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# TO INCREASE

## Advanced Maintenance and Service 10.0.39.32 for D365 Operations 10.0

## Release Notes

# 1. Table Of Contents

# Document Information

|  |  |
| --- | --- |
| Title | Advanced Maintenance and Service 10.0.39.32 for D365 Operations 10.0 |
| Subtitle (Subject) | Release Notes |
| Solution Suite | Advanced Maintenance and Service |
| Category | Release Notes |
| Author | Krishna Chaitanya Polapragada |
| Published Date | 4/19/2024 |
| Status | Final |

# 1.    General

## 1.1    Purpose

This document describes the contents of Advanced Maintenance and Service 10.0.39.32 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 | |
| Discontinued features | No | |

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 | 32 | 10.0.39.32 | |

## 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 10.0.39.32 for Dynamics 365 Finance and Dynamics 365 Supply Chain Management (10.0) is built upon D365 version 10.0.37. 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 10.0.37 or any later version and the application should compile without any issues. However, as we have only functionally validated this version against D365 version 10.0.39, 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 |
|---|---|---|---|---|
| 19/04/2024 | 10.0.39.32 | 10.0.37 | 10.0.39 | 10.0.37 and above |
| 18/01/2024 | 10.0.37.31 | 10.0.35 | 10.0.37 | 10.0.35 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 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. |

## 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.



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 Feature deprecation effective February 2024

You may have already been informed by Microsoft, that licenses that are generated using the SHA1 algorithm will no longer be supported starting at Microsoft Dynamics 365's F&SCM version 10.0.39. This update is already made available by Microsoft. You can get it from LCS.

As we currently use the SHA1 algorithm for our licenses, there is an action for you to take to ensure you can continue using our services. We introduce the new SHA256 algorithm for our licenses, which will be supported going forward by Microsoft.

What do you need to do **before updating to version 10.0.39**?

You need to install these licenses based on the SHA256 algorithm.

Please reach out to us at customeroperations@to-increase.com.

After installing the new license, you can upgrade to version 10.0.39 without any interruptions to our services.

There should be no effect on any of your performance. In case you experience any effect, please reach out to us.

## 2.3 Summary

In this version, particularly to note are:

**Finance and Operations**:

Work Order Report:

Posted Journals and Counter Values. It is now possible to print posted journal lines for hour, item and expense work order journals in work order reports. Additionally, not only the latest object counter values, but also object counter values on dates are displayed in a work order report when a work order has been created and completed.

**Mobile Client:**

Work Execution:

It is now possible to create a request directly from a work order job.

The asset will then be automatically filled in as the assumption is that the user wants to add a request on the asset currently being maintained.
The checklists have gotten a new and improved look making it easier for the user to interact with them.

If the Offline inventory is enabled and used, it is now possible to search only in those items when consuming items, also when the application is still online.

**General:**

Improved performance on some pages with long lists of data.
Improved toast message behaviour

## 2.4 Updates for mobile client.

**Module configurations**

| Label | Description |
|---|---|
| **Under the *Work execution* → *Work orders* node** | |
| Registrations > Modify project category | Defines whether or not the user can change the project category on hour registrations if they have a default category associated with them.<br>The default value is **true**. |
| Work order types available | Lists which work order types the user may choose when creating a new work order. If the list is empty any work order type may be selected.<br>The default value is an empty list. |

### DMO-7321
### Assets/Objects - Work Orders & Requests - Removed Filtering Chips
Filtering chips have been removed from the "work orders" and "requests" list pages that can be accessed when viewing detailed information of an asset/object.

### DMO-7571
### General - Improved Several Pages' Performance with Infinite Scroll
We enhanced page performance by introducing infinite scroll to
Work order details pages with many jobs.
Work orders and requests pages found by navigating from the asset details page.
Checklist overview pages.
We also added end-of-list messages ('no more items to display') in those pages when the end of

the list is reached.

