

- Integrated technician time tracking
- Technician time-capture precision
- This release also includes all fixes included in the [8.8.14.328 EA package](#).
- Corrected some scenarios where the geo code function was called when "Auto Geo Code Addresses" was set to no.
- Corrected scenario where msdyn_payment was null on payment details; this scenario was improperly throwing the following error "The payment amount can't be less than total amount applied to invoices."
- Fixed an issue where price list not changing based on changes to work order's billing account. For organizations experiencing this issue, a fix is available through the "Advanced Settings" field in the Field Service settings entity, to not introduce a potentially disruptive change at this time. Copy the following string into the hidden field:

workorder.pricelist.usefrombillingaccount

- Resolved an issue: the time-only control misinterpreted daylight savings time for certain timezones.
- Fixed an issue where form logic wasn't respecting environment configurations on the Lead entity. Customers can now set fields, like "Company," to be business required and the Field Service form logic will respect the setting.
- Corrected an issue on work order service: the "Total Amount" wasn't respecting the "Discount" when used in an editable grid.
- Removed the validation on bookable resource that required each bookable resource's name to be unique.
- Fixed an error on the quote booking product: under certain circumstances, the system would inaccurately throw the following error: "Enter an amount between \$0.00 and \$922,337,203,685,477.00."
- Fixed an issue on the work order quick create from account where the billing account didn't populate correctly.
- Improved customer asset lookup experience from work order incident to ensure the form respects when organizations define their own default lookup view.
- Resolved issue: in certain timezones, agreement booking setup's preferred start time wasn't appropriately setting on agreement booking dates' booking date and the autocreated bookable resource booking based on the defined "Preferred Start Time."
- Fixed a scenario where, if an environment sets the default value of msdyn_linenstatus to "Used," work order service creation would fail.
- Added a null reference check to correct an issue if work order service's "Duration to Bill" wasn't set.

8.8.12.2

- Fixed an issue where the "Generate Work Order" button from advanced find on agreement booking dates wasn't displaying and working properly.
- "Due Date" field value on invoices generated from agreement invoice date is one day early. For organizations experiencing this issue, a fix is available through the "Advanced Settings" field in the Field Service settings entity. Copy the following string into the hidden field:

```
autogeneration.usetimezone.invoiceduedate=true
```

- Resolved a bug on deactivated work order service records throwing an error when reactivated, "Object Reference Not Set to Instance of an Object."
- Corrected an unhandled error in geocoding that failed if the address contained an extra comma.
- For organizations that would prefer that work orders generated from cases open in the same window, this action can now be controlled through "Advanced Settings" field in the Field Service settings entity. Copy the following string into the hidden field if you would prefer work orders to open in the same tab in the same window:

```
casetoworkorderwindowbehavior=0
```

Note

The "Advanced Settings" field on Field Service settings is not added to the entity form by default.

8.8.11.19

Available in all regions by April 2020.

- Fixed an issue where agreement booking date generation fails when agreement is owned by a team.
- Resolved an issue where Field Service client-side logic fails when using contact form while in offline.
- Resolved purchase order product form customization issues where:
 - If an organization removed the "Quantity Received" field from the purchase order product, they would be unable to create a new purchase order product record.

- Work order and warehouse values don't autopopulate if the fields are removed from the form.
- When using quick create form for a work order from an account, fixed an issue where some of the fields that were expected to autopopulate weren't being populated.
- If the map control is removed from the work order form, it can't be added back. The control has been locked to the form so that it can't be removed from the form.
- Issue where the primary incident type record of a deactivated work order couldn't be deactivated; added a validation check to only allow the work order incident record to be deactivated when work order is deactivated.

8.8.14.328 (2020 Wave 1 early access)

For more information about early access features, visit the [opt-in instructions](#).

- Before a work order product or work order service is set to "Used," the total amount isn't calculated.
 - Previously, under some circumstances, a work order service line in estimated status could have a total amount value, despite not being set to used. This could result in challenges when looking at the work order's total amount and potential downstream invoice discrepancies.
 - This also required an improvement to the work order product and work order service views to ensure we show both the estimated total amount and the total amount so users could understand the value in context of the line's current status.
- On the agreement booking/invoice setup, booking and invoice generation time (respectively) could be incorrect if the user who owns the agreement is in a time zone +1 or higher from UTC.
 - Going forward, the system will consider the agreement booking/invoice setup owner's time zone when generating date records.
 - This will now mean that agreement booking date and agreement invoice dates will be generated correctly and consistently, relative to the owner's time zone.
 - Note: Be sure to validate that all existing agreement booking setups and agreement invoice setups owned by users +1 or greater than UTC are correctly configured to generate invoices and work orders per organizational expectations.
- On tax codes, when "Act As Tax Group" is "Yes," tax rate percentage and items taxable should be hidden.
 - When a tax code is configured to act as a tax group, the tax rate and items taxable should be hidden from the user as these values come from the applicable related tax code details for a tax group.

- Further, on the tax code, when "Act as Tax Group" is "Yes," a form notification will now show on the form to highlight that tax code details are required for taxes to apply when you use the tax code.
- On the opportunity entity's main form, account shouldn't be mandatory if order type isn't "Service-Maintenance Based."
 - When creating an opportunity, the account field should only be mandatory if the order type is "Service-Maintenance Based."
- On the agreement booking/invoice setup, if a user's time zone was GMT +1 or higher, it autocalculated the default range of recurrence to one day before agreement start/end.
 - When defining an agreement booking/invoice setup as a user in a time zone +1 or higher from UTC, then the range of recurrence on the record's recurrence string was always one day before the start/end date of the related agreement's start/end date.
 - Will now calculate the default recurrence range appropriately based on the user creating the record's time zone.
- Deprecated quote booking setup's margin tab and calculation logic.
 - Formerly, on the quote booking setup form, there was a tab that attempted to calculate the margin of the proposed booking setup.
 - Under certain circumstances, this margin calculation could be incorrect.
 - Due to the limited usage of the feature and the complexity involved in supporting every permutation of possible configuration with corrected calculations, removed the tab and related calculation logic.
- Introduced better validation messaging if a user tries to increase the quantity on a quote line for service-based lines.
- Prevent agreement booking service task from saving when task type lookup field is null.
 - If an organization customized the agreement booking service task entity to make the task type optional, it resulted in downstream errors when trying to generate work order service tasks.
 - As such, registered a synchronous plugin that will prevent the creation of an agreement booking service task if task type is null.
- Fixed typo in error message when an incident type requirement group is related to an empty requirement group template.
- Prevent work order service from saving when the service lookup field is null.
 - If an organization customized the work order service entity to make the service optional, could result in downstream errors.
 - As such, registered a synchronous plugin that will prevent the creation of a work order service if service is null.
- Improved the warning notification message on the "Geo Code Address" button when you disable Bing Maps.

8.8.10.44

Available in all regions.

- Agreement booking service task's name is overwritten when the related task type changes.
- Can't complete booking that has travel time if the travel charge type on the related work order's account is null.

8.8.9.84

- Script error when you remove account field from the opportunity quick create form.
- On creation of account record based on postal code functionality, service territory repeats autopopulated, even after the customer removes the initial autopopulated value.
- Consistency issue in Field Service's Solution Health Hub rule naming when referring to SDK message processing steps.

8.8.8.135

- Work order plugin error for SLA KPI instance.

8.8.8.50

- Improve error messages when the user attempting an action is missing "Field Service Setting" read privilege.
- Form logic always turns incident type to not required based on work order type, regardless of field settings.
- Bookings aren't shared consistently to all resources on multi-booking work orders.
- Deleting and recreating a booking associated with a work order changes the shared users of booking.
- TypeError: Can't read property "getDefaultView" when requested by contact field removed from RMA form.
- Agreement invoice product currency set to base currency - the currency should set to agreement's price list currency.

8.8.7.47

- Removal of territory from work order doesn't remove from non-primary related requirements.

- Inappropriate command buttons shown for opportunity, quote, and order product and service-based lines sub grids.
- Field Service resource privilege exception on create and save of time-off request.

8.8.3.533

[Read a blog post about this update.](#) ↗

8.8.2.160

[Read a blog post about this update.](#) ↗

8.8.1.45

[Read a blog post about this update.](#) ↗

8.8.0.88

[Read a blog post about this update.](#) ↗

8.7.0.105

[Read a blog post about this update.](#) ↗

8.6.0.274

[Read a blog post about this update.](#) ↗

8.5.0.345

[Read a blog post about this update.](#) ↗

8.4.0.338

[Read a blog post about this update.](#) ↗

8.3.0.255

[Read a blog post about this update.](#) ↗

8.2.0.286

[Read a blog post about this update.](#) ↗

Field Service on-premises

[] [Expand table](#)

Version	Status	Details
7.x	Latest available. Minimum platform version 9.0 for install.	Link
6.x	Not supported	

Field Service Online end-of-life for v7.x and earlier

Online versions of Field Service v7 and earlier are [end of life](#) ↗ and no longer supported. Microsoft won't service support requests for these versions of Field Service until you upgrade to the latest version.

You can upgrade legacy versions of Field Service directly from the admin center.

This upgrade is significant and has many potentially disruptive changes including data model, mobile, and interface changes. Review the [Field Service playbook](#) ↗ for more information. Prior to applying the upgrade to production, be sure to first test the upgrade on a non-critical, production-like environment.

All customers should upgrade all legacy versions of Field Service and Project Service Automation to the latest solution versions as soon as possible.

Universal Resource Scheduling

Earlier release waves

For release notes and version history of the current release wave, see [Universal Resource Scheduling version history](#).

3.12.114.11 - 2023 Wave 2 Early Access (EA) Release

Resource Scheduling Controls: 1.2.54.232001

Dataverse: 4.0.104.11

Legacy Schedule Board Retirement: Fixed an issue where the legacy schedule board retirement message appears even if the new schedule board is already in use.

Booking Status Icon Alignment: Fixed an issue where the booking status icon doesn't align properly on short-duration bookings in the schedule board multiday views.

Schedule Assistant Launch Issues Resolved: Fixed an issue where the old schedule assistant launches when selecting **Book** on the requirement page.

3.12.109.2

Resource Scheduling Controls: 1.2.49.231861

Dataverse: 4.0.99.2

- Resource Utilization now shows for schedule board tabs beyond the 10th tab.
- If GPS tracking is enabled for a resource with a "location agnostic" location, a pin is displayed on the schedule board map for the last known location.

3.12.108.5

Resource Scheduling Controls: 1.2.48.231771

Dataverse: 4.0.98.5

- The "Ignore Duration" filter option in the schedule assistant now works correctly on the daily, weekly, and monthly views.
- The zoom control on the schedule board persists when switching between tabs.
- When switching between tabs on the schedule board, resource filters reset correctly.
- Search results in schedule assistant are paged correctly when performing repeated searches.

3.12.107.2

Resource Scheduling Controls: 1.2.47.231641

Dataverse: 4.0.97.2

- The duration field in the Create Booking pane now populates correctly when launched from the schedule assistant.
- Characters no longer dropped when typing quickly in the filter field on the open requirements subgrid on the schedule board.

3.12.106.7

Resource Scheduling Controls: 1.2.46.231371

Dataverse: 4.0.96.7

- Opening the map from Schedule Assistant now centers the viewing area correctly.
- Using the "Select Resources" option on the filter panel on the schedule board applies the resource filter correctly. Additionally, corrected a performance regression with this control.
- Selecting a resource in Schedule Assistant populates the correct start date, end date, and duration in the Create Booking panel based on the resource availability and the requirement.

3.12.105.25

Resource Scheduling Controls: 1.2.45.231281

Dataverse: 4.0.95.25

- More performance improvements for loading daily/weekly/monthly views on the schedule board.
- Bug fixes
 - Custom schedulable entities where the relationship to the requirement entity was created manually are no longer be blocked from scheduling on the legacy schedule board.
 - Colors across the resource card, summary row, and booking now align correctly based on utilization.
 - When scheduling entities that contain autonumbered content in the name field, the name of the related booking created is now be generated correctly.

3.12.104.14

Resource Scheduling Controls: 1.2.44.231111

Dataverse: 4.0.94.14

- Using ctrl/cmd+scroll on the schedule board adjusts the date range granularity.
- The error message when encoding an address for a resource now tells you when an error occurs because the address is too long.
- When manually creating bookings on the schedule board using the "Fixed" booking method, you can now partially fulfill a requirement by reducing the

duration.

- Bug fixes:
 - The legacy schedule board no longer shows system tabs.
 - On the legacy schedule board, changes to tab settings are saved correctly.

3.12.103.21

Resource Scheduling Controls: 1.2.43.230971

Dataverse: 4.0.93.21

This release is a hotfix on Unified resource scheduling [3.12.103.12](#).

- Creating a booking on directly on the legacy schedule board now opens the lookup pane to select a parent requirement.
- Custom business process errors messages now show on the legacy schedule board correctly.

3.12.103.12

Resource Scheduling Controls: 1.2.43.230971

Dataverse: 4.0.93.12

- A board refresh on the schedule board refreshes all fields that were added to the bookable resource cell template.
- The map on the schedule board now supports routes containing more than 25 stops.
- More performance improvements when loading the schedule board, primarily focused on optimizing the number of API calls.
- Bug fixes:
 - Removing the organizational unit field from the default *Bookable Resource Booking* form no longer causes an error on the form.
 - Tooltips now work across all views when a *Bookable Resource Booking* doesn't have a parent *Resource Requirement*.

3.12.102.24

Resource Scheduling Controls: 1.2.42.230871

Dataverse: 4.0.92.24

This release is a hotfix on Unified resource scheduling [3.12.102.17](#).

- Creating a booking on directly on the legacy schedule board now opens the lookup pane to select a parent requirement.
- Custom business process errors messages now show on the legacy schedule board correctly.

3.12.102.17 - 2023 wave 1 release

Resource Scheduling Controls: 1.2.42.230871

Dataverse: 4.0.92.17

- Multiple performance improvements to reduce schedule board load times. Visible performance improvements vary depending on the amount of data loaded on the schedule board.
- Replaced deprecated OData API calls across all Universal Resource Scheduling controls.
- On the schedule board, the default unit for the duration field on the create and edit booking panels is now hours. Entering a number in that field without a unit will be interpreted as hours, instead of minutes.
- Bug fixes:
 - Day names on the calendar control in the requirements subgrid of the schedule board are now localized correctly.
 - Booking rules no longer block Schedule Assistant from closing.
 - Deselecting a resource on the schedule board is now reflected on the map, resetting the view.
 - (Project Operations) Maintain bookings mode no longer constantly refreshes on daily/weekly/monthly views.
 - In the requirements subgrid on the schedule board, filtering requirement groups by territory now behaves as expected.
 - The end date on the create booking panel from the daily/weekly/monthly views on the schedule board now reacts consistently and no longer adds an extra day in some cases.
 - Drag and select to create a new booking on the schedule board now works after creating a booking by drag-and-drop.

3.12.101.3 - 2023 wave 1 early access update 1

Resource Scheduling Controls: 1.2.41.230631

Dataverse: 4.0.91.3

- Bug fixes

- Fixed labels on the schedule board.

3.12.98.7

Resource Scheduling Controls: 1.2.38.230543

Dataverse: 4.0.88.7

- Color saturation on booking templates on the schedule board has been increased to improve visibility, particularly for customized colors.
- Booking tooltips now have a link to open the parent record in a modal, and an icon to open in a new window.
- Locked icons are now shown on booking templates.
- Bug fixes
 - Users without bulk edit privileges are blocked from editing multiple bookings simultaneously on the schedule board.
 - Maintain Bookings mode will no longer cause repeated refreshes on daily/weekly/monthly views on the schedule board.
 - The zoom settings will now be maintained and applied correctly when switching between tabs and views on the schedule board.

3.12.100.2 - 2023 Wave 1 Early Access (EA) Release

Resource Scheduling controls: 1.2.40.230251

- The new schedule board is now the default for all organizations, and the legacy schedule board is officially deprecated.

3.12.97.18

Resource Scheduling Controls: 1.2.37.230406

Dataverse: 4.0.87.17

- Bug fixes
 - The schedule board will now load correctly when using lock options on bookings.

3.12.97.9

Resource Scheduling Controls: 1.2.37.230406

Dataverse: 4.0.87.9

- Removed error logging for extraneous "Failed to resolve sorting" issue that was bloating error logs.
- Bug Fixes
 - When a user moves a booking in the weekly view, the date in the prompt message now correctly displays the date the booking is moving to instead of the first day of that week. The date selected is consistent with the original date. For example, move it from Monday to Monday the following week.
 - Icon for locked bookings now shows on the schedule board.
 - Resource Scheduling Optimization Add-in options on the schedule board for single resource optimization behave similarly to the legacy schedule board.
 - The schedule board now always respects the start/end times in the working time settings.
 - Selecting a resource on hourly/weekly/daily view on the schedule board now opens the Create Booking pane as expected.
 - Switching from daily to hourly view on the schedule board no longer occasionally crashes the schedule board.

3.12.96.38

Resource Scheduling controls: 1.2.36.230171

- This release fixes the create/update booking failures with organizations running custom plugins to create/update bookings seen with URS version 3.12.96.25.

3.12.96.25

Resource Scheduling controls: 1.2.36.230171

- Improved data caching on schedule board, reducing the load time on the schedule board or when switching between tabs.
- Decreased the number of times the schedule board refreshes on load, particularly for Schedule Assistant, reducing screen flicker and page loading times.
- Bug fixes
 - Creating a booking with one-minute duration now behaves as expected.
 - Typing quickly in the search or filter boxes on the schedule board no longer closes the input box.
 - Changing the nonworking hours color on the schedule board no longer requires a page refresh to see the selected color.
 - The time on the schedule board now always respects personalization settings at across zoom levels.

- When a user selects the "Rebook" option, the suggested start time is the start time on the existing booking.
- The schedule board no longer crashes when switching between tabs with different timezones.

3.12.92.14

(Includes Resource Scheduling controls version 1.2.35.223541).

- Race condition resulting in incorrect resources to be used in loadBookingAggregates.
- New schedule board update for customizations to resource templates.
- Booking alert panel crash when alerts have been deleted.
- Fixed a bug that prevented creating a new entity in the Field Service setup wizard.
- Improved error handling for geocode action.
- Improved resource search from Schedule Assistant.
- Fixed a bug that prevented viewing bookings for crew members with schedule board refresh.
- Improved booking tooltip for lookup fields from related entities.
- Requirements can be scheduled multiple times while first one is still booking.
- Fixed a bug where drag and drop booking in new schedule board before booking is complete results in duplicate booking.
- Improved formatting function to display duration in day view and negative duration.

3.12.91.2

(Includes Resource Scheduling controls version 1.2.31.222853).

Bug fixes for the new schedule board include:

- Added booking tooltip error showing work order information on custom views.
- Added booking tooltip error when start time and end time are missing.
- Fixed a bug in the details panel when selecting lookup fields for a requirement.
- Improved details panel that was missing some field values for resources.
- Resource search now searches as text is entered.
- Fixed a bug where drag and drop wasn't showing estimated travel time for custom booking templates.
- Fixed a bug where the Show Travel Duration setting was always active.
- Added schedule assistant errors when editing text in the search box.

3.12.90.2

(Includes Resource Scheduling controls version 1.2.30.222701).

- Corrected "Get Started" banners and messaging for Bing Maps integration for European customers.
- The Remaining Duration field will now update correctly when bookings are manually adjusted on the schedule board.
- Filter is now correctly applied from the Maintain Bookings option for team members associated to a project record.
- Soft bookings will now interact with the expand/collapse options as expected on the schedule board.
- Autorefresh on the schedule board will now update the color of bookings based on priority.
- Fullscreen icon will now show on customized booking tooltip views on the schedule board.
- Adding a custom web resource to a schedule board tab will no longer cause other tabs to show an HTTP 404 error.
- Selecting a resource (with no requirement selected) on the schedule board should now open the details panel as expected.

(Includes Resource Scheduling controls version 1.2.30.222771)

(This release is a hotfix on Resource Scheduling controls version 1.2.30.222701)

- Fixed a bug in which the NSAT survey and introductory video weren't displaying for some environments after being upgraded.

3.12.88.3 - 2022 wave 2 early access update 2

(Includes Resource Scheduling controls version 1.2.29.222551).

3.12.85.11

(Includes Resource Scheduling controls version 1.2.26.222492).

