



No database upgrade in this version.

EMS - about version 9.3.6

This document describes all the news in the actual release.

The paragraph numbers below corresponds to the CRQ number used by GEL.

New system for CRQ's

We have implemented a new web system for the handling of customer requests.

The new system can be reached at <http://crq.gel.se>.

Normally we add the tickets ourselves but feel free to do it in case you prefer to handle it.

When a ticket is added you will receive a confirmation email with a link to the ticket.

The screenshot shows the 'SUPPORT CENTER' page for the 'GEL Ticket System'. At the top right, it says 'Guest User | Sign In'. Below the header is a navigation bar with three buttons: 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The main content area starts with a 'Welcome to our support system!' message. Below this, it explains that 'Customer ReQuests' can be questions or reports on software issues. It states that every support request gets a unique ticket number for tracking and that a valid email address is required. There are two main sections: 'Open a New Ticket' with a green button and 'Check Ticket Status' with a blue button. Each section includes a brief description of the service and a corresponding icon.

If you prefer to not use the link you can always find your ticket using your email and the ticket No.

Check Ticket Status

Please provide your email address and a ticket number.

The form contains two input fields. The first is labeled 'E-Mail Address:' and has a placeholder 'e.g. john.doe@osticket.com'. The second is labeled 'Ticket Number:' and has a placeholder 'e.g. 051243'. Below the fields is a button labeled 'View Ticket'.

Xxxx - setup problem

Changes:

If the setting below is present in EMSPRIV.INI then the start of EMS will not be stopped if the directories EXPORT or IMPORT are not in place or can be created. And no error message will be shown.

[MISC]

DoNotStopOnMissingExpOrImpDir=true



3117 - Import of repair history from other EMS - UPDATED

It is now possible to add repair history directly from another EMS system.

GEL can support you with the handling if wanted.

We have added more handling of errors in the export and now handles:

A -Transliteration error in field REMARKS_TECH

B - More information in the log on "old" errors (serNo or prodNo missing).

3516 - A110/48 new handling - UPDATED

There were two possible settings in the EMSwPriv.INI:

PrintLblAfterSave

PrintNewLblAfterSave

Now the printing will only be done if PrintLblAfterSave or PrintNewLblAfterSave is **true** in the ini file.

5025 - Times Rep counter needs update - UPDATED

There have been errors in the Times Rep counter.

Calls are previously done on import with read from disk and Goods arrived.

A call to recount of times rep for the unit is now done **also** before print och preview of the Traveller / Work Order.

5027 - Goods arrival don't reflect target days

Previous: When goods arrive after being added to a RMA they get the target days from the customer instead of the target days stated on the product. When no RMA was used the handling was correct.

Now corrections are made so that the setting of the target date on the product should also be correct when RMA is received. Note that **the highest value** of days set in *either* product or customer is used;

Cust target days	Product target days	Result
10	5	10
5	10	10
7	3	7
10	0	10

5029 - RevSt out not updated correctly (3520)

When a update was done **after** Conclude it did not reflect to the outgoing unit.

Now changed so it is possible to do a change also after conclude.

5035 - QDW data added from non-QDW customers

The QDW report contained data from customers that was not chosen for QDW since two versions ago.

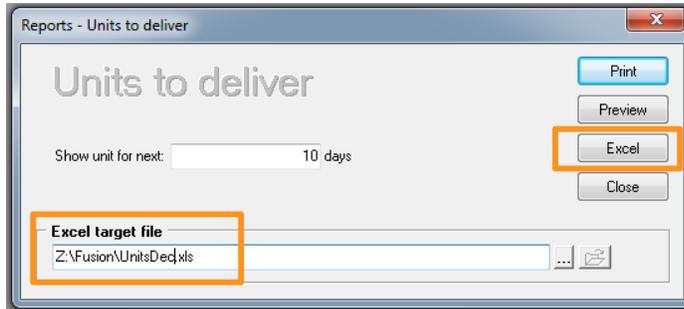
Now fixed - only those customer who is chosen to be included is also included.





5031 - Report for on-hold

We have added the on-hold status to the report **Units to deliver**.



Product No	Revision	Wsh No	Qty tot	Qty picked	Date GOODS	Target Date	Systype cod	On-hold
KDU 127 161/3	R4H	54134 00	2	0	2015-07-22	2015-07-29	-	
TESTING1								
BFB 109 51/2W03	R5C	54134 00	1	0	2015-01-08	2013-04-02	-	Unit on analysis
KDU 137 569/1	R2B	54134 00	1	0	2015-08-28	2015-09-04	-	

IF you want this new feature you must contact GEL in order to receive one script and the new template. It is very easy to install, but we did not want to do a database upgrade for only one script. Please note that the new template will replace the version currently installed on your system. If you have made changes to that template please rename it before installing the new one.

Send a mail to ems@gel.se requesting the "5031 zip file" and we will return a zip file with instructions to you.