

MobileTech 2024 (10.0) October 2024 Readme

Release Version: 2024 (10.0.63)

Release Date: November 2024

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MobileTech Installation

Upgrading to MobileTech 2024 From a Previous Version

You can upgrade to MobileTech 2024 from version 9.0 (2022) or higher.

- **Before you upgrade from a previous version of MobileTech:**
 - **Make sure that all mobile devices have been synchronized to the host system.** If you've made changes to views or stored procedures in previous versions of MobileTech, those changes will be overwritten during the upgrade.
 - **IMPORTANT: Inactivate any active Woodford projects** before running the upgrade.
- **You'll be prompted to install database objects the first time you log into MobileTech Administration after upgrading.** You must do this for each company. If you're not prompted to install database objects, go to Tools > Create MobileTech Objects and select Process. For more information, see *Log into MobileTech Administration* in the [Installation & Administration Guide](#). For additional upgrade notes, see [Upgrade MobileTech Server](#) in the [Installation & Administrative Guide](#). Installing database objects during an upgrade does not remove any data from the middle tier.



IMPORTANT

- **If you are upgrading to Signature 2024 (18.7.9),** you must upgrade to MobileTech 2024.
- If you are only upgrading MobileTech to version 2024, you can be on any of these [compatible Signature versions](#).

Installing MobileTech for the First Time

You can install and set up MobileTech as described in the Signature MobileTech [Installation & Administration Guide](#).

You can install MobileTech Server on any Microsoft Windows Server environment. For specific versions, see the Signature System Requirements. MobileTech Server cannot be loaded in a non-Windows Server environment.

MobileTech Components to Install

To set up and implement MobileTech, you must install these components:

- MobileTech Server 2024 (10.0.63) includes Resco Woodford v17.1.2.1781, Publish Version 16.0
- MobileTech 10.0.63.Woodford (included in installation)

- MobileTech with Inspections 10.0.63.Woodford (if you are using Inspections)
IMPORTANT: Due to issues with Resco licensing where the Inspection license is assigned to any technician who syncs with a project that has Inspections even if they are not assigned the Inspector Role, you need to have two Woodford projects (one for Inspections, one for non-Inspections). See [Import the MobileTech Woodford Project](#) for the updated steps for creating a child project and importing the Inspections project.
- Resco Mobile CRM 16.0.9 or higher (from device App Store)

Important Notes

- **Microsoft announced on May 24, 2024, that they are deprecating Bing Maps.** Customers using Bing Maps for Enterprise Basic or Free license will no longer be able to use Bing Maps for Enterprise services beyond **June 30, 2025**. To continue using Mapping in MobileTech, you will need to obtain a Google Maps API key at <https://cloud.google.com/maps-platform/pricing/>. (You will need an API key that includes Maps and Routes. You do not need Places.) See [Enter the Google Maps API Key](#).
- As App Stores increase their security requirements, HTTPS (with Trusted SSL Certificates) will soon become required across all device types. Therefore, we recommend you transition your MobileTech environment to use SSL with a trusted certificate.
- Do not install MobileTech server components on your SQL Server machine.
- Install MobileTech Administration on the MobileTech web server.
- Verify the eTimeTrack Web Service current release version matches the installed version of Signature. For installation instructions for each component, see the [Installation & Administration Guide](#).
- If your technicians need WiFi, and your company typically turns it off overnight and on weekends, you might want to reconsider this practice to ensure they have the necessary access.

Obtain a Google Maps API Key

To use the Mapping feature on any device, you will need to obtain a Google Maps API key at <https://cloud.google.com/maps-platform/pricing/>. You will need the Maps JavaScript API (Maps > Dynamic Maps) and Geocoding (Places tab). Geocoding is required for setting coordinates. See [Enter the Google Maps API Key](#).

 Microsoft announced on May 24, 2024, that they are deprecating Bing Maps. Customers using Bing Maps for Enterprise Basic or Free license will no longer be able to use Bing Maps for Enterprise services beyond **June 30, 2025**.

Compatibility

To find a complete list of system requirements across all the Signature modules, refer to the [System Requirements](#) documentation.

This table lists the tested and supported compatible versions for MobileTech 2024.

Software or device	Compatible versions
Operating Systems	<ul style="list-style-type: none"> • Android 14, 15 • iOS 17, 18 • Windows 10, 11

Software or device	Compatible versions
<p>Signature Version</p> <div style="border: 1px solid yellow; padding: 10px; margin: 10px 0;"> <p>⚠ IMPORTANT</p> <ul style="list-style-type: none"> • If you are upgrading to Signature 2024 (18.7.9), you must upgrade to MobileTech 2024. • If you are only upgrading MobileTech to version 2024, you can be on any of these compatible Signature versions. </div>	<ul style="list-style-type: none"> • Signature 2024 (18.07b09) • Signature 2023 (18.06b08)

Incompatibility

- The MSI (non-Windows Store) version of the Resco Mobile CRM available from the Resco website is no longer compatible with MobileTech. If you currently use the MSI version, you must migrate to the Windows Store version and should plan accordingly before upgrading.
- Flexible Forms are not compatible with Microsoft Windows 11.
- Servers running Cylance script control.
- MobileTech inventory transactions do not support Microsoft Dynamics GP Inventory Lots.

Installation Notes

- **Disable any security software before installing MobileTech.** Remember to re-enable this once the installation is complete.
- After installing MobileTech 2024, if you have set up password complexity, you will need to set this up again as the MobileTechAdmin.exe.Config file is overwritten.
- You will need to add the IIS APPPOOL\RescoCloud user to the SQL Server Reporting Services Home Folder permissions page. For instructions on adding the user, see <https://docs.microsoft.com/en-us/sql/reporting-services/install-windows/reporting-services-configuration-manager-native-mode?view=sqlallproducts-allversions>. You can filter the instructions to your SQL Server version.
- The Job Summary Timesheet report no longer prints automatically when a technician completes a job appointment with billable transactions on the appointment. If your company would like to continue to have this report automatically generated, you can remove the comment lines from Offline HTML:

Enabling the automatic timesheet generation after completing a job appointment:

- In Woodford, select the MobileTech Woodford project and then select *Edit* from the menu bar.
- From the left navigation, select **Offline HTML**.
- Double-click **Entity** to open.
Double-click **Appointment** to open.
- Select **appointment-form_complete-job.html** and then select *Edit* from the menu bar.
- Scroll down to *FORM EXECUTIONS*.
- Locate `//generateTimesheetReport(appointment) //Uncomment line to turn on automatic generation of timesheets.`
- Remove the preceding `//`, and succeeding `//Uncomment line to turn on automatic generation of timesheets` so that the line only displays the following.
generateTimesheetReport(appointment)
- Select *Save*.

