

# QAD Mobile Field Service Release Notes

## September 2012

These release notes include information about the latest QAD Mobile Field Service fixes and changes. These changes may affect the way you implement and use QAD Mobile Field Service.

Review this document before proceeding with any phase of QAD Mobile Field Service implementation.

These release notes are cumulative, with the most recent changes displayed first. Review the notes for all releases after your currently installed release. Installation and configuration changes may have occurred in those intermediate releases, and unless otherwise noted, apply to the release where they were announced, as well as subsequent releases.

QAD highly recommends that you implement the latest QAD Mobile Field Service release available. Check the QAD Web site to make sure you have the latest QAD Mobile Field Service release notes, installation guide, and installation media.

<http://support.qad.com>

Use the following list to find a specific release:

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# Release Notes for Current Release

**QAD Mobile Field Service Version:** 3.2

**Release Date:** September 2012

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2008 SE, 2009 SE, 2010 SE, 2011 SE, 2012 SE, 2009.1 EE, 2011 EE, 2011.1 EE, 2012 EE, 2012.1 EE

**QXtend Compatibility:** 1.7 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following changes:

- More information is displayed on the MFS client UI:
  - Project information defaulted from the corresponding contract data is displayed on the Detail tab of the call line. The user can change the project information when there is no call activity report for this call line. It is supported to synchronize project data with the server.
  - Contract and warranty information is displayed in the Installed Base List.
  - Address information is displayed in the End User List.
  - Call line serial number and other visits flag (x) are displayed in the Call List.
- The search function is enhanced with search filters for all lists.
- MFS users no longer need to choose the directory for saving FSRs. The system defines the default directory.
- During installation of MFS, the following directory is created for local cache files to avoid privilege restrictions:  
%APPDATA%\QAD\MFS (%APPDATA% is user-specific.)

# Release Notes for Release 3.1

**QAD Mobile Field Service Version:** 3.1

**Release Date:** March 2012

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2007, QAD 2007.1, QAD 2008 SE, QAD 2008.1 SE, 2009 SE, 2009 EE, and later

**QXtend Compatibility:** 1.7 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following changes:

- MFS client no longer supports personal digital assistant (PDA) devices. Only laptops are supported.
- Apache Tomcat replaces OneBridge Mobile Data Suite as the synchronization sever that synchronizes data between MFS client and QAD SSM. OneBridge Mobile Objects are also removed from the MFS client.
- MFS now supports multiple domains. MFS users can now switch among multiple domains they have access to on the client, based on the access control settings configured in MFS Workspace Configuration.
- The MFS administrator can now use a new MFS Workspace Configuration utility to configure environment settings and set up user access rights to different QAD Enterprise Applications domains from the MFS client.
- Changes have been made to QAD Mobile User Maintenance in QAD Enterprise Applications:
  - All OneBridge settings are removed.
  - You now use this program only to create records for individual users who access QAD Enterprise Applications from the MFS client.
  - Settings that manage how information is updated on the QAD Mobile FS client are moved to a new program, QAD MFS Control, in QAD Enterprise Applications.
- You can now use workspace-specific Field Service Report (FSR) templates to tailor FSR reports for different domains. Where you do not specify workspace-specific FSR templates, a global template is used.
- *QAD Mobile Field Service Technical Reference Guide* is now broken down into two books: *QAD Mobile Field Service Installation Guide (70-3246-3.1)* on installing and configuring MFS, and *QAD Mobile Field Service User Guide (70-3247-3.1)* on using MFS.

## Release Notes for Release 3.0.4

**QAD Mobile Field Service Version:** 3.0.4

**Release Date:** September 2011

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2007, QAD 2007.1, QAD 2008 SE, 2008.1 SE, 2009 SE, 2010 SE, 2009 EE, 2009.1 EE, 2010 EE, 2010.1 EE, 2011 EE, 2011 SE, 2011.1 EE

**QXtend Compatibility:** 1.6.1 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following change:

- This release supports QAD 2011 SE and QAD 2011.1 EE in addition to previously supported versions of QAD Enterprise Applications.

