

MobileTech 8.5 Readme Service Pack 2

Release Version: 8-5-74

Release Date: September 2021

This document includes these sections:

- [Installing MobileTech on page 1](#)
- [Installation Components and Compatibility on page 2](#)
- [Installation Notes on page 3](#)
- [New Features on page 4](#)
- [Issues Fixed on page 5](#)

Installing MobileTech

Upgrading to 8.5 from a previous version

You can upgrade to MobileTech 8.5 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 Synch 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 8.5 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 have any Woodford modifications, you will need to re-enable and/or set up these modifications 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.

Installation Components and Compatibility

MobileTech Components to Install

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

- MobileTech Server 8-5-74 (includes Resco Woodford 13.3.0.51541, Publish Version 13.3)
- MobileTech 8-5-74.Woodford (included in installation)
- Resco Mobile CRM 14.1.2 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 8.5 Installation and Administrative Guide.

Compatibility Information

To find a complete list of system requirements across all the Signature modules, refer to the *Signature System Requirements* document found on the [Product Download¹](https://portal.key2act.com/customer-portal/downloads) page on Signature Resources. <https://portal.key2act.com/customer-portal/downloads>.

This table lists the tested and supported compatible versions for MobileTech 8.5.

| Software or device | Compatible versions |
|---------------------------------|---|
| Operating systems | <ul style="list-style-type: none"> • Android 9.0 (Pie), 10.0, 11.0 • iOS 13, 14, 15 • Windows 10 |
| Signature version number | <ul style="list-style-type: none"> • Signature 18.03b05 • Signature 2018 R3 (18.00b03g310) |

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.

¹ <https://portal.key2act.com/customer-portal/downloads>

Installation Notes

- 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:

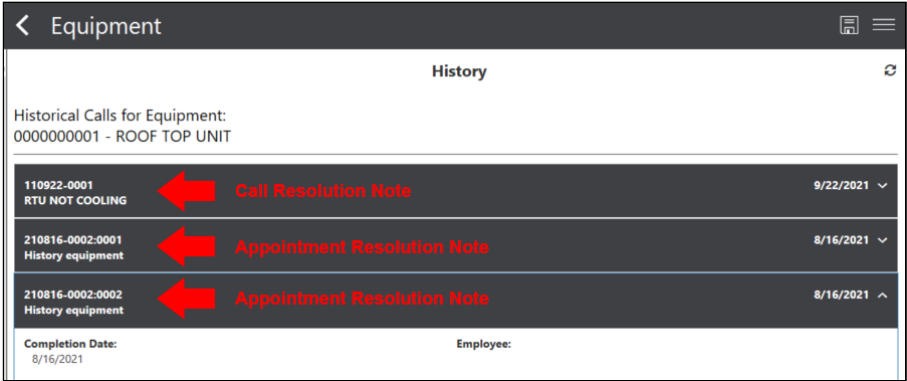
- a. In Woodford, select the MobileTech project and then select *Edit* from the menu bar.
- b. From the left navigation, select **Offline HTML**.
- c. Double-click **Entity** to open.
Double-click **Appointment** to open.
- d. Select **appointment-form_complete-job.html** and then select *Edit* from the menu bar.
- e. Scroll down to *FORM EXECUTIONS*.
- f. Locate **//generateTimesheetReport(appointment) //Uncomment line to turn on automatic generation of timesheets**.
- g. Remove the preceding **//**, and succeeding **//Uncomment line to turn on automatic generation of timesheets** so that the line only displays the following.
generateTimesheetReport(appointment)
- h. Select *Save*.
- i. Select *Save* from the menu bar.
- j. *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 |
|-----------------|--|
| <p>MTW-1711</p> | <p>Currently, when using <i>TimeLogRoundingInterval</i>, on the initial form load the actual time is displayed on the form when the user times in and/or out but the rounded values are used for labor time.</p> <p>If you would prefer to display the rounded time, you can update the Offline HTML form in the Woodford project to change the value of the <i>roundInitialTimeInOut</i> setting. The default value is false, which displays the actual time value. By setting the value to true, the rounded time will display (but labor hours will still be rounded). For example, with the value set to true, and you are rounding by 5, and the user is timing in at 4:07, the time displayed is 4:05. If timing out at 4:32, the time displayed is 4:30. Previously, the actual time displayed on the form but the rounded values were used for labor time.</p> <p>To display the rounded time value:</p> <ol style="list-style-type: none"> 1. In MobileTech Admin, go to Tools > Launch Woodford. 2. Double-click the Woodford project. 3. In the left navigation, under Components, select Offline HTML. 4. Double-click the entity folder. 5. Double-click the timelog folder. 6. Select timelog-form.html and then select <i>Edit</i>. 7. Update the <i>var roundInitialTimeInOut</i> line to true. 8. Select <i>SAVE</i>. 9. Select <i>Save</i>. 10. Publish the project. 11. Sync the devices. |
| <p>MTW-1717</p> | <p>When viewing historical calls on the device, we've added the appointment ID to the accordion title for a call that has an appointment resolution note. Each appointment is listed separately. For a service call with or without a call resolution note, only the service call ID is displayed.</p> <p>In the example below, service call 110922-0001 only has a call resolution note and service call 210816-0002 has two appointments, each having an appointment resolution note.</p>  |

Issues Fixed

| Case # | Fixed Issue |
|----------|---|
| MTW-1563 | When switching to SERVER MODE on a new service call, users with more than 500 pieces of equipment will now see the Search box as expected and will no longer be limited to the first 501 items. |
| MTW-1579 | We've added the WSMobileLoadLocation stored procedure to only populate valid customer IDs. |
| MTW-1583 | When creating more than one note for an entity, each Subject must be unique. Users will now see "Cannot Save Duplicate Note: Another note with the same subject already exists." |
| MTW-1633 | The Summary tab now displays the tasks as expected in the Task Summary section. |
| MTW-1650 | We've fixed an issue for iOS users where the Search section was not displaying in SERVER MODE for Locations. |
| MTW-1653 | We've changed the Conflict Resolution to "Device Wins" for service calls and tasks (subtasks and task response) so that if there are conflicts, the information from the device will not be lost. |
| MTW-1683 | After deleting a time entry, the related time log is now also deleted. |
| MTW-1688 | Users can now create back-to-back time-out and time-in entries. For example, log out at 4:00 PM and then log in at 4:00 PM. |
| MTW-1708 | The Task Responses string field has been updated to allow for up to 100 characters. |
| MTW-1712 | Seconds are no longer used when calculating/rounding time in and time out values. Only the hour/minutes displayed on the form are used when calculating/rounding the labor hours. |
| MTW-1720 | We've fixed an issue where a time entry was being created with a null transaction date. |