- i. Select *Save* from the menu bar.
- j. *Publish* the project.

Bug Fixes

10.0.63 - November 2024

Case #	Fixed Issue
MT-1944, MT-1945	Service call and location attachments are now sending metadata.
MT-1964	Users will no longer receive the “No data found to generate report” error message when attempting to run the Timesheet Report. This occurred when the technician was in a different time zone than the server.

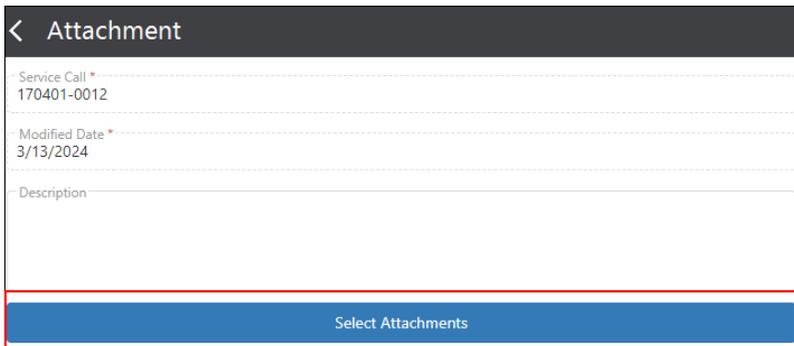
10.0.60 - October 2024

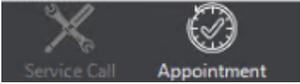
Case #	Fixed Issue
MT-1181	Android users will now see the Entry Type field as expected when entering time entries.
MT-1198	When adding an administrator in MobileTech Admin, we are now checking to see if the email address already exists.
MT-1206	You can now add an icon on an inspection template.
MT-1340	The Legacy JSA and Summary reports are now created as expected when there are more than three appointments.
MT-1379	Job reports are now saved as expected to the correct job appointment attachment location.
MT-1410	We've improved the fetch request performance to be more efficient for users who have many tasks on several pieces of equipment and are attempting to add equipment to the Appointment Completion form.
MT-1544	We've fixed an issue where some users report receiving the error message "Check Report Signatures Error: Missing Summary Report" when completing an appointment.
MT-1651	Notes at the job level are no longer duplicated in the notes list.

MT-1685	The sync logic was updated so that null values are not created in the Branch field of the Technician Team Branch table. When a lookup refresh is performed, data that has null references are removed.
MT-1757	Technicians can now update their password from their device.
MT-1769	Users will no longer receive an error message when creating a task response.
MT-1776	The Field Invoicing preview is now working as expected.

New Features

General

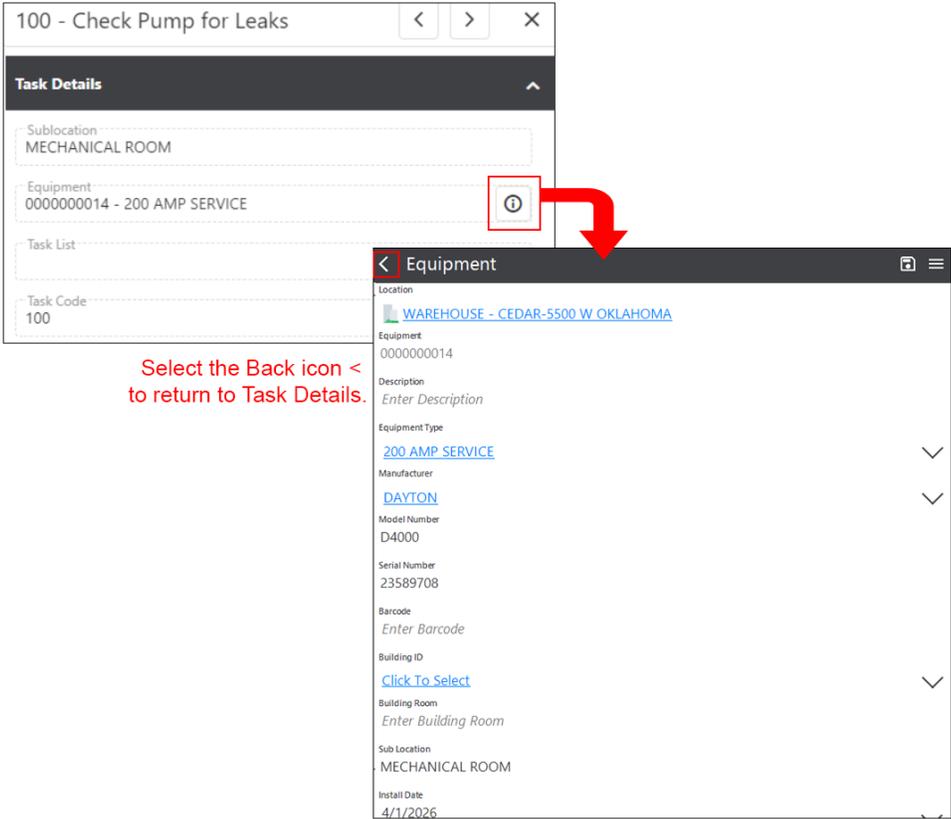
Case #	New Feature
MT-1159	We've added Department and Position to the Employee lookup when entering helper technician time entries. The lookup is searchable by name, department, and position. Use <code>TechnicianHelper</code> must be set to <code>True</code> in Mobile Device Global Settings for technicians to be able enter time entries for technician helpers.
MT-1171	<p>Technicians can now add multiple attachments at one time by selecting the new Select Attachments button on the Attachment form. If a description was entered before attaching the files, the description will apply to all the files. The description can be edited by selecting the specific file and then selecting More to enter a description for that attachment. As before, the type of file that can attached is dependent on the device hardware. Attachments can be added to service calls, appointments, equipment, locations, tasks, and time entries. See Working With Attachments.</p> <p>Click to view screenshot.</p>  <p>The screenshot shows a mobile application form titled "Attachment". It has a dark header with a back arrow and the title. Below the header are three input fields: "Service Call" with the value "170401-0012", "Modified Date" with the value "3/13/2024", and "Description". At the bottom of the form is a blue button labeled "Select Attachments" which is highlighted with a red border.</p>
MT-1175	The Synced Devices Last Synchronized column in MobileTech Admin has been updated to sort by <code>DateTime</code> to provide a more accurate sorting. Previously this was sorting the date as a string.

