

# MobileTech 7.5, Service Pack 1, and Service Pack 2

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## MobileTech 7.5 Readme - November 22, 2019

### Installing MobileTech

### Upgrading to 7.5 from a previous version

You can upgrade to MobileTech 7.5 from version 6.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.
- **You will need to uninstall MobileTech** including MobileTech Admin, MobileTech Integration Sync, MobileTech Sync Server, and MobileTech Client from your Windows server/computers.
- **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 7.5 Installation and Administrative Guide. For additional upgrade notes, see "Upgrading MobileTech" in the Signature MobileTech 7.5 Installation and Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.
- **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 7.5 Installation and Administrative Guide before you import the new project file.
- **Re-enable any options that were enabled in Woodford.** If you are using [Mobile Auditing](#)<sup>1</sup> (UseMobileAuditBackgroundSync=True), please be sure to re-enable the Woodford Auditing settings after importing a new Woodford projects.

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<sup>1</sup> <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 7.5 Installation and Administrative Guide*. If you're installing MobileTech, you'll be prompted to install database objects the first time you log into MobileTech Administration. You must do this for each company for which MobileTech will be used. 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 7.5 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 7-5-110](#)
- [MobileTech Client application \(Windows, Android, and iOS\) 7-5-101](#)
- [Resco Woodford \(MobileTech 7-5-110.Woodford\) 12.0](#)

### 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 7.5 Installation and Administrative Guide*.

### Compatibility Information

This table lists the compatible versions for MobileTech 7.5.

Software or device	Compatible versions
<b>Operating systems</b> The following operating systems have been tested and are supported, as of September 2019:	<ul style="list-style-type: none"><li>• Android 7.0 (Nougat), 8.0 (Oreo), 9.0 (Pie), 10.0</li><li>• iOS 12, 13</li><li>• Windows 10</li></ul>
<b>Signature version number</b>	<ul style="list-style-type: none"><li>• Signature 18.03b05</li><li>• Signature 2018 R4 (18.00b04g421)</li><li>• Signature 2018 R3 (18.00b03g310)</li><li>• Signature 2016 R3 SP 1 (16.00b03g319)</li><li>• Signature 2015 R2 SP 3 (14.00b02g231)</li></ul>

## 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/>. (You will need an API key that includes Maps and Routes. You do not need Places.)

## 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.
- **Important:** If your technicians use iOS devices, do not install the client updates on those devices unless you'll also be updating the MobileTech Sync Server and MobileTech Admin applications to the identical MobileTech version. We recommend that you clearly communicate this information to your technicians. We also recommend that you turn off automatic downloads of updates on iOS devices. To do this, go to Settings > iTunes & App Store. In the Automatic Downloads section, make sure the Updates option is turned off (the toggle switch should appear gray, not green). Repeat this task on each iOS device.

## New Features

View the What's New in Signature 2018 R4 and MobileTech 7.5 Webinar recorded on November 12, 2019 at <https://portal.key2act.com/customer-portal/Key2ActUniversity/Webinars>. (Customer sign-in required to view.)

- A new Woodford feature called **Sync Dashboard** is now available. This comprehensive monitoring tool gives administrators a 360° overview of sync details including what are the sync errors, how many users have sync errors, how long each sync takes, the average sync length, how many records are synced, and more. This also includes a **Sync conflict resolution feature**. This is a separate tool and needs to have Auditing and Log synchronization event enabled in the MobileTech Woodford project. For an in-depth overview, see your Woodford documentation and/or this blog post: <https://blog.resco.net/2019/02/21/sync-dashboard/>.
- Technicians can now add attachments on the Equipment records within MobileTech. These attachments would be added to the Equipment record (paper clip) in Service Management. MT-148
- Technicians can now edit the appointment status when timing in or out of an appointment. MT-150
- Users can now add Components as equipment items to existing Master Equipment. We've also updated the Equipment UI to display component/master equipment information. MT-94, MT-161
- Technicians can now submit time entries that require manager approval. Managers approve or reject time entries in TimeTrack. If a time entry is rejected, technicians see a notification on the Time Entry  icon that indicates a count of the rejected transactions for the previous and current week. In the time entry list view, a rejected transaction also displays an indicator  icon as well as a message that displays "Rejected" and the manager's comment. Technicians can edit their time entry and resubmit from the MobileTech app. MT-174
- We've added the Sublocation field to the Equipment form when adding new equipment. This field is also available when viewing existing equipment. If your Signature settings are set up to verify sublocations (Service Management Setup Options), a lookup is available. If you aren't verifying sublocations, the field is a simple string field. MT-175
- The Call Summary report was updated to make the XO's shared URL more visible. MT-243
- We've updated how contacts display: MT-393
  - Location contacts are now grouped by the contact name with their email address and multiple telephone numbers listed beneath the name.
  - Location contacts displayed in the Appointment Summary Report Emails window display the contact name and the associated email. If an email address is not associated with the contact, the text *Missing Email* displays beneath the name.

