MobileTech 2025 Readme - September 2025

Release Version: 2025.0.50 **Release Date:** September 2025

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Installing MobileTech

Upgrading to MobileTech 2025 From a Previous Version

You can upgrade to MobileTech 2025 from version 10 (2024) 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.
 - IMPORTANT: Inactivate any active Woodford projects before running the upgrade.
- 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 select Process. For more information, see Log into MobileTech Administration in the Installation & Administration Guide. For additional upgrade notes, see Upgrade MobileTech Server in the Installation & Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.

Installing MobileTech for the First Time

You can install and set up MobileTech as described in the Signature MobileTech Installation & Administration Guide.

You can install MobileTech Server on any Microsoft Windows Server environment. For specific versions, see the Signature System Requirements. MobileTech Server cannot be loaded in a non-Windows Server environment.

Installation Components and Compatibility

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MobileTech Components to Install

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

- MobileTech Server 2025.0.50 includes Resco Woodford v18.1.1, Publish Version 16.0
- MobileTech 2025.0.50.Woodford (included in installation)
- MobileTech with Inspections 2025.0.50.Woodford (if you are using Inspections)
 IMPORTANT: Due to issues with Resco licensing where the Inspection license is assigned to any technician who syncs with a project that has Inspections even if they are not assigned the Inspector Role, you need to have two Woodford projects (one for Inspections, one for non-Inspections). See Import the MobileTech Woodford

 Project for the updated steps for creating a child project and importing the Inspections project.
- Resco Mobile CRM 18.1.9.9 or higher (from device App Store)

Important Notes

- Microsoft announced on May 24, 2024, that they are deprecating Bing Maps. Customers using Bing Maps for Enterprise Basic or Free license will no longer be able to use Bing Maps for Enterprise services beyond June 30, 2025. To continue using Mapping in MobileTech, 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.) See Enter the Google Maps API Key.
- As App Stores increase their security requirements, HTTPS (with Trusted SSL Certificates) will soon become required across all device types. Therefore, we recommend you transition your MobileTech environment to use SSL with a trusted certificate.
- Do not install MobileTech server components on your SQL Server machine.
- Install MobileTech Administration on the MobileTech web server.
- If your technicians need WiFi, and your company typically turns it off overnight and on weekends, you might want to reconsider this practice to ensure they have the necessary access.

Compatibility

To find a complete list of system requirements across all the Signature modules, refer to the <u>System Requirements</u> documentation.

This table lists the tested and supported compatible versions of MobileTech 2025.

Software or device	Compatible versions
Operating Systems	 Android 15, 16 iOS 18, 26 Windows 10, 11

Software or device	Compatible versions
Signature Version	Signature 2025Signature 2024 (18.07b09)
IMPORTANT If you are upgrading to Signature 2025, you must upgrade to MobileTech 2025. However, if you are only upgrading your current MobileTech to MobileTech 2025, you can be on any of these compatible Signature versions.	

Incompatibility

- The MSI (non-Windows Store) version of the Resco Mobile CRM available from the Resco website is no longer compatible with MobileTech. If you currently use the MSI version, you must migrate to the Windows Store version and should plan accordingly before upgrading.
- Flexible Forms are not compatible with Microsoft Windows 11.
- Servers running Cylance script control.
- MobileTech inventory transactions do not support Microsoft Dynamics GP Inventory Lots.

Obtain a Google Maps API Key

To use the Mapping feature on any device, you will need to obtain a Google Maps API key at https://cloud.google.com/maps-platform/pricing/. You will need the Maps JavaScript API (Maps > Dynamic Maps) and Geocoding (Places tab). Geocoding is required for setting coordinates. See Entrucken.com/maps-platform/pricing/. You will need the Maps JavaScript API (Maps > Dynamic Maps) and Geocoding (Places tab). Geocoding is required for setting coordinates. See Entrucken.com/maps-platform/pricing/. You will need the Maps JavaScript API (Maps > Dynamic Maps) and Geocoding (Places tab). Geocoding is required for setting coordinates. See Entrucken.com/maps-platform/pricing/. You will need the Maps JavaScript API (Maps > Dynamic Maps) and Geocoding (Places tab). Geocoding is required for setting coordinates. See Entrucken.com/maps-platform/pricing/.



