



STAEDEAN Rental Mobile Operations – Field service

Release notes July 2025 (version 11.0.1.74)

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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*	10.0.44.56

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 Resource group planning

The Rental Mobile Operations Field service app has been expanded to support an additional resource group planning process.

It is now possible to sent only the resource group to the field service app, which then can be picked up by any of the resource group members. If a resource group member picks up the task, an update will be sent to F&O to create a resource planning record for this resource, to occupy his planning.

2.1.1.1 Parameter

Work order project planning – Parameters – Resource group planning

On the work order parameter form a new (global) parameter is added named: Prevent creation human resource planning records.

The screenshot shows the 'Work order parameters' form in Dynamics 365. The breadcrumb trail at the top reads: 'Finance and Operations Preview > Work order project planning > Setup > Work order parameters'. Below the breadcrumb, there are navigation icons: a back arrow, a 'Save' button, a smiley face icon, an 'Options' button, and a magnifying glass icon. The main content area is titled 'Standard view' with a dropdown arrow. Below this, the section 'Work order parameters' is displayed. On the left, a sidebar lists several categories: 'General', 'Extended transport', 'Graphical planning', 'Business object service agreements', 'Number sequences', and 'Resource group planning'. The 'Resource group planning' category is selected and highlighted with a blue bar. The main panel on the right is titled 'Setup resource group planning' and contains a section for 'RESOURCE GROUP PLANNING'. Within this section, there is a toggle switch for the parameter 'Prevent creation Human resource plan...'. The toggle is currently turned on, and the word 'Yes' is displayed next to it.

Standard value for the parameter is No.



With value No: System behaves as existing functionality.

Meaning, if a task is planned on the resource group, it will also create resource planning records on the resources assigned to the resource group.

With value Yes: (new functionality)

When a task is planned on the resource group, either via the service plan board or via the resource planning on the work order.

Then the system will not create Resource planning records for resources of type Human resource, that are connected to the resource group. This will prevent that for each resource that is a member of the resource group a resource planning record is created and thus prevent that for each resource a booking in the Field service app is created.

DEMF-015377: Damage | Standard view

Resource planning

Type: Resource group Number: MKGE

Date and time

SERVICE PLANNING	TRANSPORT PLANNING	ACTUAL DATE/TIME
Planned from date/time	Planned date	Actual from date/time
Planned to date/time	Line number: 0,00	Actual to date/time

Work order line

IDENTIFICATION	GENERAL	Task ID
Work order number: DEMF-015377	Project ID: DEMF-036769	Damage
Line: 1		

If there are other resource types(Business object, Vendor, Work location, Tool) connected to the resource group, then these are still created on the Resource planning.

2.1.1.2 Process: Plan work order task on resource group

We start with an existing work order that has to be assigned.

The planner assign's via the service plan board or the resource planning record a resource group to the work order task line. The system will then add additional resource planning records for the resource types (Business object, Vendor, Work location, Tool) if there part of the resource group. Resource types of type Human resource are not created as a record on the resource planning.

DEMF-008932: Damage | Standard view

Resource planning

Type: Resource group Number: 4QA

Date and time

SERVICE PLANNING	TRANSPORT PLANNING	ACTUAL DATE/TIME	NOTES	RESOURCE PLANNING
Planned from date/time: 7/3/2025 12:00:00 AM	Planned date	Actual from date/time	Internal note	Not synchronized to mobile: No
Planned to date/time: 7/3/2025 12:00:00 AM	Line number: 1.00	Actual to date/time		

Work order line

IDENTIFICATION	GENERAL	Activity number	Requested start date/time	Requested end date/time	Status
Work order number: DEMF-008932	Project ID: DEMF-023298		7/3/2025 08:38:20 AM	7/4/2025 09:38:20 AM	Planned
Line: 1	Task ID: Damage	Execution group: Service			

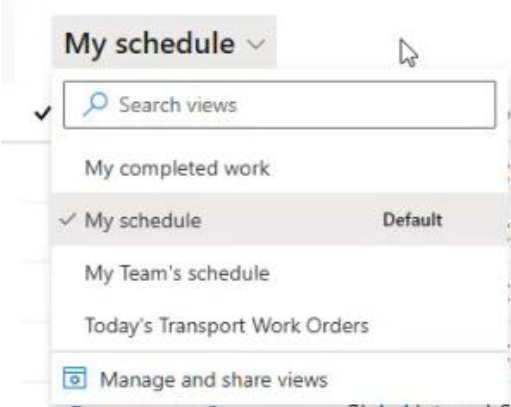
After changing the status of the work order line task to Released, the information is sent to the Rental Mobile Operations Field Service app to create a booking for the Resource group.



