



Schedule

Installation and Upgrade Guide Guide

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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 [System Requirements](#)¹.

Signature Version Compatibility

- Signature 2024 (18.07b09) or higher
- Signature Agent 2.4.39 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 not currently compatible with the Schedule services. It is our recommendation not to install WebDav on IIS as a prerequisite for Schedule. It is an optional feature that is 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.

Additional Installation Information

Install the .NET Core 4.8 Windows Server Hosting bundle

1. Install the [.NET Core Windows Server Hosting bundle](#)² 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](#)⁴ before installing the .NET Core Windows Server Hosting bundle.

1. <https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620771407/System+Requirements>

2. <https://learn.microsoft.com/en-us/aspnet/core/host-and-deploy/iis/hosting-bundle?view=aspnetcore-8.0>

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

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

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.

Disable Security Software

Disable any security software before installing Schedule. Remember to re-enable this once the installation is complete.

Reboot Your Server

We recommend that you reboot your server before installing the Schedule installation or upgrade.

Obtain a Mapping API Key

If you use the Mapping feature, you must also obtain a Google, Bing, or Azure Mapping API key. Your mapping key is entered in Schedule Setup. See [Setting Up Mapping Options](#)⁵.

Google Maps

You will need the **Maps JavaScript API** (Maps > Dynamic Maps), **Directions API** (Routes > Directions), and **Geocoding** (Places tab). Geocoding is required for setting coordinates.

<https://cloud.google.com/maps-platform/pricing/>

Bing Maps

<https://www.microsoft.com/en-us/maps/licensing/options>



- **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.**
 - (a) **Basic / Free Licenses customers** who would like to continue using enterprise maps from Microsoft are encouraged to move to Azure Maps before **June 30, 2025**.
 - (b) **Existing Basic / Free Licenses customers** who would like to continue using Bing Maps for Enterprise until the service end date of **June 30, 2028**, can upgrade to a paid Enterprise License by contacting maplicq@microsoft.com⁶ before **June 30, 2025**.
- **Bing Maps for Enterprise services will retire, and support will end on June 30, 2028**, and customers will no longer be able to use any of the Bing Maps for Enterprise services.

5. <https://wennsoft.atlassian.net/wiki/spaces/sched2026/pages/1641350101/Setting+Up+Mapping+Options>

6. <mailto:maplicq@microsoft.com>

Azure Maps

To use Azure Maps, you must create an Azure Maps account. See [Azure Maps Account | Access Subscription Key | Start Free \(microsoft.com\)](#)⁷.

To find your Azure Maps key:

1. Log into your Azure Portal account at <https://portal.azure.com/>.
2. Select **All resources**.
3. Select your **Azure Maps Account**. (The name displayed is what you've set up for your Azure Maps Account.)
4. Select **Authentication**.
5. Copy the **Primary Key**.
6. Paste this into **Key** field in the Schedule Settings Mapping Options for Azure Maps.

Installing Schedule

 The installer requires an internet connection so that prerequisite validations can be performed.
.NET 4.8 Framework is required before installing Schedule 2026.

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*.
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.

7. <https://www.microsoft.com/en-us/maps/azure/get-started?msocid=15d20711541e6a84066e149b55606bcf>

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**⁸ section found in the Schedule User Guide and 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*.
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 Upgrading

Before upgrading Schedule, we recommend that you back up the following tables:

8. <https://wennsoft.atlassian.net/wiki/spaces/sched2026/pages/1641349722/Setting+Up+Schedule>

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

After Upgrading

If your fully qualified domain name (FQDN) has changed, you will need to update the BaseURL in the scheduleLoad.js file. This file is found in Program Files (x86)\Signature\Schedule\Scripts\K2A.



After completing the upgrade, you will need to clear your browser's cache. To clear the cache in most web browsers, you can use the keyboard shortcut Ctrl + Shift + Delete (Windows) or Command + Shift + Delete (Mac).

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. On the **Welcome to the Schedule Setup Wizard**, select *Next*.
5. On the **End-User License Agreement** window, accept the license agreement, and select *Next*.
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*.
8. On the **Company Select** window, mark one or more companies for this installation.
At the bottom of this window, the following fields display:
 - Current Version: If you are upgrading, the currently installed version displays.
 - Upgrade Version: Displays the version of Schedule you are installing/upgrading.
9. Select *Next*.
10. 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).
11. Select *Next*.
12. On the **Select Schedule Installation Folder** window, accept the default installation location, or select the *Browse* button to choose a different location.
13. Select *Next*.

14. On the **Ready to Install** window, select *Install*.
15. After the upgrade is installed, on the **Completing the Schedule Setup Wizard** window, the **Launch Schedule** checkbox is marked to open Schedule after you select Finish.
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.
16. Select *Finish*.

 After completing the upgrade, you will need to clear your browser's cache. To clear the cache in most web browsers, you can use the keyboard shortcut Ctrl + Shift + Delete (Windows) or Command + Shift + Delete (Mac).

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 & Sales

Support Phone: 262-317-3800

Email: support@wennsoft.com

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 more information.

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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>.

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