## DMO-7844
### General - Saved Search - Added Action Buttons to Lists and List Pages
We have moved actions from the top-right menu to buttons on the lists and list pages of assets/objects, requests and work orders.
This has been done in an effort to bring the most used actions closer to the user.
Assets/Objects
Asset tree
Scan code
Requests
Create request
Scan code
Work orders
Create work order
Scan code
The search button is still available in the title bar of these pages.

## DMO-4837
### General - Toast Messages
Improved how toast messages behave so now they will no longer hide the navigation bar and they are dismissible.

## DMO-8365
### Navigation - Sign Out
A warning message has been added to the sign out process. This means that when the user clicks the sign out button, they are asked to confirm the choice.
This has been done in an effort to minimize the risk of accidentally siging out of the application.

## DMO-5298
### Work Order Jobs/Lines - Added the Option to 'Add Request'
Users can now create maintenance requests directly from work order jobs/lines, eliminating the need to navigate through multiple steps. The asset/object of the current job/line will be automatically filled into the 'create request' form. Module Configuration 'Work execution > Maintenance requests > Enabled' has to be true for this feature to be available.

## DMO-7621
### Work Orders - Create - Limit Work Order Types

It is now possible to limit the list of available work order types presented to the worker when creating a new work order. This is done through the module configuration Work execution > Work orders > Work order types available.
If nothing is specified, all work order types are available, otherwise only those specified in the module configuration will be available.

### DMO-7820
### Work Orders - Hour Registrations - Limit Selectable Workers
It is now possible to limit the available workers when adding hour registrations, based on the asset/object functional location. To use this functionality, the "Responsible worker from asset/ object location only" module configuration must be enabled.

### DMO-7195
### Work Orders - Hour Registrations - Lock Default Project Category
It is now possible to lock the project category of new hour registrations with the default project category for the worker by using the module configuration Work execution > Work orders > Registrations > Modify project category.

### DMO-6552
### Work Orders - Item Registrations - Primary Actions Moved to Items Page
We have moved the actions to create a new item registration and a new item forecast from the top-right menu on the page to easily accessible buttons on the page itself in an effort to bring the most used actions closer to the user.

### DMO-5670
### Work Orders - Item Registrations - Search in my Offline Inventory
When searching for items to register on work order jobs/lines, it is now possible to search just in the offline inventory, if that is available, even when the application is still online.
The selected setting will be remembered for the next item search on the same device.

### DMO-8303
### Work Orders - Items - Issue Loading Item Information
Fixed an issue where, in certain circumstances, the items page and item search could fail loading when a legal entity uses less than 4 characters.

### DMO-7293
### Work Orders - Purchase Requisitions - Read-only Unit Price Field
Editability of the "Unit price" field has been disabled when adding a purchase requisition line.

### DMO-8084

#### Work Orders - Registration Pages - Added Action Buttons to Multiple Pages

Moved actions to add registrations from the top right menu on the registrations pages to buttons on those pages.

This has been done in an effort to bring the most used actions closer to the user.

The pages that have had this improvement are:

Hour registrations

Expense registrations

Faults

Maintenance downtime / Production stops

Purchase requisitions


### DMO-4078

#### Work Orders - Registrations - Sort Order Enhancement

Faults, item registrations, time registrations, and expense registrations are now sorted in a descending order by date. This update ensures the most recent entries are at the top for easier access.


## 2.5 Updates for D365 Finance and Operations.

### DFO-7518

#### Dynaway - Updated Help Links for Features in Feature Management Workspace

Help links ("Learn more" links) for Dynaway features in "Feature management" workspace have been updated so that they redirect to proper documentation describing these features.


### DFO-7474

#### Enterprise Asset Management - Fixed Missing Counter Registrations in "Object Counters" Form

A bug has been fixed related to missing counter registrations in "Object counters" form when opening it from work order header level for work order with multiple work order lines.


