QFM Release Notes

What's New in
QFM version 2.00.00.06

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Version Log

Version #	Summary of Revision	Date	Author
1.0	First Issue	31/08/2017	MR

Statement of Confidentiality

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Release Notices

There are no notices for the 2.00.00.06 release.

New Features Summary

Service Works Group is pleased to release QFM version 2.00. This section provides a summary of the new features included in this software version. Full details are contained in the main body of this document.

- **Performance Enhancements**
  QFM has undergone significant refactoring in order to enhance its ability to work under high load and volumes. Increased options are now available for clients who wish to scale their systems. These include implementation changes and configuration enhancements which collectively help to optimise the use of resources.

- **Resource Scheduler**
  - **Cancelling Events**
    QFM Events cannot now be cancelled whilst outstanding Visits exist.
    An Event in this state can only be successfully cancelled once any Visits in progress are Completed or Cancelled.
  - **Return Visits**
    When an operative requests a Return Visit, the reason for the return is now automatically populated into the new Provisional Return Visit record.
  - **Visit Details Aggregated to Event Remarks**
    Visit details can now be automatically aggregated to the Event screen Remarks, to create a central list of Visit details for an Event. This feature is controlled by a new general setting.
  - **Filter on 'Reported By'**
    A new 'Reported By' column can be added to the Resource Scheduler Visits grid, providing the ability to filter the Visit list by the person who reported the associated Event.

- **Geography Field Properties**
  New general settings are added to control the search properties of the four geography selection fields in the New Event screen and Wizard Event forms. This includes setting the minimum number of characters required before matching begins and the number of results which are returned.

- **Scheduled Jobs Email**
  The ability to send Scheduled Job emails from a specific email address, i.e. one that is different from the standard 'from' email address used for broadcast notifications, is now available.

- **All Events - List Report**
  A number of new columns and filters are available to add to the 'All Events' List Report.

- **Autocomplete Login Attributes**
  A new web.config file setting provides security assurance by controlling autocomplete attributes for the 'User Name' and 'Password' fields on the login page.

- **Security - CSRF Protection**
  Changes are made to the web.config file which allow it to be configured to enable the disbarring of POST requests which do not have the location of QFMUI set as the HTTP referer.

- **List Report Filter Options**
  The Filter Details window for List Reports now includes a range of 'operator' values for the criteria of 'Reported Date' and 'Reported (Site Time)'.

Performance Enhancements

QFM has undergone significant refactoring in order to enhance its ability to work under high load and volumes. Increased options are now available for clients who wish to scale their systems. These include implementation changes and configuration enhancements which collectively help to optimise the use of resources. These include:

- Re-engineered session management throughout the application to enable operation in a web farm environment.
- Reduced session footprint.
- Implementation of significant caching changes to minimise unnecessary database access.
- Re-engineered core Event synchronisation processes.
- Improved memory management.
- Implemented more performance tracing and statistic tracking.
- Reviewed, analysed and optimised key SQL.
- Refined Event Director to optionally focus on statistics from Active Events only.
- Strategies and framework for improving the processing of queries via the Report Centre.
- Optimised multi-contract configurations.
- Significantly improved mobile integration to improve throughput.

Many of the changes have been structural and have no specific user interface change associated with them. Others are more obvious, these changes include:

Deployment
Ability to run QFM within a clustered web farm environment. User sessions are no longer tied to a specific application server. This helps improve stability and scalability. For implementation details, consult the Installation Guide.

There are some limitations with this configuration which include support for Crystal User Reports and Editing Dashboard, as these rely in third party components which do not support the required serialisation for a web farm environment. These limitations do not prohibit using this mode but the Report Centre must be configured to run against a single machine.

Event Director
Four main changes have been made to the Event Director to help improve performance when processing high usage/volumes:

- Improved query efficiency
  - *Various improvements have been made to underlying queries being used for Event Director. There is better support for query plan reuse which results in less resources being used; continually re-optimising the queries being run.*

- Optional ability to limit Events being included to those which are Active
  - *Typically, this dramatically reduces the number of rows which need to be processed on every refresh. For a large database the active Events may be a small percentage of the total, so this can reduce the overhead significantly.*

- Managed timeouts if queries taking too long
  - *For large databases it is recommended to support relatively short time outs and instead to concentrate on narrowing down the data being returned by specifying appropriate queries.*

- Recalculation of summary statistics will only take place whilst they are shown on the page
  - *For regular operational usage it is not always useful to see the summary statistics displayed and continually recalculated.*

Lists

- Improved query efficiency
  - *Various improvements have been made to underlying queries being used for common Lists. There is better support for query plan reuse which results in less resources b*Elliott's run entry - please keep a copy*eing used; continually re-optimising the queries being run.*
- Managed timeouts if queries taking too long
  - *For large databases it is recommended to support relatively short time outs and instead to concentrate on narrowing down the data being returned by specifying appropriate queries.*
- 'Must Filter' setting for individual Lists
  - *Report Centre Lists may be configured so that they cannot be run without a filter being applied. It is recommended that for large databases, all large List reports have this control set as the default. For these lists it is better practice for an administrator to set a default filter for each List.*

Resource Scheduler

- Improved query efficiency
  - *Various improvements have been made to underlying queries used for the Resource Scheduler. There is better support for query plan reuse which results in less resources being used; continually re-optimising the queries being run.*
- Managed timeouts if queries taking too long
  - *For large databases it is recommended to support relatively short time outs and instead to concentrate on narrowing down the data being returned by specifying appropriate queries.*
- Reduce the amount of data being pulled into Resource Scheduler view
  - *The Resource Scheduler list is now limited to show only those open visits or visits that have been completed within the last 30 days.*

New Features

Service Works Group is pleased to release QFM version 2.00. This section provides a detailed description of the new features included in this software version.

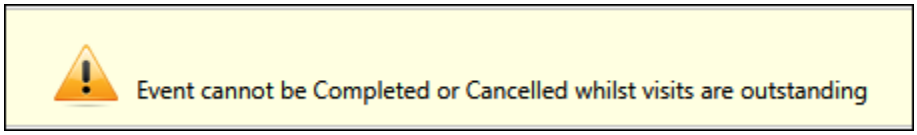
Resource Scheduler

A number of Resource Scheduler related enhancements are added. These are listed below.

1. Cancelling Events - (QFMW-26002)

QFM Events cannot now be Cancelled whilst outstanding Visits exist.

If an attempt is made to Cancel an Event via the Event Details screen Key Dates tab, and a Visit/s exists which is at 'Confirmed' status or greater, the user is prevented from cancelling the Event.
A validation message is displayed as shown below.



An Event in this state can only be successfully Cancelled once any outstanding Visits are Completed or Cancelled.

For Visits which are not yet Started:
If an attempt is made to Cancel an Event via the Event Details screen Key Dates tab, and a Visit or Visits exist:

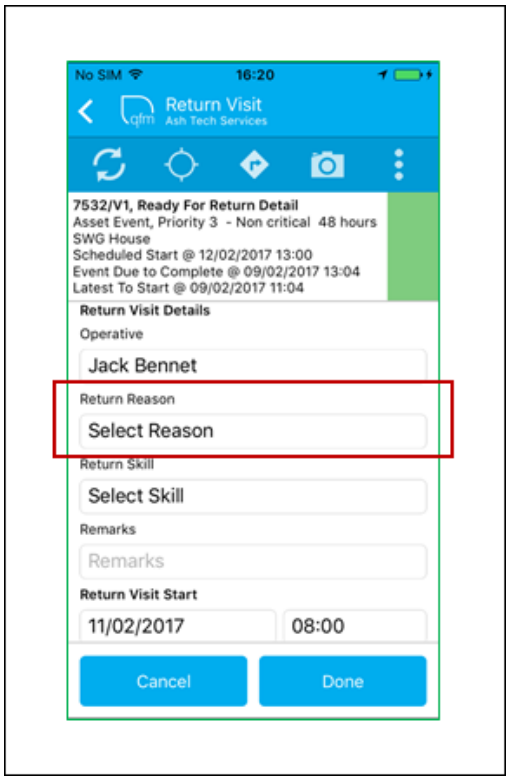
- with a Scheduled Status of 'Provisional' or 'Unscheduled', the Event is successfully Cancelled and the Visit is removed from the Event Details screen Visits tab and the Resource Scheduler.

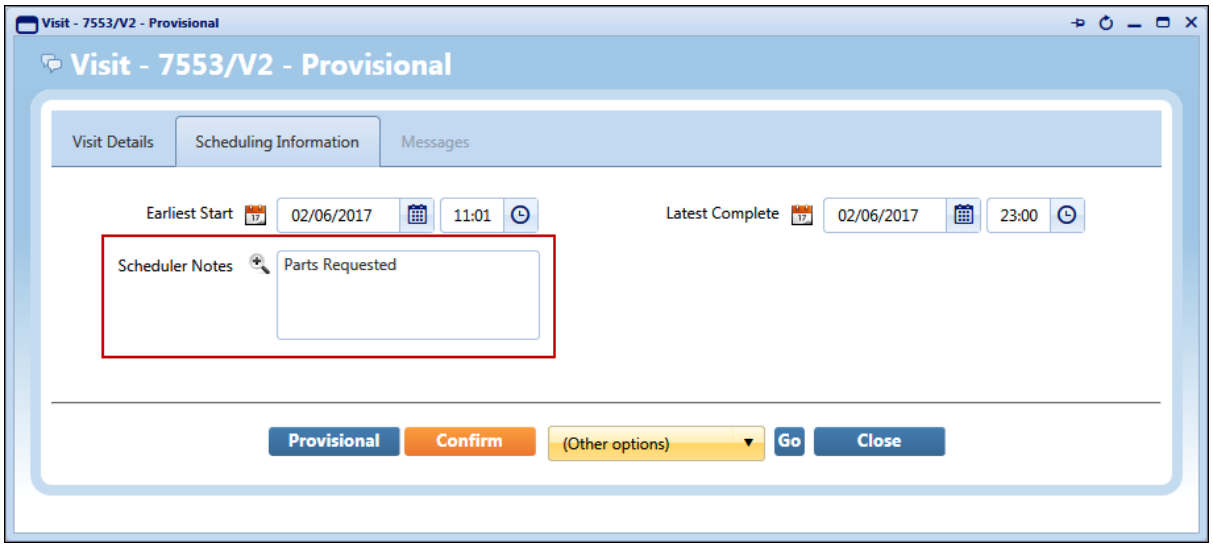
- with a Scheduled Status of 'Dispatched' and a Visit Status of 'New', the Event is successfully Cancelled and the Scheduled Status and Visit Status both show as 'Cancelled' in the Event Details screen Visits tab and the Resource Scheduler.

