
Advanced Maintenance and Service 10.0.36.30 for D365 Operations 10.0

Release Notes

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Document Information

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1. General

1.1 Purpose

This document describes the contents of Advanced Maintenance and Service 10.0.36.30 for D365 Operations 10.0. This release is monthly update for AMS for D365 FO.

See chapter 2.1 for the new functions and features, chapter 3.1 for fixes and chapter 4 for known issues.

Purpose of this release is:

Topic	Yes/ No	Remarks
Upgrade to new Microsoft release	Yes	Release is compatible with D365 10.0
New features	Yes	
Bug fixes	Yes	Refer section 3.1
Discontinued features	Yes	Workorder sign-off report is discontinued. However, this may be made available in the future releases.

See chapter 4 for known issues.

Cross reference to LCS solutions:

Solution	Solution Version	Build number	Remarks
Advanced Maintenance and Service for D365 10.0	30	10.0.36.30	

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 Product release information

Advanced Maintenance and Service 10.0.36.30 for Dynamics 365 Finance and Dynamics 365 Supply Chain Management (10.0) is built upon D365 version 10.0.34. Since Microsoft maintains a no breaking changes policy, the fact that this release is built on this version means that it can be applied to an environment running on D365 version 10.0.34 or any later version and the application should compile without any issues. However, as we have only functionally validated this version against D365 version 10.0.36, we recommend applying our TI product release on that MS version as well. If you deviate from this (and thus apply the release to a different version), we recommend performing a more thorough round of testing before applying the release to a production environment.

This is summarized in the following table.

Release date	TI-Version number	Minimum required D365 version	Validated against D365 version	Compatible with D365 version
20/10/2023	10.0.36.30	10.0.34	10.0.36	10.0.34 and above
14/07/2023	10.0.34.29	10.0.32	10.0.34	10.0.32 and above

In case of an Error, To-Increase may provide a Hotfix on a reasonable efforts basis in a way it considers appropriate in its discretion. To-Increase 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 MS version required, please visit this page : [Knowledge Base - Support - To-Increase](#)

Advanced Maintenance and Service is compatible with the following solutions for Microsoft Dynamics 365 for Finance and Operations, Enterprise edition 10.0.

Product	Remarks
Rapid Value	Optional, requires separate license
Advanced Project Management	Optional, requires separate license
Advanced Project Planning	Optional, requires separate license
Product Engineering	Optional, requires separate license
Business integration Solutions	Optional, requires separate license
Invoice Workflow	Optional, requires separate license

Note that it cannot be excluded that above solutions may require merge efforts when applying them in one combined installation. This may affect functions and features of one or more of these solutions.

1.4 Upgrade from earlier versions

Upgrade from previous version for Dynamics 365 Finance and Operations is supported via the standard upgrade tools and best practices.

Upgrade from earlier versions than Dynamics 365 7.3 or from AX 2012 is not supported.

Title	Description
Error while fetching ISV license keys	In the action centre, where you see the notifications, up on loading the D365 URL, you will see an information which says "Error while fetching ISV license keys" –This is due to a deprecated feature on AMS, after release 10.0.31.26. Customers who will update to a version after to release

	10.0.31.26 will need to remove/delete the configuration key 'Dynaway Service Portal' and click 'Remove selected license'. If the customers are already using a build later to 10.0.31.26, they may reach out to Microsoft to delete it for them to get rid of this notification.
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1.5 Model delivery – discontinued.

Models are no longer going to be released from “Advanced Maintenance and Service 10.0.34.29” release onwards. If you still require the models, please contact our support team with a business reason.

#Note: If you have installed models from any of the previous releases of AMS, you must remove them before installing AMS 10.0.34.29 or later.

1.6 Certificate renewal information

As an Independent Software Vendor, we provide you with licenses which can be used to enable/use our solution. The code signing certificate expires every 3 years, this year per 12-June-2023. At that moment it must be renewed, and new licenses need to be installed.

The code signing certificate shipped with EAM 2304.1.1 (AMS 10.0.32.27 or earlier) **expires June 12, 2023**. We have updated the code signing certificate with current release EAM 2304.1.3 (AMS 10.0.32.28). The new certificate expires July 12, 2026.

The certificate path has also changed to:

- GlobalSign Root CA - R3
 - GlobalSign Code Signing Root R45
 - GlobalSign GCC R45 Code Signing CA 2020
 - DYNAWAY A/S

For those of you with on-prem installations you may need to update the certificates for GlobalSign.

Please make sure you install the latest update AMS 10.0.32.28 before June 12, 2023, as these releases do contain the new certificate. Together with this update, you must install the new license. New licenses will only work together with the new certificate.