Scheduling bug fixes to the new schedule board:

- Bookings created from cases weren't re-rendered the right priority when Schedule Board is refreshed.
- Booking tile text visibility on selection for light status color.
- Schedule Type settings application.
- "move to" Dialog on bookings rejects selected resource and blocks move.

- Two bookings are merged into one booking in Daily view.
- Details panel not rendering some field values.
- Estimated Arrival time sets the End time of the booking with incorrect value.

3.12.84.3

(Includes Resource Scheduling controls version 1.2.25.222292).

Scheduling bug fixes to the new schedule board:

- Custom filter control doesn't work.
- Can't Drag and Drop onsite Work order to Organization Crew Resource with Auto Update Booking Travel Enabled.
- The Booking records aren't focused on the Map.
- Ability to show more results on left panel filter dropdowns.
- Appointments aren't respected as "busy" when searching for availability for requirements.
- Requirements details present on Schedule Assist are showing the fields with no value.
- Details pane isn't showing the right view.

3.12.87.3 - 2022 wave 2 early access update 1

(Includes Resource Scheduling controls version 1.2.28.222201).

3.12.83.6

(Includes Resource Scheduling controls version 1.2.24.222144).

Bug fixes for new schedule board:

- Booking a resource with flexible dates.
- Details panel shows empty values for some columns.
- Custom date-time field value is showing -1 day on requirements panel.
- Different behavior of the Schedule Assistance (Create Booking Panel) in the List and Gantt view.
- When booking status is cancelled, booking should disappear automatically.
- Incorrect view of booking with travel.
- Work hour for resources doesn't respect time zone change.
- Appointment tooltips aren't showing anything.
- Rebook button not available for long bookings.
- Refreshing after reassigning a booking throws an error.

- Booking view doesn't display multiline field value.

3.12.82.14

(Includes Resource Scheduling controls version 1.2.23.221941).

3.12.81.3

(Includes Resource Scheduling controls version 1.2.22.221876).

- Scheduling assistant shows generic error message instead of a message returned from the server.
- Improved requirement group scheduling performance for large number of bookable resources.
- The Organization Unit field doesn't display an asterisk on the form although it's set to business required.
- In the New Schedule Board, the user is unable to clear a date in the Schedule Assistant Filter window.
- Time From/To Promised date time isn't populated correctly from the form value.
- In the new Schedule Board, the Booking Method doesn't get updated.
- Dragging the booking to next dates on the new schedule board daily view "Extend to" date is shown one day earlier.
- On the new schedule board, daily view unable to select multiple days using ctrl key.
- Requirements tab stuck on loading when date formats weren't yyyyMMdd.
- Requirements details present on Schedule Assist aren't showing the field value.

3.12.80.9

(Includes Resource Scheduling controls version 1.2.20.221614).

3.12.79.16

(Includes Resource Scheduling controls version 11.2.20.221614).

- Fix filter label truncation to improve usability.
- Filter panel fix to stay open when switching schedule board views.
- Booking tooltip usability improvements to address issues where it wasn't consistently rendering.
- Bug fix for resource count when booking from a work order using scheduling assistant.

- On dragging the booking to next dates in Daily View "Extend to" date is shown one day earlier.
- Bug fix for pool scheduling showing incorrect results.
- Performance improvements for requirement group scheduling with a large number of bookable resources.
- Bug fix for the requirements grid tabs not visible after multiple drag and drops.
- Bug fix for client telemetry logs for multiple client events.

3.12.78.23

(Includes Resource Scheduling controls version 1.2.19.221374).

- `Msdyn_SearchResourceAvailability` API fix applying territories constraint.
- Updates to new schedule board:
 - Schedule assistant update to show error message from server side plugin.
 - Schedule assistant use of custom filters.
 - Date picker localization of "Today."
 - Map view support for certain letters (for example: ŁĄŚĆŻĘŃÓŹ).
 - Schedule board loading when no default language is provider (for example: `UiLanguageId` missing in user settings).

3.12.77.18

(Includes Resource Scheduling controls version 1.2.18.221304).

- New schedule board updates to address issues with auto refresh, resource requirement data not populating, time calculation, time zone application, schedule assistance filters.
- `msdyn_SearchResourceAvailability` API update to support territory constraints.

3.12.76.1

(Includes Resource Scheduling controls version 1.2.17.221165).

- New schedule board updates to address issues with requirements on map view, drag and drop errors setting duration, and schedule assistance application of booking rules.

3.12.75.2

(Includes Resource Scheduling controls version 1.2.16.220914).

- New schedule board fix for preferred resources filter.
- New schedule board fix where the custom filter doesn't clear the existing value correctly.
- New schedule board fix to view all of the items in the drop down when filtering for territories.
- New schedule board modified the logic to calculate remaining duration and fulfilled duration.

3.12.74.1

(Includes Resource Scheduling controls version 1.2.15.220774).

- Fixed bug: Resource utilization expands and collapse on the new schedule board.
- Fixed bug: `msdyn_SearchResourceAvailability` returned inaccurate time slot type.
- Improved daylight saving time to avoid invalid date and time errors.

3.12.73.25

(Includes Resource Scheduling controls version 1.2.14.220634)

- Fixed bug: `msdyn_SearchResourceAvailability` API returns wrong results if the search range is in the next hour.
- Fixed bug: Travel time shouldn't be considered when returning available time slots for facility scheduling.
- Fixed bug: `msdyn_SearchResourceAvailability` API should respect existing bookings only return where resource has idle time, and when user checks **Ignore duration** on UI. API should also return slots with less than required duration.
- Fixed bug: On the new schedule board, filter for bottom requirement section doesn't work correctly for boolean fields.

3.12.72.9

(Includes Resource Scheduling controls version 1.2.13.220534)

- Fixed bug: On the new schedule board, search range is always two days instead of taking the time range set when using "Find availability."
- Fixed bug: Proper error message isn't shown when an unprivileged user is trying to delete a booking from new schedule board.
- Fixed bug: Quick book is throwing "Can't read properties of undefined (reading 'from')" error message when: (1) requirement group without from date, and (2) custom entity without from/to mapping.

- Fixed bug: On the new schedule board, date fields on the booking panel use incorrect date format.
- Fixed bug: Booking on the new schedule board doesn't reflect booked hours correctly for project team member.
- Fixed bug: On the new schedule board, proper error message isn't shown when user is trying to delete a record that has some related booking alert records.
- Fixed bug: "Date-time format for /Date is invalid or value is outside of supported range" when using retrieve resource query on the new schedule board.
- Fixed bug: Unable to change booking status on the new schedule board.
- Fixed bug: KPI panel on the new schedule board isn't updated when booking suggestions.
- Fixed bug: Race condition when rendering availability slots in SA mode.

3.12.71.20

(Includes Resource Scheduling controls version 1.2.12.220462)

- Fixed bug: travel time shouldn't be considered when returning available time slots for facility scheduling.

3.12.71.16

(Includes Resource Scheduling controls version 1.2.12.220462)

- Fixed bug: Custom booking template for custom entity isn't being shown correctly.
- Fixed bug: Facing error when selecting **Book** option from service activity through quick book.
- Fixed bug: Quick book throws "Can't read properties of undefined" error for two scenarios:
 - Requirement group without from date.
 - Custom entity without from/to mapping.
- Fixed bug: On new schedule board, values in start time and end time columns aren't in sync with time zone displayed in board view settings when booking a requirement group.
- Fixed bug: New schedule board doesn't remove canceled work items from map.
- Fixed bug: On new schedule board, booking method for the newly created bookings should be set as "Schedule Board."
- Fixed bug: Spinner when searching resources isn't showing user-friendly label on new schedule board.
- Fixed bug: On new schedule board, details panel always takes view ID from default **BookingSetupMetadata(BSM)**.

- Fixed bug: On new schedule board, API to create bookings would fail when using logical name instead of schema name.
- Fixed bug: Legacy schedule board sends a request to `GetAvailabilitySummaryFromDemand` with zero resources, causing performance issue.

3.12.70.3

(Includes Resource Scheduling controls version 1.2.11.220252)

- Fixed bug: Default radius value always takes kilometer as calculation unit in the backend when checking resource availability through quick book.
- Fixed bug: Using find availability on new schedule board, values in start time and end time columns of search result page aren't consistent with time zone displayed in board view settings when booking a requirement group.
- Fixed bug: On new schedule board, filter on service account doesn't list all the possible service account names.
- Fixed bug: On new schedule board, mapped custom fields aren't being populated when booking created.
- Fixed bug: `FpsAction 210` filters out active bookings.
- Fixed bug: On new schedule board, booking tooltip shows different booking record.
- Fixed bug: On new schedule board, pending booking stays on the board if booking creation fails.
- Fixed bug: Creating a booking silently fails if associated requirement record doesn't have remaining duration attribute set.
- Fixed bug: Find availability doesn't show error message when booking requirement group if error occurs.

3.12.69.1

(Includes Resource Scheduling controls version 1.2.10.213612)

- Fixed bug: On the new schedule board, resource calendar doesn't consider time-off hours if configured as time off.
- Fixed bug: Geocode fails with the error message "ResourceId GeoCode_AddressBadRequest wasn't found" due to missing label in the localization file.
- Fixed bug: New schedule board doesn't filter by date if the date format isn't US or ISO and region is non-US.
- Fixed bug: New schedule board doesn't filter by custom fields on related entity for requirement view.

3.12.68.8

(Includes Resource Scheduling controls version 1.2.9.213482)

- Enabled **Time Group Detail Start** and **Time Group Detail End** column and sorting on list view when returning results with **Find Availability** functionality.
- Fixed bug: Resource available hours aren't showing correctly on new schedule board when configured calendar with working hours and a time off.
- Fixed bug: Changing status of booking updated the **Start Time** and **Estimated Arrival Time** incorrectly in some scenarios on new schedule board.
- Fixed bug: Can't create or update a resource preference to a crew type resource.
- Fixed bug: Time zone conversion issue when select time from time picker on **Search Start** and **Search End** fields when using **Find Availability** on new schedule board.
- Fixed bug: Progress indicator div blocking click events on the booking when define a new booking template.
- Fixed issue: New schedule board doesn't filter by date if the date format isn't US or ISO and region is non-US.

3.12.67.1

(Includes Resource Scheduling controls version 1.2.8.213282)

- Fixed bug: Changing status of booking updated the **Start Time** and **Estimated Arrival Time** incorrectly in some scenarios.
- Enabled fulfillment preference support for single requirement when user uses **Find Availability** to schedule requirement.

(Includes Resource Scheduling controls version 1.2.7.213012)

- Fixed bug: Travel time is included in booking duration when book facility requirement.
- Performance improvement on new schedule board when user uses **Find Availability** to book requirement.

3.12.66.3

(Includes Resource Scheduling controls version 1.2.6.212992)

- Allow users to schedule entities without an associated requirement record with scheduling assistant on the new schedule board.
- Enabled sorting functionality for new schedule board list view when user uses **Find Availability** to book requirement on hourly view. Users can sort rows using each of

the columns.

- Improved the performance when user uses **Find Availability** to book requirement on new schedule board.
- Fixed bug: Travel time is included in booking duration when booking facility type of requirement on new schedule board.
- Fixed bug: New schedule board sometimes crashes when scheduling a multiday requirement using **Book and Exit** button with **Find Availability** on the new schedule board.

3.12.65.6

(Includes Resource Scheduling controls version 1.2.5.212813)

- Enabled **Group By** capability on new schedule board list view.
- On new schedule board, started showing dotted line when user drags-and-drops requirement to the board.
- Fixed: when update contact record with integration job: Update (Pre-operation) for contact plugin throws Error: **System.ServiceModel.QuotaExceededException**: 'The size necessary to buffer the XML content exceeded the buffer quota.'
- Added retry mechanism and logged more information for troubleshooting when Geocode API fails with HTTP 403.

3.12.64.78

This release is a hotfix on Universal Resource Scheduling version [3.12.64.46](#)

- Added retry mechanism and logged more information for troubleshooting when Geocode API fails with HTTP 403

3.12.64.46 - 2021 wave 2 early access general availability

(Includes Resource Scheduling controls version 1.2.2.212724)

The following Universal Resource Scheduling 2021 Wave 2 features in general availability are included in this release.

- Resource work hours extensibility.
- Improved user experience with new schedule board enhancements.

This release also includes all the fixes included in the [2021 wave 2 early access](#), [2021 wave 2 early access update 1](#) and [2021 wave 2 early access update 2](#).

- Fixed a bug on the legacy schedule board with expanding a pool resource threw an exception.
- This release contains an update to the new schedule board; now, new schedule assistant and find availability functionality can also be used with the multiday requirements that last for multiple days with associated requirement detail records. We also shipped many experience, performance, and stability improvements. For any schedulable entity to be supported on the new schedule assistant experience, the schedulable entity record needs to have an associated requirement. Support for schedulable entity records without an associated resource requirement record will be added in a future update. A few performance improvements will also be made available on the Schedule assistant and schedule board in future updates.

3.12.62.49 - 2021 wave 2 early access update 2

(Includes Resource Scheduling controls version 1.2.2.2126411)

The release is only applied when an environment is opted into the early access of 2021 wave 1 and introduces the [resource scheduling 2021 wave 2](#) new and updated features.

This release is an update to the 2021 wave 2 early access of Universal Resource Scheduling version 3.12.61.21.

- There was an issue where Power Automate cloud flow was used to trigger on update of the work order field on the requirement to create a booking for the requirement, but it would create two bookings. This issue is now fixed.
- When a user selects on the suggested time slot's resources on the quick book panel, the scroll position is reset, and the user has to again select on the available resources of the suggested time slot to see the available resources. This issue is now fixed.
- This release contains an update to the new schedule board; now, new schedule assistant and find availability functionality can also be used with the multiday requirements that last for multiple days with associated requirement detail records. We also shipped many experience, performance, and stability improvements. For any schedulable entity to be supported on the new schedule assistant experience, the schedulable entity record needs to have an associated requirement. Support for schedulable entity records without an associated resource requirement record will be added in a future update.

3.12.52.4

(Includes Resource Scheduling controls version 1.1.7.211681)

- Fixed an issue where a new booking is created from the booking form directly with a **Booking rule** enabled, the `RequirementId` isn't passed via the bookings rule.
- Made performance improvement on the schedule board by only querying for the active booking records, which are displayed on the schedule board.
- When booking a multiday requirement, some would get stuck in a loop for a long time when using booking method as **Remaining Requirement with Double-book if needed** selected. This issue is now fixed.
- When the user selects a suggested time slot on the quick book panel, the selection wasn't highlighted. This bug is now fixed.
- Fixed **Object reference not set to an instance of an object** error during the upgrade of the environments from an older (v6, v7) version of Field service app to latest v8 versions.

3.12.51.1

(Includes Resource Scheduling controls version 1.1.7.211681)

- When using the API `msdyn_SearchResourceAvailabilityForRequirementGroup` throws an error **Nullable object must have a value.**, when eligible crew has more crew resources than the requirements in the requirement group. This null handling error is now fixed.
- When a resource has a time off starting from 12 AM, for a few hours, the schedule board is showing that the resource isn't working for more than the time-off period. This issue happens for the timezones GMT + x hours. This issue is now fixed and schedule board should reflect the right time-off period.
- When **Quick Book** is used on a requirement group with only start date and no end date, the quick book window loads forever and shows no results. This issue is now fixed. With this fix, the behavior of quick book when used on requirement groups is that:
 - If there are start and end dates, then the availability is shown accordingly.
 - If there are no start and end dates, then the availability is shown for current date to next 60 days.
 - If only start date is populated, then the availability is shown for start date to next 60 days.
 - If only end date is populated, then the availability is shown for current date to end date.

3.12.61.21 - 2021 wave 2 early access update 1

(Includes Resource Scheduling controls version 1.2.1.212252)

The release is only applied when an environment is opted into the early access of 2021 wave 1 and introduces the [resource scheduling 2021 wave 2](#) new and updated features.

This release is an update to the 2021 wave 2 early access of Universal Resource Scheduling version 3.12.60.43.

- This release contains an update to the new schedule board; now, new schedule assistant and find availability functionality can also be used with the requirement groups. We also shipped many experience, performance, and stability improvements.
- Fixed a bug: when a user enables the new schedule board toggle and refreshes the browser, the user preference wasn't remembered and they were shown the old schedule board.
- Fixed a bug: some customers were unable to reimport new custom solutions once they opted into the 2021 wave 2 early access and installed the updates.
- Fixed non-blocking errors when updates were made to a booking record, like **Sequence contains no matching element**, and **Nullable object must have a value**.
- Fixed issue: Users couldn't drag the resource routes on the schedule board map to a nearby unscheduled requirement to create a booking. In the new schedule board, the user was required to select a resource before letting them drag the route.
- Fixed issue: When using the new schedule assistant on a work order to book a resource, the work order title wasn't shown in the header of the schedule assistant experience.

3.12.50.27

(Includes Resource Scheduling controls version 1.1.7.211681)

- Fixed a bug where columns (fields) of type customer wouldn't filter based on the text typed, but show all records, when filtered in column filters on the requirement panel of the schedule board.
- When using the preferred resource on the requirement and quick scheduling is used, incorrect resources are shown with the heart icon for preferred resource. This issue is now fixed.
- Fixed a bug where an error is thrown when booking end time and actual arrival time are same. This no longer throws an error, as it's a valid scenario for resources.
- When a resource has time off for a few hours in a day, in the schedule board list view, there are two duplicate line entries for the same time off duration. This issue is now fixed, and should show as only one line item in the list view.
- Pushed an improvement to the upgrade experience: when an organization deleted an out-of-the box shipped booking status record, the upgrade failed. This issue is

now fixed.

- Fixed an issue where users couldn't create a booking alert that they don't have read and write privileges to the booking alert status record type, even when the user has the necessary privileges but the team they're assigned to doesn't have the privileges. This bug is now fixed.

3.12.60.43 - 2021 wave 2 early access

(Includes Resource Scheduling controls version 1.2.0.212086)

The release is only applied when an environment is opted into the early access of 2021 wave 1 and introduces the [resource scheduling 2021 wave 2](#) new and updated features.

This release also includes the following changes that have the potential to change the existing system behavior or interface.

- Performance improvements are made when applying the work hours templates to the resource(s).
- Fixed a bug where the column headers and the columns were misaligned in the list view of the schedule board.
- The tooltip of the **Default radius unit** field of the schedule assistant under Resource Scheduling's scheduling parameter is corrected to ****Choose the unit to display the distance on the Schedule assistant experience****.
- When we have the **Derive Capacity From Group Members** set to **Yes** in the **Scheduling Tab** of parent pool resource, any updates to a bookable resource group membership will trigger the deletion of all existing inner calendars of the parent resource and recreate them based on the child resource calendar. This recreation of the inner calendars happens even when we try to add a new child to the pool resource. This takes a lot of time, especially when the time period between the from and to dates is long. The longer the time period between from and to dates, the longer it takes to edit the bookable resource group and can cause the offline or timeout error after a certain threshold. Performance improvements are made by making the deletion of the inner calendars asynchronous.

3.12.49.18

(Includes Resource Scheduling controls version 1.1.7.211681)

- Booking work orders to a resource on the schedule board fails with a null reference error if **Auto Update Booking Travel** feature isn't set to a value. This bug is now fixed.

- Fixed a bug on the schedule assistant to calculate the right travel distance of the resource.

3.12.48.25

(Includes Resource Scheduling controls version 1.1.7.211681)

- Booking work orders to a resource on the schedule board fails with a null reference error if **Auto Update Booking Travel** feature isn't set to a value. This bug is now fixed.
- Fixed a bug on the schedule assistant to calculate the right travel distance of the resource.
- Fixed a bug where the schedule board doesn't load.
- Fixed a bug where the time zone of the resource wasn't rendered on the details panel, when a resource is selected.

3.12.47.108

This release is a hotfix on Universal Resource Scheduling version [3.12.47.98](#)

- Fixed a bug where the schedule board doesn't load.

3.12.47.98

This release is a hotfix on Universal Resource Scheduling version [3.12.47.98](#)

- Booking work orders to a resource on the schedule board fails with a null reference error if **Auto Update Booking Travel** feature isn't set to a value. This bug is now fixed.

3.12.47.62

(Includes Resource Scheduling controls version 1.1.6.211322)

- Fixed a bug where the schedule board doesn't load.
- Fixed an issue where work hours tab is removed from bookable resource form.
- When the setting **Auto Update Booking Travel** is disabled, some bookings **Modified On** columns are shown updated when a new booking is created during non working hours for a resource. This bug is now fixed.
- When the field **Estimated Arrival Time** is hidden from the **Information** form of the bookable resource booking entity, updating the **Start time** of a booking record throws an error. This bug is now fixed.

