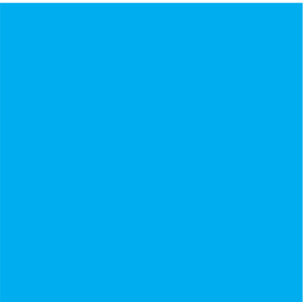
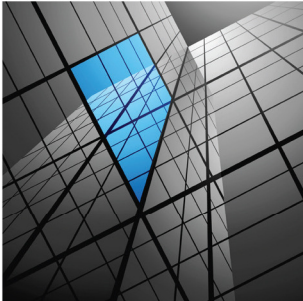




QFM Release Notes



What's New in QFM Web 1.33.00.27 Summary





Contents

Release Notices	4
General.....	4
QFM Mobile Compatibility	4
New Features	5
Multi-contract Processing	5
Introduction.....	5
Event Referencing	5
Event Parts.....	5
Porterage Events	6
Compliance Events	7
Resource Scheduler.....	7
Operative Availability Panel - GPS Map Locations	7
Operative Online Status	8
Operative Calendar	8
Shift Patterns	9
Automatic Visit Allocation	9
Batch Allocation of Visits to Operative	10
Re-allocation of Operatives	10
Operative Groups	10
Personnel - Shift Subscriptions	11
Site Explorer.....	12
Geography Map.....	12
Room Calendar	12
Linked Assets	14
Asset Viewer	16
Room Bookings.....	16
Event History Reports	17
Event Performance & Penalty Reports	17
Flexible Event Types.....	18
General Enhancements	19
Known Issues	21
Events	21
Find Event	21
Event	21
Event Director.....	22
Resource Scheduler.....	22
Timesheets	22
Places.....	22
Site Explorer	22
System	22
Options	22
Explorer	22
Report Centre	23
System Diary	23
Bookings.....	23
Book a Room	23
Administration	23
General Settings.....	23
Event Types.....	23
General Reference Data	24



Microsoft Partner
Gold Application Development

QFM Installation Notices 25



Release Notices

General

Windows Server 2003

Service Works Group no longer supports Windows Server 2003.

QFM Mobile Compatibility

Multiple Contract Support

The QFM Web 1.33 release is designed to support multiple client contracts. This support is not yet fully extended to the QFM Mobile application (1.03) as it does not respect contract specific business rules around data selection. This specifically affects any Express Events logged on the Mobile application. Currently, these must be logged with valid contract specific values otherwise the event will not be processed when it is returned to the central QFM application. There is no support to assist QFM Mobile users to select consistent values or to warn if an event has been raised with inappropriate values. In this scenario the Express Events will fail to update QFM.



New Features

Service Works Group is pleased to release QFM Web version 1.33.00.27. This release provides a range of new features which are described below:

Multi-contract Processing

Introduction

For a service provider, a 'contract' usually defines a set of services it provides to a specific client for an agreed commercial arrangement. A contract with a client dictates many things, not least the services the provider offers at different locations, what the Service Level Agreement might entail and the cost of providing the service. The items that could be client contract specific might include limited geographies, services, response and rectification targets, etc.

Service providers who use QFM can now operate multiple contracts on a single database. The advantages include the requirement to set up key reference data only once and in one place. Resources can be shared across contracts (e.g. operatives) - providing a one-stop view of availability. Reporting can be consolidated to deliver consistency across contracts and users need only to log in once to gain multi-contract access.

A fully multi-contract enabled environment will ensure that users can only have access to the contracts to which they are assigned and will only be able to view, log and update records which are within their scope.

Event Referencing

QFM is designed to use a new Event Referencing scheme when working in multi-contract mode. The event referencing scheme is derived from the client contract Prefix and the ID Series associated with the Client Contract. The ID Series is the reference series used to determine the next Event Reference. If the value is Event then the series will follow on from the QFM Desktop legacy numbering sequence.

The Event Reference itself is of format 'XXXX-999999/[n]/v[p]' where 'XXXX' is the Client Contract Prefix, '999999' is derived from the ID Series, 'n' is the Task Number and 'p' is the Visit Number for the event/task.

Event Parts

A new Parts tab is added to the Event screen. This allows Parts to be added to a Requisition which is then recorded against an Event.



Events Assets People Places System Bookings Administration Help Logout tester4_RS

Event Details: CAT-1066 - Asset Event - Reported

(Find Event) [Navigation icons] Add Event Worksheet Copy Event History Add Watch Add Attachment Sub Task (No Linked Events)

Event Details | Related Events | Visits | Attachments | Affected Areas | Costs | Parts

Requisition No: RP22017731 External Ref: Req420015 Req. Date: 18/08/2015 10:00

Remarks: Electrical items.

Add Part(s)

Part Category: Electrical Component Warehouse: WR1 Part: (Pick Part)

Quantity: 0.00 Tax: S-Standard Rate (17.50%)

Keep Adding

Item	Source	Part	Quantity	Unit Price	Tax	Tax Amount	Total Price	
1	WR1	Extension Lead 2 Gang 2m	1	£ 4.50	S	£ 0.79	£ 5.29	Delete
2	WR1	Fluorescent Starter 80w	2	£ 3.49	S	£ 1.22	£ 8.20	Delete
3	WR1	Lamp LED 4.6w	6	£ 2.50	S	£ 2.63	£ 17.63	Delete
4	WR1	Single Dry Lining Box 1 Gang	4	£ 4.20	S	£ 2.94	£ 19.74	Delete

£ 50.85

Powered by QFM Web Technology [Licence Information](#) Copyright 2015 [Service Works Group](#)

The System Administration function allows items to be created for Parts, Parts Category, Warehouses and Stock.

Porterage Events

A new Event Type of 'Porterage' is added to QFM Web and will be used for raising Porterage requests. New fields allow users to select the destination place where items are to be moved. These are included on the Event Worksheet.



Events Assets People Places System Bookings Administration Help Logout tester_RS

New Portage

(Find Event) [Navigation icons]

qfm.web

Details	Key Dates	Contractor	Notes
Event Type: Portage	Destination Site: [Dropdown]	Service Group: [Dropdown]	
Reported By: [Dropdown]	Destination Location: [Dropdown]	Service: [Dropdown]	
Contract: [Dropdown]	Destination Unit: [Dropdown]	Work Type: [Dropdown]	
Site: [Dropdown]	Destination Partition: [Dropdown]	Priority: [Dropdown]	
Location: [Dropdown]			
Unit: [Dropdown]			
Partition: [Dropdown]			
Instructions: [Text Area]			

Submit Submit and Notify Reset Fields Suppress Notifications

Powered by QFM Web Technology Licence Information Copyright 2015 Service Works Group

Compliance Events

Two new Event Types; 'Compliance Asset' and 'Compliance Service' are added to QFM Web. These provide greater flexibility for Event categorisation and allow the workflows to be customised according to requirements.