- In the Mobile Contacts window in Signature: If an existing contact is edited in MobileTech, you may see more than one row in the Mobile Contacts window. For example, if a contact has three telephone numbers associated and the contact's role has been updated, you will see three rows of contact information to be updated; one row for each phone number. This is because MobileTech sees this information joined into a single entity and Signature Service Management sees this as multiple entities.
- We have removed two setup options from MobileTech Admin, CreateNewCallForAnyCustomer and SyncAllEquipmentRecords. The introduction of SERVER MODE in MobileTech 7.0 replaces these options and allows technicians to see all permissible customers, locations, and equipment records from the server (middle-tier). For more information, see UseServerMode in [Mobile Device Global Settings](https://docs.key2act.io/display/mt75/Mobile+Device+Global+Settings)<sup>2</sup> in the MobileTech Installation and Administration Guide. MT-459, MT-460
- The Full Screen and Dashboard options have been disabled on the MobileTech Client Setup window. MT-491
- The Start Sync Date filters are now set up in Woodford and are a global setting. The default setting is +/- 1 month. If you need to adjust the Sync Filter range, you will need to update each of the following 3 entities in Woodford: Appointment, Customer, and Service Call. MT-538

## Issues Fixed

- Technicians can now only enter Time In or Time Out dates that are for the Previous Week or Current Week. MT-138
- Task List file names with parenthesis no longer causes corruption of the Woodford task views. The Woodford project views were renamed to use the encoded characters instead of the actual parenthesis symbols. MT-192
- Fixed a duplicate service call creation issue that was related to a delayed Save process. A load panel was added to indicate that the Save was still processing. MT-283
- Resolved a sync error issue with Task Responses that occurred if a Date Type response was left as NONE. If the date value is null, the date will now be set to 1/1/1900 when saved. MT-284
- The XOi Workflow-generated shared URL no longer overwrites the Resolution Note for Android users. MT-293, MT-373
- When creating a new service call, and you accidentally choose to save the empty call, the error message no longer blocks you from creating the call. MT-306
- To mirror the XOi Vision platform, we've updated the XOi workflow from "Start Workflow" to "Open XOi Vision". MT-307
- Fixed an issue where duplicate service calls were created when a form that has unsaved changes remained open and a new service call window had been opened. Now once the new call is created, the New Service Call window is closed. MT-318
- Entering a long description for Additional Work no longer causes a sync error. MT-322
- Fixed an app crash issue on the Labor Expense Form after adding an unbilled entry when using the Back button. MT-325
- Fixed an issue users experienced with duplicate Back buttons in the toolbar when rotating from multi-panel landscape to single-panel portrait. MT-327
- On Android devices, using your device's back button on an unsaved window and choosing the Save and Close option now works as expected. This applies to report contacts, location contacts, appointment completion signatures, and timesheet report signatures. MT-326, MT-331
- On Android devices, we've fixed an app crash issue that occurred when saving a new appointment. MT-332
- On Android devices, the new service call is now saved as expected. This occurred on smaller devices when using a single panel mode and using the back button on the toolbar. MT-333
- We've replaced the existing JSA tab with a new offline HTML list to fix a display issue. All Job Safety Tasks display as expected when using the new Job Safety Audit (JSA) offline HTML page. MT-345
- Fixed an issue where an underscore in a Customer Name caused a Callback error on the Summary/Signature tab when completing an appointment. MT-380
- When a Work Crew Employee is removed from the Work Crew Employee Setup window in Signature, the workcremployee table in the middle-tier is now updated as expected. MT-390

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<sup>2</sup> <https://docs.key2act.io/display/mt75/Mobile+Device+Global+Settings>

- We've fixed a mismatch issue with the Type\_of\_Call and Type\_Call\_Short\_Values that occurred when the call type was changed on the service call in MobileTech and then synced to the back office. MobileTech was only updating one value (Type\_Call\_Short) and not the other (Type\_of\_Call). This issue has been resolved. MT-412
- The WSMobileLoadLocationContact stored procedure was updated to prevent the trackingdelete table from growing exponentially. This will speed up the ServerDeletes during the synchronization process. MT-415
- The Android app no longer crashes after saving the Payment Window. MT-450
- After completing or adding a task response, the focus is now returned to the last task that was worked on. MT-515
- We've fixed an issue that caused the app to crash when commas were used in the technician name. MT-535
- Updated the synchronization process to reduce sync time. MT-582, MT-583
- The "Assign to Me" prompt no longer displays multiple times on pending appointment forms. MT-593, MT-598
- We've fixed an issue with "Save Data First" prompts. MT-597

