STAEDEAN Rental Mobile Operations – Field service

Release notes January 2025 (version 11.0.1.42)

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Document Information

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1.   General

1.1   Purpose

This document describes the new functionality that has been developed for Rental Mobile Operations - Field Service.

It also elaborates on its capabilities, delivered solution and the known issues for this release and it provides information about the underlying structure of the application.

This document is primarily meant for product- and implementation consultants familiar with the concepts of Rental Mobile Operations - Field Service .

1.2   Audience

The audience for this document is certified partners selling and implementing as well as customers who have bought the solution.

1.3   Compatibility

In some cases, an update of Rental Mobile Operations - Field Service requires an update of the Microsoft Dynamics 365 Rental F&SCM version of the linked Microsoft Dynamics 365 Finance and Operations instance in order to be fully compatible. The following table lists such dependencies.

Rental Mobile Operations – Field Service version	Dual-Write mapping Base version	Minimum required Rental Management version
11.0.1.21	2.0.0.0*	10.0.41.53

The Rental Mobile Operations – Field Service continuous to work on older versions and can be implemented on older Dynamics 365 Rental F&SCM versions, however this will not support the full capabilities of Rental Mobile Operations – Field Service.
Note:
As this is a complete new application with a new data structure, this application will not work on older versions of Microsoft Dynamics 365 Rental F&SCM, it operates from version 10.0.40.52 (July 2024) onwards.

*Base version 2.0.0.0, but individual mappings are higher. It is expected that customer use highest available versions.

In case of an Error, STAEDEAN may provide a Hotfix on a reasonable efforts basis in a way it considers appropriate in its discretion. STAEDEAN cannot be obliged to provide Hotfixes if Client has not deployed the latest Release or the Release second to the latest Release and/or is not using a supported version of Microsoft Dynamics.

To ensure our customers can fully leverage the latest enhancements, features, and quality improvements, we are committed to providing increased support by keeping them updated with the most recent releases. Our data indicates that customers on the latest version experience fewer issues and requests, demonstrate greater resilience, and effectively enhance their organizational efficiency.

More information about our latest available product versions, the latest validate GA-versions from Microsoft as well as the Minimum Microsoft version required, please visit this page : **Knowledge Base - Support**. It could be that the screen needs to be updated as new information is available. As a supplier, we assume that delivered solutions and upgrades are first tested in a test environment and deployed to a live/production environment after internal customer approval.

1.4   Available languages

The Rental Mobile Operations - Transportation application is delivered in English (US, default language), Netherlands, Deutsch, Dansk, Norsk (Bokmål) and Svensk.
More languages can be added, see for more information our Rental Mobile Operations - Field Service - Implementation Guide.

1.5   Apps

The Rental Mobile Operations - Field Service works with Microsoft Power Apps application. See User Guide for more detailed information on installation and usage of this application.
Sales, Consultants and Customer IT department and Customer procurement should also pay attention to the *Power Apps system requirements* documentation as this gives information on supported devices and versions.

1.6   Offline capabilities

The app is designed with Microsoft Offline-first mode and build following Microsoft best practices on how much data is downloaded and the speed of downloading this data to a mobile device based on an offline profile.

Creating a new offline profile and assigning it to users is possible but could cause performance issues on the used mobile device. Changes to existing or new added offline profiles that do not follow Microsoft's best practices are at the customer's risk and are not covered by support.
See Implementation Guide for more information.

In the User Guide is clearly stated which features are supported in offline mode.

1.7   Managed solution

The Rental Mobile Operations - Field Service application is delivered as a Managed Solution.

Managed solutions are deployed to any environment that isn't a development environment for that solution. This includes test, UAT and production environments. Managed solutions can be serviced independently from other managed solutions in an environment. As an ALM best practice, managed

solutions should be generated by exporting an unmanaged solution as managed and considered a build artifact.

Additionally:

- You can't edit components directly within a managed solution. To edit managed components, first add them to an unmanaged solution.
  - When you do this, you create a dependency between your unmanaged customizations and the managed solution. When a dependency exists, the managed solution can't be uninstalled until you remove the dependency.
- Some managed components can't be edited. To verify whether a component can be edited, view the managed properties.
- You can't export a managed solution.
- When a managed solution is deleted (uninstalled), all the customizations and extensions included with it are removed.

Some important remarks:

- You can't import a managed solution into the same environment that contains the originating unmanaged solution.
- To test a managed solution, you need a separate environment to import it into.
- When you delete a managed solution, the following data is lost: data stored in custom entities that are part of the managed solution and data stored in custom attributes that are part of the managed solution on other entities that are not part of the managed solution.