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Installation Notes

- After installing MobileTech 2025, if you have set up password complexity, you will need to set this up again as the MobileTechAdmin.exe.Config file is overwritten.
- 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.
- The Job Summary Timesheet report no longer prints automatically when a technician completes a job appointment with billable transactions on the appointment. If your company would like to continue to have this report automatically generated, you can remove the comment lines from Offline HTML:

Enabling the automatic timesheet generation after completing a job appointment:

a. In Woodford, select the MobileTech Woodford project and then select Edit from the menu bar.

- b. From the left navigation, select Offline HTML.
- c. Double-click **Entity** to open.
 Double-click **Appointment** to open.
- d. Select appointment-form_complete-job.html and then select *Edit* from the menu bar.
- e. Scroll down to FORM EXECUTIONS.
- f. Locate //,generateTimesheetReport(appointment) //Uncomment line to turn on automatic generation of timesheets.
- g. Remove the preceding //, and succeeding //Uncomment line to turn on automatic generation of timesheets so that the line only displays the following. generateTimesheetReport(appointment)
- h. Select Save.
- i. Select Save from the menu bar.
- j. Publish the project.

IMPORTANT

Deprecation Note:

The legacy UseXOi feature has been deprecated and is no longer available as a setup option in MobileTech Administration.

Bug Fixes

Case #	Fixed Issue
MT-1888	We've increased the length of the Sublocation ID field (gpsublocationid) to 51 characters to match the Signature Equipment Sublocation character limit.
MT-2012	Ampersand symbols (&) added in a note are no longer removed when the note is saved.
MT-2061	The SSRS report connection will no longer fail when the password has the company name in it.
MT-2134	When updating the MobileTech database, the correct role privileges are now populated as expected.
MT-2223	On the Task Details form, task responses for list types now display after a completion date has been entered.
MT-2226	We've increased all task code (gptaskcode) columns to 11 characters in the following tables: • task • tasklist • tasklistmaster • taskmaterial
MT-2234	On the Time Entries form, the Equipment lookup now correctly displays the equipment records for the location.

Case #	Fixed Issue
MT-2240	Updated the logic in the wsMethods.js file to log any errors with the listSelectedView.txt file. Some customers were receiving the following errors in one pop-up message: "Read List View File Error: listSelectedView.txt, Callback error: JSON, Parse error: Unexpected EOF".
MT-2242	Users will no longer experience deadlocks on service call attachment syncs. We've added NOLOCK to the WSMobileSelectServiceCallAttachment stored procedure.
MT-2243	We've added JOIN logic to exclude any TimeLog records without a valid parent appointment. Some users were experiencing an issue where, even though they were set up to allow for time overlaps, they weren't able to do so.
MT-2304	Equipment meter readings in MobileTech are now updating Equipment Management records as expected. Part of the fix was to move the sync order of the task and task responses. We've also updated the wsMobileTechTaskResponse stored procedure to perform an INSERT if the UPDATE returned 0 records.

New Features

General

Case #	New Feature
MT-1961	We've replaced the need for the eTimeTrack Web Service to be installed and are now using stored procedures.
MT-1987	You can now create a change order at the job level without a job appointment. For more information, see Enter and Edit Change Orders for Jobs.
	From the Job list:
	 Device Mode: Select the job. Select More and then select the Change Order tab. Select the Add icon. The View Appts action item has been replaced with More. When selected, the Job form opens with the following tabs:
	 Appointments: Select this tab to view or add appointments. Time Entries: Select this tab to add or update time entries.
	Change Orders: Select this tab to add or update change orders.
	 Server Mode: Select the job. Select the Change Orders action item. Select the Add icon. (Server Mode requires an internet connection.) To view an existing change order's details, select the change order to sync the cost codes and note information to your device.

