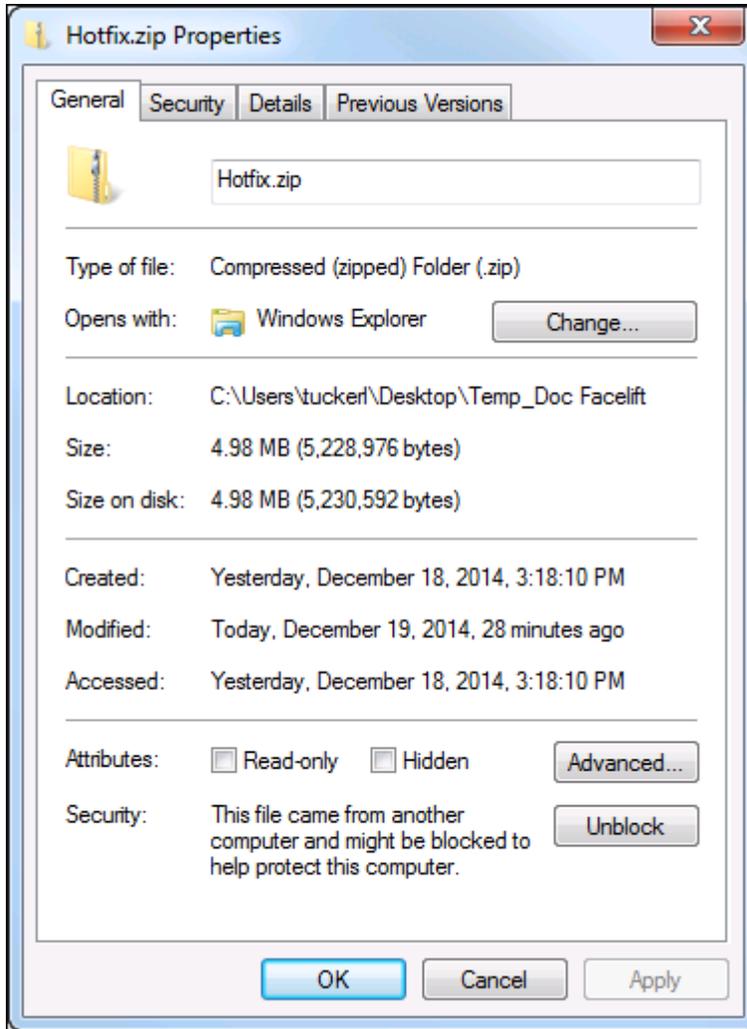
Unblocking Files

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 app closer to the QR code for the readings to be recorded properly.

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.