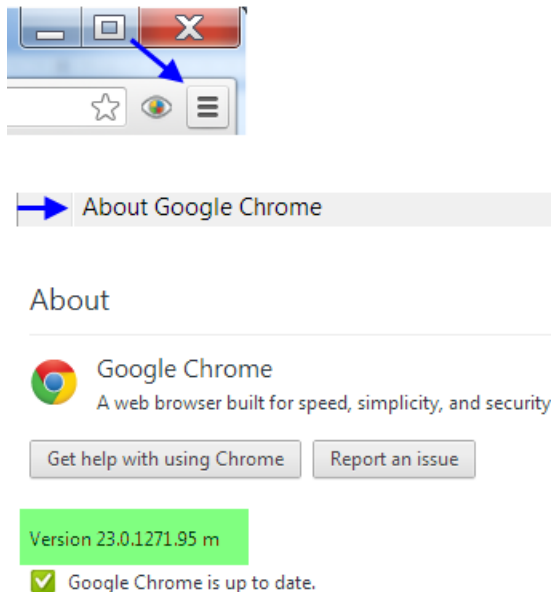# Credible Mobile Release 2.81
Configuration

This document describes an installation prerequisite for laptops/desktops, two new known issues, and the patches in Credible Mobile Release 2.81.

Installation Prerequisite for Laptops/Desktops

Before installing Credible Mobile Release 2.81, verify that you are running Chrome 23 or higher.

Chrome updates happen automatically so if you are not running Chrome 23 or higher, it means you do not have permission to update your browser or anti-virus software (for example, Sophos) is blocking the update. You need to remedy the situation since Chrome 23 or higher is required for Credible Mobile on a laptop/desktop.

Known Issues

All Platforms – If a scheduled visit exists in Credible Mobile but is started/completed on the web-based version of Credible, it will remain in your schedule in Credible Mobile.

iPad – On the Planned Visit screen, the Resume and Billing buttons may get overlaid with the labels from the Start and Status buttons when viewing an incomplete visit. To correct the labels, leave the screen and then return to it.

For a complete list of all known issues, refer to the Credible Mobile user guide.

Patch List

Form Performance Impacted by More Reliable Data Saving

Task #   34612, 34830, 34883

What was the issue?   Form performance was slower due to improved data saving in Release 2.80. The performance issue was not as noticeable on laptop/desktop using Chrome.

The patch   "Libraries" in Credible Mobile were updated to fix the form performance issue.

Login Button Disappeared Intermittently

Task #   34686, 34801, 34947

What was the issue?   Login button intermittently disappeared from the Login screen if the mobile application or screen timed out or the network connection was lost.

The patch   Login button will now display regardless of whether the user is connected to the Internet for first-time login. If a user logs in for the first time and is not connected to the Internet, an error message will now display.

Intermittent Black Screen on iPad with iOS 6.0.1

Task #   34687, 34882, 33254, 34947

What was the issue?   When on a "gray header" screen in Credible Mobile (for example, the start visit or start form screen), the screen went completely black when the device timed out.

The patch   The app will now redirect to the proper URL if the device times out.

Unable to Manually Send Visits

Task #   34750

What was the issue?   The Upload Queued Visits icon was not available on the Visit Queue screen when connected to the Internet.

The patch   The multi-user login functionality in Release 2.80 has been revised so the "manual upload" icon will be available when connected to the Internet.

Constraint Error when Filling Out Datetime Field

Task #   34884

What was the issue?   The message "Database Error: could not execute statement: constraint failed" displayed after entering a visit start or end datetime on the Sign & Submit screen. Clicking OK dismissed the error and the date/time entered was retained.

The patch   The multi-user login functionality in Release 2.80 has been revised to prevent the error from occurring in the future.

FORMS_ANSWERS.question_id Error when Changing Datetime Field

Task #   34621

What was the issue?   The message "Database Error: FORMS_ANSWERS.question_id may not be NULL" displayed after changing a visit datetime on the Sign & Submit screen.

The patch   A fix was made to the Date Picker so the error will no longer occur.

Appointment Disappeared from Credible Mobile Schedule

Task #   34884

What was the issue?   Appointment that was on Credible Mobile schedule in the evening was no longer on the schedule the next morning. Attempts to re-download the appointment from the Credible website were unsuccessful.

The patch   The app has been updated to provide IDs that were missing on the back end.

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