

# Signature 2025 (18.8) Fall 2025 Readme

**Release Version:** 2025 (18.8.10g008)


**Release Date:** Fall 2025

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## Signature Installation


**IMPORTANT:** You must be on the Microsoft Dynamics GP October 2025 18.8 release, before installing Signature 2025. You can verify version information by checking the About Microsoft Dynamics GP window. If you are not on this version, do not install Signature.

You can upgrade to Signature 2025 from Signature 2018 R4 or higher. You can verify version information by checking the About Microsoft Dynamics GP window. If you are not on this version, do not install Signature.


 Registration keys need to be updated after upgrading to Signature 2025.

Signature is compatible with the new Microsoft Dynamics GP multi-tenant implementation feature and can be installed on any Microsoft Dynamics GP system database. However, the following Signature products cannot be installed on multiple system databases on the same server: TimeTrack Excel Client and MobileTech.

 The size of the SQL log file is no longer shrunk during the installation and upgrade processes. You must have enough available disk space to accommodate SQL log growth of at least three times the size of your company database.

 **IMPORTANT:** For data integrity, all service invoice batches need to be posted before upgrading.

- **SSRS reports are deployed to a new Signature folder location**, such as Signature Service, Signature Job Cost, etc.
- **If you have any modified reports**, you may need to redo your changes if the core report has been updated with this release. By having both versions available, you will be able to compare your modified reports with the updated reports to determine if you need to modify the report(s) in the Signature location. You can manually remove the WennSoft folders when you are done.
- **If you have custom reports**, you will need to update the path location in the WSRepts table.

 **CAUTION:** Do not set up identical sequential NEXT Numbers for Inventory, Payables, and Payroll transactions in Microsoft Dynamics GP Setup. This will cause issues if you have transactions with the same document number on the same service call. In addition to deleting the specific transaction, the other transactions will also be deleted, causing Service to be out of balance. We recommend using a prefix for Next Numbers like IV000001. Using unique prefixes will prevent the identical Next Number issue.

New Signature users should refer to the *Signature [Installation and Upgrade](#)*<sup>1</sup> guide for installation instructions.

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1. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595824859/Installation+and+Upgrade>

## Compatibility

To find a complete list of system requirements across all the Signature modules, please refer to the Signature System Requirements document found on the Product Download page on Signature Resources at <https://www.wennsoft.com/wsportal/product-downloads>.

Signature 2025 is compatible with the following:

- Microsoft Dynamics GP October 2025 18.8 release
- Dexterity 18.00.0028.000
- Alternate Window and Report Manager 2025
- eOne SmartConnect 21.1.0.1682
- eOne SmartList Builder 18.08.0066
- Signature Equipment Management 2025 (18.8.10g006)
- Signature Product Registration
- SmartConnect Integration Manager 2025

### MobileTech

- For additional compatibility information, see the [MobileTech 2025<sup>2</sup>](#)readme documentation.

### Schedule

- For additional compatibility information, see the [Schedule 2025<sup>3</sup>](#)readme documentation.

### Signature Agent

- Signature Agent 2025

## Incompatibility

The following features in Microsoft Dynamics GP are not supported in Signature:

- RM Receivable Voiding process is not compatible with posted Signature invoices (created in Service Management, Job Cost, or Equipment Management).
- Scheduled Payments functionality in Receivables.
- Batch Service Invoicing does not support payment terms.
- Lockbox
- When using the Payables Transaction Entry Distribution window, for Service Management or Job Cost transactions, you cannot use a Distribution Type of CASH, PAY, or UNIT.
- Multi-bin Inventory
- Customer Combiner and Modifier
- Vendor Combiner and Modifier
- Pay Code Start and End Dates
- The Professional Services Tools Library that is included with Microsoft Dynamics GP modifies or combines data within GP. The data is not changed within Signature. Using the Professional Services Tools Library, you could modify, change, or delete things that can never be fixed. There is no UNDO button.
- We do not test our Signature solutions for compatibility with Microsoft Dynamics GP Project, Field Service, or HR Payroll.
- Using Letter Writer Assistant to merge data from Microsoft Dynamics GP to Microsoft Word's Mail Merge
- Copying of purchase orders using Copy PO function
- Purchase order returns with serialized inventory items
- Date Effective Tax Rates

