



Schedule

Installation and Upgrade Guide

Version: Schedule 2020 (4.5)

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System Requirements and Compatibility

System Requirements

To find a complete list of system requirements across all the Signature modules, refer to [System Requirements](#)¹.

Signature Version Compatibility

- Signature 2018 R4
- Signature 2018 R3
- Signature 2016 R3 SP2
- MobileTech 8.0 for XO! Deep Linking

Device Compatibility

Schedule is not designed to perform on smaller form factors, like a tablet computer or smartphone.

Incompatibility

WebDav is an optional IIS Feature that is not currently compatible with the Schedule services.

It is our recommendation not to install WebDav as one of the features installed on IIS as a prerequisite feature for Schedule. It is an optional feature and not needed for Schedule and could potentially cause problems.

If WebDav is a needed feature for other IIS websites installed (other than WennSoft software), we recommend that WebDav is removed from the Handler Mappings and Modules features for the particular IIS Site that Schedule is installed on.

1. Open the Internet Information Services (IIS) Manager.
2. Navigate the **Default Web Site**.
3. Double-click to open **Handler Mappings**.
4. Right-click **WebDav** and select **Remove**.
5. Select **Default Web Site**.
6. Double-click to open **Modules**.
7. Right-click **WebDav** and select **Remove**.
8. Perform IISRESET from elevated CMD prompt.

Install the .NET Core 3.1 Windows Server Hosting bundle

1. Install the [.NET Core Windows Server Hosting bundle](#)² on the hosting system. The bundle installs the .NET Core Runtime, .NET Core Library, and the ASP.NET Core Module. The module creates the reverse proxy between IIS and the Kestrel server. If the system doesn't have an Internet connection, obtain and install the [Microsoft Visual C++ 2015 Redistributable](#)³ before installing the .NET Core Windows Server Hosting bundle. **Important!** If the hosting bundle is installed before IIS, the bundle installation must be repaired. Run the hosting bundle installer again after installing IIS.

¹ <https://docs.key2act.io/display/Signature2018R4/System+Requirements>

² <https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/iis/?view=aspnetcore-3.1>

³ <https://www.microsoft.com/download/details.aspx?id=53840>

2. Restart the system or execute **net stop was /y** followed by **net start w3svc** from a command prompt. Restarting IIS picks up a change to the system PATH made by the installer.

Obtain a Mapping API Key

If you will be using the Mapping feature, you will also need to obtain a Google or Bing Mapping API key:

- Google Maps: <https://cloud.google.com/maps-platform/pricing/> You will need the **Maps JavaScript API** (Maps > Dynamic Maps), **Directions API** (Routes > Directions), and **Geocoding** (Places tab). Geocoding is required for setting coordinates.
- Bing Maps: <https://www.microsoft.com/en-us/maps/licensing/options>

Installing Schedule

- [Installing Schedule Prerequisite Files on page 2](#)
- [Installing the Schedule Web Service and Application on page 2](#)
- [Install the Schedule Web Service for Additional Companies on page 3](#)
- [Log into Schedule on page 3](#)

Installing Schedule Prerequisite Files

Prior to installing the K2A Service Library and application, the Schedule installation requires directories and files to be placed on your server.

1. Right-click **Schedulx.x.xx.exe** and choose *Run as Administrator*. The Welcome to the Schedule Setup Wizard page is displayed.
2. Choose *Next*.
3. On the **End-User License Agreement** window, review and accept the terms of the license agreement.
4. Choose *Next*.
5. On the **Select Installation folder** window, accept the default installation location or use the *Browse* button to select a different installation location for the Schedule web service.
6. Choose *Next*.
7. On the **Ready to Install** window, choose *Install*.
8. On the **Completing the Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked by default.
9. Choose *Finish* to launch the Schedule Web Installer. The Schedule Web Installer window launches to set up the K2A web service and application location.

Installing the Schedule Web Service and Application

1. The **Schedule Web Installer** window displays to set up the web service.

 The Schedule Web Installer window may automatically display during the installation process or you can manually open this by going to *Start > Signature > Schedule Web Installer*.

2. A check is run to verify Microsoft NetCore is installed. If you do not, a message displays indicating that you need to install this. To do so, choose the hyperlink *.NET Core Windows Server Hosting Bundle* from the installation window.
3. On the **Upgrade/Install K2A Service Library** tab, enter the following information:
 - SQL Server
 - Admin SQL User

- Password
 - GP System Database – The database defaults to DYNAMICS, however, you can change this if you have a different name.
4. Choose *Login to display the company/companies* and then choose the **Company** for this Installation This option lets you set up multiple companies during one installation. If you later have a need to install the Schedule Web Service for more companies, see [Install the Schedule Web Service for Additional Companies on page 3](#).
 5. Enter the **Port for Web Services**. The default port is 80. If you will be integrating with a 3rd party solution, enter **443** (the default port for https) or verify the port you enter is exposed through your company's firewall. Once you tab off the field, a message displays indicated that port 443 requires your domain name and a trusted certificate. Choose **OK**. Enter the **Domain Name**. Current users upgrading should contact WennSoft customer support for assistance.
 6. The **physical folder location** for K2A Service Library files defaults.
 7. Set the **Schedule 'admin' Password**. This is the administrator's password to log into Schedule.
 8. Choose *Install*.
 9. Choose *OK* in the message that displays.
 10. On the **Upgrade/Install Schedule** tab, the K2A Service Library web service URL defaults.
 11. Choose *Test*. The current Service Library version displays in the field if successful.
 12. Enter the **Port** for the website. The port should default from the previous tab.
 13. Choose *Install or Upgrade*.
 14. When the installation is complete, a message displays at the bottom of the window, and a hyperlink is provided to your Schedule website. If you used port 443, verify that the URL begins with **https://**. You can select the link to open your default web browser. You can create a bookmark to quickly access Schedule.

