AlarmBiller / SalesAutomaton / eForms / Time & Attendance

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About This Document

This document provides information related to new enhancements and applications corrections for AlarmBiller, SalesAutomation, eForms and Time & Attendance for version 4.20.51.

Enhancements

AlarmBiller

Correct Strict Transport Security Misconfiguration

Work Item (11981) [Internal]

Issue –The HTTP Strict Transport Security policy defines a timeframe where a browser must connect to the web server via HTTPS. Without a strict Transport Security policy, the web application may be vulnerable against server attacks.

Solution – Now a Strict-Transport-Security HTTP header is sent with each HTTPS response. The syntax is as follows: Strict-Transport-Security: max-age=<seconds>[; includeSubDomains].

Disabled Content Sniffing

Work Item (11985) [Internal]

Issue –There was no "X-Content-Type-Options" HTTP header with the value 'nosniff' set in the response. This can make the web application vulnerable to Cross-Site Scripting (XSS) attacks.

Solution – Now within a web proxy, we capture the request and response. Within the response header there is an “X-Content-Type-Options: nosniff” header present.

Ability to Create a PO without Inventory

Work Item (15491)

Issue – When creating a Purchase Order from a Work Order, the purchase order would not save if inventory were disabled.

Solution – When creating/editing a Purchase Order, there are two fields that hold the work order Id and address. Previously these were only displayed if inventory is enabled. Now they will be shown regardless of whether inventory is enabled.

Refactor Sebis Reconciliation Process

Work Item (18929) [Internal]

Issue – Occasional "partial printing" of batches, where a large portion of a batch is completely printed, but a few documents need to be repaired/reprinted and will have an "N" status on the confirmation file.

Solution – We now distinguish between "N"'s on invoice or confirmation tracking files.

Change Reset Password Flow

Work Item (19137) [Internal]

Issue – When a user clicks reset password in the host portal, it resets to the default password for them.

Solution – Now when clicking "Reset Password", a popup message will be displayed to the user indicating an email was sent to the email address associated with that user.

Ensure SQL Database Connection Strings not Exposed

Work Item (19139) [Internal]

Issue – Some areas of the host server are able to view full database connection strings, such as SQL Server Name, Database, Username and Passwords

Solution – Removed several places in our application where the user could see hard-coded database string data in Network response data.

Change Failed Password Message

Work Item (19163) [Internal]

Issue – For both host and AlarmBiller URLs, when a valid user name fails a password login, the site will show how many more tries are left until lockout, instead of displaying, “The user name or password provided is incorrect”. This can indicate that an attacker has found a valid user name.

Solution – The site will no longer display the message indicating the number of tries the user has remaining. Now the error message will be the same no matter what field they entered incorrectly.

Note: There is still a 5-try limit before lockout, so even though the user will not see the message, after five unsuccessful tries, they will be locked out (The lockout lasts 5 minutes by default).

SalesAutomation

New Lead - Sedona Office - Allow 50-Character Names-Improve Form Data Placement

Work Item (19520)

Issue – Creating a SalesAutomation lead or synchronizing customers from SedonaOffice to SalesAutomation restricts the customer name to 30 characters.

Solution – SalesAutomation new lead will allow a Business Name up to 50 characters and a First Name or Last Name of up to 30 characters each. Further, when a customer is synced from SedonaOffice to SalesAutomation, the customer and customer site name are automatically truncated to 50 characters.

Application Corrections

Alarm Biller

Validations Missing in Authorities Grid under Setup

Work Item (15645) [Internal]

Issue – The user is able to save a new 'Authority' record without populating the Authority Name field.

Solution – Add missing validation in Authorities Grid.

Unable to Terminate an Account - Error message

Work Item (17545)

Issue – The user is trying to mark a customer as inactive and each time receives a "500: Unexpected Error" message.

Solution – Edit Customer - added null check in the Termination logic when checking if the customer had any associated SalesAutomation leads.

Deleted Item Totals from Work Order Still Displays on the PDF

Work Item (18404)

Issue –When deleting an item from a work order and then saving, when clicking the print envelope icon, the item is still appearing on the work order pdf, even though it was deleted on the actual work order.

Solution – To resolve we disabled retrieving items/parts from the database if count=0; the Items/Parts totals were incorrect because they were based on the database retrieval, and not the state of the updated view model.

Unable to Delete an Image While Editing a Part

Work Item (18464) [Internal]

Issue – When editing a part, the user is unable to delete an image file attached to the part.

Solution – To resolve, we cleared the Image field bound to the model in the event handler for the Delete Picture button, this ensures that clicking "save" will post the model without the image just deleted.

Unable to Delete Duplicate Invoice

Work Item (15819, 18803)

Issue – Duplicate manual invoices being created, and the user is unable to delete the duplicate.

Solution –The issue appears to be the user is clicking both the "Save" and "Save and Deliver" buttons when creating an invoice (possibly they mistakenly clicked "Save" first, and then realized they wanted to deliver it as well). In order to prevent this from happening in the future, we will disable both buttons when the user clicks either one.

Improve Performance on Large SGS Databases

Work Item (19329) [Internal]

Issue – It is taking an extremely long time to load the actual linking page, and when it loads, the site name drop down list does not populate when you type in the name.

Solution – Changed the calls to retrieve Sites and Devices and added corresponding mappings. Updated 'BoldGroup.Integrations.Stages' to use the latest Swagger client from Stages.

New Work Order: Adding a Sales Package not Propagating Items, etc.

Work Item (19334) [Internal]

Issue – Adding a sales package to a new work order did not propagate into any of the tabs for: Items, Parts, or RMR; refreshing the grid did not help.

Solution – We are trying to remove all the charges groups so that we can rebuild and refresh the list with new sales packages. This only applies to a proposal, not to work orders or invoices.

