Upgrading
Infor CRM SLX Mobile Client

Contact Information and Copyright

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Introduction

The Mobile Client provides secure, reliable mobile access to your Client Relationship Management information when using mobile devices with internet browsers that support HTML5 and CSS3.

This document provides instructions for upgrading an existing installation of Infor CRM SLX Mobile Client.

- Use this document if you have an earlier version of Infor CRM SLX Mobile Client built and deployed.
- If your installation has not previously included Infor CRM SLX Mobile Client see the document called *Installing Infor CRM SLX Mobile Client.pdf.*

What's New in this Release

Mobile v4.4

Infor CRM SLX Mobile Client v4.4 contains the following enhancements:

- For Infor CRM SLX v9.3 and later, the account details Journey 360 tab displays journeys associated with an account.
- The Workflow Instances related item displays workflows associated with accounts, contacts, leads, opportunities, tickets, invoices, quotes, or sales orders.
- Added a "Contains" toggle to switch the operator from "starts with" to "contains" when looking up records in the Accounts, Contacts, Leads, Opportunities, and Tickets list views.
- New hash tags have been added to filter accounts, contacts, opportunities, leads, and tickets.
- Contact photos now display in the contact list and detail views.
- For Infor CRM SLX v10.1 and later, on the Lead detail view, click Scan Card to add an image or take a picture of a business card and create a lead record based on the card information.
- The new Dashboard section displays the same dashboard and layouts as the Web client. On Configure Menu select Dashboard to display the new Dashboard.
- For Infor CRM SLX v10.1 and later, support for multi-factor authentication.
- Scheduling an activity from an account detail view now automatically associates the primary contact.
- The Calendar activity cards now display both contact and account information.
- Related Items lists are now sorted in descending order by date so the most recent items appear at the top of the list.
- Creating a new opportunity now automatically populates the opportunity Description.
- In Settings there are new SpeedSeach options to refine how SpeedSearch matches records.
- The quick action buttons on record detail views were restyled.

Mobile v4.3

Infor CRM SLX Mobile Client v4.3 contains the following enhancements:

- Added all configuration options, commented out, to the production.js so that configuration options no longer need to be copied from the production.default.js and pasted to the production.js.
- Added the ability to complete an occurrence or entire series from activity list via a quick action.
- Related sales orders and quotes now display in descending order to show the most recent records first.

Mobile v4.2

Infor CRM SLX Mobile Client v4.2 contains the following enhancements:

- Activity Associations on the Activity and History detail views provides:
  - Ability to view associations on the Activity and History detail views, including sales orders, quotes, campaigns, returns, and defects that were associated to an activity in the Web client.
  - Ability to add a new primary association to an activity without removing the previous primary record.

    Note: The new association will be the primary record.
  - Ability to remove associations.
- Attendees on the Activity and History detail views provides:
  - Ability to view contacts or leads who attended or are expected to attend an activity.
  - Ability to add and remove activity attendees.
    Note: Attendees cannot be added or removed from a history item.
- Group application preferences are now user-specific rather than just device specific.
- The signed in user’s name is visible in the About details.
- The detail views have been updated to reduce the amount of space for the title.
- The expired password message has been updated.

Mobile v4.1

Infor CRM SLX Mobile Client v4.1 contains the following enhancements:

- The "Remember Me" option can now be hidden to require users to sign in each time.
- Users can now create and complete an activity in one step from the My Day activity list. Users tap the Add button, select the activity type, enter activity information, and upon pressing Save, the new activity is created and completed.
- Users can now add a ticket as a quick action from the Account view.
- Integrations with ERP can now refresh opportunity price information.

Mobile v4.0

Infor CRM SLX Mobile Client 4.0 contained the following enhancements:

- The Infor CRM Mobile Client user interface can automatically re-arrange layout to accommodate screen size for a tablet or desktop. This allows more information to displayed in one view compared to a mobile device.

- Infor SOHO user interface designs are now applied to the Mobile Client views.
- Language and Regional Formats are now separated, enabling users to define each separately. The Regional Formats drop down controls the dates, times, numbers, and currency.
- Users can now create notes while working in Offline mode. The notes are synchronized to Infor CRM during the next online session.
- Multi-Regional Pick Lists: settings made in the Infor CRM Web Client will now cascade into the Mobile Client. This enables Mobile Client users to see the prefix and suffix displayed in the language selected in the Infor CRM Web Client.
- When viewing PDF files, users can now zoom in and out, and view multiple pages on all supported browsers.