Case # **New Feature** MT-2047 All notes related to a job are now visible from the Notes tab. See Notes. This includes the following related entities' notes: • Appointment: All job appointments assigned to the current user because those are the only appointment notes on the device. • Change Order Customer Location • Job Cost Code • Job Maintenance: Notes added to the job from the Job Maintenance window in Signature. (These notes were previously included in the Notes list.) • Job Status: Notes added to the job from the Job Status window in Signature. **Job Notes Screenshot** Job: 1005 • Notes ↑ Subject Q Search Appointment Note 9/25/2025 This is an appointment note. APPOINTMENT: 1005:000120 Change Order Note 9/25/2025 This is a change order note. CHANGE ORDER: 1 Customer Note 9/25/2025 This is a customer note. CUSTOMER: 103 - WENNSOFT Job Maintenance Note 9/25/2025 This is a job maintenance note. JOS MAINTENANCE: 1005 : General / AIA Billing Job Status Note 9/25/2025 This is a job status note. JOB STATUS: 1005 : General / AIA Billing Location Note 9/25/2025 This is a location note. LOCATION: MAIN OFFICE - WENNSOFT-5355 S MOORLAND RD

Case #	New Feature
MT-2048	All notes related to a service call (and service appointment) are now visible from the Notes tab. See Notes.
	This includes the following related entities' notes:
	 Customer Location Assigned Equipment Service Call Service Appointments NOTE: Only includes appointments assigned to the current user because those are the only appointment notes on the device, but will show all the technician's appointments even if navigated from the Appointment Form. Maintenance Tasks Only if the Service Call Type is MCC.
	Service Call Notes Screenshot

Case #	New Feature
	Notes +
	↑ Subject ▼
	Q Search
	Appt 3 sa 9/25/2025 Here is a note for Alice For appointment #3 APPOINTMENT: 250129-0001:0003
	Call Note ALAN 9/25/2025 Here is a note for the Service Call SERVICE CALL: 250129-0001
	Customer 9/25/2025 This customer is a friend of the owner, please be courteous and prompt with your service. CUSTOMER: 101 - ACCURATE PRINTING
	Equipment ALAN 9/25/2025 Equipment is located on far north side of building. EQUIPMENT: 0000000001 - ROOF TOP UNIT
	Location 9/25/2025 Please enter the building via the service entrance, located on the north side of the building. If unable to gain access, please

Case #	New Feature
MT-2062	If you or another administrator forgets the MobileTech Integration User account password, you cannot retrieve the existing password, but you can change it. While the option is displayed to all users under Tools, only a SQL sysadmin can access this window. The password must meet the password policy requirements set up in Resco Cloud and for SQL users. For more information, please see Manage MobileTech Integration User.
	Please make sure to write down the new password. The connection strings are now encrypted in the configuration files, so the password cannot be viewed. MT-1845
MT-2179	The sync process has been optimized to reduce device synchronization time.

Case # **New Feature** We've updated the Load Data window to display additional error information. You will now MT-2241 see which technician batch has the error, the stored procedure (if applicable), and the error message. This information will only display on the parent sync. If any child syncs have errors, you will see "One or more errors occurred". • If multiple Child Syncs have issues, the first child sync issue from the related tech batch will be displayed in the parent sync. • If multiple technician batches have errors, the last ran batch details will display. If a prior batch had an error but the last batch doesn't, it will display the number of records, but keep the error image and details. **Screenshots Multiple Child Sync Issues** Table Table Integration Synchron System User Service Cal So Location Location Contact Applied Inventory Conhact Equipment Meter Reading Contract Equipment Building Equipment Paris Table Table Table Table 11 records. 0:00.191 11 records. 0 records. 0:00.050 0:16.428 0:00.017 0:00.400 0:00.414 0:00.475 0:00.757 0:00.757 0:00.379 0:00.256 0:00.995 0:01.491 0:00.810 Task Attachment Task Response Sub Task Service Call Attachment Service Call Location Attachment Purchase Order Purchase Order Detail Purchase Order Receipt Purchase Order Receipt Purchase Order Receipt Purchase Order Receipt Equipment Notes Service Call Notes 0:04.341 0:00.276 0:00.224 One or more errors occurred. One or more errors occurred One or more errors occurred. One or more errors occurred **Prior Sync Issues** ✗ Equipment Notes 0:00.281 Error Details Integration Syndronization System User Substant User Subst 0:00.023 0:00.540 0:00.130 0:00.259 0:00.027 0:00.106 0:00.001 0:00.059 0:00.181 0:01.577 0:00.594 0:00.213 0:00.264 0:00.135 0:00.069 0:00.038 0:00.299 0:00.135 Purchase Order Receipt Purchase Order Receipt Detail Equipment Notes Service Call Notes Customer Notes ALAN~ALICE~ANDY~ANNE~BARB~ Synchronization for entities of type 3obCostCodes failed. Stored Procedure: WSMobileLoad3obCos

