



LN Mobile Service

Getting Started (version 1.24)

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About this guide

This document describes the process to install the LN Mobile Service application.

Intended audience

This guide is intended for users of the Infor LN Mobile Service 10.4 application.

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Introduction

1

Infor LN Mobile Service 10.4 is a new application designed to replace Mobile Service 2.4 in the future. The launch of this new product does not require the immediate decommissioning of Mobile Service 2.4 that will continue to be supported, in the maintenance mode for the foreseeable future.

Infor LN Mobile Service 10.4 is fully integrated with Infor LN version 10.4 and higher (on premise and for the cloud). This is not a stand-alone application but an addition to Infor LN.

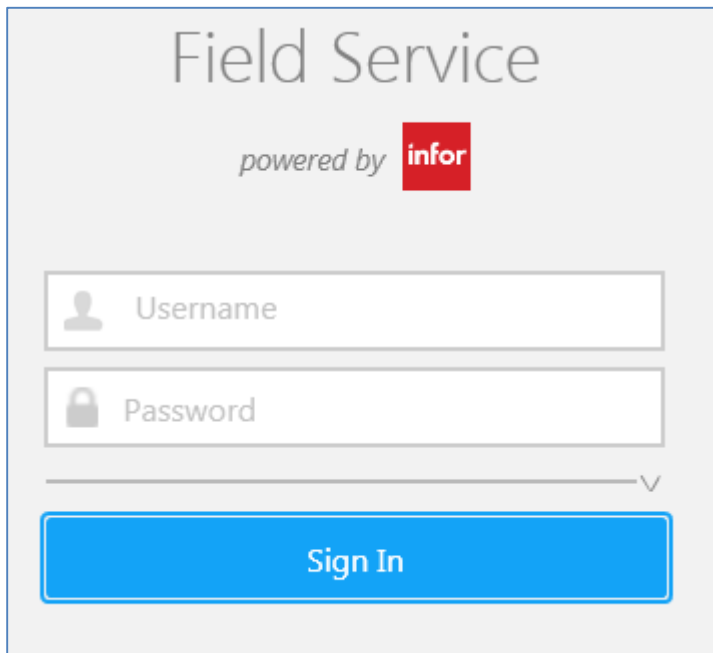
Infor LN Mobile Service is a new application to replace the current solution Mobile Service 2.4. The application provides a new and modern user experience, designed by the Hook & Loop department of Infor. The application works on any device running on Windows 7, Windows 8, or Windows 8.1, *except* for the RT versions. Touch-based screens are supported and no middleware is required for the integration with Infor LN.

Chapter 2 Installation

2

You must perform these actions to install LN Mobile Service on your PC, laptop, or tablet. This application can only be used on devices on which Windows 7 or higher is installed.

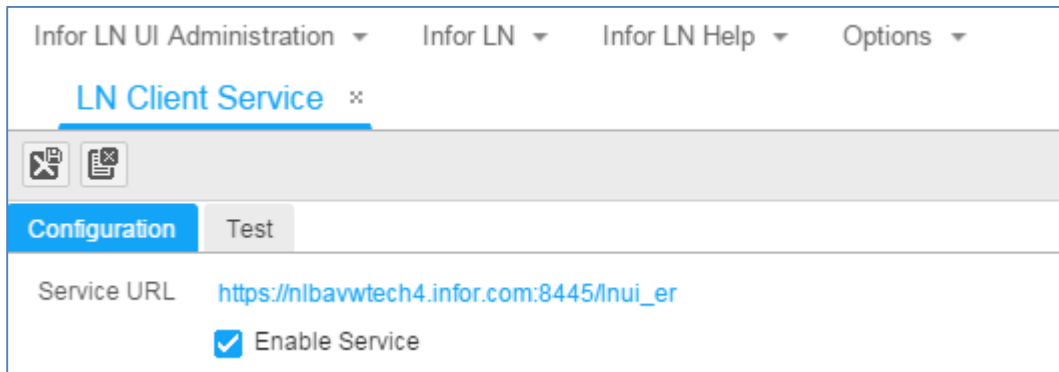
- 1 Install .NET Framework 4.5, if not available on your device. Go to www.microsoft.com/en-US/download/details.aspx?id=30653 to install the framework. Select the appropriate language, click download and then run the dotNetFx45_Full_setup.exe file. Continue to step 2 if .Net Framework is already installed.
- 2 It is recommended to install all Enterprise Service solutions for 10.4.
- 3 Refer to generic solution [1645209](#) to install the latest solution(s).
- 4 The setup file of Mobile Field Service is available as additional file in session ttadv2570m000 with key tssocLN_Mobile_Service_Setup.zip. Download this setup file via this session in LN-UI.
- 5 Use the setup file to install the application on the local device.
Note: if you have installed a previous version of LN Mobile Service before the first GA version, it is recommended to uninstall that version first to avoid error messages.
- 6 The application starts automatically after the installation is completed. If the application does not start, click the FieldService.exe (create a shortcut on your desktop).
- 7 The Field Service window is displayed:



- 8** It is recommended that you setup some data in LN before you sign in. See “Data Setup in LN” on page 11.

You must perform these steps to set up the data required in Infor LN to use Mobile Field Service:

- 1 The LN Client Service must be enabled in the LN-UI.
 - a Start the Admin Page of LN-UI.
 - b Go to Infor LN
 - c Select LN Client Service.
 - d Select the Enable Service check box.
 - e You can use the Test tab to test the connection.



The screenshot shows the Infor LN UI Administration interface. At the top, there are navigation links: "Infor LN UI Administration", "Infor LN", "Infor LN Help", and "Options". Below these is a tab labeled "LN Client Service" with a close icon. Under the tab, there are two icons: a document with a pencil and a document with a magnifying glass. Below the icons are two tabs: "Configuration" (active) and "Test". In the "Configuration" tab, there is a "Service URL" field with the value "https://nlbavwtech4.infor.com:8445/lnui_er" and a checked checkbox labeled "Enable Service".

- 2 Start Infor LN application and select the company to work in.
- 3 Start the *Implemented Software Components* (tccom0500m000) session and select the Mobile Field Service check box:

Introduction Date:

Description:

Company: 0551

☐ Archive Company

Packages Modules Concepts (Logistics) Concepts (Financial) **Integrations**

Integrations

☐ Infor SCM Scheduler

☐ Infor SCM Planner

☐ Infor SCM Promising Server

Mobile Applications

☒ Mobile Field Service

- 4 Start the Employees (bpmdm0601m000) session and add your details as an employee. You must specify this information:
- a **Logon Code:** Specify a LN user name. It is recommended that you use your NT-account details.
 - b **Department:** Specify the Department. This department must exist in the Service Departments (tsmdm1100m000) session.
 - c **People Data:** Set the value to Yes.
 - d **Service Data:** Set the value to Yes.

Start Service User Profiles (tsmdm1150m000) session to define a profile. Click Add and specify the Login Code and your LN user name. Based on your settings, the value of the Service Engineer and Service Department fields are defaulted. Click Save.

Chapter 4 Start and Sign In

4

You must perform these steps to use the LN Mobile Service application.

- 1 Go to the login window of the LN Mobile Service application.
- 2 Click the horizontal line between the Password and Sign In fields. The login settings must be specified the first time you start the application.

Field Service

powered by **infor**

inforuser

.....

LN UI Server (URL)

https://nlbalwebui1.infor.com:84

Environment

nlbawappsdev1

Company

551

Sign In

- 3 Specify your user name and password, in most cases, your Windows NT Account and Windows Password.

- 4 Specify the values for required settings to connect to LN.
- 5 Click Sign In. The application is connected to Infor LN.

Chapter 5 Using LN Mobile Service

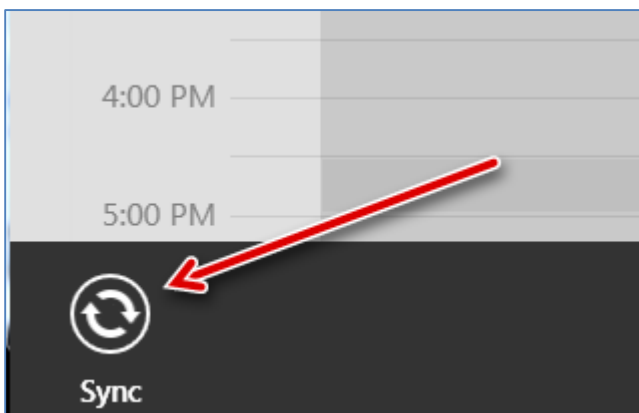
5

You must perform these steps to use LN Mobile Service and to get data from LN that is synchronized to the local application.

