



LN Mobile Service for Windows

Getting Started (version 1.37)

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About this guide

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

Intended audience

This guide is intended for users of the Infor LN Mobile Service 10.6 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.

Introduction

Infor LN Mobile Service 10.6 provides extensive field service functionality on Windows devices. It is not a stand-alone application, but fully integrates with Infor LN, both on premise and in the cloud.

Infor LN Mobile Service is a new application to replace solution Mobile Service 2.4. The application provides a new and modern user experience, designed by the Hook & Loop department of Infor. Touch-based screens are supported and no middleware is required for the integration with Infor LN.

LN Specifications

Infor LN Mobile Service for Windows is supported on Infor LN 10.4, 10.5 and 10.6 and higher versions until further notice.

A named user license for license id 7135 is required to connect Mobile Service to LN.

Device Specifications

Mobile Service works on any device running on Windows 7, Windows 8, Windows 8.1 or Windows 10 *except* for the RT versions. Touch-based screens are supported and no middleware is required for the integration with Infor LN.

Infor advises the following device specifications:

- 1 A device with a normal Windows version installed and not just a Runtime (RT) version.
- 2 A normal hard disk works properly, although a Solid-State Disk (SSD) of at least 128 GB is recommended.
- 3 A device with a at least an average processor like an i3 or m3 processor, although an i5 or m5 processor is recommended.
- 4 Internal memory of 4 GB.

Chapter 2 Data Setup in LN

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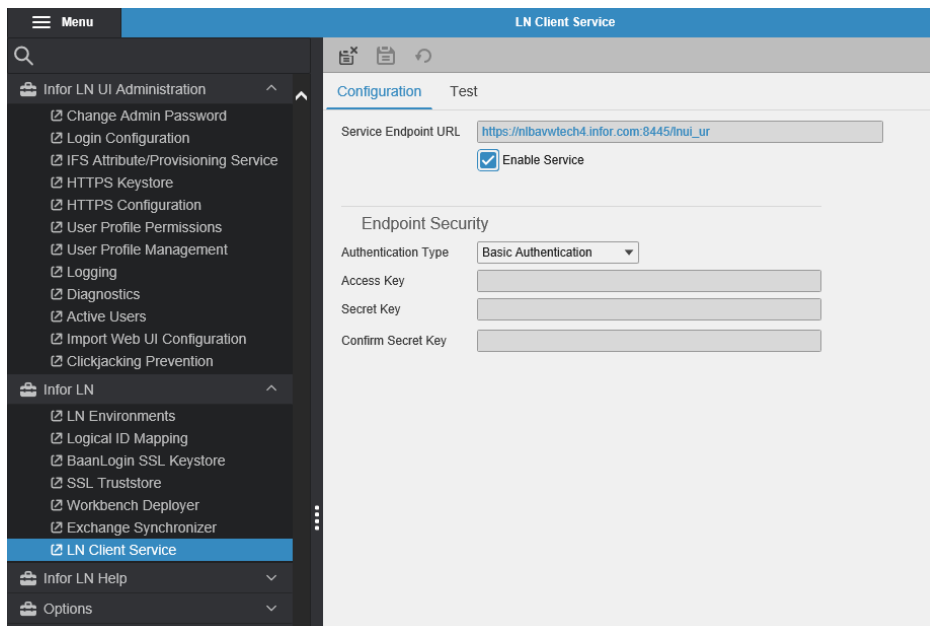
Some data must be set up before LN Mobile Service can be used. The LN Client Service in LN-UI must be enabled, Mobile Service must be activated, and a minimum set of data per service employee must be set up.

Enabling the LN Client Service in LN-UI

To enable the LN Client Service, complete the following steps:

1. Start the Admin Page of LN-UI.
2. Go to Infor LN.
3. Select LN Client Service.
4. Select the Enable Service check box.

You can use the Test tab to test the connection.