Changes in this release

Detailed information about changes and potential breaking changes is documented in the following location:

- argos-platform: https://github.com/Saleslogix/argos-platform/wiki/4.4-Changes

From these locations, you can also view the changes of previous releases by clicking the links in the right pane.

- argos-saleslogix specific: https://github.com/Saleslogix/argos-saleslogix/wiki
- argos-sdk specific: https://github.com/Saleslogix/argos-sdk/wiki

Prerequisites

Before installing this Mobile Client upgrade, you must:

- Review compatibility information
    - Compatibility information is available in the Infor CRM SLX Mobile Client v 4.4 KB article KB3698410.
- Infor CRM SLX v9.1 or later must be installed before installing Infor CRM SLX Mobile Client v4.4:
- Ensure that you are using a version of Infor CRM SLX that is supported for the features you will be using:
    - The account details Journey 360 tab requires Infor CRM SLX v9.3 and later.
    - Scanning a business card to create a lead record based on the card information requires Infor CRM SLXv10.1 and later.
    - Multi-factor authentication requires Infor CRM SLXv10.1 and later.
- Ensure that you have a functioning Infor CRM SLX Web environment. (This is required even if your Infor CRM SLX implementation is Windows Client only.) See the Implementation Guide for your installed version of Infor CRM SLX for information on setting up a functioning Web environment.
- Understand the requirements for upgrading customizations.
- Have a Web Server with a valid Secured Sockets Layer (SSL) security certificate installed. This can be the Web Server where you deployed your SLX Client portal.
- Have a successfully-deployed SData portal. This means that the following IIS settings have already been configured to use SData:
    - Enable basic authentication.
    - Disable Windows Integration Authentication.

  If these settings are not in place, see the Application Architect help file topic called "Configuring the SData and Process Host Portal".

You can confirm that SData is set up correctly by typing the following URL into your browser: http://<servername>/sdata/$system/adapters. Enter the user credentials of the user that SData is configured under (for example, Admin). The adapters page should load and list the available feeds.

For information about troubleshooting your SData portal deployment, see the Application Architect help topic called "Configuring the SData and Process Host Portals".

- Determine if your installation will include Windows Authentication. If so, and you have not already configured Windows Authentication on the SData portal, follow the steps in the Administrator help topic called "Configuring Windows Authentication for Windows Server".
- Understand Infor CRM SLX Mobile Client upgrade process. Read this document and develop a plan before proceeding. Understanding the content of the release and planning your installation are key to success.

What You Need to Know

This document assumes you:

- Have a working knowledge of Microsoft Windows operating systems and understand the client/server computing environment, especially networking strategies for networks and remotes.
- Have a strong working knowledge of IIS, Web deployments, and Mobile technology.

Additional Resources

Additional resources and documentation are available on the Infor Support Portal web site at https://concierge.infor.com/ Help is available in each application.

Other documents that you might find helpful include:

- Compatibility information for Infor CRM SLX Mobile Client v4.4 is available in the Infor CRM SLX Mobile Client v 4.4 KB article KB3698410.
- Compatibility information for Infor CRM SLX is available in the Infor CRM SLX KB article for each release. Please see KB2289845 for a list of KB articles for each version.
- These documents are available with the product media, in the Infor CRM SLX KB article and on https://docs.infor.com/en-us/crm for each release.
  - *Infor CRM SLX Implementation Guide* provides step-by-step instructions for installing a full version of Infor CRM SLX in your organization’s environment.
  - *Infor CRM SLX Release Notes* or *Applying Infor CRM SLX* provides instructions for upgrading existing installations from a previous supported Infor CRM SLX version.
  - *Applying Infor CRM SLX BOD Pack v10.0* explains how to install the BOD pack appropriate for your ERP system.
  - *Infor CRM SLX Back Office Extension Configuration Guide for ION* provides configuration and implementation information for integrating Infor CRM SLX Back Office Extension functionality with Infor ION when ION is used to exchange data with another Infor product or third-party product. This document describes configuration requirements and provides setup instructions. It describes the ION connection points that are used in the integration and provides information about the business events or user actions in Infor CRM SLX that send Business Object Documents (BODs) to ION Connect.
  - The *Infor CRM SLX Back Office Extension Customization Guide* provides instructions for customizing the Infor CRM SLX v4.4.x Back Office Extension functionality to integrate with your ERP system when using Infor ION Connect.
- The Infor CRM Web Client online help is also available from https://docs.infor.com/en-us/crm.

