

MobileTech 2019 (7.0) Readme

June 4, 2019

This document provides descriptions of new features and resolved issues that are included in Signature MobileTech 7.0.

CONTENTS:

- [Installing MobileTech on page 1](#)
- [Installation components and compatibility on page 2](#)
- [Installation notes on page 3](#)
- [Features & Fixes on page 3](#)

Installing MobileTech


Upgrading to 7.0 from a previous version

You can upgrade to MobileTech 7.0 from version 5.x or higher.

The components that you'll install for MobileTech 7.0 will overwrite your existing components. You don't need to uninstall or rename the current MobileTech files. You can install and set up the newest version as described in the *Signature MobileTech 7.0 Installation and Administrative Guide*.

- 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.
- We recommend that you remove the previous client shortcut from the devices. The installation process creates a new shortcut instead of overwriting the previous shortcut.
- You'll be prompted to install database objects the first time you log into MobileTech Administration. 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 7.0 Installation and Administrative Guide. For additional upgrade notes, see "Upgrading MobileTech" in the Signature MobileTech 7.0 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 7.0 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](#)¹ (UseMobileAuditBackgroundSync=True), please be sure to re-enable the Woodford Auditing settings after importing a new Woodford projects.
- **XOi Workflow (See v1) Users**
If you are using the original version of the XOi workflow (See v1), there are additional steps that you must take during the MobileTech upgrade as the XOi v1 workflow integration components are no longer included in the MobileTech installation. Please reach out to WennSoft Support for additional instructions.

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 7.0 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 7.0 Installation and Administrative Guide*.

Installation components and compatibility

MobileTech components to install

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


- MobileTech Sync Server 7-0-112
- MobileTech Integration Sync application 7-0-112
- MobileTech Administration application 7-0-112
- MobileTech Client application (Windows, Android, and iOS) 7-0-80
- Resco Woodford (MobileTech.Woodford) 11.0.8.0

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 7.0 Installation and Administrative Guide*.

Compatibility information

This table lists the compatible versions for MobileTech 7.0.

Software or device	Compatible versions
Operating systems The following operating systems have been tested and are supported, as of February 2018:	<ul style="list-style-type: none"> • Android 6.0 (Marshmallow), 7.0 (Nougat), 8.0 (Oreo), and 9.0 (Pie) • iOS 11, 12 • Windows 10 <div>  The Google Nexus 9 (Android Nougat) is not compatible. </div>

Software or device	Compatible versions
Signature version number	<ul style="list-style-type: none"> • Signature 2018 R3 18.00b03g310 • Signature 2018 R2 18.00b02g210 • Signature 2016 R3 SP 1 16.00b03g319 • Signature 2015 R2 SP 3 14.00b02g231


Installation notes

- **Important Note:** 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.
- **We recommend turning off CreateNewCallForAnyCustomer.** We now synchronize all location contacts for any locations on the device. If this setting is set to True, all location contacts will be syncing for all locations and may result in a large amount of data. In MobileTech Administration, choose Setup Options and scroll down to MobileTech Company-Specific Settings. Additionally, the introduction of the SERVER MODE allows users to see all permissible customers and locations in the middle-tier while improving overall sync times significantly.

Features & Fixes

New features


- **Updated the look of the MobileTech Client with new icons and colors.**
- **Added compatibility to use Woodford's Mobile Audit feature to update the Technician Vehicle table (SV00113).** The location information updates automatically based on time/distance plus you can choose to have the location updated when the technician updates appointments, creates a labor transaction, and/or times in/out of appointments. The location data is updated when the device is synchronized to the host. We recommend that you use event-based synchronization so that the technician location coordinates are sent when completing (and syncing) their appointments. This will also enable other applications such as Schedule to view the most up-to-date information about the technician's location.
- **Enhanced the Create New Service Call window.** Technicians can search from either their DEVICE or from the SERVER. The MODE is indicated at the top of the window. The Server Mode is a new setup option found under Mobile Device Global Settings in MobileTech Administration. The default value is set to True.
 - **DEVICE MODE** - The Customer Location drop-down displays only customers/locations on your device.
 - **SERVER MODE** - The Customer Location drop-down displays customers/locations on the middle-tier database (an internet connection is required).

 **We recommend turning off CreateNewCallForAnyCustomer** with the introduction of the SERVER MODE. This mode will allow you see all permissible customers and locations in the middle-tier while improving overall sync times significantly.

- Only the customers within the technician's branch display if Global Filtering is enabled in Signature.
- A **Customer Location/Equipment** search field is displays at the top of the form if the customer locations and equipment exceed the Fetch Limit settings. This is a case-sensitive field. The search field defaults to **Customer Location** however you can choose the drop-down to

select **Equipment**. If searching using the Customer Location, you can search by customer, location, or address line 1.

- **Technicians can view Additional Work after syncing by using SERVER MODE.** The Additional Work window in the MobileTech Client has been updated to include the DEVICE MODE and SERVER MODE options. Technicians can switch to SERVER MODE to view any Additional Work that they've created that exists on the Middle Tier.
- **Technicians can now add a Resolution Note on a job appointment.** Job appointment resolution notes can be created for any open job. A job appointment note can be viewed, edited, and printed from within Signature, MobileTech and Schedule. During the job appointment completion process in MobileTech, a technician will be able to create a job appointment resolution note. This note will be created with Resolution as the note subject. The job appointment resolution note is included on the updated Job Completion Appointment Summary report which can be generated and emailed from MobileTech. This feature is compatible with Signature 2018 R3 and higher.
The appointment can have only one resolution note per appointment and technician. If the appointment is reassigned to a different technician, the note will be moved to the new appointment.
- **The Signature Capture feature has been enhanced and moved to the bottom of the Summary tab.** If a signature is missing, the Customer and/or Technician button displays as red. Once the signature is obtained, the button displays as green. If you need more space for a signature, turn the device horizontally to rotate the screen and the signature field displays full screen.
- **MobileTech 7.0 introduces the opportunity to synchronize the contacts that technicians add or update in the MobileTech Client** with Signature 2018 R3 (and higher) and the Contacts Management module. The new Mobile Contacts window (Inquiry > Service Management > Mobile Contacts) lets users review and process the customer's contact information. For detailed steps, see the MobileTech 7.0 Installation and Administration guide (or Signature Help > MobileTech) for MT Information Processing.