2. Return Information on Provisional Visit from 'Return Required' - (QFMW-26002)

When an operative specifies a Return Visit is required by selecting 'Return Required' in the QFM app End Visit screen, the value selected in the 'Return Reason' field (Return Visit screen) is now automatically populated into the 'Scheduler Notes' field in the Resource Scheduler Provisional Return Visit record, which is automatically created.

Examples are shown below.





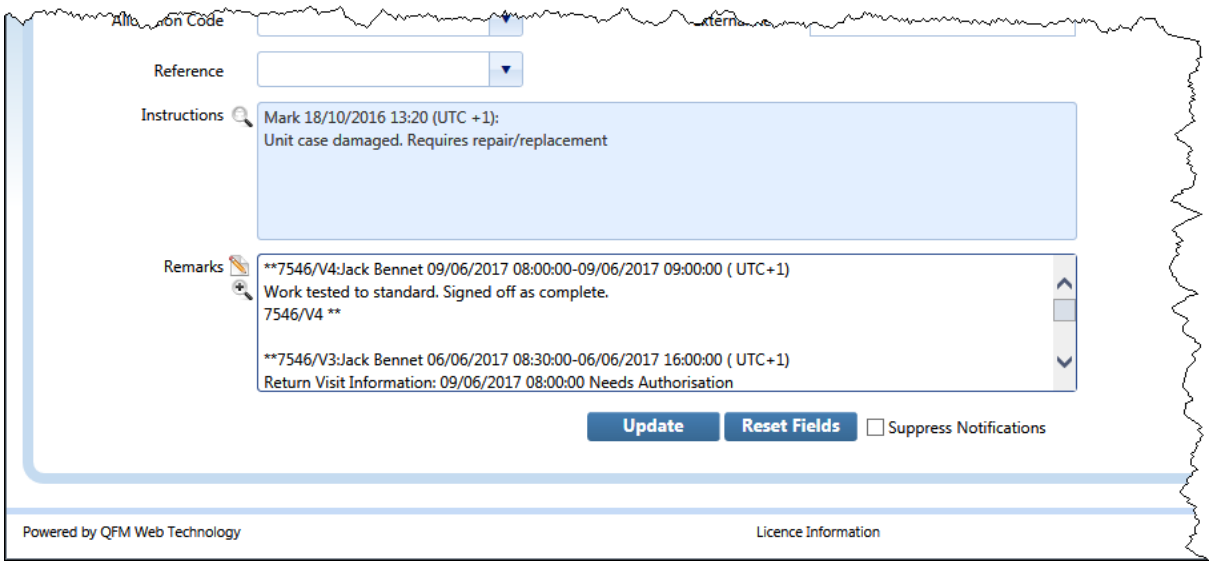
3. Visit Details Aggregated to Event Remarks - (QFMW-26002)

Visit details can now be automatically aggregated to the Event screen Remarks, to create a central list of details for all Visits recorded on an Event.

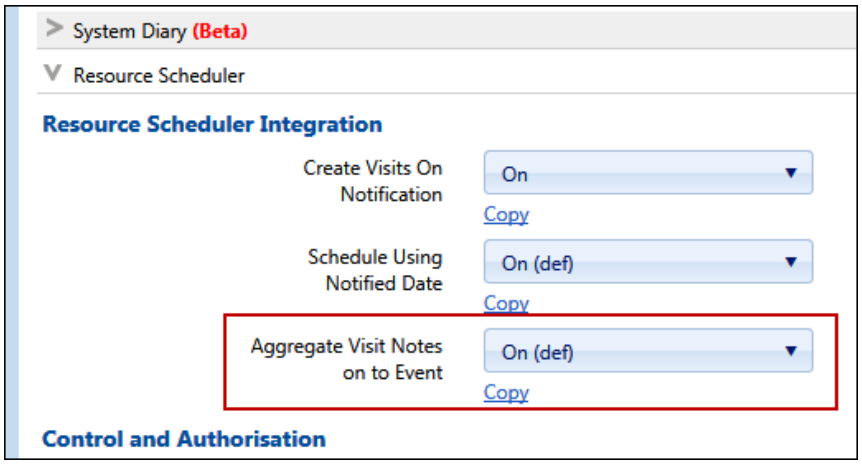
The Visit details added to the Event Remarks field are as follows:

- Visit Number
- Date
- Time
- Operative
- Visit Remarks
- Return Visit Date, Time and Reason (if applicable)

An example is shown below.



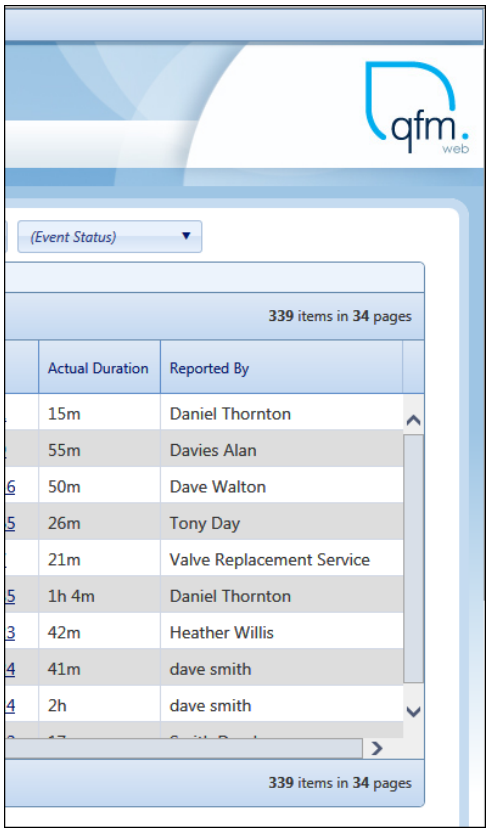
This feature is controlled by the setting **Aggregate Visit Notes on to Event** shown below. This is available at Administration / Users & Profiles / General Settings / Resource Scheduler.



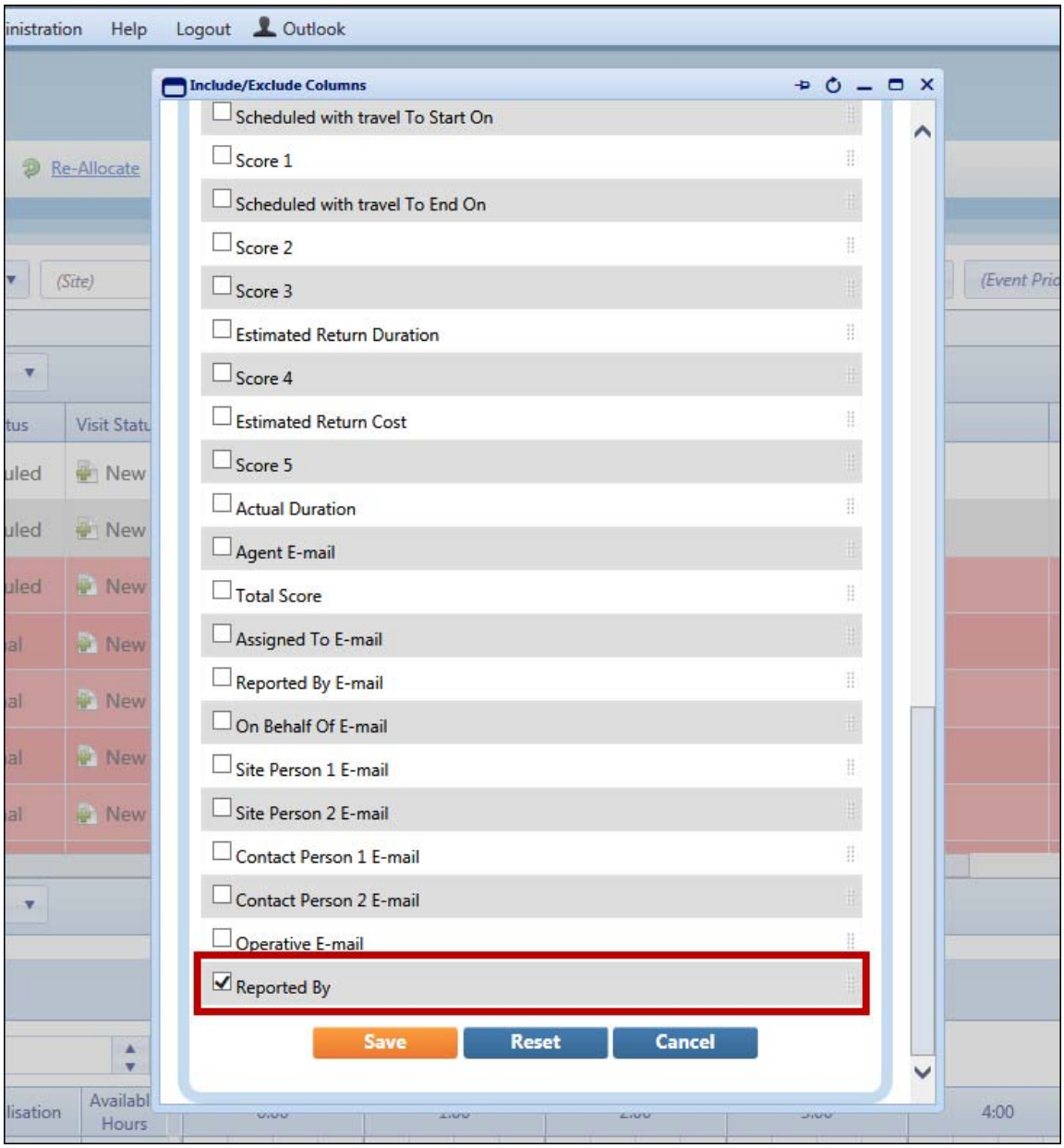
4. Resource Scheduler ‘Reported By’ Column - (QFMW-24986)

A new ‘Reported By’ column can be added to the Resource Scheduler Visits grid, providing the ability to filter the Visit list by the person who reported the associated Event.