- The *Application Architect* Online Help: contains information about building and deploying portals.
- *Applying an Infor CRM Language Pack.pdf* documents are available for each language for which a translated version of Infor CRM SLX is available. These documents explain how to install the files necessary to support a translated Infor CRM SLX database.
- The developer.saleslogix.com/argos web site contains information about customizing Infor CRM SLX Mobile Client.
- The argos_sample.zip. Use this file as an example of how to create, save, and apply customizations using recommended practices.
  - https://github.com/Saleslogix/argos-sample
  - https://github.com/Saleslogix/argos-sdk/wiki/Upgrading-1.x-to-2.0.

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at https://concierge.infor.com/ and create a support incident.

The latest documentation is available from https://docs.infor.com/en-us/crm or in the KB article for your version of Infor CRM SLX, see KB2289845 for a list of all versions of Infor CRM SLX. For Infor CRM SLX Mobile Client version 4.4 see KB3698410 or for previous versions see KB2288997. We recommend that you check either location periodically for updated documentation.

Upgrading Infor CRM SLX Mobile Client

This chapter describes the process for upgrading your Mobile Client installation.

The order for the process is:

1. Save any mobile customizations.
2. Install the Infor CRM SLX Mobile Client bundle.
3. (Optional) Install the argos-dashboard.zip bundle.
4. Deploy the updated Infor CRM SLX Mobile Client portal.
5. If necessary, convert and then re-apply customizations.
6. Define the default document.
7. Clear the browser cache on user mobile devices.

Preparing the Mobile Platform

Before beginning the upgrade, ensure you meet the system requirements as these may have changed. Compatibility information for Infor CRM SLX Mobile Client v4.4 is available in the Infor CRM SLX v 4.4 KB article KB3698410.

Saving Mobile Customizations

- Before upgrading the existing Mobile portal, you must save any changes you have made directly in the portal SupportFiles, either to a bundle or onto your local file system. This includes changes to out-of-the-box views or classes, any views or JavaScript files you have added, and any changes to configuration or content. Failure to save these changes will cause them to be lost. After the appropriate Mobile v4.3.0 bundle is applied, you can manually re-apply your customizations.
- We strongly recommend that you make all of your mobile customizations in a customization module, outside of the core product. This will control upgrading costs by limiting the amount of manual merge work necessary in future upgrades.

Installing the Mobile Bundles

Install Mobile on the same server as the SData portal. This is typically the location where the Application Architect is installed. Install the bundle using the Application Architect. Mobile appears as a “SlxMobile” portal in the Application Architect Project Explorer under the Portal Manager.

Before beginning this section...
Understand the prerequisites described in See "Prerequisites" on page 3.

To install the bundle

1. Copy the **ICRM_SLX_Mobile_v4_4_0_for_9_1_and_later.zip** to a local folder and extract the zip.
   Ensure you have Write permissions to the folder where you are saving the zip file. You can check permissions on the Security tab on the folder properties. Ensure the folder path is as short as possible, as there is a 57 character limit.
2. Open the **Application Architect**.
3. In the **Project Explorer**, right-click the project, and then click **Install Bundle**.
4. On the **Select Bundle** screen, under **Path to Bundle**, select the **Filename** option and navigate to the location where you extracted the **ICRM_SLX_Mobile_v4_4_0_for_9_1_and_later.zip** and open the **Bundle** folder.
5. Select **ICRM SLX Mobile v4.4.0 for 9.1 and later VFS.zip** and then click **Open**.
6. On the **Select Items** screen, ensure the **Portals** option is selected.
7. If your installation includes customizations, expand the tree structure to display the **argos-saleslogix** folder and the sub-folders it contains, and clear the check box next to any files that you do not want to be overwritten during the install.
8. Click **Next**, then click **Finish**.
9. (Optional) Install the **argos-dashboard.zip** bundle:
   This bundle contains a new “Dashboard” section to the navigation. This will load the same dashboard that the Web client uses, so custom tabs/layouts will show up in mobile as well.
   a. On the **View** menu, click **Bundle Manager**.
   b. Click **Install**.
   c. Select **File name** and navigate to the folder where thee **ICRM SLX v4.4 Bundles.zip** was extracted, click **argos-dashboard.zip**, and then click **Open**.
   d. On the **Select Bundle** screen, click **Next**.
   e. Click **Finish**.

