



LN Mobile Service for Windows - Getting Started

Version 1.6

Important Notices

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

Trademark Acknowledgements

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

Publication Information

Release: LN Mobile Service

Publication date: November 22, 2021

Contents

About this guide	5
Intended audience	5
Contacting Infor.....	5
Chapter 1 Introduction and specifications.....	6
Introduction	6
LN Specifications	6
Device Specifications.....	6
Chapter 2 Data Setup in LN	8
Enabling the LN Client Service in LN-UI	8
Activating Mobile Service	9
Setting up Service Employee Data	9
Providing connection settings.....	10
Defining Mobiles Service App Settings in LN.....	11
Chapter 3 Installation of the application	13
Chapter 4 Start and Sign In.....	14
Chapter 5 Before Using LN Mobile Service.....	16
Chapter 6 Synchronization and Errors.....	18
Synchronization	18
Synchronization Errors	19
Chapter 7 Important Settings	21
Chapter 8 Documents.....	22
Chapter 9 Navigation.....	23
Chapter 10 ION API.....	25

About this guide

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

It also describes the minimum configuration of LN to be done by the system administrator before the Mobile Service app can be used.

Intended audience

This guide is intended for:

- Users of Infor LN Mobile Service for Windows,
- LN system administrators.

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.

The latest solutions with new functionality and bug fixes are always published on the Infor Support Portal under [KB 1645209](#)

If you have a question about the functionality of Infor LN Mobile Service, you may also contact us via mail: ln.mobile.service@infor.com

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

Chapter 1 Introduction and specifications

1

Introduction

Infor LN Mobile Service 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, 10.5.2, 10.6, 10.7 and LN Cloud Edition.

LN Mobile Service provides the most functionality when integrated with LN Cloud Edition. It provides less functionality when integrating with earlier versions of LN, the least functionality when integrating with LN 10.4.

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

2

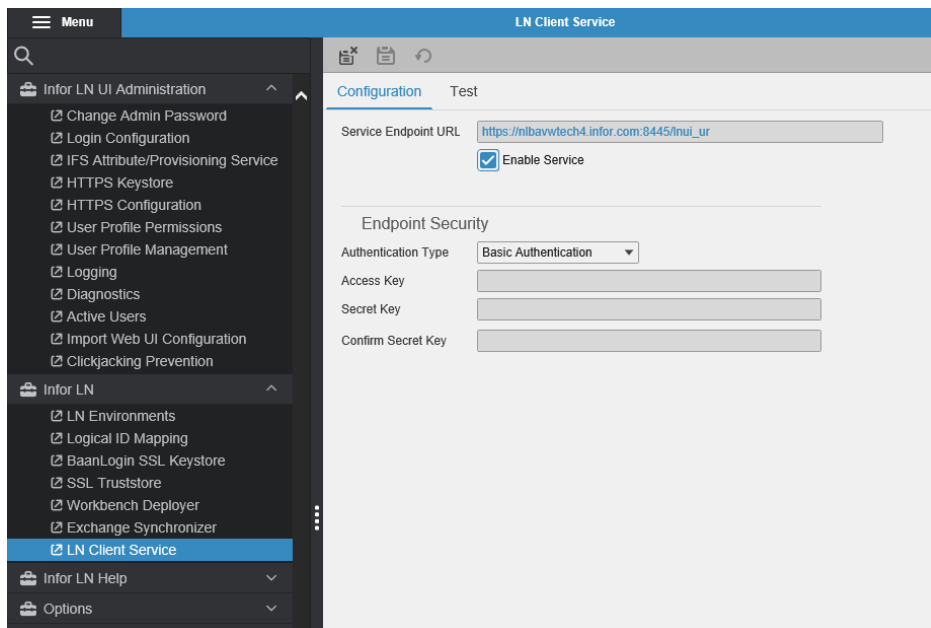
Some data must be set up before LN Mobile Service can be used. The LN Client Service in LN-UI must be enabled, Mobile Service must be activated, and a minimum set of data per service employee must be set up.

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:

The screenshot shows the 'Implemented Software Components' window. The 'Description' field is set to 'Actual set'. The 'Company' field is set to '0551 infor'. The 'Archive Company' field is set to '0552 archive company for 551'. The 'Integrations' tab is selected, and the 'Mobile Field Service' checkbox is checked.

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 username.
 - 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 username.

- 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.