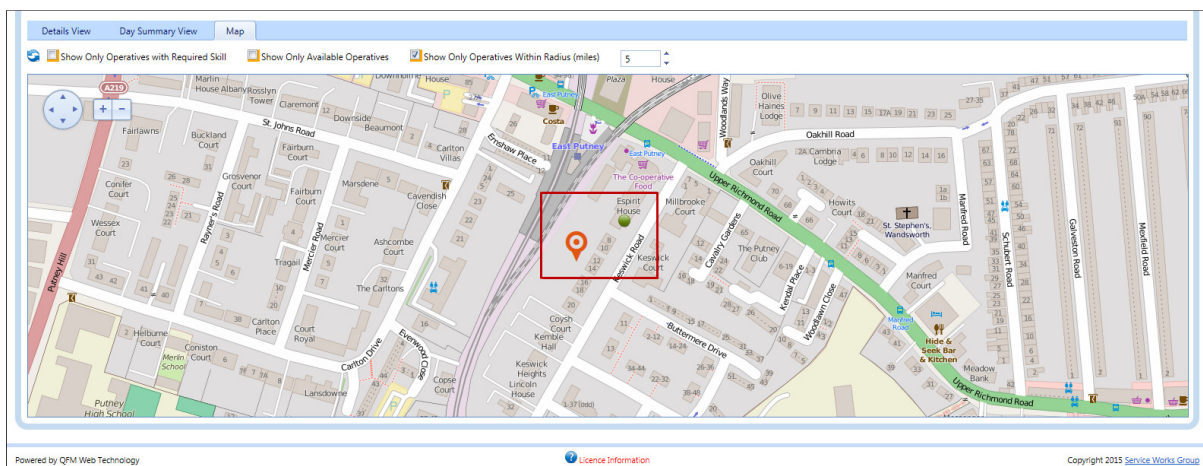
Resource Scheduler

A range of enhancements have been applied to the Resource Scheduler and are detailed below.

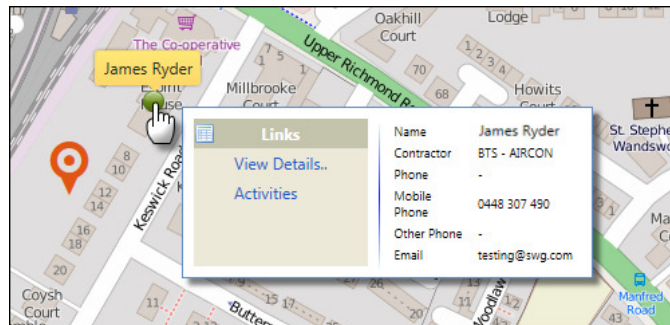
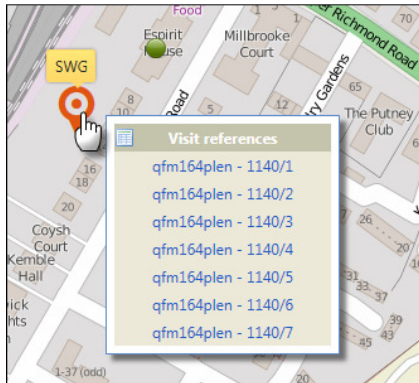
Operative Availability Panel - GPS Map Locations

Map Tab

A new Map tab is added to the Operative Availability Panel. GPS functionality is used to show a Site location and the real-time location of selected operatives, using Google Maps.



Pop-up details are displayed when the cursor is hovered over both the Site and Operative icons.



Day Summary View

A new **Distance (miles)** column is added to show the distance of each Operative from a selected Site. QFM uses the GPS location coordinates of the Operative's mobile device and the Site to make the calculation.

Details View		Day Summary View	Map
Date From: 31/07/2015		To: 05/08/2015	
Operative	Distance (miles)	31/07/2015	
Brian	7	0h	
Greg	10	3h	
John	N/A	0h	

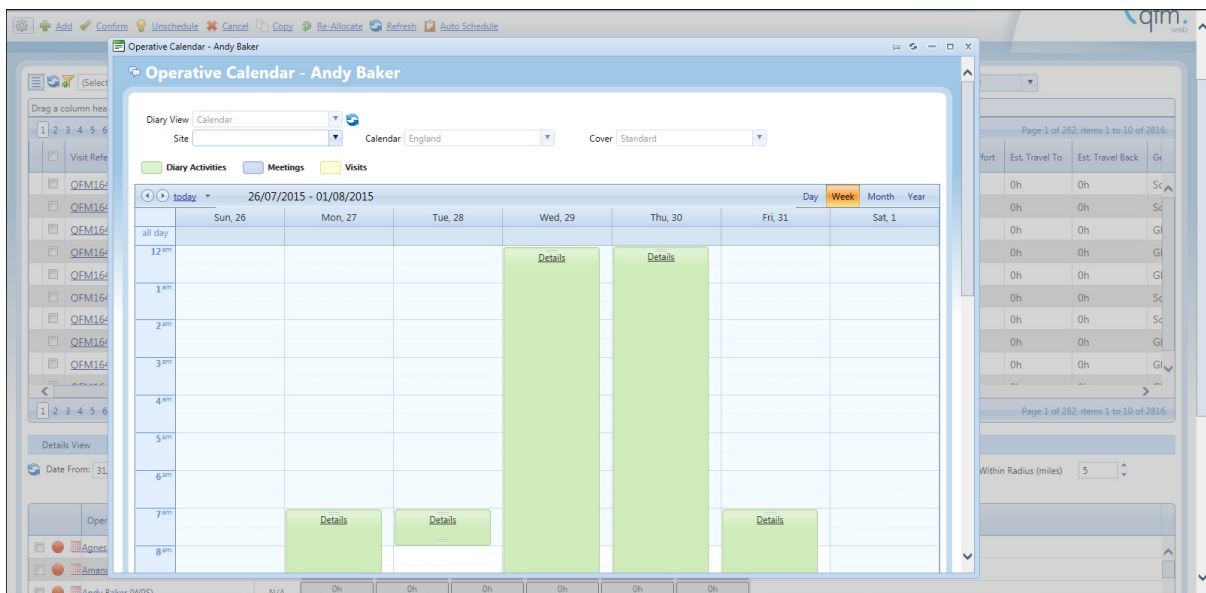
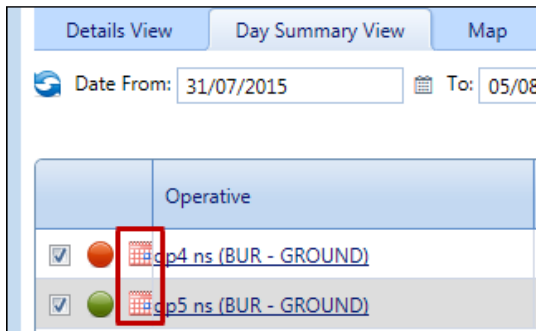
Operative Online Status

