

# Schedule

## Installation and Upgrade Guide

Version: Schedule 2022 (5.0)

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# System Requirements and Compatibility

## Signature System Requirements

To find a complete list of system requirements across all the Signature modules, please refer to the Signature System Requirements document found on the Product Download page on Signature Resources at <https://www.wennsoft.com/wsportal/product-downloads>.

## Signature Version Compatibility

- Signature 18.04b06 or higher
- Signature 2018 R3

 WennSoft's mainstream support for Signature 2018 R3 ends on January 10, 2023. See the Lifecycle Support Policy at <https://www.wennsoft.com/wsportal> for more information.

- 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 (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.

## Additional Installation Information

- [Install the .NET Core 3.1 Windows Server Hosting bundle on page 2](#)
- [Obtain a Mapping API Key on page 2](#)



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

1. Install the [.NET Core Windows Server Hosting bundle](#)<sup>1</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>2</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.

## 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>

## Installing Schedule

 The installer requires an internet connection so that prerequisite validations can be performed.

- [Installation Instructions on page 2](#)
- [Log in to Schedule on page 3](#)
- [Install the Schedule Web Service for Additional Companies on page 3](#)

## Installation Instructions

1. Right-click on the Schedule x.x.xx.exe file and select *Run as administrator*.
2. If the **User Account Control** window displays, select Yes to continue with the installation.
3. The **Welcome to the Prerequisites Setup Wizard** displays if any prerequisite files need to be installed or updated. Mark the checkbox next to the file(s) to be installed and select Next. The external setup windows for each file open. You may need to move the Schedule Setup window to see the other setup windows. Complete the file installation(s). After you have installed the prerequisite files, return to the Schedule Setup window and select *Next*.
4. The **Welcome to the Schedule Setup Wizard** displays.
5. Select *Next*.
6. On the **End-User License Agreement** window, accept the license agreement and select *Next*.

<sup>1</sup> <https://download.visualstudio.microsoft.com/download/pr/7e35ac45-bb15-450a-946c-fe6ea287f854/a37cfb0987e21097c7969dda482cebd3/dotnet-hosting-3.1.10-win.exe>

<sup>2</sup> <https://www.microsoft.com/download/details.aspx?id=53840>

7. On the **SQL Server Settings** window, enter your SQL Server System settings:
  - 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.
8. Select *Next*.
9. On the **Schedule 'admin' User Setup** window, enter the **'admin' Password** (twice) and then select *Next*.
10. On the **Company Select** window, mark one or more companies for this installation.
11. At the bottom of this window, the Version field displays the version of Schedule you are installing.
12. Select *Next*.
13. On the **Registration Web Service Details** window, mark **Use HTTPS for Signature Registration web service**. if the Signature Registration web service is installed on a secure website (https:// instead of http://). This allows the registration web service to be consumed over Secure Sockets Layer (SSL).
14. Select *Next*.
15. On the **Select Schedule Installation Folder** window, you can accept the default installation location or you can select the *Browse* button to select a different location.
16. Select *Next*.
17. On the **Ready to Install** window, select *Install*.
18. On the **Completing the Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked to open Schedule after you select Finish.
19. This window displays:
  - Service Library URL: You may need this URL for troubleshooting.
  - Schedule URL: This is the URL you will use to open Schedule.
20. Select *Finish*.

## Log in to Schedule

1. Navigate to your Schedule web location.
2. Log in with your Schedule 'admin' username and the password entered above.
3. Select *OK* to open Schedule.
4. Complete the [Setting up Schedule](https://docs.key2act.io/display/SCHED47/Setting+up+Schedule)<sup>3</sup> section found in the Schedule User Guide, which includes setting up the official administrator user.

## Install the Schedule Web Service for Additional Companies

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

1. Right-click on the Schedule x.x.xx.exe file and select *Run as administrator*.
2. If the **Use Account Control** window displays, select *Yes* to continue with the installation.
3. The **Welcome to the Schedule Setup Wizard** displays.
4. Select *Next*.
5. On the **Modify or Remove Installation** window, select *Modify*.
6. On the **SQL Server Settings** window, enter your SQL Server System settings:
  - 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.
7. Select *Next*.

