

MobileTech 2021 (8.6) Service Pack 1 Readme

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Installing MobileTech

Upgrading to 8.6 from a previous version

You can upgrade to MobileTech 8.6 from version 7.x 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.
- **If you are upgrading from**
 - **MobileTech 7:** You will need to uninstall MobileTech including MobileTech Admin, MobileTech Integration Sync, MobileTech Sync Server, and MobileTech Client from your Windows server/computers. Additionally, The steps for importing a new Resco Woodford project file have changed from previous releases. Be sure to read *Important information for upgrade customers who already use Woodford* in the Signature MobileTech Installation and Administrative Guide before you import the new project file.
 - **MobileTech 7.5 or higher:** You will not need to uninstall previous versions. The steps for importing a new Resco Woodford file have not changed.
- **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 choose Process. For more information, see *Log into MobileTech Administration* in the Signature MobileTech 8.0 Installation and Administrative Guide. For additional upgrade notes, see *Upgrading MobileTech* in the Signature MobileTech Installation and Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.
- **Re-enable any options that were enabled in Woodford.** If you are using [Mobile Auditing](#)¹ (UseMobileAuditBackgroundSync=True), please be sure to re-enable the Woodford Auditing settings after importing a new Woodford project.

Installing MobileTech for the first time

You can install and set up MobileTech as described in the [Signature MobileTech Installation and Administrative Guide](#)².

¹ <https://docs.key2act.io/display/mt81/Enable+Mobile+Auditing>

² <https://docs.key2act.io/pages/viewpage.action?pageId=84770879>

Installation Components and Compatibility

MobileTech Components to Install

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

- MobileTech Server 8.6.90 (includes Resco Woodford v14.2.0.141, Publish Version 13.3)
- MobileTech 8.6.90 Woodford (included in installation)
- Resco Mobile CRM 14.2.2 or higher (from device App Store)

Important Notes

- As App Stores are increasing their security requirements, HTTPS (with Trusted SSL Certificates) will soon become a requirement across all device types. Therefore, it is our recommendation that 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.
- Verify the eTimeTrack Web Service current release version matches the installed version of Signature. For installation instructions for each component, see the [Signature MobileTech Installation and Administrative Guide](#)³.

Compatibility

To find a complete list of system requirements across all the Signature modules, refer to the [Signature System Requirements](#)⁴.

This table lists the tested and supported compatible versions for MobileTech 8.6.90.

Software or device	Compatible versions
Operating systems	<ul style="list-style-type: none"> • Android 9.0 (Pie), 10.0, 11.0, 12.0 • iOS 13, 14, 15 • Windows 10
Signature version number <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p>⚠ IMPORTANT</p> <p>If you are upgrading to Signature 18.04b06, you must upgrade to MobileTech 8.6. However, if you are only upgrading MobileTech to version 8.6, you can be on any of these compatible Signature versions.</p> </div>	<ul style="list-style-type: none"> • Signature 18.04b06 • Signature 18.03b05 • Signature 2018 R3 (18.00b03g310)

³ <https://docs.key2act.io/pages/viewpage.action?pageId=84770879>

⁴ <https://docs.key2act.io/display/1804b06/Signature+System+Requirements>

Incompatibility

Flexible Forms is not compatible with Microsoft Windows 11.

Obtain a Google Maps API Key

If you will be using the Mapping feature on a Windows computer, 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.

Installation Notes

- **IMPORTANT** After upgrading to Signature 18.04b06, you must also upgrade to MobileTech 8.6. We recommend that you upgrade to Signature 18.04b06 prior to upgrading to MobileTech 8.6. If you upgrade to MobileTech 8.6 before upgrading to Signature 18.04b06, you will need to re-run the Create MobileTech Objects in MobileTech Admin.
- **Field Invoicing Users and Signature 18.04b06:** To fix an issue with field invoicing having Billing_Amount fields incorrectly calculated, you will need to manually apply the included WSMobileGetFieldInvoiceTotals.sql script file to the Company Database. We recommend that you make a backup of the company database prior to applying the script so that you can restore the backup if needed.
- 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:**
- In Woodford, select the MobileTech project and then select *Edit* from the menu bar.
 - From the left navigation, select **Offline HTML**.
 - Double-click **Entity** to open.
Double-click **Appointment** to open.
 - Select **appointment-form_complete-job.html** and then select *Edit* from the menu bar.
 - Scroll down to *FORM EXECUTIONS*.
 - Locate **//,generateTimesheetReport(appointment) //Uncomment line to turn on automatic generation of timesheets .**
 - Remove the preceding **//**, and succeeding **//Uncomment line to turn on automatic generation of timesheets** so that the line only displays the following.
generateTimesheetReport(appointment)
 - Select *Save*.
 - Select *Save* from the menu bar.
 - 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.