A mobile Operative's Online Status is now shown in the Operative Availability Panel Day Summary View and Details View tabs, as follows:

- Denotes the Operative's status is 'On-line'
- Denotes the Operative's status is 'Idle'
- Denotes the Operative's status is 'Off-line'

Operative Calendar

A new Operative Calendar facility is available

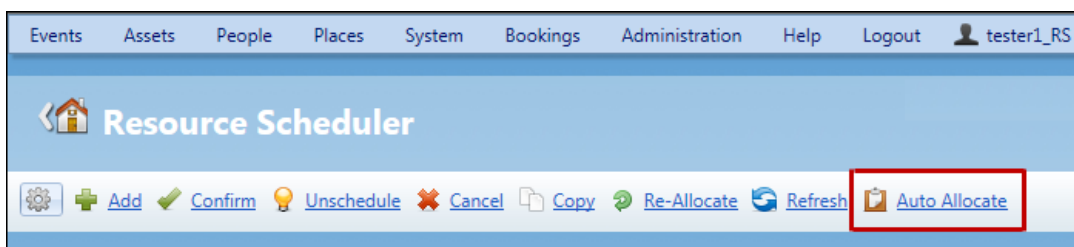


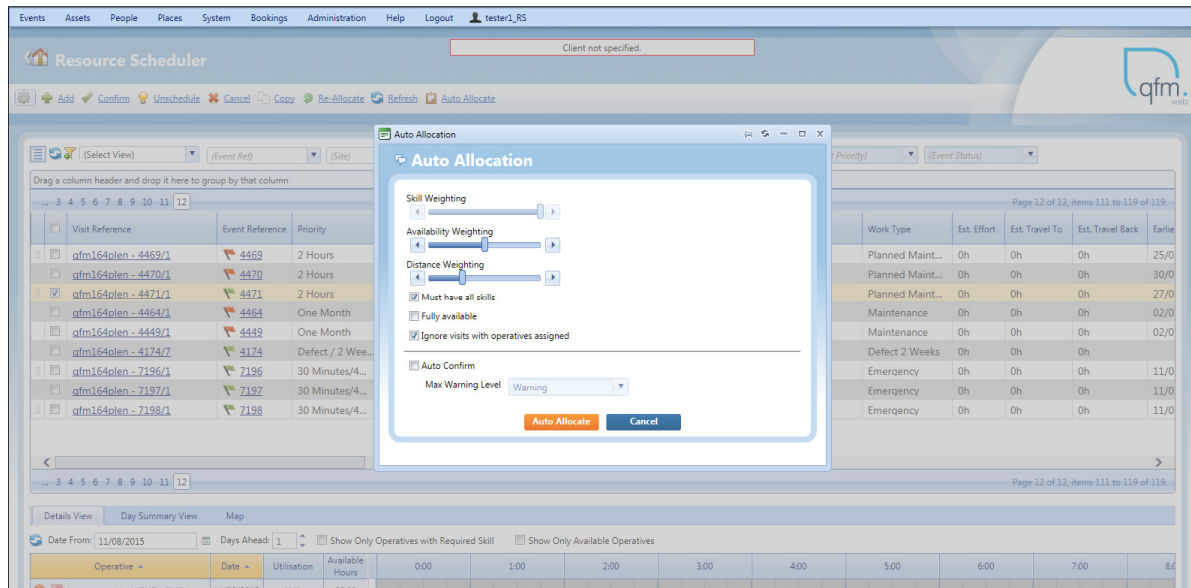
Shift Patterns

Operative availability, as shown in the Details View tab, is now determined by the Shift Subscriptions applied to the Personnel record of the operative (if applicable). Shift Calendars are created via System Administration.

Automatic Visit Allocation

The Resource Scheduler now provides the ability to automatically allocate a batch of Event Visits to operatives, based on the pre-selection of a small number of attributes. Automatic Allocation enables you to select a number of Visits in the main Visit grid which you wish to be allocated. You can then select a number of specific operatives (in the Day Summary View) to be available in the allocation process, or choose to make all operatives available (by not selecting any operatives).






Batch Allocation of Visits to Operative

The Resource Scheduler now allows the multiple allocation of Visits to Operatives. You can select multiple Visits in the main grid and drag them onto an Operative in the Day Summary View. The Visits are automatically Dispatched, however if there are any advisory notes or reasons why a Visit cannot be allocated then this information is displayed in a pop-up window.

Re-allocation of Operatives

The 'Re-Notify' control is replaced with a new 'Re-Allocate' function  [Re-Allocate](#). Once a Visit has been Dispatched to an Operative it can be Re-Allocated to a new Operative, if required. The original Visit moves to a 'Cancel Requested' scheduled status and a new Visit is created with a scheduled status of 'Provisional'. The new Visit can then be allocated to another Operative as appropriate.

Operative Groups

QFM provides the ability to create Operative Groups. When used in the Resource Scheduler, Operative Groups are used to filter the operatives displayed in the Day Summary View, for ease of use.



Personnel - Shift Subscriptions

QFM Personnel records now provide the ability to link Personnel to bespoke pre-defined Shift Patterns. The new 'Shift Type Subscriptions' tab allows you to subscribe a range of pre-defined working shifts to a Personnel record. These subscriptions then determine a person's availability if included as an operative in the Resource Scheduler. Shift Calendars are created via System Administration.

The screenshot displays the 'Personnel Details' page with the 'Shift Type Subscriptions' tab selected. The interface includes a navigation menu, a search bar, and a table of subscriptions. The table has the following data:

Name	Description	Personnel Name	Start Subscription Date	End Subscription Date
STANDARD		Tal Williams	11/08/2015 11:29:00	14/08/2015 12:00:00

At the bottom of the interface, there are links for 'Add New Subscription', 'Subscription Details', and 'Delete Subscription'. The footer contains 'Powered by QFM Web Technology', 'Licence Information', and 'Copyright 2015 Service Works Group'.

