

ATOM Product Release Notes

2024 General Release 1, July 2024

Includes all changes since Atom version 2023.2.0.0

RELEASE DEPENDENCIES

- Requires NexGen Version 2024.1.0.0
- Release includes Atom API Version 2024.1.0.0, Atom for Android 2024.1.0.0 & Atom for iOS 2024.1.0

NEW FEATURES & ENHANCEMENTS

MFA/2FA Support - FCC is pleased to announce that our ATOM app now supports Multi-Factor or Two-Factor authentication to provide increased login security for users connecting to ATOM.

Biometric Authentication – FCC is excited to announce that our Atom app now supports Biometric Authentication, a new and highly secure biometric authentication system. This update is now available on both iOS and Android platforms, providing users with a seamless and enhanced security experience.

Please note that the users are not automatically enrolled in MFA or Biometric Authentication. Administrators must turn on these features in NexGen at the system level, and individual users must enable and allow ATOM application to use MFA/2FA or Biometric authentication on their devices.

FCC strongly recommends turning on the MFA/2FA feature.

SOFTWARE ISSUES & MINOR ENHANCEMENTS IN THIS RELEASE

Atom (Android)

SECURITY NOTICE (ATOM Android): With the recent security/compliance policy changes by the Google Play Store, we have been required to update Android ATOM App to handle user data securely without option, including transmitting it using modern cryptography. All the ATOM app to API calls now automatically uses the HTTPS protocol to secure the communication and user data. This change will NOT affect customers who are using SSL certs for their ATOM API and are already using the HTTPS protocol. This change will affect customers who are running the ATOM API without an SSL Certificate and using the non-secure HTTP protocol. Users who are running the play store version of ATOM will receive an error message indicating that they are “unable to resolve host – no address associated with host name”. We have contacted all affected customers to resolve but want to ensure you are aware of this change to the Google Play Store version of Atom.

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- **Concurrency Support - Work Order** - Added multi-user concurrency support in My Work Orders screen to avoid data loss by notifying the users. (Case #22179)
- **My Work Order - Activity Date Save Message** - Corrected an issue in the Work Orders - Activities tab to display the last maintenance alert message to be displayed only once during save click. (Case #31143)
- **Do not default Expired Price list** - Added notification for expired price list on the customer screen and changed the quote screen not to default the expired price list. (Case #31145)
- **Add Work Times workflow** - Enabled the Work Times workflow based on the System Default flag 'EnableWorkTimeFlow'. (Case #31233)
- **Union Code not Saving on LEM Labor Entries** - Corrected an issue of union codes other than primary not saving for regular and secondary employees. (Case #31341)
- **FCC Uploading PDFs Error - limit was reached** - Corrected an issue in the upload PDF's by increasing the upload limit above 1000. (Case #31504)
- **Optimize the Image/Blob Size for Signatures in NexGen Database** - Optimized the signature image files with PNG format and 2-bit color instead of JPEG/PNG with 32-bit color. (Case #31543)
- **Improve App Quality by fixing the ANR Rate Issue reported on the console** - Improved the App Quality by fixing the ANR Rate Issue. (Case #31570)
- **Configure ITI Logo via Set System Defaults** - Added a change to display the menu icon of the ITI Learning Portal based on the image configured in System Defaults. (Case #31666)
- **Multiple Line Items on Labor Pre-Processor** - Corrected an issue of duplicate labor entries being added when display all employees on LEM is not turned on and the LEM ticket had duplicate employees assigned. (Case #31672)
- **Android 14 Atom APK compatibility** - Upgraded the minimum Android requirement to Android 6 as per Google's requirements. (Case #31684)
- **Enable custom shifts based on SSD** - Added a field in the system defaults to enable custom shifts. (Case #31685)
- **Modify Job Site form to accept Longitude & Latitude input - AvaTax Integration** - Added 'Address Unknown' check box to input the Latitude and Longitude data for a job site instead of address. (Case #31716)
- **Work Order - Customer on hold (customer owned equipment)** - Corrected an issue in the My Work Orders screen by not allowing to create new Work Orders for On Hold customers. (Case #31719)
- **Atom Workflow missing signers name on job ticket preventing workflow from moving forward** - Changed the workflow to allow entering a value in the signer's

