

RELEASE NOTES



GOMOCHA FSP Release 5.2.5

September 30, 2025

Gomocha Field Service Platform

Forward-Looking Field Service Operations

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IMPORTANT NOTES

MANAGING SWITCHING BETWEEN ORGANIZATIONS

To enable organization switching, the **Gomocha Customer Success Team** must first set up the links between organizations. Only users with the **same username** across linked organizations will see the option to switch.

SSO LOGIN NOW AVAILABLE IN THE ONLINE PORTAL

Single Sign-On (SSO) can now be used for logging into the Online Gomocha FSP Portal. To enable SSO for your organization, some configuration steps are required. If you would like to set this up, please contact Gomocha Customer Success or Onboarding.

HOW TO ENABLE

This page is only accessible from the new menu layout. The old call intake screen still exists and is used in the old menu layout

SUPPORT FOR TRANSLATIONS WITH PLACEHOLDERS

We have added a new kind of translation where the localized string should keep certain words in it so we can later use it in the customer portal. An example of this is the `CUSTOMERPORTAL_SHOWING_ORDERS` key, where the value is `Showing {{filtered}} of {{total}} order(s)`. The words `{{filtered}}` and `{{total}}` should be preserved when changing these translations, so that the customer portal can properly format it.

DISPLAYING ORDERS IN THE CUSTOMER PORTAL

To display an activity status in the customer portal, you need to enable the 'Show in Customer Portal' flag for that status. If this flag is not set, orders with that status will not appear in the portal.

During the upgrade to version R5.2.5, all activity status types will be set to visible (flagged as true) one time. After the upgrade, you can adjust these settings as needed.

COPYING OF QUOTETYPES

QuoteTypes has a foreign key to QuoteFlowDefinition. This can't be automatically set during a copy organization process. This will need to be set by the consultants at a later time.

FIXING ATTACHMENT AND DIAGNOSTICS UPLOAD FROM APP TO SERVER

By adding `maxAllowedContentLength` in the `web.config`, will ensure large files can be uploaded. IMPORTANT: This can be done independently outside of this release! Increase the default IIS site content size limit from 30 mb to 1 gb by adding "`maxAllowedContentLength`" in the `web.config` then restart the Client Communication Service. Under configuration > location > system.webServer > security > requestFiltering > requestLimits. Example:

```
<configuration>
  <location>
    <system.webServer>
      <security>
        <requestFiltering>
          <!-- 1073741824 Bytes = 1 Gigabyte -->
          <requestLimits maxAllowedContentLength=""1073741824""> </requestLimits>
        </requestFiltering>
      </security>
    </system.webServer>
  </location>
</configuration>
```

CLIENT APPLICATION VERSIONS

This release includes the following client application versions:

Platform	Version
Core Application	5.2.5.0
Android	5.2.10
iOS	5.2.10
Windows	5.2.10.0

NEW FEATURES SUMMARY

SWITCH ORGANIZATIONS WITHOUT LOGGING OUT

What It Is

A smoother way to work across multiple customers or business units: you can now switch organizations directly in the FSP Portal without signing out.

What It Does

- A new “default organization” flag on the user ensures you land in the right org at login. If you set it elsewhere for the same username, the system automatically de-activates the old one.
- For users who exist in multiple orgs, the Portal header shows an organization dropdown. Selecting a different org reloads the Portal so that its data, branding, menus, and settings are fully applied.
- Behind the scenes, a secure linking table connects same-name users across organizations; only linked accounts are treated as the same person.
- Important: App users can only log in to their default organization. Switching is only available in the Portal.

Why It Matters

If you support multiple divisions, hopping between orgs used to mean logging out and in, wasting time and breaking your flow. Now you can jump between organizations in seconds in the Portal while keeping security tight and each org’s experience intact.

Value Delivered

- Navigate at the Speed of Thought (Redesigned Portal Menu): faster, fewer-click navigation when the Portal reloads with the new org’s menu structure.
- Get Quick Business Insights (Analytics): jump between orgs to view each one’s live dashboards and KPIs without re-authentication, accelerating decision-making.
- Tailor Your Service Command Center (Layout Designer): each org’s preferred layouts for orders, customers, and assets appear immediately after switching.
- Secure Customer Access with Always-On Protection (MFA): pairs with multi-org linking to keep accounts protected while enabling seamless movement between orgs.
- Evolve Your Field Services Stack without Friction (Agile Configuration): organizations can adjust their own processes and you can switch to them instantly, no IT hurdles.

NEW FEATURES SUMMARY

SINGLE SIGN-ON (SSO) NOW AVAILABLE IN ONLINE FSP PORTAL

What It Is

You can now use your organization's Single Sign-On (SSO) when logging into the Online Gomocha FSP Portal.

