

# Maintenance Release 10.2

Release Notes

## Contents

Introduction .....	3
Issues Resolved .....	4
CRM Module.....	4
Mobile Solution Module.....	4
Jobs Module .....	4
General Module.....	5

## Introduction

The purpose of this document is to describe in detail the technical and functional updates of a minor version change to Protean Software.

The updates listed in this document detail the differences between version **7.3.4736** (Feature release 6) and version **7.3.4765** (Maintenance Release 10).

With regards to the installation of this build, if you are currently using a version prior to 7.3.4378, you will need to uninstall the Protean client from the PC before you can install the new client.

## Issues Resolved

### CRM Module

#### **ID 5661**

On rare occasions, when clicking onto 'Done' within a task, the user received an error.

### Mobile Solution Module

#### **ID 6053**

On rare occasions, when engineers attempted to log into Protean, the data load failed due to 'Timeout expired'

#### **Android 9**

When engineers had a mobile device on Android 9, automatic refresh of jobs and location information stopped working on the mobile devices.

### Jobs Module

#### **ID 6100**

On occasions, if a customer was over the credit limit, the job could be placed if the job was quoted before being placed.

#### **ID 6116**

The select boxes on a Job Stock Issue are not functioning as expected.

#### **ID 6123**

The setting 'Maintenance update service No of job stock issues to create' was not creating the correct amount of job stock issues.

#### **ID 6147**

When viewing the Jobs global enquiry screen, if a job total was excessive, an error message appeared.

#### **ID 6153**

On occasions, if an employee was excluded from creating a Site record, employees were still able to do this by clicking the '+' icon against the customer record within a job.

#### **ID 6154**

When viewing the 'Invoiced Jobs by Customer – Detailed' report, if any additional charges were added onto the job after the job was invoiced, these costs would not reflect on the report.

#### **ID 6160**

Within a Job Stock Issue, the reference field was too small to display all the data that was entered.

## General Module

### **ID 5954**

If a customer import uses 'External site reference' and the site reference already existed, the importer was updating the existing record rather than creating a new record.

### **ID 6157**

On very rare occasions, after a new install of Protean, when trying to log into Protean, users received the error 'The version of ProfitAnalysis is 1.7.2.0. and to work with this version of Protean it needs to be 7.2.0.1'.

### **Office 365**

When scrolling through Global Enquiry screens within Protean, the global enquiry screen would freeze.

### **SQL 2008/R2**

When customers using SQL 2008/R2 attempted to upgrade Protean, the upgrade failed.

### **Android 9**

Protean is now fully compatible with Android 9.