Activating Mobile Service

To activate Mobile Service, complete the following steps:

1. Start the Infor LN application and select the company to work in.
2. Start the *Implemented Software Components* (tccom0500m000) session.
3. Open the company for which Mobile Service must be activated.
4. Check the Mobile Field Service check box:

Setting up Service Employee Data

To make it possible for a service employee to use Mobile Service, complete the following steps:

1. Start the Employee 360 session (bpmdm0101m100) and add at least the following details for the employee:
 - a **Logon Code:** Specify a LN user name.
 - b **Department:** Specify the Department. This department must exist in Service Departments (tsmdm1100m000).
 - c **People Data:** Set the value to Yes.
 - d **Service Data:** Set the value to Yes.
2. Start Service User Profiles (tsmdm1150m000) to add a profile.
 - a Click Add
 - b Specify the Login Code
 - c Specify the LN user name.

- d Based on your settings, the value of the Service Engineer and Service Department fields are defaulted.
- e Click Save.

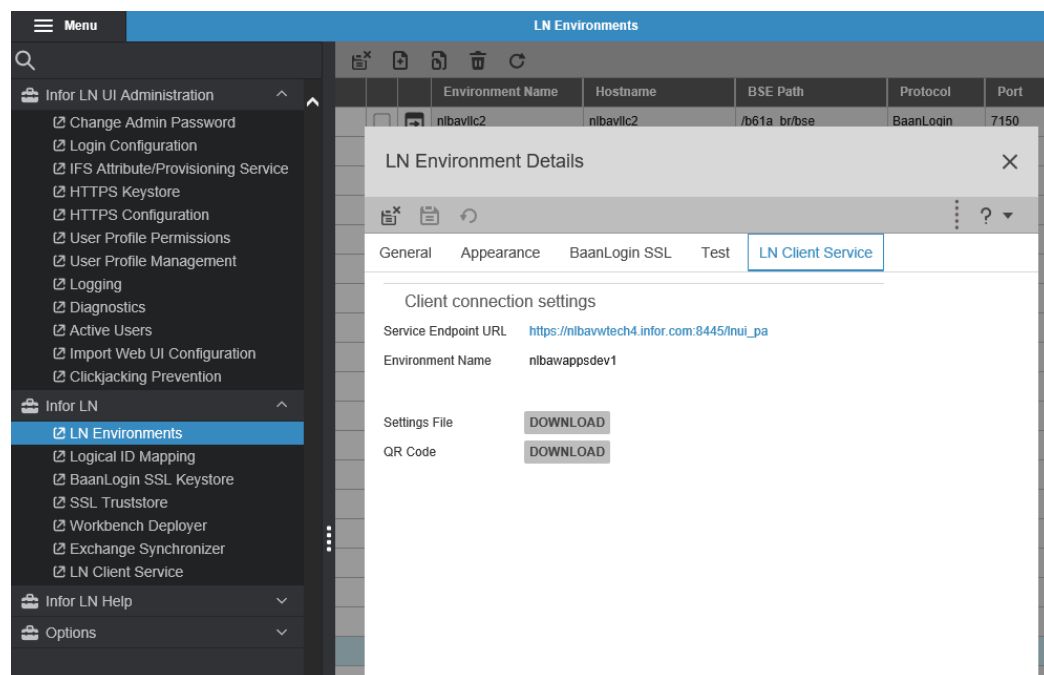
The service employee can now use LN Mobile Service.

Providing connection settings

In the Mobile Service application, a user must first set up a profile and an environment, before the application can be used. The environment connection settings can be provided in the following ways:

- The user can enter the connection settings manually.
- The user can load a connection settings file to fill the connection settings.

The settings file must be provided by the system administrator and can be downloaded from the LN Environment Details of the admin page of LN-UI:



Note: to set up an **ION API** connection (for example to connect LN Mobile Service to a multi-tenant cloud environment of LN), you must either load a settings file or scan a QR code. This information cannot not be retrieved from the LN Environment Details, but can only be retrieved from the ION API Authorized Apps page. Refer to chapter ION API.

