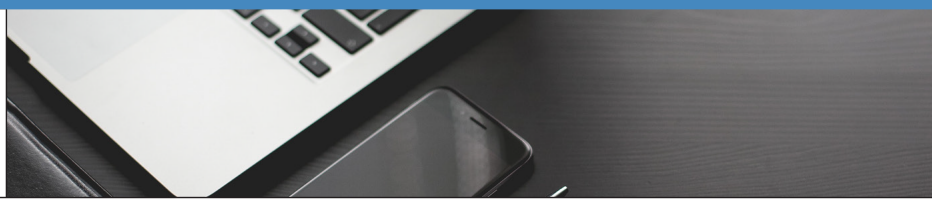


What's New in MobileTech 2025

Release Version: 2025.0.50
Release Date: September 2025

General

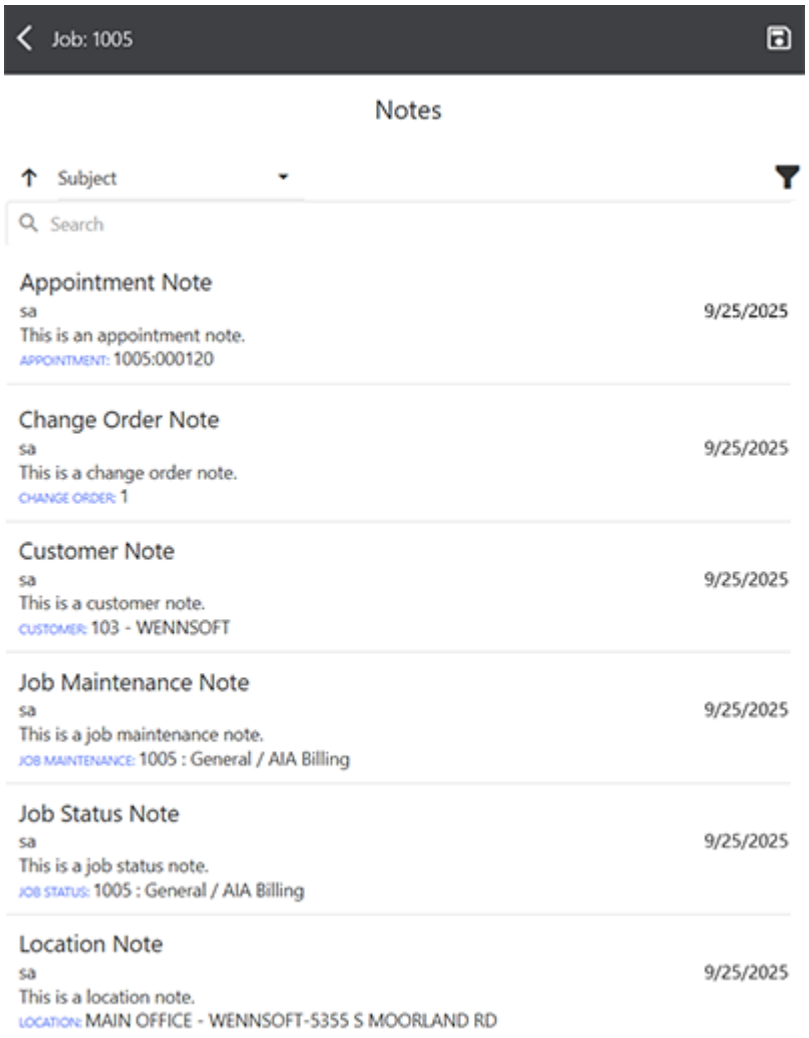
Case #	New Feature
MT-1961	**We've replaced the need for the eTimeTrack Web Service to be installed and are now using stored procedures.**

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[1].
	
	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.

