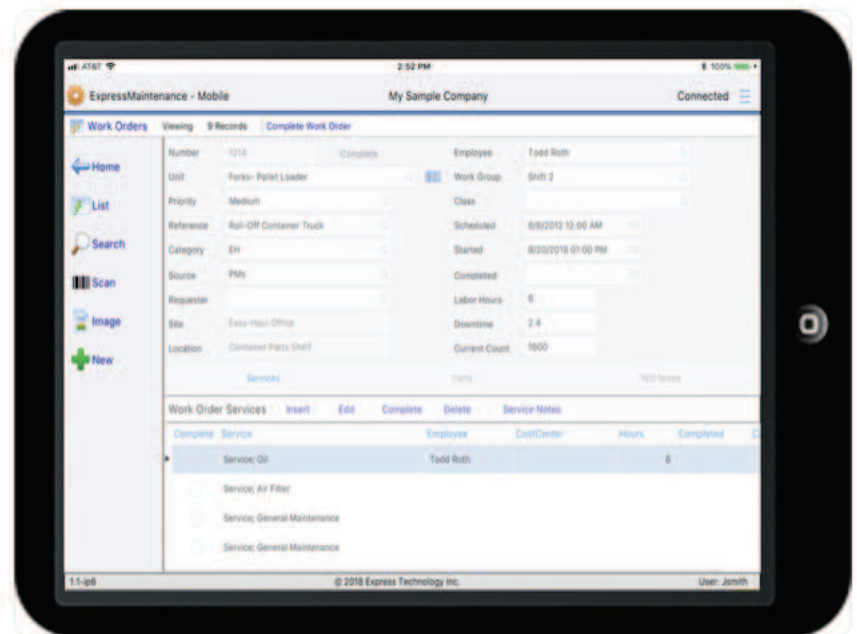# The Express Maintenance Mobile App
Go Mobile with the power of EM

The Express Maintenance Mobile App is the ideal tool to get your maintenance department mobile quickly and easily.

Download on the **App Store**

GET IT ON **Google Play**

Online Download

▶ Easily complete and manage work orders

▶ Submit and follow-up on maintenance requests

▶ Increase wrench time

▶ Increase overall efficiency

▶ Enter and edit WO's on the fly

▶ Increase data entry compliance

▶ Enhance data integrity

▶ Built-in barcode scanning simplifies and streamlines parts inventory

The simple and intuitive mobile app for Express Maintenance maximizes maintenance productivity for EM users.

CONFIGURATION & SETUP
QUICKSTART GUIDE
For the EM Mobile App

Express Maintenance Mobile App Setup

Purpose

The purpose of this document is to explain the options and procedure for setting up the Express Maintenance Mobile App and Mobile App Server.

Introduction

Express Maintenance now consist of four different software programs. Below is an explanation of each:

Express Maintenance - The Windows based main program that includes all features of the program including Administration options. This program is required whereas the remaining three programs are optional.

Express Request - The Windows based program for non-maintenance personnel to submit maintenance requests. This program is an optional add-on to Express Maintenance.

Express Maintenance Mobile App - This is the new mobile app available as an add-on to Express Maintenance and Express Request. It includes the primary features of Express Maintenance and Express Request including: Work Orders, Requests, Equipment, Parts Inventory, Parts Receiving and Purchase Orders. The Mobile App is limited in comparison to the main program and does not include any administration functionality. The Mobile App is available for Windows, iOS and Android mobile devices.

Express Maintenance Mobile Server - This is a small Windows based server program which handles all communications between the Mobile App devices and the Express Maintenance database.   The Mobile Server typically resides on a server and may or may not be exposed to the internet depending on your specific needs.

Before You Begin - Determine access needs: WiFi or Internet

Before you begin setting up the Express Maintenance Mobile App Server and Mobile App, you must first determine if your mobile device users will access the Mobile Server and database **from within your WiFi network only** or **if they will be accessing via the Internet**. This decision determines how you will proceed with setup as it relates to where the Mobile App Server software will reside within your network.