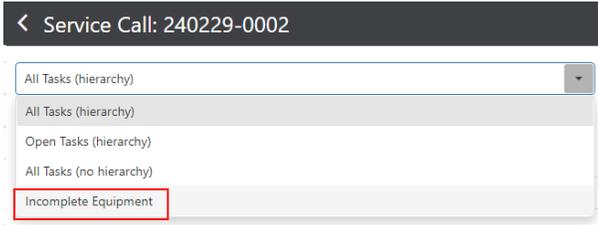
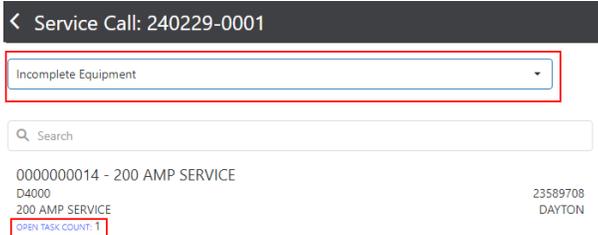
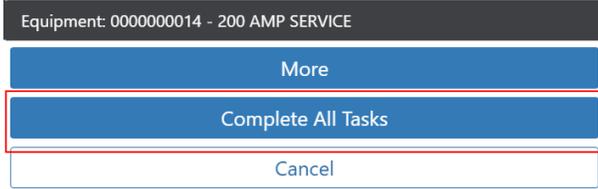
Case #	New Feature
MT-1184	<p>We've added the Originating Service Call ID information to the MobileTech Service Call screen. This is a read-only field and the information originates from Signature.</p> <p>Click to view screenshot.</p> <p>Caller Name <i>Enter Caller Name</i></p> <p>Caller Phone <i>Enter Caller Phone</i></p> <p>Caller Email <i>Enter Caller Email</i></p> <p>Originating Call ID 231229-0003</p>  <p>The screenshot shows a dark-themed interface with two buttons: 'Service Call' (with a wrench and screwdriver icon) and 'Appointment' (with a clock icon). The 'Originating Call ID' field is highlighted with a red border.</p>
MT-1201	<p>Location attachments are now supported in MobileTech. Technicians can add, edit, or view attachments for service and job locations from the new Attachments tab from the Locations form. The attachments can be added from Signature or MobileTech. See Working With Attachments.</p>

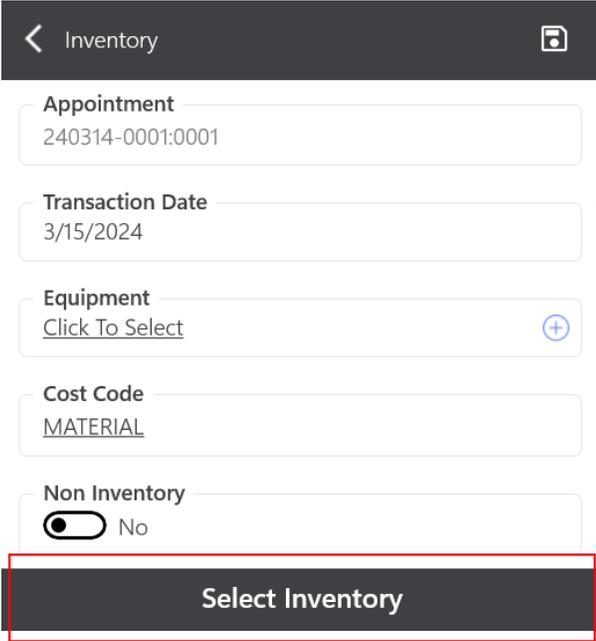
Case #	New Feature
MT-1203, MT-1255	<p>We've added a Jobs icon on the home screen that displays a list of jobs that can be selected to display more information or the technician can create a new job appointment for this job. Technicians can search and filter the list. The list can also be sorted by date or location. Technicians can display only the jobs on their device with DEVICE MODE or, by selecting SERVER MODE to search for a job in the Middle Tier or all active jobs in Signature depending on the setting for IncludeAllActiveJobs in Job Settings. Searching using Server Mode requires an internet connection. See Jobs and Job Appointments.</p> <p>Technicians can now:</p> <ul style="list-style-type: none"> • Create a new job appointment from the job list or the job appointment list. For information on how to create a new job appointment for a job, see Create a Job Appointment. • Create a labor time entry associated with a job instead of with a job appointment. <div data-bbox="326 653 1453 905" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> • Using SERVER MODE requires the UseServerMode option set to True in Mobile Device Global Settings in MobileTech Setup Options. See Mobile Device Global Settings.</p> <p>• The default records fetched is 3, however, you can update this number using ServerJobCount in Job Settings.</p> <p>• If you do not want your technicians to be able to create job appointments for the selected job, you can set AllowCreateJobAppointments to False in Job Settings.</p> </div> <p>There is a new Job Settings section in MobileTech Setup Options:</p> <ul style="list-style-type: none"> • ShowJobList: Determines if the Job icon displays on the Home screen. Technicians can select this to view the list of jobs on their devices. The default value is True. See Create a Job Appointment. • IncludeAllActiveJobs: Determines if all active jobs from Signature display in the Job List. The default value is True. If False, only jobs with active appointments in MobileTech will display. • ServerJobCount: Determines the number of job records that are displayed when job data is requested from the server. The default value is 3. • AllowJobTimeEntries: Determines if technicians can create time entries for a job instead of the job appointment. The default value is True. See the description below for MT-1283. • AllowCreateJobAppointments: Determines if technicians can create job appointments in MobileTech. The default value is set to True.