In case you get an error message 'license is not valid' during installation, then there is a mismatch between license and software package. After installing the latest update and latest license, please verify by logging into the application and see the respective menus.

Please note that if you try to re-load licenses for standard D365 F&O (e.g., adding more users) before installing the latest version and license, it will cause a re-validation of all ISV licenses, and that will cause the license for the To-Increase solution to fail as the underlying certificate is no longer valid. Users can no longer make use of the functionality.

If you have not received the new license deliverable(s), you can obtain the new license(s) from To-Increase by sending an email to swdist@to-increase.com. Also, do not forget to mention the LCS project name and URL to which the license needs to be added.

1.7 Support for multiple languages

At To-Increase, we are constantly working to upgrade our solutions and encourage customers to participate by sharing feedback. We had earlier launched an in-app feedback option in our D365 solutions, where our customers can share their feedback and requests while using our solutions. We did receive multiple requests for translations in other (European) languages. We picked the most requested languages and added it to our roadmap.

From April 2023 release, we do support Advanced maintenance and service in 10 different languages out of the box. The user interface is, as part of the strategy, available in the next languages: English (US), German, French, Spanish, Portuguese, Dutch, Italian, Norwegian, Swedish, Danish.

To-Increase is using the Microsoft Dynamics 365 Translation Service for automated translations of user interface elements. In our solutions we use standard labels and new solution specific labels. The standard labels are already provided with translations done by Microsoft. The solution specific labels are now also

available to users in more languages.

As we used automated translations and reused existing labels it might be the case that some translations are wrongly translated. With a single translation unit, the AI powered translation service is not aware if it should be translated as noun or verb. Some words do have multiple meanings, like “application”. It could be related to recruitment or a software solution. If you come across such issue, please use the in-app feedback, or create a support case, so we can improve the translations for future releases.

If you are in the need for other languages or your business requires a different term, you can extend the label files with a small development effort.

If you have customizations on the translations in your current environment, check if this is done in a separate extension model and correct extension naming convention. If e.g., the name of the To-Increase label file in the English language is TILabel.en-US.label.txt, the new translation in German provided by To-Increase will get the file name TILabel.de.label.txt. Ensure your customization will then have a naming convention including the keyword extension. A German extension label file has then the name TILabel_extension.de.label.txt. The extension labels will have priority above the standard provided labels. You can also choose to remove your labels and uptake our new standard translations.

The next label file(s) are part of this release: List all label files.

LABEL.en-us.label.txt
LABEL.da.label.txt
LABEL.de.label.txt
LABEL.es.label.txt
LABEL.fr.label.txt
LABEL.it.label.txt
LABEL.nb-NO.label.txt
LABEL.nl.label.txt
LABEL.pt-PT.label.txt
LABEL.sv.label.txt

Excluded from our translations:

- To-Increase will continue to offer its services to customers and partners in English.
- Our website, product documentation, release notes, and any other updates will be available in English only.

2. New features

2.1 Common features

To-Increase is offering various add-on solutions. Some features and technical solutions are common or could be common for all our solutions on the Dynamics 365 Finance and Operations platform. As of November 2022, we will start leveraging a new common library model.

The common library model will be a centralized location where the new common features will be added automatically, and customers do not have to make an additional effort to update the build pipelines after the first enablement of this model.

ISV licensing is technically supported with a code signing certificate. The certificate we must use expires every three years, next up for renewal in 2023. Soon, our solutions will refer to this common model for the code signing certificate, instead of maintaining it separately in all our solutions.

Next to technical content, the common library comes with features which are beneficial to our customers. E.g., a solutions Management dashboard gives a clear view of currently installed versions, status of license, option to renew licenses without any downtime, easy access to release notes and documentation, and the ability to leave feedback through the in-app feedback system.

Standard view ∨

To-Increase solution management

All

Installed only

Solution	↑ Installed version	Status
Advanced Discrete Manufacturi...		×
Advanced Project Management		×
Anywhere Mobility Studio		×
Business Integration Solution	10.0.99.999	☑
Data Entry Workflow		×
Data Modeling Studio		×
Data Quality Studio	10.0.18.2	⊗
DynaRent	10.0.28.43	⊙
PLM Integration for Engineerin...		×
RapidValue BPM Suite	10.0.26.37	☑
Security and Compliance Studio		×

Advanced Discrete Manufacturing

SOLUTION IS NOT INSTALLED

Solution description

Help manufacturers solve problems and streamline process flows.