The resource records Business object, Vendor, Work location and Tool will not be sent to the Mobile app and created as a booking, but the Business object and tools will be visible on the booking, so the user is informed on the items with which he needs to work with.

2.1.1.3 Process: Picking up the resource group booking as a resource

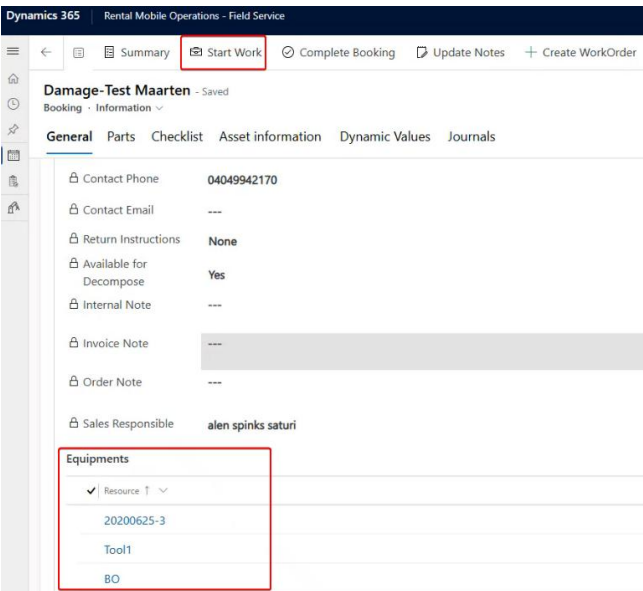
When the task with the assigned resource group is released, then the booking will become available in the Rental Mobile Operations Field Service app under the “My Team’s Schedule” and not in the “My schedule” of the resources.



My Team's schedule ▾									Edit filters Quick find	
✓ Name ▴ ▾	Customer Name (Work Ord... ▾	Planned From ▾	TaskId (Work Order) ▾	Work Order ▾	Name (Work Order) ▾	City ▾	Planned To ▾	Status Reason ▾		
Damage-000034	Global Internal Customer	5/14/2025 10:00 PM	Damage	DEMF-007495	DEMF-007495	Amstelveen	5/14/2025 10:00 PM	In Progress		
Damage-09890	Global Internal Customer	5/14/2025 10:00 PM	Damage	DEMF-007494	DEMF-007494	Amstelveen	5/14/2025 10:00 PM	Created		
Damage-28-2	Global Internal Customer	6/27/2025 10:00 PM	Damage	DEMF-008777	DEMF-008777	---	6/27/2025 10:00 PM	In Progress		
Damage-spo	Global Internal Customer	5/22/2025 10:00 PM	Damage	DEMF-007504	DEMF-007504	Amstelveen	5/22/2025 10:00 PM	In Progress		
Damage-sup11	Global Internal Customer	6/26/2025 10:00 PM	Damage	DEMF-008751	DEMF-008751	---	6/26/2025 10:00 PM	Created		
Damage-sup8	Global Internal Customer	6/25/2025 10:00 PM	Damage	DEMF-008733	DEMF-008733	Portsmouth	6/25/2025 10:00 PM	In Progress		
Damage-Test Maarten	Global Internal Customer	7/2/2025 10:00 PM	Damage	DEMF-008932	DEMF-008932	Portsmouth	7/2/2025 10:00 PM	Created		
Damage-tst	Global Internal Customer	7/2/2025 10:00 PM	Damage	DEMF-008931	DEMF-008931	Berlin	7/2/2025 10:00 PM	In Progress		

After opening the Resource group booking, the user can see in General the Equipment that is part of the resource group. With this information the field service agent is informed on the equipment that is required for the job.

Although the booking is assigned to the resource group and not the resource. Every resource that is a member of the resource group can start work on the booking. When the user starts working on the booking, it will send an update to F&O, so that the planner has visibility on which resource picked up the task.



The update will create a resource planning record for the resource on the work order task line and will receive a newly introduced checkbox “Not synchronized to Mobile”. This checkbox ensures that the additionally created resource planning record will not initiate a new booking in the mobile app.