- Fixed an issue: when two separate bookings in the schedule board were modified in quick succession, it could lead to an issue where duplicate calls were made for the same booking. This issue is now fixed.

3.12.46.64

This release is a hotfix on Universal Resource Scheduling version [3.12.46.21](#)

- Fixed a bug where the schedule board doesn't load.

3.12.46.21

(Includes Resource Scheduling controls version 1.1.6.211322)

- **msdyn_searchresourceavailabilityforrequirementgroup** action sometimes failed with invalid organizational unit locations. This bug is now fixed and will filter the resources to the organizational unit passed even when invalid location is used for the organizational unit.
- **msdyn_SearchResourceAvailability** and **msdyn_SearchResourceAvailabilityforRequirementgroup** actions are now compatible with the web API endpoints. You could use the API parameter **version** = 3, to use this capability.
- Fixed a bug where columns (fields) of type **Customer** would show both account records and contact records when filtered in column filters on the requirement panel of the schedule board.
- Improvements were made to the load time of the schedule assistant in the vertical view.

3.12.45.7

(Includes Resource Scheduling controls version 1.1.5.211181)

- When booking a resource from the schedule assistant, on the days, weeks, and months views and using the **Double book if needed** option on the booking panel, clicking on book button would keep the spinner loading without completing the operation. This specifically happened when the resource has no working hour in the duration of the requirement detail. This bug is now fixed.
- Fixed an accessibility bug on the grid used in the requirement groups. The contrast ratio of keyboard focus on column headers in grid with background is 1.2:1 which is less than required contrast ratio 3:1. This bug is now fixed.

- Fixed an accessibility bug on the grid used in the requirement groups. At 400% zoom, content inside **Search** popup in **Preferred Resource** column isn't completely visible. With this fix, entire content that is visible at default view should be clearly visible at 400%.
- Fixed a bug where a validation is done on the booking, that the **End time cannot be before or same as the estimated arrival time**, when the actual arrival time is already populated. With this fix, the validation would be that the **End time cannot be before or same as the actual arrival time**, as long as the actual arrival time is populated.

3.12.44.127

- When a booking alert is created in the context of the **SYSTEM** user, an error was thrown that the user doesn't have create privileges. This bug is now fixed.
- Fixed a bug where a time tooltip is shown on the hourly view of the schedule board and doesn't close.
- When schedule assistant is used on onsite requirements with fulfillment preferences of intervals, the end time of the suggested time slot on the list view is shown incorrect. This bug is now fixed.
- msdyn_searchresourceavailability API returned same GUIDs for all the suggested timeslots when fulfillment preferences are used. This bug is now fixed.
- In days, weeks, and months views of the schedule board, when new bookings are created or existing bookings are edited, a new visual spinner is shown to represent the progress of the operation.
- When custom fields of the booking record are displayed on the booking template of the new schedule board, only the schema name of the custom field are displayed instead of the display name of the custom field. This bug is now fixed.
- Creation of a booking via dragging and dropping of the unscheduled work order on the new schedule board is now supported on the Firefox browser.
- The available resource names are truncated on the quick book panel, this bug is now fixed.
- When the requirement view used to display the unscheduled requirements on the schedule board has no sorting defined, an error was thrown. This bug is now fixed.
- When creating multiday booking using **Evenly Distribute** booking method, user can't overbook resources with single booking if per-time-period duration is greater than resource's availability during that time. This bug is now fixed.
- Priority, territory and status lookup fields can now be filtered on the requirement panel of the new schedule board.
- When the requirement map pins are hidden from showing on the map panel of the schedule board, the requirements were still retrieved in the backend. This bug is

now fixed to remove the unnecessary call and improve the load time of the schedule board.

- Due to different timezones used, the resource availability did not respect the business closure of the resource working hours. This bug is now fixed.
- Fixed a bug where if user updates appointment series by adding required attendees, new bookings weren't created, when (legacy) appointment scheduling feature is enabled.
- When quick book is used on requirement groups with multiple requirements with the field **Select = Any** option, then multiple combinations of same set of resources were shown in the suggested resources. This bug is now fixed.
- When trying to filter the schedule board to specific resources, it doesn't filter anything out as **Retrieve Resource Query** field on the schedule board tab was pointing to an incorrect value. This bug is now fixed.

3.12.43.68 - 2021 wave 1 general availability

The following Universal Resource Scheduling 2020 Wave 1 features in general availability are included in this release.

- Map view, weekly, and monthly views in the new schedule board.
- Appointment data included in resource scheduling.
- Embedded optimizer enhancements within schedule board (preview).

This release also includes all the fixes included in the [2021 wave 1 early access](#) and [2021 wave 1 early access update 1](#).

- When creating multiday booking using **Evenly Distribute** booking method, user can't overbook resource with single booking if duration is greater than resource's availability during that time. This bug is now fixed.
- Fixed a bug where quick scheduling is used on a requirement group with work location set to *Facility*, no available resources are returned.
- Start and end time on schedule assistant list view mismatches with estimated arrival time and end time on the create resource booking panel when using fulfillment preferences (intervals) are used on aa *Onsite* requirement. This bug is now fixed.
- **Rebook button** on requirement group's bookings is using the **Default Booking Committed Status** from default **None** booking setup metadata, rather than using the default booking committed status from the schedulable entity's booking setup metadata record.
- **Clear Sorting** option is now available on the column filters of the requirement panel of the new schedule board.

- When using quick book, the back button on the view resources page disappears if a different date is selected. This bug is now fixed.
- Business closures aren't honored for the resource availability due to the different timezone on the resource work hours and the **User Timezone** preference. This bug is now fixed.
- When a skill uses a special character like & in the name, the skill name is displayed as HTML-encoded in the schedule board filter layout. This bug is now fixed.
- When using the schedule board's email driving directions is fixed to send emails to the recipients in the **To** field.
- When a business closure is created for a day in the Canberra time zone (GMT +10) and saved, the start and end times of the business closure were raised by an hour. This bug is now fixed.
- Fixed a bug on the new schedule board in Hebrew, where the dates are incorrectly aligned from left to right when next day of the time range is selected.
- Fixed a bug where schedule board displays text in Chinese on the date columns of the hourly view, when system language is set to Japanese.
- When using the quick book, and the available resources are accessed on an available time slot, the time displayed is different than the actual time slot. This bug is now fixed.
- When using a field where time zone information is displayed on the details panel of the schedule board, the field was incorrectly displayed as the time zone code, but not the actual time zone. This bug is now fixed.
- When a requirement group record is opened from the schedule board requirement panel by double-clicking the record, it threw an error of insufficient privileges. This bug is now fixed.
- Made an improvement to the date selection on the booking panel of the schedule board. If the start date is selected after the end date, then the end date should also be updated to the start date. If end date is selected before the start date, then the start date should be updated to the selected end date.
- Unable to complete appointments without system admin security role privileges when customer service scheduling is installed. This bug is now fixed.
- On the schedule board, we made an improvement to show the booking tooltips, when using the schedule board on a slower network (fast 3G speeds).
- When a resource requirement record is created, a calendar record is created. When a resource requirement is deleted, additional logic is added to check if the calendar is used by any of the Dynamics 365 out-of-the-box record types, and if the calendar isn't used, then the calendar record is also deleted. A similar behavior is also put in place for the work hours templates. This deletion of the calendars improves the performance of the schedule assistant.

3.12.42.4 - 2021 wave 1 Early access update 1

The release is only applied when an environment is opted into the early access of 2021 wave 1 and introduces the [resource scheduling 2021 wave 1](#) new and updated features.

In addition, this release includes the following changes that have the potential to change the existing system behavior or interface.

- Fixed a bug where the tooltip of a button **Return** on the new schedule board's embedded optimizer, isn't localized.
- Fixed a bug on the new schedule board, where certain bookings with travel time weren't shown on the board; only the travel time was shown instead. With this fix, the bookings with travel time are shown as expected on the new schedule board.
- When details view on the old schedule board is used for resources and a resource view is used where resource timezone is included as a field on the view, the timezone was displayed incorrectly as just a number. This bug is now fixed.
- When requirement priority name is set to null, the schedule board would throw an error while loading. This bug is now fixed to handle null values on the requirement priority record names.

3.12.40.15 - 2021 wave 1 Early access

The release is only applied when an environment is opted into the early access of 2021 wave 1 and introduces the [resource scheduling 2021 wave 1](#) new and updated features.

In addition, this release includes the following changes that have the potential to change the existing system behavior or interface.

- Fixed a bug on the new schedule board when a requirement is dragged and dropped into the daily view, the **Create Booking** pane shows incorrect start and end dates.
- When hovered on disabled buttons on the new schedule board, tooltips weren't being shown. This bug is now fixed.
- When the date format is set to English (United Kingdom), the date fields on the "Create resource booking" pane of schedule assistant weren't respecting the above date format selected. This bug is now fixed.

3.12.36.2

- Fixed a bug where resources with certain work hours calendar types (type = -1) weren't returned by the schedule assistant.

- When the date format is set to English (United Kingdom), the date fields on the create resource booking pane of schedule assistant weren't respecting the above date format selected. This bug is now fixed.
- When a schedule board tab's setting requirement map filter view is configured to a resource requirement entity view that has a view definition including link entity filtering doesn't contain data, the map view on the tab, doesn't load. This bug is now fixed.
- Keyboard navigation and selection issues on the "Characteristics – Rating" filter on the filter view of the schedule board are fixed.
- When creating bookings for crew type resources using the schedule assistant, the travel times were incorrectly calculated from the organization unit of the crew resources. This bug is fixed, and the travel time is calculated from the location of the crew member resources.
- When appointment scheduling feature is enabled, non-admin users were unable to mark the appointment record as complete. This bug is now fixed.
- When certain filter panel customizations were used in the old schedule board, and access the bottom filters of the panel, the filter panel jumps to the top. This jump experience issue is now fixed.
- When multiple child requirements are defined under a requirement group, there were intermittent timeout issues thrown. We fixed this bug by increasing the timeout duration.
- When apply territory filter setting is selected on the schedule board scheduler settings, on slow networks, this setting wasn't applying the territory filter on the bottom requirement panel. This bug is now fixed to make the territory filtering on the requirement panel work even in slow or latent networks.

3.12.35.6

This release is a hotfix on Universal Resource Scheduling version [3.12.35.5](#)

- We fixed a bug that impacted the performance of the schedule assistant.

3.12.35.5

- When creating Bookings for Facility type Resources using Quick Book, the travel time is incorrectly added to the total duration of the Booking. This behavior is now fixed, and with the fix, the travel time is excluded from the total duration of the booking for Facility type resources.
- For geographical regions, where Bing maps has no coverage, (ex: China, South Korea, and Japan), the distance and travel time calculations to the booking

locations are calculated to the approximated values via **As The Crow Flies** (ATCF) method.

- Fixed a bug where, the displayed time range on the schedule Board (old) is less than a day, then Resources routes aren't displayed on the Map view.
- Made some performance enhancements to improve schedule assistant response time.

3.12.34.92

This release is a hotfix on Universal Resource Scheduling version [3.12.34.60](#)

- We fixed a bug that impacted the performance of the Schedule assistant.

3.12.34.60

This release is a hotfix on Universal Resource Scheduling version [3.12.34.4](#)

- Fixed a bug where resources with certain workhours calendar types (type = -1) weren't returned by the Schedule Assistant.

3.12.34.4

- Fixed a bug where schedule assistant and schedule board ignore start and end time inputs when duration is more than 24 hours when scheduling an opportunity record.
- Fixed a bug where the search button remains disabled when **Time To Promised** is initially greater than search end, even if parameters are adjusted.
- Fixed a bug where a validation error occurred for `bookableresourcebooking.msdyn_milestraveled`. The value -0.999999690624 of type `System.Double` is outside the valid range (0 to 1000000000).
- Booking tooltip on multiday views now shows in the correct booking length on the current schedule board and the next-generation schedule board.
- Fixed a bug where the booking is created with an incorrect duration when a user tries to create a booking using the quick book option.

3.12.33.8

- When quick book is enabled on a schedulable entity and the requirement record is generated post booking record creation, the from date, to date, and duration attributes on booking setup metadata record weren't correctly mapped to the

from date, to date, and duration fields of the resource requirement generated. This bug is now fixed.

- When Universal Resource Scheduling is used as the scheduling engine for appointments, and a system user, who doesn't have an associated bookable resource record, creates an appointment throws an error. This bug is now fixed.
- Fixed a bug on the legacy schedule board, where selecting an empty time slot on the board, and on searching for lookup records, all resource requirement records in the system show up instead of those matching the selected requirement panel at the bottom.
- Fixed an issue where non-admin Field Service users can't update the Booking records due to insufficient privilege on entity `msdyn_schedulingfeatureflag`. This bug is now fixed.
- When a booking is canceled on the schedule board and then the work order (or requirement) record is again dragged to the same resource after the canceled booking, the travel time is incorrectly calculated as zero from the previous canceled booking. This bug is now fixed and the travel time is correctly calculated from the previous resource location.
- Fixed an issue where, custom `DateTime` fields from requirement record's associated entities like work order aren't respecting schedule board tab time zone in requirements panel. With this fix, all `DateTime` fields on the requirement panel will be shown in the time zone of the schedule board tab.
- When a work hours template with a time off is applied to another resource, the time-off description and title weren't getting copied. This bug is now fixed.
- When a multi-day booking is created without an associated resource requirement record, changing Booking status on the booking throws an error, this issue is now fixed.
- The schedule assistant calculates the distance and travel time for the Resources to the booking via the default map provider Bing, this is only enabled when the field "connect to maps" is set to yes. There was an issue where regardless of the value selected, schedule assistant always used the default map provider to calculate distance and travel time. This bug is now fixed.
- Fixed an issue where updates to the bookings of a crew type resource aren't made, when booking rules are used. This bug is now fixed. Updates to the crew bookings will be made, even when booking rules are used.
- Fixed scroll jumping issue on the filter pane of the legacy schedule board for certain custom filter panel layouts.
- Fixed an issue where there are multiple time-off hours are used on a single day for a resource, the working hours aren't correctly calculated, and so incorrect working hours are reflected on the schedule board.

- Incomplete resource available time slots were shown on the legacy schedule assistant grid view when the fulfillment preferences intervals were used on the resource requirement record. This issue is now fixed, and the complete resource available time slots are shown.
- When quick book is enabled and used, the resource available time slots would respect the "Book based on" setting on the default schedule board settings and will show the resource available time slots based on value chose for **Book based on** - **Estimated arrival time or Start Time**.

3.12.32.1

- Fixed a bug on the legacy schedule board, when find **Substitution functionality** is used with in the schedule assistant, the UI was frozen. With this bug fix, **Find Substitution*** functionality can be used with in the schedule assistant mode.
- Fixed a bug on the List view mode of the daily view of new schedule board, where changing a booking status doesn't reflect in the view. Now with the fix, the changed status will also reflect in the list view.
- Fixed a bug on the new schedule board where, the resource names are truncated when using right-to-left languages like Arabic.
- Fixed a label on the schedule assistant panel to show as **Booking suggestions**.
- Additional stabilization improvements were made on the new schedule board to prevent crashes on the board the schedule assistant panel, which is a feature in preview.

3.12.31.50 - 2020 wave 2 general availability

The following Universal Resource Scheduling 2020 Wave 2 features in general availability are included in this release.

- Next generation schedule board experience
- Predictive work duration (Preview)
- Enhanced calendar for requirements
- Embedded optimizer within schedule board (Preview)

This release also includes all the fixes included in the [2020 wave 2 early access](#) and [2020 wave 2 early access update 1](#).

- Fixed a bug on the map view of the schedule board, where scheduled requirements with remaining duration equals 0 are still being shown as unscheduled requirement pin, leading to double requirements. With this fix, once a requirement is scheduled and Remaining duration equals 0, the pin won't be displayed as a requirement pin.

- The days on the daily view of the schedule board are shown in right-to-left orientation for the right-to-left languages like Hebrew, Arabic.
- Fixed a bug where a new requirement record is created, the status of the requirement record created isn't respecting the **Default Requirement Active State** value of the associated booking setup metadata record of the requirement. This bug is now fixed, and the default status of the newly created Requirement record will be based on the default requirement active status of the associated booking setup metadata record.
- When creating a booking for requirement groups using the quick scheduling feature, fixed a bug where the resulting errors (if any) weren't surfaced to the end user. Now if there are any errors during the creation of the Bookings, error message is displayed on the quick book interface.
- When fulfillment preferences (intervals) are used on requirements, the schedule assistant shows the time slots, and the first time slot will be shown after the **Intervals begin** time.
- Fixed a bug in the msdyn_SearchResourceAvailabilityForRequirementGroup API, where the last available time slot of a time range aren't being returned.
- Added new additional solution health rules to detect if the following records are missing:
 - Default schedule board setting.
 - Schedule board setting for the resource utilization view of the schedule board.
 - Unsupported modification of the OOB web resources.
 - When a resource on the booking is substituted with another resource on the schedule board and then find availability is used, fixed a bug where an error was thrown.
 - The date field on the schedule assistant list view is now fixed to respect the date formatting preferences of the user.
 - Fixed a bug where a booking is created using **Find Availability** functionality, and the booking method field is displayed as **Schedule Board**. This is fixed to show the booking method as **Schedule Assistant**.
 - Fixed a bug where looking for available resources on the requirement groups, and **Least Busy** option on the schedule assistant is used, Resources returned weren't in the right order. This is fixed and only the least busy resources are returned on the top.
 - When preferred resource of resource preferences is used on the resource requirement record, the preferred resources aren't returned on the top of the recommended resources using quick scheduling. This bug is fixed, and the preferred resources are returned on the top.
 - Fixed a bug on the schedule board maps view, where the date picker isn't displayed when number of days displayed on the board is greater than one. This is

now fixed, and the map view will display the date picker to show the map data of a specific day.

- On the new schedule board, fixed an issue, where a resource is marked as **Display on Schedule Board as No**, resource is still being shown on the schedule board.

3.12.25.5

- On the daily view mode of the schedule assistant, when **Ignore Duration** advanced setting is selected, all eligible resources weren't returned regardless of their availability. This bug is now fixed in this update.
- Fixed a bug where quick book is used on a requirement group, and resources work in a different time zone than the time zone of the calendar of the requirements in the group, only a part of the available time slots were returned. With the fix, all available time slots are returned in this scenario.
- When searching for resources in the daily view of the schedule board: once the searched Resources are returned, bookings of the resources aren't returned on the center area, until the board is refreshed. This bug is now fixed in this update.
- When a default search radius unit of kilometers is used and no available resources are returned, the schedule assistant crashes. This bug is now fixed, and users can expand the filter panel, even when no resources were returned to change the filters on the filter pane.
- When quick book is used on a work order with an associated requirement group, and a resource is booked, **Booking Status selected is invalid for Work Order** error is thrown. This issue is now fixed.
- When looking for available resources on a service activity record and **Least Busy** sort is selected, no available resources were returned. This is now fixed on the schedule assistant.
- Quick book honors the default resource search radius defined on the booking setup metadata record of the schedulable entity (for example, work order, case, resource requirement, and so on).
- When any changes are made to a booking (like moving the booking or reassigning the booking), the custom booking rules defined by the user would get triggered. But extending existing booking wouldn't trigger the booking rule. This bug is now fixed.
- When fulfillment preferences (intervals) are used with a requirement group, the start date of the schedule assistant filter pane is populated incorrectly, which is now fixed in the update.
- Schedule board center-area grid is misaligned when browser zoom is changed to 80 percent or 110 percent on Microsoft Edge and Google Chrome browsers. With this fix, the misalignment of the grid is fixed.

- Fixed a bug where a custom entity can't be enabled for scheduling, when the name of the entity has more than 100 characters. With this fix, any entity that has a name with more than 100 characters can also be enabled for scheduling.

3.12.30.11 - 2020 wave 2 early access update 1

The release is only applied when an environment is opted into early access and introduces the [resource scheduling 2020 wave 2](#) new and updated features.