Site Explorer

Geography Map

The Site Explorer includes a new tab which provides an interactive map viewer which shows the location of the geography selected and includes geographic coordinates. The Map tab also allows you to change the geographic Latitude and Longitude coordinates by either entering new values or by dragging the pin to a new location on the map.

The screenshot displays the 'Site Explorer' application interface. At the top, there is a navigation menu with options like 'Events', 'Assets', 'People', 'Places', 'System', 'Bookings', 'Administration', 'Help', and 'Logout'. The user is logged in as 'tester5_RS'. The main header shows 'Client not specified.' and the 'qfm.' logo.

The interface is divided into several sections:

- Left Sidebar:** A tree view under 'All Places' listing various locations. 'SWG' is selected and highlighted in orange.
- Details Form:** A form with multiple columns for data entry. Fields include:
 - Name: SWG
 - Description: (empty)
 - UPRN: 2251020306
 - Region: Hub 2 - South
 - Country: United Kingdom
 - Export Value: (empty)
 - Management Fee (%): 2.50
 - Messages: (empty)
 - Remarks: (empty)
 - Group Company: (empty)
 - Address Subsidiary: (empty)
 - Main Contact: tester5_RS
 - Site Type: Facility
 - Person 1: (empty)
 - Person 2: (empty)
 - Aliases: (empty)
 - Division: (empty)
 - Department: (empty)
 - Abbreviation: (empty)
 - External System: (empty)
 - External System Ref: (empty)
 - Cover: (empty)
 - End Date: (empty)
 - Address Line 1: SWG House
 - Address Line 2: 4 Keswick Road
 - Town: Putney
 - County: Greater London
 - Postcode: SW15 2JN
 - Telephone: 020 8877 4080
 - Fax: (empty)
 - Calendar Code: Australia
 - Time Zone: (GMT) Greenwich Mean Time : Dublin
 - Area Type: (empty)
 - Area: (empty) sq. feet
 - Usage: (empty)
- Map View:** A street map showing the location of SWG House in Putney, London. The map includes a red pin and a 'Map' tab label. Latitude and Longitude fields are visible above the map.

Room Calendar

A new Room Calendar view is added to the Site Explorer. This provides a configurable calendar showing Room Bookings made for the geography selected.



Full booking details are displayed in a separate window, where changes to the booking can be made.



Linked Assets

QFM now provides the facility to link any number of Assets to an Event. Each asset must be assigned a Relationship Type with only one asset given a Primary Relationship Type (Root Cause) for each Event. Assets can only be assigned to Events in progress (i.e. not completed).

This functionality is available through the Find Events, Event, Find assets and Asset Viewer screens.

The screenshot shows the 'Event Details' screen for event 1178, titled 'Service Event - Rectification Due (Due)'. The page includes a navigation menu at the top with options like Events, Assets, People, Places, System, Bookings, Administration, Help, and Logout. Below the navigation is a search bar and a toolbar with various actions like 'Add Event', 'Worksheet', 'Copy Event', 'Schedule', 'History', 'Add Watch', 'Add Attachment', 'Sub Task', 'Visits', and 'No Linked Events'. The main content area has tabs for 'Sub Tasks(1)', 'Event Details', 'Related Events', 'Visits', 'Attachments', 'Affected Areas', 'Costs', and 'Parts'. Under the 'Event Details' tab, there are sub-tabs for 'Details', 'Key Dates', 'Related Assets', 'Contractor', and 'Notes'. The 'Related Assets' sub-tab is active, displaying a table of linked assets:

Equipment Group	Model	Equipment ID	Description	Barcode	Asset Relation	Asset No
Electrical Services	Switchboard	#AST1765	DB-IS Switchboard		Root Cause	1040
Electrical Services	Switchboard	#AST2147	MATV Surge Diverter		Affected by	1038
Electrical Services	Switchboard	#AST2148	MATV Splitter		Affected by	1039

Below the table are buttons for 'Update', 'Un-Notify', and 'Reset Fields', along with a checkbox for 'Suppress Notifications'. The footer of the page includes 'Powered by QFM Web Technology', 'Licence Information', and 'Copyright 2015 Service Works Group'.

The screenshot shows a 'Linked Event' dialog box. It has a title bar with a close button. The main content area is titled 'Linked Event' and contains the following fields and options:

- Asset**: A text field containing '2008-BN/225/SENSOR/01 Sensor - Daylight'.
- Find Event**: Three radio buttons for 'Recently Visted' (selected), 'Current Location Only', and 'No restrictions'.
- Select Event to Link**: A dropdown menu showing 'ALT-287'.
- Linking**: A dropdown menu for 'Select Reason for Linking' showing 'Root Cause'.
- Update Link**: A blue button.
- Close**: A blue link at the bottom.



Asset Number: 2008, Equipment Group: Electrical, Asset Group: BN/A7-Annual Inspection of th, Equipment ID: BN/225/SENSOR/01, Model: MiscOtherElectrical, Geography: Edwards Hill, 2nd Flr, 225-CLASSROOM

Events: Reactive Events, Planned Events, **Related Events**

Asset ID	Status	Location	Event Type	Response Time	Due Date
ALT-287	Reported (Reported)	Edwards Hill	Electrical Service Event, Inaccessible	Response 2 hrs/Perm 4 hrs (total 6 hr)	27/07/2015 01:25

The list only includes records that you have permission to view

Events with Linked Assets can be viewed in the Event director and users with the 'Operative' User Profile can add and view Linked Assets via the Event Options screen.