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2. <https://wennsoft.atlassian.net/wiki/spaces/mt2025>

3. <https://wennsoft.atlassian.net/wiki/spaces/sched2025>

- Allowing summary-level tax edits
- Specifying tax details for automatic tax calculations in Company Setup is not supported.
- Calculating tax rebates
- Calculating taxes in General Ledger
- Merging trade discounts and markdown distributions in Sales
- Merging trade discounts and markdown distributions in Purchasing
- Calculating terms discount before taxes
- Promotional and free items
- Service transactions using accounts set
- Transaction batches with a frequency other than single-use
- Payables recurring batch / entering cash receipts assigned to a job in a recurring batch
- Pay Code Modifier
- Automatic Overtime payroll option
- PO Tolerance - shortages
- Intercompany fixed asset transfers
- Editing Payroll history records
- Purchase order receivings with shipments followed by invoice match when the tax is included with the item price.
- Microsoft added a cost warning in Microsoft Dynamics GP 2010 and 2013 for cost variances. If you invoice a single shipment using more than one invoice and the costs of those invoices differ, you will get a warning that your costs don't match. Posting updates the total quantity of the purchase receipt with this cost and your inventory and general ledger will not balance. You can proceed with the transaction, save it to a batch, or delete it. Only this warning is new, this is not a change to functionality. For more information about this warning, see the Dynamics GP Support and Services Blog.
- Assigning suggested sales item to an item
- Analyzing suggested sales items
- Using document attachments in Payables Management transactions such as payables invoice, payables finance charge, payables miscellaneous charge, and payables credit memo.
- Purchase requisitions
- Payroll Timecard workflow (introduced in Microsoft Dynamics GP 2013 R2)
- The Self-Service role, in the Select GP Home Page window off the Customize Home Page window, is not compatible with accessing TimeTrack's Time Card Entry window.
- Procurement and Time Management content areas in the Customize Home page window.
- Using the Report Assignments window to assign Signature SRS reports to print from specific transaction windows.
- When copying journal entries from Excel and pasting them into the General Ledger transaction entry window, the account entries, debits, and credits come through, but you will need to enter the Signature information manually.
- Workflow for SharePoint
- The *Warn if vendor has existing purchase order* option is not compatible with the Contract Agreement window in Job Cost.
- Project Level Invoicing does not support multi-currency or payment terms with discounts.

## Additional Product Incompatibilities

In general, Signature products may not be compatible with Microsoft Dynamics GP's additional products. The following products do not support Signature transactions:

- Sales Order module - SOP returns from invoice documents in Service Advantage
- PO Generator

## Installation Notes

- This product is installed using the Signature installation wizard. All users must log out of the system before you begin the installation. To open the installation wizard, download and launch the application file on the server. On the Select to Install or Upgrade window, select to upgrade Signature products. Run the Server and Client installation. Run the Client Only installation on all additional clients after upgrading the server. For complete installation instructions, refer to the *Signature Products Installation, Upgrade, and New Features* guide.
- DO NOT remove WennSoft from the **DYNAMICS.SET** file at any time during the installation.
- For a successful upgrade, do not attempt to process more than 10 company databases at the same time in Signature Utilities.
- SQL Reporting Services (SSRS) are 64-bit compatible.
- Signature SSRS reports do not support SharePoint Integrated – Report Server Mode.
- If your company will be using an SSL with HTTPS, you will need to install the latest Signature Registration app. This is compatible with TLS 1.2 Protocols. For more information, see [Enable Signature Registration Keys](#)<sup>4</sup> in the *Signature Installation and Upgrade Guide*.