In addition, this release includes the following changes that have the potential to change the existing system behavior or interface:

- When searching for resources in the daily view of the schedule board: Once the searched resources are returned, bookings of the resources aren't returned on the center area, until the board is refreshed. This bug is now fixed in this update.
- When different capacities are used for a resource before and after a break, (for example 11 AM to 12 PM, working with capacity is 1; 12 PM to 1 PM is a break, and 1 PM to 2 PM, working with capacity 2) then the break time is shown as working time on the schedule board. This bug is fixed in this update.
- Fixed a bug where quick book is used on a requirement group, and resources work in a different time zone than the time zone of the calendar of the requirements in the group, only a part of the available time slots were returned. With the fix, all available time slots are returned in this scenario.
- Fixed a bug where the search time window of the resource requirement is greater than the time range displayed on the schedule board and schedule assistant, the resource booked hours capacity on the resource cell weren't displayed. The expand and collapse button next to the resource in daily, weekly, and monthly views were also not displayed.
- When you enable any entity for scheduling (for example, case, lead, account), enable quick book feature on the booking setup metadata record of this schedulable entity, and set **Disable Requirement Auto Creation for Bookings** to yes. The resource requirement records won't be generated post the creation of the booking record.

3.12.29.5 - 2020 wave 2 early access

The release is only applied when an environment is opted into early access and introduces the [resource scheduling 2020 wave 2](#) new and updated features.

In addition, this release includes the following changes that have the potential to change the existing system behavior or interface:

- Fixed a bug where a booking rule is used and throws a custom notification on the schedule assistant's **Create Resource Booking** pane, the **Booking created successfully** wasn't being displayed. Now with the fix, even when booking rules are defined, the booking creation success notification is displayed.
- When a custom date format (for example, dd/mm/yyyy) is used, the booking tooltip's displayed start time and end time are displayed incorrectly. This bug is now fixed.
- Use `openWebResource` API to open schedule assistant in the client-side tools like Unified Service Desk, so that no custom actions need to be called to open the schedule assistant.
- For organizations using Japanese language, in the schedule board's date picker control now shows the right string in Japanese for the months displayed.
- For organizations using right-to-left languages like Arabic as their base language, the short weekday names are now displayed on the date picker of the schedule board. Also fixed tooltip positioning issue for different components of the schedule board.
- Fixed navigation using keyboard tab key on the move bookings to a different Day dialog of the schedule board, to move the focus from the booking statuses picker to the ok button, after a booking status is selected.
- When a requirement status record is used as a default requirement status in the booking setup metadata record of a schedulable entity, the deletion of the requirement status record won't be restricted.
- On the schedule board, the fields on the booking tooltip with long strings were truncated. With this fix, the long strings are word wrapped into a new line.
- When an open area is selected on the schedule board, a pane opens with a lookup for the resource requirement record. Fixed a bug where the default view on this lookup wasn't changeable. With this fix, the resource requirement view can be changed to any other active view of the resource requirement entity.
- On the client extension entity form, the lookup field for the web resource is fixed to show all the WebResource lookup views for CSS, JavaScript, and RESX views.
- Fixed a bug when requirement groups are used with the work orders; on the schedule assistant, the booking status drop-down on the **Create Resource Booking** pane shows not just the booking statuses of the work order, but also related to other entities. With this fix, the booking status drop-down now only shows the booking statuses of the work order.
- When a resource requirement record and a bookable resource are selected on the schedule board, and the book button is selected, the **Create Resource Booking** pane opens up with the start and end dates populated based on the requirement selected. When the resource selection is changed, the selected start date and end date are being reset. This bug is now fixed.

- Improved the tooltip description of the field **Actual Travel Duration** field on the scheduling tab of the bookable resource booking to **Shows the total travel duration. Calculated based on the difference between the Bookable Resource Booking's Start Time and Actual Arrival Time.**
- The edit button on the business closure ribbon is hidden, as this button had no action on the business closure records in the view.
- Removed unnecessary debug console messages for the business closure entity views.
- When a new business closure record is created, the duration field is calculated incorrectly by adding an additional day. This bug is now fixed, and the duration field is calculated based on the start time and end time selected.
- When a requirement status record is created and saved, the requirement status lookup field is read-only, so that this value can't be changed once the record is saved.
- When a requirement has multiple booking records associated, and one of the booking's resources isn't active, the deactivated resource is filtered, and the uncaught exception is handled.
- Fixed a bug with the time slot selection on the create resource Booking pane. With this fix, when **Book Based on** setting is set to **Estimated Arrival**, and the user selects a suggested time in the schedule assistant, the time they select is populated as the estimated arrival time in the booking panel. When **Book based on** setting is set to **Start Time**, and the user selects a suggested time in the schedule assistant, the time they select is populated as the start time in the booking panel.
- Added additional checks on the schedule board default settings to prevent schedule board crash with the **Object reference not set to an instance of an object** error.
- Fixed a bug where the focus on the resource search control on the weekly view of the list view type of the schedule assistant is lost when typing the resource name.
- The custom date format is now supported on the quick book pane.
- When a booking is created on the schedule board with duration of zero minutes, **Duration must be greater than 0 minutes** is displayed in English on non-English orgs. This bug is fixed, and the string is now localized.

3.12.24.5

- Fixed a bug where the search time window of the resource requirement is greater than the time range displayed on the schedule board and schedule assistant, the resource booked hours capacity on the resource cell weren't displayed. The expand

and collapse button next to the resource in daily, weekly, and monthly views were also not displayed.

3.12.24.4

- When you enable any entity for scheduling (for example, case, lead, account), enable **Quick Book** feature on the **Booking Setup Metadata** record of this schedulable entity, and set **Disable Requirement Auto Creation for Bookings** to yes. The resource requirement records won't be generated post the creation of the booking record.
- The bug where there are multiple pages of available resources suggested on the schedule assistant, only the resources in the first page set were shown and resources on higher pages weren't shown. This bug is fixed, and paging through to next pages, resources will be shown as expected.
- When there are multiple work hours are entered on the same day for a resource (for example, 8 AM to 3:30 PM and 2 PM to 5 PM), there was a bug where the resource work hours calendar was only showing work hours as 2 PM to 5 PM. With this fix, the calendar for the resource would show that the resource is working 8 AM to 5 PM. Also, the same should be reflected on the schedule board.
- When a resource has working hours (for instance, 9 AM to 5 PM on a day) and has time off 12 PM to 1 PM, there's a bug where schedule board shows that the resource has no working hours on that day, though the time off is for only one hour. This bug is fixed, and with this fix, the resource should show as working from 9 AM to 12 PM and 1 PM to 5 PM on the schedule board.
- When creating a resource requirement using a work hours template, performance improvements are made to reduce the time of creation for the resource requirement record.
- When the resource work hours are entered by using non-recurrence patterns for a large number of days, and large number of resources (for instance, more than 2000 resources in the org), when looking for available resources, the schedule assistant takes almost 40 seconds to load resources. Performance improvements are pushed as part of this fix, where in this case, the schedule assistant loads faster (around five to ten seconds, largely based on the amount of data).

3.12.23.71

- The issue with the filtering on the lookup type fields on the schedule board's requirement panel is fixed.
- When hovered on the bookings on the schedule board, the tooltip was shown instantly, which sometimes blocked the view or blocked using right-click on the

bookings. This issue is now fixed by adding a hover delay. When hovered on the booking, tooltip is displayed with a delay.

3.12.23.27

- The rendering issue for tooltips on bookings of the schedule board is now fixed, by making the tooltip scrollable when the height of the tooltip is larger than the browser size. The hyperlinks on the tooltip can also be selected to open them in a new browser window.
- The text **Hide default requirement panels** is now made visible on the schedule board tab settings under the **Requirement Panels** section, which was previously only partially visible.
- Fixed an issue where entering a comma on the filter control of the filter panel was clearing the input on the filter control. With the fix, the comma won't influence the autocomplete, which was causing issues for customers who have a comma in their filter options.
- If the work hours tab is renamed or removed from a custom bookable resource form, when you select the **Show work hours** button, an error is displayed: **The Work Hours tab has been renamed or removed from this form. Please update this form to include the Work Hours tab.** Update so that the work hours tab can be added back to the form.
- Fixed an issue on the **Create resource booking** panel on the schedule board. With the fix, the **Start Date** and **End Date** on the panel will always reflect the **From Date** and **To Date** of the requirement selected in the **Requirement Panel** at the bottom of the board.
- The map pins of the resource requirement records are loaded on the map view of the filter panel on the schedule board, based on the view that is defined on **Requirement Map Filter View** on schedule board settings. We fixed the issue where, if the view used here has no filters on the view definition, the map panel never completes loading. With this fix, the map panel would load, regardless of the filters on the view used.
- Fixed an issue where **Universal Resource Scheduling** is used as the scheduling engine; users who aren't system administrators were unable to complete the appointment records. With the fix, any user with privileges to complete the appointment record can mark the appointment as complete.

3.12.22.9

- For organizations that have [schedule board preview enabled](#), the schedule board preview can be accessed from **Field Service** application sitemap along with

Universal Resource Scheduling application sitemap.

- Fixed an issue where booking tooltip blinks when the height of the tooltip is greater than the height of the visible center Gantt area, where bookings are displayed on the schedule board. With this fix, the tooltip wouldn't blink and the user would be able to select the hyperlinks on the tooltip to open the respective record in a new window.
- Fixed the issue where [intervals](#) functionality of fulfillment preferences wasn't working on the schedule assistant.
- Resolved the issue of duplicated time slots for the resources on the list view type of the days view of the schedule board.
- Multiple calls to retrieve data in the list view type of the days view are reduced to one call, in order to improve schedule board performance.
- Fixed the issue where available time slots of resources are displayed differently on schedule assistant and the quick scheduling pane for the schedulable entities that don't have an associated resource requirement record.
- The horizontal and vertical view types are now hidden from the requirement group's find availability or schedule assistant screen.
- Fixed the error **The start address and end address cannot be empty**, which is incorrectly thrown on the [Get Driving Directions](#) functionality on the schedule board, due to an uncaught exception.
- Advanced find on the business closures entity is now supported.
- When using the schedule assistant/find availability functionality, the available time slots should be shown in the same timezone of the requirement calendar; however, if a schedulable entity like case doesn't have a requirement record associated, then the results need to be shown in the timezone of the CRM user preference.
- The issue of resource name truncation in the days view of the schedule board is now fixed.
- Fixed the focus shifting issue on the schedule board, where focus is shifted to a previous booking in focus, when booking status of the bBooking assigned to a resource at the bottom of the resource list. With this fix, the focus would stay on the booking in context.
- Fixed a translation issue on requirement groups in Japanese, where the name of the requirement or subgroups changes from Japanese to English when the record is saved.
- Quick scheduling now supports and handles different date format styles like English (South Africa).
- Fixed an issue with the **Allow Overlapping** functionality on the bookings. With this fix, when a booking is marked as **Allow Overlapping** set to yes, the schedule assistant (find availability) will show the above booking as an available time slot if the **Allow Overlapping** advanced setting on the filter view is selected.

3.12.21.9

- The following Universal resource Scheduling 2020 Wave 1 features in GA and preview planned are included in this release:
 - Next generation schedule board experience (preview)
 - Enhanced work hours calendar for resources
 - requirement dependency for efficient workflow
 - resource scheduling dashboard
- This release also includes all fixes included in the [3.12.9.76 EA package](#).
- Fixed an issue where the booking method on booking panel wasn't selectable on the list view of the days view in schedule board.
- Fixed a caching issue on the **Get Driving Directions** pop-up functionality of the schedule board, where previously cached values were being used for calculating the route.
- Resolved the incorrect location displayed for the booking on the map view of the schedule board, due to the incorrect formatting issue in conversion of the latitude and longitude on the map in languages like German.
- Fixed the issue where bookings of some schedulable entities can't be moved to a different day in multiday views like days and weeks views on the schedule board.
- Fixed the issue when a requirement is dragged on to a crew resource on schedule board, a booking is only created for the crew resource and not the underlying active crew resources.
- Fixed an issue where a custom JavaScript is used in the schedule board client extensions to set the default filter values, but the prepopulated default values are only displayed when the respective filter control is selected.
- Fixed an issue where quick scheduling is used on a schedulable entity without associated resource requirement record, and search start and search end dates are passed as the same day; available time slots were displayed for three days rather than one passed in day. With the fix, the available will only be displayed for the date passed in.
- Fixed an issue where booking tooltips aren't displayed on hover, when network latency is high.
- Fixed a null reference exception for booking status metadata checks during the upgrade to improve upgrade experience.

3.12.5.13

- resource location can be displayed on the map view of the schedule board's daily view, using the custom entity using the custom geo data settings in the scheduling parameters.

- Fixed the issue with the action msdyn_SearchResourceAvailability wasn't taking the ConsiderTravelTime parameter into consideration when providing the available time slots.
- Fixed upgrade errors while generating the booking setup metadata records and a few other upgrade improvements.
- Fixed the issue where filters weren't saved on the resource utilization view.
- **Booking created Successfully** notification on the schedule assistant is only shown when the booking is created successfully.
- Fixed the incorrect booking time offset on daylight savings time dates for GMT + 1 timezone on the booking and resource requirement forms.
- Fixed null reference issues on the requirement group form.
- Improved error handling on the copy function of the resource requirement form.
- Resource name handling is improved in the search resources lookup on the days view of the schedule board.
- Resource and grid alignment issues are fixed in the hourly view of the schedule board.
- Calendar performance improvements are made for the generation of resource requirements from the project form.
- Improved error handling on the booking rules.
- Schedule board scrolling issues are fixed, when moving the bookings of the resources at the bottom of the list.
- Fixed the issue with the booking tooltip: when there are only two resources displayed on the schedule board, the tooltip masks the booking itself.
- Fixed the issue of the visual duplication of the bookings on the days, weeks, and months views of the schedule board.
- Improved error handling when creating bookings on the schedule board, by adding additional null checks.
- Performance on the schedule board improved by just loading the requirements that aren't location agnostic on the map view.
- Fixed the filter panel crash when using the fetch-based filter value and saved as default value.
- Fixed the issue with the schedule assistant filter layout when a filter is changed from multi combo field to non-multi combo filter.
- When **Double book if needed** option is checked on the schedule assistant booking panel, even though the resource doesn't have enough availability for the requested hours, the resource can be double booked up to 24 hours in one day.

3.12.9.76 - April 2020 Wave 1 Early Access

- Fixed a performance issue when upgrading from Field Service version 7.x to version 8.x.
- Fixed an issue with printing the get driving directions action on the schedule board.
- When quick scheduling is used to schedule an entity that doesn't have an associated resource requirement, results were always shown in UTC timezone, which is now fixed. The results should always be shown in the user's timezone if there's no requirement calendar.
- Tooltips are now supported on the sort options of the schedule board.
- A new warning message is now introduced on editing the schedule board settings records: "Modifying these settings has the potential to break the corresponding schedule board tab in a way that can't be automatically undone".
- Fixed the bug with displaying the resource details in the list view of the schedule board.
- A new warning message is now supported that the minimum duration needed to create a bookable resource booking is 1 minute.
- The field **Status** is now renamed to **requirement Status** on the requirement status entity.
- Fixed the bug where schedule board crashes when a user record is deleted from the Azure Active Directory, which has an associated bookable resource on the schedule board tab.
- A select all check box is now supported on the select resources pop-up window on the filter panel sort options.
- Min rating value now must be less than the max rating value on the rating model entity form.
- When quick scheduling is enabled on a schedulable entity, the retrieve resources and retrieve constraints queries of the underlying BSM record are called instead of the default queries.
- Quick scheduling supports the requirement groups with one requirement that has work location type as facility.
- The all/any option labels of the requirement group are now fixed in Danish language.
- Auto apply territory filter field in scheduling parameters form is now deprecated and hidden.
- Start and end date time fields on the business closures entity form and the grid view are displayed in the same time zones.
- When a work hours template is applied on multiple resources, a spinner is now added while the work hours are being applied.
- The from and to date fields on the requirement group form now reflect the timezone from the user's preferences.

- Details tab on the fulfillment preferences entity form will now only be displayed once.
- Added a warning on the set work hours template pop-up dialog, that "Applying this work template will overwrite the existing work hours, including time-off".
- When the map panel on the schedule board is loaded, the map should be zoomed enough to show all the map pins in the requirement map filter view definition.
- XML syntax validation is now added on editing the schedule assistant filter layout.

3.12.4.9

- Fixed an upgrade issue related to the timezone conversion of the TimeGroupDetail record.
- Fixed incorrect booking time offset on daylight savings time dates for Auckland timezone.
- Fixed the issue where some resources show unavailable on the schedule board, due to the number of calendar rules on all the resources on the schedule board.
- When there are characteristics on the filter panel that are paged, the rating value of the selected characteristic is lost in the filter, which is now fixed.
- Fixed the flickering issue on the second page of the open requirements tab of the requirement panel.
- Fixed the alignment of the available time on the days view of the schedule assistant.
- The filters on the filter panel now support text fields.

3.12.3.9

- The one hour offset issue for the bookings created on the schedule board is fixed in the Brazil daylight savings time.
- The caching issue with the schedule assistant's default availability view setting is set to board is now fixed.
- When a new booking is created on the days view of the schedule board, the board will be refreshed automatically.
- resource requirement map pins are loaded, only when the map view is opened on the filter panel of the schedule board.
- Fixed an upgrade issue due to bad data in the filter values.

3.12.2.114

- When the schedule board map view is opened, the map automatically zooms out to show all the map pins.

- The resource lookup is displayed on the schedule board in Arabic.
- On the schedule assistant results list view, work start time aligns with the estimated arrival time values on the create resource booking pane.
- Added additional handling to avoid the corruption of the booking setup metadata and the schedule board settings records.
- Bookings can be edited in the days view of the schedule board by right-clicking on the booking and selecting **Edit**.
- The select resources dialog opens and loads successfully on the filter view of the schedule board, even when there are more than 100 resources enabled to be displayed on the schedule board.
- When Turkish language is enabled on the org, resource requirement records load under the **Unscheduled Work orders** tab of the requirement pane of the schedule board.
- When double-clicking on the save button the new bookable resource booking form, wouldn't create duplicate records.
- Resources can be searched on the schedule board by their name in the search resources search box.
- map view on the schedule board only shows the pins for the requirements that are returned from the requirement view configured for requirement map filer view setting on the map settings of the schedule board tab settings.
- When Hebrew language is enabled on the org, schedule board loads in the Chrome with browser zoom at 90%.
- The requirement demand pie chart on the schedule assistant information at the bottom is accessible, via screen readers.

3.12.1.158

- Workflows can be triggered when resource requirements are created with any allocation method.
- When upgrading URS from version 2.x to version 3.x, resource filters on the schedule board tabs are preserved.

3.12.0.448

- Grid alignment issues while scrolling on the schedule board for right-to-left languages (like Hebrew, Arabic) are fixed.
- When a new route is created for a map pin selected on the map panel, the route will stay on top of other routes, even after the auto refresh, which happens when a booking is created or modified.

- On the list view of the schedule board, any linked entity record can be opened by using keyboard, by hitting on the space bar when focused on the linked entity.
- The warning message notification on the schedule assistant is made user-friendly, when Maps aren't enabled for a resource requirement when work location is onsite.
- The selected values of the filter "pool type" are also saved along with other filters, when the current filters are saved as default filters.
- When a crew type resource is booked, only the working members of the crew will be booked, crew members, who aren't working, won't get booked.
- Custom date fields added to the filter panel as custom filters, will also respect the time zone of the schedule board tab (under Scheduler settings)
- When schedule board settings are opened from the booking setup metadata record of the Schedulable entity, by clicking the Cancel button on the schedule board settings, the form will be closed.
- The scrolling issues on the vertical view of the schedule assistant are fixed.
- On the list view type of days, weeks, and month views of schedule board, the focus will stay on the resource Search box until the typing is complete until focus is moved to a different area of the schedule board.
- The quick scheduling experience searches for available resources in the date range provided in the requirement group and displays available resources on the book resources panel in the date range.
- On successful creation of bookable resource booking record in the offline mode, no unintended warnings are displayed on the form.
- When looking for a substitute resource on a booking using the "Find Substitution" via schedule assistant, the resource can be substituted on the suggested time slot by clicking on the "Substitute" button, when hovered on the suggested time slot.
- When there are more than 30 suggested resources on the schedule assistant, there will be paging of resources and more suggested resources can be reached by scrolling to the next page.
- When a map pin is selected for a booking on the schedule board, after editing the selected booking, (by dragging and extending the booking), the map pin stays selected.
- Schedule board will support booking alerts are in large number (~200).
- Only active booking statuses are displayed on the booking status dropdown field on the booking panel of schedule board, when creating bookings.
- When searching for available resources for a requirement group, suggested resources will always be shown in list view only.
- Resources on the schedule board tab can be selected via Select resources under the filter Options on the Internet Explorer Version 11.
- When calling the msdyn_SearchResourceAvailability action using a requirement with a fulfillment preference for time group as input, the output time slot of the

action will contain valid TimeGroupDetails.