Event Options: Home < List < ALT-347

Reported (Reported)
Putney, 1st Flr

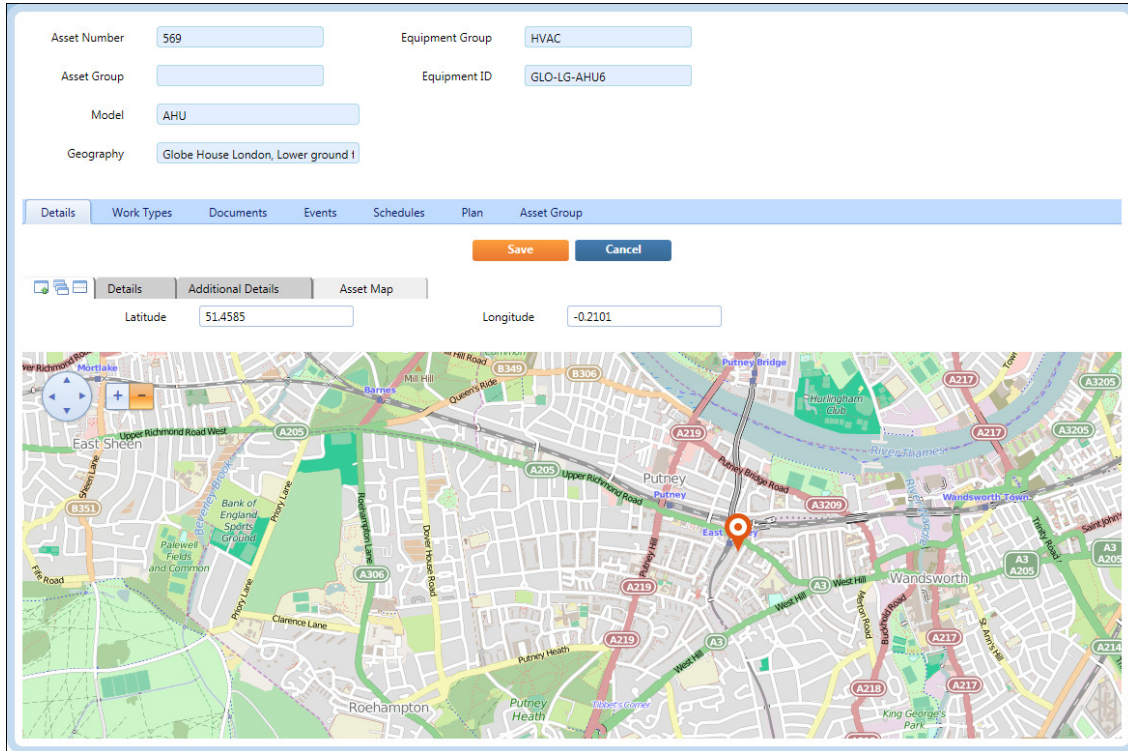
Scheduled Service, **Emergency**
48 hrs
30/08/2015 08:00
Ok

- Details: View Event Details
- Notes: View all notes and documents for event and related visit history
- Parts: Select this to order Parts
- Start: start work on the Event
- Attachments & Resources: Select this to view all attachments which may include photos, related documents, contacts and links
- Add Photo: Select this to add a Photo
- Related Asset Info: Select this to add/view Related Assets
- Worksheet: Generate Worksheet

(QFM shown in Tablet/Mobile mode)

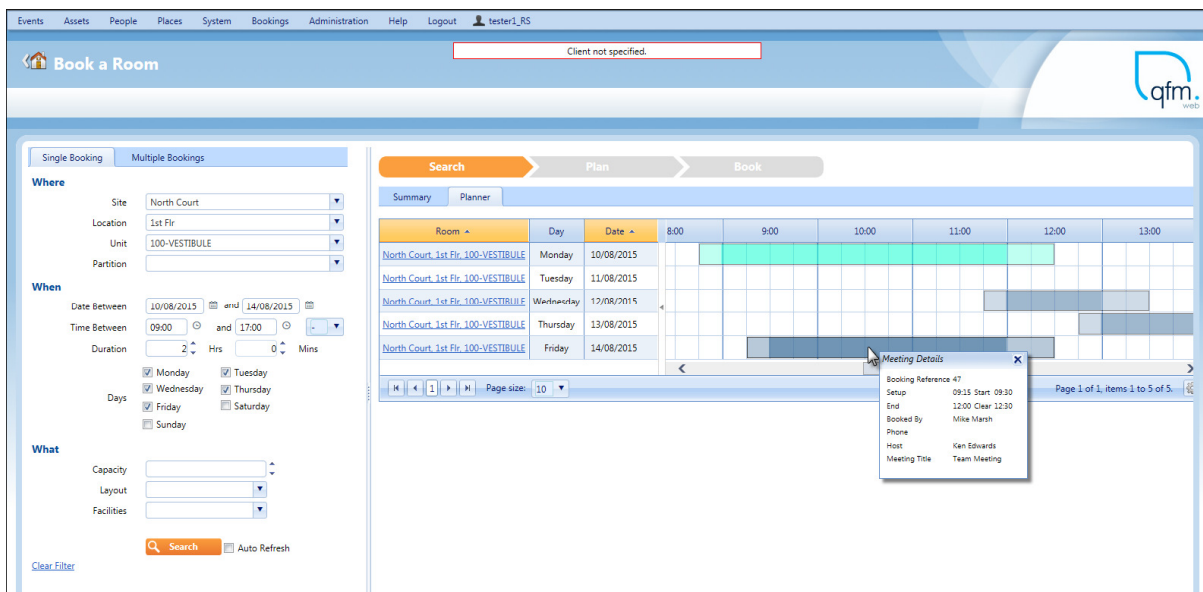
Asset Viewer

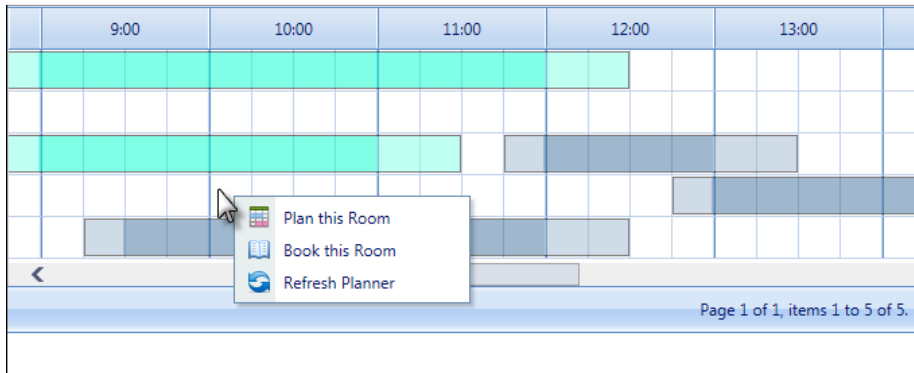
It is now possible to set the geographic location coordinates of an asset and view the details in an interactive map viewer.



Room Bookings

The Book a Room screen is enhanced to include a new alternative Planner view at the Room Search phase, once search criteria has been entered. The Planner shows the availability of all rooms which match the filter criteria and is additional to the existing Search Results Summary view which provides suggested bookings. From the Planner you can view the details of any existing bookings and make a single booking at a room displayed in the view.





Event History Reports

A new Event History Report is added to the Report Centre. The 'Event History - With Operatives Report' is the same as the standard Event History Report with the exception that it allows 'Operative' to be added as filter criteria.