On top of a Managed Solution customization can be built, it is deployed as an Unmanaged Solution. If problems arise with the app, the first thing that will be considered is whether there are Unmanaged Solutions present in the environment in addition to the Managed Solution. If this is the case, the first thing to consider will be whether they have a negative impact on app performance.

See for more information our Power Platform Managed vs Unmanaged Solutions document. If more explanation is needed on this topic don't hesitate to contact us.

1.8   Modifications

With each release an updated Mappings file (zip file with Excel files) is delivered with an overview of all mappings. This gives an overall view of all the mappings used by the app.

In Microsoft Dynamics 365 F&SCM all running dual-write mappings are shown with their corresponding version and publisher.
This way it is clear what the latest version is and who it came from.
If modifications/customizations have been made to dual-write a different version no. and publisher is shown.

Customizations to the app are recognized as unmanaged solutions. When an upgrade is done to a new managed version, newly added features could be blocked by an unmanaged solution. Customers can check new features based on notes in the release notes and can decide if an unmanaged solutions must be altered or deleted to give access to new features.

1.9 Time zone explanation

The app is linked to Dataverse and Dataverse is linked to Rental Management F&SCM, which affects the display of date and time.

Date and times in Dataverse are always based on the UTC time zone. If no date and time are entered, 1/1/1900 12:00 AM will be stored in Dataverse. All date and time columns in Dataverse support values as early as 1/1/1753 12:00 AM.

The Rental Management F&SCM user must have the same time zone setting as the app user to see the correct date and time that is coming from the app to Rental Management F&SCM.

2.   What's New

This chapter briefly touches upon any core features for Rental Mobile Operations – Field service, and describes any discontinued features and the reasoning behind the discontinuation.

NOTE: Microsoft is continuously adding new features in the application. Sometimes these are public preview and will be made generally available in future releases, in other cases, they are already general available, and you have the choice to activate them.
Currently, we are not testing compatibility with all new features or combinations.
Once a feature is enabled at the customer environment and in case of any issues or questions related to new standard features and our solutions, kindly contact us via STAEDEAN support. In addition, our Rental solution on Dynamics 365 F&SCM is frequently extended with new features, it is not said that all are related to Rental Mobile Operations applications or will be supported by these applications.

2.1   Enhancements

2.1.1   206074 – Transport plan board pickup task should display BO location
The pick-up task (work order task type Load) was displaying the customers address on the transport plan board. But there are scenario's an object is moved to a different location, which would mean that the TPB is not showing the right location of the object and the truck driver would drive to the incorrect location.

To ensure the right data is displayed and used in the field service app, we adjusted for the task type Load, that it will now show the current object location, instead of the customers address.

2.1.2   207085 – WPPWorkordertable – added crosscompany for referencing companyId

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2.1.3   210224 – Resource planning - resource reassignment concerning dual write
Added / adjusted functionality to increase the usability for reassigning resources on the work order tasks in combination with the mobile apps.

The planner can change the status back from released to planned, the booking will disappear from the mobile app.

The planner is then able to re-assign the task to a different resource by drag and dropping. After re-assigning the task, the planned can change the status to released, which will make the booking reappear in the mobile app on the correct date/resource.

2.1.4   197029 – Address improvements for Work orders created from the field service app

On the new work order creation form inside the field service app an option has been added for the user to choose if the new work order in F&O should receive the address that the user will enter on the form or that the system will take as address the latest location of the business object.

For future releases were investigating if we can include latitude and longitude in this process.

2.1.5   197729 – Adjust quantities and warehouse of necessary items

It was originally only possible to consume or skip the necessary items in the bookings. Starting this release the user has the option to change the quantities and change the warehouse.

2.1.6   202615 – Added visibility on DFM fields during assembly

Added functionality in the Field service app to display DFM field values during assembly.

New Assembly Instruction - Saved

Assembly Instruction · Form For Pickup Agent ∨

General

Description	🔒	
Item	🔒	🔳 Generator60Hz
Fleet Number	🔒	
Serial Number		🔳 Generator60Hz ✕
Quantity	🔒	1.00
Picked		Yes
Rental Type	🔒	Generator60Hz

Dynamic Field Values 🔒	Field	Value
	Check A	1
	Color	Orange
	Size	Large

2.1.7   203780 – Adjust address that needs to be shared with Field service app for Internal load and Internal Delivery

Adjusted the address that is shared to the field service app for the tasks Internal load and Internal Delivery.