If your Mobile App users will be using the program within your WiFi network, then setup and hardware requirements are much simpler. In fact, you can install the Mobile App Server on the same server where Express Maintenance now resides and with a few steps, your Mobile App users are ready to go.

If your mobile devices users will be using the program outside your WiFi network then they will need to access the Mobile App Server and database via the Internet. This presents certain security issues that must be addressed. You will most likely want to have the Mobile App Server on a separate computer other than your server that contains the SQL database engine. Typically, it is considered a significant security risk to have your SQL database exposed to the Internet. It is advised the server where the SQL database resides be secure within your local network. The server / computer where the Mobile App Server resides is then exposed to the Internet and maintains back-end access to the SQL database engine. The Mobile App Server functions as middle-ware receiving commands from the Mobile Apps and communicating securely with the SQL Database.   Your IT personnel may have enough security precautions in place to allow the Mobile App Server to reside on the same server with the Express Maintenance Database.
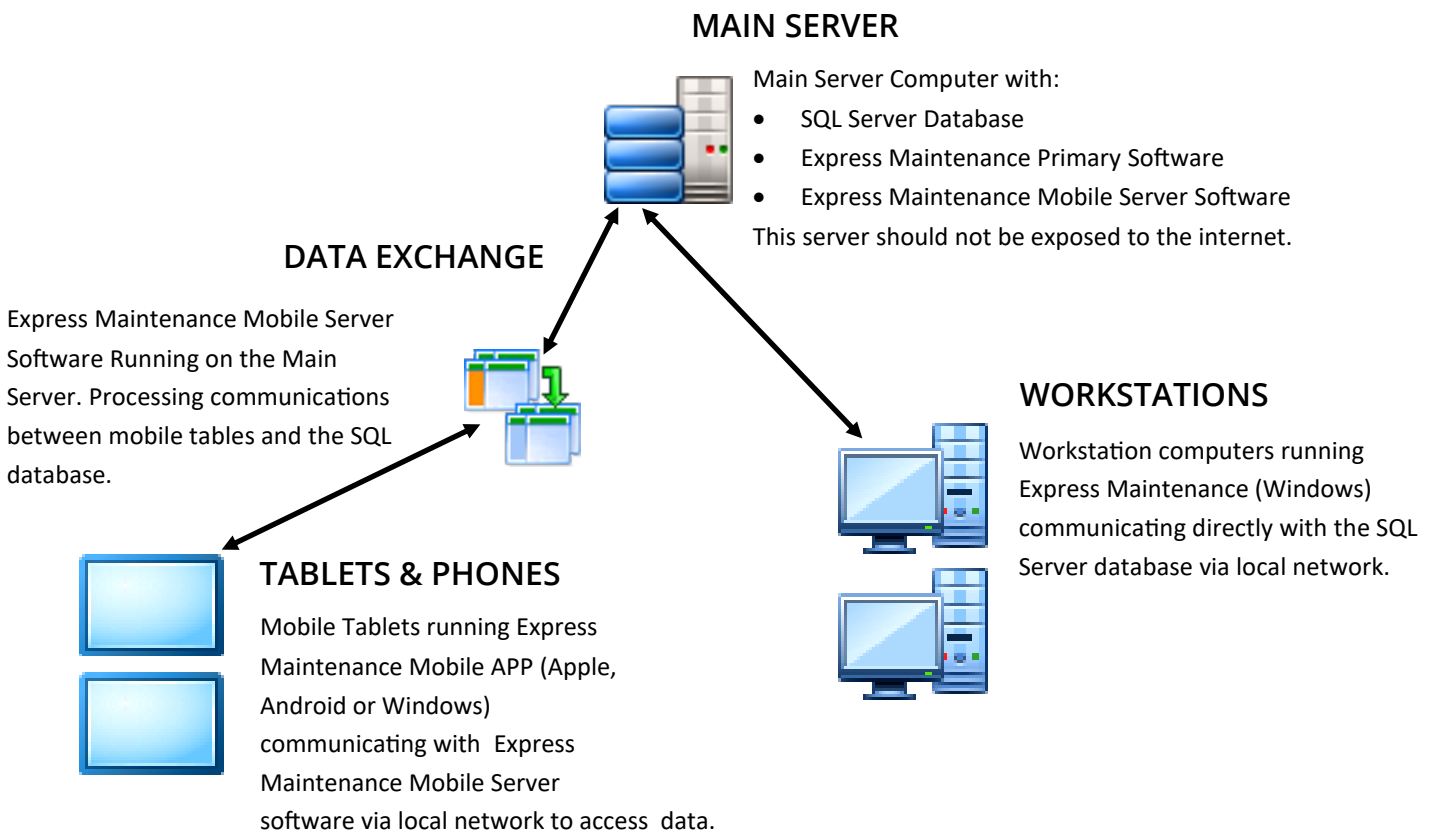
Express Maintenance Configuration Options