Enabling Multi-currency on the Mobile Client

If your implementation includes Multi-currency enabled on the Web Client, you must also enable Multi-currency on the Mobile Client.

Multi-currency is disabled by default. To enable Multi-currency, you must copy a setting from the products/argos-saleslogix/configuration/production.default.js file, paste it into the products/argos-saleslogix/configuration/production.js file and then edit the setting before deploying the portal.

If you make your edit in the products/argos-saleslogix/configuration/production.default.js instead of the products/argos-saleslogix/configuration/production.js file, your edits will be overwritten during the next upgrade.

To edit the .js file

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager**, **Saleslogix Mobile Portal**, **SourceFiles**, **Products**, **argos-saleslogix**, **configuration**.
4. Double-click **production.js**.
5. Locate **@property {Boolean} enableMultiCurrency**.
6. Remove the comment tag (//) and change the setting from 'false' to **true**.
7. In the Application Architect toolbar, click the **Save All** icon.

Changing the warehouse mode

Available to Promise enables users to see if there is stock on hand. If your implementation includes an integration with a back office that uses a specific warehouse location for the Available to Promise feature, you can enable users to check each warehouse inventory manually.

You must copy a setting from the products/argos-saleslogix/configuration/production.default.js file, paste it into the products/argos-saleslogix/configuration/production.js file and then edit the setting before deploying the portal.

If you make your edit in the products/argos-saleslogix/configuration/production.default.js instead of the products/argos-saleslogix/configuration/production.js file, your edits will be overwritten during the next upgrade.

To edit the .js file

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager**, **Saleslogix Mobile Portal**, **SourceFiles**, **Products**, **argos-saleslogix**, **configuration**.
4. Double-click **production.js**.
5. Locate "**warehouseDiscovery**".
6. Remove the comment tag (//) and change the setting from 'auto' to **manual**.
7. In the Application Architect toolbar, click the **Save All** icon.

Enabling Offline Support

Offline support allows read-only access to select records and entities when a user's device is offline or loses connectivity.

Offline support is disabled by default. To enable offline support, you must copy a setting from the products/argos-saleslogix/configuration/production.default.js file, paste it into the products/argos-saleslogix/configuration/production.js file and then edit the setting before deploying the portal.

If you make your edit in the products/argos-saleslogix/configuration/production.default.js instead of the products/argos-saleslogix/configuration/production.js file, your edits will be overwritten during the next upgrade.

To edit the .js file

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager**, **Slx Mobile Portal**, **SourceFiles**, **Products**, **argos-saleslogix**, **configuration**.
4. Double-click **production.js**.
5. Locate "**enableOfflineSupport**.
6. Remove the comment tag (//) and change the setting from 'false' to **true**.
7. In the Application Architect toolbar, click the **Save All** icon.

Hiding the Remember Me Option

To require users to sign on to the Infor CRM SLX each time, you can now hide and disable the Remember Me option.

To change the Remember me option

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager**, **Saleslogix Mobile Portal**, **SourceFiles**, **Products**, **argos-saleslogix**, **configuration**.
4. Double-click **production.js** .
5. Locate **enableRememberMe**.
6. Remove the comment tag (//) and change the setting:
   - **true** - The Remember me option will be visible. This is the default value.
   - **false** - The Remember me option will be hidden.
7. In the Application Architect toolbar, click the **Save All** icon.
   Users will not see any changes until they sign out and return to the Infor CRM SLX Mobile Client.

Localizing Groups

If your environment has been translated into a language other than English, you must now copy the GroupLayout resx files from the SlxClient portal to the SData Integration Host portal for localized groups.

This step is not required in an English language environment.

