Schedule 2025 Readme

Release Version: 2025.0.24
Release Date: September 2025

Requirements and Compatibility

Signature System Requirements

To find a complete list of system requirements across all the Signature modules, please refer to System Requirements[1][2].

Signature Version Compatibility

- Signature 2023 (18.06b08) or higher
- Signature Agent 2.4.39 or higher

Device Compatibility

Schedule is not designed to perform on smaller form factors, like a tablet computer or smartphone.

Incompatibility

WebDav is an optional IIS Feature not currently compatible with the Schedule services.

It is our recommendation not to install WebDav on IIS as a prerequisite for Schedule. It is an optional feature that is not needed for Schedule and could potentially cause problems.

If WebDav is a needed feature for other IIS websites installed (other than WennSoft software), we recommend that WebDav is removed from the Handler Mappings and Modules features for the particular IIS Site that Schedule is installed on.

1. Open the Internet Information Services (IIS) Manager.
2. Navigate the **Default Web Site**.
3. Double-click to open **Handler Mappings**.
4. Right-click **WebDav** and select **Remove**.
5. Select **Default Web Site**.
6. Double-click to open **Modules**.
7. Right-click **WebDav** and select **Remove**.
8. Perform IISRESET from elevated CMD prompt.

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1. https://wennsoft.atlassian.net/wiki/spaces/sms2024/pages/104800118/System+Requirements
2. https://wennsoft.atlassian.net/wiki/spaces/sms2024/pages/104800118/System+Requirements

Upgrading and Installing Schedule

Upgrading Schedule From a Previous Version

You can upgrade to Schedule 2025.0.24 from version 3.0 or higher.

Installing Schedule for the First Time

Refer to the Installation and Upgrade Guide[3] for detailed instructions.

Installation Notes

- Install the .NET Core 4.8 Windows Server Hosting bundle (page 2)
    - IMPORTANT (page 2)
- Disable Security Software (page 2)
- Obtain a Mapping API Key (page 3)
    - Google Maps (page 3)
    - Bing Maps (page 3)
    - Azure Maps (page 3)

Install the .NET Core 4.8 Windows Server Hosting bundle

1. Install the .[4]NET Core Windows Server Hosting bundle[5] on the hosting system. The bundle installs the .NET Core Runtime, .NET Core Library, and the ASP.NET Core Module. The module creates the reverse proxy between IIS and the Kestrel server. If the system doesn't have an Internet connection, obtain and install the Microsoft Visual C++ 2015 Redistributable[6] before installing the .NET Core Windows Server Hosting bundle.
2. Restart the system or execute **net stop was /y** followed by **net start w3svc** from a command prompt. Restarting IIS picks up a change to the system PATH made by the installer.

> ⚠️
>
> ### IMPORTANT
>
> You must install the .NET Core Windows Server Hosting bundle after installing Internet Information Services (IIS). If you install the hosting bundle and then install IIS, you will get a CORS error. To fix this, uninstall the .NET Core Windows Server Hosting bundle and then reinstall the bundle.

Disable Security Software

Disable any security software before installing Schedule. Remember to re-enable this once the installation is complete.

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3. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634585629/Installation+and+Upgrade+Guide
4. https://learn.microsoft.com/en-us/aspnet/core/host-and-deploy/iis/hosting-bundle?view=aspnetcore-8.0
5. https://download.visualstudio.microsoft.com/download/pr/7e35ac45-bb15-450a-946c-fe6ea287f854/
   a37cfb0987e21097c7969dda482cebd3/dotnet-hosting-3.1.10-win.exe
6. https://www.microsoft.com/download/details.aspx?id=53840

Obtain a Mapping API Key

If you use the Mapping feature, you must also obtain a Google, Bing, or Azure Mapping API key. Your mapping key is entered in Schedule Setup. See Setting Up Mapping Options[78].

Google Maps

You will need the **Maps JavaScript API** (Maps > Dynamic Maps), **Directions API** (Routes > Directions), and **Geocoding** (Places tab). Geocoding is required for setting coordinates.

https://cloud.google.com/maps-platform/pricing/

Bing Maps

https://www.microsoft.com/en-us/maps/licensing/options

> ⚠️
> - **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.**
>   (a) **Basic / Free Licenses customers** who would like to continue using enterprise maps from Microsoft are encouraged to move to Azure Maps before **June 30, 2025**.
>   (b) **Existing Basic / Free Licenses customers** who would like to continue using Bing Maps for Enterprise until the service end date of **June 30, 2028**, can upgrade to a paid Enterprise License by contacting maplicq@microsoft.com[9] before **June 30, 2025**.
> - **Bing Maps for Enterprise services will retire, and support will end on June 30, 2028**, and customers will no longer be able to use any of the Bing Maps for Enterprise services.