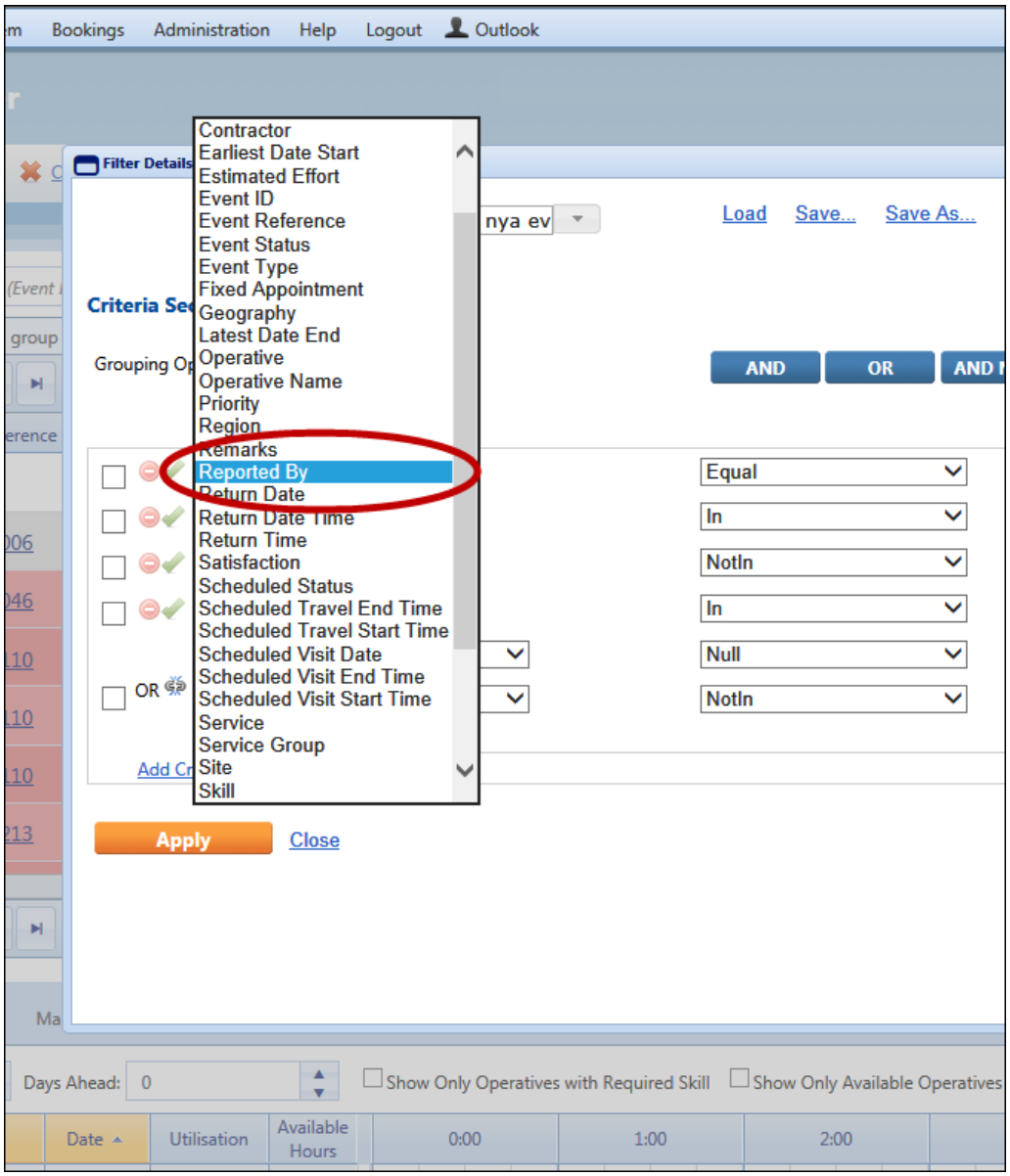
Once added, the ‘Reported By’ column is initially situated at the far right of the Visits grid, as shown in the example below. (This column can be re-ordered via the normal method).



To add the 'Reported By' column to the Visits grid, select it from the Include/Exclude Columns window (Menu > Layouts > Include/Exclude Columns), as shown in the example below.



'Reported By' can be added to a filter via the Filter Details window (Menu > Filters > Filter Window), as shown in the example below.



Geography Field Attributes

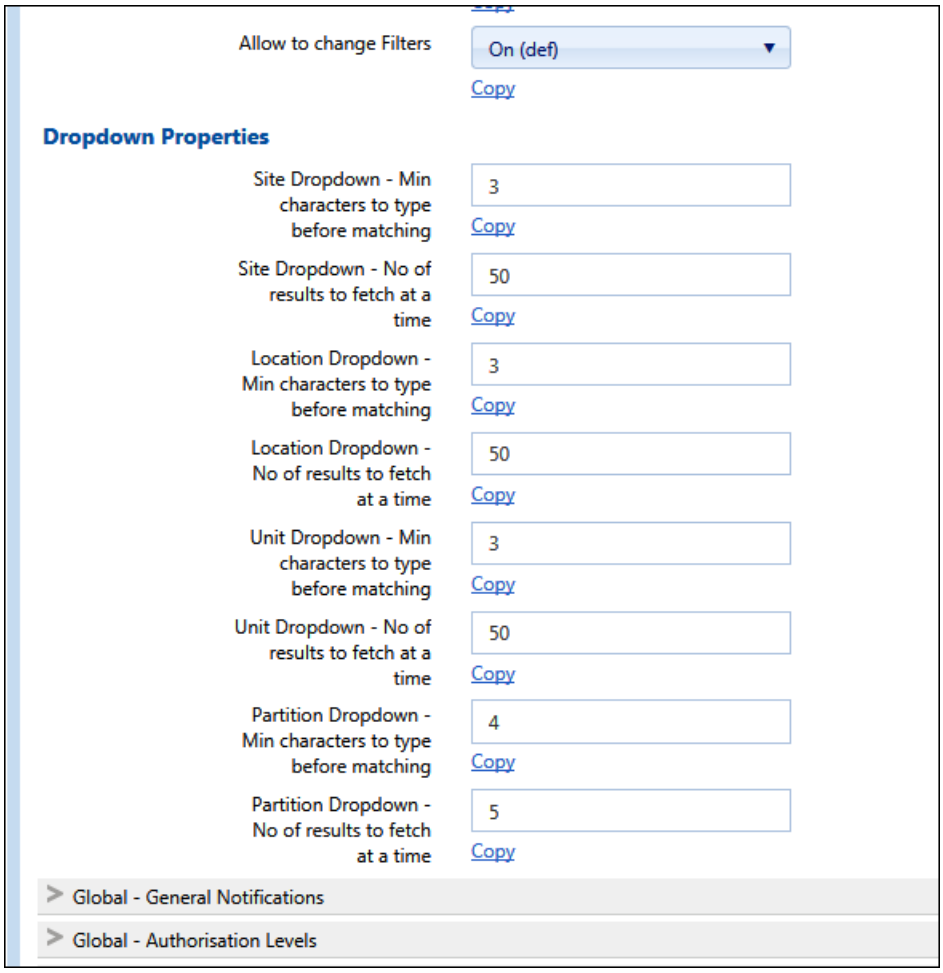
QFMW-25951
New General Settings are added to the 'General Event Viewing & Filtering' section (Administration / Users & Profiles / General Settings).

These settings control the attributes of the following drop-down geography selection fields in the New Event screen and Wizard Event forms.

