MobileTech 2026 Readme - Fall 2026

Release Version: 2026.0.32
Release Date: Fall 2026

- Upgrading or Installing MobileTech
- Installation Components and Compatibility
- Installation Notes
- Bug Fixes

Upgrading or Installing MobileTech

Upgrading to MobileTech 2026 From a Previous Version

You can upgrade to MobileTech 2026 from version 10 (2024) 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.
  - **IMPORTANT: Inactivate any active Woodford projects** before running the upgrade.
- **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 select Process. For more information, see *Log into MobileTech Administration* in the Installation & Administration Guide. For additional upgrade notes, see Upgrade MobileTech Server in the Installation & Administrative Guide. Installing database objects during an upgrade does not remove any data from the middle tier.

Installing MobileTech for the First Time

You can install and set up MobileTech as described in the Signature MobileTech Installation & Administration Guide.

You can install MobileTech Server on any Microsoft Windows Server environment. For specific versions, see the Signature System Requirements. MobileTech Server cannot be loaded in a non-Windows Server environment.

Installation Components and Compatibility

MobileTech Components to Install

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

- MobileTech Server 2026.0.32 includes Resco Woodford v18.1.1, Publish Version 16.0
- MobileTech 2026.0.32.Woodford (included in installation)
- MobileTech+ 2026.0.32.Woodford (if you are using MobileTech+)
  IMPORTANT: Due to issues with Resco licensing where the license is assigned to any technician who syncs with the MobileTech+ project, even if they are not assigned the Inspector Role, you need to have two Woodford projects (one for MobileTech+, one for MobileTech). See Import the MobileTech Woodford Project for the updated steps for creating a child project and importing the MobileTech+ project.
- Resco Mobile CRM 18.1.9.9 or higher (from device App Store)
  Note: The two most recent major versions of MobileTech are validated for use with the latest release of Resco

MobileCRM. While older versions of MobileTech may function with Resco MobileCRM, compatibility is not guaranteed, and use of unsupported versions is at the user's own risk.

Important Notes

- **Microsoft announced on May 24, 2024, that they are deprecating Bing Maps.** Customers using Bing Maps for Enterprise Basic or Free license will no longer be able to use Bing Maps for Enterprise services beyond **June 30, 2025**. To continue using Mapping in MobileTech, you will need to obtain a Google Maps API key at Google Maps Platform Pricing - Subscriptions and Pay as you go . (You will need an API key that includes Maps and Routes. You do not need Places.) See Enter the Google Maps API Key.
- As App Stores increase their security requirements, HTTPS (with Trusted SSL Certificates) will soon become required across all device types. Therefore, we recommend 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.
- If your technicians need WiFi, and your company typically turns it off overnight and on weekends, you might want to reconsider this practice to ensure they have the necessary access.

Compatibility

To find a complete list of system requirements across all the Signature modules, refer to the System Requirements documentation.

This table lists the tested and supported compatible versions of MobileTech 2026.

Software or device	Compatible versions
Operating Systems	• Android 16, 17 • iOS 26, 27 • Windows 10, 11
Signature Version ⚠ IMPORTANT **If you are upgrading to Signature 2026,** you must upgrade to MobileTech 2026. However, if you are only upgrading your current MobileTech to MobileTech 2026, you can be on any of these compatible Signature versions.	• Signature 2026 • Signature 2025

Incompatibility

- The MSI (non-Windows Store) version of the Resco Mobile CRM available from the Resco website is no longer compatible with MobileTech. If you currently use the MSI version, you must migrate to the Windows Store version and should plan accordingly before upgrading.
- Flexible Forms are not compatible with Microsoft Windows 11.
- Servers running Cylance script control.
- MobileTech inventory transactions do not support Microsoft Dynamics GP Inventory Lots.

Obtain a Google Maps API Key

To use the Mapping feature on any device, you will need to obtain a Google Maps API key at Google Maps Platform Pricing - Subscriptions and Pay as you go. You will need the Maps JavaScript API (Maps > Dynamic Maps) and Geocoding (Places tab). Geocoding is required for setting coordinates. See Enter the Google Maps API Key.

⚠ Microsoft announced on May 24, 2024, that they are deprecating Bing Maps. Customers using Bing Maps for Enterprise Basic or Free license will no longer be able to use Bing Maps for Enterprise services beyond **June 30, 2025**.