Case #	New Feature
MT-2251	We've added the Job User Defined 1 and User Defined 2 fields (JC00107 table) to the MobileTech Woodford project. You can add these read-only fields to display if needed on jobs in MobileTech.
MT-2258	The Consumed Inventory form now uses the same decimal places for the Quantity field that Signature does. This only applies to inventory items, with no changes to non-inventory items. You will need to refresh the Site Inventory lookup to view this change. In MobileTech Admin, select Tools > Refresh Lookups. Site Inventory is found under Employee > Technician Site.
	KNOWN RESCO DISPLAY ISSUE: On the Consumed Inventory and PO Line Item Forms, the quantity will always display with 2 decimal places (based on the entity's metadata), but it will only let the user enter the correct number of decimal places.
MT-2270	In MobileTech Admin, when adding or updating a technician, the technician's email is automatically added in Schedule.
	 The K2A_ResourceExtension table must already exist. This only updates the email address for the technician if there isn't an existing email address in the K2A_ResourceExtension table.
MT-2277	The existing IncludeAllCallNotesWithHistory setup option found in Company Specific Settings has been updated to default to True. Note that we are not changing the value for customers if you have already set the value.
	This option determines if all service call notes will be included when historical records are requested. The default value is True . The notes display on the History tab in the Other Notes section. For more information, see MobileTech Company-Specific Settings .
MT-2278	We've added a cleanup step for job cost codes to clean up orphaned records. You will need to recreate the cleanup job to add this step. See Create a Cleanup Job for the Middle-Tier Database .

Case #	New Feature
MT-2298	The following new feature won't be available until you upgrade to Signature 2025:
	Refrigerant tracking has been updated to comply with the American Innovation and Manufacturing (AIM) Act's 2026 reporting requirements. The AIM Act brings major changes to refrigerant management. Businesses must meet new regulatory requirements for tracking, reporting, and leak detection by January 1, 2026. For more information, see <u>Background on HFCs and the AIM Act US EPA</u> .
	We've added four new refrigerant equipment types:
	 7 - Small Appliance < 15 pounds 8 - Mid-Size Appliance 5 to 50 pounds 9 - Commercial Refrigeration >= 1,500 pounds (GWP > 53) 10 - Industrial Process Refrigeration >= 1,500 pounds (GWP > 53)
	We've removed the 6 - <i>Mid-Size Appliance 5 to 50 pounds</i> refrigerant tracking type from the drop-down selection as it is no longer exempt in 2026. Equipment records that are currently using this option are allowed to still use it.
	We've added an ALD Installed toggle on the equipment record that technicians can select to indicate that automatic leak detection has been installed on the equipment.

Resco Releases and Inspections

Case #	Description
MT-2147	Additional new features from <u>Resco's Winter 2025 Release</u> :
	 Important: Deprecating legacy WebView in the Microsoft Store app Important: Whitelist new Resco web services (see below for more information) Inbound communication Outbound communication Multiselect records on maps Redesigned Setup/Settings section of the mobile app Safer background sync Managing security roles for app projects Google Maps for Android version of Resco Mobile CRM Google Maps for Microsoft Store version of Resco Mobile CRM New map providers for Geocoding Photo permissions on Android Google Maps configuration changes Google support ends in Resco Mobile CRM Global constants Open a form as "dirty" Single card forms Custom home and theming Restore parent style for child projects Check entity usage in JSBridge RFID scanning Modernize JSBridge API for generating mobile reports Data model explorer: Relations Woodford Al assistant updates
MT-2265	Additional new features from Resco's Spring 2025 Release: Deprecating Resco Mobile CRM on 32-bit Android devices Convert model-driven app into a Woodford app project Use MSAL for SharePoint and Exchange Woodford: new project wizard Auth0 support Expanding/collapsing of cards Views with horizontal scrolling Filter fetches and AI Export project customization Save Woodford projects in Azure DevOps Modern editor for custom home screen design Generate questionnaire templates using AI InspConverter: new UI and conversion options Enhanced signature for multi-record reports JSBridge: update drop-down options in editable lists

Important: Whitelist new Resco web services

Resco changing the infrastructure of their web services, most notably license checks. If you are using their solution in a **protected enterprise environment** and you previously **whitelisted access to <u>iservices.resco.net</u>** (or its IP address representation), you probably need to whitelist additional hosts/IP addresses.

