

MobileTech 8.5 Readme Service Pack 1

Release Version: 8-5-63

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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 8.0 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.

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

Installation Components and Compatibility

MobileTech Components to Install

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

- MobileTech Server 8-5-63 (includes Resco Woodford 13.3.0.51541, Publish Version 13.3)
- MobileTech 8-5-63.Woodford (included in installation)
- Resco Mobile CRM 14.0.0.2 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 Download²](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 8.0 (Oreo), 9.0 (Pie), 10.0, 11.0 • iOS 13, 14, 14.5 • Windows 10
Signature version number	<ul style="list-style-type: none"> • Signature 18.03b05 • Signature 2018 R3 (18.00b03g310) • Signature 2016 R3 SP 2 (16.00b03g321)

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.

² <https://portal.key2act.com/customer-portal/downloads>

Installation Notes

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:

1. In Woodford, select the MobileTech project and then select *Edit* from the menu bar.
2. From the left navigation, select **Offline HTML**.
3. Double-click **Entity** to open.
Double-click **Appointment** to open.
4. Select **appointment-form_complete-job.html** and then select *Edit* from the menu bar.
5. Scroll down to *FORM EXECUTIONS*.
6. Locate **//generateTimesheetReport(appointment) //Uncomment line to turn on automatic generation of timesheets.**
7. Remove the preceding **//**, and succeeding **//Uncomment line to turn on automatic generation of timesheets** so that the line only displays the following.
generateTimesheetReport(appointment)
8. Select *Save*.
9. Select *Save* from the menu bar.
10. *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-1459	To help prevent issues with users having multiple devices, you can set up sync prompts that display on the device if the user hasn't synchronized their device after x hours. You can also set the Check Interval. The default Sync Interval is 1 hour with the default Check Interval occurring every 15 minutes. On the message that displays for the user, they can choose the Sync button to sync the device or select Cancel to be prompted again at the Check Interval. For setup information, see Add Synchronization Prompt (optional) ³ in the <i>MobileTech Installation and Administration Guide</i> .

³ <https://docs.key2act.io/pages/viewpage.action?pagelD=84771322>

Case #	New Feature
MTW-1471	<p>The BOB Dashboard and entity forms have been updated to display the new Priority Fault icons from Building Optimization Broker. Additionally, if multiple Priority Fault levels are present for an entity, the color icons will stack, with a numeric value to the right of the icon to indicate the number of faults for that status.</p> <ul style="list-style-type: none"> • High Priority Fault  • Medium Priority Fault  • Low Priority Fault 
MTW-1476	For service calls that initiated from a Building Optimization Broker service request, the fault recommendation is now added to the call description.
MTW-1523	Non-Admin users will now be able to access the Tools menu item in MobileTech Administration. However, the only Tools options that display are Launch Resco Cloud Dashboard, Launch Woodford, and Install Resco MobileCRM Client.
MTW-1532	If technicians experience a time overlap with timing in and out of more than one device, we've added the ability to delete the overlap from the Time Overlap Not Allowed prompt. The prompt displays the Appointment ID and the accepted Time In and Time Out values. The deleted values are what displays in the form behind the prompt. The Time Overlap window displays if UseTimeLog = True and TimeLogAllowTimeOverlap = False in Settings.

Issues Fixed

Case #	Fixed Issue
MTW-1449	The BOB Dashboard now displays the service call list as expected. The BOB Dashboard was updated for compatibility with the latest healthsummaries API endpoint changes delivered in BOB 1.4.6.
MTW-1461	The Task Sync filters on the Task, Subtask, Task Response, Job Safety Task, and Job Safety Task Response entities now include Appointment Status and Start Date in addition to the Appointment Technician equals Current User.
MTW-1467	The Modified Date is now updating as expected when another appointment is added to the existing Resolution Note.
MTW-1474	On smaller screens, the Call Description no longer overlaps the Call Status on the Service Call List.
MTW-1481	For Schedule and MobileTech appointments (and AutoStatusUpdate is set to <blank> under Mobile Device Global Settings), opening the appointment in MobileTech no longer modifies the <i>organizer</i> and <i>requiredattendees</i> attributes unless the user saves the appointment and then syncs the device.
MTW-1486	Installing with HTTPS registration now updates the MobileTechAdmin.exe.config file correctly.
MTW-1491	Resolution Notes are no longer having the Printable flag changed to No when selecting Complete and Create New for the appointment.

Case #	Fixed Issue
MTW-1503	Lists in MobileTech now display more than 20 items. This includes, but not limited to: appointments, equipment, invoices, labor expense, legacy job safety audits, location contacts, service calls, site inventory, tasks, task materials, templates, and time entries.
MTW-1510	We've fixed an issue where an appointment created in Signature is synced on two devices and then the appointment is completed on one device and synced, the completed appointment was reopened. This was occurring when AutoStatusUpdate is set to a value under Mobile Device Global Settings. The appointment now remains completed as expected.
MTW-1548	Time entries created in Signature with a transaction date time between midnight and 4 AM now display in MobileTech for the correct day, not the previous day.
MTW-1565	<p>Images now display as expected with the Resco Inspection Report.</p> <div style="border: 1px solid yellow; padding: 10px; margin-top: 10px;"> <p> You will need to reimport the JSA Inspection Report for the updates to take affect. See Enable Job Safety Analysis (optional)⁴ in the MobileTech Installation and Administration Guide for steps on how to import the Inspection Report.</p> </div>
MTW-1567	If the Validate Service Call User-Defined 2 is turned OFF in Signature Setup Options, text entered in MobileTech in the User-Defined 2 field on the service call now sync back to Service Management as expected.

⁴ <https://docs.key2act.io/pages/viewpage.action?pagelD=78610486>