1. https://wennsoft.atlassian.net/wiki/spaces/mt2025/pages/579148857/Enter+and+Edit+Change+Orders+for+Jobs

Case #	New Feature
MT-2047	**All notes related to a job are now visible from the Notes tab.** See Notes[2]. 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**

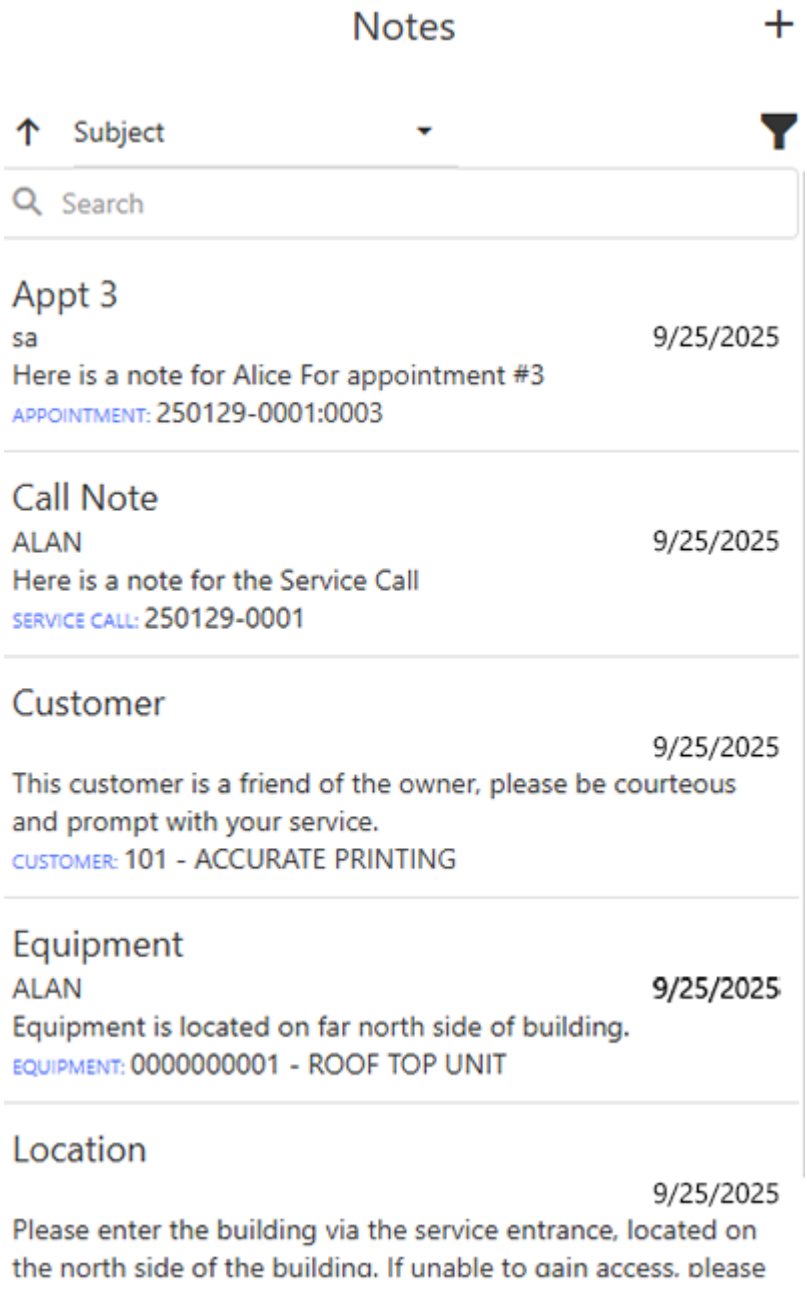
2. https://wennsoft.atlassian.net/wiki/spaces/mt2025/pages/579146412/Notes

Case #	New Feature
	

Case #	New Feature

MT-2048	**All notes related to a service call (and service appointment) are now visible from the Notes tab.** See Notes[3].
	