Internal load: Instead of the work order address, the last known business object location is shared.

Internal Delivery: Instead of the work order address, the address of the return warehouse is used.

2.1.8   207466 – Check list improvements in the field service app

In the first version of the field service app, the user had to go into each check list to Pass, Fail or skip it. We have now added functionality that the user can update this information in the checklist grid, without having to enter each check list separately.
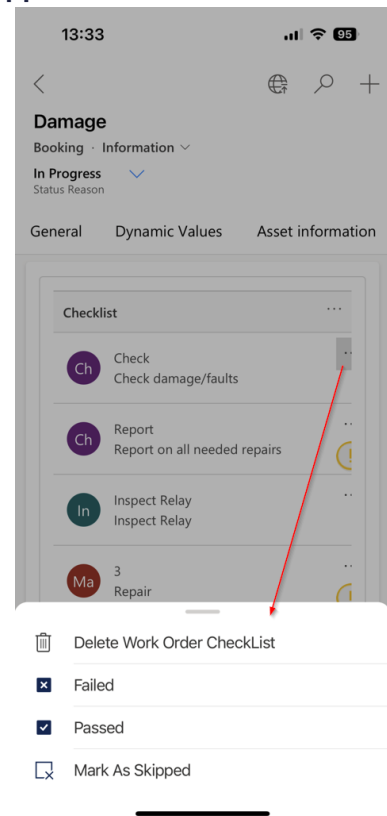
2.2   Discontinued features for this release

No discontinued feature in this release.

3.   Post release defects resolutions

201429 - Field service app is not properly displaying the address following the setup in F&O
Adjustments have been made to show the address in the Field service app as it is used in F&O.

204470 - Getting Dual write core error while trying to post journal from FSE
Resolved dual write errors that appeared during posting of journals from the field service app.

208635 - CE database rule is blocking work order completion from F&O (Use in mobile=off)
Resolved a dual write issue between F&O and Field service app.

209460 - Only one resource is able to see necessary item in Field service app
Bookings can be looked at with multiple users, but only one user would see the necessary items. Both users can now see this information.

210390 - Scanned Spare part is not appearing in Spare Parts List in Field Service App
Scanned spare parts were not added to the list after saving in the Field service app. Adjustments made in the app to fix this.

210698 - Address is not available in Asset (FS app)
On the asset page in the field service app, the map was visible, but no separate fields for the address. This is adjusted to also display the address separately.

210752 - The name of the work order created from FS app is incorrect
Work orders created from the field service app in F&O would receive an incorrect name, as the incorrect relation for the name was setup.

210777 - UI Improvement from Mobile
In both Mobile apps, in some cases, after adding the signature and confirming the summary, the app would freeze.

210819 - Note is not updated between FS app and F&O until the work order status is changed
The notes from the work order were not getting updated with a work order status changed, this process has been adjusted so that the entity will update the notes also without a work order status change.

4.   Known Issues

This chapter describes the issues that have been known for this release. It also elaborates on why the issues have not been solved and provides an alternative way on how to cope with them, if any.

NOTE DUAL-WRITE: Microsoft is investing heavily in Dual-Write as synchronisation tool, it is Microsoft's advice to use Dual-Write. Dual-Write is a near real-time (1-10 seconds) solution, however Dual-Write can still be "slow" as some synchronisations take a minimum of 5 seconds, which can't be made faster.
Also Dual-Write has its limitations, known issues and unsupported features which are described in the Mapping Concept pages of Dual-Write, see the Dual-write home page - Finance & Operations | Dynamics 365 | Microsoft Learn.

NOTE SYNCHRONISATION TIME: The Rental Mobile Operations – Apps applications use standard Microsoft technology to synchronise, this technology makes every 5 minutes a synchronisation based on the found delta in data.

NOTE STANDARD FEATURES: In the Rental Mobile Operations – Apps applications are a lot of standard available Microsoft features visible, this does not mean that we support them. It could be that this feature is not working in relation with the application or is not working at all. In the User Guide is written down which standard Microsoft features are supported by the application.

NOTE OFFLINE MODE: The Rental Mobile Operations – Apps application are based on offline-first features from Microsoft for model-driven Power Apps applications. However, this will not say that the application will support all features in offline mode. In the User Guide is described which features are supported in offline mode. In addition, it could be that some standard Microsoft features do not work in offline mode, where known, attempts will be made to indicate this in the User Guide.