- Bookable resource bookings can be created on the daylight saving days (entering and exiting daylight savings time).

Enhancements

- Accessibility improvements are made on the schedule board and schedule assistant.

3.11.0.421

- Columns in the list view of the schedule board resize based on the size of the browser (Internet Explorer)
- A few accessibility issues on the schedule board and quick scheduling panel are fixed.
- Days/weeks/month views on the schedule board support the bookings for the schedulable entities without resource requirements.
- When viewing the bookings of requirement group in Split view, the bookings in the Split view will be shown in the same timeline as of the requirement group bookings in the top half of the grid.
- work hours of a resource with capacity greater than 1 in a day, will reflect on the schedule board accordingly.
- Resource capacity booked percentage reflects the resource's bookings in the days, weeks, and month views of the schedule assistant.
- The focus remains on the selected date when a resource is selected from the resource dropdown filter after selecting a date on the calendar of the quick scheduling panel.
- When a resource requirement with a characteristic and rating is booked, the characteristic filter will be populated with the characteristic and rating value from the resource requirement in the filter view of the schedule assistant.
- The search start/search end and time from promised/time to promised date time filters on the filter view of the schedule assistant reflect the from date/to date and time from promised/time to promised from the resource requirement records.
- The membership of the members of a crew type resource on the schedule board is shown in the timezone of the schedule board.
- Only one resource can be selected from the recommended resources on the list view of the schedule assistant.
- When searching for available resources for an onsite requirement group, and a suggested time slot is selected, the estimated arrival time and start fields in the

create resource booking panel are filled with the start time and travel start time values from the list view.

- When hovered on the bookings on the schedule board, booking card is displayed with a delay.
- A booking can be created for a work order in the days, weeks, or month views of the schedule assistant.
- Schedule board loads bookings of resources, even with resources who have no calendar or have multiple calendars.
- Rebook for bookings would work even with null values of the filters passed to the schedule assistant.
- The schedule board and schedule assistant will load booking and resource availability on the Internet Explorer Version 11.

Enhancements

- Support for preferred and mandatory resource in finding available resources.
- Usability improvements to the facility search scenarios via quick scheduling experience.

3.10.0.239

- Only valid hex characters can be entered on the status color field on booking status form.
- The overlapping bookings in the vertical view of the schedule board are separated by 1-px spacing.
- Non-working hours color name is consistent across the schedule board tab settings and the schedule board settings configuration record.
- Long names will be wrapped inside the booking tooltip.
- Deletion of a resource isn't allowed if it has any group memberships active or inactive, parent, or child, has any associations active or inactive, resource 1 or resource 2.
- When default sorting is added to the schedule assistant retrieve constraints UFX query in the default schedule board settings, the sort by filter of the schedule assistant is pre-filled with the field by which sorting is done and the returned resources are sorted accordingly.
- A few accessibility issues on the schedule board are fixed.
- Schedule board to load the resources in days, weeks, and month views with resources having a valid calendar and wouldn't fatally fail if a resource has an invalid calendar.
- Combo control filter with multiset to false, the selected value will show in the filter.

- Active resource requirements view is sorted on created on by descending order.
- Derive capacity from group members field on the pool resource form can be set to yes or no as required.
- Search resources can be used to search resources in the suggested resources in the list view of the schedule assistant.
- Custom booking template with fields from linked entities of bookings is supported.
- Resource type filter on the schedule assistant won't remember the previously selected values, once unselected.
- The schedule assistant loads as expected when clicked on book button on a work order form in Arabic.
- When a booking is created by schedule assistant, the booking method field on the booking form is populated as schedule assistant.

3.9.0.42

- The filter isn't enabled for the owner column on the unscheduled work orders requirements view in the requirement grid of the schedule board.
- The refresh button on the requirement grid is disabled while the grid is refreshing the data.
- Alignment for resource icons and the zoom slider on the schedule board are fixed for Arabic language.
- When searching for resources in one view like horizontal, when switched to another view, like list view, the search is still retained along with the search text and results.
- The bookings can be moved to a different time or resource by dragging and dropping the booking on days, weeks, and month views of the schedule board.
- Quick scheduling would be using the "As The Crow Flies" approximations to calculate travel time if Bing maps integration isn't enabled.
- Improved error messaging on the schedule assistant when looking for available resources and on the schedule board when displaying the bookings.
- When auto update booking travel is enabled, and onsite bookings are created by the quick scheduling, the travel time to the subsequent bookings is updated based on the location of the previous booking.
- The schedule assistant search for available resources are successful with continuous multiple associations on a single day for a resource type facility.
- When an onsite requirement is selected in the requirement grid, the location pin is selected and focused in the map view. Once clicked on "Find Availability," the location pin on the map view stays selected entering and exiting the schedule assistant.
- Alignment of the fields on the fulfillment preferences form is fixed.

- Alignment of the sort arrows on the sort options control on the schedule board is fixed.
- Time out issues request to msdyn_RetrieveResourceAvailability is posted from a web app are fixed.

Enhancements

- FetchXML query is replaced by query expression for the action that fetches work order bookings to improve the performance.

3.8.0.105

- The date selector on the schedule assistant list view is dimmed because it has no effect on the resources displayed when searching for availability of a requirement or a work order.
- When booking a schedulable entity record, only the booking status that is mapped to the booking status field logical name of the booking setup metadata record of the schedulable entity will be on the schedule assistant. For example, when scheduling a work order, only the option set values of the field msdyn_fieldservicestatus will be displayed in the booking status drop-down on the schedule assistant,
- When searching for availability of resources on a requirement, the number of matching resources returned in the search on the schedule assistant is limited to the value set on the field resource availability retrieval limit on the default metadata settings of the booking setup metadata record. The default value of resource availability retrieval limit is 100.
- Only one booking setup metadata for an entity can be created.
- For German locale, on the schedule assistant, remaining duration doesn't overlap with the pie chart visual next to it.
- Only Active resources can be added to a resource pool or resource crew's children.
- A few accessibility issues on the schedule board are fixed.
- The resource requirement form can be customized to remove optional fields like resource type from the form.
- Selected sort on the schedule board is determined by the Sort result by filter on filters.
- The booking alerts template field on the default schedule board settings shows the default HTML template value.
- **Book** and **Book & Exit** buttons on the schedule assistant are enabled only when at least one eligible resource is returned on the schedule assistant.
- Multiple characteristics can be selected on the filters on the schedule board.

- A booking can't be deleted when it has an associated booking alert.
- When booking a requirement in the weekly view or monthly view of the schedule assistant, if the availability search start date is today and isn't the first day of the week or month, the start date will correctly default to today, so that the book button is enabled.
- The work location filter on the schedule assistant will show all three possible values: onsite, facility, and location agnostic.
- The filters on the schedule board will show the right values in the drop-down even when the user manually types in the filter.
- When Auto Update booking travel is enabled in the scheduling parameters, travel time of the adjacent bookings is updated when a booking is created in the list view of the schedule assistant.
- Correct search results are displayed on the quick scheduling panel for all timezone values set on the resource requirement form.
- A multi resource work order, that is, a work order associated with a requirement group, can be booked via quick scheduling.
- Requirement group bookings can be viewed in split view.
- The Timeline header on the schedule board will be shown even after exiting the schedule assistant by selecting exit search.
- The rating values on the rating model form are ordered by rating values, not the names.
- The resource card can be opened by right-clicking the resource, even when the resource has characteristics with no rating values.
- When booking a requirement group via the schedule assistant, selecting a time slot on the list view opens up the Create resource booking Panel on all browsers.
- When booking a requirement group or the requirements under that requirement group, the same results are displayed on the schedule assistant.
- Facility requirements can be booked via quick scheduling with the correct duration of the booking.
- You can book work orders on the days view of the schedule assistant.
- Multiple issues preventing upgrade.

Enhancements

- Performance improvements to schedule board refresh times when multiple crew type resources are present on the schedule board.
- Performance improvements to searching for resource availability for requirement Groups.
- Reduced unnecessary calls to retrieve the resource requirements name and booking setup metadata. Other duplicated calls are also reduced when searching for availability.

- Self-service scheduling API is now available to schedule the single resource requirement, with a corrected process name **Resource Scheduling – Search Resource Availability** and unique name msdyn_searchresourceavailability.
- From and to date fields on the resource requirement entity are restricted to have only the User Local behavior to avoid Time Zone functionality loss on the schedule assistant and loss of the time zone data on resource requirements.
- Added a suggestion to service health diagnostics to show the suggestion/fix with manual steps when resource booking sync job is disabled but the feature synchronizes resource bookings with outlook is enabled.
- When using URS on Unified Service Desk, the schedule board can be loaded without having to pass the full Unified Interface context.
- Quick scheduling now supports scheduling of onsite requirements.

3.7.0.70

- Requirement group control loads in the service form on the customer service scheduling app.
- When a schedulable entity without a resource requirement is booked via the schedule assistant (pop-out schedule board) days, weeks, or months views, the booking status is populated to the default status.
- The resource routes are optimized by listing using the schedule board driving directions in the sort order of a booking's start time.
- Optimized rebooking in the schedule board by fixing a client-side console error.
- Map view icon is no longer displayed in the schedule assistant view.
- Changes on the default schedule board settings form are saved when accessed from booking setup metadata record.
- Drag and drop the bookings from one resource to another or from one time to another of the same resource in days, weeks, or months views.
- Resource names with apostrophes, like O'Brien, can be searched on the schedule board resources.
- Booking a resource requirement for the facility resource type now populates the resource filter field as a facility in the schedule assistant (pop-out schedule board).
- Book based on setting for the schedule board shows how the time slot suggestions are displayed in the Hourly view of the schedule assistant, and more details on how to use book based on are included.
- Duration filter on the schedule assistant for Hebrew is fixed when the value of the duration is 1.
- Travel start time on the schedule assistant list view shows as travel time subtracted from the work start time.

- Drag and drop multiple open requirements to an expanded resource in days, weeks, or months view to create multiple bookings.
- Rendering of the resources on the schedule board is improved.
- View resource cards in the schedule assistant for requirement groups availability.
- Schedule assistant minimizes the number of resources necessary to fulfill a requirement group when the Sort result by field is set to Fewest resources first.
- Multiple issues preventing upgrade.
- Drag resource route on the map to a requirement pin to create a booking for the resource.
- The Select resources filter can be used to select the resources to be displayed on the schedule board.
- Only active members of the crew with valid crew membership will be booked when a crew is booked.
- Driving directions and the map view on the schedule board have the same traffic icon.
- The position of the hover book button on the suggested time slots is adjusted when the preceding booking is extended beyond the suggested time slot.
- When a requirement is selected and the requirements panel is refreshed, the requirement selection persists.

Enhancements

- Made improvements to uptake new endpoint Bing distance matrix APIs.
- Self-service scheduling API is now available to schedule the single resource requirement.
- The work location for new requirements added to a requirement group is now inherited from the work location of the existing requirements in the requirement group, and is kept in sync.
- The calendars of the requirements of a requirement group are kept in sync and share the same calendar. Changing a calendar or time zone for one requirement updates it for all the requirements of the requirement group.
- When booking a requirement group, the schedule assistant is launched in the time zone of the requirement group's requirements because they all share the same requirement.
- Performance improvements to searching for resource availability, viewing bookings on the schedule board, creating bookings for crews, creating bookings in the hourly views of the schedule board, and when using other URS plug-ins.

3.6.0.18

- On the schedule assistant, the radius unit behavior reflects kilometers or miles as per the preferred unit of distance when "Search for" field is changed.
- The zoom level on the "Map View" on the "Filter Panel" will be preserved after entering or exiting the Schedule assistant search.
- Only activated members of a crew get booked when a crew is booked.
- On the schedule board setting for schedule assistant, the unavailable resources field can be changed from "Unavailable resources don't appear" to "Unavailable resources appear dimmed" to show the unavailable resources on the schedule assistant.
- Alignment of scheduler settings controls.
- On a schedule assistant search for available resources on a location agnostic resource requirement, the "Time From Promised" and "Time to Promised" time window precedes over the "Search Start" and "Search End" time window, and the recommendations will be presented to make sure the technician can start work in the "Time From Promised" and "Time To Promised" window.
- Onsite multi-resource requirements will be presented with travel time in the schedule assistant recommendations.
- The filter panel's characteristic field on the schedule assistant is populated with the characteristic from the resource requirement or work order.
- Multiple issues preventing upgrade.
- Resource utilization of a resource on non-working day, along with the color code of the non-working day.
- Dragging the technician travel route to a requirement pin to schedule the booking in the maps view on the filter panel of schedule board.
- The schedule board setting "Order Number" default maximum value is increased to 1000 from 100.
- Duration field value text in Hebrew on schedule assistant.

Enhancements

- When inserting a booking between two bookings or reassigning a booking to another resource, the travel time of all associated bookings will be recalculated and updated on hourly schedule board and schedule assistant. This feature can be enabled by "Auto Update booking travel" field under **Resource Scheduling > Settings > Administration > Scheduling Parameters**.
- When the **Book** button is used on the resource requirement and the timezone on the pop-out schedule board is updated, the date time fields on the bottom requirement info panel will reflect the changed timezone.
- All the date and times in the filter panel and requirements panel on the schedule board are updated when the time zone is changed in the scheduler settings on the schedule board.

- Various performance improvements when searching for resource availability.

3.5.0.107

- Booking status on the create resource booking panel is always defaulted to either front load or the last used value on the schedule board.
- On the schedule assistant, a new booking can be created in custom time, by clicking and dragging in the demand panel, which opens the create resource booking panel for confirmation of booking details.
- A resource requirement record can be created by quick create forms on the schedule board, even there are no resources on the schedule board tab are working.
- When the start and end locations of the bookable resource are set to organizational unit address, the organizational unit field becomes mandatory field.
- The row height and column width slider tooltip value is now localized.
- The location of the tooltip, when dragging and dropping an existing booking on the board is corrected in the Hebrew language orgs.
- Slider controls on the scheduler settings of the schedule board are aligned in the orgs with right-to-left languages.
- Error handling improvements on the schedule board.
- Resource requirement details associated view of resource requirements includes additional details like duration, from and to fields.
- The skills subgrid in the resource requirement form will only show relevant data and hide the redundant data like the resource requirement name field.
- On the schedule board, bookings can be created with the start/end dates in the past.
- Contains solution upgrade improvements.
- Select resources dialog opens for selection of resources to be shown under the schedule board tab
- The working time of the schedule board tab can be configured by using the start time and end time slider controls under the scheduler settings of the schedule board tab.
- Duplicate booking creation on the schedule board, due to network race conditions is now fixed.
- The availability cells in the days view of the schedule board are appropriately aligned on the daylight savings days at 12:00 AM.
- The duration of the bookings on the multi-day views of the schedule board can be decreased by dragging the right end of the booking to left or left end of the booking to right.

- The pre-filled characteristic-Rating value in the filter view, can be selected to view it in the filter view.
- Booking rules dialog respects the cancel button and wouldn't create a booking.
- When looking for available resources using a resource requirement for resource type facility, in the list view of the schedule assistant, organizational unit column shows the appropriate string values.
- When clicked on maintain bookings for a team member, opens up the schedule board with the project bookings for the selected team member.
- Book button is displayed on the resource requirement form for the users only with appropriate read/write privileges to the entity.
- Resource requirement for facility type pool can be searched for available resources using the schedule assistant or find availability.

Enhancements

- Improvements are made to the date time controls by leveraging the Office fabric UI control on the resource requirement, fulfillment preferences, and time group detail forms.
- Scheduling Health Diagnostics provides capabilities to detect and suggest self-healing options with regard to:
 - Unsupported customizations on internal use only web resources.
 - Actions and workflows that are in draft state.
 - Essential SDK message processing rules that are in disabled state.
 - Missing metadata records such as booking setup metadata records, default UFX query values.
- Improvements are made to the icons on the booking right-click menu.
- If **Connect to Maps** is disabled, the travel times will be calculated based on the "Crow fly" approximations.
- Performance improvements for the retrieve resource availability action calls on the multi-resource requirements with fulfillment preferences (intervals).

3.4.0.141

- Custom date and time fields now display properly on schedule board panels.
- Issues opening and saving schedule board resource picker under options in filter control.
- Paging issues when using schedule board resource picker under options in the filter panel.
- When "Time From Promised" on the requirement is in the past and you search for availability, the value is now moved to the current time and the search button is

enabled.

- Changing the schedule board working time no longer immediately closes the settings dropdown.
- Book button now appears on views and forms when using USD.
- Resources associated to a facility with a parent Organization Unit that is different from the associated facility correctly use facility organizational unit when it comes to schedule assistant facility search.
- Miles/kilometers default properly from scheduling parameters entity.
- Generic resource type is removed from resource picker under the select resources dialog.
- Auto focus on characteristic rating value in filter control when entering schedule assistant on certain devices.
- Overbooked requirements no longer show a negative duration in booking panel when in schedule assistant
- Facility searched properly group results by organizational unit, regardless of the value in the "part of same" field on the requirement group control.
- Resources that are location agnostic, yet are associated to a facility, will return in facility searches for the time they're associated to the facility.
- Issue selecting pool type on schedule board filter panel while using Firefox browser.
- Selecting cells in daily, weekly, and monthly boards while in schedule assistant now passes information to the booking panel properly.
- Schedule boards that have characteristics with rating values saved no longer prompt user to enter a rating value.
- Issue on certain devices where current timeline bar on schedule board wasn't showing correct time.
- Work location on booking is now set properly when using drag and drop on schedule board.
- Misaligned labels for languages that read right to left.
- Issue loading schedule board in Internet Explorer 11.
- Issue creating schedule alerts from certain places.

Enhancements

- Various performance improvements when creating bookings.
- Dragging to extend a booking on multi-day schedule boards opens booking panel instead of booking dialog.

3.2.0.405

- If a booking has the work location field set to location agnostic, the booking will be treated as location agnostic even if there's a latitude and longitude value on the booking.
- Issue with schedule board list view refreshing when changing between hourly and daily.
- When searching for a resource in the resource search bar on the schedule board list view, if no resources can be found, the board properly removes all resources.
- Issue dragging a requirement from the map to the schedule board while using Firefox browser.
- Changing "derive capacity" field on a pool resource from no to yes now triggers the calendar to be calculated based on the child resources of the pool.
- Issues when changing between horizontal and vertical schedule board while in split view.
- Issue loading schedule board with many explicitly saved resources.
- Resource's location is now properly taken from the facility it's associated to.
- When using a language that reads from right to left, the resource name is now properly rendered on the schedule board.
- When launching the schedule assistant from a schedulable entity, the user now lands back on the same form after clicking book and exit.
- Schedule board no longer shows resource with a capacity greater than 1 as available all day.
- When booking a requirement group using the schedule assistant, the booking status dropdown now properly filters to the booking statuses for that schedulable entity.
- Issues loading requirement group control in the Microsoft Edge browser.
- When using the schedule assistant to schedule a requirement group for a facility, there's no longer a travel time conflict between the facility and the resources.
- Double booking option in schedule assistant on daily, weekly, and monthly boards now properly books the resource even if the resource has no remaining capacity.
- Appointment schedule board settings are now generated properly.
- Issues in certain scenarios where schedule board had issues loading in Internet Explorer.
- "Supplied DateTime represents an invalid time" error.
- Error message when scheduling a single requirement to a crew resource.

Enhancements

- Resources associated to facilities will no longer return in onsite schedule assistant searches. This prevents customers from accidentally scheduling a resource that should be stationed at a facility from going to a customer location.

- Resources that aren't associated or related to a facility will no longer return in facility searches. Currently, when a resource is set up to work at a facility through an association or as a child resource of a pool, URS doesn't account for travel to the facility.
- When using the schedule assistant to schedule a requirement group, if the requirement's work location is set to facility, and there are no options selected under the "part of same" attribute, the search executes as if part of same "resource Tree" is selected.
- Saving a filter on the schedule board now shows a green confirmation check mark instead of a yellow warning symbol.
- Warning message will now be displayed when trying to change the latitude or longitude field on a booking.
- Added validation to check that if a resource is associated to a facility, then it shouldn't be allowed to be a child resource of a pool associated to a facility or facility pool for the same time frame.

