MobileTech 8.0 Service Pack 1 Readme

Release Version: 8.0 Service Pack 1

Release Date: September 2020

This document includes these sections:

Installing MobileTech

Upgrading to **8.0 Service Pack 1** from a previous version

You can upgrade to MobileTech 8.0 SP 1 from version 7.x 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.
- **If you are upgrading from**
    - **MobileTech 7:** You will need to uninstall MobileTech including MobileTech Admin, MobileTech Integration Sync, MobileTech Synch Server, and MobileTech Client from your Windows server/computers. Additionally, The steps for importing a new Resco Woodford project file have changed from previous releases. Be sure to read *Important information for upgrade customers who already use Woodford* in the Signature MobileTech Installation and Administrative Guide before you import the new project file.
    - **MobileTech 7.5**: You will not need to uninstall previous versions. The steps for importing a new Resco Woodford file have not changed.
- **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 choose Process. For more information, see *Log into MobileTech Administration* in the Signature MobileTech 8.0 Installation and Administrative Guide. For additional upgrade notes, see *Upgrading MobileTech* in the Signature MobileTech Installation and Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.
- **Re-enable any options that were enabled in Woodford.** If you are using Mobile Auditing[1] (UseMobileAuditBackgroundSync=True), please be sure to re-enable the Woodford Auditing settings after importing a new Woodford projects.

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[1] https://docs.key2act.io/display/mt70/Enable+Mobile+Auditing

Installing MobileTech for the first time

You can install and set up MobileTech as described in the Signature MobileTech Installation and Administrative Guide.

Installation Components and Compatibility

MobileTech components to install

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

- MobileTech Server 8-0-63 (includes Resco Woodford 12.3.1.47087, Publish Version 12.2)
- MobileTech 8-0-63.Woodford (included in installation)
- Resco Mobile CRM (from device App Store)

Important Notes

- 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 Signature MobileTech 8.0 Installation and Administrative Guide.

Compatibility information

This table lists the tested and supported compatible versions for MobileTech 8.0 SP 1.

Software or device	Compatible versions
Operating systems	- Android 8.0 (Oreo), 9.0 (Pie), 10.0, 11.0* - iOS 12, 13 - Windows 10 ⬣ **IMPORTANT** *For Android 11 users only: The MobileTech Sync Server needs to be on an "https" server.
Signature version number	- Signature 2018 R4 (18.00b04g421) - Signature 2018 R3 (18.00b03g310) - Signature 2016 R3 SP 2 (16.00b03g321)

Obtain a Google Maps API Key

If you will be using the Mapping feature on a Windows computer, you will need to obtain a Google Maps API key at https://cloud.google.com/maps-platform/pricing/. (Select Dynamic Maps and then select Maps JavaScript API.)

Installation Notes

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

New Features (MobileTech 8.0)

Case #	New Feature
MTW-413	We've updated the process of adding a new appointment during the appointment completion process. After selecting the Complete and New Appointment option from the appointment window, the appointment is completed but not synced. When the technician saves the new appointment and syncs, this will also perform a full synchronization that includes the completed appointment.
MTW-415	A Location Contact lookup button has been added to the Additional Work form so that technicians can select the contact from a list of existing contacts for the location.
MTW-461	Admin users can now access the Installation and Administration Guide and the MobileTech Help from the About window in MobileTech Admin.
MTW-542	Technicians can now view all Job Appointment notes, where previously only the job resolutions notes displayed. The Notes tab displays at the bottom of the Job Detail window if notes already exist for this job appointment. The notes are viewable as read-only.
MTW-568	Technicians now have the ability to unassign equipment they themselves added to a service call, provided that a device sync has not been completed.
MTW-614	A service call can remain open with Task Completion set to Required if a second appointment is created for the service call prior to attempting to complete the first appointment.
MTW-715 MTW-911	Technicians can now use XOi's Deep Linking feature to open the XOi Vision app from the MobileTech app to complete the XOi Workflow and to view Site History. Technicians can then return to MobileTech from Vision using their Android device's back button or for iOS users, tapping ◀ Mobile CRM in the top left corner. The Appointment Summary report has been updated to include the XOi Resolution Note when the XOi Deep Linking is set to True in Admin Settings. ⚠ Users will need to deploy the updated Appointment Summary report. For information on deploying reports, see the Signature Reports Guide. Schedule 4.5 is required to use this feature.