- Site
- Location
- Unit
- Partition

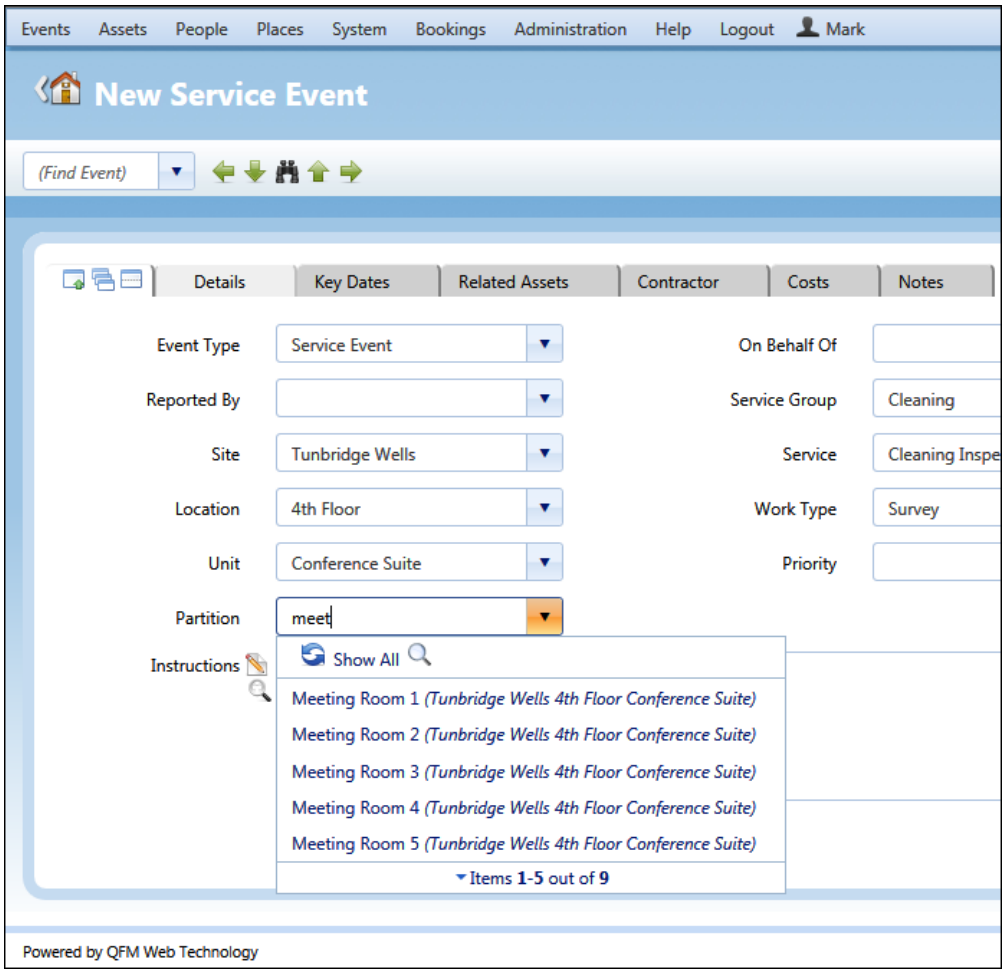
The new settings are in a 'Dropdown Properties' section. There are two each for the four geography fields, these are:

- Setting the minimum number of characters required before matching begins.
- Setting the number of results which are returned at any one time (i.e as a batch)



The example below uses the following parameters:

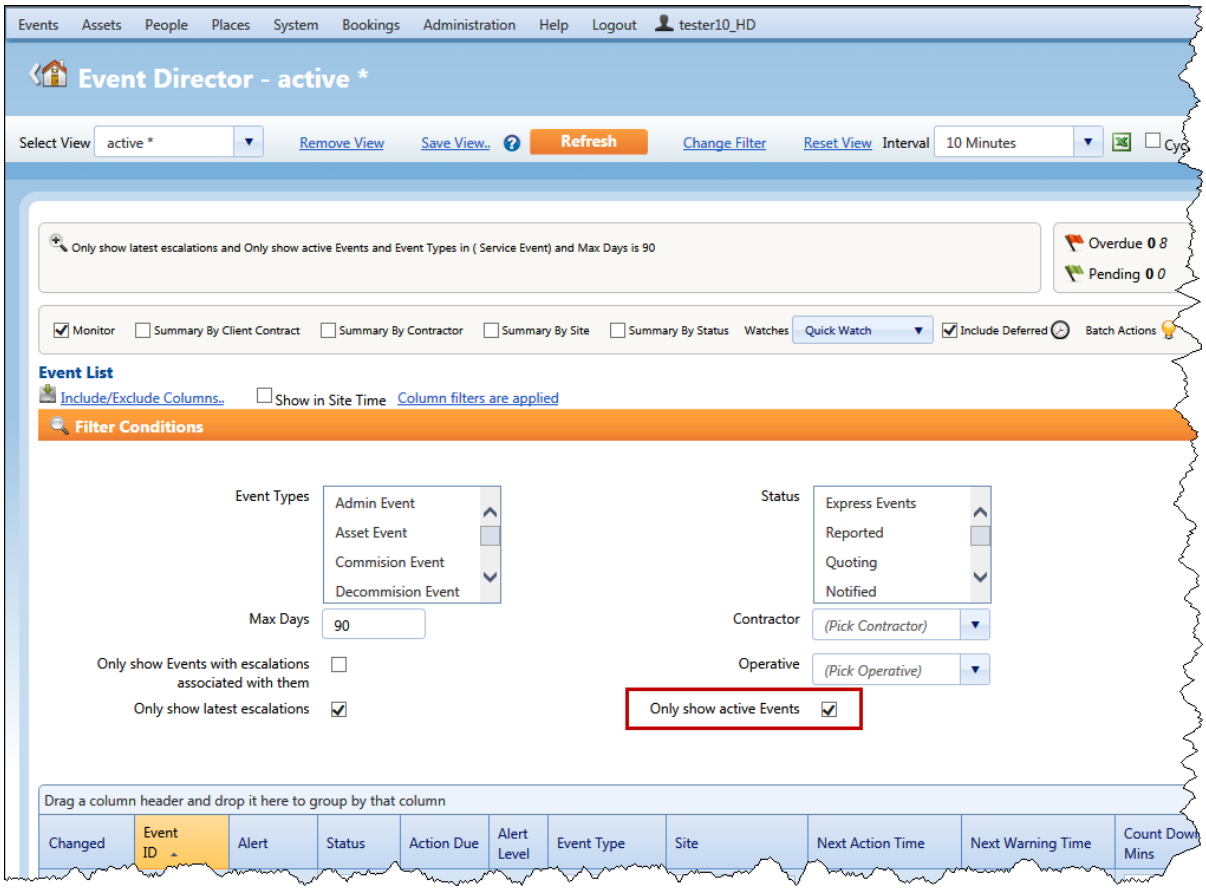
- **Partition Dropdown - Min characters to type before matching**
  Set to **4**. This means that matching values are displayed once the fourth character is entered.
- **Partition Dropdown - No of results to fetch at a time**
  Set to **5**. This means that results are returned in batches of five.



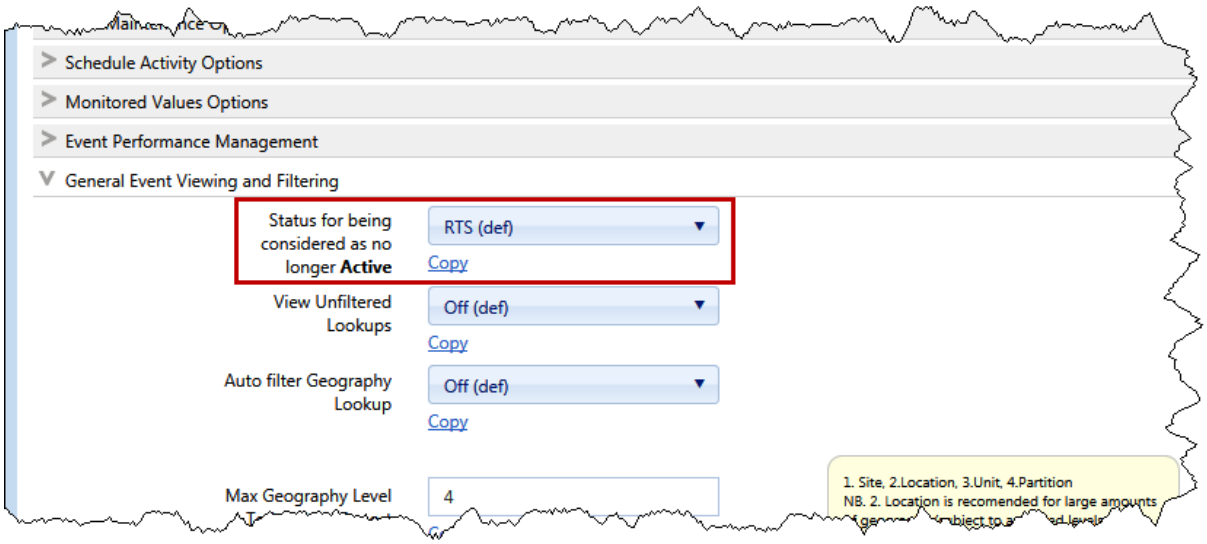
Event Director - Active Event Filtering

Event Director Filter Conditions now include a control to limit the Events being displayed to only those which are Active. Typically, this dramatically reduces the number of rows which need to be processed on every refresh. For a large database the active Events may be a small percentage of the total, so this can reduce any overhead significantly.

The **Only show active Events** tick box is shown in the example below.



The **Show only active Events** control works in conjunction with the General Setting **Status for being considered as no longer Active** (Administration \ Users & Profiles \ General Settings \ General Event Viewing and Filtering). This setting determines what is considered 'Active'. In the example below, Events that have not yet reached 'RTS' status will be considered as 'Active'.