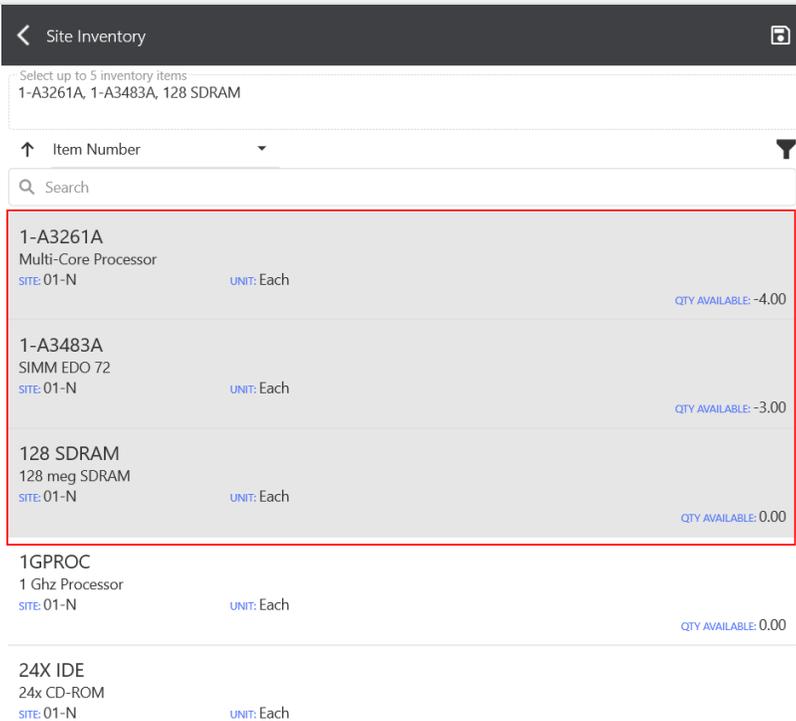
Case #	New Feature						
<p>MT-1241</p>	<p>We've added a “+” button to the Tasks form to create a new piece of equipment. On the Tasks form, users can now access the Equipment form to create a new piece of equipment by selecting the + button to the right of the All Equipment dropdown. On the Equipment form, users can select the < button to return to the Tasks form. The equipment will be automatically assigned to the service call. See Complete Tasks for a Service Call.</p> <p>Click to view screenshot.</p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 20px;"> <p>← Service Call: 240229-0002</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">All Tasks (hierarchy) ▾</td> <td style="padding: 2px; text-align: center;">☰</td> </tr> <tr> <td style="padding: 2px;">All Sublocations ▾</td> <td style="padding: 2px; text-align: center;">↻</td> </tr> <tr> <td style="padding: 2px;">All Equipment ▾</td> <td style="padding: 2px; text-align: center; border: 2px solid red;">+</td> </tr> </table> </div> <div style="color: red; font-weight: bold; margin-right: 20px;"> <p>Select the Back icon < to return to Tasks form.</p> </div> <div style="border: 1px solid black; padding: 5px; width: 300px;"> <p>← Equipment</p> <p>Location WAREHOUSE - CEDAR-5500 W OKLAHOMA</p> <p>Component? <input type="checkbox"/> No</p> <p>Equipment PENDING</p> <p>Description <i>Enter Description</i></p> <p>Equipment Type Click To Select ▾</p> <p>Manufacturer Click To Select ▾</p> <p>Model Number <i>Enter Model Number</i></p> <p>Serial Number <i>Enter Serial Number</i></p> <p>Barcode <i>Enter Barcode</i></p> <p>Building ID Click To Select ▾</p> </div> </div> 	All Tasks (hierarchy) ▾	☰	All Sublocations ▾	↻	All Equipment ▾	+
All Tasks (hierarchy) ▾	☰						
All Sublocations ▾	↻						
All Equipment ▾	+						

Case #	New Feature
MT-1238, MT-1300, MT-1647	<p>When a technician assigns equipment to service calls, the associated equipment types' tasks can now be automatically assigned to the call instead of the DEFAULT task.</p> <p>Three new setup options were added to Task Settings in MobileTech Admin Setup Options. The default value is False for all three options. The value needs to be set to True to enable the feature.</p> <ul style="list-style-type: none"> • UseEquipmentAssignmentforMCC • UseEquipmentAssignmentforMC • UseEquipmentAssignmentforNonMC <p>To use the new functionality on the device, with the appropriate option(s) set to True and the call type selected matches the setting when assigning equipment to the call or creating new equipment:</p> <ul style="list-style-type: none"> • The DEFAULT task will be created if the equipment type is NOT populated. • If the equipment type is populated: <ul style="list-style-type: none"> • If the equipment type has a task list, and the task list has records in the master tables, the related tasks, subtasks, and responses will be created instead of the DEFAULT task. • If the equipment type does not have a task list, the DEFAULT task will be created. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> Notes:</p> <ul style="list-style-type: none"> • If the technician is creating a new piece of equipment and the setup option AllowModifyNewEquipmentID = False, the task list on the task, task response, and subtask are not updated from PENDING until the next sync. • If the user does not sync after assigning the equipment to the service call, the user can unassign the equipment, and all related tasks, task responses, and sub-tasks are deleted. • The default task status assigned to any created task will be from the setup option DefaultTaskStatus. </div>

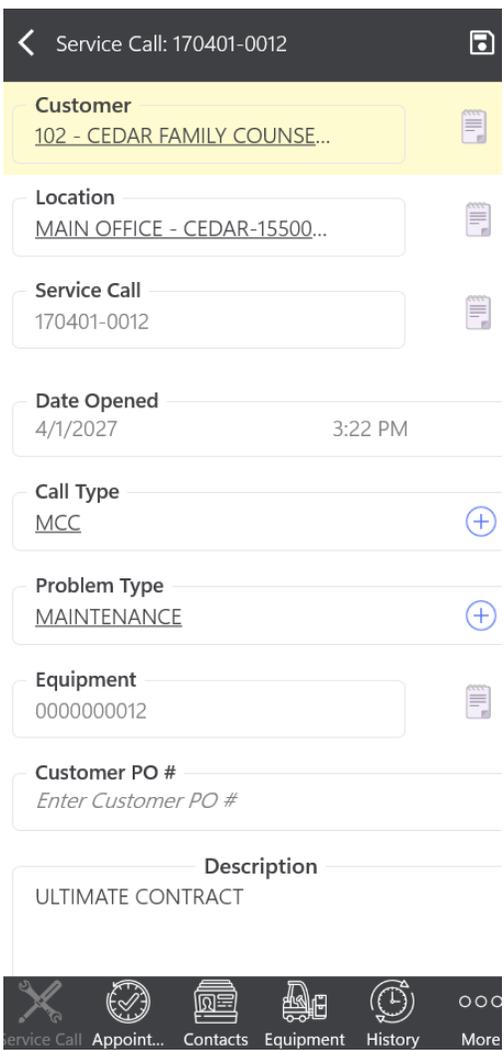
Case #	New Feature
MT-1244	<p>We've added a hyperlink on the Equipment field on the Task Details page to navigate directly to the equipment form allowing the user to modify the equipment record. Users can click the < button to return to the Task Details page. See Entering Task Details on Complete Tasks for a Service Call.</p> <p>IMPORTANT: If the Sublocation field is updated on the equipment form, only the equipment's sublocation is updated, the task sublocation is NOT updated for <i>existing</i> tasks (because this is a key segment). Any <i>future</i> created tasks will have the updated equipment sublocation.</p> <p>Click to view screenshot.</p>  <p>Select the Back icon < to return to Task Details.</p>