	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

3. https://wennsoft.atlassian.net/wiki/spaces/mt2025/pages/579146412/Notes

Case #	New Feature
	

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[4]. 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.**

4. https://wennsoft.atlassian.net/wiki/spaces/mt2025/pages/872153091/Manage+MobileTech+Integration+User

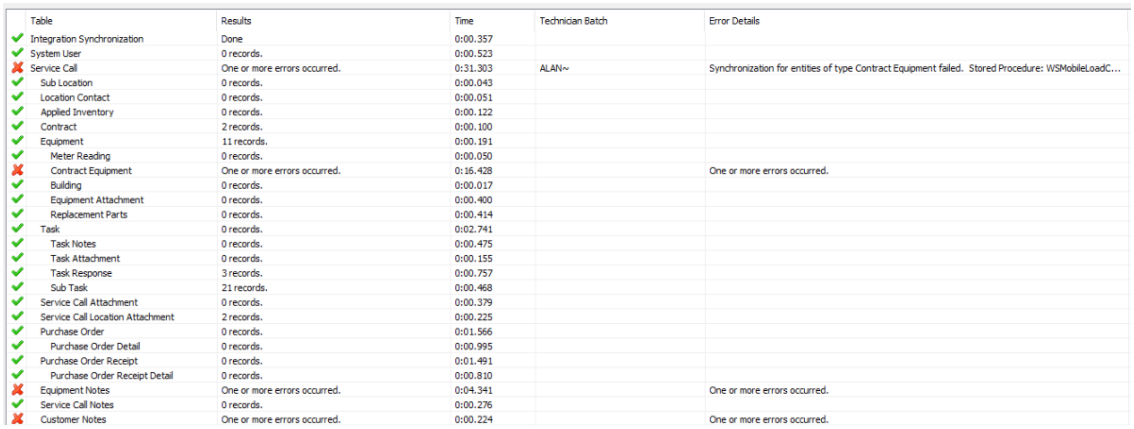
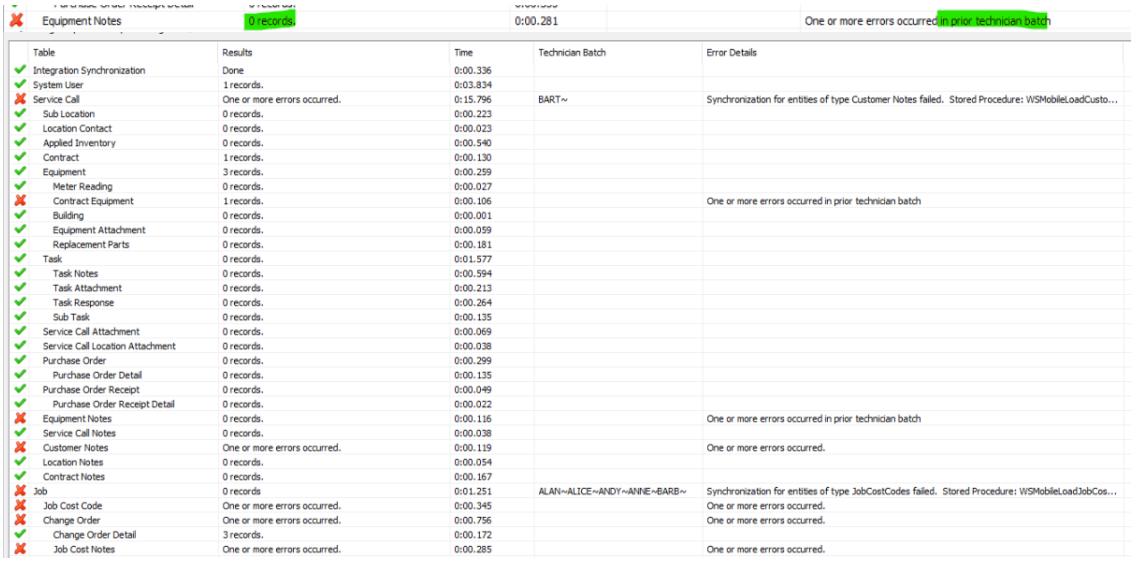
Case #	New Feature
MT-2241	**We've updated the Load Data window to display additional error information.** You will now see which technician batch has the error, the stored procedure (if applicable), and the error message. This information will only display on the parent sync. If any child syncs have 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**  **Prior Sync Issues** 