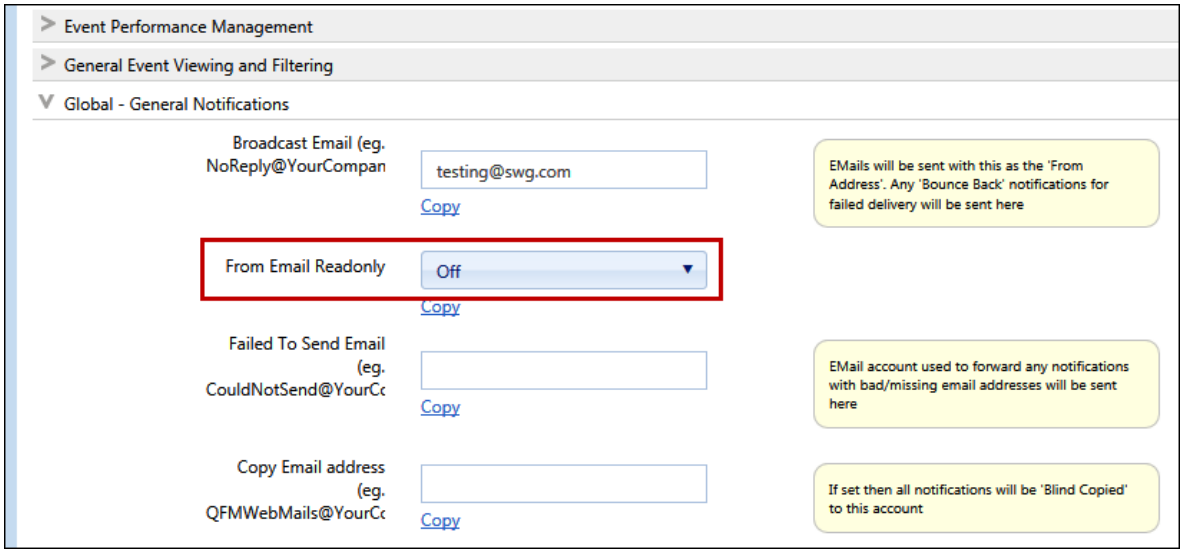


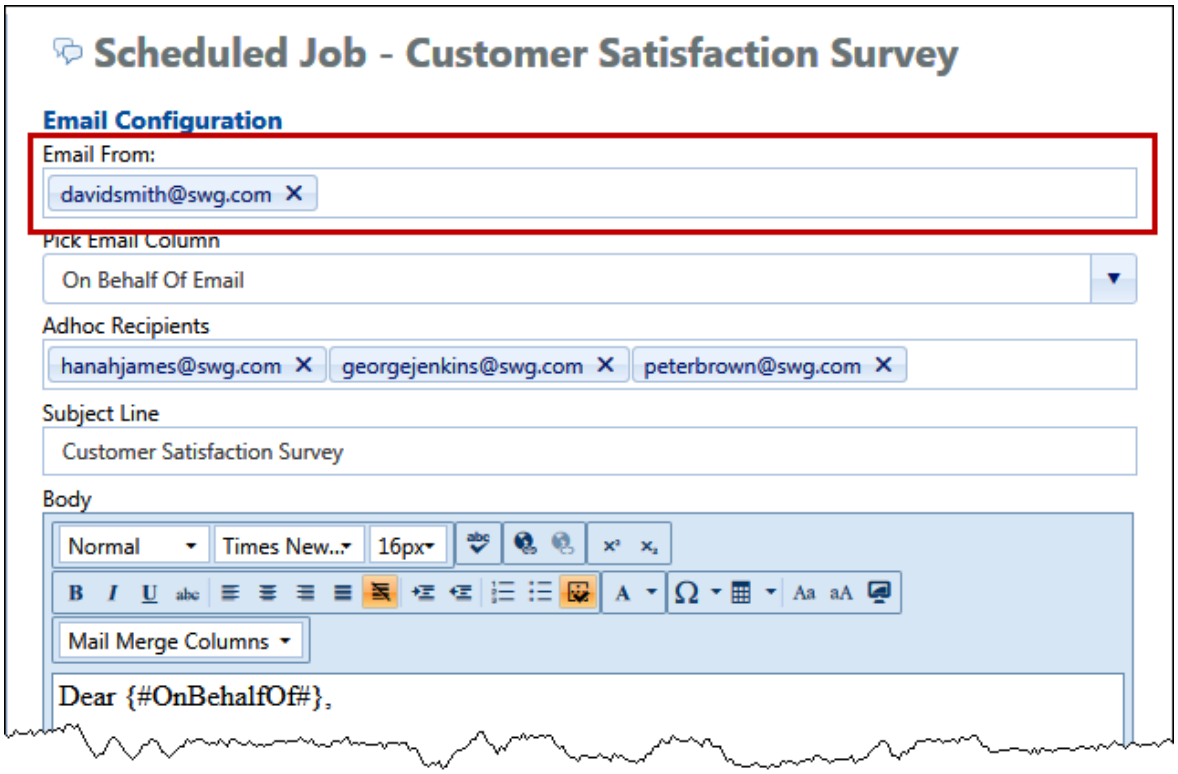
Scheduled Jobs ‘From’ Email Address

QFMW-26891
QFM provides the ability to send Scheduled Job emails from a specific email address, i.e. one that is different from the standard ‘from’ email address used for broadcast notifications.

A new General Setting; **From Email Readonly** is added to the ‘Global - General Notifications’ section (Administration \ Users & Profiles \ General Settings \ Global - General Notifications). When this parameter is set to **Off** (refer to the examples below) users are able to add a different email address in the **Email From** field in the Scheduled Job screen (Report Centre). This email address will be used to send all Scheduled Job notifications, instead of the the email address held in the ‘Broadcast Email’ General Setting (Global - General Notifications).

When this parameter is set to **On**, the email address in the **Email From** field cannot be amended.





Additional Fields Added to the 'All Events' List Report

QFMW-25332
New columns are added to the 'All Events' List Report (System > Report Centre > All Reports > Lists > Event > All Events) as follows:

- Action Status From
- Extension Authoriser
- Next Action Date
- Next Action (Site Time)
- Next Action Time
- Next Warning Date
- Next Warning (Site Time)
- Next Warning Time

To add these columns to the All Events List Report, select them from the Include/Exclude Columns window (Menu > Layouts > Include/Exclude Columns)

The following columns can be added to a filter via the Filter Details window (Menu > Filters > Filter Window).

- Action Status From
- Extension Authoriser
- Next Action (Site Time)
- Next Warning (Site Time)

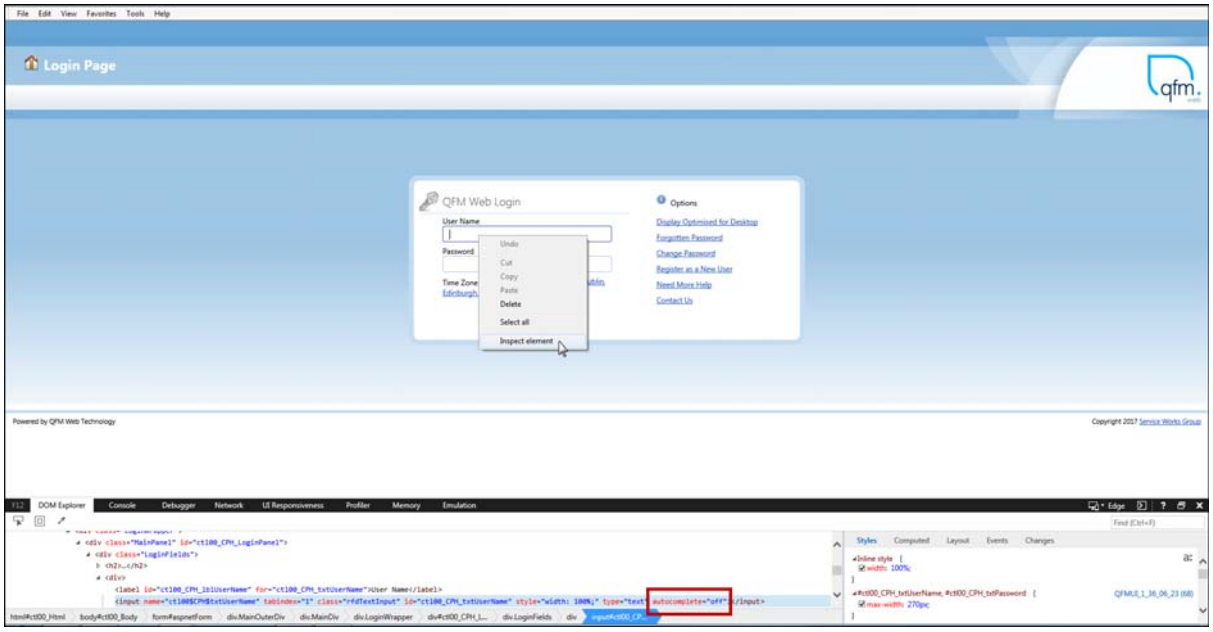
Autocomplete Login Attributes

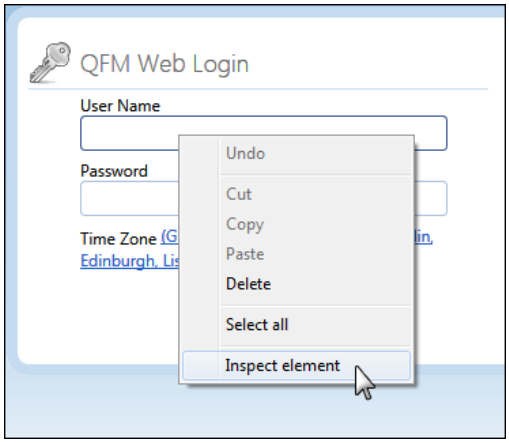
QFMW-26177
A new setting **EnableOWASP2013Strict** is added to the web.config file. This provides security assurance by controlling autocomplete attributes for the 'User Name' and 'Password' fields on the login page.

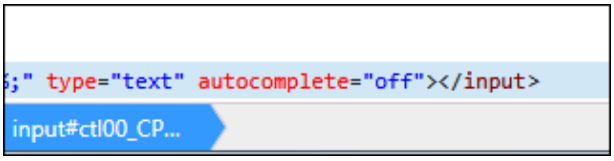
When the web.config setting **EnableOWASP2013Strict** is set to **true** the elements for both fields show **autocomplete="off"**. When the setting is set to **false** the elements for these fields are not displayed.

