SERVICE WORKS GLOBAL
ADDNODE GROUP

QFM App 3.00 Release Notes

What's New in QFM app v3.00.01.04

September 2020

Contents

Version Log

Version #	Summary of Revision	Date	Author
1.0	First edition v3.00.01.04	01/09/2020	MR

Statement of Confidentiality

The information contained within this document is strictly confidential and contains proprietary and privileged information which is the intellectual property of Service Works Global. It is intended for use by the recipient for evaluation purposes only and may not be reproduced or disclosed under any circumstances without the express written permission of an authorised authority of Service Works Global.

Release Notices

QFM Compatibility

The v3.00.01.04 release is compatible with the following:

- QFM Mobile Server v3.00.01.07.
- QFM v3.00.01.37
- QFM Workflow Scheduler v3.00.01.07
- QFM Desktop v164.08.09.00

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.

The QFM 1.33 release (onwards) is designed to support multiple client contracts. This support is not yet fully extended to the QFM app v1.10 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 may not be processed when it is returned to the central QFM application.

Installation

Existing installed versions of the QFM app can now be upgraded, which allows users to retain their current visits and other app data. Upgrades are available for users moving from version 1.10.07 or later. Users running an earlier version of the app (1.10.02 or earlier) will need to uninstall the previous version before installing the new app v3.00.01.04.

Scanner Hardware Notice for iOS Users

Users of Apple devices with an iOS operating system must only use scanning devices which are included in the Apple MFi program. These include the Socket Mobile scanning devices listed below.

- 102806-0002 (for the DuraScan™ D750, CHS 7Xi, 7Qi, S850(8Qi))
- 102806-0003 (for the DuraScan™ D700, D730, CHS 7Ci, 7Di, 7Mi, 7Pi and S800(8Ci))

If you would like to use an alternative scanning device, please contact your SWG Account Manager.

Users of devices running an Android operating system are unaffected by this process.

Security - Encrypted Connection

As part of Service Works Global's ongoing improvements to security and adherence to GDPR, the QFM app now requires an encrypted connection.

The majority of our users already use a secure HTTPS connection but please be aware that Apple and Google discourage insecure connections when using their iOS and Android devices. iOS and Android 9.0 Pie users will be unable to access insecure HTTP QFM services until the connection is secured.

Those hosted through SWG have already been upgraded to a secure server and no action is required.

If you would like any more information about SWG's security policy or require assistance with the QFM app, please contact us on 020 8877 4080 or info@swg.com.

New Features Summary

The QFM app 3.00.01.04 release consists of a range of new features. A summary is provided below, with a detailed breakdown starting on the following pages.

Monitored Values Enhancements
Enhancements to QFM Asset Monitored Values provide an improved solution for organisations to monitor and manage Assets through the collection of key monitor readings. A fully automated end-to-end process, used in conjunction with physical inspections, enables mobile users running the QFM app to collect required readings via customised forms. Readings can be validated against allowed boundaries and QFM may be configured to generate automatic remedial jobs to react to the readings if they fall outside these boundaries, improving safety and preventing asset failure.

Assigning a Specific Operative to a New Event
Users now have the ability to assign a specific operative when raising a sub-task associated with an existing Visit, or raising a standalone Express Event.

Viewing Logged Events and Completed Visit Details
Users now have read-only access to view the details of logged Events and completed Visits, from the Visits screen lists.

New Features

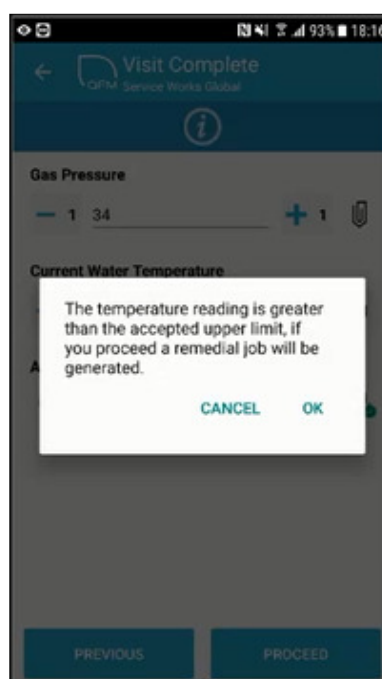The QFM app 3.00.01.04 release includes a range of new features.

An overview and detailed procedures for each new feature are provided in this section.

