



# Infor CRM Mobile Client Resolved Issues

Version 4.0

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# Introduction



This document lists issues resolved in Infor CRM Mobile version 4.0.

## Additional Resources

Other documents that you might find helpful include:

- Compatibility information for Infor CRM Mobile is available in the Infor Online Compatibility Matrix (OCM). To access the OCM:
  - a. Sign in to the **InforXtreme Portal web site**: [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).
  - b. Expand the **Environment** menu, and then click **Online Compatibility Matrix**. Click Help for a video explaining the features of the OCM.
- *Installing the Mobile Client.pdf* provides detailed instructions for installing Infor CRM Mobile. This documentation is available with the Infor CRM Mobile media and can also be downloaded from the Infor Xtreme portal web sites.
- *Upgrading the Mobile Client.pdf* provides detailed instructions for upgrading an existing installation of the Infor CRM Mobile. This documentation is available with the Infor CRM Mobile media and can also be downloaded from the Infor Xtreme portal web sites.
- Help tips are available in the Infor CRM Mobile Client.

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

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

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).



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# Issues resolved in this release



Infor CRM Mobile Client for Microsoft v4.0 contains the following resolved issues:

- INFORCRM-2928: In list views, Quick Actions are not always visible.
- INFORCRM-3048: Add the ability for users to change regional format settings.
- INFORCRM-3074: When refreshing KPI charts, the "loading" message is blurry.
- INFORCRM-3268: All instances of "log in" or "log out" should be changed to "sign in" or "sign off".
- INFORCRM-3784: The Ticket Activities view title should be the Ticket ID.
- INFORCRM-4698: Spell check works differently in iOS7 than iOS8 and iOS9.
- INFORCRM-5085: Moving from one account to another account may display the Account title as the previously opened account.
- INFORCRM-5086: After pressing a contact's phone link, canceling, and closing the phone call note, and then clicking an email link for a different contact, the note displays the phone call contact, not the email contact.
- INFORCRM-6394: In an iPhone 5, iPhone 6, or iPhone 6+ environment in landscape mode, the Calendar control hours and minutes drop-down lists may not open.
- INFORCRM-6395: In an iPhone 6 or iPhone 6+ environment in landscape mode, pressing the Calendar control changes the position of the hours and minutes drop-down lists.
- INFORCRM-6428: In an iPhone 5 environment in landscape mode, the Calendar control month drop-down list detaches from the field.
- INFORCRM-11027: In a localized offline environment, on the Recently Viewed right menu, "KPI 'Total Recently Viewed'" contains untranslated strings.
- INFORCRM-11688: In a Spanish environment, upon opening the help, "[object Object]" displays instead of the Help.
- INFORCRM-11846: In a Windows Simplified or Traditional Chinese environment, the sign in screen contains untranslated strings.
- INFORCRM-12730: When selecting an additional item for a multi-select pick list, previously selected items are no longer selected.
- INFORCRM-12891: In a localized environment, when scheduling or editing a recurring activity, the recurring options are difficult to understand when translated.
- INFORCRM-12915: In an IE 11 or Edge browser environment, when creating a lead, the word "null" is inserted in the Business Description and Note fields.
- INFORCRM-13067: In a German environment, when scheduling or editing a recurring activity, the recurring "on" list contains unexpected items.
- INFORCRM-13081: In a German environment, on the Recently Viewed right menu, "KPI 'Total Recently Viewed'" contains untranslated strings.

- INFORCRM-13107: In a French environment, on the Recently Viewed right menu, "KPI 'Total Recently Viewed'" contains untranslated strings.
- INFORCRM-13117: In a localized environment, the Contour Help title contains untranslated strings.
- INFORCRM-13171: In an offline Russian environment, the Options Show Usage list contains untranslated strings.
- INFORCRM-13205: In an offline Chinese environment, the Options Show Usage list contains untranslated strings.
- INFORCRM-13585: In an offline environment, users should be able to add a note.
- INFORCRM-14194: Numeric ranges should include operators "Greater than" and "Less than".
- INFORCRM-14198: When creating a new sales order or quote, the number that displays is for the previously viewed record, not the new record.
- INFORCRM-14200: Quotes with a status of 'Awarded' should be read-only.
- INFORCRM-14471: The Mobile client should use SoHo Xi controls and stylesheets.
- INFORCRM-14569: On the Lead detail view, quick actions 'Send email' and 'Call main number' do not display as history records.
- INFORCRM-14570: On the Lead list view or group view, after performing an email quick action or clicking an email link, the history record that displays should be populated with the lead and company information.
- INFORCRM-14571: On the Contact list view or group view, after performing an email quick action or clicking an email link, the history record that displays should be populated with the contact information.
- INFORCRM-14693: Refreshing a list view before it fully loads causes the list to display duplicates.
- INFORCRM-14725: In a French or Italian localized environment, currency is not in the expected format.
- INFORCRM-14920: The Mobile client should be responsive for tablet and desktop views.
- INFORCRM-14958: The "Log Out" label should be changed to "Sign Off".
- INFORCRM-15142: In a localized environment, the Contacts group "Missing Emails for Customer Portal" is not translated.
- INFORCRM-15235: When adding a product to a quote or sales order, the warehouse field displays incorrect data.
- INFORCRM-15270: Open (Open, PartialPaid, Dispute) invoices should be displayed in appropriate age groupings, not just the All Ages grouping.
- INFORCRM-15283: In an offline localized environment, the Options Show Usage list contains untranslated strings.
- INFORCRM-15826: In a Japanese environment, the Complete Activity tooltip is not translated.
- INFORCRM-15832: In a Japanese environment, the Sales Information page contains untranslated strings.
- INFORCRM-15880: In a Japanese environment, the Opportunity Product Info label should not contain a space before "Info".
- INFORCRM-16008: When creating a new sales order, clicking the Save button before entering any data causes the error "A server error occurred while requesting data."
- INFORCRM-16145: In a Thai or Chinese Simplified environment, My Notes/History does not display any records when data should display.
- INFORCRM-16147: In a Chinese environment, on the Add Attachments page, there is no space between the Upload and Cancel buttons.
- INFORCRM-16151: In a Thai environment, the date format should be D/M/YYYY not M/D/YYYY.
- INFORCRM-16153: When uploading an attachment it is unclear what to click in order to select a file to attach.
- INFORCRM-16156: In a Dutch environment, the Calendar contains the incorrect date format.
- INFORCRM-16158: In a localized environment, in the Phone Call details view, the name of the person and the action for Called may be in the wrong order in some languages.