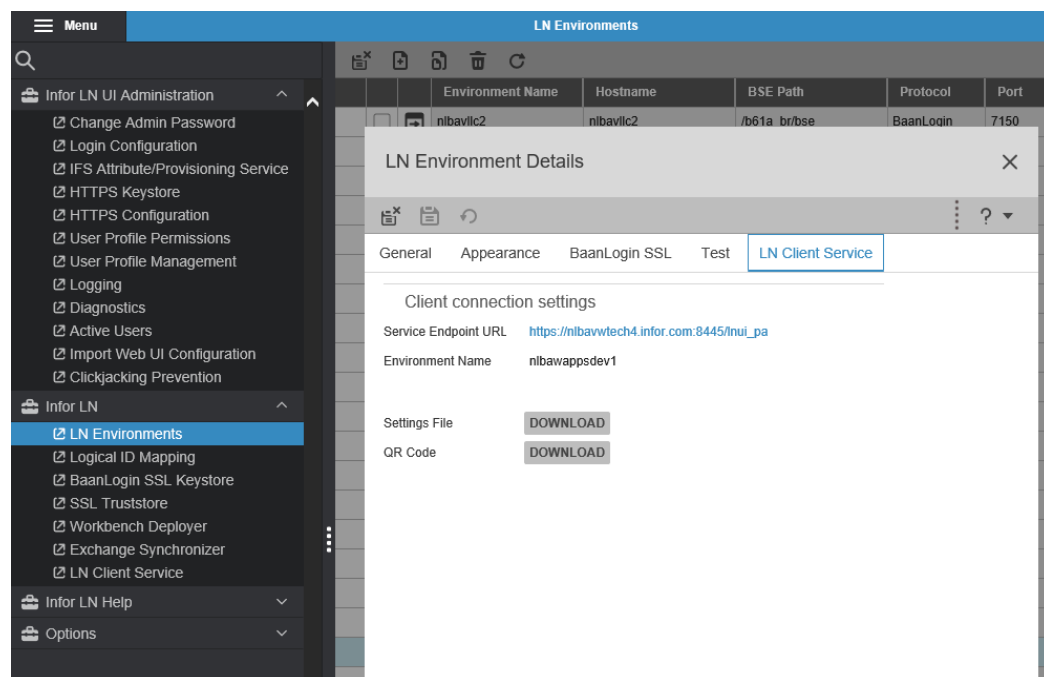
Note: besides the user profile, a Service User Template (tsmdm1160m000) can be defined which contains additional settings for Mobile Service. This template can be linked to the applicable User Profile(s).

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.

Defining Mobiles Service App Settings in LN

There are various settings which can be set in the Mobile Service application itself. This allows service employees to change the behavior and look of the app and enable or disable certain functionality. In practice, the desired settings are often the same for all service employees of a certain company. In addition, a company might also want to prevent service employees from changing certain settings.

Within LN, these Mobile Service app settings can be defined in one or more setting files. A setting file can be linked to a service user template. These settings will be used as a default when a service employee starts using Mobile Service. Some settings might also be made read-only, preventing service employees from changing the setting in the Mobile Service application.

The use of app setting files is optional. Details of the setup are given in the Infor LN Mobile Service User Guide.

Chapter 3 Installation of the application

3

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.

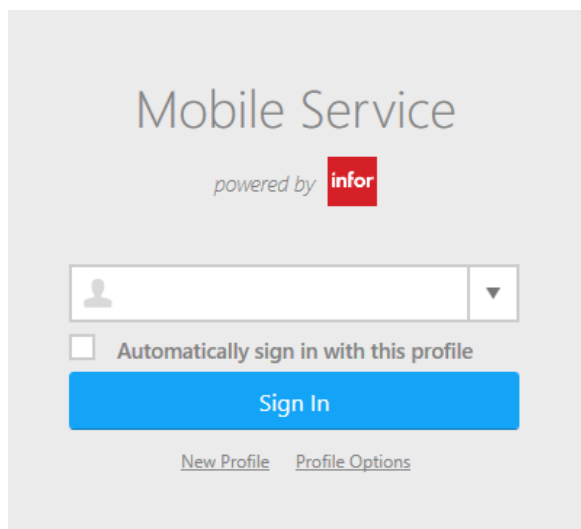
- 1 Make sure .NET Framework 4.6 or higher is available on your device.
- 2 It is recommended to install all Enterprise Service solutions for you LN environment.
- 3 Refer to generic solution [1645209](#) to install the latest solution(s) if Mobile Service.
- 4 The setup file of Mobile Service is available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