3.1.0.166

- If a booking has the work location field set to location agnostic, the booking is treated as location agnostic even if there's a latitude and longitude value on the booking.
- Issue with schedule board list view refreshing when changing between hourly and daily.
- When searching for a resource in the resource search bar on the schedule board list view, if no resources can be found, the board properly removes all resources.
- Issue dragging a requirement from the map to the schedule board while using Firefox browser.
- Changing "derive capacity" field on a pool resource from no to yes now triggers the calendar to be calculated based on the child resources of the pool.
- Issues when changing between horizontal and vertical schedule board while in split view.
- Issue loading schedule board with many explicitly saved resources.
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- When using a language that reads from right to left, the resource name is now properly rendered on the schedule board.
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- Issues loading requirement group control in the Microsoft Edge browser
- When using the schedule assistant to schedule a requirement group for a facility, there's no longer a conflict of travel time between the facility and the resources.
- Double booking option in schedule assistant on daily, weekly, and monthly boards now properly books the resource even if the resource doesn't have any remaining capacity.
- Appointment schedule board settings are now generated properly.
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- When using the schedule assistant to schedule a requirement group, if the requirement's work location is set to facility, and there are no options selected under "part of same" attribute, the search executes as if part of same "Resource Tree" is selected.
- Saving a filter on the schedule board now shows a green confirmation check mark instead of a yellow warning symbol.
- Warning message will now be displayed to a user if they try to change the latitude or longitude field on a booking.
- Added validation to check if a resource is associated to a facility then it shouldn't be allowed to be a child resource of a pool that is associated to a facility or facility pool for the same time frame.

2.4.11.59

Read a blog post about the bug fixes [↗](#).

2.4.10.56

[Read a blog post about the bug fixes ↗](#).

2.1

[Read a blog post about the bug fixes ↗](#).

Resource Scheduling Optimization Add-in

Earlier release waves

For release notes and version history of the current release wave, see [Resource Scheduling Optimization version history](#).

3.4.0.495

This release is the same as 3.4.0.459, with a more efficient solution delivery mechanism.

3.4.0.459

Bug fix: Addressed issue where resource schedules were incorrectly ignored when there's a booking overlapping with optimization range start or end time.

3.4.0.254

- Bug fix: Addressed an issue with using the Optimization panel in [Single Resource Optimizations](#)
- Behavior change: We're changing the behavior of how Resource Scheduling Optimization handles locks on bookings. Currently, if an optimization schedule is running, it might lock bookings, which prevents a user from being able to delete the booking via Schedule Board. The user would be required to manually unlock the booking before deleting it. With this release, a request to delete a booking by a schedule board user overrides any locking by Resource Scheduling Optimization.

3.4.0.180

- Bug fix: Addressed issue where certain schedule requests fail due to a timeout, with the message *Resource Scheduling Optimization failed to create, update or delete some of the bookings due to a system error.*

- Bug fix: Addressed issue where certain schedule requests produced overlapping bookings when using locked resources or by requirement duration and book duration mismatch.
- Bug fix: Addressed issue where unpublished schedules would get inadvertently published after a platform update.

3.4.0.72

- Fixed optimization request errors:
 - System failed to optimize some records. Inner error(s): The primal integer program model is infeasible or unbounded: optimization status = InfeasibleOrUnbounded.
 - System failed to optimize some records. Inner error(s): An exception was thrown while activating F1.RoutingEngine.PathSolver.PathSolver.

3.4.0.8

- Resource Scheduling Optimization always honors locked bookings and no longer overlaps them.

3.3.5.199

- Resource Scheduling Optimization no longer fails with constraint violations; it will continue while skipping over the identified resource(s) that have violations. For more information, go to [Booking lock options](#).
- Bug fix: Addressed issue where ResetRSO fails with timeout exception on UR28.

3.3.3.12

- Bug fix: Addressed the problem of Resource Scheduling Optimization jobs getting stuck in the 'Optimizing' state, which happened due to long running write operations from Dynamics 365 into Resource Scheduling Optimization.
- Bug fix: Adjusted the degree of parallelism that Resource Scheduling Optimization was using, to write results back to Dynamics 365. This was done to prevent throttling, which could cause optimization request failures.

3.3.2.4

- Bug fix: Addressed issue where the predicative travel info icon wasn't able to be selected and hovering caused formatting issues.

- Bug fix: Addressed issue where single resource optimization requests with no schedulable requirements are canceled with message: "This request was canceled as none of the selected resource requirements or bookings were valid."

3.3.1.38

- Bug fix: Addressed issue that caused Resource Scheduling Optimization to delete bookings that were locked to resource and time, if the booking was the length of an entire shift.
- Bug fix: Addressed issue that prevented Resource Scheduling Optimization from deleting bookings that needed to be deleted, if they weren't associated with a resource requirement record.

3.3.0.115

- Improved predictive travel time user experience. Allows users to distinguish bookings that used predictive travel (and thus have more accurate travel time that includes historical traffic) from those that didn't.
- Fixed bug in which 401 error was thrown in creation of account and contact records after Field Service autoupdate. Error message: "The remote server returned an error: (401) Unauthorized."
- Bug fix: Addressed issue in which "Something went wrong. Try reloading the page. If you still see this message, contact your administrator to file a support request" when trying to display booking tool tip view on the new schedule board. This would occur when hovering over any booking.

3.2.3.3

- Bug fix: Addressed issue where a hard and virtually locked booking that was out of scope would show up as a create operation in the optimization request booking tab. Optimization request bookings are created for virtually locked bookings if Resource Scheduling Optimization has something to change. If there's nothing to change, the record shouldn't be created.

 **Note**

Virtually locked bookings are bookings created outside of the optimization scope.

- Bug fix: reset would cause error: "Value can't be null." When a reset does happen, the confusing error is no longer provided. Instead, it errors by either defaulting the

effort level or raising a `RSODataNotFound` exception.

- Bug fix: reset all in Resource Scheduling Optimization **Schedules** tab wasn't properly deleting data within database.
- Bug fix: Addressed error issue "System.OutOfMemoryException: Array dimensions exceeded supported range." This scenario would occur when trying to optimize a large number of resource requirements (~50k).
- Fixed "Keyset doesn't exist" errors. This error was a transient issue that would fail the authentication from Azure to CRM.
- Bug fix: within ineligibility graph in which an entire resource was incorrectly removed if other shifts associated with the resource were still eligible to be scheduled.
- Bug fix: optimization would run for more than one day without completing. This scenario would occur when 5000 resource requirements and 500 resources were scheduled to be optimized over 21 days.
- Bug fix: the settings panel within Resource Scheduling Optimization app displayed "properties" instead of "priorities."
- Bug fix: optimization goal wasn't saving when the travel time calculation was updated.

3.2.2.18

- Bug fix: optimization request fails with the message: "an item with the same key has already been added." The scenario occurred when there was more than one booking with the same resource requirement.
- Bug fix: version 3.0.190941 wouldn't upgrade to version 3.2.1.96 due to plugin name issues.
- Bug fix: schedule assist would fail with the message: "The remote name couldn't be resolved: 'website20200924t163642zzvulvehb5hdn4.azurewebsites.net'". The scenario occurred when schedule assist was unable to correctly provide options for the resource name, travel time, and arrival time for a suggested booking.
- Bug fix: running reset all or reset selected on a schedule associated with heavy effort optimizations would time out.
- Bug fix: in operation requests booking details tab where the operation reason was showing "---" for all records.

3.2.1.71

- Resource scheduling optimization intelligence used to help dispatcher schedule multiple requirements in the schedule board. [Read about this update](#).
- Increased end-to-end overall optimization performance by 3-5%.

3.2.1.6

- Bug fix: scenario installing the Resource Scheduling Optimization analytics solution would remove the Resource Scheduling Optimization app module icon.
- Allow resources to travel outside of working hours [Read about this update](#).
- Improved predictive travel time accuracy [Read about this update](#).

3.1.5.24

- Bug fix: scenario where the MoveUp button was hidden on the Resource Scheduling Optimization goal objective.
- Made performance enhancements for single resource optimization scenarios.

3.1.4.1

- Bug fix: scenario where the Resource Scheduling Optimization package was imported regardless of minimum Universal Resource Scheduling version required, resulting in an import failure. The fix ensures that the user can't import the Resource Scheduling Optimization package if the minimum Universal Resource Scheduling version isn't met.
- Bug fix: scenario where single resource optimization deleted valid bookings. This scenario occurred when the user attempted to trigger single resource optimization for a resource. The single resource optimization would then delete most of the valid and eligible bookings.

3.1.3.17

- Bug fix: where 'Created On' field in optimization panel of Resource Scheduling Optimization schedule board doesn't respect date format of user setting.
- Bug fix: issue where optimization request status wasn't set correctly when Resource Scheduling Optimization is run as a simulation.

3.0.19316.2

- ConsiderTravelTime parameter for SA API msdyn_SearchResourceAvailability isn't working as expected. Use the following steps to understand the impact of this bug fix:
 - Create a resource requirement with four hours duration, and location set to **Onsite**.
 - Create a resource A with four hours available hour on their calendar; make sure there are a few minutes travel time between the location between resource and

requirement.

- Use msdyn_SearchResourceAvailability with the ConsiderTravelTime parameter set to false, and to find availability for this requirement. Before this, no potential bookable slot was returned; now there's potential bookable slot returned from resource A since resource A has enough available hours.
- Resource scheduling optimization booking details: **Operation Details** field doesn't show message anymore if user is missing the Field Service - Administrator security role.
- Booking status form showing false scheduling method the first time Resource Scheduling Optimization is opened after initial setup.
- Bug fix: Fixed upgrade issue from Resource Scheduling Optimization v3.0.18341.1 to latest in-market version.

3.0.19263.1

[Read a blog post about this update.](#) ↗

3.0.19109.3

[Read a blog post about this update.](#) ↗

2.8

[Read a blog post about this update.](#) ↗

2.7

[Read a blog post about this update.](#) ↗

2.6

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Feature deprecations

Article • 12/03/2024

Features that have been deprecated in Dynamics 365 Field Service are listed in this article.

Important

"Deprecated" means we intend to remove the feature or capability in a major future release. The feature or capability will continue to work and is fully supported until it is officially removed. This deprecation notification will span at least six months. After removal, the feature or capability will no longer work. We are notifying you now so that you have sufficient time to plan and update your code before the feature or capability is removed.

Dynamics 365 Field Service Plugin for Microsoft Copilot (Teams app) - January 15, 2025

The Dynamics 365 Field Service Plugin for Microsoft Copilot is no longer available after January 15 for users of the Field Service app in Microsoft Teams. You can use [Copilot in Field Service through the side pane chat](#), which doesn't require extra licenses, to chat about work order information.

Dynamics 365 Field Service reports and features - September 3, 2024

The following Dynamics 365 Field Service reports and features will no longer be available after November 2024.

- Predictive work duration reports (Preview)
- Incident type AI suggestions
- IoT alert suggestions

Dynamics 365 Field Service (on-premises) - June 30, 2022

For more information about this deprecation, [see this blog post ↗](#).

Field Service Mobile (Xamarin) and related solutions - June 30, 2022

For more information about this deprecation, [see this blog post ↗](#).

Solution components related to the Field Service Mobile (Xamarin) application are also deprecated:

- msdyn_GeofenceAlerts
- msdyn_FSMNotifications
- Woodford | Resco MobileCRM Woodford

These solutions can be removed from an organization that is no longer using the Field Service Mobile - Xamarin application. While removing solutions, you might encounter dependencies. The system informs you of these dependencies. Either delete the component or modify it to remove references to the solution you're trying to remove. For more information, see [Removing dependencies](#).

With the deprecation of the Field Service Mobile (Xamarin), drip scheduling is currently not available in the Field Service mobile app. Drip scheduling controlled how many bookings appear on the Field Service mobile app at one time.

Deprecations in the scheduling solution

[Learn more about deprecations in Universal Resource Scheduling.](#)

Next steps

- [Dynamics 365 Field Service version history](#)
- [Submit a feature idea ↗](#)

Feedback

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Install Dynamics 365 Field Service

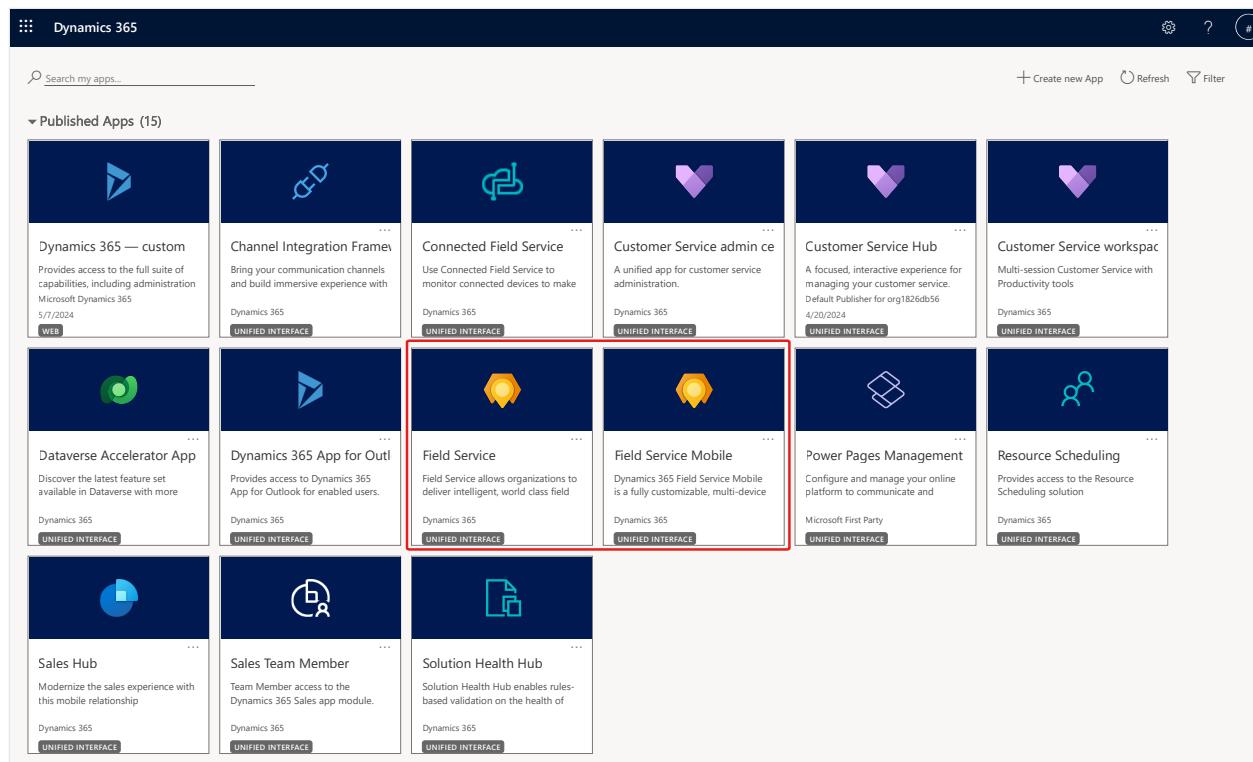
Article • 07/17/2024

After purchasing licenses for Field Service, you have to [install the app on a Dataverse environment](#). [purchase a license for the product](#).

When you [get a free trial](#), the Field Service application installs automatically on a new environment. After purchasing a license, you can [change the environment type to a production environment](#).

Once the installation is complete, the "Field Service" and "Field Service Mobile" apps appear in the list of apps when you sign in to your Dynamics 365 organization. You can find these apps by going to:

[https://\[your-environment-URL\].crm.dynamics.com/apps](https://[your-environment-URL].crm.dynamics.com/apps)



Install and set up the Dynamics 365 Field Service mobile app

[Set up the mobile app](#) for frontline workers to use to view and complete work orders in the field.

Next steps

After installing Field Service and the Field Service mobile app, see the following articles to configure the system to create, schedule, view, and complete work orders.

- [Set up users and security roles](#)
 - [Create a bookable resource](#)
 - [Get started with Dynamics 365 Field Service](#)
-

Feedback

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Update apps and solutions

Article • 06/28/2024

Microsoft regularly releases updates to Dynamics 365 Field Service and related solutions. Updates add new capabilities, enhance the performance and usability of existing features, and fix bugs. This article discusses how to update Field Service, including the related mobile app and resource scheduling solutions.

Multiple updates are released throughout the year.

- **Minor updates** are released each month and include only minor bug fixes. Administrators receive a notification when an update is planned.
- **Major updates** are released in April and October and include new features, enhancements, and bug fixes. Some changes to controls and user experiences can roll out more frequently. To get the latest updates to controls as soon as they're available, [enable the monthly release channel for your environment](#). Changes to business logic and other backend-related items continue to roll out twice a year.
- **Hot fixes** are rare, but occasionally a critical update is released outside the planned update schedule.

💡 Tip

Find information about new features and changes for upcoming releases in the [Dynamics 365 release plans](#).

Early Access update

Dynamics 365 releases major updates two months before the general rollout in an Early Access flight to evaluate upcoming changes. [Learn more about how to opt-in and update your org to Early Access](#).

Dynamics 365 Field Service

The Field Service app [updates automatically as part of platform updates](#).

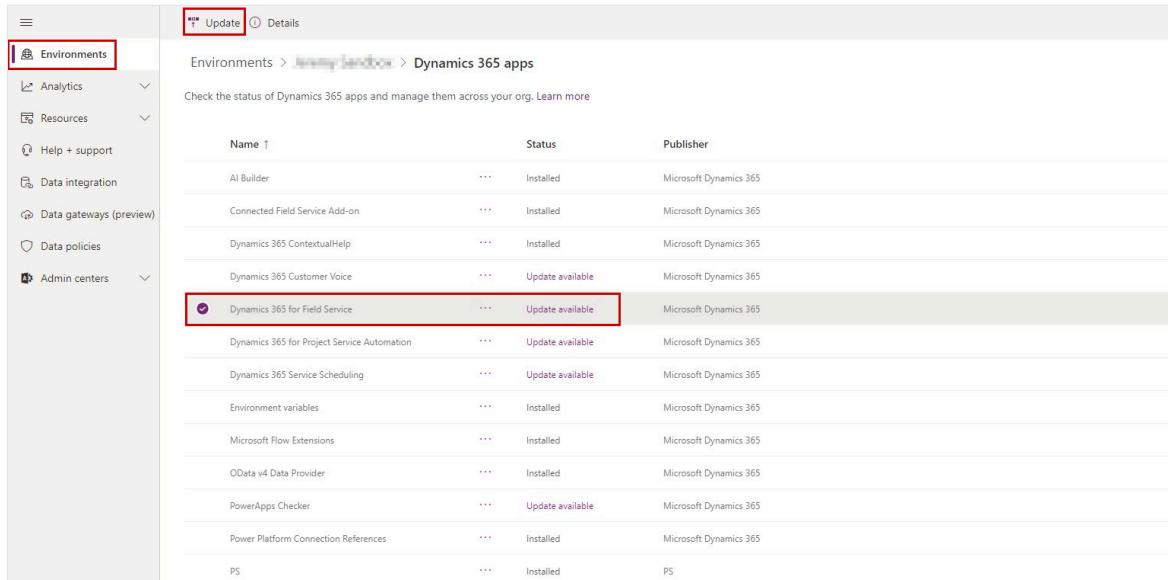
You can also manually update the app right after release.

1. Open the [Power Platform admin center](#) and select the environment with the Field Service app you want to update.

2. In the top ribbon, select **Resources > Dynamics 365 apps**.

3. Select the **Dynamics 365 Field Service app**, and then select **Update**.

When you update the Field Service app, you also get the latest version of solutions that are part of the Field Service app.



Name ↑	Status	Publisher
AI Builder	Installed	Microsoft Dynamics 365
Connected Field Service Add-on	Installed	Microsoft Dynamics 365
Dynamics 365 ContextualHelp	Installed	Microsoft Dynamics 365
Dynamics 365 Customer Voice	Update available	Microsoft Dynamics 365
Dynamics 365 for Field Service	Update available	Microsoft Dynamics 365
Dynamics 365 for Project Service Automation	Update available	Microsoft Dynamics 365
Dynamics 365 Service Scheduling	Update available	Microsoft Dynamics 365
Environment variables	Installed	Microsoft Dynamics 365
Microsoft Flow Extensions	Installed	Microsoft Dynamics 365
OData v4 Data Provider	Installed	Microsoft Dynamics 365
PowerApps Checker	Update available	Microsoft Dynamics 365
Power Platform Connection References	Installed	Microsoft Dynamics 365
PS	Installed	PS

To find the version number of your Field Service app, look in the app details under Dynamics 365 apps in the Power Platform admin center.