- INFORCRM-16159: In a Dutch environment, Opportunity dates and currency fields are not formatted correctly.
- INFORCRM-16162: In a Dutch environment, the currency decimal separator is incorrect.
- INFORCRM-16165: In a localized environment, on the Account Information Dashboards, the labels for the "Total" are not formatted correctly for translation.
- INFORCRM-16169: In a Dutch environment, performing a Hashtag search does not return results.
- INFORCRM-16176: In a Dutch environment, when editing a private activity, the title of the screen is incorrect.
- INFORCRM-16182: In a localized environment, when viewing Account KPIs, the KPI "Avg Time" contains a hardcoded character to represent thousand (K), million (M), and billion(B).
- INFORCRM-16193: In a localized environment decimal values cause incorrect number formatting and calculations.
- INFORCRM-16430: In a localized environment, the My Schedule Setting, all KPI chart contains untranslated strings.
- INFORCRM-16514: In a localized environment, the Accounts Near Me dialog box Account Type label is not translated.
- INFORCRM-16663: When adding products to a quote, more products are listed when editing a quote than are listed when adding a quote.
- INFORCRM-16672: On the Calendar in Month view, orange dots representing activities no longer appear after re-selecting Calendar from the menu.
- INFORCRM-16684: In an Offline environment, users should be able to delete a note.
- INFORCRM-16813: Accounts Nearby searches fail to display records correctly when the selected Type is Customer and there are more than 100 accounts in a 500 mile radius.
- INFORCRM-16828: Users should not be able to click the Quote Edit button when the Quote Edit security action is disabled.
- INFORCRM-17564: In the help "Working Offline" section, Windows Phone 8 should not be listed.
- INFORCRM-17693: When manually typing a date or selecting a date value from a modal window, the onChange function does not fire.
- INFORCRM-17823: In Settings, Language and Culture label should renamed to Language and Regional Format
- INFORCRM-18007: The Language and Regional Formats list should list language names not codes.
- INFORCRM-18106: The "More..." tooltip is not translated.
- INFORCRM-18108: The "Refresh" tooltip is not translated.
- INFORCRM-18248: When an Offline Note is created, a time stamp should be added to the card so it is easy to see when it was created.
- INFORCRM-18416: When the Lead Edit view is opened from the list view or group view Quick Actions list, no data displays for Address or Owner.
- INFORCRM-18514: in a Chinese environment, on the Accounts, Group, Settings, the tooltips for Cancel, Complete, and More are not translated.
- INFORCRM-18684: On the Calendar, after adding an event, and then adding an activity, the event no longer displays on the Calendar.
- INFORCRM-19263: On some views, the label "acct" should be "account".
- INFORCRM-19300: When performing a Hashtag search for alarm,any activities that were updated to include an alarm are not returned in the search results.
- INFORCRM-19859: In the error message "A server error ocured while requesting data." "occurred" is misspelled.
- INFORCRM-19995: In the Help, all instances of "tap" should be replaced with "click".

- INFORCRM-20205: When using an Internet Explorer browser to add or edit a ticket, blank fields are populated with "null" and save to the record.
- INFORCRM-20269: In a Dutch environment, in View Accounts Nearby, the decimal character for kilometers is incorrect.
- INFORCRM-21223: In an iPhone 8 environment, the error "Unable to pull your current location" may occur frequently.
- INFORCRM-21704: When viewing an attached .pdf file the document is not fully visible and scrolling or pinch to zoom does not work.
- INFORCRM-22026: When in phone size, the menu does not have an easy way to close.