Case #	New Feature
MTW-780	We've added a link to the Resco Cloud Dashboard under the Tools menu in MobileTech Admin. Selecting this option will open the Resco Cloud Dashboard in your default browser. On the Resco Cloud Dashboard, you have access to: • **Woodford** Woodford is a browser-based configuration tool for managing MobileTech. It allows you to manage connected mobile devices and to customize versions of MobileTech dedicated to a particular set of users. • **Admin Console** Admin Console is a server administration center used to configure and manage your Resco Cloud server. • **Sync Dashboard** The Sync Dashboard provides visibility into synchronization performance by identifying sync errors, sync duration, and metrics like average sync time.
MTW-783	The Appointment Resolution Snippets have been updated so that the **Add Snippets** button is inline in the Appointment pane as the technician completes the appointment. As the snippets are selected, a new snippet preview is displayed in the snippet selection window.
MTW-828	Technicians may be able to select a Location Contact when completing a job appointment. If the job's location is also a Service Location, then the technician can choose a Location Contact from the provided list or add a new Location Contact. If the Job Location is not a Service Location, the technician can only add a contact's email address to receive the Completion Report and the email address is not synced.
MTW-917	Payment Summary for field invoices has been redesigned for technicians to view the payment summary information including invoice number, customer, location, service call number and details of payments that were collected for the service calls, and report totals for the day and week. The Technician information and Date Created are also displayed. Technicians have the option to view the Current Week or the Previous Week. The dates can be sorted ascending or descending. An added option is to Collapse All to view only the date, payment information, and totals or Expand All to view all details. The device may need to be rotated to landscape view to display the data.
MTW-928	Field Invoicing users now have the option to have two different signatures for the Call Summary Report and the Field Invoice Report. • If Field Invoicing is turned on, UseFieldInvoicePreview = **True**, and UseFieldInvoiceSignature = **True**, the signature validation for the Field Invoice Report uses the Signature Settings CustomerSignatureValidationLevel option in MobileTech Admin's Setup Options. The technician has the option to either use the Summary Signature or to capture a signature for the Field Invoice Report. A customer signature captured from the Report tab is only attached to the Field Invoice Report. • If Field Invoicing is turned on, UseFieldInvoicePreview = **False**, and UseFieldInvoiceSignature = **True**, the Call Summary signature is used on the Field Invoice Report.

Case #	New Feature
MTW-958	Technicians can now access the appointment completion functions after selecting the **More** button to view added details about the job or service appointment. The <Complete> option has been added to the Hamburger menu ≡ icon on the appointment details window. For technician activities, the appointment completion function when viewing added details about the activity (after selecting More) is accessed by selecting the new ✔ icon.

Issues Fixed (MobileTech 8.0 Service Pack 1)

Case #	Fixed Issue
MTW-1075	The FTServiceCallAttachment view has been updated to synchronize attachments for OPEN service calls.
MTW-1138	MobileTech Admin is now correctly checking the SEE expiration date.
MTW-1148	For Quadra users, technicians will no longer receive the error "JSON property items have not enough child elements".
MTW-1150	For iOS users using the XOi workflow, users can now log back into MobileTech from XOi when the Save Password option is turned off.
MTW-1151	The latitude and longitude now update in the SV00113 table as expected when Auditing is set up in MobileTech Admin and Woodford.
MTW-1162	When accessing Refrigerant Tracking via an appointment, the service call ID is now being set on refrigerant tracking with multiple records.
MTW-1164	If the Transaction Date is deleted on the PO Receipt form, users must enter a Transaction Date to save the form.
MTW-1167	Users can now add a contact as expected when completing an appointment.