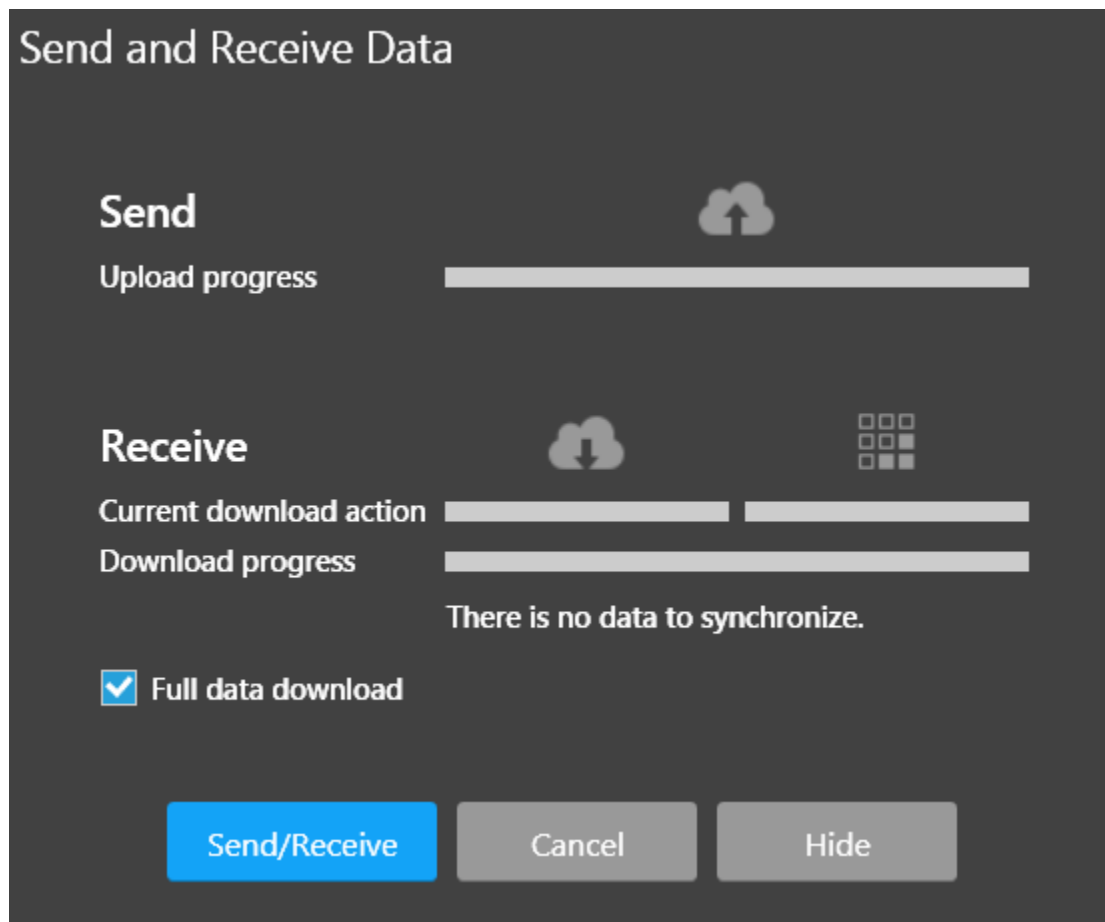
- 1 If you are accessing the LN Mobile Service for the first time, you must:
 - a Perform a full data download. Click option that is located in the bottom of the screen. This reads all master data and your assignment activities from LN, and stores the data locally.



- b Click Sync.



- c The Send and Receive screen is displayed. Select the *Full* Data Download check box and click Send/Receive.