Support for Monitored Values Enhancements

Overview

QFM Asset Monitored Values provides a system for organisations to monitor and manage Assets through the collection of key monitor readings. Used in conjunction with Dynamic Forms, Planned Maintenance Schedules and the QFM app, this provides a fully automated end-to-end solution.

Operatives using the QFM app can collect asset readings via customised forms, whilst typically carrying out a routine inspection. These readings can then be validated against allowed boundaries. Where readings breach boundaries, alarms are triggered and remedial jobs can be automatically generated and passed back out to contactors to fix the fault.

Features and benefits include:

- Improved asset performance by quickly facilitating remedial work if a fault occurs.

- Provides richer functionality allowing clients to collect and update core asset information.

- Supports a safer working environment by reducing the time equipment can be in fault.

- Can be used as a fully automated process in conjunction with physical asset inspections for an improved maintenance regime.
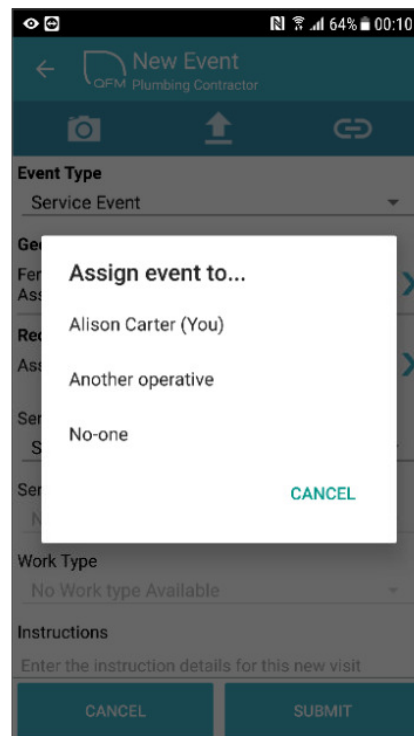
Introduction

The QFM app supports these Monitored Values enhancements. For more information about this feature, refer to the QFM v3.00.01.37 Release Notes.

Assigning a Specific Operative to a New Event

Overview

Users are now able to select and assign a specific operative when raising a new Event or sub-task.

Features and benefits include:

- Improved efficiency from being able to assign a new Event to a specific operative.

Introduction

Users now have the ability to assign a specific operative when raising a sub-task associated with an existing Visit, or raising a standalone Express Event.

It is possible to control, through server configuration, which operative selection options are made available. Please contact your SWG Account Manager for further details.

To assign a specific operative when creating a new Event or sub-task, follow the steps below:
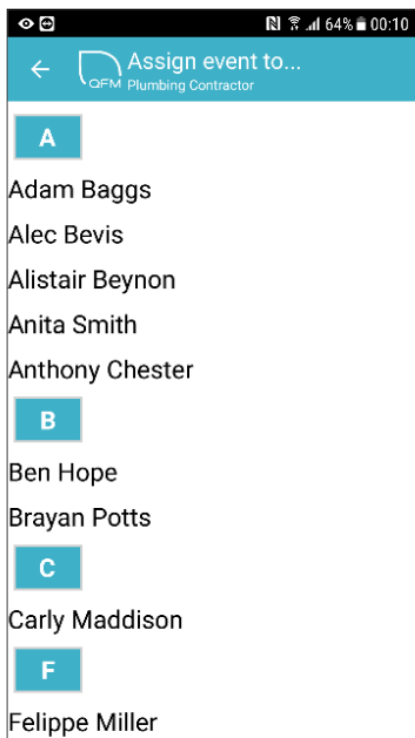
1. Tap **Assign event to…**
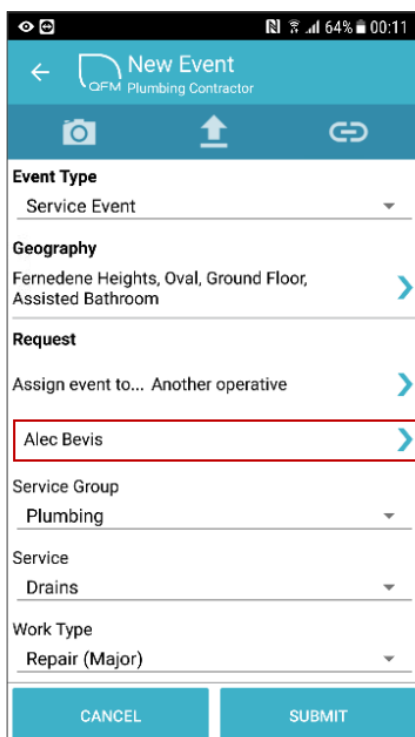   You are then presented with three options, (examples shown below).