 **We recommend turning off CreateNewCallForAnyCustomer.** We now synchronize all location contacts for any locations on the device. If this setting is set to True, all location contacts will be syncing for all locations and may result in a large amount of data. In MobileTech Administration, choose Setup Options and scroll down to MobileTech Company-Specific Settings.

- **Technicians can now add multiple service inventory items with the same exact item number provided the description entered is unique.**
- **Updated SSRS reports**
The following reports have been updated to include features new or updated in MobileTech 7.0. You will need to run the SSRS Deployment Wizard to add/update these reports. See the Signature Install and Upgrade document for more information.

Signature Service Reports

- Appointment Summary.rdl – Updated the customer and technician signature display.
- Call Summary.rdl – Updated the customer and technician signature display.
- Field Invoice.rdl – Updated the customer and technician signature display.
- Job Appointment Summary.rdl
 - Added the customer and technician signatures.
 - Added the new Job Resolution Note. (Signature 2018 R3 and higher.)

TimeTrack Reports

- Time Sheet.rdl – Updated the technician signature.

Issues fixed

- 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
- 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

- On Android devices, we've fixed an app crash issue that occurred when saving a new appointment. MT-332
- 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
- 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
- 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
- To mirror the XOι Vision platform, we've updated the XOι workflow from "Start Workflow" to "Open XOι Vision". MT-307
- 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
- Fixed an issue where an underscore in a Customer Name caused a Callback error on the Summary/Signature tab when completing an appointment. MT-305
- 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
- The XOι Workflow-generated shared URL no longer overwrites the Resolution Note for Android users. MT-293
- 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 Location Contact sync filter has been changed so that only location contacts that are related to appointments assigned to the current technician are synchronized.
- Fixed an issue that occurred in the New Service Call window that happened if you are using Global Filtering where if a technician is assigned to more than one branch, only the first branch was displaying.
- Resolved an issue with the iOS app crashing upon launching.
- If a vendor has been marked Inactive or On Hold in Signature, they will no longer display in the MobileTech Client.
- Signature no longer is cut off when switching from full screen mode to panel mode.
- Selecting Generate Job Safety Report button no longer triggers keyboard pop-up on Android device.
- Using a number in the naming convention of an attachment description no longer causes a crash.
- Expired contracts are now being removed from the Middle Tier.
- Resolved an issue with a cleanup step for expired contract equipment records.
- Copy and paste in text or string type Task Responses with MobileTech for Android now works as expected.
- Load Data no longer causes an arithmetic overflow when processing Site Inventory.
- Entering an Unknown vendor longer than 15 characters no longer causes a purchaseorderdetail sync error.
- Errors no longer exist when adding inventory using task materials.
- Adding new equipment to service call no longer automatically assigns the equipment.
- TimeLog conversion to UTC has been updated to properly cross the midnight hour when Time Zone Views are enabled.
- Generating the Previous Week Time Sheet no longer generates an error when the technician is in a different time zone than the report server.
- User is no longer prompted that a cost code is a required field when saving an existing job appointment.
- TechnicianBranch table is now populated with OwnerID when global filters are in use, so that technicians see all Customers or Locations when CreateNewCallForAnyCustomer is enabled.
- MobileTech Labor transactions created via the TimeTrackService are now rounded in the same manner as manually entered TimeTrack transactions.
- Removed note type I from the integration sync process, resolving the message "ExecuteScalar CommandText not set" error during the integration syncs.

- Assigning equipment on service calls during the completion process no longer causing synchronization errors, as the default task will be created if it does not already exist on the service call.
- Integration Sync now properly recognizes the Location Contact Delete, and the record is removed from the database.
- MobileTech now honors the schema constraint for the Task Response type "STRING" - String or binary data, allowing only 101 characters to be entered in the form.
- Summary tab now properly encodes accent characters in non-English languages correctly.
- Corrected the issue with the Manufacturer showing as Unknown in the equipment list after assigning a piece of equipment to the current service call.
- When synchronizing multiple completed appointments and generating multiple Call Summary Report emails, we will capture the error 'sender thread limit exceeded' and will automatically attempt to retry the email process.
- Equipment Type is properly displayed in both the Assigned and Unassigned Equipment Views.
- The time sheet report now allows for commas in employee IDs.
- JobSafetyTask sync errors have been resolved, as the JobSafetyTask record will be created if it does not already exist in the middle tier.
- Appointments completion dates are now properly updated when an appointment is completed after midnight GMT.
- Refrigerant Equipment Type middle-tier table no longer contains NULL values for epaleakratemaxpercent and epaleakratetestinterval.
- Updating GPS on an Appointment will now also update the latitude and longitude on the related Location.
- MobileTech Service transactions are now updating TimeTrack with proper OH or billing amounts, as the Bill to Customer and Location logic has been updated to reflect the same process as the Service Call form in Signature.
- The SMS Create Service Call stored procedure has been updated to use the Service Call Customer and Location values for the Bill Customer Number and Bill Address Code when the default Bill To values in the Service Call are blank.