### DFO-6941

#### Forms - Init From Reference

Fields in a form instance can now be initialized from reference data. When creating a form template users can set up which related data a given field should be initialized from.


### DFO-7536

#### Mobile - Caching Option on Maintenance Request Saved Search Lists

Caching option has been hidden on saved search lists related to maintenance requests to improve

performance of processing them in mobile client.

## DFO-7494
### Mobile - Changed Default Synchronization Frequency
Default synchronization frequency has been changed from 30 seconds to 10 minutes to improve mobile client performance. To get the change working for all users please remove all module configurations for Module configuration > General > Synchronization frequency except for scope 'Default'.

## DFO-7570
### Mobile - Fixed Removing Line Feed and Carriage Return Unicode Characters
A bug has been fixed related to removing line feed and carriage return Unicode characters from data sent to the mobile client. Currently these characters are not removed, which ensures that information shown in mobile client (e.g. internal note) has the same layout as in Finance & Operations environment.

## DFO-7603
### Mobile - Forecast Entity
Removed keys not used from entity, thereby improving performance.

## DFO-7529
### Mobile - Personate Work Orders During Entity Initialization and Work Order Scheduling
Active and scheduled work orders are personated now for mobile users during entity initialization and work order scheduling. This ensures that "My calendar" module can still use required work orders after turning off prefetch option for saved search lists.

## DFO-7251
### Mobile - Removed Entities Names List From Synchronization
Mobile entities names list has been removed from synchronization process, which improves its performance.

## DFO-7495
### Mobile - Removed Prefetch Option on Saved Search Lists
Prefetch option has been removed on "Saved search lists" form, which improves performance of synchronization process.

## DFO-7504
### Mobile - Rename Prefetch to Caching
On saved search lists and entity setup document types, prefetch is renamed to caching.

## DFO-7510

### Mobile - Spare parts

Fixed the way in which spare part entities for download are selected in order to reduce the amount of data.

## DFO-7616

### Mobile - Caching Option on Asset Saved Search Lists

Caching option has been revealed on saved search lists related to assets to ensure that it is possible to work with assets in offline mode.

## DFO-7538

### Mobile - Caching Option on Work Order Saved Search Lists

Caching option has been hidden on saved search lists related to work orders to improve performance of processing them in mobile client.

## DFO-7483

### Mobile - Clean Up Modified Entities Data

It is possible now to clean up modified entities data when running mobile framework cleanup jobs. This functionality removes from entities tables data related to work orders (events triggering such removal: making work order as inactive, rescheduling work order, changing responsible worker) and maintenance requests (event triggering such removal: making maintenance request as inactive). This cleanup improves mobile client performance.

## DFO-7312

### Mobile - Data Synchronization Being Stopped By Special Unicode Characters Within Range: \u0000 - \u001F

A bug has been fixed related to stopped mobile synchronization when any special Unicode character within range: \u0000 - \u001F was included in any string value sent to the mobile client from the Finance & Operations platform. Now, above special Unicode characters are removed from data sent to the mobile client and synchronization works OK.

## DFO-7568

### Mobile - Fixed Copying Work Order With Customer

A bug has been fixed related to the fact, that in the mobile client it was not possible to copy a work order with customer assigned to it.

## DFO-7573

### Mobile - Measure Execution Time During Entity Initialization

With verbose mode enabled, during entity initialization time of executing specific parts of this process is displayed in the screen.

### DFO-7548

### Mobile - Personate Work Order for Responsible Worker

It is possible now to personate work order for responsible worker set up on this work order when initializing mobile entities and updating responsible worker field on work order. Functionality can be enabled by new "Personate responsible worker" parameter in "Mobile parameters" form: Mobile parameters > General > General > Personate responsible worker.

# 3.  Known Issues

| Title | Description |
|---|---|
| Error while fetching ISV license keys - Fixed. | 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 now resolved. |