To copy

1. Open the **Application Architect**.
2. Open the **Project Explorer** and expand the **VFS** folder.
3. Expand the **Portal Manager**, **Slx Client**, **SupportFiles**, **App_GlobalResources**.
4. Select all the of the **GroupLayout**.resx files.
5. Right click the selected files and then click **Copy To…**
6. In the **Browse For Folder** box, click **Make New Folder**, and give the folder the intuitive name of your choice.
   For example, LocalTemp.
7. Select the folder you just created and then click **OK**.
   The resx files you copied will appear in the new folder.
8. In the **Portal Manager**, expand **SData Integration Host**.
9. Right-click **SupportFiles**, select **New Folder**, and name the folder **App_GlobalResources**
10. Right click on the **App_GlobalResources** folder and select **Add Existing…**
11. In the **Open** dialog, browse to the folder you created in **step 6 (LocalTemp)**, select each of the GroupLayout resx files, and then click **Add**.
    The GroupLayout resx files are added to the new folder.

Verifying the Port and App Pool are set

Failure to set the Port and App Pool settings for your Mobile portal can cause the site to function as a virtual directory instead of an application. To prevent this, verify that the Port and App Pool are set before deploying the portal.

To verify the Port and App Pool

1. In the **Application Architect View** menu, click **Deployment Explorer**.
2. Expand **Deployments**, and then double-click the **Mobile Portal**.
   If this portal is not visible, select Core Portals, right-click IIS, select the Mobile Client portal and then click OK.
3. In the **Deployment Targets** tree view, click **IIS.**
   The IIS Target Settings appear.
4. In the **Port** box, ensure that the port number for your Web Host server displays.
   It must match the port for the Web site. For example, if you used the default port 3333 during Web Host installation, the port is 3333.
5. In the **App Pool** box, ensure that the name of the application pool for your Web site displays.
6. This name corresponds to the associated application pool for your Web site. For example, if you used the default Infor CRM Web site, the App Pool is Saleslogix.

   For more information about setting the Port and App Pools, see *Infor CRM SLX Implementation Guide*.

Deploying the Mobile Portal

You must now deploy the portal added by the bundle and, if your environment includes localization, redeploy the SData portal.

To deploy

1. In the **Application Architect**, open the **Deployment Explorer**.
2. Expand the **Deployments** node.
3. Double-click the **Mobile Portal** deployment.
4. Under **Deployment Targets**, right-click the **SLXMobile**, and then click **Deploy Portal**.
   A status box appears indicating status for the deployment.
5. (Localized environments only) Deploy the **SData portal**:
   a. Expand **Core Portals**, **Deployment Targets**, **IIS**.
   b. Right-click **SData** and then click **Deploy Portal**.

Your upgrade is now complete. If your installation did not include customizations, proceed to “See "Defining the Default Document" below.

Defining the Default Document

Default documents can be a directory’s home page or an index page containing a site document directory listing. The default document for the Mobile Client portal landing page is index.html, and should have been added to the documents list on the IIS Web site by the installation. If your URL <https://YourSlxWebServer/SlxMobile> is not defaulting to call the index.aspx, you may want to define it manually.

To define the default document

1. In IIS, expand the **Web Sites** directory, and then expand the Web site where you deployed the Slx Mobile portal.
2. Click the **Slx Mobile** portal virtual directory, and then click **Properties**.
3. Click the **Documents** tab.
4. Ensure the Default Document is enabled.
5. Click **Add** to add a new document to the list.
   The Add Default Document dialog box appears.
6. In the **Name**: box, type the page name (**Index.aspx**), and click **OK**.
7. Select the default document and click **Move Up** to move the document to the top of the list.
   If prompted, click Yes to confirm
8. Reset IIS.
   a. Click **Start**, and then click **Run**.
   b. Type **iisreset**, and then click **OK**.

Clearing the Mobile Device Browser Cache

Before users log into Infor CRM SLX Mobile Client, instruct them to clear their device’s browser cache. For detailed steps, please refer to the browser's help on the device.

Additional Information for Windows Authentication

If your installation includes Windows Authentication, prevent delays in response time by notifying your users that they must use the fully-qualified domain name (FQDN) when they log on. For example: domainname\username.

Alternatively, you can ensure that IIS properties contain the default domain. See the Microsoft documentation for information about setting the default domain name within IIS.

Enabling single sign-on using Infor Ming.le

Infor Ming.le is an application framework that provides a common user interface for integrated Infor applications. It provides drill-back capability among Infor applications so that users can navigate from one application to another to track transactions, the transfer of data, and report updates.

When Infor Ming.le has been configured for the Infor CRM SLX Web, you can also choose to enable single sign-on for theInfor CRM SLX Mobile Client versions 3.5 and later.