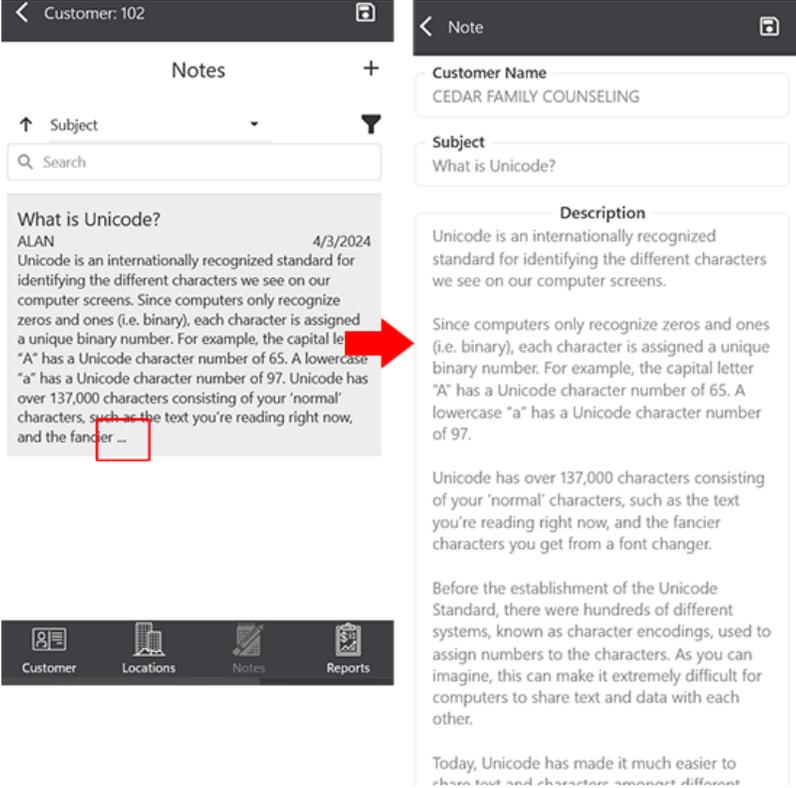
Case #	New Feature
MT-1274	<p>We've added an "Incomplete Equipment" view to the task list drop-down. When selected, any equipment that have at least one open task is displayed. Users can select the equipment and select a new Complete Tasks action item to complete the open task(s). A confirmation pop-up displays to verify that the tasks should be completed. See Complete Tasks for a Service Call.</p> <p>Click to view screenshots.</p>   

Case #	New Feature
MT-1254	<p>When adding consumed inventory, technicians can now multi-select up to 5 site inventory items to add to the appointment. The quantities can be edited on the initial form and after the initial creation. See Enter an Inventory Transaction Before Completing an Appointment.</p> <p>From the Inventory tab, technicians click the new Select Inventory button.</p> <p>Click to view screenshot.</p>  <p>The screenshot shows a mobile application interface for an 'Inventory' form. At the top is a dark header with a back arrow and the word 'Inventory', and a save icon. Below are several input fields: 'Appointment' with the value '240314-0001:0001', 'Transaction Date' with '3/15/2024', 'Equipment' with a 'Click To Select' link and a plus icon, 'Cost Code' with 'MATERIAL', and 'Non Inventory' with a toggle switch set to 'No'. A dark button labeled 'Select Inventory' is highlighted with a red border at the bottom of the form.</p> <p>On the Site Inventory window, technicians can select up to 5 site inventory items. The selected items are highlighted in gray and displayed in the top preview section. To unselect an item, just click the item again. Select the Save icon to return to the Inventory form.</p> <p>Click to view screenshot.</p>

Case #	New Feature
	 <p>The screenshot shows a 'Site Inventory' form with a list of items. A red box highlights the first three items:</p> <ul style="list-style-type: none"> 1-A3261A: Multi-Core Processor, SITE: 01-N, UNIT: Each, QTY AVAILABLE: -4.00 1-A3483A: SIMM EDO 72, SITE: 01-N, UNIT: Each, QTY AVAILABLE: -3.00 128 SDRAM: 128 meg SDRAM, SITE: 01-N, UNIT: Each, QTY AVAILABLE: 0.00
MT-1257	<ul style="list-style-type: none"> • <i>If only one inventory item is added</i>, the Quantity, List Price, Unit Cost, List Price, and Description are displayed and can be edited. The Price and Cost display is based on your company’s setup option for ShowInventoryCost and ShowInventoryPrice. <ul style="list-style-type: none"> • Quantity: Enter the number of units. • Unit Cost: Enter the cost per unit. This field might not be displayed, depending on the setup. • List Price: Enter the list price per unit. This field might not be displayed, depending on the setup. You can't enter negative list prices for items that have an item type of Sales Inventory, Discontinued, or Kit. • Description: If you select a site inventory number, information about the item is displayed. If the transaction is for a non-inventory item, you can enter a description of the inventory transaction. • <i>If more than one inventory item is added</i>, only the Quantity can be edited for the Site Inventory items displayed in the grid below the Select Inventory button. The price, cost, and description are not displayed and this will be auto-populated from the site inventory item. <ul style="list-style-type: none"> • If you need to change items, click the Select Inventory button again and you can make your changes. • You can edit the inventory item by saving the form and then opening the Inventory tab again. Then select the inventory item and edit as needed and then save the edits.

Case #	New Feature
MT-1264	<p>We've updated the Conflict Resolution to Device Wins for appointments, service calls, tasks, subtasks, and task responses. With this update to Device Wins, only the fields changed on the client are uploaded. If the changes on the server affected different fields than on the app, both changes are preserved. If the same field is changed in both databases, server values are overwritten.</p> <p>Previously, we were using Device Wins (Full), where the whole client record, including unchanged field values, is sent to the server. Server changes are lost.</p> <p>For more information, see Conflict resolution - Resco's Wiki (external link).</p>
MT-1283	<p>Technicians can now create a time entry for job labor without requiring a job appointment.</p> <p>This time entry can be created by accessing Time Entries or the Job List. See Create Time Entry for Job Labor w/o Appointment.</p> <p>If you do not want your technicians to be able to create a time entry for jobs without an appointment, you can turn this feature off by setting the AllowJobTimeEntries in Job Settings to False. This option defaults to True. See Job Settings.</p> <div data-bbox="326 800 1453 877" style="border: 1px solid yellow; padding: 5px;"><p> Note: Manager Approval is not supported for this feature.</p></div>

Case #	New Feature
MT-1290	<p>We've made notes more visible in MobileTech.</p> <ul style="list-style-type: none"> • If an entity has a note attached, the background color is yellow. For example, if the customer has a note attached, the background color of the customer displayed on the service call form is yellow. • A note icon now displays to the right of any entity that supports notes (such as service appointments, locations, service calls, job change orders, equipment, and equipment contracts). This icon displays regardless of a note available. Users can select the note icon to open the notes form where a note can be added or the list of notes is displayed. <p>Click to view screenshot.</p>  <p>The screenshot shows a service call form with the following details:</p> <ul style="list-style-type: none"> Service Call: 170401-0012 Customer: 102 - CEDAR FAMILY COUNSE... (Note icon present) Location: MAIN OFFICE - CEDAR-15500... (Note icon present) Service Call: 170401-0012 (Note icon present) Date Opened: 4/1/2027 3:22 PM Call Type: MCC (+) Problem Type: MAINTENANCE (+) Equipment: 0000000012 (Note icon present) Customer PO #: Enter Customer PO # Description: ULTIMATE CONTRACT <p>Bottom navigation bar: Service Call, Appoint..., Contacts, Equipment, History, More</p> <ul style="list-style-type: none"> • The maximum number of characters displayed for each note in the list is 500 characters. If you would prefer to have more characters displayed, the maxDisplayLength value in the Resco Offline HTML file found at entity\notes\note-list.html can be edited.