### IMPORTANT:

- **Disable any security software before installing Signature Registration.** Remember to re-enable this once the installation is complete.
  - **Before upgrading Signature:**
    - **Refrigerant Tracking Leak Rate Analysis:**
      - Make note of the Refrigerant Tracking Leak Rate Analysis Method that you are using in the Signature Service Options Setup window. After upgrading, verify in this window that your setup option is still correct. The form procedure GetRefrigerantLeakRateMethod has been updated to reference Record 2 instead of Record 1. SMS-1366
      - Refrigerant Tracking leak rate calculation has been updated to use the refrigerant released value entered in the Accidentally Released field. Previously, the calculation used the Refrigerant Added value. See [Refrigerant Tracking](#)<sup>5</sup> and [Choosing Service Options](#)<sup>6</sup>. SMS-1971
  - **After upgrading Signature:**
    - **MobileTech users:** You will need to upgrade to MobileTech 9.0.
    - **Schedule users:** You will need to upgrade to Schedule 5.0.
    - **MobileTech and Refrigerant Tracking users:** After upgrading, for the Refrigeration Equipment Type 6 to be available in MobileTech, you will need to refresh lookups in MobileTech Admin (MobileTech Admin > Tools > Refresh Lookups) and have technicians sync their devices.
    - **Service Quick Connect SmartList users:** After upgrading, you will need to delete and reimport the Service Quick Connect SmartList. We've updated the Quick Customer to use WSRReserved\_CB9 in the SV00100 table. SMS-1604
- During an upgrade:
- If MobileTech is not present, all values from UDF3 will move to UDF9
  - If MobileTech is present and WsMobileTechOptions UseFieldInvoicing is False, all values from UDF3 will move to UDF9.
  - If MobileTech is not present and WsMobileTechOptions UseFieldInvoicing is True, no changes will be made.
- **TimeTrack users export data to a 3rd party payroll module:** We've updated the Exporting TimeTrack Data process so that the commit process is now run before exporting the file. Transactions that had errors and were not committed (and still in table WS10702) are removed from table WS50000. See [Exporting TimeTrack Data to a Third-Party Payroll Module](#)<sup>7</sup>.
  - **SmartConnect users:**

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4. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595825084/Enable+Signature+Registration+Keys>

5. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595829948/Refrigerant+Tracking>

6. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595827527/Choosing+Service+Options>

