

QFM App 4.00.00.20 Release Notes

What's New in QFM app v4.00.00.20

April 2022

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Version Log

Version #	Summary of Revision	Date	Author
1.0	First edition	11/04/2022	MR

Release Notices

QFM Compatibility

The v4.00.00.20 release is compatible with the following:

- **QFM Mobile Server 2.02 and higher, (recommended 2.7, 3.1.2, 3.2.0.4, 3.3.1 and 4.00)**
- **QFM Web v1.36 and higher**
- **QFM Workflow Scheduler v3.02.00.07**
- **QFM v1.36 and higher**

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 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 v4.00.00.20.

If upgrading from app version 1.13 or earlier on Android devices SWG recommends uninstalling the app first. Make sure all visits have been completed and updates sent back to QFM first to avoid data loss.

Security

Maintaining high levels of software security continues to be a high priority for us and we've been able to further enhance the security built into QFM 3.1. This, combined with our ISO27001 information security management accreditation provides our clients and service partners with the confidence that their data will be managed securely. In addition, support for non-SSL from the QFM Mobile app will be depreciated in future app release versions.

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.

User Profile Configuration

Organisations installing the QFM app v3.01.00.10 onwards, should note that it is mandatory to have the Role '(FM) Mobile Handheld Access' assigned to their mobile User Profiles.

New Features Summary

The QFM app 4.00.00.20 release consists of two new features. A summary is provided below, with a detailed breakdown starting on the following pages.

[Parts Search Using Barcode/QR Code Scanning](#)

Parts search filtering is enhanced to support scanning a QR Code or barcode. Once scanned, the QFM app will display any matching Part details, for selection.

[Visit Search Using Asset Barcode Scanning](#)

Visit search filtering is enhanced to support scanning an Asset barcode. Once scanned, the QFM app will display any Visit details relating to the Asset.

New Features

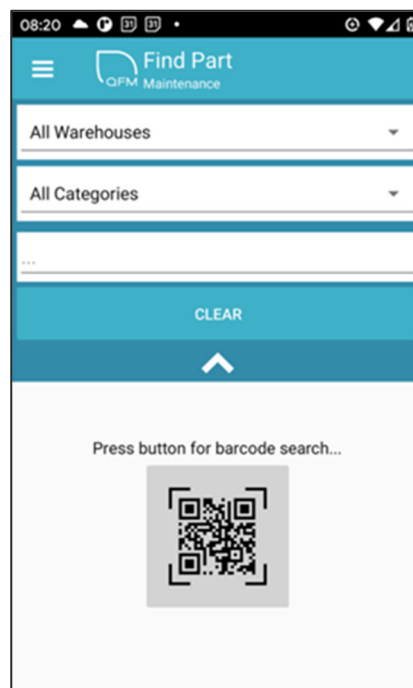
The QFM app v4.00.00.20 release includes two new features.

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

Parts Search Using Barcode/QR Code Scanning

Overview

Parts search filtering is enhanced to support scanning a QR Code or barcode. Once scanned, the QFM app will display any matching Part details, for selection.



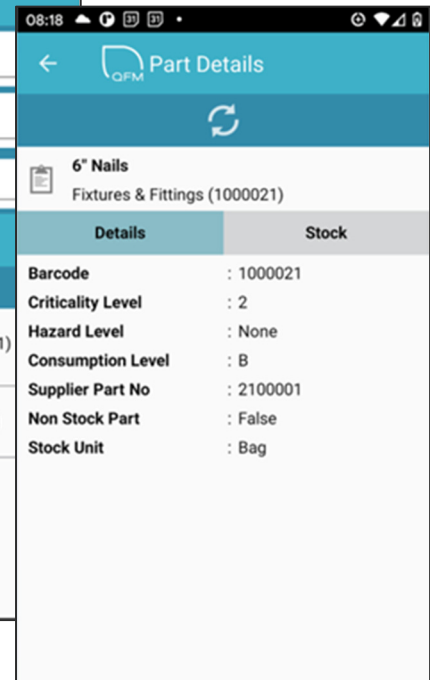
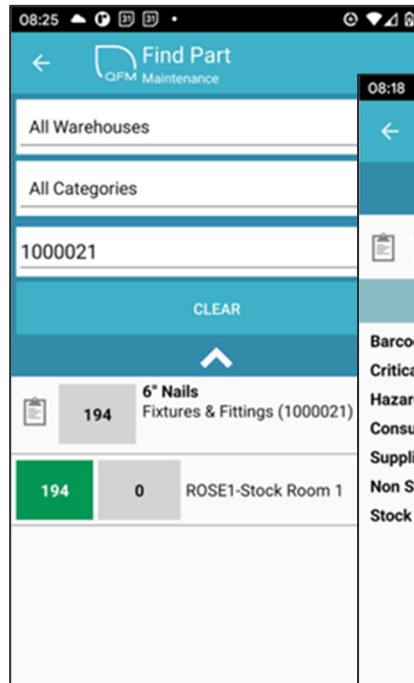
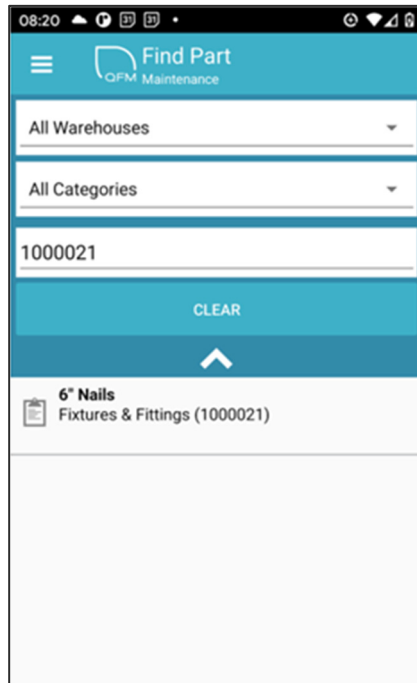
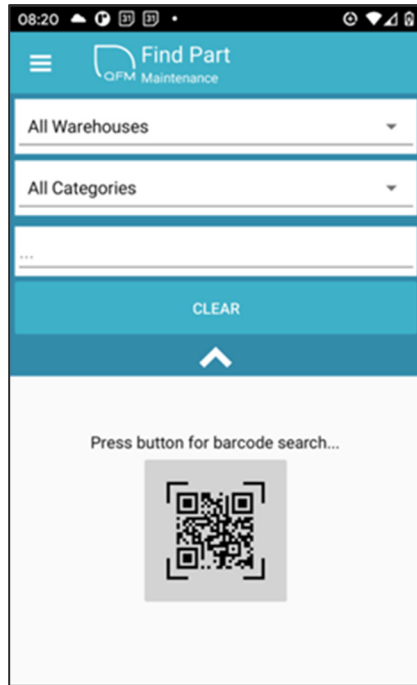
Features and benefits include:

- Search for and display Part details, by scanning a QR code or barcode.
- Provides an enhance user experience.

Introduction

The ability to search for a QFM Part record is enhanced to include scanning a QR code or barcode.

In the Find Part screen select the QR code icon. The camera allows you to scan a Part QR code or barcode and will return any matching QFM Part records.



Visit Search Using Asset Barcode Scanning

Overview

Visit search filtering is enhanced to support scanning an Asset barcode. Once scanned, the QFM app will display any Visit details relating to the Asset.

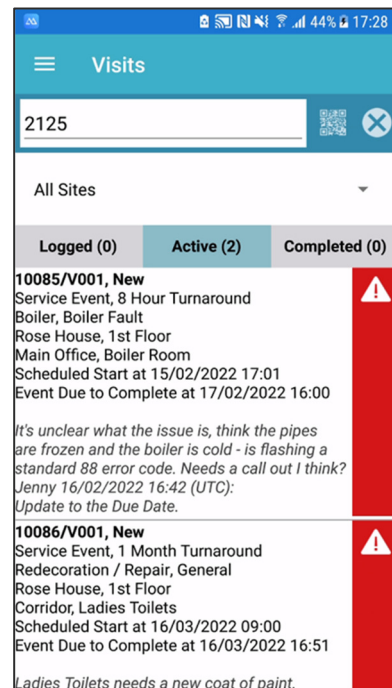
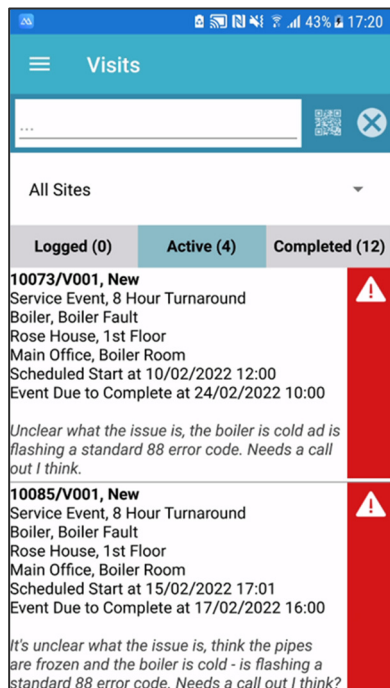
Features and benefits include:

- Search for and display the details of any active Visits relating to an Asset, by scanning the Asset barcode.
- Provides an enhance user experience.

Introduction

Users can now scan an Asset barcode and the system will search for and display active Visits, where the Asset is either the Primary Asset or a Related Asset.

On the Visits screen, when you tap the barcode icon the camera enables you to scan an Asset Barcode. Once this is done, any matching Visits are displayed in the 'Active' tab.



The option to scan an Asser barcode is available in the following scenarios:

- Visits screen
- Asset screen
- When linking an Asset to a Visit

Minor Enhancements and Changes

The v4.00.00.20 release addresses an issue highlighted in the product. Details are as follows:

SWG Reference	Description
34111	Parts screens have undergone some aesthetic improvements, to provide a uniform look and feel.

Known Issues

This section details system issues which are identified in v4.00.00.20. These will be rectified at the earliest opportunity.

Please contact your SWG Account Manager for further details.

SWG Reference	Description
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36409	Clients are strongly advised to use forms with fewer than 100 controls. The loading time on mobile devices depend on device specification and form size. Indicative load times to be expected are as follows (this is a guideline only, clients are strongly advised to complete their own testing before creating large forms, in order to establish whether the performance is acceptable):
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Device	Time (seconds)
Samsung A10	20-25
Oneplus 9 Pro	4-6
iPhone 6s	20-25
iPad air 2	10-15

40513	Whilst starting a Visit whilst another Visit is already active, a delay in processing the request may occur.
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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.

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'.

Organisations installing the QFM app v3.01.00.00 onwards, must ensure that users wishing to use the app have the Role '(FM) Mobile Handheld Access' assigned to their User Profile.