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name box when the signer's name is blank, and system prompts to enter name. (Case #31878)

- **Purchase Req/PO - Option to mark Department as a required field via SSD** - Added a "Require Department" checkbox to the PO tab of the system defaults screen to have the ability to make the department a required field in the PO Requisition, Purchase Orders and Voucher screens. (Case #31884)
- **Enable Biometric Authentication at the device level - Show Prompt** - On the home screen, added a prompt for the user to enable Biometric Authentication. (Case #31908)
- **Allow 3rd shift selection in Atom if Union Code shift info has been changed from defaults** - Changed the Labor screens in Atom to display the shift info dropdown even when the premium amounts are zero but pay rate options are set to OT or DT. (Case #31910)
- **Work Order Card View not showing Customer Owned Units make, model and serial number** - Changed the Work Order card view to display make model and serial number for customer owned unit Work Orders. (Case #31963)
- **ITI Logo - Change datatype from IMAGE to VARBINARY(MAX)** - Changed the datatype of the 'ITILogo' column in FMS_SYSTEM_DEFAULT table from IMAGE to VARBINARY(MAX). (Case #32167)
- **Employee WO Schedule Missing "Employee", "Work Order", and "Unit" Columns** - Added missing columns Employee Name, Work Order and Unit Code. (Case #32225)
- **Don't allow an inactive price list to default into new price quote** - Changed the Quote and Job screens to not to default an inactive price list when create a new Quote/Job. (Case #32280)
- **Job Quotes - Require Job Start/End Dates** - Added required field validations for the Job Start/End Dates on the Job Quotes Screen when Set System Default setting "Required Dates" is set to true. (Case #32388)
- **SQL Exception error message when saving a job after adding an employee with duplicate certificates** - Corrected an issue on Job screen where an error is occurring when saving a Job after adding an employee that has duplicate certificates. (Case #32418)
- **Work Order end date can be saved if end date field is null** - Changed the Work Orders employee tab to make the end date required. (Case #32447)
- **"Craft code cannot be blank"** - Corrected an issue of the craft code validation appearing during completing a ticket which has duplicate secondary employees when AllEmployeesOnLEM flag in SSD is turned off. (Case #32591)
- **Jobs/Jobs WPF - Incorrect warning with multiple certificates for the employee** - Adjusted the certificates expired message on Job screens to accommodate two entries for the same employee certificate while using ITI. (Case #32623)

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- **Implement MFA** - Implemented MFA solution on Android. (Case #32833)
- **Do not display 3rd shift selection if Union Code shift info has not been changed from defaults** - Changed the Labor screens to not to list the 2nd or 3rd shift options in the shift dropdown when there are no shift premiums or pay rate options set to default. (Case #32873)
- **DocuSign API Customization - Dynamic parameters/Anchors for all DocuSign Templates** - Added parameter support to Job Templates for DocuSign to recognize the specific fields like Signature, Date, Initials etc. (Case #33019)
- **Email functionality - Identify document being emailed** - Added subject line for email in the format "Document Type - Document Number" in all File links related screens. (Case #33055)
- **EquipRequired PT not populating in DB correctly when converting Quote to Job** - The EquipRequired PT Column is updated in DB when converting a Quote to Job. (Case #33124)
- **When having a sales discount on a Price List the price does not apply to Atom** - Corrected an issue in the Quote screen where the price list sales discount is not calculated. (Case #33222)
- **Text size displaying is non legible for individual user in Atom on Job screen** - Adjusted padding to the web view that displays RTF text in E-Tickets. (Case #33330)
- **Start and End Times Blank on E-Ticket** - Added Oiler times while in disabled mode with ticket start and end times and validating zero hours while saving or completing ticket. (Case #33338)
- **Preventive Maintenance Work Order not updating Unit Last Miles/Hours** - Corrected an issue where Preventive Maintenance not updating with respect to work finished date in activities. (Case #33346)
- **RTF text formatting issue - font and size issues** - Adjusted padding to the web view that displays RTF text in E-Tickets. (Case #33375)
- **Enable/Disable MFA based Set System Defaults** - Added 'Enable MFA/2FA' checkbox in system defaults screen to enable/disable MFA Authentication for the ATOM Users. (Case #33414)
- **E-ticket location stamps** - Corrected an issue by switching to Google Play Services location provider. (Case #33679)
- **Sage Intacct - Enabled Bill To and Remit To Address** - Enabled the 'Bill To' and 'Remit To' feature for Sage Intacct accounting. (Case #33798)
- **Sage Intacct - Customers** - Changed the Group No field to an optional field in the Customer screen. (Case #33800)
- **WTL Profile Screen Settings** - Corrected an issue of the Work Through Lunch workflow button not following definition from profile screen settings. (Case #33732)