# Release Notes for Release 3.0.3

**QAD Mobile Field Service Version:** 3.0.3

**Release Date:** March 2011

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2007, QAD 2007.1, QAD 2008 Standard, 2008.1 Standard, 2009 Standard, 2010 Standard, 2009 Enterprise, 2009.1 Enterprise, 2010 Enterprise, 2010.1 Enterprise, 2011 Enterprise

**QXtend Compatibility:** 1.6.1 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following changes:

- This release supports QAD 2011 Enterprise Edition in addition to previously supported versions of QAD Enterprise Applications.
- The new software requirements for PDA devices for this release of the QAD Mobile Field Service client are:
  - Windows Mobile version 6 or later
  - Microsoft SQL Server 2005 Compact Edition
  - Microsoft .NET Compact Framework 3.5
  - Microsoft ActiveSync (if installing from a connected PC)
- The new software requirements for laptops for this release of the QAD Mobile Field Service client are:
  - Windows 2000 SP4 or later, Windows XP SP1 or later, Windows 7 (32 or 64 bit)
  - Microsoft Access (run-time version included with OS install)
  - Microsoft .NET Framework 3.5
  - Microsoft Visual J# 2.0 Second Edition
- The profiles that ship with QAD Mobile Field Service have been modified so that only a predefined set of data objects and fields is monitored and published to QAD Enterprise Applications during synchronization through QXtend Outbound, which enhances system performance. Previously, all data objects and fields contained in the profiles were monitored and published during synchronization by default.
- This release includes the following fixes:
  - Call reports that experience record locking at the time of synchronization are no longer marked as synchronized on the client. Previously, when you tried to synchronize multiple call reports linked to different calls and one of the calls was locked on the server, a record locked message was generated on the server, but all the reports were marked as synchronized on the client.
  - Fixed: Static data deletions or changes that made them ineligible for synchronization were not deleted consistently from the client.

## Release Notes for Release 3.0.2

**QAD Mobile Version:** 3.0.2

**Release Date:** September 2010

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2007, QAD 2007.1, QAD 2008 Standard, 2008.1 Standard, 2009 Standard, 2010 Standard, 2009 Enterprise, 2009.1 Enterprise, 2010 Enterprise, 2010.1 Enterprise

**QXtend Compatibility:** 1.6.1 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following changes:

- This release supports 2010 Standard and 2010.1 Enterprise in addition to previously supported versions.
- Reassigning a visit on the MFS client when the Prioritize Call Header is set to No no longer causes an error.
- The system now displays an error when a serial number owned by another end user has been changed on the client.

# Release Notes for Version 3.0.1

**QAD Mobile Version:** 3.0.1

**Release Date:** March 2010

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2007, QAD 2007.1, QAD 2008 Standard, 2008.1 Standard, 2009 Standard, 2009 Enterprise, 2009.1 Enterprise, 2010 Enterprise

**QXtend Compatibility:** 1.6.1 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

## Fixes and Enhancements

This release includes the following enhancements:

- 1 When you schedule a new visit and then modify the related call information, the newly created visit is now correctly associated with the call after synchronization.
- 2 When you try to update a visit on the client that has been deleted from the server, the system now displays an error message “Visit does not exist for the call. Please re-enter” after synchronization. The system also deletes the visit from the client and discards any changes you have made to it.
- 3 The system now allows you to specify a visit date prior to the current date when you create a new visit on the client.
- 4 After you order multiple serialized items on a single MO line, consume some of them on the client, and then perform a synchronization, the system now records the correct quantity of remaining MO items to consume in Call Recording Activity on the server side.
- 5 After you change visit information, selecting Menu|Call Activity no longer causes exceptions.
- 6 When you consume some items on an MO in Call Activity Report and leave the visit open, the CAR Form now reflects the correct item quantity available to consume on the MO after synchronization.
- 7 Expense date and call status specified on the Completion tab are now displayed on the FSR.
- 8 Engineer sort name is now truncated from 33 to 28 characters.
- 9 The parts order creation function now supports multiple languages and recognizes the language associated with the item number you enter and displays corresponding item descriptions.
- 10 Passwords are now encrypted in QXtend logs and alert mails.
- 11 The item quantity now defaults to one in the Return tab. Previously, only the quantity of serialized items defaulted to one.