What It Does

When accessing the portal via your organization's dedicated URL, users are guided through a simple two-step login: first enter your username, then click continue. At this stage, the portal checks whether your account uses SSO or a local login. If SSO applies, you'll be seamlessly redirected through your organization's secure login process.

Why It Matters

This change ensures smoother, more secure access to the Online Portal. By aligning with your company's authentication system, users no longer need to manage multiple passwords and IT teams gain stronger control over security.

Value Delivered

- Stronger protection of your company's data through centralized login security.
- Easier user experience with fewer passwords to remember.
- Faster onboarding since new users can use their existing company credentials.
- Reduced IT overhead for managing multiple accounts.

NEW FEATURES SUMMARY

NEW MENU LAYOUT SERVICE CENTER

What It Is

This is a remake of the call intake screen which makes it more clear what the hierarchy of assets and customers is. We migrated the screen to React a modern frontend technology which makes the UI more responsive and load quicker. Icons were added for both customer and asset trees so that it is clear what level each of those is.

What It Does

The Service Center screen gives a clear overview of customers, their level, their assets, and the asset's level. It gives options to quick search, use filters, and use saved searches. Both asset and customer records can be open in an edit or details screen where all of the usual call intake options for customers and assets work (like creating orders for customer/asset or opening quote)

Why It Matters

The new screen makes the customer and asset hierarchy more clear, and it is faster than the old call intake screen

Value Delivered

- icons make the hierarchy clear
- The layout is cleaned up making it more clear what is being searched and what the results are
- customer and asset items open an entire page for viewing and editing, this enables the user to open multiple assets and customers in other tabs

NEW FEATURES SUMMARY

ANNOTATE ATTACHMENTS FROM GOMOGHA FSP APP IN THE FUNCTION BLOCK EDIT MASTERDATA

What It Is

You can now add notes, highlights, and markups to attachments that you upload from the Edit Masterdata function block in the app (like the Attachments function block).

What It Does

When you add an attachment to an Order or Checklist via Edit Masterdata on iOS or Android, you can immediately annotate it—draw, circle, add text, or highlight—so context travels with the file. This works the same way as annotating files from the Attachments block.

Why It Matters

Technicians often need to explain “what and why” right on a photo or document. Letting them annotate the moment they upload from Edit Masterdata removes extra steps, reduces back-and-forth with your back office, and preserves crucial context for planning, approvals, and reporting.

Value Delivered

- Richer, on-the-spot documentation: Technicians capture precise details with photos + markups, building a clearer story of each job.
- Fewer errors and rework: Visual notes guide the next person who touches the order, helping prevent mistakes.
- Faster, clearer communication: Annotated files make instructions and findings obvious, speeding decisions between field and back office.
- Less paper, more consistency: Digital, annotated evidence replaces handwritten notes and scattered emails.

NEW FEATURES SUMMARY

CONNECT ASSETS TO THEIR COMPLETE SERVICE HISTORY

What It Is

Asset-Centric Order View in Customer Portal

What It Does

Allows customers to search for any asset and instantly see all related service orders, including pending work, with enhanced search capabilities across asset details like serial numbers, descriptions, and customer reference numbers.

Why It Matters

When customers want to know what's happening with a specific piece of equipment, they shouldn't have to dig through dozens of unrelated orders. Asset-focused viewing gives customers the complete service story for each piece of equipment, making it easy to track maintenance history and upcoming work.

Value Delivered

- Faster access to equipment-specific service information
- Complete visibility into asset maintenance history and future work
- Reduced support calls for equipment status inquiries
- Better customer planning with pending order visibility
- Enhanced search across multiple asset identifiers

NEW FEATURES SUMMARY

CONTROL WHAT CUSTOMERS SEE WITH SMART ATTACHMENT FILTERING

What It Is

Configurable Customer Portal Attachment Visibility

What It Does

Allows organization admins to control which attachment types are visible to customers in the Customer Portal by setting visibility rules for each attachment category (photos, documents, videos, etc.).

Why It Matters

Not every document should be visible to customers. Internal notes, technician reports, warranty information, or sensitive technical diagrams need to stay private while customers should see invoices, service reports, and final documentation. Without attachment filtering, you risk exposing confidential information or overwhelming customers with irrelevant files.

Value Delivered

- Protects sensitive internal documentation from customer view
- Improves customer experience by showing only relevant attachments
- Reduces customer confusion with filtered, purposeful document access
- Maintains workflow flexibility for internal team documentation
- Provides admin-level control over information sharing

NEW FEATURES SUMMARY

SECURE CUSTOMER ACCESS WITH ALWAYS-ON PROTECTION

What It Is

Multi-Factor Authentication (MFA) for Customer Portal

What It Does

Requires customers to verify their identity using both their password and a secondary authentication method (email or SMS) every time they log into the Customer Portal, with MFA permanently enabled for all users.

