STAEDEAN Rental Mobile Operations – Field service

Release notes January 2025 (version 11.0.1.58)

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Table of Contents

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
11.0.1.58	2.0.0.0*	10.0.43.55

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 10.0.43.

*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   Should Newly Created Work Order from Field Service app overwrite template settings in F&O?
Adjustments made on the entity on how work orders from fields service app are received an handled. Work orders will receive the current date/time and depending on the work order template settings the date/times on the created work order will be determined.

2.1.2   Meter transaction entry via field service app - default to current date and time
Meter reading process in the field service app adjusted to improve the process of the user. The user now only has to select the meter and enter a reading. The system will use the current date/time for the meter reading.

2.1.3   Display more fields in field service app – Parts
In the field service app, added more fields to be displayed on the necessary items and spare parts to improve the usability of the user.

2.1.4   Hide "Inactive Assets" in field service app
The form/page "Inactive assets" is hidden from the users.

2.1.5   Enable "Create work order" function via a selected Asset in Field service app
Added functionality on the assets to Create a work orders, just as it used to be in the old mobile app.

2.1.6   All Barcodes(Released products which are not setup for Rental) are Not Delivered to Mobile App

Added functionality to make all barcodes available in the mobile app. But please be aware, Microsoft in certain situations supports that the same barcode can be setup for more then one item. We do not support that in Rental management and in the mobile app.

We demand you ensure that the barcodes are kept unique.

2.1.7   Hide "Name" in New Time Registration in FS app

For the field service engineer in the mobile app, to create a new time registration, only the type, start and end time is required. The name is not relevant. There for this field is removed and not mandatory anymore.

2.1.8   Allow the auto-posting of ad-hoc journals in FS app

The process of registering and posting journals in the Field service app is improved. Instead of having to save the form and then additionally post the journal, the action is now combined.

2.1.9   Work order line status should be updated once a time ticker starts running

Adjustments made, that when the user will Start Travel or Start work on the booking, then the status will be changed to In Progress automatically.

2.1.10   Default part quantity to 1 in the mobile app

During part registration the field quantity would be empty and has to be filled in by the user. On request from multiple customers this field is changed to default quantity 1. If the user wishes to change the quantity to a different value, then this is still possible.

2.1.11   Enable "Create work order" function in "My schedule" main screen in FSE app

On request from customers added the function "Create work order" in the "My schedule" main screen to improve the usability for the user.

2.1.12   Enable barcode scanning for asset in more screens in field service app

Added functionality for the user that allows him to scan the asset in the overview form which will then give him the booking its part of. Improving the usability, so that the user does not have to search for a booking, while he standing in front of the asset that he is about to work on.

### 2.1.13   Work order creation in Field Service app (saving to be visible F&O UA/UX improvement)

The process for creating a work order in the field service app is simplified. Previous process for the user would be to first save the create work order and then post it. Only after posting it will be available. This has been adjusted. After saving, the work order is created, without the posting option.

2.1.14   Enable search of scheduled to a user work orders by serial, fleet and BO number in Field Service app

Added filter options in the work order search page to find work order quicker. User can now search by Serial nr, fleet nr and BO number.