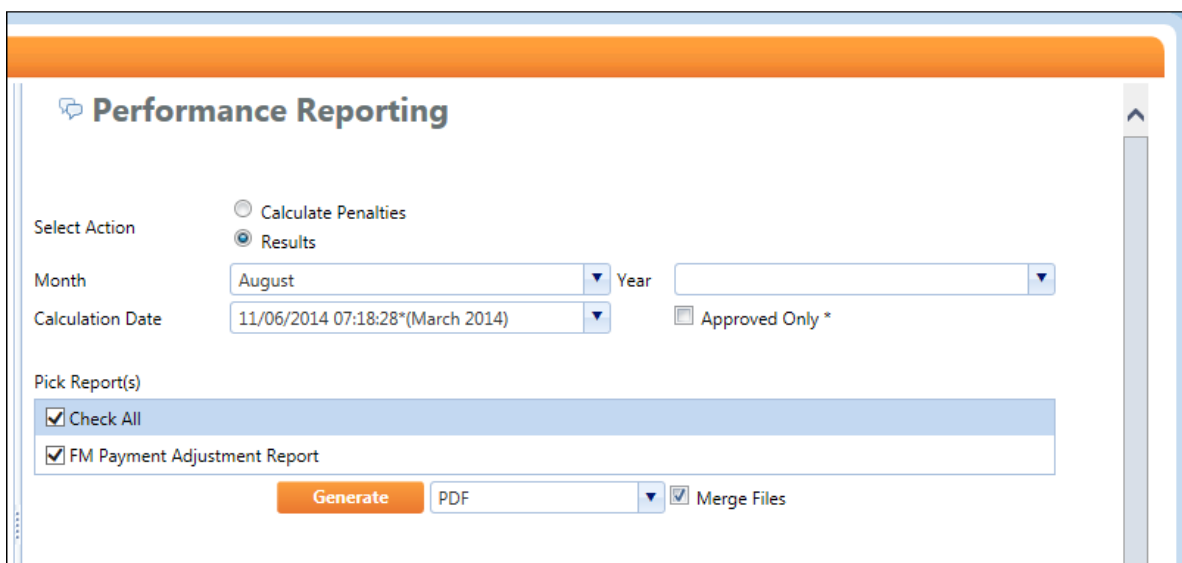
Each Event History Report is now enabled for Multi-contract databases. (Original Non Multi-contract versions of each report are available on request. Please refer to your SWG Account Manager for further details).

Event Performance & Penalty Reports

A new 'Event Performance & Penalties' report folder is added to the Report Centre. This contains the custom reports previously only available on QFM desktop.

Note: Access to these reports is granted to PFI licensed users only.

All reports are customised and client specific. (An example of the 'FM Payment Adjustment Report' screen is shown below).





Flexible Event Types

QFM now provides the ability to create new Event Types, within the design time environment. This provides flexibility for Events to include different end to end process workflows and content which are dependent on job type. For example, Planned Maintenance Events can be configured on a workflow which is different to the workflow deployed for Reactive Events. Event Type configuration can affect the look and behavior of the system from the Self-Service login through to the Mobile app.

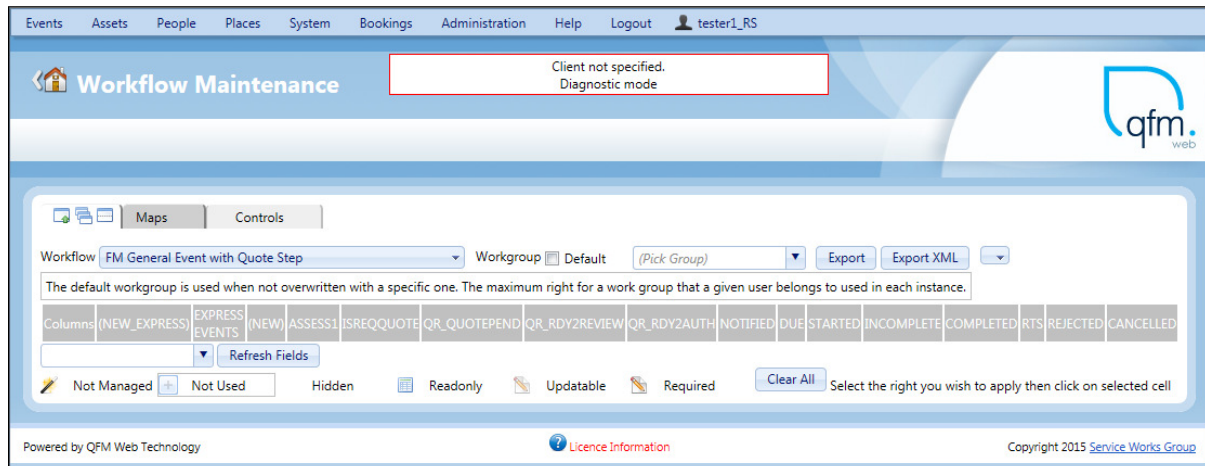
Configuration options allow the fundamental Event processing elements to be defined, including:

- General workflow
- Authorisation steps
- Options/fields available at each Event status
- Configurable Mobile workflow, e.g. Planned Maintenance Events may have a simple start/complete workflow but Reactive Events may include accept, reject, signature etc.

Pre-configured new Event Types for this release include Portelage and Compliance Events.

Event Type definition is a sophisticated administration function which has the potential to significantly change the way in which QFM performs. A high level of expertise is required to correctly maintain this feature and in view of this any changes required must be carried out by the Service Works Group Professional Services team.

	Name	Caption	Category	Schedule	Event Workflow	Visit Workflow	Active	Can Add New	Can Be Sub Task	Sub Task Only	Can H Sub Ta
Edit	Admin Event	Admin Event	Service	<input checked="" type="checkbox"/>	Admin Timesheet Event (ADMIN_TS)	Admin Timesheet Event (MOB_GEN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	anusha test service	Anusha test service	Service	<input type="checkbox"/>	FM Event Traditional (FM_GEN)	FM Event Traditional (MOB_BASIC_NOFEEDBACK)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	Asset Event	Asset Event	Asset	<input type="checkbox"/>	FM Event Traditional (FM_GEN)	FM Event Traditional (MOB_GEN)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	HBS Event	HBS Event	Asset	<input checked="" type="checkbox"/>	FM Event Traditional (FM_GEN)	FM Event Traditional (MOB_GEN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Li Service	Li Service	Service	<input checked="" type="checkbox"/>	FM Event Traditional (FM_GEN)	FM Event Traditional (MOB_GEN)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	PIM Fuant	PIM Fuant	Asset	<input checked="" type="checkbox"/>	FM Fuent Traditional (FM_GEN)	FM Fuent Traditional (MOB_GEN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Portelage	Portelage	Service	<input type="checkbox"/>	FM Simple Portelage (FM_PORTELAGE)	FM Simple Portelage (MOB_PORTELAGE)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Quote (Asset)	Quote (Asset)	Asset	<input type="checkbox"/>	FM Quote Event (FM_QUOTE)	FM Quote Event (MOB_GEN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	Scheduled Service	Scheduled Service	Service	<input checked="" type="checkbox"/>	FM Event Traditional (FM_GEN)	FM Event Traditional (MOB_GEN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Service Event	Service Event	Service	<input checked="" type="checkbox"/>	FM Event Traditional (FM_GEN)	FM Event Traditional (MOB_GEN)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