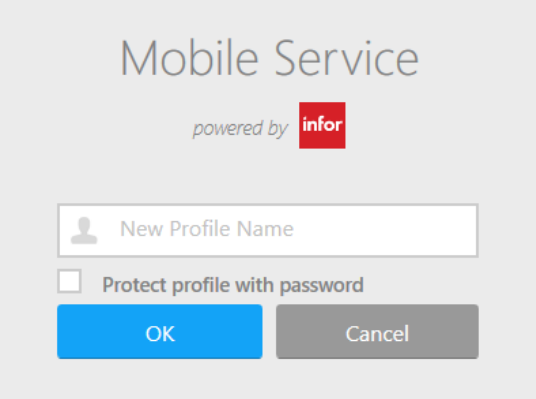


Chapter 4 Start and Sign In

4

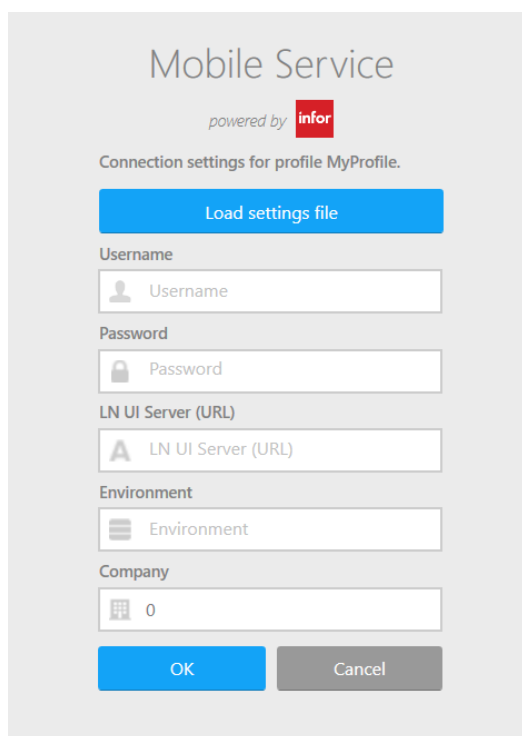
Complete the following steps to use the LN Mobile Service application for the first time.

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



The screenshot shows a light gray dialog box titled "Mobile Service" with the "infor" logo below it. Inside the dialog, there is a text input field with a person icon and the placeholder text "New Profile Name". Below the input field is a checkbox labeled "Protect profile with password". At the bottom of the dialog are two buttons: a blue "OK" button and a gray "Cancel" button.

- 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 'Connection settings for profile MyProfile.' and contains a 'Load settings file' button. Below this are input fields for 'Username', 'Password', 'LN UI Server (URL)', 'Environment', and 'Company'. Each field has a small icon to its left: a person for Username, a padlock for Password, a server for URL, a list for Environment, and a building for Company. 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.

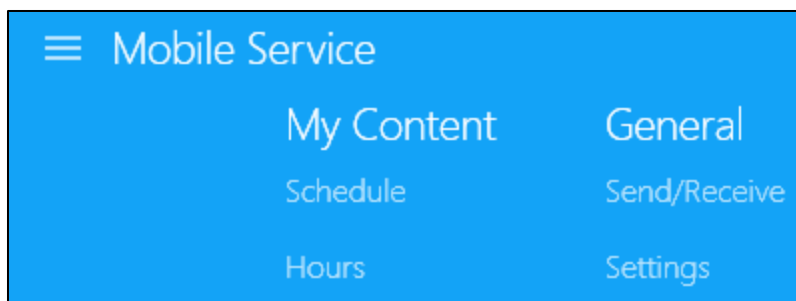
Note: when authenticating via ION API, a browser will pop up, asking you to provide your credentials (email and password) to the authentication server. Provide your credentials, click OK (or Sign In). A Request for Approval screen appears. Click the Allow button. Now Mobile Service will connect to LN.