Case #	New Feature
	<p>If the note length exceeds the maxDisplayLength, "..." is added to the display to indicate more text is available for the note.</p> <p>Click to view screenshot.</p>  <p>The screenshot shows two views of a note. The left view is a list of notes for 'Customer: 102'. The note 'What is Unicode?' is selected, and its content is truncated with '...' at the end. A red arrow points to the truncated text. The right view shows the full note content under the 'Description' section.</p>
<p>MT-1324</p>	<p>We've added validation when creating maintenance contract (MC) service calls to align with the validation required in Signature. When a technician creates a new MC service call, they must add a piece of equipment covered by a maintenance contract.</p> <p>If the technician creates a new MC service call and clicks Save, the call will not be created if:</p> <ul style="list-style-type: none"> • No equipment is selected. The message "Equipment is required for Call Type MC" is displayed. • Equipment is added to the MC service call but isn't assigned to a contract. The message "Equipment must be covered by a contract for Call Type MC" is displayed.

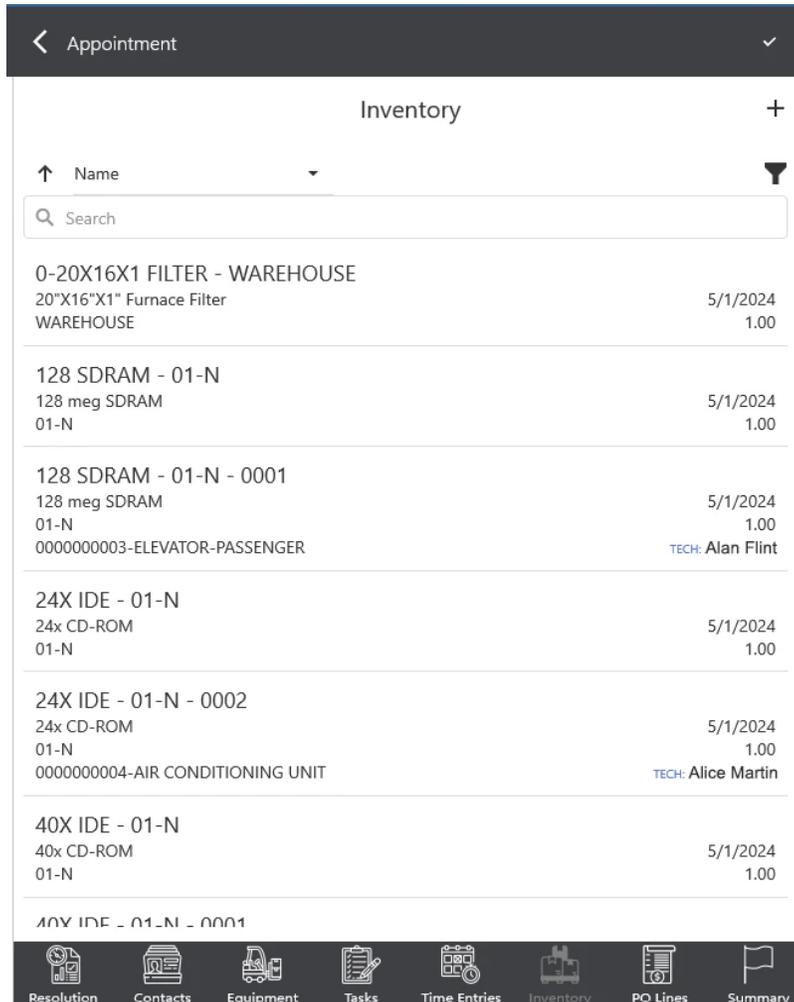
Case #	New Feature
MT-1341	<p>You can now enable a background sync when an appointment status is changed. When the status of an appointment is changed on the device, whether manually or automatically, a background sync is performed to push the data into Signature to get closer to real-time appointment status in the back office. You also have the option to send latitude and longitude values, if available, when the background sync is performed.</p> <p>Changes are not pushed if:</p> <ul style="list-style-type: none">• Appointment only exists in MobileTech (new appointment not synced yet)• Appointment in Signature already has status “RE-ASSIGN” or “COMPLETE”• Appointment in Signature has been assigned to another tech• MobileTech Appointment Status is “DEFAULT” or “COMPLETE” <p>We've added two setup options to Mobile Device Global Settings:</p> <ul style="list-style-type: none">• UseAppointmentStatusBackgroundSync: Determines if a background sync is performed when the appointment status is changed manually or automatically on the device. This option requires an internet connection and applies to all appointment types. The default value is False. When this option is set to True, only the appointment status is pushed during the background sync.• IncludeLocationWithAppointmentStatusSync Determines if latitude and longitude are included in the automatic background sync. This option applies to job and service appointments. The default value is False. This option is enabled when UseAppointmentStatusBackgroundSync is set to True. When both options are set to True, only the appointment status and GPS information is pushed during the background sync.

Case # **New Feature**

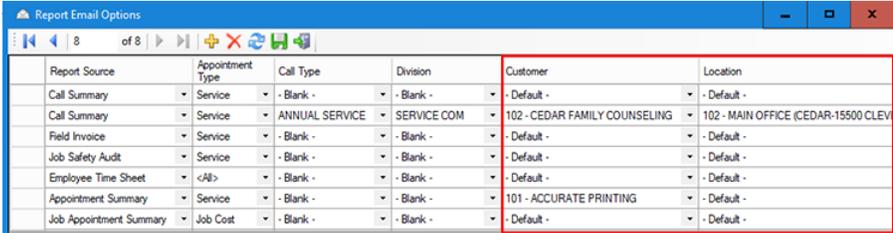
MT-1386

Technicians can now view inventory added to a service call by other technicians and from the Signature back office from the Appointment Completion form for service appointments when they select the Inventory tab. The inventory items are read-only. The technician's name is displayed on the list view and the Summary tab. (If the employee name isn't available the GP Technician ID displays.) This is only for service appointments. Job appointments will only show inventory added to that job appointment by the current technician and from the Signature back office.