Why It Matters

Password breaches happen daily, and compromised customer accounts can expose sensitive asset data and service information. When customers access your portal with just a password, you're one data leak away from a security disaster that damages trust and potentially violates compliance requirements.

Value Delivered

- Prevents unauthorized access even with compromised passwords
- Protects sensitive customer asset and service data
- Maintains compliance with security standards
- Builds customer trust through visible security measures
- Reduces risk of data breaches and associated costs

NEW FEATURES SUMMARY

LET CUSTOMERS MANAGE THEIR OWN ASSET DATA

What It Is

Customer Portal Asset Editing

What It Does

Allows Customer Portal users to update specific asset information like names, locations, and notes while protecting critical system fields from unauthorized changes through configurable field permissions.

Why It Matters

Customers know their assets better than anyone, but they shouldn't have to call you every time they need to update basic information. When customers can't edit their own asset data, simple changes become support tickets that waste everyone's time.

Value Delivered

- Reduces support tickets for simple data updates
- Improves data accuracy with customer-maintained information
- Faster asset information updates without staff involvement
- Configurable permissions protect sensitive system data
- Complete audit trail of customer-made changes

NEW FEATURES SUMMARY

TRACK EVERY ASSET CHANGE WITH COMPLETE VISIBILITY

What It Is

Asset Data Audit Trail

What It Does

Automatically records every change made to asset information, tracking who made the change, when it happened, what was modified, and which system was used (Portal, Customer Portal, Gateway API, or Flow Transition).

Why It Matters

When asset data changes unexpectedly, you need to know who changed what and when. Without audit trails, troubleshooting becomes guesswork and accountability disappears. Critical asset information can be modified without anyone knowing why or by whom.

Value Delivered

- Complete visibility into asset data changes
- Clear accountability with user and system tracking
- Faster troubleshooting of data discrepancies
- Compliance support with immutable audit records
- Historical view of asset evolution over time

NEW FEATURES SUMMARY

FIND INFORMATION FAST WITH SMART TIME FILTERS

What It Is

Enhanced Portal Search with Time-Based Filters

What It Does

Adds intelligent date filters to Portal search, letting you quickly find records from specific time periods like "next working week," "last quarter," or "this year" without manually entering dates.

Why It Matters

Hunting through records by typing in date ranges wastes time and invites mistakes. Smart time filters get you to the right information in seconds, not minutes. No more guessing if you typed the right date format or wondering if you missed something.

Value Delivered

- Faster data retrieval without date calculations
- Fewer search errors from manual date entry
- Improved planning with quick access to upcoming work
- Better reporting with precise time period filtering

NEW FEATURES SUMMARY

REQUEST & UPGRADE LICENSES FROM THE FSP PORTAL

What It Is

A simple way for authorized users to request extra licenses or an upgrade directly from the FSP Portal.

What It Does

Adds a clear "Send Request" action in License Settings. Only users with the Portal Admin or the new User License role can send the request to Gomocha Support. Everyone else sees the button disabled with an explanation, so there's no confusion about who can submit changes.

Why It Matters

Scaling your team shouldn't require emails, guesswork, or waiting on IT. This puts license adjustments in the hands of the right people and keeps everyone else informed.

Value Delivered

- Reduced administrative workload by letting the right people self-serve common requests instead of routing through back-office email chains.
- Clear, role-based control that prevents errors and rework by guiding users to the correct action (or helpful explanation) right in the portal.
- Faster turnaround because the request goes straight to the team that can act, cutting out back-and-forth and speeding decisions.
- Better user experience with a clean, intuitive flow that reduces clicks and menu-hunting for routine portal actions.
- Consistent communication so your organization knows what's happening and why, no more "who can do this?" confusion.