The screenshot shows the 'Resource planning' form in Dynamics 365 Finance and Operations. The form is for a resource named 'F S Agent' and a work order line with ID 'DEM-F-008932'. The 'RESOURCE PLANNING' section is highlighted with a red box, showing a toggle switch for 'Not synchronized to mobile' which is currently set to 'Yes'.

On the booking in the mobile app, one or multiple resources can start work on the same time, thus allowing multiple time tickers being active at the same time on the booking. They further can work together on the booking , checklists, necessary items and register their hours.

Example below contains the time registrations of two different users which worked on the resource group booking.

Damage-Test Maarten - Saved

Booking - Information

General Parts Checklist Asset information Dynamic Values Journals

In Progress

Status Reason

Time Registrations

Name	Hours	Hour Registration Type	Description	Start Time	End Time	Registration Type	Status Reason	Created On	Created By
Damage-Test Maarten	0.05	Work	---	7/3/2025 5:44 AM	7/3/2025 5:47 AM	Hour	Posted	7/3/2025 5:47 AM	# Rental Field Service / Ramesh Kumar Malyal
Damage-Test Maarten	0.02	Work	---	7/3/2025 5:44 AM	7/3/2025 5:45 AM	Hour	Posted	7/3/2025 5:45 AM	

Currently only start / end work is supported. In the upcoming releases travel, break and overtime will be planned to be added.

2.1.2 Spare parts processing status

It was not possible for the resource to see the status of the added spare parts, as is visible on the necessary items. There added this to create visibility.

The screenshot shows the 'Spare Parts' section in the Dynamics 365 Rental Mobile Operations - Field Service interface. The 'Spare Parts' table lists items with their status. Red arrows point to the 'Spare Parts' section and the 'Status Reason' column in the 'Spare Parts' table.

Item Number (Item)	Item T	Quantity	Unit	Warehouse	Processing Status
BulkRkit02	BulkRkit02	1.00	pcs	11	Consumed
NPBIB001	NP Rental bulk item	1.00	pcs	11	Consumed

Product Number (Product)	Product T	Quantity	Warehouse	Status Reason
BLK-002	(No Name)	1 11		In Progress



2.1.3 Change in Share point SPN type for mobile apps

The service principle type used for connecting to SharePoint from the mobile apps is retired by Microsoft. <https://learn.microsoft.com/en-us/sharepoint/dev/solution-guidance/security-apponly>

We have adjusted both the apps to work with the new service principle type:

<https://learn.microsoft.com/en-us/sharepoint/dev/solution-guidance/security-apponly-azuread>

2.1.4 Business object component number missing in Assembled asset view

On the assembled asset view in the Rental Mobile Operations Field Service app the Business object component number was missing. This is now added to provide the resource with the right information.

Dynamics 365 | Rental Mobile Operations - Field Service | SANDBOX

Read-only: You don't have access to edit this record.

New Assembled Asset - Saved

Assembled Asset

General Related

Description ---

Assembled Asset * DEMF-033233:SNO_SET_01

Object Id DEMF-033233

Type Rental

Item Generator60Hz

Parent Asset DEMF-033233:SNO_SET_01

Quantity * 1.00

Owner * operations-dnr-uat-ce

2.1.5 Prevent completing the booking when form “Complete booking” is exited with cross in top right corner

As by original design if the resource used the cross in the top right corner on the “Complete booking” form, then the booking would be completed. To support the scenario that an user on the “Complete booking” form sees something that needs to be adjusted, before the booking is closed, were adjusting the action behind the cross button. If the form is closed with the cross, the booking will not be closed. The resource is then able to make adjustments on the book, before starting up the “Complete booking” process.

Start Travel Start Work Start Overtime Complete Booking Update Notes Create WorkOrder Save Save & Close Refresh

DEMF-016211

DEMF-016211 - Saved

Work Order - Summary Page

Created Status Reason

Summary

Check List

Name * DEMF-016211

Refresh See associated rec...



2.2 Discontinued features for this release

No discontinued feature in this release.



3. Post release defects resolutions

212213 Call customer in Field service App works for calling but I get some errors

Using the call function in Field service mobile app would sometimes give unclear errors. These are resolved.

212604 Clean up work order line mobile transactions from STAEDEAN Rental Mobile Operations Field Service app

The menu item Clean up log tables can be found at:

Rental order Management > Periodic > Clean up > Clean up log tables

Only the clean up function for work order line transactions can be used, all other old options have been removed for now.

In the clean up log tables pop-up form, the first section is for the table Work order line transactions.

