



# Rental Mobile Operations – Field Service

Release Notes July 2024 (version 11.0.2.0)

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# Document Information

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# 1. General

## 1.1 Purpose

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

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

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

## 1.2 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
11.0.2.0	2.0.0.0*	10.0.40.52

The Rental Mobile Operations – Field Service continuous to work on older versions and can be implemented on older Dynamics 365 Rental F&SCM versions, however this will not support the full capabilities of Rental Mobile Operations – Field Service.

**Note:**

As this is a complete new application with a new data structure, this application will not work on older versions of Microsoft Dynamics 365 Rental F&SCM, it operates from version 10.0.40.52 (July 2024) onwards.

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

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

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



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

## 1.3 Deliverables

With this release we deliver the following:

1. Rental Mobile Operations - Field Service - Release Notes
2. Rental Mobile Operations - Apps - Installation guide
3. Rental Mobile Operations - Field Service - Implementation guide
4. Rental Mobile Operations - Field Service - Mappings (zip file with Excel files)
5. Rental Mobile Operations - Field Service - User guide
6. Power Apps system requirements
7. Power Apps integration explainer
8. Power Platform Managed vs Unmanaged Solutions



# 2. Functionality

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 Core & New Functionality

All functionality is described in the User Guide.

New functionality in each release will be mentioned in below overview.

Feature	ID	Description

## 2.2 Discontinued features for this release.

No functional features were discontinued for this release.

## 2.3 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.**

## 2.4 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.

## 2.5 Languages

The Rental Mobile Operations - Field Service application is delivered in English.

Languages can be added, see for more information our Rental Mobile Operations - Field Service - Implementation Guide.

## 2.6 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.

## 2.7 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/customisations have been made to dual-write a different version no. and publisher is shown.

Customisations 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.



# 3. Post Release Defects Resolutions

This chapter describes the issues that have been solved for this release.

## 3.1 Post Release Defects Resolutions

Functional area	ID	Description

## 3.2 Other Resolutions

Functional area	ID	Description

\*Internal: Internally found Pre Release Defect.

\*Change: Simple Change Request, not new features, minor enhancements.



## 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.

### 4.1 Known issues for this release

The following functional issues have been known for this release.

Functional area	ID	Type*	Description
Save and Create New button	189668	Microsoft	Button is not working and should not be used by user of the application.

\*Type:

Known: Known Defect.

Change: Change Request.

Microsoft: Microsoft known/found issue.