

# MobileTech 2025 Service Pack 1 Readme

**Release Version:** 2025.0.74

**Release Date:** February 2026

## Bug Fixes

Case #	Description
MT-2159	The data load process has been modified to exclude objects not present in the WSDOCS subtables. We've also added null guard logic to various attachment processing procedures and views. Users had been experiencing null conversion error messages when synchronizing data.
MT-2340	The FTSiteInventoryLookup cascade query has been optimized to prevent timeouts when syncing.
MT-2398	The FTServiceCallAttachment sproc has been optimized for Cloud Storage. Execution timeouts during the MobileTech Integration Sync should no longer happen, particularly when pushing attachments, which caused cascading failures across the system. Document attachments are now working as expected.
MT-2433	We've updated the MobileTech Admin Attachment view scripts to remove the UNION statements. This update keeps attachment counts manageable for field devices to complete a sync, preserves metadata/linkage for cloud storage attachments, and allows DocLink records to pass through and be evaluated like database-hosted attachments.
MT-2442	The Summary Reports are now signed and loading without errors. The report rows retain the correct appointment IDs.

Case #	Description
MT-2462	<p>All sync logic has been reviewed to protect for DBNull conversions. Null/DBNull handling has been updated across XrmServer.Sync to prevent "cannot be cast from DBNull" for the following entity fields:</p> <ul style="list-style-type: none"> <li>• Task: GPSubTaskLineNumber, RecordLevel, GPTaskLineNumber, EstimateHours, CompletionDate, TaskMaterialCount, SubTaskCount</li> <li>• Subtask: GPSubTaskLineNumber, GPTaskLineNumber, EstimateHours, CompletionDate</li> <li>• TaskMaterial: IsRequired, Quantity, NonInventory, RecordLevel, GPTaskLineNumber</li> <li>• Equipment: IsComponent, ComponentQuantity, RefrigerantTypeId, OptimalCharge, GPUUserDefine9a, ALDInstalled, IsGroupItem</li> <li>• Location: Latitude, Longitude, PurchaseOrderRequired, IsBillOnly, IsServiceLocation, IsInactive</li> <li>• Appointment: StartDate, StartTime, CompletionDate; ScheduledStart/End derived</li> <li>• ServiceCall: DateOfCall, TimeOfCall, EstimateHours, InvoiceType</li> <li>• LaborExpense: TransactionDate/Begin/End, GPTimeIn/Out, Cost, CostType, GPCompTrxNo, GPGrpCompTrxNo, HoursUnits, Quantity, TransactionStatus, GPAppointmentType</li> <li>• ChangeOrderDetail: Cost_Element, Change_Order_Est_Units, Change_Order_Est_Cost, CO_Est_Amt_Per_Units</li> <li>• PurchaseOrderReceipt: Product_Indicator, POTYPE, POSTATUS, FRTAMNT, MSCCHAMT</li> <li>• PurchaseOrderReceiptDetail: COSTTYPE, Product_Indicator, ORD, NONINVEN, QTYORDER, UNITCOST</li> <li>• PurchaseOrder: DOCDATE</li> <li>• ChangeOrder: Change_Order_Type, Change_Order_Status, PSTGSTUS, Change_Order_Est_Cost, USRDAT01, USRDAT02, User_Defined_Date_3, User_Defined_Date_4</li> <li>• Contract: SequenceNumber, StartDate, EndDate</li> <li>• JobAppointmentNote: isinternal, modifiedon</li> <li>• LocationContact: GPContactId, GPPhoneId</li> <li>• RefrigerantTracking: GPVoid, ServiceDate/Time, EPALeakRateMaxPct, RefrigerantTransfer, CurrentLeakRate, LeakFound, LeakRepaired, RepairAttempted, InitLeakTestDate, FollowupLeakTestDate, OptimalCharge, RefrigerantDisposed/Recovered/Recharged/Recycled/Added/Released/NetAdded, CreatedDate/Time, ModifiedDate/Time, RefrigerantTypeId, FaultCodeId, ActionCodeId, InitialLeakTestCodeId, FollowupLeakTestCodeId, CircuitCodeId, LeakSublocationId, RefrigerantEquipmentType</li> </ul>
MT-2463	<p>Users will no longer intermittently receive the error message "Job not created - missing job properties" when launching the XOi deep link from MobileTech. The SQL function dbo.wsStripBadXmlCharaters has been updated to bypass character replacement for notes containing xoi-vision URLs.</p>
MT-2496	<p>The Refrigerant Equipment Type drop-down list now sorts by the equipment type integer.</p>

Case #	Description
MT-2497	Technician activities can now be created directly from the calendar as expected.
MT-2499	<p>The MobileTech installer was updated to include a newer version of the EdgeJS.dll file that now contains the correct version number.</p> <p>It was reported that some users were receiving an email when logging into the Resco Portal that included the following message:</p> <p>Exception: System.IO.FileNotFoundException  Message: Could not load file or assembly 'EdgeJs' or one of its dependencies. The system cannot find the file specified.</p>
MT-2533	Updating a task status from COMPLETE to N/A updates the status as expected.
MT-2535	We optimized loading large volumes of subtasks by refactoring the WSMobileLoadSubtask stored procedure.
MT-2536	WSMobicNoteResponse.sql was updated to add deadlock retry handling around the existing procedure logic.
MT-2542	The Integration Sync has been optimized to improve the processing performance for tasks and task responses.

## What's New

Case #	Description
MT-2360	<p>This release introduces <b>MobileTech+</b>, an optional paid feature designed to enhance your mobile experience with advanced capabilities. MobileTech+ is compatible with Signature 2024 and Signature 2025 (and higher).</p> <p>Included with MobileTech+:</p> <ul style="list-style-type: none"> <li>• <b>AI Call Summary Generation:</b> Technicians can generate AI-crafted resolution notes for service appointments directly from the AISummary screen. The system uses appointment data and any optional context you provide. See <a href="#">Generate AI Summary</a>. <ul style="list-style-type: none"> <li>• Device must be online with access to AISummary.</li> <li>• Azure connectivity in the WennSoft-hosted tenant is required; customers should coordinate with WennSoft to obtain the necessary Azure configuration.</li> <li>• To customize your generated AI Summary, please contact your WennSoft representative.</li> <li>• Input Character limits: <ul style="list-style-type: none"> <li>• Additional Details text input: 4,000 characters</li> <li>• Total Input: 16,000 characters</li> </ul> </li> <li>• Output Character Limit: <ul style="list-style-type: none"> <li>• Resolution Notes: Maximum character limit is 32,000</li> </ul> </li> </ul> </li> <li>• <b>MobileTech+ Templates</b> MobileTech+ allows you to build robust mobile workflows and generate a report directly on a device, immediately after completing a MobileTech+ template. You can customize the MobileTech+ templates directly in the Template Designer or Report Designer. See <a href="#">Working with MobileTech+</a>. Included templates: <ul style="list-style-type: none"> <li>• <b>Equipment Checklist:</b> Provides a maintenance checklist for equipment by type.</li> <li>• <b>Job Safety Analysis:</b> Assess the safety of a work location before completing a service or job appointment. Job Safety Analysis identifies safety standards, potential risks, and hazards.</li> <li>• <b>Opportunities Form:</b> Use this form to record any information that might require additional billable work in the future</li> <li>• <b>Service Workflow:</b> Provides a service appointment workflow that you can step through to complete the appointment.</li> </ul> </li> </ul>