Table	Results	Time	Technician Batch	Error Details
Integration Synchronization	Done	0:00.357		
System User	0 records.	0:00.523		
Service Call	One or more errors occurred.	0:31.303	ALAN~	Synchronization for entities of type Contract Equipment failed. Stored Procedure: WSMobileLoadC...
Sub Location	0 records.	0:00.043		
Location Contact	0 records.	0:00.051		
Applied Inventory	0 records.	0:00.122		
Contract	2 records.	0:00.100		
Equipment	11 records.	0:00.191		
Meter Reading	0 records.	0:00.050		
Contract Equipment	One or more errors occurred.	0:16.428		One or more errors occurred.
Building	0 records.	0:00.017		
Equipment Attachment	0 records.	0:00.400		
Replacement Parts	0 records.	0:00.414		
Task	0 records.	0:02.741		
Task Notes	0 records.	0:00.475		
Task Attachment	0 records.	0:00.155		
Task Response	3 records.	0:00.757		
Sub Task	21 records.	0:00.468		
Service Call Attachment	0 records.	0:00.379		
Service Call Location Attachment	2 records.	0:00.225		
Purchase Order	0 records.	0:01.566		
Purchase Order Detail	0 records.	0:00.995		
Purchase Order Receipt	0 records.	0:01.491		
Purchase Order Receipt Detail	0 records.	0:00.810		
Equipment Notes	One or more errors occurred.	0:04.341		One or more errors occurred.
Service Call Notes	0 records.	0:00.276		
Customer Notes	One or more errors occurred.	0:00.224		One or more errors occurred.

Equipment Notes	0 records.	0:00.281	One or more errors occurred in prior technician batch

Table	Results	Time	Technician Batch	Error Details
Integration Synchronization	Done	0:00.336		
System User	1 records.	0:03.834		
Service Call	One or more errors occurred.	0:15.796	BART~	Synchronization for entities of type Customer Notes failed. Stored Procedure: WSMobileLoadCusto...
Sub Location	0 records.	0:00.223		
Location Contact	0 records.	0:00.023		
Applied Inventory	0 records.	0:00.540		
Contract	1 records.	0:00.130		
Equipment	3 records.	0:00.259		
Meter Reading	0 records.	0:00.027		
Contract Equipment	1 records.	0:00.106		One or more errors occurred in prior technician batch
Building	0 records.	0:00.001		
Equipment Attachment	0 records.	0:00.059		
Replacement Parts	0 records.	0:00.181		
Task	0 records.	0:01.577		
Task Notes	0 records.	0:00.594		
Task Attachment	0 records.	0:00.213		
Task Response	0 records.	0:00.264		
Sub Task	0 records.	0:00.135		
Service Call Attachment	0 records.	0:00.069		
Service Call Location Attachment	0 records.	0:00.038		
Purchase Order	0 records.	0:00.299		
Purchase Order Detail	0 records.	0:00.135		
Purchase Order Receipt	0 records.	0:00.049		
Purchase Order Receipt Detail	0 records.	0:00.022		
Equipment Notes	0 records.	0:00.116		One or more errors occurred in prior technician batch
Service Call Notes	0 records.	0:00.038		
Customer Notes	One or more errors occurred.	0:00.119		One or more errors occurred.
Location Notes	0 records.	0:00.054		
Contract Notes	0 records.	0:00.167		
Job	0 records	0:01.251	ALAN~ALICE~ANDY~ANNE~BARB~	Synchronization for entities of type JobCostCodes failed. Stored Procedure: WSMobileLoadJobCos...
Job Cost Code	One or more errors occurred.	0:00.345		One or more errors occurred.
Change Order	One or more errors occurred.	0:00.756		One or more errors occurred.
Change Order Detail	3 records.	0:00.172		
Job Cost Notes	One or more errors occurred.	0:00.285		One or more errors occurred.