Issues Fixed (MobileTech 8.0)

Case #	Fixed Issue
MTW-468	When upgrading, users will no longer receive an IX_versonnumber error message.
MTW-500	Users will no longer receive the "Can't decrypt database key, no user password" error if Save Password is set to Off.
MTW-519	Labor Entries that have been COMMITTED in TimeTrack are no longer removed from the device.

Case #	Fixed Issue
MTW-539	Users will no longer receive the "Technician does not exist" message when attempting to create a new appointment immediately after deleting data on the device and logging in as a different technician. We are now using the systemuser table (instead of the config file) to load the Technician. We have added the technician and employee details to the MobileTech Setup form so users can quickly verify if the correct information is loaded.
MTW-545	Customers will no longer experience server deadlocks when merging contacts.
MTW-575	We've reduced sync times by limiting the service call and equipment attachments brought down to the device.
MTW-584	If you are using Flexible forms, we've found that the MobileTech tab icons do not display correctly. To fix this, you will need to edit the Theme in the Woodford project. On the left navigation bar, under **Design** , select **Theme** . In the far right section, to the right of TAB, select the ellipsis icon. Choose **Selected Foreground** and in the **Hex #** field, enter **000000** (zeros) to change the color to black. (Leave #FF in the first section of the Hex field.) Select *OK*. Select **Foreground** and in the **Hex #** field, enter **000000** (zeros) to change the field to black. (Leave #FF in the first section of the Hex field.) Select *OK* and *Save*. *Publish* the Woodford project.
MTW-597	After enabling XOi in MobileTech Admin, users will no longer receive the "JSON property 'items' has not enough child elements" message.
MTW-613	The Type of Call field in SV00300 is no longer cleared when the service call is updated in MobileTech.
MTW-895	The Time Entry added on the DefaultWeekday no longer disappears from Previous and Current Week view.
MTW-906	We've removed the UseXOEye setup option from MobileTech Admin as this feature has been deprecated and replaced with XOi Workflow and the new XOi Deep Linking feature.
MTW-942	Technicians who have timed into an appointment can now indicate an unsafe work environment. The technician is prompted to time out and can then change the status to the unsafe work environment indicator that has been set up in Signature and selected as the JobSafetyUnsafeStatus in MobileTech Admin. Job Safety Audit also needs to be set to True.
MTW-961	The job appointment resolution note now displays as expected on the Job Appointment Summary report. Signature 2018 R3 and Signature 2018 R4 users will need to install the updated Job Appointment Summary.rdl included in the download.
MTW-996	The Job Summary Timesheet report no longer prints automatically when a technician completes a job appointment. If your company would like to continue to have this report automatically generated, see Installation Notes_(see page 3).
MTW-1065	SEE registration was updated so that users upgrading from a previous version prior to Signature 2018 R3 have access to the XOi Settings options.

Known Resco Issues (MobileTech 8.0 and MobileTech 8.0 Service Pack 1)

The following are known issues that have been reported to Resco:

Case #	Known Resco Issues
MTW-673, MTW-674	**For Windows users (devices) only:** MobileCRM is unable to print or crashes when attempting to print the following file types: .doc, .docx, and .pdf. *Workaround*: None.
MTW-899	**For Windows users (devices and .msi installation) only:** • When creating a meter reading and using the +/- buttons on a currency-format field, after entering the first reading and attempting to enter the second reading, the first reading amount is cleared out and displays in the second reading field. • When entering a time entry and using the +/- buttons, after entering the first time entry and attempting to enter a second entry, the first entry is cleared and that amount displays in the second time entry field. *Workaround*: Until Resco has a fix for this, we have hidden the +/- buttons for Windows users. Technicians can still manually enter the amounts.
MTW-764	**For iOS users:** Certain data is not being deleted when sharing devices and switching users in the iOS Mobile CRM app. *Workaround*: The user should delete data, re-sync the device, and then verify the user name in MobileTech Settings.