



Schedule

Schedule Readme and Installation Guide 2.18

Version: Schedule 2018 (2.0)

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New Features & Fixes

Version 2.0.18	
Bug Fix	Fixed an issue with an outdated function in the date.js file.
Version 2.0.16	
New Feature	<p>Updated the Timeline view</p> <p>For the selected day(s), technical resources are listed vertically, while the hours defined for the business day are listed horizontally. Depending on your Global Options Time Scale settings, you may be able to view up to 5 days by choosing the appropriate number in the Days to show drop-down in the far right corner of the schedule.</p> <ul style="list-style-type: none">• 15 Minutes - Limited to 1 day.• 30 Minutes - Can display 1-3 days.• 60 Minutes - Can display 1-5 days.
Version 2.0	
New Feature	<p>ServiceChannel Integration</p> <p>By integrating with ESMS and Signature Service Management, dispatcher resources can create service calls from ServiceChannel requests from the new Service Requests tab accessed from the Customer Hub. New communication events have been added to Signature Agent so that if a service request has been updated or canceled, dispatchers are notified by email.</p> <p>To view the ServiceChannel® Integration Webinar¹ that was held October 31, 2018 please visit this link: https://register.gotowebinar.com/register/3866481411488885761</p>



Subscribe to Schedule v2 Release RSS Feed²

[How to subscribe to an RSS Feed in Outlook](#)³

Compatibility

Schedule is compatible with:

- Signature 2018 R2, 2018, 2016 R3, 2015 R2
- Chrome, Firefox, Edge, Internet Explorer 11

¹ <https://register.gotowebinar.com/register/3866481411488885761>

² [https://docs.key2act.io/createrssfeed.action?](https://docs.key2act.io/createrssfeed.action?confirm=Create+RSS+Feed&excludedSpaceKeys%253D=&labelString=releases&maxResults=10&showContent=true&sort=modified&spaces=SCHEDULE&timeSpan=5&title=Key2Act+Schedule+v2+Release+RSS+Feed&types=page)

[confirm=Create+RSS+Feed&excludedSpaceKeys%253D=&labelString=releases&maxResults=10&showContent=true&sort=modified&spaces=SCHEDULE&timeSpan=5&title=Key2Act+Schedule+v2+Release+RSS+Feed&types=page](https://docs.key2act.io/createrssfeed.action?confirm=Create+RSS+Feed&excludedSpaceKeys%253D=&labelString=releases&maxResults=10&showContent=true&sort=modified&spaces=SCHEDULE&timeSpan=5&title=Key2Act+Schedule+v2+Release+RSS+Feed&types=page)

³ <https://support.office.com/en-us/article/subscribe-to-an-rss-feed-73c6e717-7815-4594-98e5-81fa369e951c>



- Certain features may not work on Edge or Internet Explorer. Known issues may prevent the customer hub functionality from working as expected.
- Schedule is not compatible with smart phones.
- Context-sensitive menus are not available on tablets.

System Requirements

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

Install the .NET Core Windows Server Hosting bundle

1. Install the [.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](#)⁶. 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](#)⁷ before installing the .NET Core Windows Server Hosting bundle. **Important!** If the hosting bundle is installed before IIS, the bundle installation must be repaired. Run the hosting bundle installer again after installing IIS.
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.

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 an API key that includes Maps and Routes. You do not need Places.)
- Bing Maps: <https://www.microsoft.com/en-us/maps/licensing/options>

Install Schedule Prerequisite Files

Prior to installing the K2A Service Library and application, the Schedule installation requires directories and files to be placed on your server.

1. Right-click **Schedule.x.xx.exe** and choose **Install as Administrator**. The Welcome to the WennSoft Schedule Setup Wizard page is displayed.
2. Choose *Next*.
3. On the **End-User License Agreement** window, review and accept the terms of the license agreement.
4. Choose *Next*.
5. On the **Select Installation folder** window, accept the default installation location or use the *Browse* button to select a different installation location for the Schedule web service.
6. Choose *Next*.
7. On the **Ready to Install** window, choose *Install*.
8. On the **Completing the WennSoft Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked by default.

⁴ <https://docs.key2act.io/display/Signature2018R4/System+Requirements>

⁵ <https://aka.ms/dotnetcore-2-windowshosting>


⁶ <https://docs.microsoft.com/en-us/aspnet/core/fundamentals/servers/aspnet-core-module>

⁷ <https://www.microsoft.com/download/details.aspx?id=53840>


9. Choose *Finish* to launch the WennSoft Schedule Web Installer. The Schedule Web Installer window launches to set up the WennSoft web service and application location.

