

# MobileTech 2024 (10.0) Readme

**Release Version:** 2024 (10.0.63)

**Release Date:** November 2024

- [Installing MobileTech](#)
- [Installation Components and Compatibility](#)
- [Installation Notes](#)
- [Bug Fixes](#)
- [New Features](#)

## Installing MobileTech

### 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.

### Installing MobileTech for the First Time

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

## Installation Components and Compatibility

- [Installing MobileTech](#)
  - [Installing MobileTech for the First Time](#)
- [Installation Components and Compatibility](#)
  - [MobileTech Components to Install](#)
  - [Important Notes](#)
  - [Compatibility](#)
  - [Incompatibility](#)
  - [Obtain a Google Maps API Key](#)
- [Installation Notes](#)
- [Bug Fixes](#)
  - [10.0.63 - November 2024](#)
  - [10.0.60 - October 2024](#)
- [New Features](#)

## 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](#).

## 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
<b>Operating Systems</b>	<ul style="list-style-type: none"> <li>• Android 14, 15</li> <li>• iOS 17, 18</li> <li>• Windows 10, 11</li> </ul>
<b>Signature Version</b> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p><b>⚠ IMPORTANT</b></p> <p><b>If you are upgrading to Signature 2024 (18.7.9),</b> you must upgrade to MobileTech 10.0. However, if you are only upgrading MobileTech to version 10.0, you can be on any of these compatible Signature versions.</p> </div>	<ul style="list-style-type: none"> <li>• Signature 2024 (18.07b09)</li> <li>• Signature 2023 (18.06b08)</li> </ul>

## 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.

## 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**.

## Installation Notes

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

### IMPORTANT

#### Deprecation Note:

The legacy UseXOi feature has been deprecated and is no longer available as a setup option in MobileTech Administration.

## 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.

Case #	Fixed Issue
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

For information on new features in MobileTech 2024, see [What's New](#).