



SIMS

Release Notes for Version 3.2.7

June 2022

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New Development

[Action Required: Update LiveUpdate](#)

Fixes

[Sifting WordStar report to report accounts with a 0 \(NULL\) value for Auto-Test getting an error \[00041686\] \(26528\)](#)

[Max OUS Not Functioning \[00040669\] \(26248\)](#)

[All OK word stored in SQL server one format, but on reports a character does not show correctly \[\] \(24593\)](#)

[SIMS Pocket app is crashing when opening work orders within a customer only when Country is French/Spanish and using on an iPad \[00026180\] \(24878, 21642\)](#)

[Unable to place single zone on test after updating to 3.2.5 \[00039997\] \(25763\)](#)

Features and Enhancements

Enhancements to LiveUpdate

Action Required: Update LiveUpdate

We are introducing a new version of LiveUpdate as part of our ongoing efforts to enhance security. SIMS customers should upgrade to the new version immediately by following these steps:

- Submit a request through our [support portal](#) to receive the updated LiveUpdate file.
- Once you receive the file, you will need to uninstall and reinstall the new version of LiveUpdate.

Please note that you will not be able to download the latest versions of SIMS products until you have completed these steps. If you need assistance updating your system, get in touch with our support team by submitting a ticket through our [support portal](#).

Updates

Sifting WordStar report to report accounts with a 0 (NULL) value for Auto-Test getting an error [00041686] (26528)

Issue - When trying to run a WordStar report to determine accounts that have a zero (NULL) value for the Auto-Test field results in an error that "Account has Auto-Test timer set but no Auto-Test Interval selected" and would not produce the report. **Solution** - Removed the error preventing the report from running. For finding accounts that have a zero (NULL) value the user will need to use a tilde ~ as the value.

Max OUS Not Functioning [00040669] (26248)

Issue - When updating a customers OUS time from the OUS screen in the traffic queue (F3-OUS) it is allowing for a max time greater than what is allowed per the customer record. **Solution** - Corrected behavior and an error saying the time exceeds max OUS will now show and not allow the change to save until it is within the max OUS allowable time.

All OK word stored in SQL server one format, but on reports a character does not show correctly [] (24593)

Issue - Passcard that have an underscore _ in them are not showing correctly in the Verification Form w/Passcard report. It shows a question mark ? instead of the underscore. **Solution** - The Verification Form w/Passcard will now show underscores _ as expected.

SIMS Pocket app is crashing when opening work orders within a customer only when Country is French/Spanish and using on an iPad [00026180] (24878, 21642)

Issue - When accessing work orders within a customer record, on the iPad when the country is set to French or Spanish the app is crashing.

Solution - Corrected the issue and the app will no longer crash accessing work orders.

**Unable to place single zone on test after updating to 3.2.5 [00039997]
(25763)**

Issue - When placing a single zone on test, the entire account goes on test, on flat file. In SQL it ignores the zone placed on test when using sub option B and having the option enabled to Write original zone for sup option B. **Solution** - Updated an issue with the original zone being written in an encrypted format when it should be stored as a decrypted value.