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Atom (iOS)

- **Do not default Expired Price list** - Added notification for expired price list on the customer screen and changed the quote screen not to default the expired price list. (Case #31144)
- **My Work Order - Activity Date Save Message** - Corrected an issue in the Work Orders - Activities tab to display the last maintenance alert message to be displayed only once during save click. (Case #31152)
- **Work Orders (iPhone 13.2 and iOS 17.0.3) - User Saving Issue** - Corrected Work Order Terms and Conditions data mapping Issue. (Case #31165)
- **Add Work Times workflow for general release with a System Default setting** - Enable the custom union shifts feature based on the new option 'Enable Custom Shifts' in the System Defaults Labor tab. (Case #31232)
- **Availability Report message "Ending time cannot be before Starting time" displaying incorrectly** - Corrected an issue in the Availability Report, where the 'Ending time cannot be before Starting time' validation is displayed even after selecting a valid date and time. (Case #31515)
- **Optimize the Image/Blob Size for Signatures in NexGen Database** - Optimized the signature image files with PNG format and 2-bit color instead of JPEG/PNG with 32-bit color. (Case #31544)
- **Quote Estimate total not appearing** - Added total field to display the total amounts in the estimates tab in Quotes screen. (Case #31583)
- **Work Order - Customer on hold (customer owned equipment)** - Corrected an issue in the My Work Orders screen by not allowing to create new Work Orders for On Hold customers. (Case #31645)
- **Configure ITI Logo via Set System Defaults** - Added a change to display the menu icon of the ITI Learning Portal based on the image configured in System Defaults. (Case #31667)
- **Keyboard Obscures Text Field in Repair comments screen** - Corrected an issue of the keyboard covering up the bottom of the text in the repair comments screen. (Case #31701)
- **Modify Job Site form to accept Longitude & Latitude input - AvaTax Integration** - Added 'Address Unknown' check box to input the Latitude and Longitude data for a job site instead of address. (Case #31717)
- **Concurrency Support - Work Order** - Added multi-user concurrency support in My Work Orders screen to avoid data loss by notifying the users. (Case #31726)
- **RTF not showing on E-Tickets** - Corrected an issue of the RTF content not displaying correctly on the E-Tickets. (Case #31729)

