

Schedule 2020 (4.5) Service Pack 2 Readme

Release Version: 4.5.21

Release Date: November 2020

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Requirements and Compatibility

System Requirements

To find a complete list of system requirements across all the Signature modules, refer to [Signature System Requirements](#)¹.

Signature Version Compatibility

- Signature 18.03b05
- Signature 2018 R4 18.00b04g421
- Signature 2018 R3 18.00b03g310
- Signature 2016 R3 SP 2 16.00b03g321
- MobileTech 8.0 SP 2 for XOi Deep Linking

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

¹ <https://docs.key2act.io/display/1805b07/Signature+System+Requirements>

Upgrading and Installing Schedule

Upgrading Schedule 4.5 SP 2 from a previous version

You can upgrade to Schedule 4.5 from version 3.0 or higher.

Installing Schedule for the first time

Refer to the [Schedule Installation and Admin Guide](https://docs.key2act.io/display/SCHED45/Installation+and+Upgrade+Guide)² for detailed instructions.

Bug Fixes

Case #	Description
SCHED-785	The Contract Number field now has a corrected lookup function. To access the lookup window, double-click on any row or clicking on a row to select it, and then select the “+” button to add the Contract Number to the Service Call. Use the “x” on the Contract Number field to remove the existing selection. The behavior of the Contract Number lookup replicates that of the Signature solution with one exception. For any expired Contract, we will display the start and expiration dates of the Contract displayed in red.
SCHED-1110	The Customer Hub now displays as expected when the browser default language is set to something other than English (US).
SCHED-1119	The Payment Summary icon on the Customer Hub customer form now reflects the correct status color for the customer.
SCHED-1133	Updated the Service Library Note Repository to allow a single quote within a name for Customer Number, Location Number, Equipment Number, Job Number, and Technician.
SCHED-1138	Users can now create a note for a contract if the contract name has an apostrophe.
SCHED-1141	Users can now create a note for equipment if the equipment ID has an apostrophe.

² <https://docs.key2act.io/display/SCHED45/Installation+and+Upgrade+Guide>