Chapter 3 Installation of the application

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Complete the following steps 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.

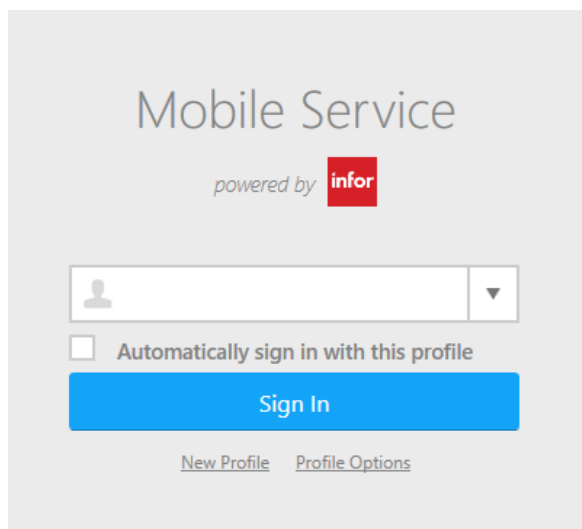
- 1 Make sure .NET Framework 4.6 or higher is available on your device.
- 2 It is recommended to install all Enterprise Service solutions for you LN environment.
- 3 Refer to generic solution [1645209](#) to install the latest solution(s) if Mobile Service.
- 4 The setup file of Mobile Service is available as additional file in session ttadv2570m000 with key tssocLN_Mobile_Service_Setup.zip.

You can download this setup file via this session in LN-UI. You can also download the setup file from the Actions menu of the Mobile Service Parameters (tssoc0102m000).

- 5 Use the setup file to install the application on the local device.

Note: if you have installed a previous beta version of LN Mobile Service, 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 Mobile Service window is displayed:

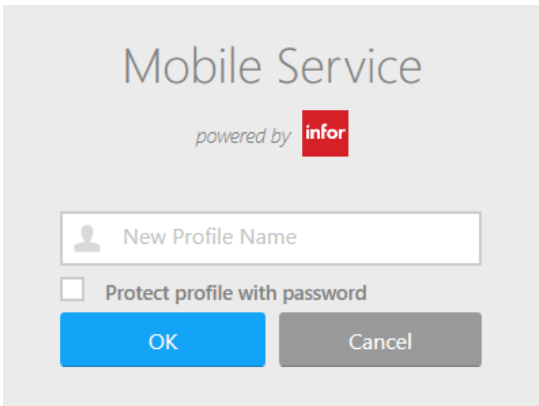


Chapter 4 Start and Sign In

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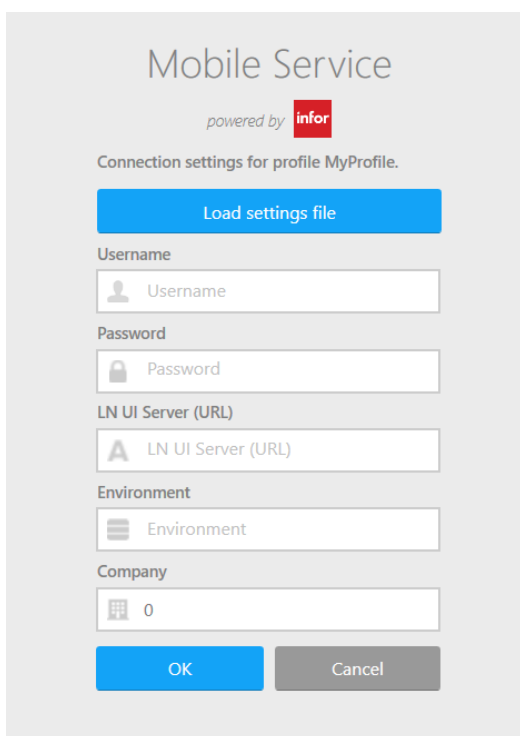
Complete the following steps to use the LN Mobile Service application for the first time.