# Release Notes for Release 3.0

**QAD Mobile Version:** 3.0

**Release Date:** September 2009

**QAD ERP Compatibility:** MFG/PRO eB2.1 Service Pack 4, QAD 2007, QAD 2007.1, QAD 2008 Standard, 2008.1 Standard, 2009 Standard, 2009 Enterprise, and 2009.1 Enterprise

**QXtend Compatibility:** 1.6.1 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

## Enhancements

This release includes the following enhancements:

- 1 The ODBC requirement has been removed. Synchronization is now achieved using QAD QXtend Inbound/QAD QXtend Outbound APIs via Progress AppServers.
- 2 Improved enterprise scalability and performance.
- 3 Support for Windows Mobile 6.1 and 6.5.
- 4 The QAD MFS client now checks for updates on the server with each sync if a new version is available.
- 5 Visits now can be created on the MFS client for calls that have no existing visit for the engineer, or when an existing visit is being closed and reported against.
- 6 Call reports now display currency information when reporting expenses.
- 7 All parts orders for a call are now displayed on any engineer's device, not just the orders created for that engineer.
- 8 When repairable items are consumed during call activity, a return is now created automatically for the same item.
- 9 When returning parts order lines, pending statuses are now available to use.
- 10 A Completion tab has been added to Call Activity, which allows an engineer to retain the call report on the PDA device for multiple-day visits. An engineer can also change the call status when work is completed, and enter comments about the service performed on the FSR that is generated.
- 11 New enhanced FSR templates have been created, which contain more information about the parts that are consumed or returned, as well as labor and expenses incurred. In addition, FSR templates in multiple languages are now available.
- 12 Parts orders now have more information: due date, required by time, shipping remarks, and address. This enhancement allows more information to flow between engineers and logistics.

## Release Notes for Release 2.1.1

**QAD Mobile Version:** 2.1.1

**Release Date:** December 2008

**QAD ERP Compatibility:** QAD 2008.1 Standard, QAD 2008.1 Enterprise

**QXtend Inbound Compatibility:** 1.4 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following fix:

The following field lengths in QAD Mobile FS are changed from 28 to 36 to accommodate similar changes in QAD 2008.1 Enterprise: ad\_name, ad\_line1, ad\_line2, and ad\_line3. Previously, inconsistent lengths of these fields caused system errors.

# Release Notes for Release 2.1

**QAD Mobile Version:** 2.1

**Release Date:** September 2008

**QAD ERP Compatibility:** QAD 2008.1 Enterprise

**QXtend Inbound Compatibility:** 1.4 or later

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

*Technical Reference Guide:* *QAD Mobile Field Service* has been updated for this release.

This release includes the following changes and fixes:

## QAD .NET Style User Interface

This release of QAD Mobile Field Service uses a new color scheme and provides a look and feel that is consistent with the QAD .NET user interface.

## Field Service Report with Digital Customer Signature

QAD Mobile Field Service now lets you generate customizable field service reports as statements of work containing detailed call activity information. It also lets you digitally collect a customer's signature on a report as acknowledgement of the service the customer has received. You can then print out the report, save it in the pdf or mht format, or send it through e-mail.

## Visits Synchronization and Scheduling

You can now easily access your scheduled visits on mobile devices by synchronizing visit details from SSM. QAD Mobile Field Service also lets you reschedule your visits and update visit details back to SSM through synchronization.

## Part List Usage

When you report call activities for a call line, you can now select from a list of parts defined for the call in Parts List Maintenance.

## Fixes

- When the next status date/time of a call is left blank in SSM and the data is synchronized to the client, QAD Mobile FS no longer produces an error upon startup.
- Creating a new parts order no longer causes an exception when no MOs are found on the device.
- Work code in the labor section of a call activity report now defaults to the call line's work code. Previously, this value defaulted to the work code in the SSM control file.
- The system has been modified to always position the cursor in the hour field when you tab into start time and end time during labor reporting. Previously, entering a value in the minute field might cause subsequent cursor focuses to be automatically placed in the minute field first for start time and end time.

# Release Notes for Release 2.0.1

**QAD Mobile Version:** 2.0.1

**Release Date:** June 2008

**QAD ERP Compatibility:** MFG/PRO eB2, eB2.1 Service Pack 3 and 4, QAD 2007, QAD 2007.1, QAD 2008 Standard, and QAD 2008 Enterprise

**QXtend Inbound Compatibility:** 1.2.1.6 or later (1.4 or later to support Unicode)

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

This release includes the following changes and fixes:

- QAD Mobile Field Service now supports the following PDA client operating systems: Windows Mobile 2003, Windows Mobile 5, and Windows Mobile 6.
- Installation of MSXML 4.0 Service Pack 2 on the OneBridge Sync Server is now required.
- An issue has been resolved that used to cause duplicated call and material order comments after synchronization.
- You can now manually input labor time in call activity reports (CARs).
- When you enter call details, the Engineer field is no longer case-sensitive.
- When you create a material order, the system no longer prompts you to enter ship via when no values are defined for this field.
- The read-only fields in the Call and Call Detail screens were obscured. This display issue has been resolved.
- The system has been modified to display the contact and phone information correctly in the Call Address screen.
- The Start and End fields are replaced by the Installed and Warranty fields in the Call Coverage screen.
- The Current Time and Update Duration buttons did not work properly in the Call Activity screen. This issue has been resolved.
- In Call Activity, items with zero quantity are no longer displayed in the part list.
- The system has been modified to display order line details correctly in the Parts Order screen.