The elements for the 'User Name' and 'Password' fields are displayed by right-clicking in each field then selecting **Inspect element** or **Inspect** (depending on the browser in use) from the pop-up menu. The example below uses the Internet Explorer 11 browser.

Note: The Autocomplete element will only be shown (set to "off") if the web.config setting 'EnableOWASP2013Strict' is set to 'true'.







Security - CSRF Protection

QFMW-26027

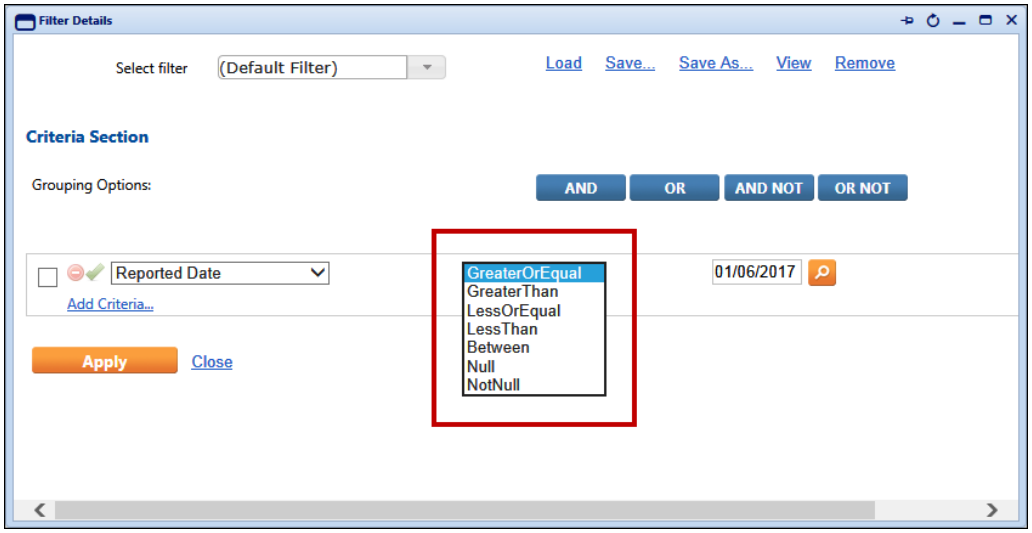
It is now possible to enable the disbarring of POST requests which do not have the location of QFMUI set as the HTTP referer. This can be achieved via configuration to the web.config file.
Please refer to your SWG Account Manager for further details.

List Report Filter Options

QFMW-25670
The Filter Details window for List Reports now includes a range of filter option values for the criteria of 'Reported Date' and 'Reported (Site Time)'.

Filter options include:

- **Greater Or Equal**
- **Greater Than**
- **Less Or Equal**
- **Less Than**
- **Between**
- **Null**
- **Not Null**



Administration

General Settings

General Event Viewing & Filtering

New settings are added as follows.

- **Dropdown Properties**
    - **Site Dropdown - Min characters to type before matching**
      Minimum number of characters to be entered before the system searches for matching Site items.
    - **Site Dropdown - No of results to fetch at a time**
      Batch size for the number of matching Site items to be returned at any one time.
    - **Location Dropdown - Min characters to type before matching**
      Minimum number of characters to be entered before the system searches for matching Location items.
    - **Location Dropdown - No of results to fetch at a time**
      Batch size for the number of matching Location items to be returned at any one time.
    - **Unit Dropdown - Min characters to type before matching**
      Minimum number of characters to be entered before the system searches for matching Unit items.
    - **Unit Dropdown - No of results to fetch at a time**
      Batch size for the number of matching Unit items to be returned at any one time.
    - **Partition Dropdown - Min characters to type before matching**
      Minimum number of characters to be entered before the system searches for matching Partition items.
    - **Partition Dropdown - No of results to fetch at a time**
      Batch size for the number of matching Partition items to be returned at any one time.

Global - General Notifications (Note, this setting is only available to the Global User Class)

A new setting is added as follows.

- **From Email Readonly**
  When set to **Off**, allows a different 'from' email address to be used specifically for Scheduled Job notifications.

Resource Scheduler

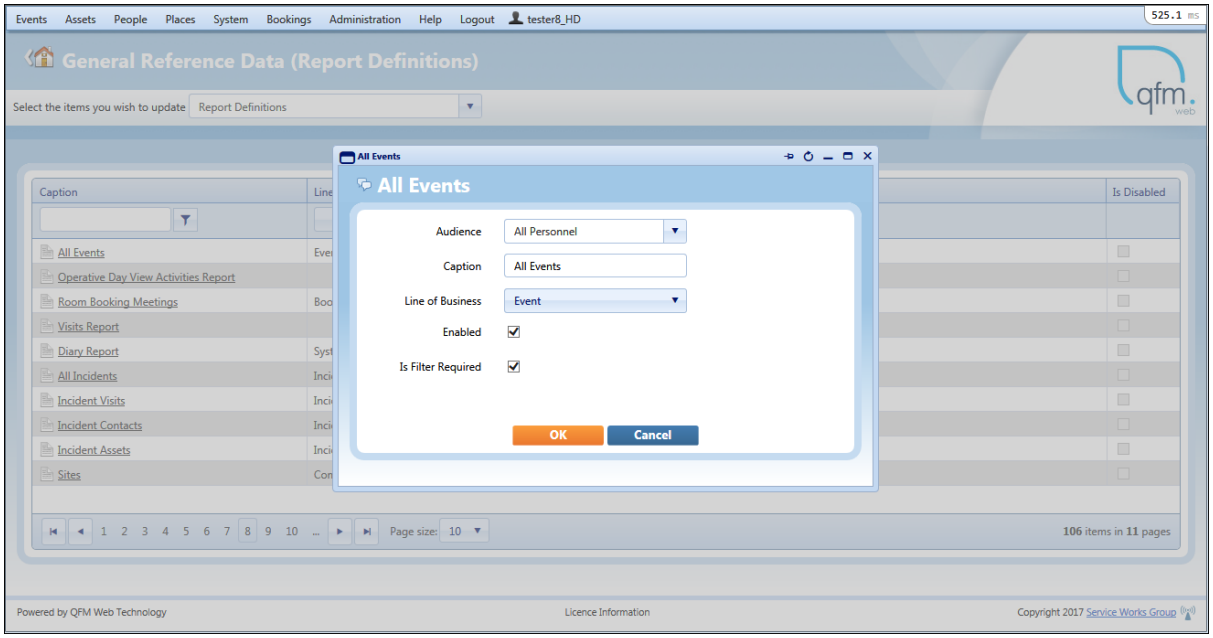
A new setting is added as follows.

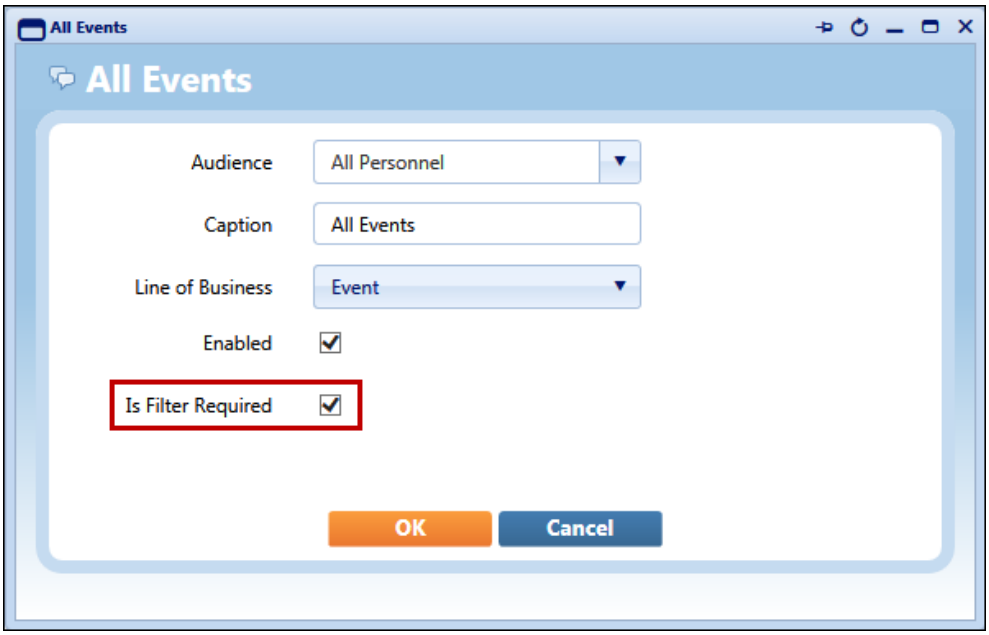
- **Resource Scheduler Integration** (Note, this setting is only available to the Global User Class)
    - **Aggregate Visit Notes on to Event**
      When set to **On**, Remarks added to Event Visits are copied to Event Remarks.

General Reference Data - Control to Apply Filters on Lists

The General Reference Data - Report Definitions screen now includes a new setting which is applied at individual List report level, and controls whether filtering is required.

Report Centre Lists may be configured so that they cannot be run without a filter being applied. It is recommended that for large databases, all large List reports have this control set as the default. For these lists it is better practice for an administrator to set a default filter for each List.





Known Issues

Service Works Group is currently aware of the following software issues in the QFM release 2.00. These will be rectified at the earliest opportunity.

Login

QFMW-22137 Users may be unable to login to QFM using their current time zone when a daylight saving time change occurs (local time). This only occurs on the first login after such a change. Users need to select a different time zone with which to login.