- 1 Start the LN Mobile Service application.
- 2 Click the option 'New Profile'. The following screen displays:



The screenshot shows a dialog box titled "Mobile Service" with the "infor" logo. It contains a text input field labeled "New Profile Name" with a person icon, a checkbox labeled "Protect profile with password", and two buttons: "OK" and "Cancel".

- 3 Insert a new profile name.
- 4 To protect the profile with a profile password, check the 'Protect profile with password' checkbox and provide a profile password. This step is not mandatory.
- 5 Click OK.
- 6 The connection Settings screen will be displayed:



The image shows a 'Mobile Service' dialog box with the Infor logo. It is titled 'Mobile Service' and 'powered by infor'. Below the title, it says 'Connection settings for profile MyProfile.' There is a blue button labeled 'Load settings file'. Below this are several input fields: 'Username' with a person icon, 'Password' with a lock icon, 'LN UI Server (URL)' with a globe icon, 'Environment' with a list icon, and 'Company' with a building icon. At the bottom are 'OK' and 'Cancel' buttons.

Specify the settings to connect to LN as provided by your system administrator.

In most cases the username and password are your Single Sign On username and password. The LN UI Server (URL) and Environment may be imported by clicking the 'Load settings file' and selecting the .json file provided by the system administrator.

Authentication via ION API:

If authentication must be done via ION API (for example when connecting to a multi-tenant cloud environment), it is required to import the settings from a so-called ION-API-file, to be provided by the administrator. See chapter ION API for the required actions in this situation.

- 7 Click OK. The Sign In screen will appear again.
- 8 Enter your profile password, if applicable.
- 9 Click 'Sign In'.
- 10 The application will connect to Infor LN.

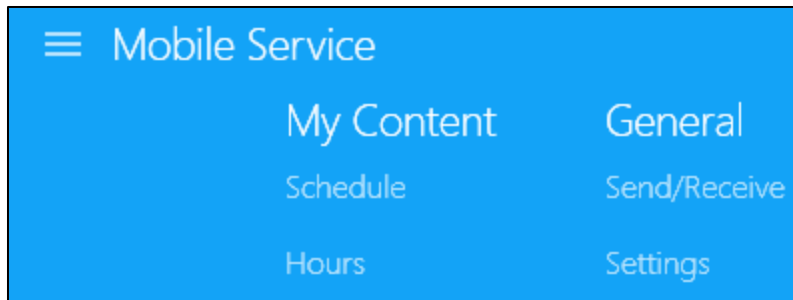
Note: when authenticating via ION API, a browser will pop up, asking you to provide your credentials (email and password) to the authentication server. Provide your credentials, click OK (or Sign In). A Request for Approval screen appears. Click the Allow button. Now Mobile Service will connect to LN.