General Enhancements

- The **Copy Event** process is enhanced to include the ability to change the Event Type. The Event Type setting defaults to the Event Type of the Event being copied and only those Event Types to which the user has access, are available to select.
- The **Event Logging Wizard** now allows the Event Type to be selected, Help Text to be added and the Instructions label to be configured.
- A new **Model/Maker** drop-down field is added to the Asset Viewer. The values available to select are derived according to the value selected in the **Model** field.
- Changes are made to the **System Diary**. A legend is added to the screen header which provides a colour key which corresponds to the diary items displayed on the calendar. Audience, Publisher and End Date fields are added to the Create New Feed screen.
- A new Auto Refresh control is added to the **Dashboard** enabling users to automatically refresh the display data.

System Administration

- **System Utilities**
 - Changes are made to the functional options available from the Administration \ Utilities menu. A new **Rebuild Data Cache** utility manually invokes a background process to cache reference data. The **Flush Server Cache** utility is re-named **Flush Server Settings**.
- **General Settings**
 - A new **Parts** tab for Event Stock is added to General Settings.
 - New settings are added to the **General Event Logging** section.
 - A new **Porterage** tab is added for Porterage events.
 - A new **Batch Actions** tab is added with settings to control Batch Actions functionality in the Event Director.
 - A new **Multi-Contract** Settings tab is added (for the Global User Class only).



- A new **Shift Patterns** tab is added with settings to control the working periods of operative personnel.
- New settings are added to the **Resource Scheduler** tab.
- A new setting is added to the **Asset Maintenance Options** tab.
- **General Reference Data**
 - The new General Reference Data - **Report Definitions** screen enables key reports and lists to be restricted for access, by specific groups of users (Workgroups).
 - The new General Reference Data - **Asset Groups** screen enables Asset Groups to be created and maintained.
 - The new General Reference Data - **Operative Groups** screen provides the ability to create groups of operatives, to be used across the system.
 - The new General Reference Data - **Shift Types** screen enables different types of working shifts to be created, for use in shift calendars.
 - The new General Reference Data - **Shift Calendar** screen enables the creation of a series of daily shifts in the form of a calendar.
 - The new General Reference Data - **Maker Reference** screen is added to General Reference Data. This is used to associate a 'Maker' value with a 'Model' in the Asset Viewer screen 'Maker Reference' field.
 - The new General Reference Data - **Client Contracts** screen enables Client Contracts to be created and maintained.
 - The new General Reference Data - **Client Contract Links** screen enables you to select the client contract/s to be used in a particular functional area (Entity) of QFM.
- **Event Notifications**
 - New tags are added for insertion into the text of automated email notifications.
- **Designer Mode**
 - QFM now supports a Designer Mode which enables interactive customisation by qualified specialists.

For more information on these new features, contact your Service Works Account Manager.



Known Issues

Service Works Group is currently aware of the following software issues in the QFM Web release 1.33.00.27. These will be rectified at the earliest opportunity.

Events

Find Event

- QFMW-18837 When searching for event records in the Advanced tab using the 'Event Group' (Service Group) and 'Event Name' (Service) fields, then change to a different Event Type, the 'Event Group' and 'Event Name' search values are incorrectly retained.
- QFMW-20487 When using the 'Event Ref' field; if a filter string is entered and the arrows icon (display full unfiltered list) is selected, the message "Too many rows - please filter" is displayed, despite a filter string being entered.
- QFMW-21636 When multiple assets are linked to an event, an attempt to sort on the Asset Relation column in the Related Assets window, may cause the Asset values to disappear. The Assets are displayed again if the Related Assets window is closed then re-opened.

Event

- QFMW-14769 Service Events - if the Service Work Type is changed and the new value is set to automatically populate event Instructions, the system does not present an option to retain the original event Instructions and will overwrite these with the Instructions attached to the new Service Work Type. As an interim measure, users are recommended to also add Instructions to the Notes facility.
- QFMW-14776 When using QFM Mobile in View Only mode, selecting field drop-down lists by clicking/tapping the down arrow, may cause JavaScript errors.
- QFMW-16715 When attempting to amend the Priority of an existing event, if the database setting 'Synchronise Due Date with Escalations' is in use but the Event Priority does not have the correct escalations set up, the attempt may fail with the message "The system is set up to Synchronize Due Date with Escalations but an appropriate Escalation is not set up for this Priority".
- QFMW-16769 When attempting to generate scheduled events, if the database setting 'Synchronise Due Date with Escalations' is in use but the Event Priority does not have the correct escalations set up, the attempt may fail with the message "The system is set up to Synchronize Due Date with Escalations but an appropriate Escalation is not set up for this Priority".
- QFMW-16815 When adding file Attachments in the QFM Desktop application there are no additional controls to define an editor's group, so when these attachments are displayed in QFM Web (via the Event Documents window) the file name and path are always visible, which may not always be the preferred option.
- QFMW-17332 Create Express Event from inbound email - if the instructions in the email extend to more than one line then QFM considers the whole contents of the email (e.g. signature text) to be instructions and includes this in the Event 'Instructions' field.
- QFMW-18023 Functionality to restrict Event Priorities by Site Type may not work consistently. Restrictions may not be correctly respected by the system, resulting in Priorities which should be restricted being available for selection.