They strongly suggest to allow additional hosts: svc.resco.net, svc-01.resco.net, svc-02.resco.net. See also the detailed information below.

This change can affect the following services:

- Resco Mobile CRM license checks
- Location tracking
- Woodford license checks
- Power Solutions license checks (Forms+, Steps+, Docs+)
- Push notifications

Inbound communication

Old host	New host	IP address
iservices .resco.n et	svc-01. resco. net	52.178.108.57, 52.174.189.28, 52.174.197.249, 52.174.184.182, 51.144.110.240, 40.91.197.7, 51.105.222.217, 51.105.223.23, 51.105.223.245, 51.124.144.104, 51.124.144.135, 51.124.144.234, 51.124.145.103, 51.124.146.134, 51.124.146.152, 51.124.146.186, 51.124.146.199, 51.124.147.1, 52.174.184.18
iservices .rescocr m.net	svc-02. resco. net	13.67.218.66, 23.101.119.168, 13.67.143.202, 104.43.212.51, 52.173.22.3, 168.61.210.239, 13.89.41.125, 20.221.38.166, 20.221.38.194, 20.221.38.247, 20.221.39.35, 20.221.39.146, 20.15.152.120, 20.15.152.213, 20.15.155.30, 20.15.155.64, 20.15.158.8, 20.15.158.67, 20.221.32.136, 13.89.172.6

Outbound communication

Blocking of outbound communication on the client side is relatively rare. Before this change, clients connected to physical servers; it was enough to add their inbound IP addresses:

Old host	New host	IP address
<u>iservices.resco.net</u>	svc-01.resco.net	52.174.184.18
<u>iservices.rescocrm.net</u>	svc-02.resco.net	13.89.172.6
-	svc.resco.net	see below

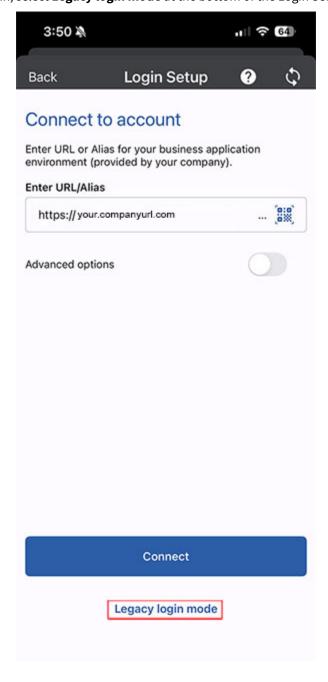
After the change, Resco Mobile CRM will no longer connect to the servers directly but instead go via a <u>Front Door</u>, svc.resco.net. If this fails, the app will try to connect directly to the servers, i.e., their IP addresses should remain allowed. It is necessary, however, to add the IP address of the Front Door. The Front Door infrastructure is managed by

Microsoft. You can find the IP addresses using the Service Tag "AzureFrontDoor.Frontend". If you need assistance, contact Resco support.

Resco's New Login Experience

Legacy Login Mode

When logging into the Resco's new login experience (October 6, 2025 app update) users see a new login window. To continue using the regular login, select **Legacy login mode** at the bottom of the Login Setup window.



Changing the CRM User Email Address

If you are logging into a device and need to change the CRM user login email address, you can do this by tapping the current email address.

- 1. In MobileTech, select **Setup > Resco Setup**.
- 2. Select the current user email address hyperlink.
- 3. Replace the email address in the **User Name** field with your email address.
- 4. Enter your **Password**.
- 5. Select the **Sync** icon.

Biometric Login

Unlock your Resco Mobile CRM using biometrics (if your device and company policy support the feature).

- 1. In MobileTech CRM, go to **Setup**.
- 2. Toggle User Fingerprint to On.
- 3. The next time you log in, you are prompted if you want to allow **MobileCRM to use your fingerprint or Face ID to login**. The option for fingerprint or Face ID is dependent on your device.
- 4. Select Don't Allow or Allow.