# Release Notes for Release 2.0

**QAD Mobile Version:** 2.0

**Release Date:** November 2007

**MFG/PRO Compatibility:** MFG/PRO eB2, eB2.1, QAD 2007, and QAD 2008

**QXtend Inbound Compatibility:** 1.2.1.6 or later (1.4 or later to support Unicode)

**Languages:** English, French, Castilian Spanish, Latin American Spanish, German, Dutch, Italian, Polish, Portuguese, Simplified Chinese, Traditional Chinese, Japanese

*Technical Reference:* *QAD Mobile* (item number 78-0621D) has been updated to describe the features of this release.

QAD Mobile 2.0 includes changes in the following areas:

- QAD Mobile Field Service client has been rewritten using the Microsoft .NET 2.0 framework with improved user interface.
- QAD Mobile Field Service client now supports both portrait and landscape displays on mobile devices.
- You can now configure QDoc envelope settings to include MFG/PRO authentication information in the QDoc envelope. Previously, QDoc envelopes could only be added by QXtend Inbound.
- You can now choose whether to generate system logs and select from five log detail levels: all, debug, information, warning, and error.
- This release of QAD Mobile Field Service supports multiple languages (12 on laptops and 10 on Windows Mobile-based PDAs). You can change the system language using the Admin Settings function in QAD Mobile Field Service client.
- This release of QAD Mobile supports OneBridge Mobile Data Suite 5.5.
- AppForge Crossfire Client is no longer required as a software prerequisite to run QAD Mobile Field Service client on Windows Mobile-based Pocket PC devices.
- In this release of QAD Mobile Field Service, a parts order must contain at least one order line. Previously, you could save a parts order with no order lines.
- You can now specify the value the device uses to create the next QDoc ID in the Settings page in QAD Mobile Field Service. QDoc ID is a five-digit incremental number that identifies the QDoc. This value defaults to 00000 the first time you generate a QDoc on the client device and will not be initialized after you recreate the client database. This ensures the uniqueness of all records imported from the client device.  
Previously, the next QDoc ID was generated automatically in the background and was initialized every time the client database was recreated.
- You can now specify in Service Management Control (11.24) in MFG/PRO whether you want the system to suppress some less important QAD Mobile API warning messages returned by MFG/PRO to QXtend and displayed in the QXtend Queue Manager. Suppressing these warnings may help you identify more important warning messages. Set the new Suppress API Warnings option to Yes to suppress QAD Mobile API warning messages that are considered not important.
- In this release, a patch is provided for QXtend Inbound version 1.2.1.6 to suppress the following warning message generated by Qxtend:

Some fields in the iteration element were not used.

## Release Notes for Release 1.5.0

**QAD Mobile Version:** 1.5.0

**MFG/PRO Compatibility:** MFG/PRO eB, eB2, and eB2.1

**QXtend Inbound Compatibility:** 1.2.1.6 or higher

**Languages:** English, French, Spanish, German, Dutch, Italian, Polish, Latin Spanish, Simplified Chinese, Traditional Chinese, Japanese

*Technical Reference:* *QAD Mobile* (item number 78-0621B) has been updated to describe the features of this release.

QAD Mobile 1.5.0 includes changes in the following areas:

- QAD Mobile now supports domains in MFG/PRO eB2.1. In QAD Mobile User Maintenance, you can now specify the MFG/PRO domain an engineer synchronizes data with from remote devices through a sync engine user ID.
- You can now synchronize data with multiple MFG/PRO eB, eB2, and eB2.1 databases.
- This release of QAD Mobile supports Windows Mobile 2005, in addition to Pocket PC 2002 and Windows 2003.
- This release of QAD Mobile supports three new double-byte languages: Simplified Chinese, Traditional Chinese, and Japanese.

**Note** Currently, QAD Mobile Field Service does not support Simplified Chinese, Traditional Chinese, and Japanese on the PDA.

- You can now change the status of a call line to the complete or close status when reporting call activity on the client device.