Chapter 5 Before Using LN Mobile Service

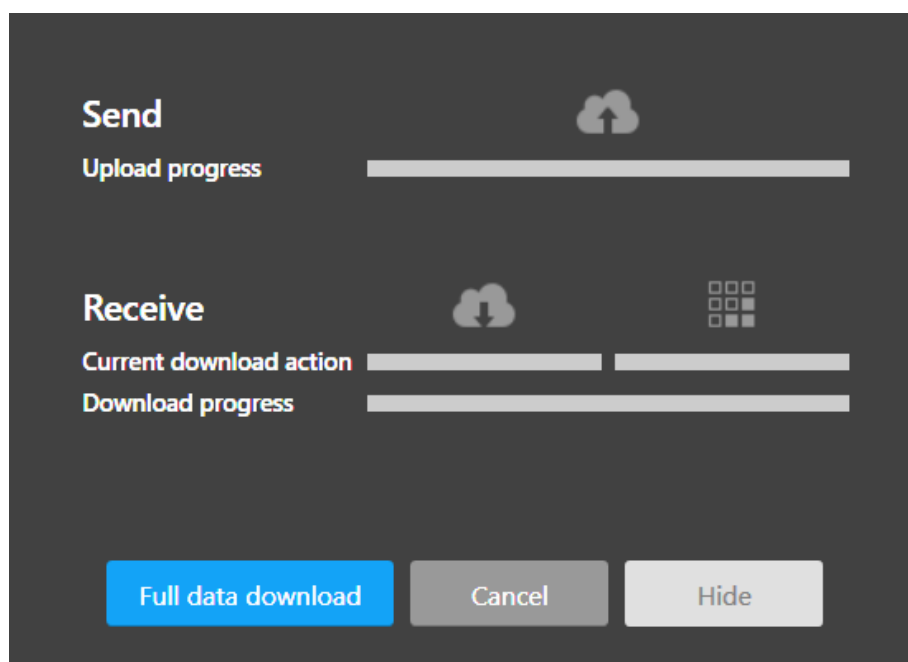
5

You must perform the following 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 assigned 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. Click 'Full Data Download' and then click Yes.



- 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.

Effective Date:

Description: Actual set

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

RESET DATE...

Note: a full data download is only required in the following situations:








- **After installing Mobile Service for the first time.**
All changes in Mobile Service that are done after the full data download are synchronized with LN during regular synchronizations. Also, all LN changes that are of interest to Mobile Service are synchronized with Mobile Service during these regular synchronizations. These regular synchronizations can be done manually or automatically.
- **If Mobile Service indicates this by means of a message.**
This may for example occur when the retention period expires, or after an update of the Mobile Service application.

Chapter 6 Synchronization and Errors

6

Synchronization

If you change data in Mobile Service an orange synchronization indicator will appear. This indicator tells you that you changed the data *and* that the changed data was not yet synchronized with 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	

A gray synchronization indicator tells you that data at a lower level has been changed and not yet synchronized. For example, if you add a material to an activity the material will show an orange synchronization indicator and the activity will show a gray synchronization indicator.

For most local changes it is required to confirm the changes before they will be synchronized. For example, if you change the spent hours for a task then you must confirm this change by clicking the circle behind the task.

Another synchronization indicator can appear in the right bottom corner:

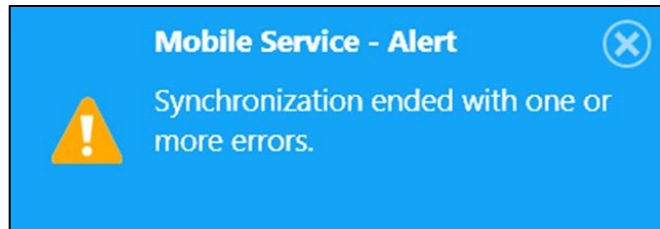


This indicator tells you that not all the data that you are viewing has been synchronized properly.

The synchronization indicators will only disappear if the changes have properly been sent to LN.