Installation Notes

- **IMPORTANT**: If you have any modified or customized MobileTech or Signature Agent database triggers, back them up before upgrading to Signature 2026, and reinstall them after the upgrade.
- After installing MobileTech 2026, if you have set up password complexity, you will need to set this up again as the MobileTechAdmin.exe.Config file is overwritten.
- 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:

1. In Woodford, select the MobileTech Woodford 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.

Bug Fixes

Administration and Installation

- **Special characters supported in integration passwords.** MobileTech integration credentials can now include semicolons and braces without causing synchronization, connectivity, or MobileTech Admin errors. (MT-2564)
- **MobileTech installation completes successfully.** The MobileTech installer no longer stops with a null-value error during installation. (MT-2571)
- **Admin Console opens from the web dashboard.** The Admin Console can now be opened from the Resco Cloud Dashboard without returning a 404 error. (MT-2572)
- **Inspection projects use MobileTech+ names.** The Inspection Manager and Inspections project names now display the expected MobileTech+ branding. (MT-2574)
- **Help opens the current documentation.** Selecting Help now opens the MobileTech 2026 documentation instead of the 2025 documentation. (MT-2575)
- **MobileTech+ Inspections project included.** The MobileTech+ Inspections project is now included with the MobileTech 2026 installation. (MT-2579)

Attachments

- **Improved attachment synchronization with cloud storage.** Service-call attachment processing has been optimized to reduce unnecessary attachment data when cloud storage is enabled, improving synchronization performance. (MT-2430)
- **More reliable cloud-storage attachment processing.** Attachment synchronization now avoids duplicate cloud-storage metadata and safely handles linked documents that do not contain attachment data, reducing synchronization failures and excessive downloads. (MT-2432)
- **Attachments save correctly on iOS.** Attachments can once again be saved in MobileTech on iOS after recent Resco Mobile CRM app changes. (MT-2560)
- **Camera capture restored for Android attachments.** Android users can take a photo or video from the device when adding an attachment instead of being limited to selecting an existing file. (MT-2565)
- **Attachment upload-size limits enforced.** The custom attachment upload page now enforces the configured maximum upload size on iOS and Android, preventing oversized files from being saved. (MT-2567)

Equipment

- **Equipment records save after sublocation updates.** Creating equipment after updating the sublocation on another equipment record no longer causes a crash or save error. (MT-2566)

Integrations

- **XOi links open the correct job.** MobileTech now preserves the required information in XOi deep links so technicians can open linked jobs without receiving a missing job properties error. (MT-2390)

Jobs and Time Entry

- **Job Appointment Summary Report shows the correct technician labor.** The report is being corrected so completing one technician's appointment does not include labor from another technician assigned to the same job and appointment number. This fix will be addressed with the Signature 2026 release. (MT-2364)
- **Deleted time entries no longer cause overlap errors.** When time overlap is not allowed, a time entry deleted in the back office no longer prevents a technician from entering time for the same period after synchronization. (MT-2366)
- **Jobs remain available without supplemental details.** Jobs that do not have a supplemental job-details record now remain available in MobileTech, preventing related appointments from failing to load the job. (MT-2441)
- **Cost code lookup remains visible on iOS.** The Cost Code lookup in Job Time Entry is no longer hidden by the Description field on iOS. (MT-2578)

Job Safety and Inspections

- **Inspection reports generate without a server error.** JSA Inspection and Summary reports can be generated and delivered without encountering the open-data-reader server error. (MT-2359)
- **Job appointments honor the Legacy JSA setting.** Job appointments now open legacy Job Safety Audit tasks when Use Legacy JSA is enabled instead of attempting to load an inspection-based JSA template. (MT-2562)
- **Legacy JSA text responses save on mobile devices.** Text responses entered for legacy Job Safety Audit tasks are now retained when users select Save on iOS and Android. (MT-2569)

Performance and Reliability

- **Reduced deadlocks during note processing.** Resolution-note processing has been improved to reduce database contention and retry temporary conflicts, resulting in more reliable synchronization. (MT-2537)
- **Improved subtask synchronization performance.** Subtask processing has been optimized to handle larger service-call workloads more efficiently during integration synchronization. (MT-2539)
- **Faster task and task-response processing.** Integration synchronization now processes task and task-response records more efficiently, reducing delays after an upgrade. (MT-2543)
- **Large task lists load faster.** Offline task lists now perform less initial processing, improving load times for service calls that contain thousands of tasks. (MT-2550)

Refrigerant Tracking

- **Service call defaults on refrigerant tracking records.** When refrigerant tracking is added while completing an appointment, the related service call ID now defaults on the new record. (MT-2576)

Scheduling and Synchronization

- **Event-based synchronization follows the sign-in workflow.** Actions that trigger event-based synchronization now use the expected foreground sign-in and synchronization process. (MT-2374)
- **Technician activities can be created from the calendar.** Technicians can once again use the calendar's Add button to create a technician activity appointment. (MT-2489)

Task Management

- **Task status changes are retained.** Changing a completed task to N/A now keeps the selected status instead of reverting to Open and clearing the completion date. (MT-2532)
- **Task lists retain the current scroll position.** After completing a task, MobileTech keeps the user's position in a long task list instead of returning to the top. (MT-2548)
- **Task completion no longer resets list navigation.** Completing a task no longer sends users back to the beginning of the task list, making it easier to continue working through remaining tasks. (MT-2555)