# Pathway
## RELEASE NOTES

## Enhancements

## 3.10.017

infor

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*Pathway Release 3.1.017*

# Table of Contents

# Introduction

This document describes enhancements and new functionality made available in Release 3.1n of the Pathway software.

This Release Notes document is also available for viewing from the Release Notes menu option included in the Help Menu.

**Included in this document are the following sections:**

User Guides and Online Help
This includes an overview of how to access Pathway Help (both online and in printable format), as well as a listing of all the Modules included.

Modules
Each module that has undergone modifications is included in this documentation.  The documentation is now contained in three separate documents as follows:

- Infor Pathway Release Notes 3.10.017 Enhancements.pdf
- Infor Pathway Release Notes 3.10.017 Fixes and Software Corrections.pdf
- Infor Pathway Release Notes Summary 3.10.017.xlsx

If there are no details under any of these headings for a particular module, then that module will be omitted entirely.

InforXtreme Incident Index
This includes a listing of the InforXtreme Incidents addressed in this release of software, in alphabetical order with their associated page number.

DRN Index
This includes a listing of the Development Requests (DRNs) addressed in this release of software, in numerical order with their associated page number.

KB Index
This includes a listing of the Knowledge Base Articles (KBs) addressed in this release of software, in numerical order with their associated page number.

ERS Index
This includes a listing of the Enhancement Requests (ERSs) that have been included in this release of software, in numerical order with their associated page number.
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# User Guides and Online Help

All Pathway modules are supported by on-line help text which is accessed by pressing the F1 key within any field on a form.  In addition, help text for all modules is also available from the Contents option within the Help Menu.  This can be accessed from any form within Pathway.

Complete User Guides based on the Help Text may also be printed in hard copy for each module.  To access the PDF versions of the User Guides, the following steps should be performed:

❑   The User Guides are stored in PDF format and therefore require that Adobe Reader be available to access them.
❑   The User Guide can be viewed or printed, but cannot be modified.
❑   Check with your system administrator for instructions on where to find these documents on your system.

The User Guide documents are stored in the following directory path in the following format e.g. ACR.pdf:

e.g.
XXX \ hlp\ABK.pdf

| | | | |
|---|---|---|---|
| ABK | (Bookings Management) | CSY | (System) |
| ACR | (Customer Service) | CTX | (Tax) |
| CAR | (Accounts Receivable) | CWF | (Workflow) |
| CAU | (Auditing) | CWP | (Word Processing) |
| CBT | (Batch Processing) | CWS | (WorkSmart) |
| CCL | (Calendar) | ESY | (ePathway) |
| CCP | (Customer Profile) | HowtoUse | (How To Use) |
| CDC | (PaperClip Attachments) | LAN | (Animals) |
| CEM | (e-mailing) | LAP | (Applications) |
| CFI | (General Ledger) | LCN | (Conditions) |
| CIF | (Core Interface) | LDR | (Debtors) |
| CIM | (InfoMart) | LER | (Electoral Roll) |
| CMN | (Menu System) | LIF | (Infringements) |
| CMO | (Memo) | LIN | (Inspections) |
| CNA | (Name and Address) | LLC | (Licensing) |
| COR | (Responsibility) | LPA | (Property Accounting) |
| CQY | (Query) | LRA | (Rates) |
| CRC | (Receipting) | LTW | (Trade Waste) |
| CRF | (References) | LVL | (Valuations) |
| CRG | (Registers) | LWB | (Water Billing) |

# Animal Registration

## Enhancements

### Animal Maintenance

| InforXtreme Incident: COGC 11288888; | DRN: 31354 | Fix: |
|---|---|---|
| SMART CLIENT; | KB: | ERS: |

ANIMAL REGISTRATION MAINTENANCE

An enhancement has been made to Animal Registration Maintenance so that the deletion of Registration records is now only allowed for users that have been granted permission to do so.

Permission to delete Registration records can now be granted to specific users using the new 'DELREG - Delete Registration' Secured Function which is now present in Animal Registration >> Animal Parameters >> Animal Security Maintenance.

# Applications

## Enhancements

### Application Maintenance

| | | |
|---|---|---|
| InforXtreme Incident: COGC 11368967; | DRN: 30850 | Fix: |
| SMART CLIENT; | KB: 1986419; | ERS: |

LOCATIONS MAINTENANCE

An enhancement has been made to the Locations Maintenance form, so that when the Primary Location is changed and Inspections are updated to have the new Location, the Area on the Inspections is also updated (if the Location is related to an Area).

Also, the message displayed when the Primary Location has changed and the Save button is pressed now reads: 'Do you want to update Inspections associated with the previous Location to have the new Location? Select 'All' to update all Inspections, 'Incomplete' to only update incomplete Inspections, or 'None' to not update Inspections.'

# Customer Service

## Enhancements

### Customer Request New Request Entry

| InforXtreme Incident: | DRN: 31519 | Fix: |
|---|---|---|
| SMART AND THICK CLIENT; | KB: | ERS: |

NEW OPTION TO RESTAMP SYSTEM ENTERED DATE UPON SAVE OF NEW REQUEST

A new 'Restamp system entered date on final save' has been made available in Customer Request system parameters.

Customer Service >> Parameters >> System Parameters >> Restamp system entered date on final save.

By default this new option is not activated, but when turned on the system will restamp the System Entered Date on new requests created via Pathway upon final save.  This ensures that if a council officer begins entering a request and then has their attention diverted elsewhere for a period of time before saving the request, that the saved request will have the System Entered Date stamped with the date/time at which they hit the final save instead of the time that they commenced entry.

# ePathway System

## Enhancements

### ePathway Payments

| InforXtreme Incident: | DRN: 31536 | Fix: |
|---|---|---|
| | KB: | ERS: |

MISSING PAYMENTS IN PXPAY AND WEBBANK PAYMENT GATEWAYS

A very small number of AdvamWebbank/PxPay payments were going missing for users who have extremely strict security settings (at Browser level and/or Antivirus software). There is a web.config setting (FailProofPayments) that needs to be switched to True to negate this issue on these gateways.

