MobileTech 2019 (7.0) Service Pack 1 Readme

June 11, 2019

This document provides descriptions of new features and resolved issues that are included in Signature MobileTech 7.0.112.

CONTENTS:

Installing MobileTech

Upgrading to 7.0 from a previous version

You can upgrade to MobileTech 7.0 from version 5.x or higher. This also includes new features as described in the Readme[1].

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 SignatureMobileTech 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[2] (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 7.0 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.

---

2 https://docs.key2act.io/display/mt70/Enable+Mobile+Auditing

Software or device	Compatible versions
Operating systems The following operating systems have been tested and are supported, as of February 2018:	• Android 6.0 (Marshmallow), 7.0 (Nougat), 8.0 (Oreo), and 9.0 (Pie) • iOS 11, 12 • Windows 10 ⚠ The Google Nexus 9 (Android Nougat) is not compatible.
Signature version number	• 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.

Fixes

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 XOi Vision platform, we've updated the XOi workflow from "Start Workflow" to "Open XOi 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 XOi 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
- 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.