Install the Schedule Web Service and Application


1. The **Schedule Web Installer** window displays to set up the web service.
2. A check is run to verify Microsoft NetCore installed. If you do not, a message displays indicating that you need to install this. To do so, choose the hyperlink *.NET Core Windows Server Hosting Bundle* from the installation window.
3. On the **Install/Update Service Library** tab, enter the following information:
 - SQL Server
 - Admin SQL User
 - Password
 - GP System Database – The database defaults to DYNAMICS, however you can change this if you have a different name.
4. Choose *Login*.
5. Choose the **Company** for this Installation This option lets you set up multiple companies during one installation. If you later have a need to install the Schedule Web Service for more companies, see [Install the Schedule Web Service for Additional Companies on page 3](#).
6. Enter the **Port** for Web Services.

 If you will be integrating with ESMS, enter **443** (the default port for https). Once you tab off the field, a message displays indicated that that port 443 requires your domain name and a trusted certificate. Choose *OK*. Enter the **Domain Name**.

7. Enter the **physical folder location** for K2A Service Library files.
8. Set the **Schedule 'admin' Password**. This is the administrator's password to log into Schedule.
9. Choose *Install*.
10. Choose *OK* in the message that displays.

 If you upgrading Schedule, at this time you will need to **stop** the K2A_ServiceLibrary application pool in the IIS Manager before continuing, as noted in [Upgrading Schedule on page 4](#).

11. From the **Install/Update Schedule** tab, enter the URL for the K2A Service Library web service.
12. Choose *Test*. The current Service Library version displays in the field if successful.
13. Enter the **Port** for the website.
14. Choose *Install or Upgrade*.
15. When the installation is complete, a message displays at the bottom of the window and a hyperlink is provided to your Schedule website.

 If you are upgrading Schedule, **start** the **K2A_ServiceLibrary** application pool.

Install the Schedule Web Service for Additional Companies

Additional companies can be added after the initial installation by following these steps.

1. Navigate the Schedule installation location.
2. Right-click **ScheduleWebInstaller.exe** and choose *Run as Administrator*.
3. The **Schedule Web Installer** window displays to set up the web service.
4. On the **Install/Update Service Library** tab, enter the following information:
 - SQL Server

- Admin SQL User
 - Password
 - GP System Database
5. Choose *Login*.
 6. Select **Companies** for this Installation.
 7. Mark **Install SQL Object Only**.
 8. Choose *Upgrade*.

Log into Schedule

1. Navigate to your Schedule web location as displayed after the installation of the K2A Web Services.
2. Log in with your Schedule 'admin' username and password.
3. Choose *OK* to open Schedule.
4. Set up the official administrator user.
5. Complete the Schedule setup instructions in the Schedule User Guide.

Upgrading Schedule

Prior to upgrading Schedule, we recommend that you back up the following tables:

GP System Database

- K2A_Area
- K2A_Role – User Roles
- K2A_RolePermissions – User Roles
- K2A_Settings – Settings and Configuration
- K2A_User_Role – User Roles

Company Database

- K2A_ResourceExtension – Technician Details
- SV00113 (Vehicles) – Used for Schedule Mapping/Routing

Follow the [Upgrade steps on page 2](#), however immediately after step 10 in [Install the Schedule Web Service and application on page 3](#), you will need to stop the **K2A_ServiceLibrary** application pool in the IIS Manager. This is noted in the directions in a highlighted box. Once the upgrade is complete, restart the Schedule Application Pool.

Uninstalling Schedule

1. Uninstall Schedule from the Control Panel or using the Product Installer.
2. Remove any remaining folder structure for Schedule (C:\Program Files (x86)\Signature\Schedule).
3. Remove all SCHEDULE websites from IIS Manager.
4. Remove all application pools from IIS Manager (should be called 'K2A_ServicesLibrary' and 'K2A_SCHEDULE').

Contact Information

Support

Phone: 262-317-3800

Email: support@wennsoft.com⁸

Hours: Normal support hours are 7:00 a.m. to 6:00 p.m. Central Time. After-hours and weekend support is available for an additional charge. Please contact WennSoft Support for additional information.

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⁸ <mailto:support@wennsoft.com>

⁹ <https://www.wennsoft.com/wsportal/>

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