### ePathway Payments

| InforXtreme Incident: WTOR 14465622; ONKA 14465741; YARA 14465595; CABA 14465579; TOOW 14469277; IPSW 14469235; WILL 14473184; SWAN 14467615; | DRN: 31552 | Fix: |
|---|---|---|
| | KB: | ERS: |

TRANSACTION NUMBERS IN COMMWEB PAYMENT GATEWAY

A change was required in ePathway/CityWatch Payments to handle longer Transaction numbers.

### ePathway Street Name Autocomplete

| InforXtreme Incident: SMART AND THICK CLIENT; | DRN: 31432 | Fix: |
|---|---|---|
| | KB: | ERS: 16597; |

STREET NAME AUTOCOMPLETE NOW RESTRICTED TO COUNCIL STREETS

The ePathway Parameter Table Export has been modified to ensure that only street names that belong to the council are exported to ePathway. This ensures that the autocomplete name suggestions during street name field entry are more relevant.

# ePathway General Enquiry

## Enhancements

### Applications and Licensing Enquiry Decision Dates

| InforXtreme Incident:<br>SMART AND THICK CLIENT; | DRN: 31426<br>KB: | Fix:<br>ERS: 6844; 48786; |
|---|---|---|

EPATHWAY GENERAL ENQUIRY - APPLICATIONS/LICENSING – DECISION DATE SEARCH

When configuring an Enquiry List in ePathway to allow filtering by decisions made within a nominated number of days from today's date, it is now possible to allow the option of a Decision Date Search filter.

ALLOWING DECISION DATE SEARCH

In order to allow an Enquiry List to be able to access the new Decision Date Search filter tab it is first necessary to add the search for the module/enquiry list.

I.e.
ADMIN >> Layout >> General Enquiry Search >> ePathway General Enquiry - Applications/Licensing >> [Enquiry List]

General Enquiry Search

This page allows you to define the advanced search attributes and layout for each Enquiry List within each available General Enquiry module.

Select an Enquiry Module  ePathway General Enquiry - Ap ⌄
Select an Enquiry List  General Applications  ⌄

| Sequence | Description | User Text | Active |
|---|---|---|---|
|  | Valuer General Search |  | ☐ |
|  | GIS Search |  | ☐ |
|  | Date Search |  | ☐ |
|  | Google Maps |  | ☐ |
| 1 | Address Search |  | ☑ |
| 2 | Parcel Search |  | ☑ |
| 3 | Title Search |  | ☑ |
| 4 | Formatted Number Search |  | ☑ |
| 5 | Decision Date Search |  | ☑ |

Update

Note also that the following new configurable Text values are available via:
ADMIN >> Layout >> Text >> Module Group: General Enquiry

| | | | |
|---|---|---|---|
| GeneralEnquirySearch.DecisionDateInstructions | Search for matches using Decision Date Range | | |
| GeneralEnquirySearch.DecisionDateSearchFromDate | From Date | | |
| GeneralEnquirySearch.DecisionDateSearchInstruc | Use this option if you wish to perform the search for a selected decision date or date range. Please enter a date range, or choose one of the available shortcuts, then click on the search button to start the search. | | |
| GeneralEnquirySearch.DecisionDateSearchLast14Days | Last 14 days | | |
| GeneralEnquirySearch.DecisionDateSearchLast30Days | Last 30 days | | |
| GeneralEnquirySearch.DecisionDateSearchLast7Days | Last 7 days | | |
| GeneralEnquirySearch.DecisionDateSearchToDate | To Date | | |
| GeneralEnquirySearch.DecisionDateSearchToday | Today | | |

## PERFORMING DECISION DATE SEARCH

Once an Enquiry List has been setup to allow Decision Date Search as per above, performing a General Enquiry for that list then allows selection of the Decision Date Search tab as shown below. Note it uses the familiar layout used for the existing lodgement date search.

ePathway General Enquiry - Applications/Licensing >> [Enquiry List] >> Decision Date Search

### General Enquiry Search

You can perform a search by selecting one of the available options below, and then entering some or all of the requested details.

Select an alternate Enquiry list [ General Applications  ▼ ]

| Address Search | Parcel Search | Title Search | Formatted Number Search | Decision Date Search |

#### Search for matches using Decision Date Range

Use this option if you wish to perform the search for a selected decision date or date range. Please enter a date range, or choose one of the available shortcuts, then click on the search button to start the search.

○ Today
○ Last 7 days
○ Last 14 days
◉ Last 30 days

From Date  [ 19/01/2020 ]  To Date  [ 17/02/2020 ]

[ Previous ]  [ Search ]

# Infringements

## Enhancements

### Infringement Type Parameters

| | | |
|---|---|---|
| InforXtreme Incident: WTOR 8876296; | DRN: 28939 | Fix: |
| COGC 10900828; KSTN 13961198; | | |
| SMART AND THICK CLIENT; | KB: | ERS: |

EXTRACT TYPE MAINTENANCE

A new extract list type INFR_ATT (Infringement Attachments) has been added the Infringements module.  This extract list allows the attachment description and/or attachment file to be extracted to a merge document.



