

# Release Notes

## Front Office v7.2

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## 1.0 Enhancements

Please refer to the Administration Guide for more details.

### 1.1 Multi-Client support for Service Providers

Multiple clients can now be hosted within a single Front Office install. This is particularly useful when each client has relatively low usage and the services offered are fairly uniform across all clients. Technical support is minimized, allowing new clients to be taken on easily and upgrades achieved with minimum effort and planning.

Each client's data is rigidly protected, with limited administration functionality available to nominated client administrators, allowing aspects of self-support.

This functionality is available via a licensed module.

### 1.2 Approval via mobile device

It is now possible for users to perform simple approval actions via their mobile. A 'mobile' website is installed as part of the standard install / upgrade process and if an approver clicks on an approval email from their mobile device, they will be directed to the mobile site. It is assumed that the key request details are included in the email, as summary identification information only will be included on the landing page. Only Approve, Decline or Hold / Release actions can take place; if editing of the request is required, the approver will be advised to visit the full website. This feature requires Front Office to have an external address.

More features will follow shortly.

### 1.3 Extended Language Support

Front Office is now able to support Unicode languages. This version delivers, out of the box, Chinese (simplified), Japanese and Russian, as well as Malay.

Note: as Microsoft® Excel™ does not support editing of CSV Unicode files, there are now two options for exporting Master Data and Catalog data: *Export to CSV* and *Export to Unicode Text*; the latter option will allow languages with an extended character set to be edited in Excel, after they have been imported via the Import Wizard. A new system setting will determine the text encoding used for CSV import and export.

## 1.4 Request Field assigned Approver

The assigned approver for a new matrix row type, *'User from Field'*, can be determined at request submission stage, using the value of a request header field. Supported request field types are user list, list-box, external list-box, text or email fields, allowing the approver to be sourced internally or externally.

## 1.5 Line Manager approval

Approval by Line Manager has been extended to allow resolution via User record as well as via Position Code. Line Manager has been added to the User Maintenance page and when resolving the approval route, the *Requested For* user's manager will be referenced.

## 1.6 Optional approval stages

Any approval matrix record can now be marked as 'optional' and if no value is found for that stage when resolving the approval route, the stage will be skipped.

## 1.7 'Remember Me'

For ease of use, the user's session can now be 'remembered' via a checkbox on the login page, both on mobile and main sites. This functionality effectively leaves the user logged in so this feature can be controlled via a new system setting: *'Remember me' duration*, which allows an expiration period between use and also allows the feature to be disabled.

## 1.8 Fulfillment Task cancellation control

A new access right *Allow Task Cancellation* enables control over task assignees ability to cancel Fulfillment Inbox Tasks. This new access right will automatically be added to any existing access profile with the *View Request Summary Fulfillment tab* access right.

## 1.9 Fulfillment processing

The implementation of *'while'* and *'do while'* loops allow more complex workflow processing control through front end configuration, therefore simplifying the solution and the set up of tasks.

## 1.10 Service Catalog access

When limiting access to a Service Catalog category or service, available options are to 'show' for specific groups or 'hide' from specific groups.

### 1.11 Service Status control

A new access right *Manage Service status* allows control over the change of a service status i.e. *make live* or *retire*. This new access right will automatically be added to any existing access profile with the *Administer Service Catalog* access right.

### 1.12 Request Type import

When importing, exporting or copying a request type in the Administration area, the Fulfillment and SLA details are now also included, as well as any association to integration hooks, maintained in the *Details* tab.

### 1.13 Request Type Admin

Dependent Request Fields can now be re-sequenced more easily as all associated fields are displayed on a single page.

### 1.14 Request File Attachment rules

The restriction of displaying a file attachment field in a request, only if the associated suppliers could actually receive them, has been removed. This will allow attachment data to be passed to an external system via request hooks, if required.

### 1.15 System email control

An activation flag has been added to the Email Template list, allowing any system generated email to be suppressed when required e.g. a conflicting email is being generated by another system.

### 1.16 Commodity Type

*Purchase Type* is now referred to as *Commodity Type* throughout the user interface.

### 1.17 Supplier Price support in Catalog import / export

The original Supplier details (*Supplier Code*, *Part Number*, *Price* and *Currency*) have been added to the catalog import / export files as optional fields. This is for integration to external systems.

The *Quantity Available* field has also been added as an optional field.

### 1.18 PunchOut configuration for local suppliers

The destination details for Front Office -maintained PunchOut suppliers can be configured within Supplier Maintenance. The details of Suppliers maintained in Supplier Gateway can be also viewed here.

### 1.19 Integration Settings

Adaptors can now be written to allow configuration via a new Integration Settings screen.

### 1.20 User Name

The User Name field has been extended to allow greater flexibility on import of users.

### 1.21 DAPI: Get Request

The *Directa API* request schema v5 now includes a file attachment field so that the attachment ID can be easily identified.