Configuration #1– Local network access (non-internet) with single server.

In this configuration, the main server contains the SQL database, primary Express Maintenance software and the Mobile App Server software (middleware). Workstations communicate directly with the main server. Mobile devices communicate with the mobile server software which also resides on the main server. This is the simplest configuration if mobile devices will remain within the local WIFI network.

This configuration can be used for internet facing as well if the necessary security precautions are used to protect the Main Server Computer where your data resides. Outside hackers will attempt to access the SQL Server, so certain security measures must be taken. Express Maintenance cannot assist with the security measures. We do not have the expertise to address the security of your network, server and database. We recommend the SQL server computer not be exposed to the internet and a separate server be used to house the Mobile App Server as shown in configuration #2.
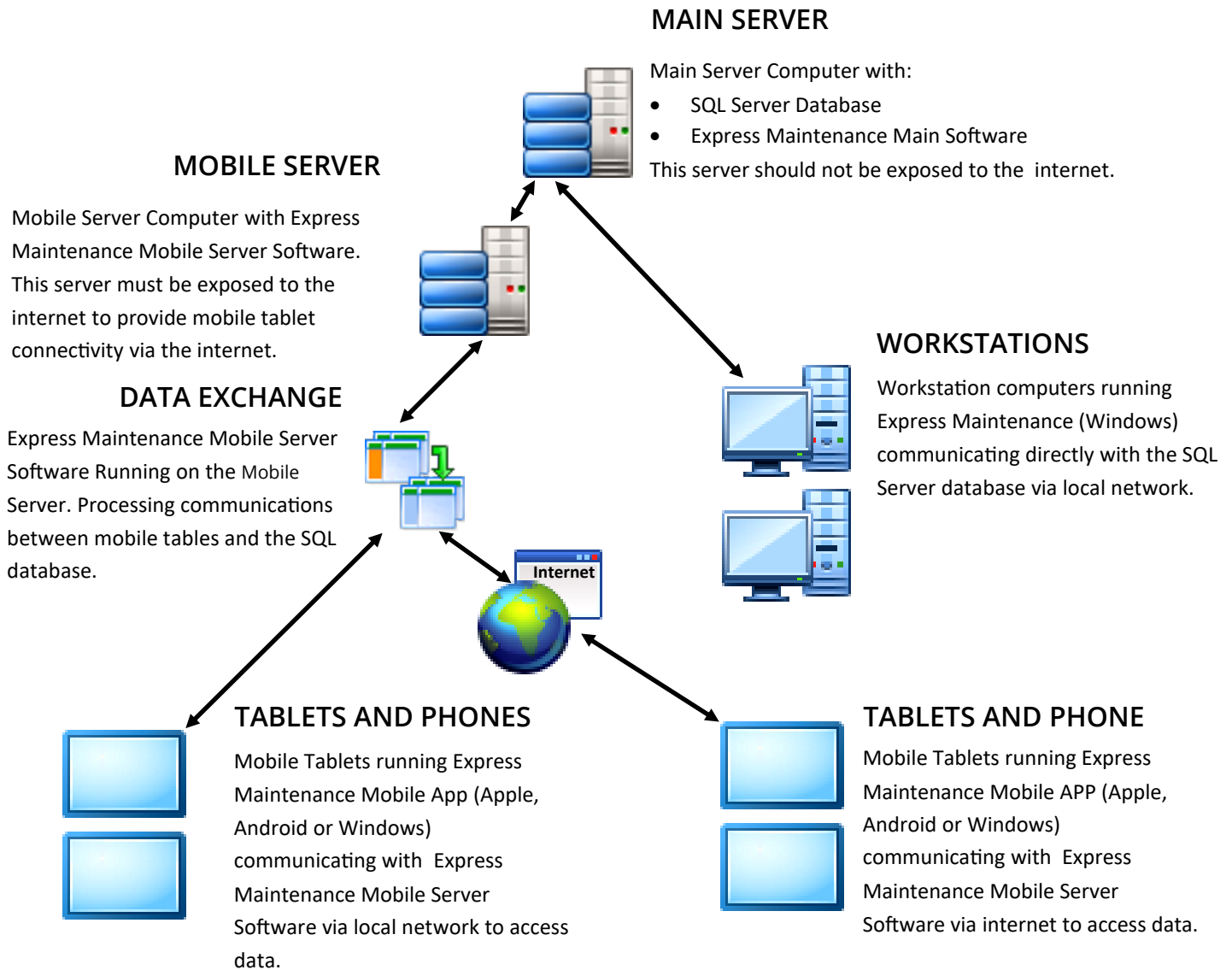
You can initially setup using configuration #1 without internet access and later change to configuration #2 by changing the location of the Mobile App Server software.