The attachment types that are extracted can be controlled via the Additional Filter button.
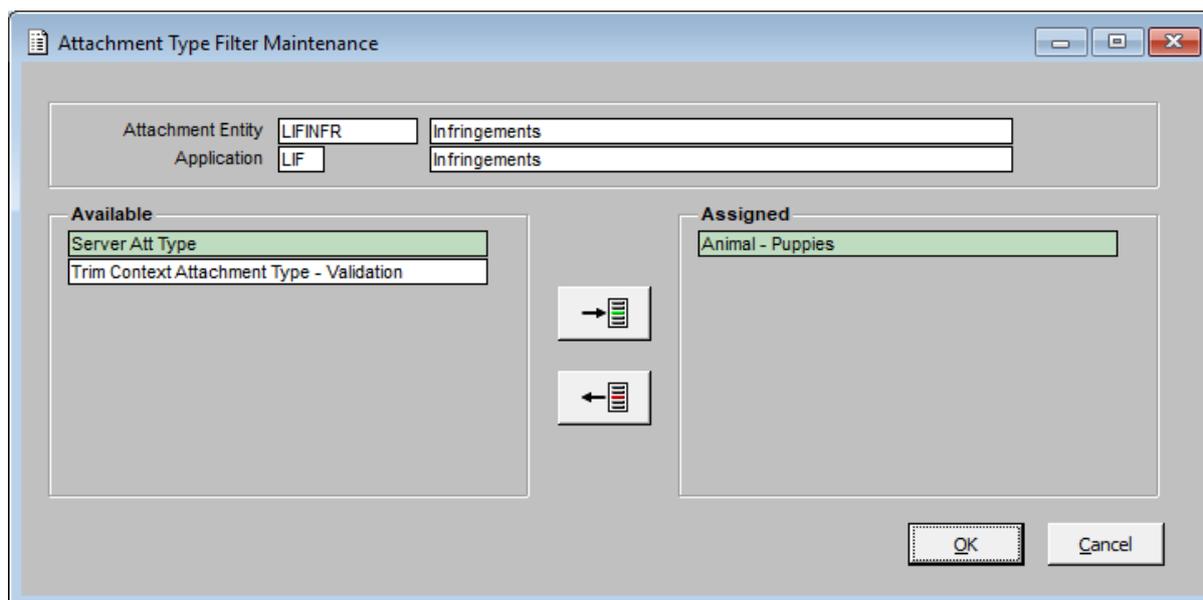
## Hand Held Data Upload

| InforXtreme Incident: COGC 13495295; | DRN: 31298 | Fix: |
|---|---|---|
| SMART AND THICK CLIENT; | KB: | ERS: |

HANDHELD DATA UPDATE CONTROL

A modification has been made to the Handheld Data Update (for all Ticket Formats).  Previously, the General Ledger transactions were created with a transaction date (DATCFITRAN) of the date on which the upload was performed.  This has now been changed to instead use the Issued Date of the Ticket.

For example:
1. On Saturday 30th March a ticket is issued for an offence, and is recorded in PINFORCE with an Issued Date of 30th March.
2. On Sunday 31st March the offender pays the offence via BPAY.  The payment date is 31st March.
3. On Monday 1st April the PINFORCE file is imported into Pathway.  The General Ledger transactions are created with a transaction date (DATCFITRAN) of 30th March.  (*) Previously a transaction date of 1st April would have been used.
4. On Tuesday 2nd April the BPAY file is imported into Pathway.  The General Ledger transactions are created with a transaction date of 31st March.

# Inspections

## Enhancements

### Inspection Area Import

| InforXtreme Incident: COGC 11043650; | DRN: 30585 | Fix: |
|---|---|---|
| SMART CLIENT; | KB: | ERS: |

AREA IMPORT

A new Inspection Area Import function has been added to the Smart Client Version of Pathway.  The Inspection Area Import function allows Properties and/or Parcels to be assigned to Inspection Areas via an import file.  Inspection Areas within Applications, Customer Services, Licensing, Registers and Trade Waste are supported.



Selecting the Inspection Area Import menu option will display the Inspection Area Import Control form. From here the file to be imported can be selected/entered.



An Import Format based on the entity *LRPIN18 – Inspection Area Import* must be created and selected before the file can be imported.
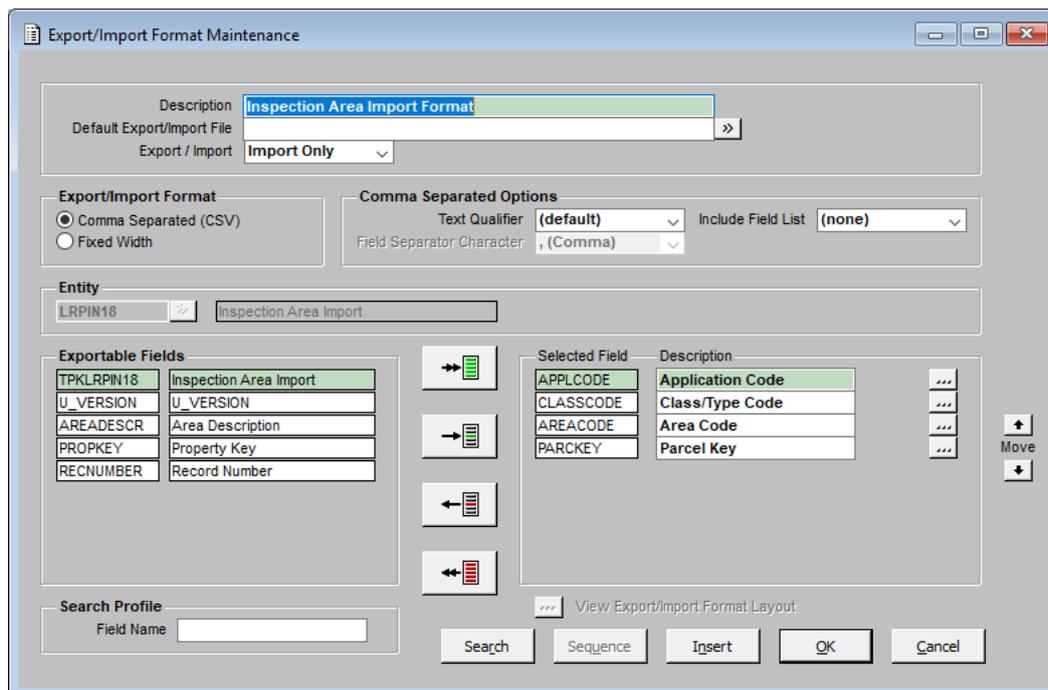
Available import fields:

| FIELD NAME | DESCRIPTION |
|---|---|
| RECNUMBER | The number of the records within the import file.<br>Automatically generated by Pathway and used for reporting purposes. |
| APPLCODE | Application Code (LAP, ACR, LLC, CRG or LTW).<br>Mandatory. |
| CLASSCODE | Class/Type code for the Application.<br>Mandatory if Application Code is LAP, ACR, LLC or CRG. |
| AREACODE | Area Code.<br>Mandatory. |
| AREADESCR | Area Description.  Only used when importing a new Inspection Area.<br>Optional. |
| PROPKEY | Property Key.  Must match the primary key of a record in the table LPAPROP.<br>Optional. |
| PARCKEY | Parcel Key.  Must match the primary key of a record in the table LPAPARC.<br>Optional. |