License	Status	Expiry date
Construction	🔒	
Equipment	🔒	
Advanced Project Management	🔒	
Product Engineering a	🔒	

License description

On all To-Increase forms, there is on the left-top of the forms a smiley icon in the menu where you can provide us feedback, suggestions, and ideas so we can learn how improve our solutions.

?

To-Increase would love your feedback!

Please rate your experience in using the All solutions screen.

- 5 - Excellent
- 4
- 3
- 2
- 1 - Poor

Please tell us why you chose the rating. Additional insights would help us improve our products further.

Thank you for providing us feedback!

Your privacy is important to us. To protect your privacy, please don't include any personal information.

Submit

Cancel

2.2 Updates for mobile client.

- **DMO- 7697**
Assets/Objects - Counters - Fixed UI when Counter Readings Don't Exist
Fixed an issue where the UI would not let the user switch counter type when no counter readings were available for the initial counter type.
- **DMO- 7850**
Attachments - Attachment Source Choice
Fixed an issue where the menu could not be opened to select a camera or local file as the attachment source when using the Edge browser on Android devices.
- **DMO- 7593**
General - Feedback
Updated the Ideas & Feedback button to an Ideas button and a new Feedback & Support button which prepares a mail for the Dynaway help desk.
- **DMO- 7839**
Installation - Update to Library File
To improve error handling and provide better feedback to the user in case something goes wrong, we have updated the communication layer between the web application and Dynamics 365.

IMPORTANT: It is very important that when upgrading to the newest version, the files in the bin subdirectory are updated as well. Specifically the file Dynaway.Mobile.Server365.dll
- **DMO- 7472**
Panning board - Add D365 Deep Link

Added the option to open work order details in D365 from jobs and schedules on the planning board.

- **DMO- 7717**

Planning board - Grid Columns Too Wide

Fixed an issue where 2-week and 4-week views on smaller screens could set the data columns out of alignment with the date columns in the grid.

- **DMO- 7512**

Requests - Allowed States

Limit the available Request lifecycle states based on the Module Configuration -> workExecution -> requests -> allowedStages for a given user or user group.

- **DMO- 7102**

Requests - Create - Add Job Trade Field

Added a job trade field when creating requests. The visibility of the field is dependent on the module configuration Work execution > Maintenance requests > Maintenance job trade.

The field can then be set as mandatory or optional based on the value of the module configuration Work execution > Maintenance requests > Maintenance job trade mandatory.

- **DMO- 7275**

Requests - Enable the Requests Module Only

It is now possible to disable the assets / objects and work orders modules. The requests module can still be enabled, so only requests are available.

It will still be possible to create a work order from a request if the proper module configuration is enabled.

- **DMO- 6173**

Work Execution - My Calendar

A new module named My calendar is being introduced.

With this module the technician can get an alternative view on work scheduled to them. They can

see their upcoming work in an agenda view, sorted by the start date and time, as well as get a general overview of work planned for the month.

If working with colleagues on a job, this is immediately visible as well as the status of the job.

The module is enabled by default and is available next to the work orders module in the navigation menus.

- **DMO- 6804**

- Work Orders - Copy Work Order**

- A new action Copy work order was added to the Work Order details page.

- Replicating the existing workflow in D365, only some of the work order header properties can be modified when copying a work order. All lines, excluding schedules will be copied to the new work order. Module configuration workExecution > workOrders > createWorkOrder has to be enabled for this to be available.

- **DMO- 7519**

- Work Orders - Create - Work Order Job / Line Description**

- The character limitation on the Job description field when creating a work order or a work order job / line has been removed. The field is now a multi-line text area without character limitation.

- **DMO- 7364**

- Work Orders - Hour Registrations - Handled Multiple Clicks on the Save Button**

- Fixed an issue where the user was able to click multiple times on the Save registration button and create multiple identical hour registrations.

- **DMO- 7196**

- Work Orders - Item Registrations - Default Location Dimension Value**

- When registering an item for consumption that has both warehouse and location dimensions, and the warehouse has a default location, that location will be automatically selected.

- **DMO- 7380**

- Work Orders - Item Registrations**

Fixed an issue with some characters (contained in the item ID) causing an error when searching for or registering an item.

- **DMO- 7417**

Work Orders and Requests - Create - Default Service Level

When creating new work orders or requests, the service level will be automatically set if a setup exists for the currently selected properties. As before, the expected start and end will update based on the service level.

- **DMO- 7043**

Work Orders and Requests - Create - Alphabetical Sorting of Work Order Type, Job Type, Job Variant, and Job Trade. Instead of being sorted randomly, Work order type, Job type, Job variant Job trade on work order, job and request creation pages are now sorted alphabetically.

