SERVICE WORKS GLOBAL
ADDNODE GROUP

QFM 3.02.00.67 Release Notes

What's New in QFM v3.02.00.67

June 2021

Contents

Version Log

Version #	Summary of Revision	Date	Author
1.0	First edition	28/06/2021	MR

Release Notices

QFM Compatibility

The QFM v3.02.00.67 release is compatible with the following QFM software:

- **Workflow Scheduler: 3.02.00.07**

- **Mobile App: 3.02.00.24**

- **Mobile Server 3.02.00.04**

- **Desktop Version: 164.08.09**

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.

Security

Maintaining high levels of software security continues to be a high priority for Service works. Combined with our ISO27001 information security management accreditation this provides our clients and service partners with the confidence that their data will be managed securely.

Therefore, it is a requirement that QFM versions 3.1 or higher must use an SSL certified environment (this includes the Web, Workflow Scheduler, Mobile Server). In addition, support for non-SSL from the QFM Mobile app will be depreciated in future app release versions.

Crystal Reports

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.

New Features Summary

There are no new features in the QFM v3.02.00.67 release.

Minor Enhancements and Changes

The v3.02.00.67 release addresses issues highlighted in the product. Details are as follows:

SWG Reference	Description
22999	Site Explorer - the 'Name' field for a Location is now extended to 50 characters.
26961	When selecting geography from a hierarchy, e.g. logging an Event, 'Partition' options offered in the drop down list are now correctly filtered according to the 'Unit' selected.
27101	A new single Workflow Scheduler Feature for Triggered Activities is added, to replace a group of Triggered Activities Features. The new feature is: ● TA FM Monitored Values Processing This replaces the following features: ● TA Adjust Benchmarks ● TA Process Alarms ● TA Process feeder Data These three features are now excluded from the Workflow Scheduler installation.
29126	List Reports - the 'Events (ALL)' List Report now includes 'Equipment ID' and 'Inventory' as filter criteria.
29893	Changes are made to the General Reference Data - Equipment Group screen. The following Asset Depreciation fields are now hidden from view: ● Summary Group ● Effective From ● Life Expectancy ● Frequency ● Depreciation Type Additionally the 'Depreciation Type' field is renamed 'Export Value'.
31276	Three General Settings for Parts, incorrectly labelled, are now re-labelled as follows: • Default Requisition Status • Synchronize Estimated Cost with Used Quantity • Synchronize Actual Cost with Used Quantity
31555	Default images for the Event Wizard tiles; 'Equipment Group', 'Asset' and 'Model' are now restored.

Known Issues

This section details system issues which are identified in v3.02.00.67. These will be rectified at the earliest opportunity.

Please contact your SWG Account Manager for further details.

SWG Reference	Description
31951	System Diary - when all attendees are removed from a Room Booking, the booking entry remains displayed in the System Diary.
32274	For Event Visits completed on the mobile app with audio files attached; the audio files are not being included on Dynamic Form Reports, (these are normally present with a URL).
32409	Event Director - the Totals Count widget may fail to load correct data. If this issue is encountered, we recommend adjusting the date range filters to a smaller period then refreshing the screen.
33651	A problem exists with the bulk control Import/Export feature for Dynamic Forms. Any existing 'Validators' and 'Dependency Actions' are lost when form controls are Exported then Imported.

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.

It is requirement for any versions of QFM that are 3.1 or higher must use an SSL certified environment (this includes the Web, Workflow Scheduler, Mobile Server). In addition support for non-SSL from the QFM Mobile app will be depreciated in future app release versions.

From version 3.0.3 onward the secure flag for cookies will be enabled by default. Please be aware that if your system uses HTTP rather than HTTPS this setting may need to be disabled.

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'.

Deploying QFM to the root of the Web site is not a supported configuration. It should be deployed as an Application in a virtual folder referenced from the root site.