Sample Import File:

```
LLC,FOOD,A01,17912
LLC,FOOD,A01,17912
LLC,FOOD,A02,17935
LLC,FOOD,A02,17939
```

Details of the import can be found on the Inspection Area Import Report.

```
   Form: LINR8010                      Development Environment                              Page:    1
   User: JSCOT                        Inspection Area Import Report                 28-Apr-2020 16:29:38
Reprint: 28-Apr-2020 17:00:31             LLC Inspection Import

Record      Area       Message    Message
Number      Code       Type
_____


            Totals:      Created:          0
                         Erroneous:        0
                         Updated:          4


                              --- End of Report ---
```

The totals at the bottom of the report indicate the following:
- Created – The number of Inspection Areas created.
- Erroneous – The number of errors found.  There could be multiple errors per record.
- Updated – The number of Property and Parcel records linked to Inspection Areas.

Sample exception messages:

```
Record      Area       Message     Message
Number      Code       Type

     1                  Error       Application Code not provided.
     2                  Error       Area Code not provided.
     5       A01        Error       No Inspection Parameters set up for Application Code ACR and Class/Type Code TEST1.
     8       A01        Error       ACR Class/Type Code JLS is invalid.
    11       A04        Error       Property Key 420740 has already been added to Inspection Area A01.
    23       A04        Error       Parcel Key 17912 has already been added to Inspection Area A01.
    27       A04        Error       Property Key 888888 is invalid.
    29       A04        Error       Parcel Key 999999 is invalid.
```
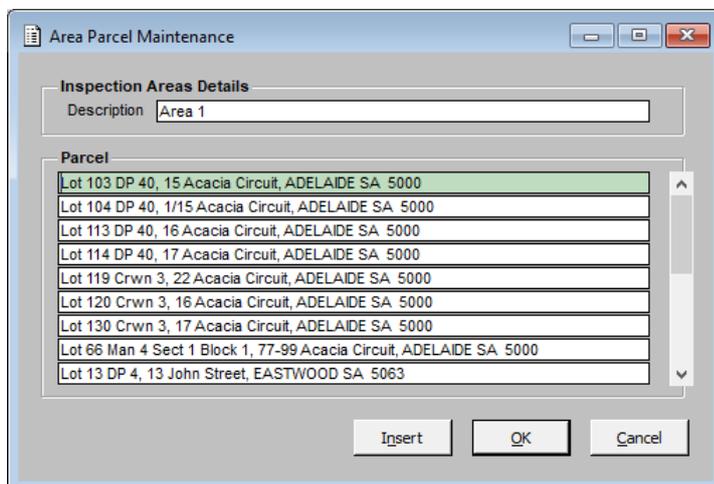
Inspection Areas

New Property and Parcel options have been added to the Inspection Area Maintenance form.



Selecting the Property option will display the Properties that have been imported to that Inspection Area.  From here Properties can be added or deleted.
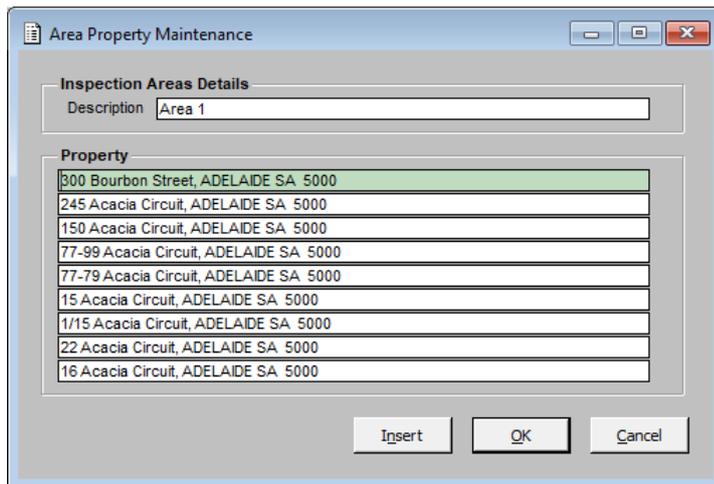
Selecting the Parcel option will display the Parcels that have been imported to that Inspection Area. From here Parcels can be added or deleted.



The Properties and Parcels assigned to an Inspection Area will be used to determine the Inspection Area that is automatically assigned to new Inspections.

# Licensing

## Enhancements

### Licensing Maintenance

| InforXtreme Incident: COGC 11368967; | DRN: 30850 | Fix: |
|---|---|---|
| SMART CLIENT; | KB: 1986419; | ERS: |

LOCATIONS MAINTENANCE

An enhancement has been made to the Locations Maintenance form, so that when the Primary Location is changed and Inspections are updated to have the new Location, the Area on the Inspections is also updated (if the Location is related to an Area).

Also, the message displayed when the Primary Location has changed and the Save button is pressed now reads: 'Do you want to update Inspections associated with the previous Location to have the new Location? Select 'All' to update all Inspections, 'Incomplete' to only update incomplete Inspections, or 'None' to not update Inspections.'

# Property Administration

## Enhancements

### Division Maintenance

| InforXtreme Incident: COGC 11443912; | DRN: 30875 | Fix: |
|---|---|---|
| SMART CLIENT; UX CLIENT; | KB: | ERS: |

DIVISION MAINTENANCE

An enhancement has been made to the "Check Rebates" Workflow Action so that Rebates for an Assessment involved in a Property Division can be ended as of the Applied Date on the Division instead of the date that the Division is Accepted.

This can be controlled using the new "End Date for Divisions" available on any Property Workflow User Action that is based on the "Rates - Check Rebates" (LRA_REB) System Action.



*Rates Action Parameter Maintenance showing the new End Date for Divisions field*

Also, a correction has been made to the Smart and UX Clients so that Rebate Reversal transactions raised when Rebates are ended as part of a Property Division Workflow are assigned a Narrative of "Rebates ended by Property Division Workflow" rather than "Rebates ended by Property Transfer Workflow".