2.1.15   Booking screen improvement Field Service app: change order of tabs
On request of customers adjusted the order of the tabs on the booking screen to improve the usability for the user.
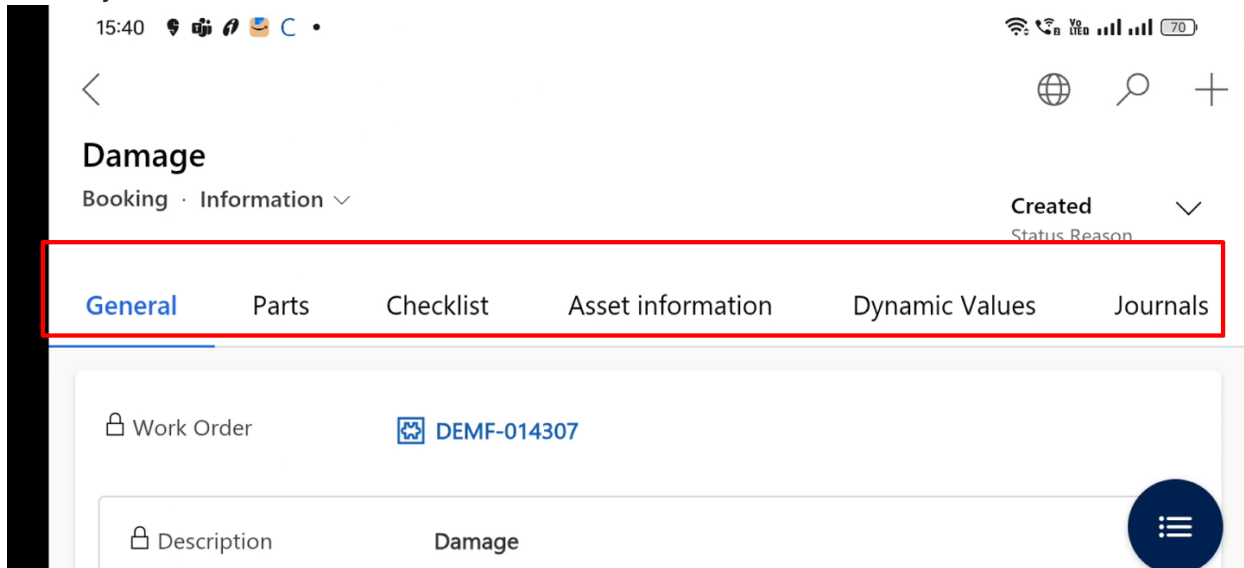
2.1.16   Booking screen improvement Field Service app: working with time registration, statuses and other action buttons
Adjustments made on the time registration and booking statuses. The process around the hour registration with Travel, Work, Break and Overtime is improved. Further if the user completes the booking and still one of the hour registration is active. Then these will be automatically ended.

2.1.17   Translation of multiple fields
Updated the Dutch translation for multiple fields in the field service app.

2.1.18   Restrict Creation of Bookings When Status is updated from Released to Released
Technical adjustment that had to be included, as customers use 3rd party software to update bookings. This is to prevent any issues that would occur.

2.2   Discontinued features for this release

No discontinued feature in this release.

3.   Post release defects resolutions

196558 Default Work order Template in the Mobile app not changed to Default Work order Template in F&O

From this moment on the default work order template will be setup by the admin in the mobile app. The fields remaining in F&O, "Default work order template" and "Work order line Trigger status" are from the old mobile app. And will not work for the new mobile app. This fields will be removed, when the old mobile app is deprecated.

205184 Asset attachment is visible but can't be opened - field service app

This is resolved.

206439 Work order created from field service app generates 2 times in F&O

This is resolved.

208361 CE database rule is blocking work order completion from F&O (Use in mobile=on)

To support the user in F&O to be able to complete work orders in F&O that were already sent to mobile to following has been adjusted.

If the work order (enabled for mobile) has the status CREATED.
The user can change the status to Completed or later statuses.

If the work order (enabled for mobile) is created with status CREATED
The user plans it on the resource with status Planned/Released.
Then the user CANNOT change the status to completed.
If the work order has status In progress, the user CANNOT change the status to completed.

If the work order (enabled for mobile) is created with status CREATED
The user plans it on the resource with status Planned/Released.
User in F&O can change the status back to Created. This will remove the booking in Mobile.
Now the task has status CREATED, and the user can change the status to Completed.

Conclusion: As long there is no booking in Mobile, we can change the status to Completed from CREATED.

209889 Cannot change the Spare part warehouse in mobile app

Issue resolved on how warehouses are allowed to be selected for non-admin users.

209935 FSA and FTA app, items in item journal lookup, show wrong items

This is resolved.

212528 When starting/ending a time in field service app, it opens a new screen (see video)

This is resolved.

212833 Error on processing time-and-consumption and recall maintenance work orders if STAEDEAN Rental Mobile Operations Field Service app used

The time based and consumption based maintenance plans work orders were added to be used with the field service app. The Time and consumption based, and the recall maintenance plan were not added yet. This are included now.

213357 Posted parts are added on the item requirements

Due to how the item journals from F&O are used, the item posted parts in the mobile app also became visible on the item requirements in the mobile app. Adjustments made with statuses, so its clear for the system which item journal lines were created from item requirements and which are added later.

215158 Field service app is not properly displaying the Asset address following the setup in F&O

Adjustments made to display the address correctly on the asset address.

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.