Install the Schedule Web Service for Additional Companies


Additional companies can be added after the initial installation by following these steps.

1. Navigate the Schedule installation location.
2. Right click **ScheduleWebInstaller.exe** and choose *Run as Administrator*.
3. The **Schedule Web Installer** window displays to set up the web service.
4. On the **Install/Update Service Library** tab, enter the following information:
 - SQL Server
 - Admin SQL User
 - Password
 - GP System Database
5. Choose *Login*.
6. Select **Companies** for this Installation.
7. Mark **Install SQL Object Only**.
8. Choose *Upgrade*.

Log into Schedule

1. Navigate to your Schedule web location as displayed after the installation of the K2A Web Services.
2. Log in with your Schedule 'admin' username and password.
3. Choose *OK* to open Schedule.
4. Set up the official administrator user.
5. Complete the **Schedule setup instructions** in the Schedule User Guide.

Upgrading Schedule

 Prior to upgrading schedule, we recommend that you back up the following tables:

GP System Database

- K2A_Area
- K2A_Role – User Roles
- K2A_RolePermissions – User Roles
- K2A_Settings – Settings and Configuration
- K2A_User_Role – User Roles

Company Database


- K2A_ResourceExtension – Technician Details
- SV00113 (Vehicles) – Used for Schedule Mapping/Routing

Upgrading Schedule 4.5 from a previous version

You can upgrade to Schedule 4.5 from version 3.0 or higher.


Prior to upgrading the K2A Service Library and application, the Schedule installation requires updated files to be placed on your server.

1. Right-click **Schedulx.x.xx.exe** and choose *Run as Administrator*. The Welcome to the Schedule Setup Wizard page is displayed.
2. Choose *Next*.
3. On the **End-User License Agreement** window, review and accept the terms of the license agreement.
4. Choose *Next*.
5. On the **Select Installation folder** window, accept the default installation location or use the *Browse* button to select a different installation location for the Schedule web service.
6. Choose *Next*.
7. On the **Ready to Install** window, choose *Install*.
8. On the **Completing the Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked by default.
9. Choose *Finish* to launch the Schedule Web Installer. The Schedule Web Installer window launches to set up the K2A web service and application location.

 If you haven't installed .NET Core 3.1, you will be prompted to download and install this required update. After installing the .NET Core 3.1 update, you will need to manually open the Schedule Web Installer by going to *Start > Signature > Schedule Web Installer* to continue with the upgrade process.

Upgrading the Schedule Web Service and Application

1. If you are continuing the installation from the steps above, the **Schedule Web Installer** window displays to set up the web service.

 You can manually open this by going to *Start > Signature > Schedule Web Installer*.

2. A check is run to verify Microsoft NetCore is installed. If you do not, a message displays indicating that you need to install this. To do so, choose the hyperlink *.NET Core Windows Server Hosting Bundle* from the installation window.


3. *****At this time you need to STOP the K2A_ServiceLibrary application pool in the IIS Manager before continuing.*****
4. On the **Upgrade/Install K2A Service Library** tab, enter the following information:
 - SQL Server
 - Admin SQL User
 - Password
 - GP System Database – The database defaults to DYNAMICS, however you can change this if you have a different name.
5. Choose *Login* to display the company/companies and then choose the **Company** for this Upgrade. This option lets you upgrade multiple companies during one upgrade.
6. Choose *Upgrade*.
7. Choose *OK* in the message that displays.
8. **Start** the **K2A_ServiceLibrary** application pool that was previously stopped.
9. From the **Upgrade/Install Schedule** tab, enter the URL for the K2A Service Library web service.
10. Choose *Test*. The current Service Library version displays in the field if successful.
11. Choose *Upgrade*.
12. A message displays when the installation is complete, choose *OK*.
13. Each Schedule user will need to refresh their browser cache for both the Schedule Board and the Customer Hub tabs. This is done from the keyboard by holding down the CTRL key and then pressing the F5 key once, doing this once for the Schedule Board tab and once for the Customer Hub tab.

Viewing the K2A Service Library Event Log

Access the Windows Event Viewer to view a log of application and system messages, including errors, information messages, and warnings that may have occurred with the K2A Service Library.

To view the event log:

1. Open **Control Panel**.
2. Select **Administrative Tools**.
3. Double-click **Event Viewer**.
4. In the navigation pane, expand **Applications and Service Logs**.
5. Select **K2A Service Library**.
6. The **Detail** pane displays event entries that is sorted by default in chronological order with the latest events at the top.

 You can click any column header to sort events by that field in ascending or descending order.

7. Select an event to view the event details.
 - The **General** tab displays more information.
 - Select the **Details** tab to display the raw event data.
8. You can right-click on an event and select **Copy > Copy Details as Text** and then paste the results into a text editor, email, etc.

Uninstalling Schedule

1. Uninstall Schedule from the Control Panel or using the Product Installer.
2. Remove any remaining folder structure for Schedule (C:\Program Files (x86)\Signature\Schedule).
3. Remove all SCHEDULE web sites from IIS Manager.
4. Remove all application pools from IIS Manager (should be called 'K2A_ServicesLibrary' and 'K2A_SCHEDULE').

Contact Information

Support

Phone: 262-317-3800

Email: support@wennsoft.com⁴

Hours: Normal support hours are 7:00 a.m. to 6:00 p.m. Central Time. After-hours and weekend support is available for an additional charge. Please contact WennSoft Support for additional information.

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We offer several Signature Enhancement and Support Plans to meet your needs and Extended Support Plans for retired product versions available at <https://www.wennsoft.com/wsportal>⁵.

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