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<sup>3</sup> <https://docs.key2act.io/display/SCHED47/Setting+up+Schedule>

8. On the **Company Select** window, mark one or more companies for this installation.
9. Select *Next*.
10. On the **Ready to Install** window, select *Install*.
11. On the **Completing the Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked to open Schedule after you select *Finish*.
12. This window displays:
  - Service Library URL: You may need this URL for troubleshooting.
  - Schedule URL: This is the URL you will use to open Schedule.
13. Select *Finish*.

## Upgrading Schedule

### Before You Upgrade

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

### Upgrade Instructions

1. Right-click on the Schedule x.x.xx.exe file and select *Run as administrator*.
2. If the **Use Account Control** window displays, select *Yes* to continue with the installation.
3. The **Welcome to the Prerequisites Setup Wizard** displays if any prerequisite files need to be installed or updated. Mark the checkbox next to the file(s) to be installed and select *Next*. The external setup windows for each file open. You may need to move the Schedule Setup window to see the other setup windows. Complete the file installation(s). After you have installed the prerequisite files, return to the Schedule Setup window and select *Next*.
4. The **Welcome to the Schedule Setup Wizard** displays.
5. Select *Next*.
6. On the **End-User License Agreement** window, accept the license agreement and select *Next*.
7. On the **SQL Server Settings** window, enter your SQL Server System settings:
  - 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.
8. Select *Next*.
9. On the **Company Select** window, mark one or more companies for this installation.
10. At the bottom of this window, the following fields displays:
  - Current Version: If you are upgrading, the currently installed version displays..
  - Upgrade Version: Displays the version of Schedule you are installing/upgrading.


11. Select *Next*.
12. On the **Registration Web Service Details** window, mark **Use HTTPS for Signature Registration web service** if the Signature Registration web service is installed on a secure website (https:// instead of http://). This allows the registration web service to be consumed over Secure Sockets Layer (SSL).
13. Select *Next*.
14. On the **Select Schedule Installation Folder** window, you can accept the default installation location or you can select the *Browse* button to select a different location.
15. Select *Next*.
16. On the **Ready to Install** window, select *Install*.
17. On the **Completing the Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked to open Schedule after you select Finish.
18. This window displays:
  - Service Library URL: You may need this URL for troubleshooting.
  - Schedule URL: This is the URL you will use to open Schedule.
19. Select *Finish*.

## Viewing the K2A Service Library Event Log

Access the Windows Event Viewer to view a log of application and system messages, including errors, information messages, and warnings that may have occurred with the K2A Service Library.

To view the event log:

1. Open **Control Panel**.
2. Select **Administrative Tools**.
3. Double-click **Event Viewer**.
4. In the navigation pane, expand **Applications and Service Logs**.
5. Select **K2A Service Library**.
6. The **Detail** pane displays event entries that are sorted by default in chronological order with the latest events at the top.

 You can click any column header to sort events by that field in ascending or descending order.

7. Select an event to view the event details.
  - The **General** tab displays more information.
  - Select the **Details** tab to display the raw event data.
8. You can right-click on an event and select **Copy > Copy Details as Text** and then paste the results into a text editor, email, etc.

## Uninstalling Schedule

Schedule may be uninstalled from Add/Remove programs or you can uninstall by running the installation file.

1. Right-click on the Schedule x.x.xx.exe file and select *Run as administrator*.
2. If the **Use Account Control** window displays, select *Yes* to continue with the installation.
3. The **Welcome to the Schedule Setup Wizard** displays.
4. Select *Next*.
5. On the **Modify or Remove Installation** window, select *Remove*.
6. Select *Install*.
7. Select *Finish*.

# Contact Information

## Support

Phone: 262-317-3800

Email: [support@wennsoft.com](mailto:support@wennsoft.com)<sup>4</sup>

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.

WennSoft will be closed in observance of the following holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day, and the day after Christmas.

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## Support Plans

We're committed to providing the service you need to solve your problems and help your team maximize productivity.

We offer several Signature Enhancement and Support Plans to meet your needs and Extended Support Plans for retired product versions available at <https://www.wennsoft.com/wsportal><sup>5</sup>.

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<sup>4</sup> <mailto:support@wennsoft.com>

<sup>5</sup> <https://www.wennsoft.com/wsportal/>

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