Click to view screenshots.



Case #	New Feature
	<div data-bbox="326 226 1122 296"><p>← Appointment ✓</p></div> <div data-bbox="326 296 1122 443"></div> <div data-bbox="326 443 1122 499"><h3>Consumed Inventory</h3></div> <div data-bbox="326 499 1122 982"><p>Item: 0-10W35 ENGINE OIL - 10W35 Engine Oil, Qty: 1</p><hr/><p>Item: 1GPROC - 1 Ghz Processor, Qty: 2</p><hr/><p>Item: 1GPROC - 1 Ghz Processor, Qty: 2 [TECH: Alan Flint]</p><hr/><p>Item: 1GPROC - 1 Ghz Processor, Qty: 2</p><hr/><p>Item: 1GPROC - 1 Ghz Processor, Qty: 2 [TECH: Alan Flint]</p><hr/><p>Item: 2GPROC - 2 Ghz Processor, Qty: 1</p><hr/><p>Item: 2GPROC - 2 Ghz Processor, Qty: 1 [TECH: Alice Martin]</p><hr/><p>Item: ALAN, Qty: 1 [TECH: Alan Flint]</p><hr/><p>Item: ALICE, Qty: 5 [TECH: Alice Martin]</p></div> <div data-bbox="615 1014 841 1058"><p>✍ Customer Signature</p></div> <div data-bbox="615 1102 841 1146"><p>✍ Technician Signature</p></div> <div data-bbox="326 1157 1122 1226"><p>Resolution Contacts Equipment Tasks Time Entries Inventory PO Lines Summary</p></div>

Case #	New Feature																																																
<p>MT-1411</p>	<p>The legacy job safety audit (JSA) report request has been added to the existing UsedEventBasedSync setup option in Mobile Device Global Settings.</p> <p>For the JSA Report:</p> <ul style="list-style-type: none"> • True: If UseEventBasedSync is set to True, when a technician requests the JSA report, the Sync window opens. If there are pending changes to the Appointment form, the technician is prompted to save or discard the appointment changes before the sync window opens. • False: If this option is set to False, technicians will see the following message "Job Safety Report will be available upon next Sync." <p>When set to True, this setup option prompts technicians to sync their device after a:</p> <ul style="list-style-type: none"> • A service call is created. • An appointment is created or completed. • A timesheet report is requested. • A legacy job safety audit (JSA) report is requested. • A piece of equipment is created. • A payment has been applied to a field invoice. • A purchase order is created. 																																																
<p>MT-1415, MT-1727</p>	<p>You can now define any Summary report (Call Summary, Appointment, or Job Appointment) for a specific customer and/or a customer location. You can also filter to a specific Call Type and/or Division for the Summary report the customer receives. This lets you customize the Summary report for your customer's needs. For example, the type of report they receive, the subject line, and the body of the email. See Set Up Report Email Options.</p> <p>Note: You can define a summary report for one or more customers and/or a customer location (each a separate report line) and have a <Default> summary report line for all other customers to receive. For example, you define the Call Summary report for customer 102 and also have the <Default> call summary report. Only customer 102 will get their unique report and all other customers will receive the default Call Summary report.</p> <p>Click to view screenshot.</p>  <table border="1" data-bbox="326 1266 1219 1499"> <thead> <tr> <th>Report Source</th> <th>Appointment Type</th> <th>Call Type</th> <th>Division</th> <th>Customer</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>Call Summary</td> <td>Service</td> <td>- Blank -</td> <td>- Blank -</td> <td>- Default -</td> <td>- Default -</td> </tr> <tr> <td>Call Summary</td> <td>Service</td> <td>ANNUAL SERVICE</td> <td>SERVICE COM</td> <td>102 - CEDAR FAMILY COUNSELING</td> <td>102 - MAIN OFFICE (CEDAR-15500 CLEV</td> </tr> <tr> <td>Field Invoice</td> <td>Service</td> <td>- Blank -</td> <td>- Blank -</td> <td>- Default -</td> <td>- Default -</td> </tr> <tr> <td>Job Safety Audit</td> <td>Service</td> <td>- Blank -</td> <td>- Blank -</td> <td>- Default -</td> <td>- Default -</td> </tr> <tr> <td>Employee Time Sheet</td> <td><All></td> <td>- Blank -</td> <td>- Blank -</td> <td>- Default -</td> <td>- Default -</td> </tr> <tr> <td>Appointment Summary</td> <td>Service</td> <td>- Blank -</td> <td>- Blank -</td> <td>101 - ACCURATE PRINTING</td> <td>- Default -</td> </tr> <tr> <td>Job Appointment Summary</td> <td>Job Cost</td> <td>- Blank -</td> <td>- Blank -</td> <td>- Default -</td> <td>- Default -</td> </tr> </tbody> </table>	Report Source	Appointment Type	Call Type	Division	Customer	Location	Call Summary	Service	- Blank -	- Blank -	- Default -	- Default -	Call Summary	Service	ANNUAL SERVICE	SERVICE COM	102 - CEDAR FAMILY COUNSELING	102 - MAIN OFFICE (CEDAR-15500 CLEV	Field Invoice	Service	- Blank -	- Blank -	- Default -	- Default -	Job Safety Audit	Service	- Blank -	- Blank -	- Default -	- Default -	Employee Time Sheet	<All>	- Blank -	- Blank -	- Default -	- Default -	Appointment Summary	Service	- Blank -	- Blank -	101 - ACCURATE PRINTING	- Default -	Job Appointment Summary	Job Cost	- Blank -	- Blank -	- Default -	- Default -
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<p>MT-1577</p>	<p>You can now specify to hide site inventories if the item has a negative or zero quantity. We've added a new AllowNegativeSiteQty option to Inventory Settings. This option defaults to True to remain consistent with existing functionality that shows the negative or zero quantity items. The new setup option is enabled if ShowInventorySiteQtyAvailable is set to True.</p> <ul style="list-style-type: none"> • True: When set to True, users can see and select an item, regardless of the available quantity. • False: When set to False, the item is not displayed if the site inventory has a zero or negative quantity for an item 																																																

Case # **New Feature**

MT-1562 Starting with the Signature 2024 release, you have the option to store attachments to Azure Cloud Storage (either WennSoft-hosted or self-hosted). Once you've set up Azure Cloud Storage in Signature, your MobileTech attachments will also use Azure Cloud storage. For more information, see the Signature 2024 What's New document.