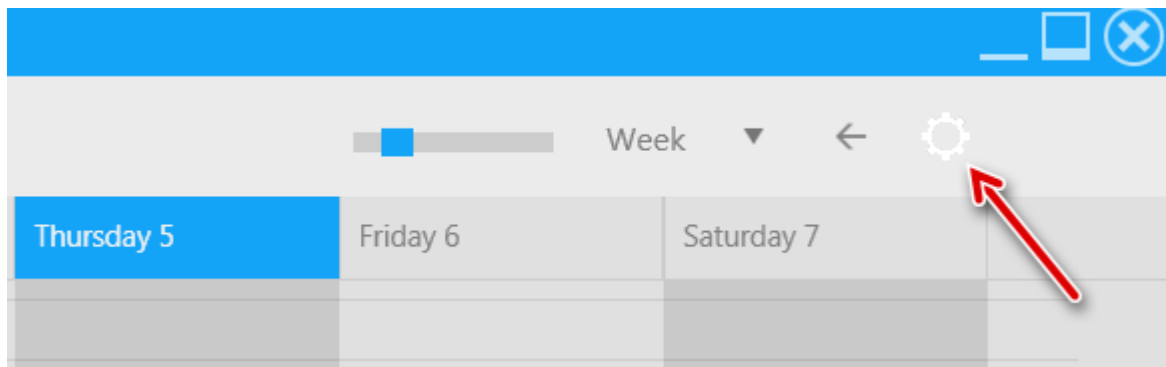


- d The progress of the synchronization process is displayed in the Send and Receive Data window.
- 2 When process is completed, the LN Mobile Service application can be used. You can create Service Orders based on the assignments allocated you and also ensure that these orders are displayed in the agenda.
- 3 Any relevant change in Infor LN is downloaded to the application whenever a manual or automatic Send/Receive Data is performed.

Chapter 6 Important Settings

6

LN Mobile Service contains settings to manage the behavior of the application. Click the option, as shown, to start the Settings screen:



It is recommended that you specify these settings, the first time you use the application:

- 1 Sign in automatically at start up: If set to Yes, you need specify your password the next time you start the application.
- 2 Send and receive data automatically: If set to Yes, the application sends and receives data from LN based on number of seconds specified by you.
- 3 Send and receive data when pausing or completing an activity: If set to Yes, the application sends and receives data each time you pause or complete an activity.
- 4 Display format for code and descriptions fields: Use this setting to determine the display of the code and descriptions in the application.

Chapter 7 Documents

7

LN Mobile Service can download and upload documents to either 'Infor Document Management' or to the module 'Document Management' within Infor LN. LN Mobile Service does not connect directly to these document management systems, but connects to the Infor LN Document Hub.

The following actions are needed to be able to download or upload documents:

- 1 Initialize the Document Hub with session 'Initialize Document Hub' (ttdms3200m000). The application 'infor.ln.mfs' is created automatically and will become visible in session 'Applications' (ttdms3500m000)
- 2 Go to 'Document Mapping' (ttdms3550m100) and search for application 'infor.ln.mfs'.
- 3 Add at least one 'Document Type' for each 'Table Name' for which documents are applicable for LN Mobile Service.

Make sure the 'Upload' and/or 'Download' fields and the 'Attribute Mapping' are setup properly.

- 4 Start LN Mobile Service. The 'Document' interface is available if at least one of the 'Table Names' has a 'Document Type' for which 'Upload' and/or 'Download' is set to 'Yes'.

Chapter 8 Navigation

8

LN Mobile Service works on PCs, laptops, and tablets. Therefore, the application supports both mouse and keyboard, and also touch screen and stylus options.

Important navigation patterns:

Select an object

Mouse: Right-click on the object.

Touch: Tap and hold the object.

Stylus: The equivalent for the right-click.

Selecting an object changes the view to Selection Mode and displays the action options.

Select multiple objects

:

Mouse: Press CTRL and left-click the next object. Press CTRL+SHIFT and click an object to select more than one object.

Touch: Not supported in this version, see “Alternative for (de)selecting objects”.

Stylus: Not supported in this version, see “Alternative for (de)selecting objects”.

Deselect an object

Mouse: Hold CTRL and left-click the object.

Touch: Not supported in this version; see “Alternative for (de)selecting objects”.

Stylus: Not supported in this version; see “Alternative for (de)selecting objects”.

Alternative for (de)selecting objects

Mouse: Leftclick the option located at the bottom of the screen and click Select All or Clear Selection.

Touch: Tap the option located at the bottom of the screen and tap Select All or Clear Selection.

Stylus: Select the black rectangle located at the bottom of the screen and click Select All or Clear Selection.

Drill down into the details of an object:

Mouse: Left-click the object.

Touch: Tap the object.

Stylus: The equivalent for the left-click of the mouse.

Activating buttons and other action items

Mouse: Left-click.

Touch: Tap.

Stylus: The equivalent of the left-click of the mouse.