# Rates Accounting

## Enhancements

### Differential Rates Attribute History

| | | |
|---|---|---|
| InforXtreme Incident: COGC 11484319; | DRN: 31070 | Fix: |
| SMART AND THICK CLIENT; UX CLIENT; | KB: | ERS: |

WARNING MESSAGE WHEN AN EARLIER SUPPLEMENTARY IS CREATED / DIFFERENTIAL RATES HISTORY

**\*\* Gold Coast City Council only \*\***

Enhancements have been made to the Rates Accounting and Valuations modules to cater for the situation when the VG Number Update function creates a Supplementary Entry and the Date Effective is earlier than an existing updated Supplementary Entry.  To cater for this scenario the following enhancements have been made:

- The VG Number Update now prints a warning message when this situation is detected.
- The Rates Accounting module has been enhanced to keep a history of changes to the Differential Rates Rate Type for each Assessment.

To allow the correct history details to be present, a conversion form must be manually requested at an appropriate time.  See the Conversion section below.

Conversion

A conversion form needs to be manually requested to load the new history file so that it contains the 'starting point' of the history of each Assessment.
**Note**:  This form is only available in the thick client.

To allow the correct details to be loaded to the history file, the conversion form must be run at an appropriate time.  The appropriate time is when every Assessment's Differential Rates attributes and its Differential Rates Rate Type are in synch.  This situation will only occur after the Differential Rates Verification is run in Update mode and before any further attribute changes are made.

Perform the following steps to run the conversion:

1. Sign on to Pathway Thick Client as an administrator (e.g.  SCASYS).
2. Select the "Tools" > "Run…" drop down menu option.
3. Type in the form name "LCVH94RA" and press Process.  The form will run and create the required history records.  The progress of the processing will be shown on the message line on the bottom of the screen.  Once processing has completed a message will be shown.
4. Press Ctrl + M to view the details of what processing has occurred, which includes how many assessments have been processed and how many history records have been created.

**Note:**

- The conversion form will only work when Differential Rates are in use as determined by a Differential Rates Category being nominated in the Rates System Parameters.
- A Differential Rates History record will be created for each Assessment that has Differential Rates attributes present, as signified by an assessment having a Differential Rate Code nominated.  The Rate Type for the history record created will be the first non-suspended Differential Rates Rate Type found for the Assessment in the Current Rating Period.  A history record is created even if a Differential Rates Rate Type is not found.

- The conversion form can be run again in case it fails to complete (e.g. due to a power failure etc.) as it will only create a history record for an Assessment if there is no history record already present.

VG Number Update

This VG Number Update has been enhanced so that when running in 'Load Valuations To' = Supplementary Rates mode, a check is done to see if any updated Supplementary Entries already exist for the Assessment or the VG number that has a later Date Effective than the proposed Supplementary Entry. If one or more are found, a message is issued advising the Assessment Number, Date Effective and Reason Code of each later Supplementary Entry.

For each of these messages, a user will need to manually intervene to correct the transactions and ensure that the issued Supplementary Notice is correct.
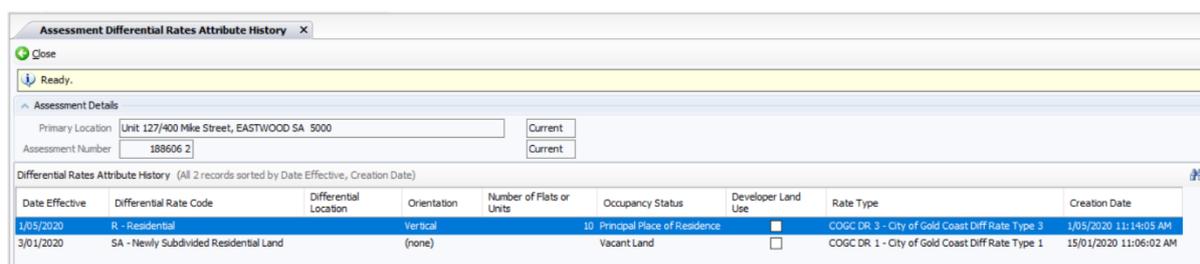
Differential Rates History overview

The ability to keep a history of changes to the Differential Rates Rate Type for each Assessment has been achieved by creating a Differential Rates Attribute History record whenever a new Differential Rates Rate Type for the Current Rating Period is added to an Assessment, or when an existing Differential Rates Rate Type in the Current Rating Period is made active. When the new History record is created it will contain the details of the Assessment's current Differential Rates attribute set as well as the Differential Rates Rate Type being added.

The functions that have been changed to accomplish this are advised below.

**Warning**: Pathway must be used in such a way so that the correct details will be loaded to the history records that are automatically created by the system. Therefore, when a Differential Rates Rate Type is added by a function, the Assessment's Differential Rates attributes need to be set correctly for the Differential Rates Rate Type being added. If this is not done, but instead the attributes are set with the correct values <u>after</u> the new Differential Rates Rate Type is added, then the History record being created will contain the Differential Rates Rate Type being added and will not have the correct set of attribute values to support that new Differential Rates Rate Type.

Assessment Differential Rate Type Attribute Maintenance

A new 'Assessment Differential Rates Attribute History' option is now available. Selecting this option will present the new Assessment Differential Rates Attribute History form.



The history records are shown in descending Date Effective / descending System Update Date order. The latest record shown at the top will contain the attribute details present when the current Differential Rates Rate Type was added.

Assessment Rating Period Rate Type Maintenance

The Assessment Rating Period Rate Type Maintenance form has been enhanced so that when a Differential Rates Rate Type is added to the Current Rating Period, a Differential Rates Attribute History record is created if the Assessment has Differential Rates attributes defined. The Date Effective for the History records created is set to the system date.