For instructions on enabling Infor Ming.le, see the appropriate document for your environment:

- When Infor CRM SLX is installed in your environment (on-premises) and Infor Ming.le is the Cloud version, see the document named *Integrating Infor CRM SLX with Infor Ming.le - Infor Ming.le Cloud Edition.*
- When both Infor CRM SLX and Infor Ming.le are installed in your environment (on-premises), see the document named *Integrating Infor CRM SLX with Infor Ming.le - Ming.le On- premises Edition*.
- When Infor CRM SLX is the Cloud version and Infor Ming.le is installed in your environment (on-premises), see the document named *Integrating Infor CRM SLX with Infor Ming.le - Infor Ming.le On- premises Edition.*

When both Infor CRM SLX and Infor Ming.le are the Cloud versions, configuring Ming.le is done on your behalf. You will need to add your Infor CRM SLX users to Infor Ming.le. For instructions for adding Infor CRM SLX Client users to Infor Ming.le, see the document named *Adding Infor CRM Users and Dashboards to Infor Ming.le*.

These documents are available on the Infor Support Portal web site at https://concierge.infor.com/.

Understanding informational messages

If your implementation includes integration with Infor Ming.le, users may encounter the following informational messages while working in the Infor CRM SLX Mobile Client.

Request for Approval

If Infor Ming.le integration has been enabled and the “Request for Approval' message appears during sign in, instruct users to do one of the following:

- Choose **Allow** to enter the Infor CRM SLX Mobile Client.
- Choose **Don't Allow** to reject the request and be redirected to a 'no access' index page.

Access to Ming.le is about to refresh

Periodically, users may see the following message:

“Access to Ming.le is about to refresh. If you are inserting or editing data, save your changes immediately to avoid data loss.”

This occurs when the Infor Ming.le token is about to be refreshed. When this message appears, users are strongly encouraged to save their changes immediately. There is typically a five-minute window between when the warning displays and when the refresh occurs.

Multi-Factor Authentication for the Infor CRM SLX Mobile Client

Multi-Factor Authentication for the Infor CRM SLX Mobile Client requires Infor CRM SLX v10.1 and later.

If you have implemented Multi-Factor Authentication and are on Infor CRM SLX v10.1 or later, users will be prompted to set up a Multi-Factor Authentication method or if an authentication method is alreadyconfigured, to complete the authentication process. For more onformation see the Web Client help topic "Signing in using Multi-Factor Authentication"

Changing the language in which the Infor CRM SLX Mobile user interface displays

Infor CRM SLX Mobile 4.4 includes translated user interface strings for the following languages:

- Brazilian Portuguese
- Dutch
- French
- German
- Global Spanish
- Italian
- Japanese
- Russian
- Simplified Chinese
- Thai
- Traditional Chinese

If your users who want to see the Infor CRM SLX Mobile user interface in one of these languages, they can do so by changing a setting in Infor CRM SLX Mobile. This change affects only the signed in user and is not visible to other users.

Changing the language that displays in the user interface does not change the language used to display data pulled from the Infor CRM SLX database. For instructions on how to install files to support a translated database, see the document named *Applying an Infor CRM Language Pack.pdf.* There is one document for each supported language.

The Infor CRM SLX database can support only one language per installation unless you create customizations to enable multiple languages in such areas as pick lists and groups.

To change the language displayed in the Infor CRM SLX Mobile UI:

1. Sign in to Infor CRM SLX Mobile.
2. Tap the **Global** menu.
3. Expand **Other**, expand **Settings,** and then expand **Language Settings**.

4. Expand the **Language list** and select the preferred language.
5. If desired, expand the **Regional Format** list to specify how dates and times are displayed.

Troubleshooting Localized Group Names

If your environment has been translated into a language other than English, your users may report seeing untranslated group labels.

To enable translated labels to display

1. Ensure that the SData portal has been deployed.
2. Instruct Mobile users to clear the cache on their Mobile devices.
   Follow the instructions provided by the device manufacturer.
3. Instruct Mobile users to re-select their groups in Accounts, Contacts, Leads, Opportunities, and Tickets.
   a. Open **Mobile**.
   b. Open the **Accounts** list view, tap the right menu and in the **Groups** pane, click **Configure**.
   c. Clear all selected groups.
   d. Re-select the desired groups.
   e. Open the list views for Contacts, Leads, Opportunities, and Tickets, and repeat steps **b** through **d**.