DELIVERED ITEMS - NEW FEATURES

ID	Title
28598	As a FSP Portal user I would like to be able to switch between organization without logging out
36897	As a Portal User I would like to use SSO also on the multi tenant environment
37288	FSP Portal Improve Visibility of Customer Tree Depth in Call Intake
40129	App - Edit Masterdata Possible to annotate attachments
40130	Customer Portal Ability to see all orders related to a specific asset
41097	As an organization Admin I would like to define what attachment types will be visible in the FSP Customer Portal
41099	As an organization I would like to have MFA authentication on the FSP Customer Portal
41100	As a FSP Customer Portal users I would like to be able to adjust asset data
42341	As an Organization I would like changes to the Asset data to be audited
43022	Portal - Search Add time based filters, supporting last and next
43468	As a Gomocha FSP Portal admin user, I want to request additional licenses or upgrade my license through the FSP portal

DELIVERED ITEMS - QUALITY IMPROVEMENTS

ID	Title
42072	App Search is not working as expected.. GPS-location is handled correct.
42168	Portal Rejected orders not showing up in notifications
42192	App - Material Registration Not able to search materials that are configured to not have stock levels
42288	Installer Flow Transition Service recycle interval incorrectly set to 1740 minutes after upgrade instead of 0
42299	Quote WebService Quote status history not updated when processed for ERP, causing status mismatch between quote and status history
42328	Sync Quote attachments not received on server after upload
42330	Customer Portal Layoutgroups display unevenly when text fields contain large amounts of text
42370	Mailtool Signing a quote creates duplicate unsigned quote report in attachments instead of only signed version
42427	App - Timekeeping Orders missing time or material registration due to incomplete work order entries
42443	App - Contact Person Friendly name gets leading space when only last name is entered for contact person creation
42444	Portal Create Service Order Purchase Order - Expand/collapse functionality in the table does not work
42476	App - Quoting Clear button in discount field sets maximum discount instead of clearing value during price adjustment
42494	App - Signature Signature field is showing two times inside the drawing canvas
42507	Portal Fields are not being removed from the Prospect entity in the Portal Layout Configurator
42551	Create Trial Quote configurations in the field service generic template environment under master data are not copied over to a new environment
42612	Portal Sales Tax not displayed in Registration Tab Payment overview
42614	App - Line Items When generating line items, Sales Tax is not applied
42650	Database Import of activity types fails due to deprecated Flow_Id field on import definition
42724	Gateway DebriefQuestionlist fields sent as duplicates and at incorrect levels in export, causing ERP processing issues

ID	Title
42725	Portal Unable to adjust settings for widget for showing reports on the Dashboard
42726	Portal Latitude value displayed on a new line in compact layout, inconsistent with other fields
42779	Quote Service Quotes are not being exported to ERP
42805	App - Quoting Create quote screen is not showing up due to spaces in Quote Status Type name
42904	App - Dropdown Payment Terms are not showing in the dropdown
42907	App - Quoting 'Signed by' name and signature not displayed on quote details after signing
42921	Portal Template prices not applied when material prices are updated and "Adjust Price" uses list price instead of template price
42963	Portal Adding a datasource in App Configurator unintentionally adds it to question lists
42970	Portal Custom table with Entity Reference field not imported correctly
42976	Gateway Service does not retry loading config on startup failure, causing prolonged downtime after restart
42988	Portal 'Can be discounted' field missing from dropdown and unavailable for grouping in dashboard chart widget creation
42991	Portal 'Billable' field missing from dropdown and unavailable for grouping in dashboard chart widget creation
43008	App System crash, latency, and synchronization issues during order processing due to repository data source save attempts and memory allocation failures
43036	App Duplicate installations/assets are shown in the App
43039	Mailtool Signed Quote report not attached or using correct definition in customer email due to Mailrule configuration issues
43058	Portal Header/Footer text areas not prefilled with selected template during Quote creation
43074	Portal inactive regions remain visible in the planboard
43242	Portal - Questionnaire Unable to add a question list to a quote in the portal
43257	QL Datasource not returning the data
43959	App - Quoting Adjust prices buttons for quote lines are not displayed correctly on smaller screens

ID	Title
44250	App Photos attached in the FSP are not saved
44257	Communicator Investigate and Optimize Order Sync Delays
44418	Customer Portal Entity Reference Custom Field does not show any data
44520	Portal Planboard Order Search Label Not Updating After Import
44706	Portal Orders showing duplicate in Activity Assignment overview
44730	Mailtool Email Notification for completed order is not received when the image in the message body is large
44994	App Technicians can "Reject" orders that are currently in "In Progress" status
45026	App The app is sending messages that are logged in the error-log of the database (nack message from app to server)
45171	Portal Material price is not showing while creating quote
45190	Portal User Credentials Email not working properly, error indicates that the SMTP message being sent contains bare linefeeds (LF) without the required carriage return (CR) before them
45214	Portal Order grouping is creating duplicate projects with the same suborders
45341	App Unable to get export database from app to server
45641	Portal In the project page sometimes there are task shown duplicate on the order-assignments overview
45750	Database Missing Foreign Key constraints in the FMP360ServerDatabase database.
45907	Portal Project - Order details not loading correct data
45993	GatewayAPI Users import is not updating the locale_id on engineer/planner table correct