MAIN SERVER

Main Server Computer with:

- SQL Server Database
- Express Maintenance Primary Software
- Express Maintenance Mobile Server Software

This server should not be exposed to the internet.

DATA EXCHANGE

Express Maintenance Mobile Server Software Running on the Main Server. Processing communications between mobile tables and the SQL database.

WORKSTATIONS

Workstation computers running Express Maintenance (Windows) communicating directly with the SQL Server database via local network.

TABLETS & PHONES

Mobile Tablets running Express Maintenance Mobile APP (Apple, Android or Windows) communicating with Express Maintenance Mobile Server software via local network to access data.

Configuration #2– Local network and Internet access with two servers.

In this configuration, the main server contains the SQL database and the primary Express Maintenance software. The secondary mobile server contains the Mobile App Server software. Workstations run Express Maintenance from the main server to access the data. Mobile devices communicate with the Mobile App Server software (middle-ware) which resides on the mobile server. The mobile server is exposed to the Internet allowing mobile devices to communicate from any Internet accessible location.

The mobile server has access to the SQL database server and thereby functions as middle-ware communicating between the database and the Mobile Apps. The Mobile App Server software can be on a local server within your network or it can be located off-site on any Internet facing server as long as it also has access to the SQL database.

MAIN SERVER

Main Server Computer with:
- SQL Server Database
- Express Maintenance Main Software

This server should not be exposed to the internet.

MOBILE SERVER

Mobile Server Computer with Express Maintenance Mobile Server Software. This server must be exposed to the internet to provide mobile tablet connectivity via the internet.

DATA EXCHANGE

Express Maintenance Mobile Server Software Running on the Mobile Server. Processing communications between mobile tables and the SQL database.

WORKSTATIONS

Workstation computers running Express Maintenance (Windows) communicating directly with the SQL Server database via local network.

Internet

TABLETS AND PHONES

Mobile Tablets running Express Maintenance Mobile App (Apple, Android or Windows) communicating with Express Maintenance Mobile Server Software via local network to access data.