## 2.0 Bug Fixes

Description	Biomni #
Navigation: the browser 'back' button can now be used in most scenarios where the user needs to navigate to the previous page.	N/A
Create Request: the numeric element in the request update hook is now formatted correctly.	16373 / TID 2426
Create Request: an External List-box Field ID which includes an apostrophe is now supported.	16426
Create Request: no problems are now encountered where the ID column for an external list-box request field contains an apostrophe.	16426
Copy Request: validation checks on submission prevent a user copying a request containing items that are no longer in the catalog.	16496
Copy Request: when copying a request with a 'closed' receipt item, that item is now re-opened in the new request.	16359
Request List: the status filter now returns requests accurately where the status has been updated externally.	16518
Request List: searching for request type-specific date fields no longer errors.	16400
Request List: <i>View All Requests</i> access right now works correctly as an independent right.	16490
Approval Email: external list-box data is displayed appropriately in email, and not as XML.	16438
Approval Matrix: when the matrix is edited, the only orphaned role records deleted is those not used in fulfillment.	16395
Approval Matrix: the Matrix list no longer errors when trying to display a tooltip for a request field containing a deleted pick-list value.	16526
Catalog import: support for importing very large catalogs has been improved.	16425
Master Data: the User import now updates any changes to language, currency or time-zone.	N/A
Active Directory: when a user is brought in as inactive, but Front Office will not allow deactivation (e.g. Cost Center Owner or named in the Approval Matrix), an error is reported.	16418
Active Directory: if retrieving users from a filter fails, the name of the filter is now included in the error message, for easier diagnosis.	16379
Request Field Maintenance: the rich text Help field is now displayed correctly when using Chrome browser.	N/A
Currency / Exchange Rates: currency and exchange rate handling is more robust.	16403
System Code fields: validation of Code fields, including catalog part codes, have been relaxed to allow additional characters: < > \ / : *	N/A
Report setup: the reporting process can now support the External System Definition user being in either 'Domain\User' or 'User@Domain' formats.	16388
Company logo: clicking the logo takes the user to the home page for non IE browsers.	16288

Note: all bugs fixed in Front Office 7.1 SP1 are included in this release.

### 3.0 System Configuration Setting Amendments

**New:**

*'Remember Me' duration*  
*CSV Import and Export Encoding*

**Amended:**

- *Route user via login page on clicking hyperlink (defaulted to 'on' for new installs)*

**Deleted:**

- *Allow Request Attachment*
- *Enable User Groups*

A full list of System Settings is available in the Documentation folder and via the *Admin > Support* category in the website.

### 4.0 Access Right Amendments

**New:**

- *Cancel Inbox Tasks*
- *Manage Client information (for Client Administrator)*
- *Manage Client information (all Clients)*
- *Manage Service status*

A full list of System Settings is available in the Documentation folder and via the *Admin > Support* category in the website.



## 5.0 Install / Upgrade Considerations

The install and upgrade process, as well as the instructions for applying a service pack, is explained in more detail in the Front Office 7.2 Install and Upgrade document.

Note: New functionality might require client specific style-sheet changes made to z-override to be reviewed.

### 5.1 Import / Export reference data

The Master Data Approval Matrix (Line Manager, Request From Field and Optional flag) and Users (Line Manager) export / import file structures have changed to support new functionality so this must be reflected in your next import.

Culture Code is now required in the Users import, rather than Language Code, if configuration supports multiple languages. This appropriate Culture Code can be found in the Language Maintenance page.

### 5.2 Database Upgrade Implications of Unicode support

The Front Office database has been converted to Unicode storage. The upgrade will increase database disk space usage:

- 1) The data file (.mdf) may double in size during upgrade and after shrinking will be approximately 50% bigger than before upgrade.
- 2) The log file (.ldf) may increase to double the original size of the data file (.mdf) during upgrade. It can be shrunk back to its original size after upgrade.

For large databases (10GB plus) the upgrade may take several hours to complete, depending upon the hardware it is being run on. Biomni recommends setting file growth for both mdf and ldf files to 500MB for a balance between speed of upgrade and disk space usage. The Recovery Model should be set to Simple during upgrade.

The database can be shrunk after upgrade to release the log file space, then a database maintenance plan run to ensure indexes are not fragmented and that statistics are up to date. Recovery Mode and file growth settings should be reverted to their previous settings.

### 5.3 Cookies

Front Office uses and requires cookies to be enabled on the client internet browser. These cookies are solely used to hold temporary session information in order to improve usability of the application whilst ensuring secure access to all application areas.

## 5.4 Software requirements for Front Office 7.2

Legend	
Recommended	✓
Supported	○
Not supported	X

The latest service pack should always be used

Server Operating Systems	
Windows Server 2003 (64bit)	X
Windows Server 2003 (32bit)	○
Windows Server 2008 (32/64bit)	✓
Windows Server 2008 R2	✓
Windows XP	X
Windows Vista	X
Windows 7	X

SQL Server (32/64bit)	
SQL Server 2005	○
SQL Server 2008	✓
SQL Server 2008 R2	✓
SQL Server 2012	X

Client Browsers	
Internet Explorer 7	○
Internet Explorer 8	○
Internet Explorer 9	✓
Firefox	○
Chrome	○
Safari	○

## 5.5 Application compatibility for Front Office 7.2

Application	Minimum version
Connecta™	1.30
DTS	5.40.0.0

Please note that Connecta™ must always be upgraded prior to Front Office.

## 6.0 Known Issues

Only Latin database collation is currently supported which means that data in languages such as Chinese may not be sorted correctly.

Due to an outstanding Microsoft® bug, cross-domain groups are not supported when importing from Active Directory.