# MobileTech 7.5 Service Pack 1 Readme - January 10, 2020

## Installing MobileTech

### Upgrading to 7.5 Service Pack (SP) 1 from a previous version

You can upgrade to MobileTech 7.5 SP 1 from version 6.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:**
  - **Version 7.0 or prior:** You will need to uninstall MobileTech including MobileTech Admin, MobileTech Integration Sync, MobileTech Synch Server, and MobileTech Client from your Windows server/ computers.
  - **Version 7.5:** You do not need to uninstall any MobileTech components.
- **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 7.5 Installation and Administrative Guide. For additional upgrade notes, see "Upgrading MobileTech" in the Signature MobileTech 7.5 Installation and Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.
- **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 7.5 Installation and Administrative Guide before you import the new project file.
- **Re-enable any options that were enabled in Woodford.** If you are using [Mobile Auditing](https://docs.key2act.io/display/mt70/Enable+Mobile+Auditing)<sup>3</sup> (UseMobileAuditBackgroundSync=True), please be sure to re-enable the Woodford Auditing settings after importing a new Woodford projects.

### Installing MobileTech for the first time

You can install and set up MobileTech as described in the *Signature MobileTech 7.5 Installation and Administrative Guide*. If you're installing MobileTech, you'll be prompted to install database objects the first time you log into MobileTech Administration. You must do this for each company for which MobileTech will be used. 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 7.5 Installation and Administrative Guide*.

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<sup>3</sup> <https://docs.key2act.io/display/mt70/Enable+Mobile+Auditing>

# Installation Components and Compatibility

## MobileTech Components to Install

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

- MobileTech Server 7-5-110
- MobileTech Client application (Windows, Android, and iOS) 7-5-101
- Resco Woodford (MobileTech 7-5-110.Woodford) 12.0

## 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 7.5 Installation and Administrative Guide*.

## Compatibility Information

This table lists the compatible versions for MobileTech [7.5 SP 1](#).

Software or Device	Compatible Versions
<b>Operating systems</b> The following operating systems have been tested and are supported, as of January 2020:	<ul style="list-style-type: none"><li>• Android 7.0 (Nougat), 8.0 (Oreo), 9.0 (Pie), 10.0</li><li>• iOS 12, 13</li><li>• Windows 10</li></ul>
<b>Signature Version Number</b>	<ul style="list-style-type: none"><li>• Signature 2018 R4 (18.00b04g421)</li><li>• Signature 2018 R3 (18.00b03g310)</li><li>• Signature 2016 R3 SP 2 (16.00b03g321)</li><li>• Signature 2016 R3 SP 1 (16.00b03g319)</li><li>• Signature 2015 R2 SP 3 (14.00b02g231)</li></ul>

## 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/>. (You will need an API key that includes Maps and Routes. You do not need Places.)

## 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.

- **Important:** If your technicians use iOS devices, do not install the client updates on those devices unless you'll also be updating the MobileTech Sync Server and MobileTech Admin applications to the identical MobileTech version. We recommend that you clearly communicate this information to your technicians. We also recommend that you turn off automatic downloads of updates on iOS devices. To do this, go to Settings > iTunes & App Store. In the Automatic Downloads section, make sure the Updates option is turned off (the toggle switch should appear gray, not green). Repeat this task on each iOS device.

## New Feature

Users can now resubmit any Time Entry transactions that failed. A check has been added to the sync process to look for any previously-synced time entry transactions in the Middle Tier with the Is Processed flag set to False. A *Failed Transaction*  icon displays to the left of any failed transactions as well as the count of failed transactions display as a badge notification on the Time Entry icon in the left navigation. MT-614

## Issues Fixed

- Switching companies in MobileTech Admin no longer causes random crashes. MT-610
- Some users have experienced an issue with captured signatures and MobileTech displaying a "Missing required data." message. This may occur if users are using more than one device and more than one Summary Report is created for the appointment. A verification check has been added to remove duplicate reports. The report is updated with the most recent names/signatures. MT-617
- Field Invoicing is now working as expected when UseFieldPayment=True. MT-622
- For Android users, users can now create a new service call using the *Add*  icon without experiencing the screen locking up. MT-623
- For Android users, the Time Entry Description field is now saving as expected. MT-624
- When backdating a TimeLog Entry, the Labor Entry record now respects the backdate. MT-626
- Users will no longer experience an error message when creating a new appointment and set the status to the TimeLogStatusUpdate value from Settings. MT-627
- Fixed a random issue that occurred with the loading spinner icon displaying. MT-628