QFMW-23747 QFM is not designed to work with multiple tabs open for any long periods of time. The system is designed to try to optimise the use of system resources by reclaiming and releasing unused resources. This may cause some side effects such as being logged out where multiple tabs are open in QFM for any period of time.

QFMW-27362 A slower system performance (i.e. response time) may be experienced when using QFM in 'Optimised for Tablet' mode.

Events

Find Event

QFMW-18837 When searching for event records in the Advanced tab using the 'Event Group' (Service Group) and 'Event Name' (Service) fields, then change to a different Event Type, the 'Event Group' and 'Event Name' search values are incorrectly retained.

Event

BUG-10364 When Start/End Dates and Times are enabled for the Related Assets screen, they are currently displayed in the format *mm/dd/yyyy.* Dates appear to be picking up browser locale settings. When these settings are changed the dates revert back to the default *dd/mm/yyy* format.

QFMW-14769 Service Events - if the Service Work Type is changed and the new value is set to automatically populate event Instructions, the system does not present an option to retain the original event Instructions and will overwrite these with the Instructions attached to the new Service Work Type. As an interim measure, users are recommended to also add Instructions to the Notes facility.

QFMW-14776 When using QFM Mobile in View Only mode, selecting field drop-down lists by clicking/tapping the down arrow, may cause JavaScript errors.

QFMW-16715 When attempting to amend the Priority of an existing event, if the database setting 'Synchronise Due Date with Escalations' is in use but the Event Priority does not have the correct escalations set up, the attempt may fail with the message "The system is set up to Synchronize Due Date with Escalations but an appropriate Escalation is not set up for this Priority".

QFMW-16769 When attempting to generate scheduled events, if the database setting 'Synchronise Due Date with Escalations' is in use but the Event Priority does not have the correct escalations set up, the attempt may fail with the message "The system is set up to Synchronize Due Date with Escalations but an appropriate Escalation is not set up for this Priority".

QFMW-18202 When creating a new event, if the Notified Date and Time are manually completed, these values are lost when the event is saved.

QFMW-18382 When attempting to complete an Incident Event (Key Dates tab) by adding a date in the 'Completed' field then selecting the 'Update' button, a validation error may occur stating that the event "cannot be Completed before Started". The interim solution is to use the 'Completed' button.

QFMW-18688 When two or more operatives, using QFM Mobile, have carried out work on an Event, the Worksheets generated from QFM display all signatures on the last page only and signatures may not relate to the operative shown on the worksheet.

QFMW-20440 Event worksheets for events where the Event Type is inactive, cannot be generated.

QFMW-21025 When logging an Asset Event, if you include an additional level of geography to the Event which is lower than the Asset geography, when saving the Event there is no validation warning that the asset is registered at a different geography.

QFMW-22643 Quotes are not currently supported on Asset Events.

QFMW-22714 QFM does not appear to respect Service Group Cover Periods, causing the automatic assignment of contractors to fail if default contractors are assigned to Service Groups.

QFMW-23122 When a contractor assigned to an event is changed, QFM does not automatically allocate a Visit to the new operative.

QFMW-23131 When the contractor/operative is changed on an event, the Event History does not display a record of the new contractor/operative.

QFMW-23476 Users accessing QFM on a device using the IOS 8 and IOS 9.2.1 operating systems are not able to update existing events or create new events. The system fails and displays an error message.

QFMW-24851 QFM is only able to automatically play attachment types which are supported by the computer downloading the attachment. Clients are recommended to ensure that they are using attachments types which are supported by their business and infrastructure.

QFMW-25144 In the Enter Visits screen, ticking the 'Restricted by Event' field then removing the tick may cause the screen to freeze.

QFMW-26760 The system performance may slow considerably during the selection of 'Service Group', 'Service' and 'Work Type' when entering details for a New Event. (This issue does not occur when selecting details on existing Events).

QFMW-26885 The system performance may slow considerably during the selection of 'Service' or 'Worktype' when entering details for a New Event. (This issue does not occur when selecting details on existing Events).

QFMW-26965 Event Visits created in Event Director may not be correctly displayed when viewed in the Event (Visits) and Resource Scheduler screens.

QFMW-26966 The 'Return Required' status on a Visit is advisory only. Users are able to set the Event status to 'Complete' and 'RTS' when there is an existing visit marked as 'Return Required'.

QFMW-27001 If a Work Type has two different Priorities assigned, and both combinations have a different contractor; changing a Priority at Due status or beyond does not automatically update the contractor.

QFMW-27320 Users with a 'Self Service' User Profile may experience a system error when copying an Event which has the contractor automatically populated.

QFMW-27343 Event Remarks and Visit Remarks can contain up to 4000 characters. However, the number of characters in the Event 'Remarks' and the Visit 'Remarks' fields may be adeed together, so it is possible that an entry may not be saved if the combined character count exceeds 4000.

Event Director

BUG-11722 When applying a second column filter, the first filter may not be retained. Therefore, it may only be possible to successfully apply one column filter at a time.

QFMW-20652 When viewing a saved View, if you click the 'Column filters are applied' link, the column filters are removed and the screen re-loads. At this point other functionality, e.g. the Include/Exclude columns link, may fail to work. The screen must be refreshed after clicking the 'Column filters are applied' link, to enable other links to work.

QFMW-24482 When applying Grouping to the grid, the data may became mis-aligned with the column headers.

QFMW-27169
QFMW-27212 For large databases the Event Director may time out if trying to bring back too much data. This timeout behaviour is by design. Large data queries have an impact on other users of the system and are discouraged. It is recommended that users find ways to reduce the amount of data being bought back at any one time by, for example, setting the Maximum Days for retrieval or by setting the Active Events only. Furthermore, Event Director users will minimize the impact on the database if they do not show any of the summaries or monitor panels on the screen. If these are not shown then the totals are not calculated.

Event Wizard

BUG-11692 When creating a new Wizard (in Design mode) the system response time may take longer than expected when selecting field values and moving tabs etc.

QFMW-24329 Check In/Out - It is not recommended to include backslash "\" or forwardslash "/" characters as part of a Folder Name. The use of these characters may cause unexpected results.

QFMW-27301 Design Mode - when creating a new Wizard item of the type 'Quick FM Event'; in the 'More' tab when selecting an 'On Behalf Of' value the screen may freeze for several seconds before the user is able to continue.

Resource Scheduler

QFMW-19906 Attempting to sort Visit grid columns before the Resource Scheduler screen has fully loaded, may result in a system error.

QFMW-21192 Users are unable to move between Resource Scheduler tabs when using the display 'Optimised for Tablet' option.

QFMW-21922 When a Visit Reference is selected, if the user then selects the Map first then either the Details View or summary View the system fails (Tablet mode) or errors occur (Desktop mode).

QFMW-24917 The Reallocate option is intended for use with dispatched Visits. In this case the original Visit is requested to be cancelled and a new Visit is created to allocate to another operative. Using Reallocate for Visits that have not been dispatched causes the original Visit to be marked as Conifrmed and a new version to be created.

QFMW-25780 When creating a new Event with an open Visit, then accessing the Resource Scheduler via the Event screen 'Schedule' link, the Visit may not be shown in the list. (However, if users access the Resource Scheduler from the main menu and search for the Event reference, the Visit will be displayed).

QFMW-25896 With the General Setting 'Schedule Using Notified Date' set to 'On', events without a Due time may be assigned unrealistic dates/times for dispatching the visits, e.g. the Latest Complete date is set before the Earliest Start date.

QFMW-26706 After making multiple selections in the 'Event Priority' drop down filter, then clicking outside the field to refresh the page, not all the selected Priorites may remain selected.

QFMW-27344 When selecting a View from the drop down list or switching between the Details View and the Day Summary View, a search timeout may occur and the message "The search request is timed out. Please narrow your search and try again" may be displayed.

Timesheets

QFMW-20517 Event Timesheets are not splitting Event Visits which are created via QFM Mobile and span multiple days.

Assets

Find Assets

QFMW-23195 When loading an asset from a list of returned results, the following message may be displayed briefly "The server method 'GetLocationGeography' failed". The asset record will be loaded as normal.

Asset Viewer

QFMW-23576 In the Related Events window ('Add Asset to Event' link) when switching buttons to select the method for picking an Event, the option may revert back to the previous button selected.

QFMW-24721 Work Types tab / List View; numeric fields may display a decimal point instead of a comma as part of the currency format.

QFMW-27306 Watch email notifications for Assets may not be generated.

Asset Move

QFMW-27351 If moving an asset to a new geography at Site level, it may not be possible to view the asset record once moved. No such issues are experienced if an asset is moved to a geography at Location/Unit/Partition level.

Schedule Maintenance

QFMW-24439 A scroll bar may not be available on the Schedule Maintenance screen.
This applies when using the Chrome browser ONLY.

QFMW-27347 When adding a PM schedule, if a random Work Type and Priority are selected, the following message is displayed when the schedule is saved “Schedule WorkType/Priority doesn't match Inventory Worktype/Priority. No planned items will be generated for this schedule.”
As a result, items will not be generated unless the work type / priority combination setup against an asset is used.

Schedule Planner

QFMW-21777 When applying filter criteria for assets, the search returns results including all assets which share a connection with any matching assets, not just schedules for matching assets.

People

Contractor Viewer

QFMW-24793 An issue may occur when attempting to Change a Contractor record; the message "Contractor End Date must be greater than or equal to Trade Start Date" may be shown despite no End Dates being present.

Places

Site Explorer

BUG-11723 Room Calendar - when selecting the ‘Book Now’ option, The ‘Layout’ field in the booking window does not display the default layout or give the option to select a layout. However, the default layout is used when bookings are made in this way.