- **DMO- 7580**

Work orders - Faults - Fault Cause and Remedy Related to Asset/Object Type

Updated the possible relationships between fault causes, fault remedies and asset/object types. It is now possible to set up the data in D365 to only have certain causes and remedies be available for certain asset/object types.

If no such relations have been set up, all causes and remedies can be selected, which is the same as before this improvement.

2.3 Discontinued features as per current release

No features are discontinued in the current release.

2.4 Discontinued features as per previous releases

ID	Title	Description
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DFO1003126-37	Mobile - Service Portal	The Service portal functionality has been removed.
DFO1003126-31	Mobile - Entity Setup - Initialize Entities	The functionality of initializing a subset of entities has been removed. Use the full initialization of entities found under Periodic > Entity initialization.

Note: Workorder signoff report is discontinued. However, this may be made available in the future releases.

3. Bug fixes

3.1 Fixes and updates for D365 Finance and Operations.

DFO- 6347

Advanced EAM - Job Trade Field Mandatory When Creating Manually Request

A new feature 'Dynaway - Job trade mandatory on request creation dialog' has been added to the 'Feature management' workspace. After enabling it, the job trade field appears in the 'Create request' dialog and must be filled there to create a request manually.

DFO- 6759

Advanced EAM - Work Order - Fixed Displaying Incorrect Parameter in Scheduled Batch Job for Updating Stage

A bug has been fixed which displayed incorrect work order stage after clicking the 'Parameters' button on a scheduled batch job for updating work order stages.

DFO- 6900

Dynaway - Capability

From the capability overview you can now open a link to the 'What's new' page. The link will show what's new in relation to version major.

DFO- 4670

Dynaway - License Expiration

If you have a license which will expire within 30 days, a warning will be given to all users logging into Finance and Operations. This enables you to take action and obtain a new license before expiration.

DFO- 6772

EAM - Fixed Fault Relations Data Entities

A bug has been fixed related to the export and import of data not working using the two data entities below when the 'Fault hierarchy' configuration key is disabled:

EAM Fault area relations EAM Fault type relations

DFO- 6704

EAM - Fixed License Validation When Activating a Worker Already Active in Another Legal Entity

A bug has been fixed which did not allow to activate a user as an EAM worker because of license limitation in the case when the same user was already active in another legal entity in the system.

DFO- 6571

EAM - Scheduled Execution

Job type field lookup now takes into account the value of Job group field.

DFO- 6818

Mobile - Data Synchronization Being Stopped By Special Unicode Character '\u0002'

A bug has been fixed related to stopped mobile synchronization when a special Unicode character '\u0002' (start of text) was included in any string value sent to the mobile client from the Finance & Operations platform. Now, the '\u0002' character is removed from data sent to the mobile client and synchronization works OK.

DFO- 6714

Mobile - Entity Setup

Fixed a bug which prevented mobile entities from being enabled by default.

DFO- 6701

Mobile - Fixed Opening Lists After Removing Functional Location From Worker

A bug has been fixed related to the problem with opening any list in the mobile client after removing functional location from a worker.

DFO- 6978

Mobile - Handlers - Enable logging

For all handlers, Enable logging, is now turned of by default. This will only affect new installations.

Dynaway recommends turning off all logging for handlers unless you are experiencing issues. In relation to logs, we also recommend running the periodic job Mobile framework cleanup jobs recurringly, for example once a week.

DFO- 6605

Mobile - Image Size

Fixed a bug which caused some of the asset images to not be resized before sending them to the mobile client.

DFO- 6799

Mobile - Item Registration

Fixed a bug which caused the project category on item registration to be based on the item's project category instead of project category on work order line project activity. This caused, among other things, a wrong line property to be assigned for item registrations.

DFO- 6868

Mobile - Metrics

Fixed a bug where metrics for non-default module configurations were calculated incorrectly.

DFO- 6600

Mobile - Work Order Date

Fixed a bug which caused a wrong date for a work order to be displayed in the work order header view.

4. Known Issues

Title	Description
Error while fetching ISV license keys	<p>In the action centre, where you see the notifications, up on loading the D365 URL, you will see an information which says “Error while fetching ISV license keys” –This is due to a deprecated feature on AMS, after release 10.0.31.26. Customers who will update to a version after to release 10.0.31.26 will need to remove/delete the configuration key Select 'Dynaway Service Portal' and click 'Remove selected license'. If the customers are already using a build later to 10.0.31.26, they may reach out to Microsoft to delete it for them to get rid of this notification.</p>