Clean up log tables

Parameters

STAEDEAN RENTAL MANAGEMENT CORE MOBILE APP

Number of days 60 Work order line employee app registra... Yes

Archive tables

Number of days 120 MOBILE APP Work order line employee app registra... Yes

Run in the background

Recurrence Alerts

Batch processing No

Task description Clean up log tables

Batch group

Private No

Critical Job No

Monitoring category Undefined

Start date: 19-6-2025 (09:31:08) (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

The first section contains 2 actions:

Action 1:

Field Number of days:

Number of days in the clean up log table pop-up form is the amount of days that is removed from the current date, and all transactions found with an created date/time until that date are eligible to be removed. This is applied on all transactions that are on-hold, posted, error and new, depending on the setup in the work order parameters.



WORK ORDER LINE EMPLOYEE APP

Clean up journal transactions after nu...

Clean up notifications after number of...

Reason code

Cleanup records with status 'New'
☐ No

Cleanup records with status 'On hold'
☐ No

Cleanup records with status 'Posted'
☐ No

Cleanup records with status Error
☐ No

Break time

Extra time

Sign-off email template

Action 2:

During the clean up also a second action is performed. The system will also look at all transactions connected to a work order line task status in the state completed. It will look at the field "Clean up journal transactions after number of days" in the work order parameters and clean up these transactions.

WORK ORDER LINE EMPLOYEE APP

Clean up journal transactions after nu...

Clean up notifications after number of...

Reason code

Cleanup records with status 'New'
☐ No

Cleanup records with status 'On hold'
☐ No

Cleanup records with status 'Posted'
☐ No

Cleanup records with status Error
☐ No

Break time

Extra time

Sign-off email template

This date range is applied on the trans date and not the created date/time. It will apply for all statuses, that means also Pending confirmation, in addition to On-hold, posted, error and new.

The transactions of both actions are then moved to the archive table. The records in the archive table have a record called date/time and this field is updated with the created date/time of the records moved from the work order line transaction table to the archive table.

In the clean up log tables pop-up form, the second section is for the table Work order line transactions ARCHIVE table.

Then in the clean up log table pop-up form there is also a section for the clean up of the archive table. This function also works with a days range and will use the date/time of the field date/time for the calculation with the days field. This is calculated in the same way. With the number of days, it will remove all records from the archive table that have a date/time that is older then current date/time minus

Clean up log tables

Parameters

STAEDAN RENTAL MANAGEMENT CORE MOBILE APP

Number of days

Work order line employee app registra...
☒ Yes

Archive tables

Number of days

Work order line employee app registra...
☒ Yes

Run in the background

Recurrence Alerts

Batch processing
☐ No

Task description

Batch group

Private
☐ No

Critical Job
☐ No

Monitoring category

Start date: 19-6-2025 (09:31:00) (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna



the days value. So if today is 19-6-2025 and we have as days value 60. Then records with a date/time older then 20-4-2025 are deleted from the archive table.

For both actions in the clean up log table pop-up form where we calculated the amount of days in the past, the system does take into account the user time zone, so depending on this setup it can be a day less or more.

When the action is completed, the system will give a notification on the amount of transactions that are moved from the DNRAPPEmpJourTrans table to the DNRAppEmpJourTransArchive table.

The same notification will also inform on the amount of records that have been deleted from the DNRAppEmpJourTransArchive table.

Message details

Running data clean up job

i

Moving data from DNRAppEmpJourTrans

i

Moved 13 records from DNRAppEmpJourTrans to DNRAppEmpJourTransArchive

i

Deleting data from archive tables older than 133 days

i

Deleted 10 records from DNRAppEmpJourTransArchive table

219964 Scanning a barcode in My schedule screen opens the asset information instead of the open booking

In the Field service app an issue was found that when the barcode was scanned in "My Schedule", it would open the asset information, which is incorrect, as it should have opened the open bookings of the asset.

220271 Conflict errors when trying to add changes to the booking in status In Progress in FS/Transportation apps

Resolved an issue in the field service and transportation app for user receiving conflict errors. Part of mobile setup, plugins are used to trigger certain actions. If the user would execute an action, in this case the marking of the delivery item as delivered or skipped, while the plugin trigger is active, the user would receive this error. An fix has been applied to prevent this in the future.

223295 Signature assigned in Field service app is not saved in F&O

Fixed issue that prevented the system from saving the picture with signature to F&O.



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.