Bulk Assessment Creation

This Bulk Assessment Creation function has been enhanced as follows:

- A new Differential Rates Date Effective field has been added.  This allows a date effective to be loaded to the Differential Rates details of the created Assessment.  If a date is nominated it will only be loaded if at least one Differential Rates attribute has been nominated.
- If a Differential Rate Type is to be added to an Assessment, a Differential Rates Attribute History record is created for that Assessment if the Differential Rate Code attribute has been loaded to the Assessment.  If the Assessment's Differential Rates attributes has a Date Effective present, then the Date Effective on the History record will be that date.  If no Differential Rates Date Effective is nominated, then the system date will be used.

Bulk Assessment Maintenance

The 'Add Rate Type' operation has been enhanced so that if a Differential Rates Rate Type is added to the Current Rating Period with no Suspend Date, then a Differential Rates Attribute History record is created if the Assessment has Differential Rates attributes defined.  The Date Effective on the created History record is set to the system date.

Bulk Rate Type Update

This Bulk Rate Type Update function has been enhanced to enable it to create a Differential Rates Attribute History record when run in Import Rate Type mode when in Update and Report/Update Only mode and the Update Action is set to Update Assessment Rate Types.

This will only occur if a Differential Rates Rate Type is being added to the Current Rating Period and the assessment concerned has Differential Rates attributes defined.  The Date Effective on the History record created is set to the system date.

Supplementary Rate Generation

The Supplementary Rates Calculation Update has been enhanced so that when processing a Supplementary Entry that has a Differential Rates Rate Type being added to the Current Rating Period or being re-instated for the Current Rating Period, then a Differential Rates Attribute History record is created if the Assessment has Differential Rates attributes defined.  The Date Effective on the History record created is set to the Date Effective of the Supplementary that adds the Differential Rates Rate Type.

# Smart Mobile Core

## Enhancements

### Application Cache Replaced By Service Workers

| | | |
|---|---|---|
| InforXtreme Incident: MACK 14481091; COGC 14602172; | DRN: 31573 | Fix: |
| | KB: | ERS: |

**SMART MOBILE APPLICATION CACHING UPDATE**

SUMMARY

Smart Mobile has been updated to use a newer technology to perform caching.  Caching is important as it enables the applications to use their offline mode when there is no network access.  This change should not require additional action by councils, but more information about the specifics of the change can be obtained by reading the rest of this document or requesting further technical documentation from Infor.

OPTIONAL DETAILED READING

The original application cache implementation (AppCache) available to web applications is being deprecated by Chrome, Safari and likely all browsers over time. The replacement technology is "Service Workers" which encompasses more features than just application caching, so its features will also be used to update how Smart Mobile allows users to add the application icons to their mobile device home screens.

The Smart Mobile applications use AppCache to persist the application when offline by listing all the files our app requires in the "infor.manifest" file relevant to each App.  The "infor.manifest" is basically a static list of what is required to run the application when there is no network/data connection available. Latest versions of Chrome and Safari are already warning about the deprecation of the older AppCache technology, although the timeframe shown in this message is likely being pushed out due to the recent pandemic:
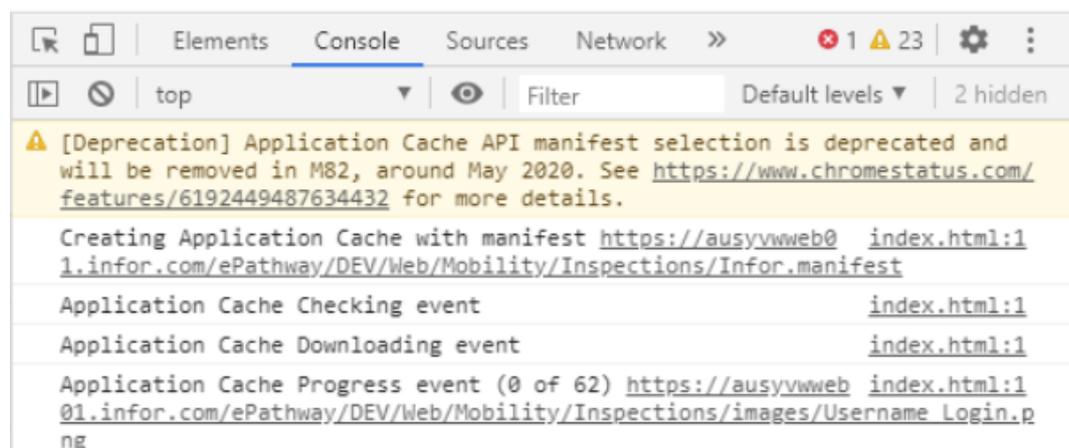
Service Workers allows for cache handling via javascript rather than a static list so the "Infor.manifest" files, although still present in the installation are replaced by "Infor.ServiceWorker.js" scripts which have been structured to allow easy modification of the items to be cached and also allow named caches for specific releases.

## CURRENT BROWSER SUPPORT FOR SERVICE WORKERS

Service Workers implementation started gaining ground 5 years ago or more, and since then is supported by all modern browsers.

| Supported? | Chrome | Edge | Firefox | Internet Explorer | Opera | Safari | Android webview | Samsung Internet |
|---|---|---|---|---|---|---|---|---|
| Desktop | Yes | Yes | Yes | No | Yes | Yes | n/a | n/a |
| Mobile | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes |

The notable absence of support is in the legacy Internet Explorer browser. Given it is superseded by the Edge browser, no future support for Service Workers is expected. It should be noted that regardless of whether Service Workers are supported by a browser, the Smart Mobile applications will continue to function as before except for use in offline mode. Users who require offline mode will need access to a browser version that supports Service Workers when using the applications where there is no network/data access.

## HOMESCREEN MANIFEST BEHAVIOUR

There are two ways in which a user can decide to add web application module icons to their Home screen on a mobile device. The first is to manually add it via "Add To Home" (or equivalent) which is an option on both Android and iPhones and up until now is how users will have decided to add the icons.

The second is to rely on being prompted and instead add it when the browser prompts. This is a feature of Service Workers and is dependent on the browsers implementation as to when to prompt. That aspect is not configurable. The browser will automatically prompt the user based on its own criteria (to do with how often the site has been accessed etc.).