Synchronization Errors

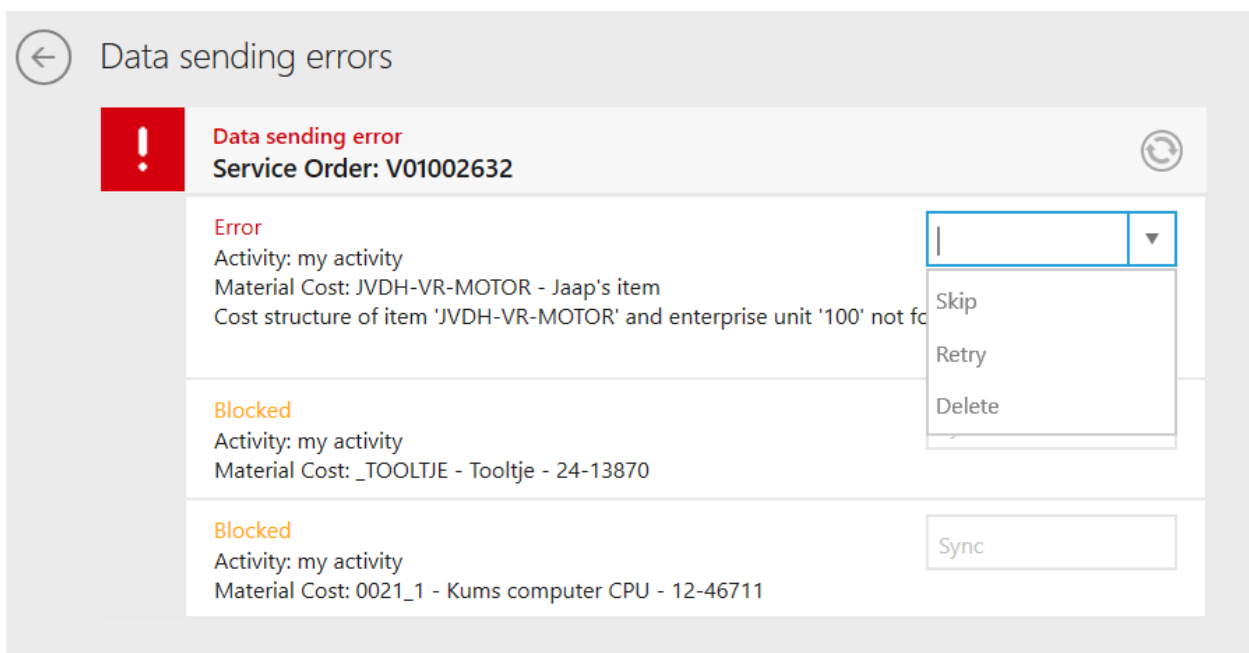
Changes are sent to LN via web services. This process can result into one or more (functional) errors. In this case a desktop alert is shown, like is shown in the following picture. This tells you that the synchronization resulted into one or more errors and manual action is in most cases required.



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



If you click on the desktop alert or the icon the Data Sending Errors screen will be shown.



It shows the data changes that resulted into the error and the remaining data changes that are blocked due to the error. In this case for service order V01002632. The first change resulted into the error "Cost structure of item not found", that was caused by changing or adding a Material Cost.

You can indicate what to do with the error by selecting an option from the drop down list box that is located next to the error:

1. Skip → the synchronization of the data will be skipped for now.

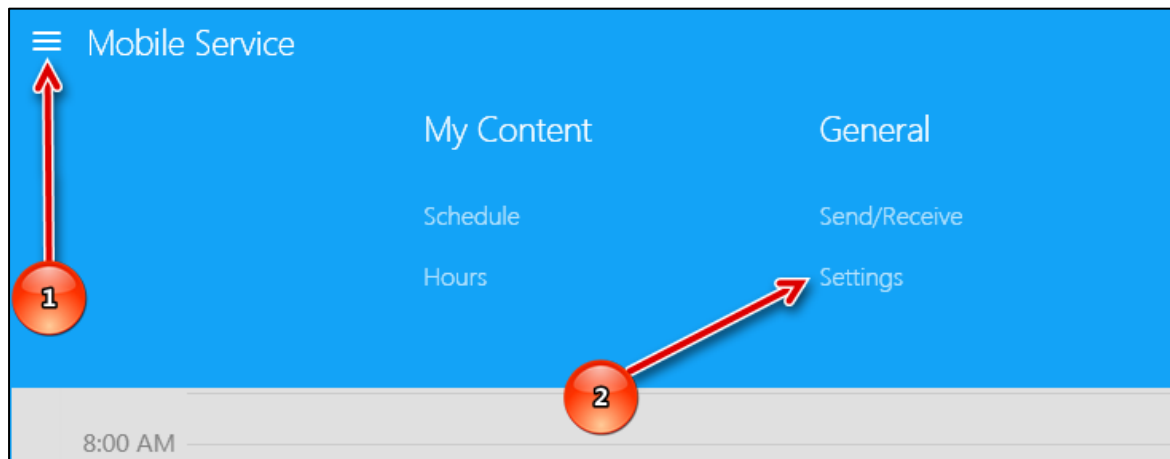
-
2. Retry → the synchronization of the data will be done again. This option may for example be used when data in LN has been corrected and the corrections make it possible to synchronize the data without error.
 3. Delete → the changes done in Mobile Service that caused this error will be undone.

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

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

8

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

10

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 “Windows Desktop”
- 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 Download URL: this field is not applicable for Mobile Service for Windows. Enter any valid URL you like, for example <https://www.microsoft.com/en-us/store/apps/windows>
- 9 Enter a refresh time for the OAuth 2.0 Access Token.
- 10 Keep option “Issue Refresh Tokens” enabled.
- 11 Enter a value for the “Refresh Token Grant Lifetime”, for example 8 hours. Enter 0 hours if the refresh token should never expire.
- 12 Click the Save button.
- 13 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.