

# Schedule 2021 (4.7) Readme

**Release Version:** 4.7.25

**Release Date:** November 2021

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## Requirements and Compatibility

### Signature System Requirements

To find a complete list of system requirements across all the Signature modules, refer to [Signature System Requirements](#)<sup>12</sup>.

### Signature Version Compatibility

- Signature 18.03b05 or higher
- Signature 2018 R3
- MobileTech 8.5.57 or higher for XOi Deep Linking
- Building Optimization Broker 1.3 or higher
- Signature Agent 2.4.39 or higher
- Map2BOB 1.1.16 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 that is not currently compatible with the Schedule services.

It is our recommendation not to install WebDav as one of the features installed on IIS as a prerequisite feature for Schedule. It is an optional feature and 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**.

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<sup>1</sup> <https://docs.key2act.io/display/1804b06/Signature+System+Requirements>

<sup>2</sup> <https://docs.key2act.io/display/1804b06/Signature+System+Requirements>

7. Right-click **WebDav** and select **Remove**.
8. Perform IISRESET from elevated CMD prompt.

## Prerequisites

### Install the .NET Core 3.1 Windows Server Hosting bundle

1. Install the [.NET Core Windows Server Hosting bundle](#)<sup>3</sup> 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](#)<sup>4</sup> 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.

### SQL Server ODBC Driver 17.6 x64

When installing Schedule, you may be prompted to install this file.

### Obtain a Mapping API Key

If you will be using the Mapping feature, you will also need to obtain a Google or Bing Mapping API key:

- Google Maps: <https://cloud.google.com/maps-platform/pricing/> You will need the **Maps JavaScript API** (Maps > Dynamic Maps), **Directions API** (Routes > Directions), and **Geocoding** (Places tab). Geocoding is required for setting coordinates.
- Bing Maps: <https://www.microsoft.com/en-us/maps/licensing/options>

## Upgrading and Installing Schedule

### Upgrading Schedule 4.7.25 from a previous version

You can upgrade to Schedule 4.7.25 from version 3.0 or higher.

### Installing Schedule for the first time

Refer to the [Schedule Installation and Admin Guide](#)<sup>5</sup> for detailed instructions.

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3 <https://download.visualstudio.microsoft.com/download/pr/7e35ac45-bb15-450a-946c-fe6ea287f854/a37cfb0987e21097c7969dda482cebd3/dotnet-hosting-3.1.10-win.exe>

4 <https://www.microsoft.com/download/details.aspx?id=53840>

5 <https://docs.key2act.io/display/SCHED47/Installation+and+Upgrade+Guide>

## New Features

Case #	Description
SCHED-1259	Users can now add the customer class when adding a new customer or editing an existing customer from the Customer Hub.
SCHED-1274	Users can now create, view, edit, and/or delete Job (Master) notes from the Customer Hub's Job Detail Panel. Users have access to job notes based on the Role Permissions Settings for Notes.
SCHED-1276	Users can now create, view, edit, and/or delete Job attachments from the Customer Hub's Job Detail Panel. Users have access to job attachments based on the Role Permissions Settings for Attachments.
SCHED-1292	We've updated Schedule settings so that for new installations, all form fields (except for user-defined) are set to display for Service Calls, Service Appointments, Job Appointments, and Resource Appointments. To remove a field from displaying on the respective form, go to Settings > Company Options > Service Call & Appointment Form Fields and unmarking the appropriate fields. See <a href="#">Displaying Service Call &amp; Appointment Form Fields</a> <sup>6</sup> for more information. For upgrading customers, the form field selections will not be updated to show all fields.
SCHED-1305, SCHED-1342	When creating a new service call and entering the technician, start time, and estimated hours, and thereby creating a scheduled appointment, the appointment status is now automatically set to the Scheduled Update status that was set up in Settings > Company Options > Configuration in the Options section. If the value has not been set for the <b>Scheduled Update</b> , then the status will be updated to the <b>Default Status</b> from the Automatic Status Assignment section in the Configuration window. If both the Schedule Update status field and the Default Status field are not set in Schedule Settings, then the "DEFAULT" displays in the scheduled appointment's status field. See <a href="#">Setting Up Schedule Configuration</a> <sup>7</sup> .
SCHED-1369	We've added logic to prevent the ability to create a service call for locations or customers that have been marked inactive in Signature.

## Issues Fixed

Case #	Issue Fixed
SCHED-1132	When filtering the resource list by teams, technicians now display as expected.
SCHED-1328	Users will no longer experience an issue with technician shift times when scheduling appointments.

<sup>6</sup> <https://docs.key2act.io/pages/viewpage.action?pageld=86935036>

<sup>7</sup> <https://docs.key2act.io/display/SCHED47/Setting+Up+Schedule+Configuration>

Case #	Issue Fixed
SCHED-1370	Users will no longer experience an issue with rescheduling Technician Activities when dragging and dropping or moving activities on the Schedule Grid.