

QFM 2.06.02 Release Notes

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What’s New in QFM v2.06.02.04

July 2020

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# Version Log

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| --- | --- | --- | --- |
| **Version #** | **Summary of Revision** | **Date** | **Author** |
| 1.0 | First edition v2.06.02.04 | 08/07/2020 | MR |
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# Release Notices

QFM Compatibility

The QFM 2.06.02.04 release is compatible with the following QFM software:

* QFM App v1.17.00.46
* QFM Workflow Scheduler v2.06.02.04.
* QFM Mobile Server v2.08.00.05.
* QFM Desktop v164.08.09.

In order for this release to perform at an optimum level, Service Works strongly recommends that client organisations upgrade to these software versions or later.

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# New Features

There are no new features included in this release.

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# Minor Enhancements and Changes

The 2.06.02.04 release addresses a number of issues highlighted in the product. Details are as follows:

**SWG Description  
Reference**

24044 Dynamic Forms sometimes not appearing as attachment on Events (because of timeout issues).

24168 Mobile contacts section to show email and phone number details irrespective of the "Contact Name" field.

25416 Address issue where Dynamic Form Report and Picture attachment were sometimes missing on the Event.

25417 Enhancement to support longer lease dates on Property records.

25418 Addressed Wizard upgrade issue where Reported Date was not being set and caused an error.

25419 Address issue where Dynamic Forms do not always load as expected from the Event screen.

25420 Fix to help address the occasional 100% CPU usage caused by internal blocking of code.

25502 Addressed issue where sometimes the Dynamic Form link was missing from the Event.

25623 Address scenario where updates to the Event can trigger unnecessary audit time stamp notifications.

25723 Address issue where certain visit workflows are having "Problem Dispatching" displayed in Resource Scheduler.

25725 Address problem where Asset Model doesn't always display on mobile "Visit information" after 2.6.1 upgrade.

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# Known Issues

This section details system issue which remains open in v2.06.02.04. This will be rectified at the earliest opportunity.

**SWG Description  
Reference**

25860 Dynamic Forms - Invalid or blank external URLs attached to Dynamic Forms can cause issues with reports, causing them to fail.  
 When completing the form, the control may show “Invalid URL” but the form may still be completed. After the form is processed in the QFM database, the report URL for the Event Visit may fail. Similarly, Event Visit report generation may also fail in the Report Centre.

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# QFM Installation Notices

This release is compatible with QFM Desktop 164 versions only.

Service Works Global (SWG) does not recommend QFM 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 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 Global 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 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 can negatively impact the performance experienced by interactive users. This should be monitored and controlled accordingly.

QFM 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 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 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 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’.