Chapter 5 Using LN Mobile Service

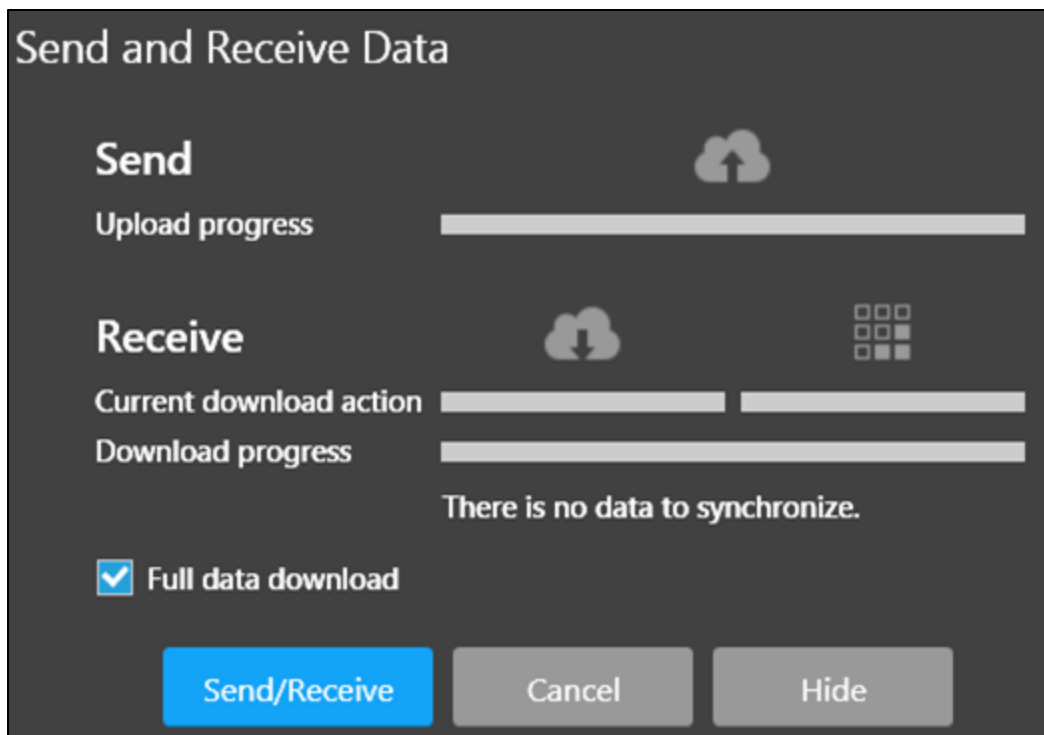
5

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. This reads all master data and your assignment activities from LN, and stores the data locally. Click on the menu icon in the top left corner of the screen to make the top bar visible.
 - b Click option 'Send/Receive' to open the dialog 'Send and Receive Data'.



- 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. Your assigned Service Orders, that have been released, are now 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.

Note: following synchronizations are based on the latest changes log (tcgen3500m000). This log contains all objects that have changed and is used by Mobile Service to download new information. This log contains all objects that have changed during the so called 'Latest Changes Log Retention Period'.

This Retention Period can be set in the Generic Parameters (tcgen0100m000). A new full data download is required when the number of days the last synchronization took place exceeds the retention period. The "Valid From Date" shows the date from which the Latest Changes Log is valid, mostly the current date minus the retention period.

The screenshot shows a configuration window for the 'Latest Changes Log'. At the top, there is a toolbar with icons for file operations and a menu bar with 'VIEWS', 'REFERENCES', and 'ACTION'. Below the toolbar, the 'Effective Date:' field is empty. The 'Description:' field contains the text 'Actual set'. The main section is titled 'Latest Changes Log'. It features a 'Retention Period [Days]:' field with a red asterisk and the value '42'. Below this, there are two rows of data: 'Valid From Date: 31-7-2017 11:34:38' and 'Latest Cleanup Date: 11-9-2017 11:34:38'. A 'RESET DATE...' button is located to the right of the 'Valid From Date' row.

Latest Changes Log	
Retention Period [Days]:	42
Valid From Date:	31-7-2017 11:34:38
Latest Cleanup Date:	11-9-2017 11:34:38

Chapter 6 Synchronization and Errors





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As soon as data is shown in Mobile Service, you can start making changes e.g. changing materials, adding hours, etc.

If you make changes an orange indicator will appear. This indicator tells you that the data in LN differs from the data in Mobile Service.

Sometimes, it is required to 'submit' local changes. For example, if you change the spent hours for a task. In that case you need to submit this change by clicking the circle behind the task.

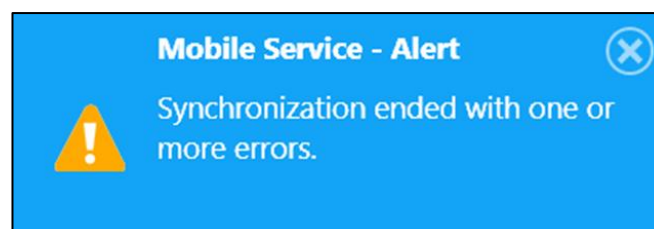
The orange indicator will only disappear if the change has properly been sent to LN.