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[5].
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[6].

5. https://wennsoft.atlassian.net/wiki/spaces/mt2025/pages/579142922/MobileTech+Company-Specific+Settings
6. https://wennsoft.atlassian.net/wiki/spaces/mt2025/pages/579142856/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 Background on HFCs and the AIM Act | US EPA[7]. **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 - Mid-Size Appliance 5 to 50 pounds* 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.

7. https://www.epa.gov/climate-hfcs-reduction/background-hfcs-and-aim-act

Resco Releases and Inspections

Case #	Description

MT-2147	**Additional new features from Resco's Winter 2025 Release**[8]:
	• Important: Deprecating legacy WebView in the Microsoft Store app
	• Important: Whitelist new Resco web services (see below for more information (page 11))
	  • 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 AI assistant updates

8. https://docs.resco.net/wiki/Releases/Winter_2025

Case #	Description
MT-2265	**Additional new features from Resco's Spring 2025 Release[9]:** • 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 iservices.resco.net**[10] (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

9. https://docs.resco.net/wiki/Releases/Spring_2025
10. http://iservices.resco.net

Inbound communication

Old host	New host	IP address
iservices.resco.net[11]	svc-01.resco.net[12]	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.rescocrm.net[13]	svc-02.resco.net[14]	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
iservices.resco.net[15]	svc-01.resco.net[16]	52.174.184.18
iservices.rescocrm.net[17]	svc-02.resco.net[18]	13.89.172.6
-	svc.resco.net[19]	see below

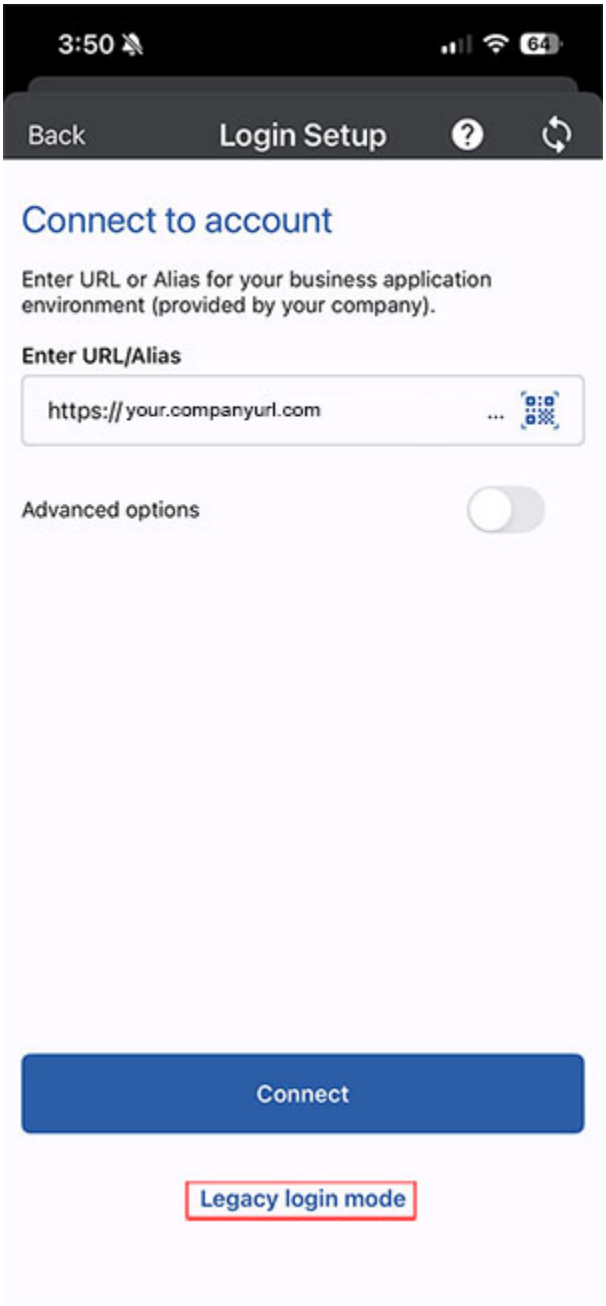
After the change, Resco Mobile CRM will no longer connect to the servers directly but instead go via a Front Door[20], `svc.resco.net`. If this fails, the app will try to connect directly to the servers, i.e., their IP addresses should remain allowed. It is necessary, however, to add the IP address of 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.

