



Sedona-X Mobile Release Notes

April 2026

Version 2.4.1

Application Corrections

SedonaOffice/Sedona-X Mobile

Home | Dispatch | Marking a service ticket dispatched is also setting it as arrived [00104892, 122107, 113947, 127668]

Technicians were experiencing an issue where dispatching a service ticket simultaneously marked it as arrived. Sometimes the app moved slowly after users clicked dispatch, this causes them to think nothing happened and they clicked dispatch again. This happened just as the app updated the dispatch button to be the arrival button, which meant the second tap actually happened to the arrival button. When they entered their time, it filled in that time for both the dispatch and arrival fields, because technically they clicked both.

We fixed this issue so the dispatch time completes on the server before the arrival button activates, preventing identical timestamps.

Sedona Office | Service Ticket Details | Payments - Terms and Agreements

When users tapped Resolve Ticket on Service Ticket Status, they could not tap Terms and Agreements to open the terms window.

We fixed the Terms and Agreements button being untappable when resolving service tickets.

Managely/Sedona-X Mobile

Discrepancy between work order numbers in Managely vs. Sedona-X Mobile app [00155535, 00154349, 00156677, 00158026]

There was a discrepancy between the work order numbers displayed in the Sedona-X mobile app and those in Managely. This issue affected technicians' ability to accurately track work orders.

We updated the app to use the correct work order number from Managely.

Special Upgrade/Install Instructions

Operating System — iOS devices and Android devices should be using the latest Android and iOS versions available for full compatibility, although earlier versions may be able to support the app.

SedonaOffice — SedonaOffice will need to meet the system minimums (below) to support the Sedona-X Mobile app.

SedonaWeb/SedonaAPI 2.0 — IT will need to update your SedonaWeb/SedonaAPI 2.0 version to meet the system minimum (below) at the same time as your SedonaOffice version. This is to ensure compatibility with the Sedona-X Mobile app.

(SedonaOffice) Supported Environments

Minimum System Requirements

- SedonaOffice version 6.2.0.22
- SedonaWeb/SedonaAPI 2.0 version 1.53.0
- Server (where SedonaWeb/SedonaAPI 2.0 is installed) has Microsoft .NET 4.8 installed