Tasks			
MHO-COM - Disassemble compressor	3/1/2016 11:00 AM	1:00	
MHO-ASSY - Assembly compressor	3/1/2016 12:00 PM	2:00	
CLEAN - Cleaning	3/1/2016 2:00 PM	1:00	
CDW - Write CD	3/1/2016 10:00 AM	1:00	

If not *all* changes have properly been sent to LN, the latest version of the service order cannot be shown in Mobile Service. In fact, any local change will block the download of the latest version. In this case the following indicator is shown in the right-bottom corner:



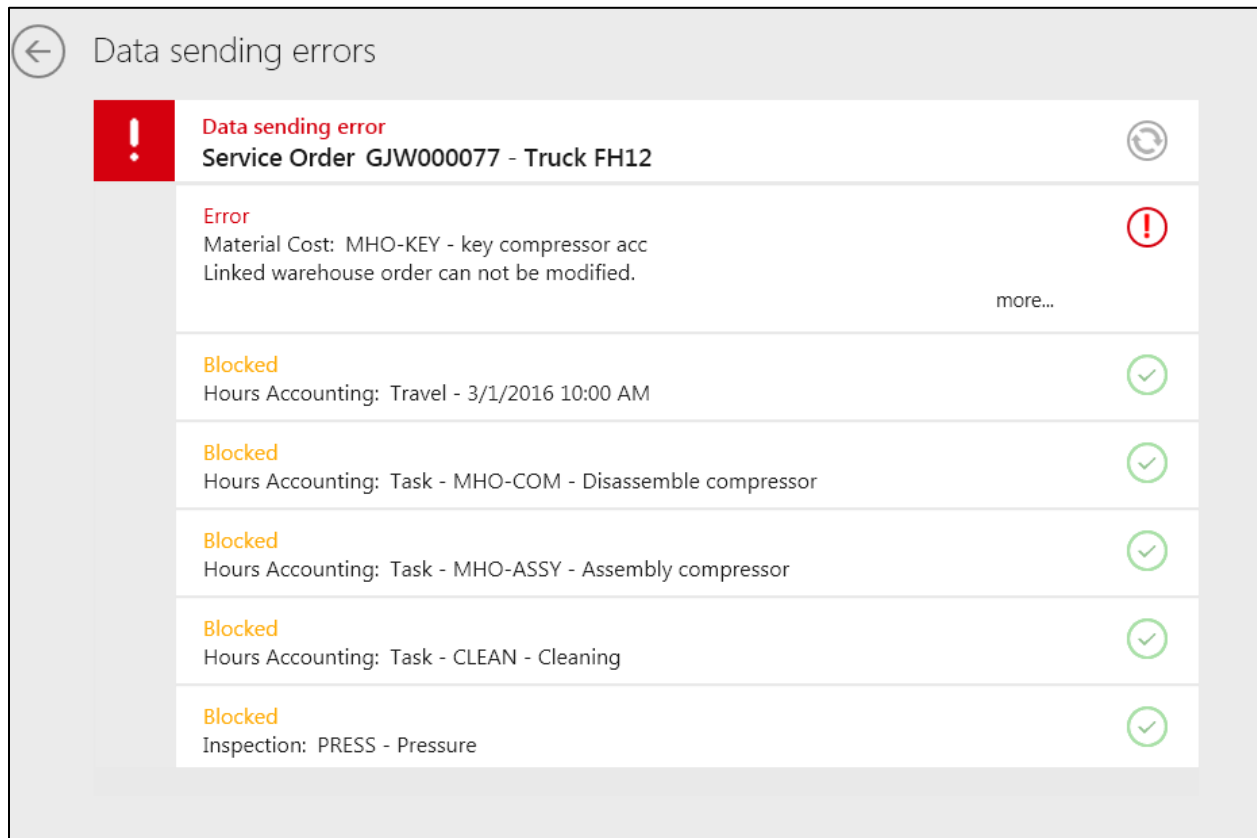
Changes are sent to LN via web services. This process could result into an error. Because, the situation in LN might have changed. In this case a desktop alert is shown, like the following picture. This tells you that the synchronization resulted into one or more errors and manual action is in most cases required.