Field Service mobile app

We recommend that you turn on automatic app updates on your mobile device. If you don't, you should regularly check your app store for mobile app updates and [install the latest version](#).

Universal Resource Scheduling

[Universal Resource Scheduling](#) powers the scheduling capabilities in Field Service and other Dynamics 365 apps. You automatically get the latest version with updates for the Dynamics 365 app.

Updated Universal FetchXML queries

Occasionally, Universal Resource Scheduling releases include updates to the Universal FetchXML (UFX) queries. UFX queries control how the system fetches resources and requirements.

It's possible to customize UFX queries. If a UFX query is customized, updates import the latest version, but they *don't apply it automatically*. Add your customizations to the new UFX query and apply them manually in the [schedule board settings](#). Consider using GitHub for version control to understand the differences between the old XML file with your custom queries and the updated XML file.

Resource Scheduling Optimization add-in

The [Resource Scheduling Optimization add-in](#) enables the automated scheduling of work orders, resources, and bookings. Updates are released throughout the year. An administrator has to apply the updates.

You can check for available updates in the [Power Platform admin center](#). Go to **Resources > Dynamics 365 apps**, select **Resource Scheduling Optimization**, and select **Manage**.

In the **RSO Deployment** dialog box, select **Upgrade to new version**.

For more information, see [Manage the Resource Scheduling Optimization instance](#).

Update model-driven apps

To get the latest updates to controls and other frontend items, you can set the release channel for your environment or app. Microsoft regularly provides new and updated features for your model-driven apps. The release channel defines how quickly updates in Power Apps roll out in your organization.

For more information, see [Release channels for your model-driven app](#).

Next steps

- [Get started with Dynamics 365 Field Service](#)
- [Use the Field Service mobile app](#)

Feedback

Was this page helpful?

 Yes

 No

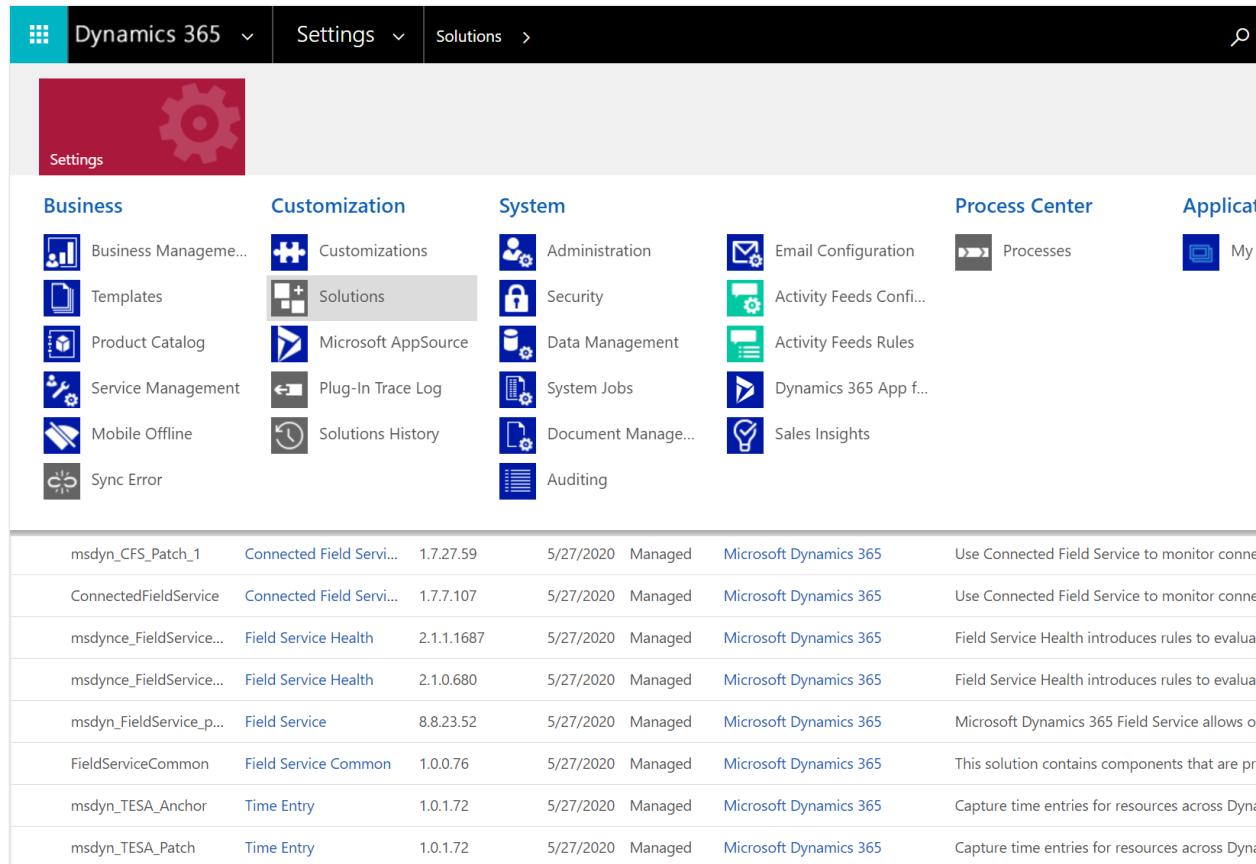
[Provide product feedback](#)

Uninstall Dynamics 365 Field Service

Article • 03/29/2024

Uninstalling Dynamics 365 Field Service will remove all the customizations and the data such as work orders, resources, and accounts. This action can't be undone and we can't recover the data after deletion.

To uninstall Field Service, administrators can go to **Advanced Settings > Settings > Customizations > Solutions** to remove solutions in the order listed in the following table. Depending on the version of Field Service that is installed for your organization, some solutions may not show in the list and you can skip them.



The screenshot shows the Dynamics 365 Settings page with the 'Solutions' section selected. The page is organized into several columns: Business, Customization, System, Process Center, and Applications. The 'Customization' column contains a 'Solutions' item, which is highlighted. Below this, a table lists various solutions with their names, descriptions, and details like version and status. The 'Solutions' table has 8 rows, each representing a different solution.

Solution	Description	Version	Last Modified	Status	Owner	Notes
msdyn_CFS_Patch_1	Connected Field Service	1.7.27.59	5/27/2020	Managed	Microsoft Dynamics 365	Use Connected Field Service to monitor conne
ConnectedFieldService	Connected Field Service	1.7.7.107	5/27/2020	Managed	Microsoft Dynamics 365	Use Connected Field Service to monitor conne
msdynce_FieldService...	Field Service Health	2.1.1.1687	5/27/2020	Managed	Microsoft Dynamics 365	Field Service Health introduces rules to evalua
msdynce_FieldService...	Field Service Health	2.1.0.680	5/27/2020	Managed	Microsoft Dynamics 365	Field Service Health introduces rules to evalua
msdyn_FieldService_p...	Field Service	8.8.23.52	5/27/2020	Managed	Microsoft Dynamics 365	Microsoft Dynamics 365 Field Service allows o
FieldServiceCommon	Field Service Common	1.0.0.76	5/27/2020	Managed	Microsoft Dynamics 365	This solution contains components that are pr
msdyn_TESA_Anchor	Time Entry	1.0.1.72	5/27/2020	Managed	Microsoft Dynamics 365	Capture time entries for resources across Dyn
msdyn_TESA_Patch	Time Entry	1.0.1.72	5/27/2020	Managed	Microsoft Dynamics 365	Capture time entries for resources across Dyn

✖ Caution

Some solutions are shared with other Dynamics 365 apps and have dependencies to solutions these apps introduce. Don't remove them unless you intend to uninstall the other apps too.

⋮ [Expand table](#)

Order	Solution name	Note
1	FieldServiceUpgradeScripts	
2	FieldService_Anchor	
3	msdyn_FieldServiceMobileNative	
4	msdyn_FieldServiceCopilot	
5	msdyn_FieldServiceDefaultComponents	
6	msdyn_FieldServiceCollabSolution	
7	msdyn_OneFSSCM	Required for DualWrite (with Dynamics 365 Finance or Dynamics 365 Supply Chain Management)
8	msdyn_InsightsAnalyticsFSConfiguration	
9	msdyn_DataInsightsAndAnalyticsForFS	
10	msdyn_DataInsightsAndAnalytics	Required for Sales or Customer Service if analytics feature is enabled.
11	msdyn_FieldServiceAdminExp	
12	msdyn_FieldServiceGuides	
13	msdyn_GeofenceAlerts	
14	msdyn_FSMNotifications_Patch_xx	Patch name or number may vary
15	msdyn_FSMNotifications	
16	msdyn_FieldServiceGeofencing	
17	msdyn_Geofencing_Patch_xx	Patch name or number may vary
18	msdyn_Geofencing	
19	msdyn_CFS_Patch_xx	Patch name or number may vary
20	msdyn_FieldServiceGeolocation	
21	msdyn_Geolocation	
22	msdyn_IoTConfigurationData	
23	msdyn_IoTHealth	
24	IoTProviders	

Order	Solution name	Note
25	msdyn_FieldServiceDisablePricingComponents	
26	IoTConnector	
27	ConnectedFieldService	
28	msdynce_FieldServiceHealth_Patch	
29	msdynce_FieldServiceHealth	
30	msdyn_FieldServiceExperienceComponents	
31	msdyn_FieldService_patch_xx	Patch name or number may vary
32	FieldService	
33	msdyn_FieldServiceExperienceControls	
34	msdyn_Inspections	
35	FieldServiceCommon	Required for DualWrite (with Dynamics 365 Finance or Dynamics 365 Supply Chain Management)
36	msdyn_AssetCommon	Required for DualWrite (with Dynamics 365 Finance or Dynamics 365 Supply Chain Management)
37	msdyn_TESA_Anchor	Required for Project Service Automation
38	msdyn_TESA_Patch	Required for Project Service Automation
39	msdyn_TESA	Required for Project Service Automation
40	ResourceSchedulingControls	Required for Project Service Automation
41	msdyn_FieldServiceSurveys	
42	MicrosoftDynamicsScheduling_Anchor	Required for Project Service Automation
43	MicrosoftDynamicsScheduling3_CumulativePatch	Required for Project Service Automation
44	MicrosoftDynamicsScheduling_Patch_xx	Required for Project Service Automation

Order	Solution name	Note
45	MicrosoftDynamicsScheduling	Required for Project Service Automation
46	msdynce_3DViewer	

Feedback

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What is the Dynamics 365 release schedule and early access?

Article • 08/28/2024

Solutions that are based on Dynamics 365, Power Platform, and Cloud for Industry receive service updates in two annual release waves. The release plans provide information about new and changed capabilities. Learn more at [Release plans for Dynamics 365, Power Platform, and Cloud for Industry](#).

In this article, you can find key dates and other information about the two release waves for the following apps:

- Dynamics 365 Sales
- Dynamics 365 Customer Service
- Dynamics 365 Field Service
- Finance and Operations cross-app capabilities
- Dynamics 365 Finance
- Dynamics 365 Project Operations
- Dynamics 365 Supply Chain Management
- Dynamics 365 Business Central
- Power Apps
- Power Automate

Key dates for the 2024 release wave 2

These release plans describe functionality that may not have been released yet. Delivery timelines and projected functionality may change or may not ship (see [Microsoft policy](#)).

Here are the key dates for the 2024 release wave 2.

Expand table

Milestone	Date	Description
Release plans available	July 16, 2024	Learn about the new capabilities coming in the 2024 release wave 2 (October 2024 - March 2025) across Dynamics 365, Microsoft Power Platform, and Microsoft Cloud for Industry.
Early access available	August 12, 2024	Test and validate new features and capabilities that will be part of 2024 release wave 2, coming in October, before they are

Milestone	Date	Description
		enabled automatically for your users. You can view the Dynamics 365 2024 release wave 2 early access features now.
Release plans available in additional languages	August 2, 2024	The Microsoft Power Platform, Dynamics 365, and Microsoft Cloud for Industry release plans are published in 11 additional languages: Danish, Dutch, Finnish, French, German, Italian, Japanese, Norwegian, Portuguese (Brazilian), Spanish, and Swedish.
General availability	October 1, 2024	Production deployment for the 2024 release wave 2 begins. Regional deployments will start on October 1, 2024.

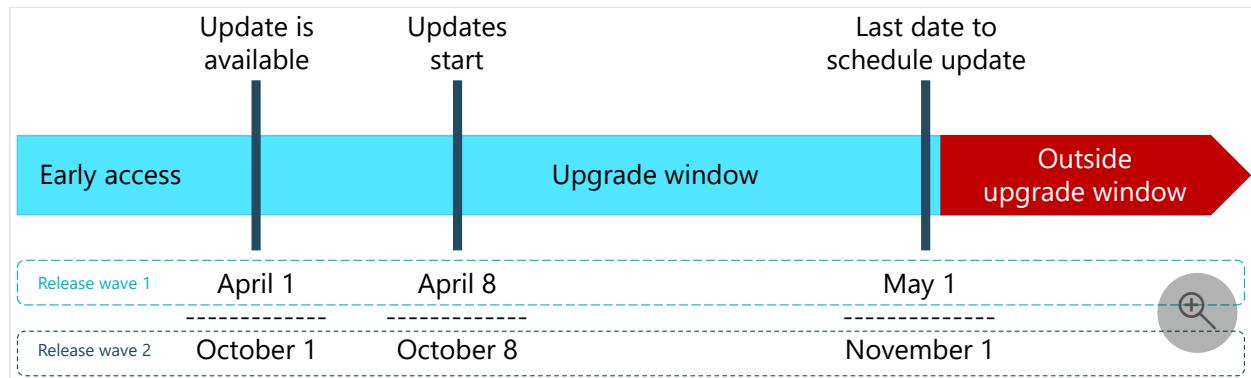
Release waves

As part of the Dynamics 365 [release cadence](#), we deploy updates in two release waves each year to all our customers and partners:

- Release wave 1 covers features releasing from April through September
- Release wave 2 covers features releasing from October through March

With *early access*, you can validate the update in your sandbox environment before it is applied to your production environment. Early access also gives you an opportunity to experience the new features in advance and confidently roll them out to all your users.

The following figure illustrates the key milestones and dates for rolling out a major update. The dates are loosely based on 2024 release wave 1 and 2023 release wave 2. The same timeline applies to all other major updates, though dates will differ.



The following table describes the milestones with example dates for the two release waves in any given calendar year.

Tip

Dates differ across countries and regions.

[+] [Expand table](#)

Milestone	Example date wave 1	Example date wave 2	Description
Release plans available (English only)	January 25	July 20	Learn more at Release plans for Dynamics 365, Power Platform, and Cloud for Industry . The release plans are translated and published in supported languages three weeks later. The currently supported languages are Danish, Dutch, Finnish, French, German, Italian, Japanese, Norwegian, Portuguese (Brazilian), Spanish, and Swedish. However, Cloud for Industry release plans are available only in these additional languages: French, German, Dutch, and Spanish.
Early access available (public preview)	February 5	July 31	Test and validate new features and capabilities that will be part of the upcoming release wave before they get enabled automatically for business users.
General availability	April 1	October 1	The date when the new version of a Dynamics 365 app or Power Apps becomes generally available. Production deployment for the release wave begins.

ⓘ **Note**

The dates vary across Dynamics 365 apps, and can also vary across capabilities. Always check the relevant release plan for the latest information about availability.

Early visibility through release plans

The Dynamics 365 release plans announce the latest updates as features are prepared for release. You can browse the release plans [online](#), view them in [the release planner](#), or download the document as a PDF file.

The release plans call out how each feature will be enabled in your environment:

- **Users, automatically:** These features include changes to the user experience for users and are enabled automatically.
- **Admins, makers, or analysts, automatically:** These features are meant to be used by administrators, makers, or business analysts and are enabled automatically.

- **Users by admins, makers, or analysts:** These features must be enabled or configured by the administrators, makers, or business analysts to be available for their users.

Early access

Customers and partners can validate the upcoming features and capabilities months in advance, before they're enabled automatically during the April and October updates. With early access, you can try out and validate these new features in a non-production environment, and get ready to confidently roll out the changes to users.

The following table provides an overview of how to get early access to new functionality across the Dynamics 365 apps.

[\[\] Expand table](#)

Dynamics 365 apps	Description	Learn more
Sales, Customer Service, Marketing, or Field Service	You can enable the preview features from the Microsoft Power Platform admin center .	Opt in to early access updates
Finance, Supply Chain Management, Human Resources, or Commerce	You can apply the preview package to your environment via the Shared Asset Library in Lifecycle Services .	Service update availability
Business Central	You can get to know the preview features in sandbox environments close to the General Availability release, or by contacting your reselling partner.	Prepare for major updates with preview environments

Note

We *highly recommend* previewing these features in a sandbox or trial environment prior to production. To get the full experience of the new features, we also suggest that you create a copy of your current production environment or database (for Finance, Supply Chain Management, Human Resources, Commerce, or Business Central) as a test or sandbox environment to try out the new features and experiences.

Report bugs in early access features

Follow the current process of reporting bugs through [Microsoft Dynamics 365 support](#). We'll prioritize and fix the blocking bugs before we deploy the update in production.

From early access to production

The following table provides an overview of how to move from early access to production across the Dynamics 365 apps.

[+] [Expand table](#)

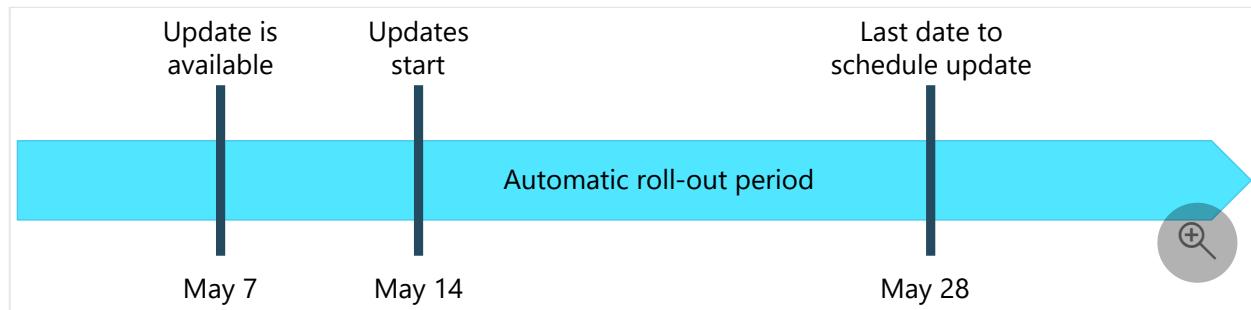
Dynamics 365 apps	Description	Learn more
Sales, Customer Service, or Field Service	Microsoft applies the new version at general availability, and all environments receive the capabilities in the new release wave. The updates deploy to the environments automatically following our safe deployment process. If you enable the updates yourself by opting in to the preview, the preview flag is removed automatically. By the end of April and October, respectively, all instances will have had the new capabilities applied. This gradual rollout is the last safety measure to catch any potential issues as we apply the changes to all instances. It is the same approach we do for our regular patches and updates.	Manage your maintenance window
Finance, Supply Chain Management, Commerce, or finance and operations cross-app capabilities	You can configure the maintenance day and time windows in Lifecycle Services. You'll receive an email if you opt in to receive Lifecycle Services notifications. You'll be able to select the designated tier 2 sandbox for the update. The sandbox environment will be updated followed by the production environment. You'll have <i>five business days</i> for testing and validation.	One Version service updates FAQ
Business Central	The preview sandbox environments contain demonstration company data. Trying the preview on a copy of your current production data isn't supported; nor is testing the upgrade from your current version to the preview. Microsoft applies the update to all your environments, based on your settings.	Managing Updates

Quality and reliability

Each new update is designed and developed by the Dynamics 365 team. Any new update is first validated by the feature team, then validated in combination with the full

product. During this time, extensive testing is done on various test topologies. A compatibility checker also runs tests to ensure backward compatibility.