2. Select **Another operative**, then select the required operative from the list, (example shown below).

3. The operative is now assigned to the Event, (example shown below).

Viewing Logged Events and Completed Visit Details

Overview

Users now have read-only access to view the details of logged Events and completed Visits, from the Visits screen lists.

Features and benefits include:

- Improved information access by having the ability to drill down into Event and Visit information without having to leave the Visits screen.

Introduction

Users now have the ability to view the details of logged Events and completed Visits.

From the Visits screen, tap the details of an Event in the Logged tab to display read-only details, (as shown in the examples below).
You can also view the details of Visits in the Completed tab.
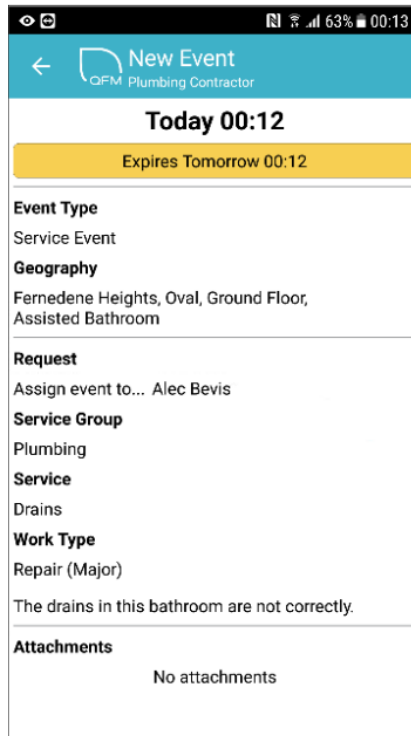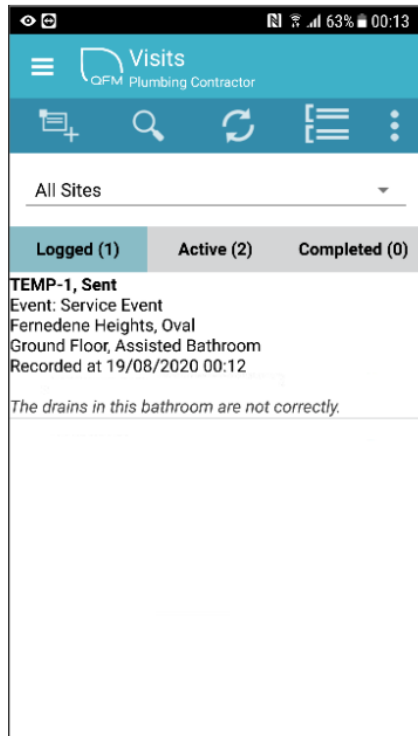
Known Issues

This section details system issues which are identified in v3.00.01.04 These will be rectified at the earliest opportunity.
Please contact your SWG Account Manager for further details.

SWG Reference	Description
23093	iOS Mobile: Visits - When the user taps to enter comments in the Remarks section, the screen has been found to automatically scroll up, in some scenarios.
24305	The system may not support the changing database connections without first clearing the existing application data.
24332	Geography data selection fields do not support the apostrophe (') character in the selection criteria.
27140	Dynamic Forms - In some cases, Dynamic Form Control Captions are truncated when viewing a form via the QFM app.

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.

Please note that clients wishing to upgrade to v3.00.01.37 and above will be required to upgrade Crystal Runtime to 13.0.27. For users with multiple installations on the same machine, all instances will require an upgrade to v3.00.01.37. Please speak to your SWG Account Manager to discuss specific requirements or to raise any concerns. Additionally, clients who wish to upgrade to 64bit will also require all custom Crystal Reports to be updated. SWG will upgrade all standard reports within the core product and provide clear directions to users who have additional custom reports not maintained by SWG.
Furthermore, whilst 32bit does not currently require Crystal Reports to be upgraded, it is recommended that Crystal Reports which use TTX are upgraded, as these are no longer supported by SAP and SWG cannot guarantee future 32bit runtimes will be backward compatible.

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'.