The desktop alert will disappear after some time. If synchronization errors exist, you will see on the right bottom corner of Mobile Service the following icon:



If you click on the desktop alert or the icon, a window will be shown that shows the action that resulted into the error and the remaining actions that are blocked due to the error. See picture below:



This window shows all actions still to be synced to LN for order GJW000077. The first action resulted into the error “Linked warehouse order cannot be modified”.

By clicking on the error indicator *behind* the action line, you can choose to:

1. Skip this action for now. → button empty
2. Retry this action. → button is checked
3. Delete this action → button has a trash can icon.

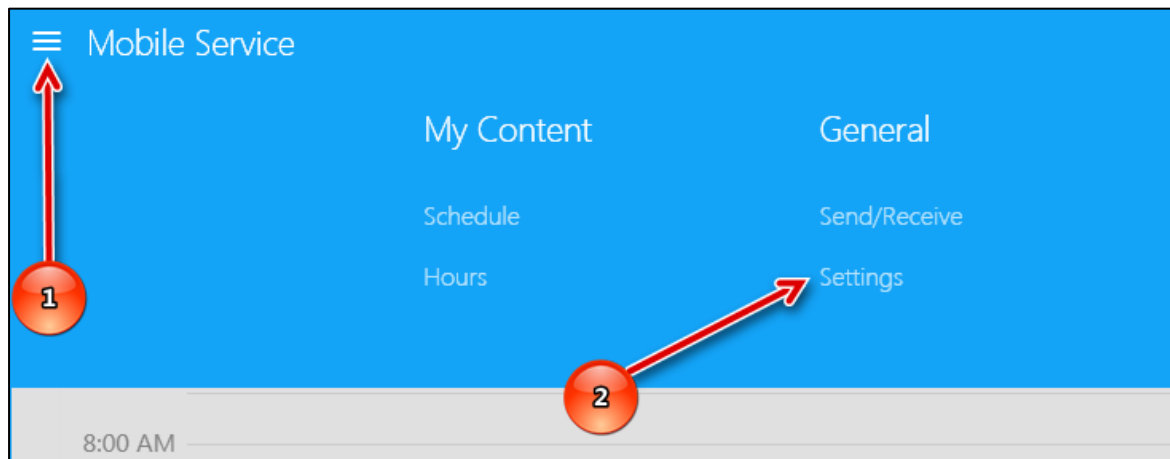
As soon as you have decided what to do, you can click on the synchronization button in the order header to synchronize the changes to LN.

IMPORTANT: all actions need to be synchronized properly to LN before the latest version of the service order becomes visible in Mobile Service.

Chapter 7 Important Settings

7

LN Mobile Service contains settings to manage the behavior of the application. Click the option 'Settings' in the top bar, 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 do not need to enter your password at the next start up.
- 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 8 Documents

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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 9 Navigation

9

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

Important navigation patterns:

Selecting a row:

Mouse: Right-click on the row.

Touch: Tap and hold the row.

Stylus: The equivalent for right-clicking the mouse.

Selecting a row changes the view to Selection Mode and displays the action options that can be applied to the row.

Selecting multiple rows:

First select one row as described above. Then:

Mouse: Left-click the next row(s).

Touch: Tap the next row(s).

Stylus: The equivalent for left-clicking the mouse.

Deselect a row

Mouse: Left-click the selected row.

Touch: Tap the selected row.

Stylus: The equivalent for left-clicking the mouse.