- The Signature 2018 R5 release requires SmartConnect nodes to be re-installed, as parameter and node logic are often modified as part of a product update. If you have custom SmartConnect nodes created for you by WennSoft, you'll need to work with your Customer Success Manager to schedule an update of custom nodes, as part of your upgrade process.
- To provide more precise descriptions for errors returned when using a SmartConnect node, you will need to set up Read Access to the SmartConnect database for the user that was set up to run the integrations. In SQL Server Management Studio, the user needs to be mapped to SmartConnect and to have at least the **db\_datareader** Database Role Membership. SMS-477
- **Deprecation Note:**
  - A new Job Close window has been added with Signature 2018 R4. To this end, we will deprecate the original Job Close window. The Signature 1804b06 release was the final version for the legacy Job Close window.
  - Process Service Invoicing has been deprecated across two Signature releases: 2018 R3 and 2018 R4. We will make no changes to the base feature for this reason. Any critical defects identified in this feature will have to be handled as hotfixes, as needed. Our new Service Batch Invoicing process is replacing Process Service Invoicing. The Signature 1804b06 release was the final version for the Process Service Invoicing window.
- **Add-on-the-fly functionality has been conditionally removed from the Transfer to Job process.** Based on customer feedback, add-on-the-fly functionality in the Transfer to Job window is now disabled. While this feature is disabled, SMS users will no longer be able to add Jobs and/or Job Cost Codes via the Transfer to Jobs window. If you require this functionality, it can be re-enabled by adding the following line to the Dex.ini file found in the Data folder of your Microsoft Dynamics installation. *EnableTransferToJobCreateJob=TRUE*
- **After upgrading or installing, update the dex.ini to include REVALJEINDETAIL=TRUE** so that purchase price variance entries are created in detail. 23366
- **Beginning with Signature 2018**, the email paging function has changed to use WennSoft's communication platform.
- **If you are using Job Cost and will be switching to the Revenue Performance Obligations revenue method**, you can't create fixed change orders on cost plus jobs.
- **For SM document attachments to be written to a physical file location**, WRITE permission must be given to the folder(s) where the attachments will be copied to for all users, MobileTech and Service Management, who will be attaching files. In addition, the path to where the attachments are to be stored needs to end with a backslash. 21559, 21564, 22021
- **We strongly advise against the practice of saving invoices with committed costs to batches**, as this may result in posting issues. When an invoice with committed costs is saved in a batch, the invoice distributions are NOT recalculated when the purchase order costs are received.
- **Signature Portal users only** – If any modifications have been made to your portal websites, you must make a copy of your modifications BEFORE upgrading your Signature portal(s). Your modifications can be recreated after the upgrade is complete.
- **If you intend to use Job Appointments and you also use TimeZone views in Service Management, your users must use the Alternate Customer Maintenance window to set up GP Customers and Addresses/ Locations.** Failure to use the Alternate Customer Maintenance window will result in job appointments not being properly displayed in Schedule. JC-96
- **For users who post service invoices with committed costs before posting the receiving transactions batch.** When you are ready to post the purchase order batch, you will need to recalculate the transaction distributions to avoid any posting discrepancies. To recalculate the receivings transaction distributions:
  - a. Go to *Transactions > Purchasing > Purchasing Batches*.
  - b. Select the **Batch ID** and then select *Transactions*.
  - c. In the Receivings Transaction Entry window, select **Receipt No.**
  - d. Select *Distributions*.
  - e. In the Purchasing Distributions Entry window, select *Default*.

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7. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595842048/Exporting+TimeTrack+Data+to+a+Third-Party+Payroll+Module>

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f. Select **Yes** to reset to clear the existing entries and restore the default distributions.

g. Select **OK** and then select **Save**.

- **After upgrading multiple versions of Signature (2018 to current) and MobileTech is at the current version (2024), After upgrading multiple versions of Signature (2018 to current) and MobileTech is at the current version**, if you attempt to add an attachment to a service call, and receive the error message: *MobileTech will attempt to attach the file to the call*, the resolution is to create a new non-clustered index on the WSDOCS table in SQL Server. For more information and the SQL script to create the new index, see [Upgrade Issue With Attachments on Service Calls](#)<sup>8</sup>.

## Sample Data

Sample data can be installed for Job Cost and Service Management as part of the Fabrikam lesson company. Sample data can only be installed on a new installation of Fabrikam. If you have an existing installation of TWO, Inc. and the Fabrikam lesson company with sample data, we recommend that you upgrade your existing data.

## Miscellaneous

- Immediately after installing Signature, exit, and restart Signature Utilities before attempting to import any data.
- When installing or upgrading on Microsoft SQL Server, we recommend that you stop and restart the server when the installation or upgrade is complete.
- Extended pricing is not supported for expense and travel transaction types through time entry in TimeTrack, TimeTrack Excel Client, and MobileTech.

## Bug Fixes

The following issues have been fixed:

## Service Management

Case #	Description
SIG-111	Ampersand symbols (&) added in a note are no longer removed when the note is saved.
SIG-125	When voiding a Sales Order Processing (SOP) order that originated from an SOP Quote, and the user does not have access to SOP Reconcile, the quantity removed is no longer duplicated.
SIG-217	The Modified User now updates correctly in both Signature and Schedule with the user's correct ERP ID.

8. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/1149992974/Upgrade+Issue+With+Attachments+on+Service+Calls>

Case #	Description
SMS-2455	If you use the SMS Technician node in SmartConnect to import technicians, we have added a check in <code>wsisMSTechnician</code> to verify that the Technician field does not exceed 10 characters. Although the database length of the Technician field is 11 characters, the keyable length within Microsoft Dynamics GP is only 10 characters. Therefore, if a technician with 11 characters is imported into Signature, the technician cannot be accessed in Service Management.
SMS-2474	Billing notes added to a maintenance contract invoice are now displayed as expected on the Maintenance Contract Invoice SSRS report. Note: You must redeploy the Maintenance Contract Invoice.rdl report file(s) to update the invoice report(s). See <a href="#">Signature SSRS Reports Setup</a> <sup>9</sup> for more information.
SMS-2512	The Fixed OH per Hour rates are now displaying as expected in the Labor Rate Group Setup window. This was a display-only issue.
SMS-3200	If you use the SMS Service Call node in SmartConnect to import service calls, we have updated the <code>wsisMSServiceCall</code> to allow passing nothing in for the Service Call ID so the system will auto-generate it.
SMS-3362	The Salesperson ID from the Location ID is now populating as expected from service calls created in MobileTech.
SMS-3380	With Time Zone Views enabled in Service Options, the appointment date is now accurate when the appointment is saved.
SMS-3390	The <code>wsipMTtransactionLine</code> stored procedure was updated to fix an issue where, for credit memos only, the stored procedure was changing the GL account number for the PAY distribution to the account number from GP setup.
SMS-3394	With Extended Pricing Matrix enabled in Service Invoice Options, the price matrix markup on the OTHER cost description is now calculated on the service invoice if using the Payables Transaction Entry window.
SMS-3404	The Contract Coverage Maintenance window has been updated to replace the radio buttons for selecting equipment with checkboxes. Select the equipment in either section and select the Insert or Remove button. You will be prompted with a message that indicates the number of equipment to add/remove. Click the Yes button.

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9. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595842359/Signature+SSRS+Reports+Setup>

Case #	Description
SMS-3408	In the Service Manager window, selecting equipment and then the New Call button creates a new service call with a default task in the SV00302 table. If you close the Service Call window without saving or select Clear or Delete, the record in SV00302 is now removed (if the new service call is discarded).
SMS-3409	The Contract Type field length has been increased from 15 characters to 20 characters. It had been reported that when running the routine for creating maintenance invoices, users were receiving a syntax error message.
SMS-3410	The division now auto-populates when creating a service call in MobileTech after the contract is selected.
SMS-3415	We've fixed an issue where a blank equipment type record caused an unintended equipment record to be created.
SMS-3424	We've updated the search functionality when using Find on the service call window when searching for equipment. The Service Call window no longer freezes up or takes minutes to find the equipment.
SMS-3439	When purchase orders are created in MobileTech and Schedule, the user name (technician or Schedule user) now populates as expected in the Created By field in the Purchase Order Status window. Previously, "dbo" defaulted into this field.

## Job Cost

Case #	Description
JC-737	We've fixed an issue where items could be returned on subcontractor purchase order if the item number was entered before the purchase order number.
JC-772	Negative committed costs now show on the Job Committed Costs SSRS report. It was previously pulling only the positive amounts. Note: You must redeploy the Job Committed Costs.rdl report file to update the report. See <a href="https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595842359/Signature+SSRS+Reports+Setup">Signature SSRS Reports Setup</a> <sup>10</sup> for more information.
JC-787	In the Print TimeTrack History window, selecting the job number lookup no longer causes the system to freeze.

10. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595842359/Signature+SSRS+Reports+Setup>



## SmartConnect Integration Manager

Case #	Description
SMS-3200	If you use the SMS Service Call node in SmartConnect to import service calls, we have updated the wsiSMSServiceCall to allow passing nothing in for the Service Call ID so the system will auto-generate it.

## New Features

For information on new features, please see [What's New](#)<sup>11</sup>.

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11. <https://wennsoft.atlassian.net/wiki/spaces/sig2025/pages/595823956/What+s+New>