The monthly updates contain changes that are critical improvements to the service, including regulatory updates. A minor update will roll out across Azure regions over several days and weeks. The following figure illustrates the key milestones and dates for rolling out a monthly update.



The following table provides an overview of how Microsoft manages quality and reliability across the Dynamics 365 apps.

[\[\] Expand table](#)

Dynamics 365 apps	Description	Learn more
Sales, Customer Service, or Field Service	<p>The quality of our releases is paramount to ensuring our customers' satisfaction. We have multiple parts to how we approach quality as we release to our global audience.</p> <p>We begin our process with a series of automated and manual tests across a wide variety of scenarios. These tests progress to the group of customers in multiple regions participating in our First Release program, where those customers work in conjunction with the FastTrack program on validating key scenarios on the builds scheduled to be deployed.</p> <p>This approach is followed by our robust safe deployment process that phases deployments over several weeks, gradually rolling out changes across the entire customer population. The safe deployment process allows us to continue to validate and monitor the release as it progresses, and provide slip-streamed fixes, if needed. This process provides the flexibility to quickly respond to any issues that might be found, and to update a build before it reaches additional customers.</p>	

Dynamics 365 apps	Description	Learn more
Finance, Supply Chain Management, Commerce, or finance and operations cross-app capabilities	We ensure the quality of the release by adhering to a fundamental principle that's enabled through a series of progressive, rigorous, and automated validations.	Service update availability
Business Central	Business Central online is a service that consists of a Microsoft-maintained platform and business functionality. Many Microsoft partners provide extra business functionality, such as to address specific industry or localization needs. Both business functionality and service components are monitored continuously and updated as appropriate.	Major updates and minor updates for Business Central online

Impact on on-premises deployments

The following table provides an overview of the impact on on-premises deployments across the Dynamics 365 apps.

[\[\] Expand table](#)

Dynamics 365 apps	Description	Learn more
Sales, Customer Service, or Field Service	The Dynamics 365 release waves do not apply to customers of Dynamics 365 Customer Engagement (on-premises). The release waves apply to customers who belong to global, local, and sovereign cloud services.	Apply the Dynamics 365 Customer Engagement (on-premises) updates
Finance, Supply Chain Management, Commerce, and finance and operations cross-app capabilities	The capabilities in the release waves apply to customers of Finance + Operations (on-premises). You can opt in to preview the new functionalities similar to online.	On-premises deployment home page
Business Central	Business Central on-premises also receives monthly updates. A subset of capabilities are not implemented in on-premises deployments	Deployment of Dynamics 365 Business Central

Questions or feedback?

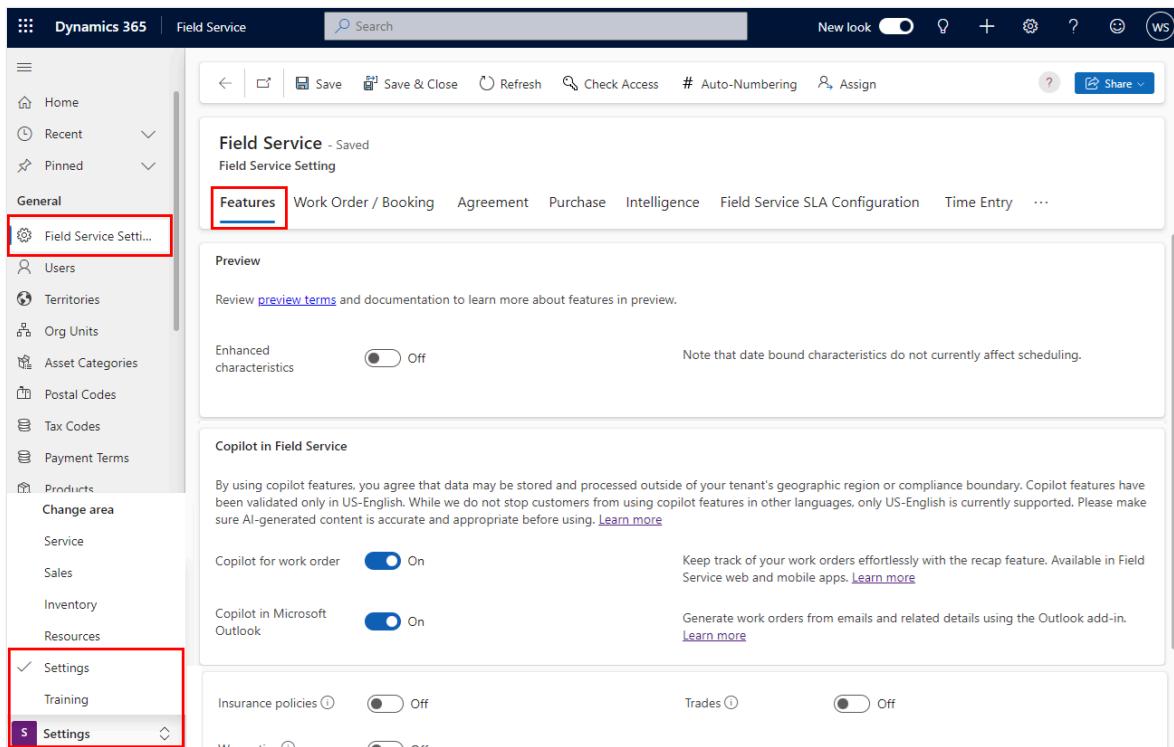
For any questions or feedback, join the discussion at [Dynamics 365 community](#).

Set defaults for work orders, bookings, the schedule board, and agreements

Article • 09/04/2024

System administrators define settings for features, work orders, bookings, agreements, and more on the **Field Service Settings** page.

1. In Field Service, change to the **Settings** area.
2. In the General section, select **Field Service Settings**.



3. Select the tab for the settings you want to change and fill in the information, as required. Refer to the following sections for a description of the settings.
4. Select **Save** to apply your changes.

Auto-numbering settings

Several entities in Field Service use incremental numbers for distinction. Auto-numbering ensures that records get unique naming and that there are fewer gaps in the entity names because they're created when saving a record. You can configure the numbering settings for each supported entity.

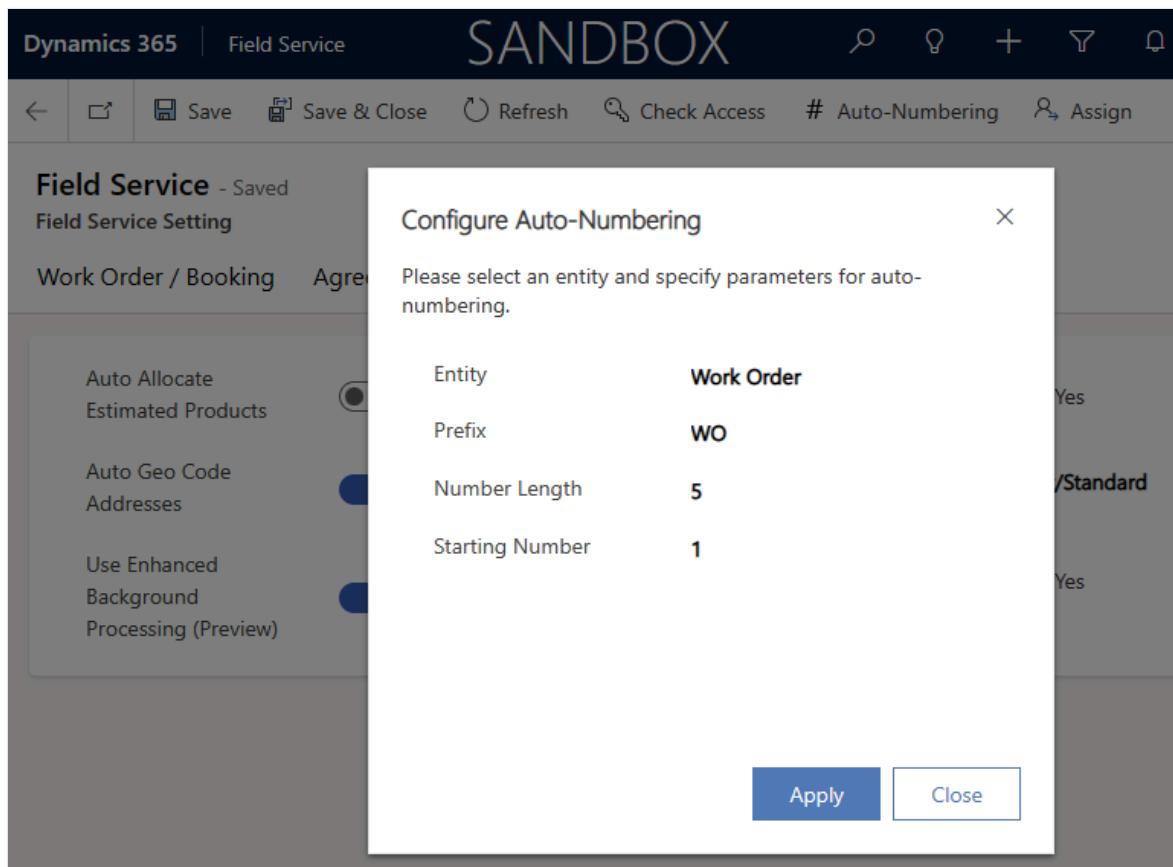
Opt in to auto-numbering

1. In Field Service, change to the **Settings** area.
2. Go to **General > Field Service Settings**.
3. Select **Opt-In to Auto-Numbering** in the command bar.
4. In the dialog box, select **Opt-In**.

During the initial opt-in process, creation of new records might fail. We recommend enabling the feature when there's no activity in the application. The process takes a few moments to complete.

Configure auto-numbering

1. In Field Service, change to the **Settings** area.
2. Go to **General > Field Service Settings**.
3. Select **Auto-Numbering** in the command bar.
4. In the **Configure Auto-Numbering** dialog box, configure the numbering settings:



- Choose the **Entity**.
- Set the **Prefix**, **Number Length**, and **Starting Number**.

5. Select **Apply**.

Features settings

This settings tab lets you enable toggles for preview, copilot, and a few other features.

[Expand table](#)

Option	Description
Preview section	
Enhanced characteristics	Enable enhanced characteristics to add more details to a resource's characteristics.
Copilot in Field Service section	
Copilot for work order	Enable work order summary with Copilot to provide a summary of a work order.
Copilot in Microsoft Outlook	Disable the use of copilot capabilities in Outlook for Field Service. If enabled, you agree that data might be stored and processed outside of your tenant's geographic region or compliance boundary. For more information, see FAQ for Outlook using Copilot in Field Service .
Other settings section	
Insurance policies	Enable insurance policies to create an insurance policy.
Trades	Enable trades to create trades and trade coverages.
Warranties	Enable warranties to create warranties and define coverage.
Not-to-Exceed	Enables not-to-exceed values to set an optional cost or price limit for a work order.

Work Order / Booking settings

This settings tab lets you define several default values and basic settings related to work orders and bookings.

[Expand table](#)

Option	Description
General section	

Option	Description
Default work order completed status	Choose whether the default booking status for a completed work order is Completed or Posted . For more information, go to Set up booking statuses .
Default Warehouse	Select the default warehouse that work order products will be taken from unless specified otherwise. For more information, go to Create a warehouse .
Timestamp Frequency	Choose when the system updates the timestamp for a booking.
Suggest Reparenting Customer Assets	Warn users when a customer asset gets added to a work order that doesn't relate to the work order's service account. If set to Yes , the system offers to map the customer asset to the work order's service account. When set to No , the warning and suggestion don't show.
Calculate Price	Work orders contain pricing-related fields and functions. By default, this field is set to Yes , which enables pricing-related fields and logic. Changing the setting to No removes all pricing-related fields and disables the pricing logic, so work orders won't generate invoices after completion.
Calculate Cost	Enabling work order costs adds cost fields on work order products, work order service, and summary fields on work orders. It lets you track estimated and actual costs per work order. Track costs to establish cost trends over time and review them based on work order categorizations such as trade and work order type to understand your business and where to optimize service delivery. If Not-to-exceed is enabled , it's automatically added to the work orders based on not-to-exceed values in the system. Cost summaries on work orders appear in a summary card and are the sum of the costs of all work order products and services, including taxes.
Show Simplified Work Order Commands	This setting simplifies the command bar on work order records and lists. By default, the setting is turned on . Turn the simplified commands setting off to see all available options on the command bar. You can customize the command bar to manage which commands to show.
Work Order Invoice Creation	Choose if the system should automatically generate a billing invoice for work orders when the status changes to <i>Closed - Posted</i> .
Travel Charge Item	Select the product that the system uses for travel charges for a work order. The pricing is determined by the settings Travel Charge value on the service account. For more information, go to Accounts .
Disable Customer Asset Validation	Control work order creation if customer assets on the work order don't belong to the same service account. When set to Yes , users can't create a work order if the customer assets don't relate to the service account. When set to No , the system requires customer assets related to the service account on a work order. For more information, go to Validate customer assets on work orders .

Option	Description
Calculate Tax	Tax codes calculate and add taxes to products and services. When set to <i>No</i> , the tax code field and calculations from all related forms are disabled. If this setting is set to no, tax related fields are hidden by default and their values are irrelevant.
Generate Actuals	When set to <i>Yes</i> , the system creates records with actuals over the course of a work order's lifecycle. If set to <i>No</i> , the system disables the creation of work order-related actuals.
Resource pay type section	
Work Pay Type	Choose the resource pay type for work performed during regular work hours.
Business Closure Pay Type	Choose the pay type for days marked as <i>Business Closures</i> . For more information, go to Set when your business is closed .
Travel Pay Type	Choose the pay type for time that a resource is traveling to a service location.
Overtime Pay Type	Choose the pay type for time outside of the scheduled work hours.
Break Pay Type	Choose the pay type for time that the resource is taking a break while performing service work.
Crew management section	
Default Crew Strategy	Select the crew strategy applied as a default to all resource crews defined in the system . You can override the crew strategy for each resource crew independently.
Mobile section	
Enable Booking Map for Field Service Mobile	Turn on an external service to enable the booking map in the Field Service Mobile app module. Review the terms of use and confirm to enable the booking map.

Agreement settings

Field Service agreements allow organizations to automatically generate work orders and invoices. For more information, go to [Set up agreements](#).

[] [Expand table](#)

Option	Description
Auto Generate Work Order for Agreement Booking	Select whether the system should automatically generate work orders based on agreements. If set to <i>No</i> , users have to create the work orders manually.
Generate Booking Dates X Months in Advance	Agreement booking dates help organizations plan for maintenance. If an agreement spans a long time period, you might not want to generate all booking dates at once. Agreements generate booking dates based on the agreement booking setup recurrence schedule. With autogenerate enabled, the system creates a work order booking on these dates. This setting determines how many months in advance the system generates the work order booking.
Generate Invoice Dates X Months in Advance	Agreements generate invoice dates based on the agreement invoice setup recurrence schedule. With autogenerate enabled, the system creates an invoice record on these dates. This setting determines how many months in advance the system generates the invoice dates.
Pre/Post Booking Flexibility Date Field Population	When configuring an agreement, you can define pre- and post-booking flexibility fields. These fields set the time frame in which each work order should get booked. This setting defines whether work orders generated from agreements populate this time frame in the <i>Date Window Start/End</i> or the <i>Time From/To Promised</i> fields. This setting also controls whether the <i>Date Window Start/End</i> fields are visible on the work order. If the agreement is set to populate <i>Date Window Start/End</i> , these fields are visible on the work order; otherwise, they're hidden by default.
Generate Agreement Work Order X Days in Advance	Number of days in before the booking date when the system generates the work order record.
Generate Agreement Invoices X Days in Advance	Number of days in before the invoice date when the system generates the invoice record.
Record Generation Timing	Defines the default time to generate work orders and invoices based on agreements. The setting helps to ensure that work orders aren't created in the middle of a work day while dispatchers are scheduling and managing other jobs. You can override this value for each agreement. <i>Start/End Times</i> values for bookings and <i>Time To/From Promised</i> values for work orders generated by agreements use the time zone of the related agreement owner.

Purchase settings

You can use purchase orders (POs) to add inventory to a warehouse, or to purchase products to sell to a customer in a work order. For more information, go to [Create a purchase order](#).

[] [Expand table](#)

Option	Description
Purchase Order Approval Required	Choose if a purchase order needs approval before changing the status to <i>Submitted</i> .
Use of Products Out of Stock	Choose how the system reacts when a user adds a product to a work order that's currently not in stock. <i>Confirm</i> asks the user to decide whether to continue or not. <i>Restrict</i> doesn't allow using that product.

Intelligence settings

Predictive work duration and Incident type suggestions will be deprecated in November 2024.

[] [Expand table](#)

Option	Description
Enable Suggested Duration	When enabled, this setting looks at historical booking data and suggests an average duration at the incident type level.
Historical Data Filter	This setting is used for both the suggested duration and incident type suggestions. It defines the data scope for analysis when looking at historical data to provide suggestions.

Field Service SLA Configuration settings

Use this tab to manage service level agreements (SLAs) for work orders.

Time Entry settings

Time entries help track the time that technicians spend on various stages of a work order. For more information, go to [Time entries](#).

[] [Expand table](#)

Option	Description
Time Entry Generation Strategy	Enable the system to automatically generate time entries based on booking timestamps. If the setting is empty or set to <i>Manual</i> , the system expects manual time entries. Regardless of the setting, you can always create time entries manually.
Time Cost Actuals Source	Choose if cost actuals generate based on booking journals or time entries when the time entry is marked as approved. If this setting is empty, the system generates time and cost-focused actuals from booking journals. Actuals are generated when a work order is set to <i>Closed - Posted</i> .

Mixed Reality settings

Change Field Service settings for mixed reality apps. For more information about the integrations with mixed reality apps, go to [Collaborate in mixed reality with Field Service and Remote Assist](#) and [Integrate Guides with Field Service](#).

[] [Expand table](#)

Option	Description
Disable Booking Status Changes	Specify if users can change a booking status in Dynamics 365 Remote Assist on HoloLens.
Assign Mixed Reality Security roles	Adds security roles for Dynamics 365 Guides and Dynamics 365 Remote Assist to users that are assigned one of the predefined Field Service security roles. Refer to the Mixed reality role mapping table to understand which default roles the system assigns. Disabling the setting stops the automatic role assignment for new users moving forward. It doesn't remove security roles that are already assigned. To enable custom security roles to access mixed reality apps, review the default security roles for Guides or Remote Assist to identify privileges that your custom security roles need.

Mixed reality role mapping

[] [Expand table](#)

Field Service	Guides	Remote Assist
Field Service - Resource	Restricted Operator, Basic User	Remote Assist - App User, Basic User

Field Service	Guides	Remote Assist
Field Service - Dispatcher	Restricted Operator, Basic User	Remote Assist - Administrator, Basic User
Field Service - Administrator	Author, Basic User	Remote Assist - Administrator, Basic User

Inspection settings

Inspections are forms that technicians use to answer a list of questions as part of a work order. For more information, go to [Add inspections to work orders](#).

[] [Expand table](#)

Option	Description
Analytics enabled	Turn the analytics for inspections on or off. For enabled analytics, you can specify the frequency and the start time of the analysis.

Other settings

[] [Expand table](#)

Option	Description
Auto Allocate Estimated Products	When products are added to a work order before the work begins, the status of the work order product record defaults to <i>Estimated</i> . This setting determines whether the work order product record is set to <i>Allocated</i> when the line status is still <i>Estimated</i> , as opposed to <i>Used</i> .
Auto Geo Code Addresses	Specify whether the system should automatically add the appropriate latitude and longitude values based on the account's address. For more information, go to Turn on auto geocoding .
Use Enhanced Background Processing (Preview)	Field Service includes various system jobs that run in the background to perform various tasks, especially related to Agreements. Disable this setting to use the existing and established, GA quality workflows feature to handle these background jobs. If you would like to try out the preview Power Automate Flows feature instead, enable this setting. For Field Service, enabling this option might improve some complications if an Agreement owner no longer has access to Dynamics 365. However, this feature is still in Preview mode and isn't yet as stable as Workflows. Additionally, there might still be design changes to this feature before it reaches maturity.

Option	Description
Enable Address Suggestions	Enable this setting to get suggestions when entering the addresses in various forms.
Product cost order	Choose the order for product cost.
Work Order Subgrid Records Open as Popups	Specify if work order subgrid records open as a popup on work order form. Subentities of the work order entity: work order product, work order service, work order service task, work order incident, bookable resource booking, and time entry.

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