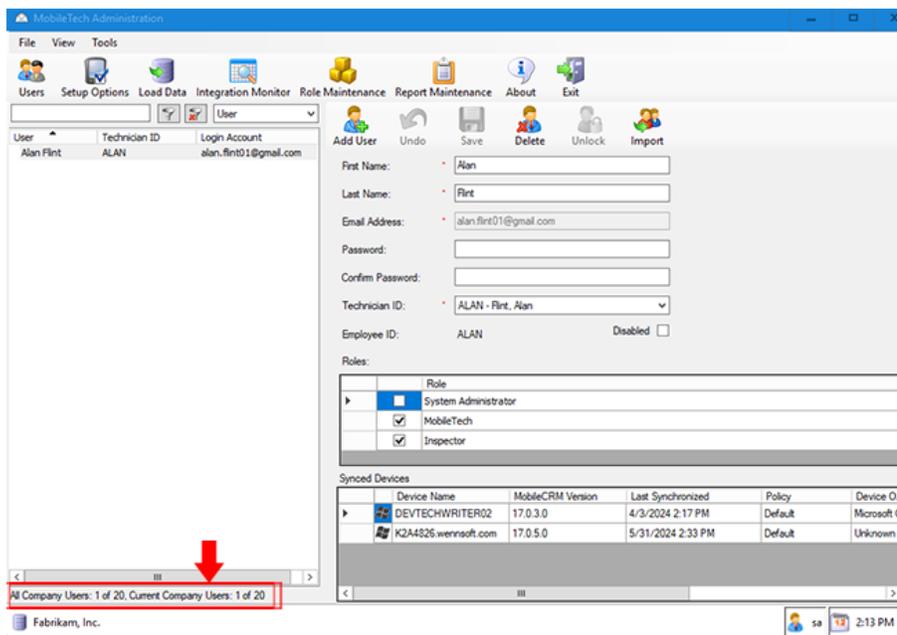
We've added a new read-only **DefaultDocumentCategory** setup option to MobileTech Global Settings. This setting shows the Default Storage Location selected in Signature 2024's new Document Storage Setup window.

- Copy File
- Attach File
- Copy To Database: If your Signature version is earlier than 2024, this option is the default.
- Cloud Storage

i When a technician updates an attachment that is stored locally and not in the cloud, MobileTech will update the local version and this will not be uploaded to the cloud.

MT-1674 We've added the Current Company User count after the All Company User Count at the bottom of the Users list in MobileTech Admin.

Click to view screenshot.



Resco Inspections

Case #	Description
MT-1168	<p>IMPORTANT: Due to issues with Resco licensing where the Inspection license is assigned to any technician who syncs with a project that has Inspections even if they are not assigned the Inspector Role, you need to have two Woodford projects (one for Inspections, one for non-Inspections). See Import the MobileTech Woodford Project for the updated steps for creating a child project and importing the Inspections project.</p> <p>Having the Inspections Woodford project as a "child" project of the Non-Inspection Woodford "parent" project allows you to make changes to the "parent" project and changes are automatically rolled down to the "child" project when you select to "Publish All". You will not have to make customization changes on two Woodford projects.</p> <p>Note that if customizations are made to the "child" project, the link the "parent" project will be broken.</p> <div style="border: 1px solid yellow; padding: 10px; margin-top: 10px;"> <p>⚠ IMPORTANT With this change, technicians must be assigned to either the MobileTech role or Inspector role, but not both roles. The assigned role determines which project the technician syncs their device to.</p> </div>
MT-1174	<p>Resco is deprecating the Auto Dashboard due to a lack of people using it. We've removed the Auto Dashboard from our Manager Woodford project. For more information, see https://docs.resco.net/wiki/Automatic_Dashboard.</p>

Case #	Description
MT-1215	<p>Additional new features from <u>Resco's Winter 2024 Release:</u></p> <ul style="list-style-type: none">• Resco mobile platform<ul style="list-style-type: none">• AI-assisted help in Woodford• Data model explorer• Migration from Xamarin to .NET platform• Sync improvements• Support for new languages• Bring some color to flexible forms• Code editor in Woodford• Not older than X days• Display options as segmented buttons• Display multi-dropdown as "chips"• Storage analyzer: questionnaire statistics• Save photos to device gallery• JSBridge: Is the question answered?• Inspections and questionnaires<ul style="list-style-type: none">• Use optical character recognition (OCR) to answer questions• Export and import wizard• Questionnaire options• Complete questionnaire and open a new instance• Which answers to copy in repeatable groups?• Access style editor from style selector• Resco Cloud<ul style="list-style-type: none">• Web app modernized• Improved cloning/pulling from connected environments• Custom fonts in server reports• Resco CRM Sync: upload filter <p>For information including a YouTube demonstration from Resco, please go to https://docs.resco.net/wiki/Releases/Winter_2024.</p>

Case #	Description
MT-1336	<p>Additional new features from Resco's Spring 2024 Release:</p> <ul style="list-style-type: none"> • Resco mobile platform (Microsoft, Resco Cloud) <ul style="list-style-type: none"> • Geofencing • JSBridge upgrade for web app • Microsoft Store app: switch to WebView2 • OCR in forms • Too much flexibility in the forms • View designer redesigned • View designer: responsive resize • View designer: custom map pin • Woodford: find fields used in the mobile app • Woodford: more clarity into "Project Default" • Newly supported FetchXML operators • Monitor progress when publishing projects • Housekeeping: .NET 8 • Clearer feedback for user actions • (iOS) nicer dropdown lists • Inspections and questionnaires (Microsoft, Resco Cloud) <ul style="list-style-type: none"> • Mark mandatory questions • Support for zero instances for repeatable group • Define score ranges for group results • Questionnaire Designer improvements • Save answers to a different table • Questionnaire integrity check <p>For information including a YouTube demonstration from Resco, please go to https://docs.resco.net/wiki/Releases/Spring_2024.</p>
MT-1410, MT-1543	<p>We've added new steps in the Middle Tier Database Clean Up Job to remove inspection attachments and entities.</p> <ul style="list-style-type: none"> • Inspection attachments: This will only clean up records where the attachment is saved in Signature for a related entity (service call, appointment, job, job appointment, equipment, or customer). • Inspection entities: <ul style="list-style-type: none"> • Removes any related entities for JSA inspections where the created date is older than 14 days. • Removes any orphaned child inspection entities for any inspection, not just JSA inspections. <p>You will need to create a new cleanup job in MobileTech Admin to add these new cleanup steps. For more information, see Create a Cleanup Job for the Middle-Tier Database.</p>