Azure Maps

To use Azure Maps, you must create an Azure Maps account. See Azure Maps Account | Access Subscription Key | Start Free (microsoft.com)[10].

To find your Azure Maps key:

1. Log into your Azure Portal account at https://portal.azure.com/.
2. Select **All resources**.
3. Select your **Azure Maps Account**. (The name displayed is what you've set up for your Azure Maps Account.)
4. Select **Authentication**.
5. Copy the **Primary Key**.
6. Paste this into **Key** field in the Schedule Settings Mapping Options for Azure Maps.

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7. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634586846/Setting+Up+Mapping+Options
8. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634586846/Setting+Up+Mapping+Options
9. mailto:maplicq@microsoft.com
10. https://www.microsoft.com/en-us/maps/azure/get-started?msockid=15d20711541e6a84066e149b55606bcf

Issues Fixed

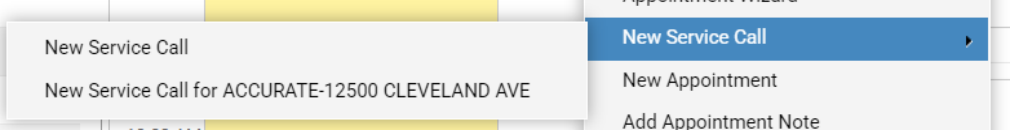| Case #	Issue Fixed
SCHED-2332	When using the Appointment Wizard, users can no longer manually enter an inactive job or closed service call in the appropriate field. These were blocked from selecting from the lookup window but users could enter the value and then tab off the field.
SCHED-2337	We've updated the Default Appointment Hours label in Schedule Configuration Settings to display as Default Estimated Hours. The functionality has always been for the estimated hours, but the label was incorrect.
SCHED-2457	Users can no longer open a closed service call.
SCHED-2467	When creating appointments for a team using the Activity Wizard, inactive technicians are now excluded from the appointments.
SCHED-2472	Users can no longer create a new appointment on a closed call.
SCHED-2524	Users can now resize the Unscheduled Appointments window as expected.

New Features

Case #	Description
SCHED-1517	On the Equipment tab accessed from the Customer Hub, the sublocation field is now validated with Signature Service Management if you have marked **Use Validation for Sublocations** in the Service Options window. *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options* • With Schedule 2025, if the Sub Location ID field is displayed as: • Drop-down field: The sub location ID is validated. • Text field: The sub location ID is not validated. Service Management allows users to set up sublocations at a customer location and assign equipment to those sublocations. Requiring validation ensures that the sublocations assigned to equipment IDs are the same throughout your organization. See Creating New Equipment or Component Equipment[11][12] in the Schedule documentation.
SCHED-2311	Users are now prevented from creating appointments for inactive jobs.

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11. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634589696/Creating+New+Equipment+or+Component+Equipment
12. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634589696/Creating+New+Equipment+or+Component+Equipment

Case #	Description
SCHED-2351	When creating a service call from the Customer Hub, the New Service Call window now displays in the Customer Hub. Previously, users had to click the Schedule tab after selecting New Service Call from the context menu.
SCHED-2403	You can now add a new service call from the Schedule Board when you right-click on an appointment, resource activity, or an empty time cell. (Previously, you could only right-click on an appointment on the Schedule Board.) On the Unscheduled Grid, the new service call option displays for a service or job appointment. See Creating a Service Call[13][14]. The context menu when you right-click: • An existing appointment or resource activity on the Schedule Board and then select **New Service Call** > **New Service Call - <customer name - location>** or select **New Service Call** to open a blank service call window. From the Unscheduled grid, the New Service Call option only displays for job and service appointments. • An empty time cell on the Schedule Board and then select **New Service Call** > **New Service Call** to autopopulate the start time. The technician will be autopopulate if available based on global filtering for the customer. The New Service Call context menu will not display if you do not have Service Management registered.
SCHED-2474	If a service call or appointment description field exceeds 30 characters, a note is created that contains the entire description.

13. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634588403/Creating+a+Service+Call
14. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634588403/Creating+a+Service+Call

Case #	Description
SCHED-2518	Refrigerant tracking has been updated to comply with the <u>American Innovation and Manufacturing (AIM) Act</u>[15]'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. See <u>Creating New Equipment or Component Equipment</u>[16][17]. **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 permitted to continue using it.

15. https://www.epa.gov/climate-hfcs-reduction/background-hfcs-and-aim-act
16. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634589696/Creating+New+Equipment+or+Component+Equipment
17. https://wennsoft.atlassian.net/wiki/spaces/sched2025/pages/634589696/Creating+New+Equipment+or+Component+Equipment