# MobileTech 7.5 Service Pack 2 Readme - June 2020

## Installing MobileTech

### Upgrading to 7.5 Service Pack (SP) 2 from a previous version

You can upgrade to MobileTech 7.5 SP 2 from version 6.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:**
  - **Version 7.0 or prior:** You will need to uninstall MobileTech including MobileTech Admin, MobileTech Integration Sync, MobileTech Synch Server, and MobileTech Client from your Windows server/ computers.
  - **Version 7.5:** You do not need to uninstall any MobileTech components.
- **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 7.5 Installation and Administrative Guide. For additional upgrade notes, see "Upgrading MobileTech" in the Signature MobileTech 7.5 Installation and Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.
- **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 7.5 Installation and Administrative Guide before you import the new project file.
- **Re-enable any options that were enabled in Woodford.** If you are using Mobile Auditing<sup>4</sup> (UseMobileAuditBackgroundSync=True), please be sure to re-enable the Woodford Auditing settings after importing a new Woodford projects.

### Installing MobileTech for the first time

You can install and set up MobileTech as described in the *Signature MobileTech 7.5 Installation and Administrative Guide*. If you're installing MobileTech, you'll be prompted to install database objects the first time you log into MobileTech Administration. You must do this for each company for which MobileTech will be used. 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 7.5 Installation and Administrative Guide*.

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<sup>4</sup> <https://docs.key2act.io/display/mt70/Enable+Mobile+Auditing>

# Installation Components and Compatibility

## MobileTech Components to Install

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

- MobileTech Server 7-5-116
- MobileTech Client application (Windows, Android, and iOS) 7-5-101
- Resco Woodford 12.0 (MobileTech 7-5-116.Woodford)

## 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 7.5 Installation and Administrative Guide*.

## Compatibility Information

This table lists the compatible versions for MobileTech 7.5 SP 1.

Software or Device	Compatible Versions
<b>Operating systems</b> The following operating systems have been tested and are supported, as of January 2020:	<ul style="list-style-type: none"><li>• Android 7.0 (Nougat), 8.0 (Oreo), 9.0 (Pie), 10.0</li><li>• iOS 12, 13</li><li>• Windows 10</li></ul>
<b>Signature Version Number</b>	<ul style="list-style-type: none"><li>• Signature 2018 R4 (18.00b04g421)</li><li>• Signature 2018 R3 (18.00b03g310)</li><li>• Signature 2016 R3 SP 2 (16.00b03g321)</li></ul>


## 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/>. (You will need an API key that includes Maps and Routes. You do not need Places.)

## 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.
- Important:** If your technicians use iOS devices, do not install the client updates on those devices unless you'll also be updating the MobileTech Sync Server and MobileTech Admin applications to the identical MobileTech version. We recommend that you clearly communicate this information to your technicians. We also recommend that you turn off automatic downloads of updates on iOS devices. To do this, go to Settings > iTunes & App Store. In the Automatic Downloads section, make sure the Updates option is turned off (the toggle switch should appear gray, not green). Repeat this task on each iOS device.

## Issues Fixed

PR	Description
MTW-562	After enabling XO! in MobileTech Admin, users will no longer receive the "JSON property 'items' has not enough child elements" message.
MTW-563, MTW-564	The Time Entries Total Hours now correctly displays the correct amount if there are more than 20 labor transactions.
MTW-577	Job Safety Task Response options now display as expected.
MTW-612	The default Pay Code from the device Settings now defaults as expected on the Time Entry Form.
MTW-644	When the appointment status is set to the JobSafetyStartStatus, the JSA tab navigation now works as expected.
MTW-765	We've fixed an issue where the Failed/Rejected Time Entry  icon was displayed in the entry name instead of in the list as expected. The Failed/Rejected icon will not display if accessing the Time Entries list from Appointment Completion.
MTW-893	The Time Entry added on the DefaultWeekday no longer disappears from Previous and Current Week view.
MTW-943	When a location that only has one service call and a new appointment was created, when the first appointment is completed and synced, the Customer and Location now remain on the device.
MTW-949	Users can now generate a second Field Invoice that includes any updates that were made.
MTW-979	We've reduced sync times by limiting the service call and equipment attachments brought down to the device.
MTW-990	The Type of Call field in SV00300 is no longer cleared when the service call is updated in MobileTech.
MTW-991	Labor Entries that have been COMMITTED in TimeTrack are no longer removed from the device.