Alternatives for (de)selecting rows

Mouse: Left-click the 3-dotted bar at the bottom of the screen and click Select All or Clear Selection.

Touch: Tap 3-dotted bar at the bottom of the screen and tap Select All or Clear Selection.

Stylus: Select the 3-dotted bar located at the bottom of the screen and click Select All or Clear Selection.

Drill down into the details of a row:

Mouse: Left-click the row.

Touch: Tap the row.

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.

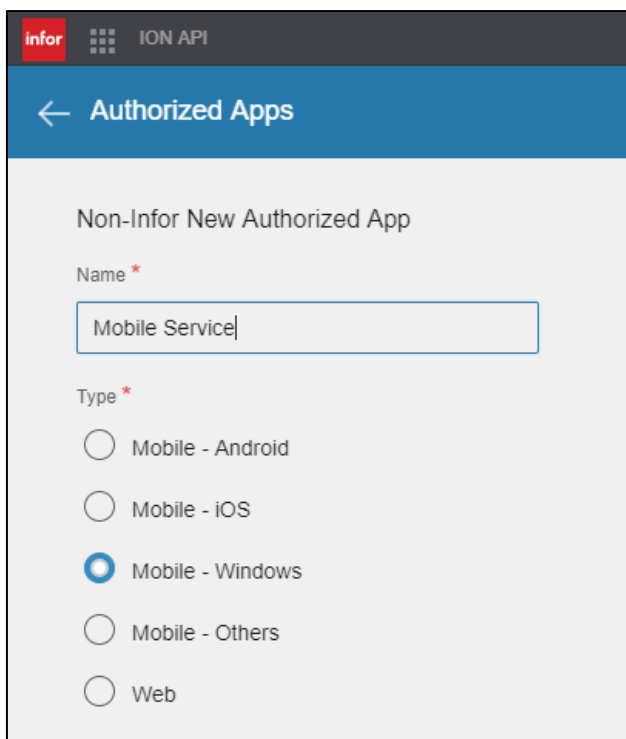
Chapter 10 ION API

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If authentication must be done via ION API some actions are needed to enable the connection from Mobile Service to Infor LN. This is for example the case when Infor LN runs in a multi-tenant cloud environment.

The first action for the system administrator is to create an authorized app in ION API. The following steps are required:

- 1 Start ION API.
- 2 Select Authorized Apps from the menu.
- 3 Click on the + button.
- 4 Enter a name, for example Mobile Service. Note that this name will be used as name for the credentials file that can be downloaded later.
- 5 Select Type “Mobile - Windows”



The screenshot shows the 'Authorized Apps' interface in ION API. At the top, there's a header with the Infor logo and 'ION API'. Below that, a blue bar contains a back arrow and the title 'Authorized Apps'. The main content area is titled 'Non-Infor New Authorized App'. It contains two fields: 'Name' with a red asterisk, which has a text input box containing 'Mobile Service'; and 'Type' with a red asterisk, which has a list of radio button options: 'Mobile - Android', 'Mobile - iOS', 'Mobile - Windows' (which is selected with a blue dot), 'Mobile - Others', and 'Web'.

- 6 Enter a description in the Description box, for example Mobile Service Application.

- 7 Enter a redirect URL, for example `http://localhost/mobileservice`.
It is advised to have a redirect URL with the following format: `http://localhost/<a_name>`.
- 8 Enter a refresh time for the OAuth 2.0 Access Token.
- 9 Keep option “Issue Refresh Tokens” enabled.
- 10 Enter a value for the “Refresh Token Grant Lifetime”, for example 8 hours. Enter 0 hours if the refresh token should never expire.
- 11 Click the Save button.
- 12 The Client ID and Secret are generated and the authorized app is stored.

The next action is to download credentials file by clicking the button “Download Credentials”. A file named `<name>.ionapi` will be downloaded. This file must be uploaded in the “Connection Settings” of Mobile Service to enable a connection via ION API.