64-Bit Smart Service

Previously, Smart Service was running on Microsoft Access Runtime 2013 which will reach its end of life on April 11th, 2023. Not only have we upgraded to Access Runtime 365, but we also took this opportunity to provide you with a 64-bit version of Smart Service! (Enhancements 9458 & 9489)

Why 64-Bit?

The upgrade brings new possibilities and various improvements that our team can build upon. For example, a 32-bit program is limited to using 4 gigabytes of RAM. Making a 64-bit Smart Service means we can use more resources to bring you a faster Smart Service!

Also, 64-bit versions also require driver signing which is Microsoft's protocol to keep potentially hazardous unsigned drivers from running on your system. As a result, you can add enhanced security measures to the list of benefits!

QBFC 16.0 Upgrade

The upgrade brings new possibilities and various improvements that our team can build upon. For example, a 32-bit program is limited to using 4 gigabytes of RAM. Making a 64-bit Smart Service means we can use more resources to bring you a faster Smart Service!

Also, 64-bit versions also require driver signing which is Microsoft's protocol to keep potentially hazardous unsigned drivers from running on your system. As a result, you can add enhanced security measures to the list of benefits!

What Happens When I Upgrade?

Smart Service will identify your current version of Microsoft Office and QuickBooks to make a determination as to install either 32-Bit or 64-Bit Microsoft Access Runtime. You can see a full breakdown of the installation process and a flowchart that details which combination of Office and QuickBooks results in which Access Runtime install here.

Other Enhancements

1. The audit log now captures changes to the job's date and time made by a user in Smart Routes. (Enhancement #7863)
2. Included a verification that items with non-zero amounts have been added to a service agreement upon saving the agreement. (Enhancement #9477)
3. Increased the visible width of user-defined fields. (Enhancement #9495)
4. Updated the invoice email template to accommodate batch style invoices. (Enhancement #9511)

Resolved Issues

1. Resolved an issue where the print button on the scheduler would cause an error. (Issue #9464)
2. Corrected an issue where previewing a service agreement would result in error. (Issue #9483)

3. Fixed an issue where users would receive an ODBC error when posting all work orders in Post Work Orders. (Issue #9516)