New Features

Case #	New Feature
MTW-1959	If TaskValidationLevel is set to Optional, appointments can be completed regardless of the status of the appointment tasks. When completing the task, a check is performed for required task responses. Required responses must have a value. See Task Settings ⁵ .
MTW-2033	We've increased the email recipient (report.email) field from 320 characters to 1024 to allow for more contacts to be added.

Issues Fixed

Case #	Fixed Issue
SMS-1749	<p>We've fixed an issue where MobileTech was incorrectly calculating the Billing_Amount for field invoices in Signature 18.04b06. This only affects Field Invoicing users. To apply this fix, you will need to manually apply the included WSMobileGetFieldInvoiceTotals.sql script file to the Company Database. We recommend that you make a backup of the company database prior to applying the script so that you can restore the backup if needed.</p> <ol style="list-style-type: none"> 1. In Microsoft SQL Server Manager Studio, select your company database. 2. Select <i>File > Open > File</i>. 3. Navigate to and select the WSMobileGetFieldInvoiceTotals.sql script and select <i>Open</i>. 4. From the menu bar, select <i>Execute</i>.
MTW-1884	Appointments can no longer be completed when an error message is thrown during the resolution note creation. If an error is thrown now, the appointment complete status is reverted.
MTW-1885	When using SQL or Admin Console to look at the annotation table, the Service Call Resolution note no longer has a null or all zero GUID.
MTW-1887	We've fixed an issue with adding new equipment records.
MTW-1927	We've fixed an issue where users were receiving multiple service call history errors (servicecallhistory) in the Event Viewer and MobileTech mailbox.
MTW-1929	All tasks now display on the task list for a service call when more than 500 tasks are present for this service call.

⁵ <https://docs.key2act.io/display/MT86/Task+Settings>

Case #	Fixed Issue
MTW-1931	When Global Filtering is disabled, MobileTech views will no longer sync Branch data. Users will no longer receive the error message "The given key was not present in the dictionary" when attempting to sync.
MTW-1978	We've fixed an issue where duplicate MCC calls were created from MobileTech.
MTW-1986	Job appointment work crew entries are now displaying crew members as expected.
MTW-1991	For legacy Job Safety Tasks, when the appointment status is set to the JobSafetyStartStatus, the JSA Report is now generated and emailed as expected.
MTW-2006	We've fixed an issue with global filtering turned on, the Middle-Tier is empty, and the user selects Refresh Lookups in MobileTech Admin.
MTW-2010	If you are using global filtering and a user is removed from MobileTech Admin, the technician branch data is now removed as expected from the technician branch table.
MTW-2013	The equipment ID added to a time entry transaction in MobileTech is now passed to TimeTrack as expected.
MTW-2015	We've fixed an issue with the Appointment Plugin where if more than one technician activity is created with the same gpappointmentid and gpactivityid, and assigned to different technicians, the technician activity was deleted after a technician timed into the activity.
MTW-2026	The task response list values are now sorted by the sequence number when the user selects the response drop-down.
MTW-2035	When using the Windows app store version of MobileTech, users will no longer see two scroll bars. The list screen height was reduced so that the "extra" Resco scroll bar doesn't display and the remaining scroll bar provides access to the entire list.
MTW-2040	We've fixed an issue that caused an Exception error message to be logged in the Windows Event Viewer when using Signature Contact Management and you have parameter 2 or 3 entered in the Call Summary and/or Appointment Summary subject lines in the Report Email Options window in MobileTech Admin. (MobileTech Admin > Setup Options > Options > Report Options)