The images below show the automatic prompt presented by the Chrome browser on an Android phone, where the second image is what shows if the banner at the base of the first image is tapped:
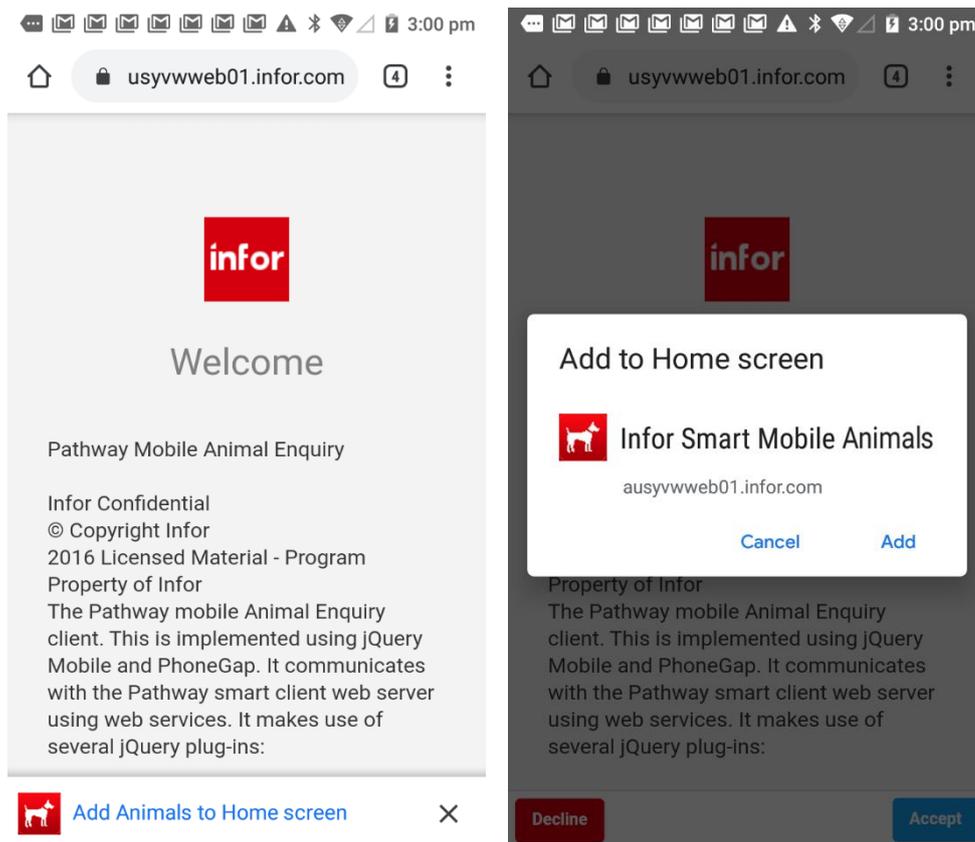


The ePathway Setup Wizard now has an additional "Mobile Homescreen Manifest" page which allows the manifest files to be changed from the default supplied by Infor for each module.  If intending to modify fields other than the obvious first three descriptive values or the icons, please be sure to research the effects or consult Infor before altering.
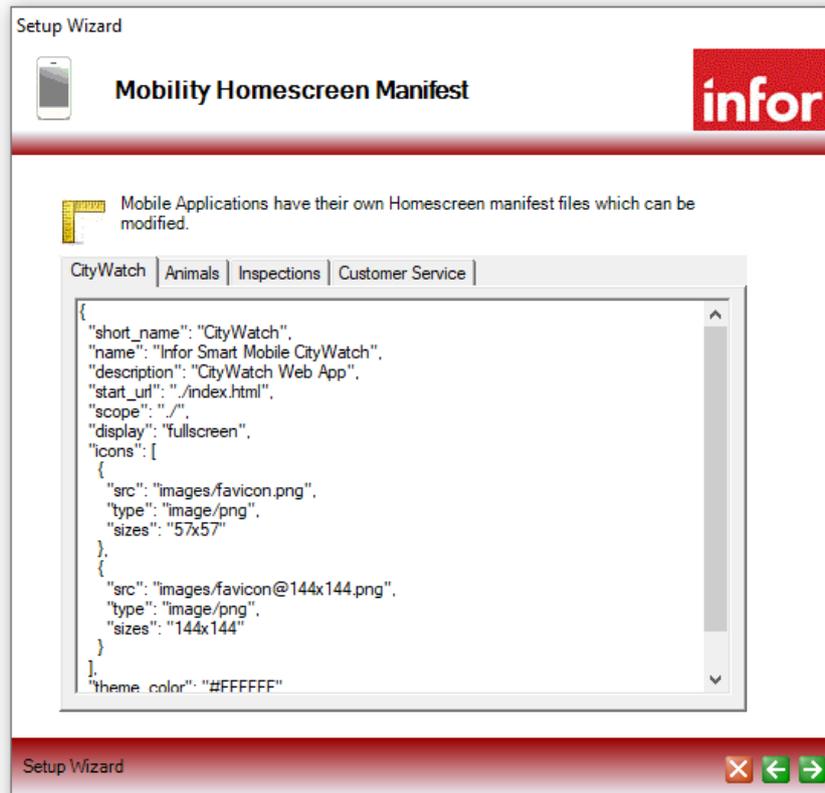
**CHECKING IF THE SERVICE WORKER INSTALLED**

