***TCW-ServicePro***

| **Document Revision History** | | |
| --- | --- | --- |
| Date | Details | Updated By |
| Dec 2016 | App distribution essentials | Harshitha |
| Jan 2017 | Private key lost issue workaround documented | Harshitha |
| Feb 2017 | Alt.GDID returning zeros issue workaround added | Harshitha |
| Oct 2017 | 32-bit app incompatibility with iOS11 issue fix documented | Harshitha |

**Steps to be followed before sending a build :**

In Xcode project :

* Upgrade the version number on Servicepro.plist file with every enhancement to the application.
* Update the edition on Servicepro.plist file mentioning all iOS versions compatible with the application.
* Change the buildname on Servicepro.plist file to the name of the ipa that will be sent.  
   ipa name format : TCW-(QA/PRD)-ServicePro-yyyymmdd.ipa  
   ipa name e.g. : TCW-QA-ServicePro-20140922.ipa
* Change the “service\_url” variable to SERVICEURL\_QA/SERVICEURL\_PRD for QA/Production in “readplistfile” method of “AppDelegate\_iPhone.m” file.
* Check Bundle Identifier under General and CodeSigning Identity under Build Settings to match with proper AppID, certificate and provisioning profile.
* Archive to create ipa file.

FTP :

* Update html file to provide options to install app through OTA and iTunes and to download the provisioning profile used in the build.
* Update plist file’s url to point to the latest ipa name; bundle-identifier with AppId; bundle-version with upgraded version number of the app and title field to mention the build date and QA/PRD info.
* Upload latest html, plist, ipa, zipped ipa files and zipped mobileprovision files to the folder.

Install the app from our download portal via iTunes and OTA. Test all its functionalities on the iPad, and check its behaviour at the backend too.

While enhancing the application, do it on the QA version, test it, get feedback from the client, and then move the same to production.

**FTP Details :**

URL : ftp://globalsoft-solutions.com

User name : globalsoft-solutions.com

Password : G$$E@rth505

Download portal link :

1. QA version : <https://secure38.securewebsession.com/globalsoft-solutions.com/tcw/servicepro/qa/Servicepro.html>
2. Production version : <https://secure38.securewebsession.com/globalsoft-solutions.com/tcw/servicepro/Servicepro.html>

**VPN :**

Install the “Sonicwall Mobile Connect” app from AppStore.

Add a new VPN connection with the below mentioned credentials :

Server : 50.233.135.66

Username : gssmobile

Password : WinT@W0rk4G

Domain : thompsoncreek

**Essentials :**

* With every iOS update, update iPad and check the app’s compatibility with the update. If the app is working as expected after the update, intimate client about it; else fix the issue that has evolved after the update.
* When the provisioning profile used in the build sent to the client is about to expire, upon client’s confirmation on renewal of the profile, follow these steps :

renew the profile on Apple Developer portal

download the same

use the profile in Xcode under Build Settings

create a new build

test the new build on iPad

upload both the new build and profile to the download portal.

**Issues and workarounds:**

**1. Issue :**

Unable to create a new build of the app as the private and public keys of the certificate that was currently being used were lost.

**Workaround :**

Create a new "In-House and Ad Hoc” certificate. Create a new App ID and an “Ad Hoc" provisioning profile complying with the newly created certificate. Using these newly created certificate and profile, generate a new build.

2. **Issue :**

Unable to deploy app onto an iPad using the ipa created for earlier release.

**Workaround :**

App deployment fails as the Provisioning profile that would have been used on the ipa would have expired. To fix the issue, renew the provisioning profile, create a new build of the app using this renewed profile (as installation of provisioning profile on iPad isn’t anymore through iTunes,and has to be done using Xcode, which is not feasible for the client).

**3. Issue :**

Alt. GDID returning 00000000-0000-0000-0000-000000000000 on iOS 10 and above.

**History :**

In order to map devices(iPads) to ServiceEngineers on the backend for them to see their respective tasks for the day, a way to uniquely identify devices was required. Recording UDID for iPad was introduced into the app to serve the purpose.

With updates to iOS versions, UDID became indistinct. Hence Alt. GDID, which is the advertising ID was introduced. iOS 10 and above versions started returning zeros for Advertising ID while “Limit Ad Tracking” feature is enabled.

**Workaround :**

Disable “Limit Ad Tracking” by going to Settings > Privacy > Advertising > Turn off Limit Ad Tracking.

**4. Issue :**

App not opening on iPads upgraded to iOS11.

**History :**

Support to 32-bit app not available with iOS11 update.

**Workaround :**

App architecture was upgraded from 32-bit to 64-bit. Under Project - > Build settings - > Architectures - > Valid architectures, “arm64” was added to support 64-bit architecture. Currently Valid architectures contains “armv7 armv7s arm64”.