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- **Users unable to End Time/Complete Tickets** - Changed the LEM and Operator Tickets to be able to enter the End Time and complete the E-Tickets even after the labor "Hours" are entered. (Case #32065)
- **Employee Types Showing in Atom on Work Order Employee tab incorrectly** - Corrected an issue of the "None" and "Jobs/Quote" Employee Types filling in the Work Order screen Employee Tab. (Case #32092)
- **ITI Logo - Change datatype from IMAGE to VARBINARY(MAX)** - Changed the datatype of the 'ITILogo' column in FMS_SYSTEM_DEFAULT table from IMAGE to VARBINARY(MAX). (Case #32168)
- **Don't allow an inactive price list to default into new price quote** - Changed the Quote and Job screens to not to default an inactive price list when create a new Quote/Job (Case #32281)
- **Job Quotes - Require Job Start/End Dates** - Added required field validations for the Job Start/End Dates on the Job Quotes Screen when Set System Default setting "Required Dates" is set to true. (Case #32389)
- **Allow 3rd shift selection in Atom if Union Code shift info has been changed from defaults** - Changed the Labor screens in Atom to display the shift info dropdown even when the premium amounts are zero but pay rate options are set to OT or DT. (Case #32484)
- **Implement MFA** - Implemented MFA solution on IOS. (Case #32834)
- **Start and End Times Blank on E-Ticket** - Added ticket Start & Stop times for secondary users while the times are disable and for primary displaying zero hours message while completing ticket. (Case #32868)
- **Do not display 3rd shift selection if Union Code shift info has not been changed from defaults** - 2nd and 3rd shifts were not showing in shift dropdowns if default values are not modified in union shift information. (Case #32874)
- **DocuSign API Enhancement - Dynamic parameters/Anchors for all DocuSign Templates** - Added parameter support to Job Templates for DocuSign to recognize the specific fields like Signature, Date, Initials etc. (Case #33020)
- **Email functionality - identify document being emailed** - Added subject line for email in the format "Document Type - Document Number" in all File links related screens. (Case #33056)
- **When having a sales discount on a Price List the price does not apply to Atom** - Corrected an issue in the Quote screen where the price list sales discount is not calculated. (Case #33222)
- **No primary key value for foreign key** - Corrected an error occurring while adding labor when there is no custom shift code of '0' in the list of custom shifts. (Case #33282)
- **Disappearing tickets** - Added a backup folder for tracking the deleted tickets that are being deleted with user prompt selection. (Case #33288)

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- **Preventive Maintenance Work Order Not Updating Unit Last Miles/Hours** - Corrected an issue for Preventive Maintenance not updating with respect to work finished date in activities. (Case #33346)
- **Implement Biometric Authentication** - Added Biometric Authentication feature for the user to login to Atom. (Case #333400)
- **Support for QR scanning for Atom iOS** - Added QR codes scanning support for iOS devices. (Case #33664)
- **WTL Profile Screen Settings** - Corrected an issue of the Work Through Lunch workflow button not following definition from profile screen settings. (Case #33731)

System Administrator Notes

SECURITY NOTICE (ATOM Android): With the recent security/compliance policy changes by the Google Play Store, we have been required to update Android ATOM App to handle user data securely without option, including transmitting it using modern cryptography. All the ATOM app to API calls now automatically uses the HTTPS protocol to secure the communication and user data. This change will NOT affect customers who are using SSL certs for their ATOM API and are already using the HTTPS protocol. This change will affect customers who are running the ATOM API without an SSL Certificate and using the non-secure HTTP protocol. Users who are running the play store version of ATOM will receive an error message indicating that they are "unable to resolve host – no address associated with host name". We have contacted all affected customers to resolve but want to ensure you are aware of this change to the Google Play Store version of Atom.

System Default Changes

General Tab Changes

- **New Fields** - Added "Enable MFA/2FA" & "Enable Biometric Authentication" fields to system defaults screen to support MFA & biometric authentication. Default=unchecked.

PO

- **New Field - Require Department** - Added a field in system defaults to make the department a required field in the PO Requisition, Purchase Orders and Voucher screens. Default=unchecked.

Labor

- **New Field – Enable Custom Shifts** - Added a field in the system defaults to enable custom shifts. Default=unchecked.

E-Documents

- **New Field - Enabled Work Times** - Added new field to enable the Work Times workflow. Default=unchecked.

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External APIs

- **New Field – Configure ITI Logo** - Added an option to define a logo displayed and linked to the ITI Learning Portal.

Documentation & Training

- [Atom Modular E-Ticket Guide V3.0](#)
- [Google Play Store Admin User Guide](#)
- [MFA & Biometric Authentication User Guide](#)

Previous Release Documents

2023 Q2 General Release [2023.2.0.0](#)

2023 Q2 General Release [2023.1.0.1](#)

2022 Q4 General Release [2022.4.1.0](#)