Log messaging is added to the modules log that is maintained for support purposes.  Here are examples of such logs shown for the Animals on a device with the service worker related messages highlighted.  The first is for a session where the service worker is being updated due to a change and the second image shows the log for a subsequent session.
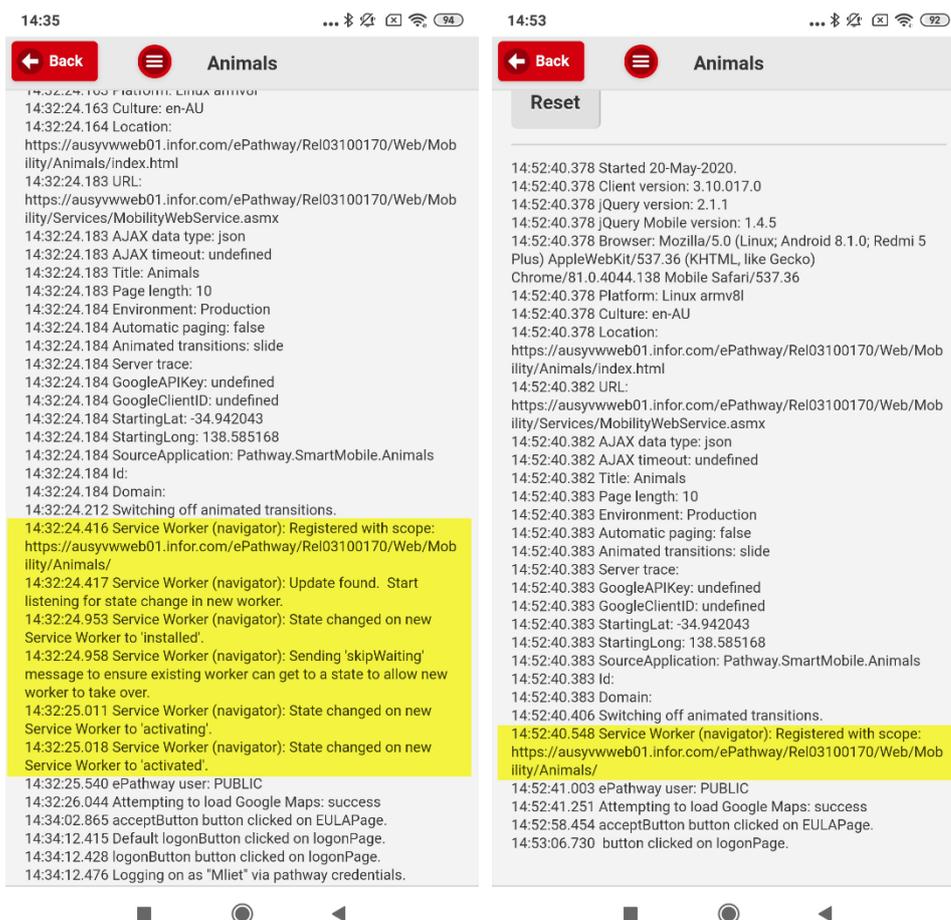
It should be noted that if a Service Worker fails to register successfully it will likely be left in a "redundant" state which will mean none of the service worker logic will be active. This can be caused if items are added to the cache list but do not exist or have been incorrectly entered. Another cause of failed registration is if a site is unsecured (ie. Accessed via HTTP instead of HTTPS) as Service Workers only function on secure sites.

# Smart Mobile CityWatch

## Enhancements

### Smart Mobile CityWatch Requests

| InforXtreme Incident: MORE 13764433; | DRN: 31522 | Fix: |
|---|---|---|
| | KB: | ERS: |

CONFIRMATION PROMPT FOR SHORT ADDRESSES

In CityWatch Requests, if an address is entered that is shorter than 10 characters and does not match an address in Pathway, a confirmation message will be displayed prompting the user to check it.  This is to prevent partial addresses being submitted to Pathway.

### Smart Mobile CityWatch Requests

| InforXtreme Incident: COGC 13344196; | DRN: 31392 | Fix: |
|---|---|---|
| | KB: | ERS: |

VALIDATION ON REQUEST FIELDS

Validation now occurs only when the Request form is submitted.  This is to prevent continuous messages being presented to the user.

# Smart Mobile Inspections

## Enhancements

### Smart Mobile Inspections Role Data Update

| InforXtreme Incident: | DRN: 31462 | Fix: |
|---|---|---|
| SMART AND THICK CLIENT; | KB: | ERS: |

INSPECTIONS ROLE COMMUNICATION AND INFORMATION DATA EDITING

It is now possible to edit Communication and Information Type data within the Inspections role details form via a new 'Edit' button.  This can be activated via a new Inspections 'allowUpdateOfCommInfoTypesOnRole' config.js setting which will default to being false.

NOTE: This enhancement allows modification of values only.  It does not allow addition of new values or the deletion of existing values.

Name and Address Security is not supported in this change.  All Communication and Information Types will be displayed and made editable if the function is turned on.

### Smart Mobile Inspections Questionnaires

| InforXtreme Incident: | DRN: 31463 | Fix: |
|---|---|---|
|  | KB: | ERS: 13437; |

GROUP ANSWERING FOR BOOLEAN QUESTIONS

If a question has multiple boolean subquestions there is now an option to select Yes or No for all of those subquestions.  This can be configured using the displayYesNoToAllButtonLimit setting in the config.js file.

# Valuations

## Enhancements

### VG Number Update

| | | |
|---|---|---|
| InforXtreme Incident: COGC 11484319; | DRN: 31070 | Fix: |
| SMART AND THICK CLIENT; UX CLIENT; | KB: | ERS: |

WARNING MESSAGE WHEN AN EARLIER SUPPLEMENTARY IS CREATED

**\*\* Gold Coast City Council only \*\***

Enhancements have been made to the Rates Accounting and Valuations modules to cater for the situation when the VG Number Update function creates a Supplementary Entry and the Date Effective is earlier than an existing updated Supplementary Entry.  To cater for this scenario the VG Number Update now prints a warning message when this situation is detected.

Refer to the Rates Accounting Release Notes for more details on this and the new Differential Rates History functionality.

# Word Processing

## Enhancements

### Extract List

| | | |
|---|---|---|
| InforXtreme Incident: WTOR 8876296; COGC 10900828; KSTN 13961198; SMART AND THICK CLIENT; | DRN: 28939 KB: | Fix: ERS: |

ATTACHMENT EXTRACT LIST

A new Extract Type  INFR_ATT has been added for Infringement Attachments.  The attachments extract list types (*_ATT) enable the attachment description and/or attachment file to be extracted onto Word Documents.  The attachment files that are to be extracted onto Word Documents cannot be located in an EDMS product.  The Attachment Links Bulk Import or the Automated Import Process can be used to import attachments into the relevant directories.

# DRN Index

# Infor Xtreme Incident Index

# KB Index

# KB Index