Customer System Pages Alignment Issues with Stages Fields

Work Item (19353) [Internal]

Issue – The system page has alignment issues when a new customer is added with Stages integration, or when the site/system is pushed to Stages.

Solution – Added a clean-up extension method and applied it to the common string editor template.

Issue Adding Duplicate Items on an Invoice

Work Item (19355)

Issue – Cannot add duplicate items to an invoice using the duplicate item button.

Solution – Added the new column, Item Alt Description, into the Duplicate Item Logic.

Add System Parts > Create New Part is Failing

Work Item (19485) [Internal]

Issue – Error occurring when trying to create a new part from the 'add system parts' page on a customer system. This problem was introduced with the release of version 4.20.

Solution – Fix for 'Create New Part' popup window to validate the required Description 'textarea' UI element as part of the client side form validation. Previously, it was only validating 'input' form elements, but that did not catch this type of element.

Generate Recurring Invoice Error

Work Item (19804) [Internal]

Issue 1 – The Generate Recurring Invoice logic intermittently throws an error, when both "Scheduled" and "Appointment Based" recurring work orders, are part of a group of recurring invoices that need to be generated. This problem was introduced with the release of version 4.20.

Issue 2 – The calendar recurring appointments intermittently may not be cleaned up and still showing the recurring appointment along with the newly scheduled work order appointment.

Solution – In the Work Order add logic, removed references and a method call to the DealerChargesGroupService since that is not a feature of work orders, and seemed to be the cause of some errors thrown during the Generate Recurring Work Orders workflow.

Unable to Read the Contact View Models

Work Item (19808)

Issue – Received an error when trying to add existing contacts. Error message "Unable to read the contact view models".

Solution – Added database null check in the view model logic.

SalesAutomation

Cannot Approve Proposals in the Proposal Queue

Work Item (19380)

Issue – Cannot approve proposals within the queue or through email notifications. The screen tries to open and the icon just sits and spins.

Solution – To resolve, we added a user role permission on the allow the method to be called by SalesAutomation. This allows SalesAutomation users to open the proposal review screen.

Items/Parts Grouping not Sorting as Expected

Work Item (19440) [Internal]

Issue – When the user does a drag and drop, the items do not land where expected in the list; they are automatically added at the top.

Solution – Index value was coming across as undefined. The indexing problem was corrected.

Screen Locks when Accepting/Rejecting a Proposal without a Proposal Type

Work Item (19456) [Internal]

Issue – Screen is locking with a spinning wait icon when the user accepts or rejects a proposal without selecting the proposal type first.

Solution – Added client side fix to close any previously started progress spinner, due to a client-side error, and did not proceed to the final submit form logic.

Error Creating Leads for SedonaOffice Customers

Work Item (19475)

Issue – Receive error that customer name cannot be over 30 characters when synchronizing from SedonaOffice to SalesAutomation.

Solution – Resolved with an enhancement to SalesAutomation new lead form, to allow a Business Name up to 50 characters and a First Name or Last Name up to 30 characters each. Further, when a customer is synced from SedonaOffice to SalesAutomation the customer and site are automatically truncated to 50 characters.

New Lead Issues with SedonaOffice Integration

Work Item (19576) [Internal]

Issue 1 – The SedonaOffice Customer Name showing in the SalesAutomation Lead Business Name field for a SedonaOffice residential type customer.

Issue 2 – When changing the selected existing customer on the SalesAutomation New Lead form, the lead form entries do not clear properly and show the data for the newly selected lead.

Solution – Fixed the SalesAutomation new lead form logic to properly map the SedonaOffice customer name based on Commercial/Residential type. Also fixed the bug that would sometimes not properly clear the new lead form of a previously selected customer's data when a user makes multiple customer selections before saving the new lead.

Unable to Copy Existing Proposal to New Lead

Work Item (19870)

Issue – A brand new customer created as a new SalesAutomation lead (does not yet exist in SedonaOffice). The new AlarmBiller customer was initially created with only temporary records; no systems existed yet for those records.

Solution – The application was modified to allow proposals in SalesAutomation to be copied, [where the SedonaOffice integration is enabled] to not require a customer system on the newly created, copied proposal.

eForms

Cannot Delete Form Data Fields, Beneath an Object

Work Item (18800)

Issue – Once a field containing a data type of any kind is added, it cannot be deleted using the delete field button (it does nothing).

Solution – With nested elements (elements created under an Object), the nested element's ID is buried underneath its parent Object element's ID, thus not present as a Key in the map. To get to it we had to iterate over the Data objects in the map, find one who has a child element with that ID, and remove it from that data object array.

NOTE: This change enables removing Elements directly under an Object element; if you have several levels of nested Objects under Objects, it does not remove elements further than 1 level below an Object.

Unable to Place Radio Button Field from "Add Field" List

Work Item (19712) [Internal]

Issue – While using the "Add Field" button to place new fields on a template, the 'radio button' type field hangs on the mouse and will not drop on the form.

Solution – This issue appears when the user tries to drag a radio button onto the eForms designer without adding at least one Option. This causes an error in code that expects a value to exist, and results in an unresponsive UI. Normally the user should add Options under the Radio button. The code will now check for it and nothing will happen if they drag it onto the designer.

Time & Attendance

Changing SedonaOffice Pay Code Cannot Start a New Task

Work Item (18138)

Issue – Previous functionality lost. Technicians are not able to change a pay code labor task without ending the previous task first.

Solution – Enabled the Labor Task dropdown while a task is in progress.

Pay Code Error

Work Item (19455) [Internal]

Issue – Pay Code does not have Add new option, Uncaught Error: Invalid template.

Solution – Users now have the option to add new Pay Codes.