11. http://iservices.resco.net
12. http://svc-01.resco.net
13. http://iservices.rescocrm.net
14. http://svc-02.resco.net
15. http://iservices.resco.net
16. http://svc-01.resco.net
17. http://iservices.rescocrm.net
18. http://svc-02.resco.net
19. http://svc.resco.net
20. https://learn.microsoft.com/en-us/azure/frontdoor/

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

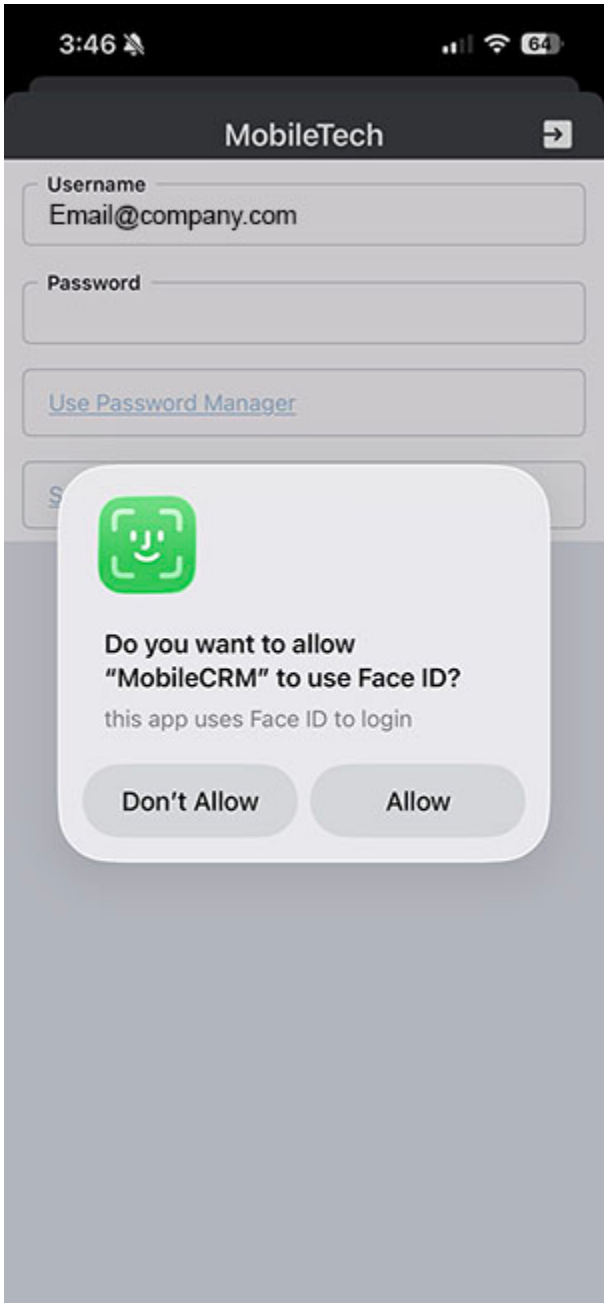
If you are logging into a device and need to change the CRM user login email address, you can do this by tapping the current email address.

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**.


3:46
MobileTech
Username
Email@company.com
Password
Use Password Manager
Do you want to allow
“MobileCRM” to use Face ID?
this app uses Face ID to login
Don’t Allow
Allow