QFMW-23990 Geography Details - Attachments of a large size may not be available in the Documents tab thumbnail view.

System

Options

QFMW-14615 The job count, displayed on the Options screen icons, may not match the number of events in the relevant list, when the administrative setting ‘Check In Includes Child Geography’ is set to ‘Off’.

Explorer

QFMW-15277 System issues may occur when selecting a category of Active Events with a large volume of records (i.e. 15,000 + records).

QFMW-21281 The system may not be accurately scoping events by user and as such folder counts may be incorrect.

QFMW-23347 When the tree structure parent folders for Quick Watches and Shared Watches are selected, no events are displayed in the main panel despite the folders showing a number indicating events are present. (Events are correctly shown when sub-folders are selected).

Report Centre

QFMW-21924 When running any report from the Report Centre which has no results, an error is generated in the Alarm Viewer.

User Reports

BUG-11582 User Reports are only supported with 'In Process' session management configurations. They will not run within a web farm environment. Where this is required, an alternative QFM must be configured to run the Reports.

BUG-11584 User Reports are only supported with 'In Process' session management configurations. They will not run within a web farm environment. Where this is required, an alternative QFM must be configured to run the Reports.

QFMW-20747 It is recommended to manually refresh the screen prior to running each report, otherwise data may be persisted from previous report generation.

Room Booking Reports

QFMW-23030 New reports are generated in an additional browser tab. Once generated, the system jumps back to the last open tab in the browser. This may give the impression that the report has failed, however the report generation tab remains open.
This issue has been found to occur in the Internat Explorer 11 browser only.

Event History Reports

QFMW-20874 The 'Event History Report - With Operatives' does not return correct results when searching for Events with multiple specific Operatives assigned (e.g. both Operative A and Operative B are assigned to an Event). Although users can set this criteria up using separate Operative criteria lines and the 'AND' logic selector, this feature isn't supported for operative search functionality.

QFMW-25727 When using any Event History Report and filtering on the Event Status (i.e. Notified, Due etc.), the date and time elements do not return the correct results when used together as criteria.

QFMW-27175 Event History Reports may take longer than expected to load and display.

QFMW-27323 Event History Reports may take longer than expected to load and display.

Dashboard

QFMW-11614 When hovering the cursor over the Configure icon on a Widget, the tool-tip text does not display the correct label.

QFMW-27297 A system error may occur when attempting to load an existing Dashboard display.

Scheduled Jobs

BUG-11704 User Reports may not be sent via email with Scheduled Jobs.

Lists

QFMW-22678 Warning. The Lists available from the Report Centre do not respect Data Scope constraints implemented in other areas of the product. It is recommended that Lists are not made available to end users where this may cause data security concerns.

QFMW-23348 The 'Room Booking Meetings' List report fails to include hourly equipment costs. These costs are correctly displayed on the booking itself but not on Lists.

QFMW-23547 Event \ All Events - when selecting a Event ID link (with the report in 'in-line' mode) the Event opens in small window and not full screen.

QFMW-24162 Event \ UDF Surveys - Event Status times may be incorrectly displayed.

QFMW-25151 Event \ All Events - the format of date and time fields for Event Statuses is inconsistent across Lists.

QFMW-25358 During criteria selection, when selecting a lookup to select values, the lookup window may open behind the current criteria window.

QFMW-27276 Performance issues may occur when attempting to load a list, i.e. retrieving information from the database. An error may occur and the time taken to return the data may be longer than expected. Event and Visits lists now require Filters/View to be applied before users can load/refresh the list. Despite this, issues may still persist.

System Diary

QFMW-20860 When moving diary items by using 'drag and drop' the new position is only retained after the screen is manually refreshed.

QFMW-22902 Booking setup and clear times may not be correctly displayed in the Activity Details window. The setup and clear times appear not to respect time zones, when in use.

Bookings

Book a Room

QFMW-16740 When rooms are set up for partitioned (overlap) bookings, (e.g. Rooms A, B and C) and two of the rooms are incorporated in a booking (e.g. Rooms A and B) then the remaining room configuration which should be *available* for booking (in this example Room C) may incorrectly show as *unavailable* for bookings.

QFMW-23336 The 'Booked By' field currently displays personnel in an inconsistent manner. All personnel available are shown in the drop-down list. However, the Lookup window shows a restricted list.

QFMW-23339 An inconsistency exists between QFM and Desktop Bookings.
When applying an hourly cost to a booking on QFM Desktop the Setup and Clear times are excluded from the calculated cost.
When applying an hourly cost to a booking on QFM the Setup and Clear times are included from the calculated cost.

QFMW-25644 After selecting an item a Catering to add to a booking, the item is displayed as 'Catering' and not the specific item name, in the booking record.

QFMW-25865 Affects IE11 browser, build 11.0.9600.18524 only. If no rooms are selected and the user selects the 'Planner' tab in the 'Book a Room' screen, the browser may close. (If users first search for rooms before selecting the Planner tab then no issues will occur).

QFMW-26981 When creating a Room Booking, validation does not allow a duration of less than the 'Min Time' for the room in the Room Details screen. However, the system *does* accept an updated value which is less than the 'Min Time' specified.

QFMW-27349 When making a single room booking, if 4000 (maximum) or 3999 characters are added to the 'Remarks' field an error may occur upon saving.

Administration

General Settings

QFMW-6954 Room Bookings - there is no setting present to control email notifications to attendees. Notifications are sent to attendees if added, therefore settings from the QFM Desktop application are being used.

Manage Users

QFMW-26317 After selecting 'Edit' to update a record, the 'Personnel Name' drop down field may take longer than expected to open.

General Reference Data

QFMW-18855 'Import / Export' - a server error may occur when importing an Excel file, if the file format is changed.

QFMW-23837 'Import / Export' - when Importing a file for Schedules Subscribe To Assets / Geography, QFM considers the dates and times entered as UTC.

QFMW-24223 'Import / Export' - when attempting to Import a file for 'Monitored Values for Schedule Activities', a system error may occur which prevents the Import from completing.

QFMW-24320 'Stock' - a system error may occur when attempting to save a record with a Quantity value which includes a decimal place.

User Defined Forms

Survey Forms

QFMW-23090 The same survey may be submitted twice, by using separate browsers. The second submition overwrites the first, so there is no duplicate record in List results, but the original entry is overwritten.

QFMW-25446 Whilst UDFs can be created using the full range of available control types, there are limitations. Only those lookups/pickers derived from 'Lookup Question' will have looked up values shown in the resultant output lists. The other sophisticated lookup controls, e.g. 'Contractor', 'Geography', etc will only show IDs in the results lists. This is likely to be enhanced in future releases.

Miscellaneous

QFMW-24823 Some data grids across the system may display a mis-alignment between the column headers and the grid columns. This applies when using the Internet Explorer browser version 11.0.33 ONLY.

QFM Installation Notices

The QFM desktop minimum version requirement for this release is QFM 164.08.09.05.
This release is compatible with QFM Desktop 164 versions only.

Service Works Group (SWG) does not recommend QFM is run with Internet Explorer 6, 7 or 8 browsers. Use of these lower specification browsers may result in users experiencing unstable operation, script, rendering and performance issues. SWG has no current plan to address these issues.

The Workflow Scheduler is a mandatory requirement in order to run this QFM release, as it performs essential background tasks.

SWG is not responsible for user defined reports and should a client upgrade from a non-time zone database to a time zone enabled database it is likely that their user defined reports will be affected as all times and dates will be relative to UTC not local time.

SWG strongly recommends clients review all reports against an upgraded database before relying on the output.

It is the responsibility of the client to ensure any issues are addressed, however Service Works Group may provide consultancy at the standard rates specified in the Customer Order to help the process should this be required by a client.

Please contact your SWG account manager if you need to make use of this service.

QFM includes SAP Crystal Reports runtime environment to enable users to benefit from integrated web based reporting. Clients should refer to the SAP website (www.sap.com) to understand the full strengths and capabilities of the product. SWG will make best endeavours to help support and resolve any issues that arise in this environment but as it is a third party product SWG does not provide any warranties over its abilities or functionality. SWG will aim to implement new patches to this software as they become available and are viewed as stable. It is the client's responsibility to ensure that any bespoke user reports work within the environment provided. Furthermore, extensive concurrent use of reporting within QFM can negatively impact the performance experienced by interactive users. This should be monitored and controlled accordingly.

QFM utilises some 3rd party components, as listed below, in order to provide extended functionality. Use of these products may be subject to separate license agreements with the specific vendors/service providers. Use of these 3rd party components is not covered under the QFM licensing agreement with SWG. It is the client's responsibility to ensure that they have up to date licensing for these specific 3rd party products before they are used within the QFM product.

Crystal Reports (http://www.sap.com/uk/solutions/sap-crystal-solutions/query-reporting-analysis/sapcrystalreports/licensing/index.epx)

Google maps (https://developers.google.com/maps/licensing) (a business license may apply)

QFM is designed to be run on a range of devices such as tablets and smartphones. These devices may have little or no native support for certain features such as printing, Skype, Facetime, Telephony, etc. QFM does not limit the use of these features but their use is not supported under the standard QFM license agreement.

Please note that support for some Self Service user profile settings has changed. A default value of zero is no longer supported for the following administration settings applied to the Self Service user profile:

- Priority
- Worktype
- Service
- Service Group

Users with a Self Service profile will no longer be able to save events if their default values have not been updated. Client organisations upgrading to version 1.29 onwards should check these Self Service default settings to ensure they have a value other than '0', as '0' is no longer supported.

Users who use Self Service express event logging should validate that the process is unaffected. If any issues are encountered, users simply need to check the aforementioned settings and replace any values of '0'.