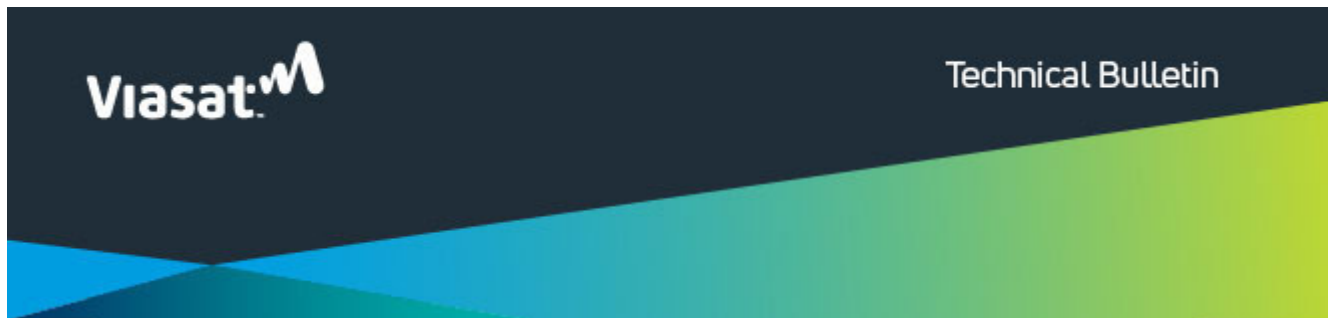


Tech Bulletin: Attention Dispatchers – An Update on FSM and Adobe Flash



Attention Dispatchers – An Update on FSM and Adobe Flash

Hello,

As you may know, Adobe Flash will no longer be supported by all major internet browsers as of December 31st, 2020. FSM's current Scheduler is Flash based, thus a change is required to continue to support this functionality. As the Dispatcher role is the only one that utilizes the Scheduler, it is the only role impacted. The FSM Mobile App(s) are not impacted by this update.

COMARCH FIELD SERVICE MANAGEMENT

FSM | Users | Workflows | Configuration | Reporting

Search [] ESM

Fulfillment Partner: []
Office: []
Full name: []
Include FST: ☐
Search: []

Month: November 2020
Range: 11/01/2020 to 11/30/2020
Load: []

Scale: []

Orders

FSM ID: [] Date: [] Fulfillment Partner: [] Order status: [] Order type: []
External order id: [] From: [] Office: [] Address/edge: []
Assigned resources: [] To: [] Service regions: [] Assigned: []
Clear: [] Search: [] Load: []

FSM ID	External order id	Create date	Scheduled date	Assigned resources	Order status	Order type

Viasat and Comarch are working hard to replace the *Scheduler* with a long-term solution, which is a little more elegant and user-friendly. This long-term solution is targeted to be rolled out in February. Expect further communication as progress continues.

To maintain the use of FSM Scheduler between December and February, Viasat has created a separate version of the Viasat Browser. This version of Viasat Browser is specifically designed to work with FSM after the Flash end-of-life date. **If you already have the Viasat Browser installed on your computer, you will first need to uninstall it and reboot your computer prior to installing the new FSM-friendly version.** Computers are unable to have both versions of the Viasat Browser installed at once. Please refer to your Operating System's instructions on how to uninstall software. To download the new FSM-friendly Viasat Browser: [click here for Windows](#) or [click here for macOS](#).

As always, please reach out to [FSM Administrators](#) for any

questions! Otherwise, stay tuned for more news on the new *Scheduler*, and stay safe! Thank you!