- QFMW-18202 When creating a new event, if the Notified date and time are manually completed before the 'Submit' button is selected, then the Notified date and time values are set to blank.
- QFMW-18382 When attempting to complete an Incident Event (Key Dates tab) by adding a date in the 'Completed' field then selecting the 'Update' button, a validation error may occur stating that the event "cannot be Completed before Started". The interim solution is to use the 'Completed' button.
- QFMW-18688 When two or more operatives, using QFM Mobile, have carried out work on an Event, the Worksheets generated from QFM Web display all signatures on the last page only and signatures may not relate to the operative shown on the worksheet.
- QFMW-20198 When opening the Event Extensions window a system error may occur.
- QFMW-20440 Event worksheets for events where the Event Type is inactive, cannot be generated.
- QFMW-21025 When logging an Asset Event, if you include an additional level of geography to the Event which is lower than the Asset geography, when saving the Event there is no validation warning that the asset is registered at a different geography.

Event Director

- QFMW-20652 When viewing a saved View, if you click the 'Column filters are applied' link, the column filters are removed and the screen re-loads. At this point other functionality, e.g. the Include/Exclude columns link, may fail to work. The screen must be refreshed after clicking the 'Column filters are applied' link, to enable other links to work.

Resource Scheduler

- QFMW-19906 Attempting to sort Visit grid columns before the Resource Scheduler screen has fully loaded, may result in a system error.

Timesheets

- QFMW-20517 Event Timesheets are not splitting Event Visits which are created via QFM Mobile and span multiple days.

Places

Site Explorer

- QFMW-21616 When creating and saving filters, the criteria applied may be lost/changed when next loading the filter.

System

Options

- QFMW-14615 The job count, displayed on the Options screen icons, may not match the number of events in the relevant list, when the administrative setting 'Check In Includes Child Geography' is set to 'Off'.

Explorer

- QFMW-15277 System issues may occur when selecting a category of Active Events with a large volume of records (i.e. 15,000 + records).



QFMW-21281 The system may not be accurately scoping events by user and as such folder counts may be incorrect.

Report Centre

QFMW-21600 Event History Reports and Room Booking Reports - title page and page headers contain dates displayed in U.S. format, i.e. MM/DD/YYYY.

User Reports

QFMW-20747 It is recommended to manually refresh the screen prior to running each report, otherwise data may be persisted from previous report generation.

Event Performance & Penalties

QFMW-21211 If selecting multiple reports to run, not all reports may be printed/generated. Selecting the 'Merge Files' option bypasses this issue and ensures that all reports are generated.

Dashboard

QFMW-10679 If a Dashboard is selected and the user clicks the 'Delete' button, the Dashboard is immediately deleted as no confirmation option (Are you sure you wish to delete this Dashboard?) is displayed.

QFMW-19242 Server errors may occur when attempting to re-size widgets.

QFMW-21659 Affects Chrome browser only - event site summary information is not displayed when a flag is selected in the Google Map widget.

System Diary

QFMW-20860 When using 'drag and drop' to move a diary item in the grid, the item may not correctly show as moved to the new position until a screen refresh is made.

QFMW-21640 The Asset Warranty End Date feed may not display the correct data in the diary grid.

Bookings

Book a Room

QFMW-16740 When rooms are set up for partitioned (overlap) bookings, (e.g. Rooms A, B and C) and two of the rooms are incorporated in a booking (e.g. Rooms A and B) then the remaining room configuration which should be *available* for booking (in this example Room C) may incorrectly show as *unavailable* for bookings.

Administration

General Settings

QFMW-6954 Room Bookings - there is no setting present to control email notifications to attendees. Notifications are sent to attendees if added, therefore settings from the QFM Desktop application are being used.

Event Types

QFMW-18596 Workflow Maintenance - workflow settings are not overriding the equivalent settings in the User Profile (General Settings screen), as they should.



General Reference Data

QFMW-18855 'Import / Export' - a server error may occur when importing an Excel file, if the file format is changed.

QFMW-19898 'Client Contract Links' - a system failure may occur when attempting to Export data.



QFM Installation Notices

The QFM desktop minimum version requirement for this release is QFM 164.08.06.08.
This release is compatible with QFM Desktop 164 versions only.

Service Works Group (SWG) does not recommend QFM Web is run with Internet Explorer 6, 7 or 8 browsers. Use of these lower specification browsers may result in users experiencing unstable operation, script, rendering and performance issues. SWG has no current plan to address these issues.

The Workflow Scheduler is a mandatory requirement in order to run this QFM Web release, as it performs essential background tasks.

SWG is not responsible for user defined reports and should a client upgrade from a non-time zone database to a time zone enabled database it is likely that their user defined reports will be affected as all times and dates will be relative to UTC not local time.

SWG strongly recommends clients review all reports against an upgraded database before relying on the output.

It is the responsibility of the client to ensure any issues are addressed, however Service Works Group may provide consultancy at the standard rates specified in the Customer Order to help the process should this be required by a client.

Please contact your SWG account manager if you need to make use of this service.

QFM Web includes SAP Crystal Reports runtime environment to enable users to benefit from integrated web based reporting. Clients should refer to the SAP website (www.sap.com) to understand the full strengths and capabilities of the product. SWG will make best endeavours to help support and resolve any issues that arise in this environment but as it is a third party product SWG does not provide any warranties over its abilities or functionality. SWG will aim to implement new patches to this software as they become available and are viewed as stable. It is the client's responsibility to ensure that any bespoke user reports work within the environment provided. Furthermore, extensive concurrent use of reporting within QFM Web can negatively impact the performance experienced by interactive users. This should be monitored and controlled accordingly.

QFM Web utilises some 3rd party components, as listed below, in order to provide extended functionality. Use of these products may be subject to separate license agreements with the specific vendors/service providers. Use of these 3rd party components is not covered under the QFM Web licensing agreement with SWG. It is the client's responsibility to ensure that they have up to date licensing for these specific 3rd party products before they are used within the QFM Web product.

Crystal Reports (<http://www.sap.com/uk/solutions/sap-crystal-solutions/query-reporting-analysis/sapcrystalreports/licensing/index.epx>)

Google maps (<https://developers.google.com/maps/licensing>) (a business license may apply)

QFM Web is designed to be run on a range of devices such as tablets and smartphones. These devices may have little or no native support for certain features such as printing, Skype, Facetime, Telephony, etc. QFM does not limit the use of these features but their use is not supported under the standard QFM license agreement.

Please note that support for some Self Service user profile settings has changed. A default value of zero is no longer supported for the following administration settings applied to the Self Service user profile:

- Priority
- Worktype
- Service
- Service Group

Users with a Self Service profile will no longer be able to save events if their default values have not been updated. Client organisations upgrading to version 1.29 onwards should check these Self Service default settings to ensure they have a value other than '0', as '0' is no longer supported.

Users who use Self Service express event logging should validate that the process is unaffected. If any issues are encountered, users simply need to check the aforementioned settings and replace any values of '0'.