Signature Agent 2023 Release Notes

Installation Note

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Signature Agent 2023 (2.5.24) - November 2023

Case #	Description
	The Signature Agent 2023 update includes cosmetic changes to reflect our company name change from Key2Act to WennSoft.

Case #	Description
SMS-2386	**Users can now set up Email-to-SMS for technician notifications.** In Signature Agent Setup: 1. Set up the Email Alias on the Access tab in the Edit Company Connection window. See Completing Signature Agent Configuration[1]. 2. Create a Standard Event Trigger for the Appointment table. See Working with Event Trigger Notifications[2]. 3. Define the Trigger Criteria. 4. Define the Email Action. In Schedule, add the technician's valid Email-to-SMS gateway email address. Replace "number" with the technician's 10-digit cell number. See Setting up Technicians in Schedule[3]. **The supported carriers are:** • AT&T: number@txt.att.net[4] • T-Mobile: number@tmomail.net[5] • US Cellular: number@email.uscc.net[6] • Verizon: number@vtext.com[7] • Virgin Mobile: number@vmobl.com[8]

Signature Agent 2.5.18 - November 2022

Case #	Description
SMS-1921	Advanced Communications email are now being sent as expected when Client Protocols is set to only TLS 1.2.
SMS-2034	This release is a compatibility update for the Signature 18.05b07 release.

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1 https://wennsoft.atlassian.net/wiki/spaces/signatureagent2023/pages/25624695/Completing+Signature+Agent+Configuration
2 https://wennsoft.atlassian.net/wiki/spaces/SignatureAgent25/pages/8028969/Working+with+Event+Trigger+Notifications
3 https://wennsoft.atlassian.net/wiki/spaces/signatureagent2023/pages/25624859/Setting+up+Technicians+in+Schedule
4 mailto:number@txt.att.net
5 mailto:number@tmomail.net
6 mailto:number@email.uscc.net
7 mailto:number@vtext.com
8 mailto:number@vmobl.com

Signature Agent 2.5.11 - April 2022

Case #	Description
SMS -169 4	We've fixed an issue where the disabled AdvComm-TechnicianArrived-v2 trigger was firing when the standard Appointment-TechnicianArrived trigger was fired.
SMS -183 3	We've added TLS 1.2 support for Signature Agent standard trigger emails.
SMS -184 2	We've added an additional text field to the K2ACDC.appointment table for various Adv Comm customizations.
SMS -186 2	Some users have experienced a query timeout with the JOIN to the SV000805 (Note) table. By eliminating this JOIN, query performance is significantly improved from taking minutes to run to now only seconds. If you are not using the Service_Desc_Note field (long note description) when defining standard or advanced communication event emails, we recommend that you manually set "ExcludeNotes" to "true" to remove the JOIN. To remove the JOIN to table SV000805: 1. Go to C:\Program Files (x86)\Signature\Signature Agent. 2. Right-click on SignatureAgentService.exe.config and select Edit. 3. Change the value to "true" for the following line: `<add key="ExcludeNotes" value=" false "/>` 4. Save the file.

Signature Agent 2.5.7 - March 2022

Bug Fix

Case #	Description
SMS-1735	We've fixed an issue where the event query execution was timing out at 30 seconds. The command timeout was extended to 60 seconds.

Signature Agent 2.5.6 - November 2021

New Features

Case #	Description
SMS-1334	We've relocated the Restore Default Triggers button to the Tenant tree view menu bar. This button is now only enabled when a company level node is selected in the tree view. This button was previously in the Edit Company Connection on the Database tab. See Restoring Default Triggers[9].
SMS-1363	We've updated the entities that are turned on by default when you created a new company and install the CDC objects to only those that are needed for out of the box communication for standard and advanced communications. These entities are: Appointment, GP Customer, Location, Service Call, Service Option, and Technician. You are able to still enable/disable additional entities as needed. See Completing Signature Agent Configuration[10].

Bug Fixes

Case #	Description
SMS-1386	Users can now remove files that they have added to the header or footer in the Advanced Communications Properties window.
SMS-1413	The Event Viewer window is now brought to the front if it is already open when the user selects the Event Viewer button.

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[9] https://wennsoft.atlassian.net/wiki/spaces/SignatureAgent25/pages/8028789/Restoring+Default+Triggers
[10] https://wennsoft.atlassian.net/wiki/spaces/SignatureAgent25/pages/8028824/Completing+Signature+Agent+Configuration