TABLETS AND PHONE

Mobile Tablets running Express Maintenance Mobile APP (Apple, Android or Windows) communicating with Express Maintenance Mobile Server Software via internet to access data.
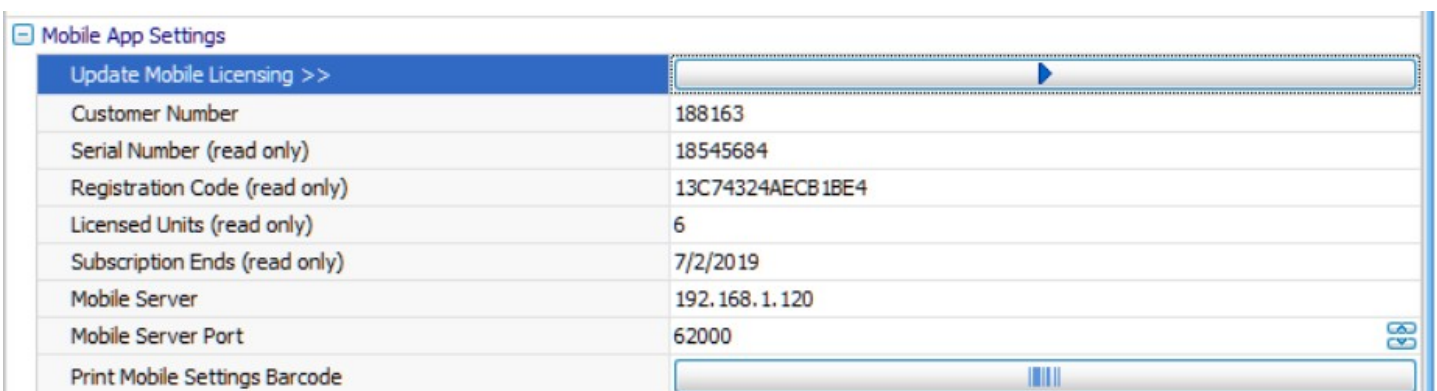
Other Considerations

In addition to deciding where the Mobile App Server software will reside, you must also determine the name of the server and the port number through which it will communicate with the Mobile App. The mobile server can be referenced by its TCP/IP address, server name or a domain name.   You can use any port number you wish as long as your network / router has the port open for communication to the Mobile App.   This must be a port designated only for use by the Mobile App Server. By default, the Mobile App Server uses port **62000** but you can use whatever port number you designate.

Getting Setup

Once you have decided which configuration you plan to use, it is time to get started. You will need to have your server setup based on one of the configurations previously shown or some variation as desired by your IT personnel.

1. The first step is to acquire your Mobile App license from Express Maintenance.   You will need to know the number of mobile devices you will be running in order to purchase the necessary license. Contact your Express Maintenance sales represenative for pricing and ordering.

2. Once you have purchased your Mobile App license, your license will be setup in the Express Maintenance system. You will be provided confirmation along with your customer number.

3. Use of the Mobile App requires that you update your Express Maintenance and Express Request (if applicable) to at least version 9.5.3.1. You will not be able to use any Mobile App features until you are running this version or later. Contact MAS (Manufacturing Asset Solutions) to get updated to the newest version of Express Maintenance and Express Request. https://mas.systems/EM-home

4. **STEP BY STEP:**

    1.   Run Express Maintenance - Desktop Version
    2.   Go to Admin / Employees
    3.   Locate the employee you plan to login as in the mobile app
    4.   Click on the Data tab and the Access Settings tab
    5.   Click on the Create Access Records button. This will add the new records for the Mobile App
    6.   If the employee / login is to be a Full Administrator, check that option in the lower left area
    7.   Save the employee records and exit Express Maintenance

5. Once you have the latest release of Express Maintenance installed and running, you will need to activate your Mobile App license. To do this, go to Administration / Configuration / Mobile App Settings. The screen will appear as shown below.

Mobile App Settings	
Update Mobile Licensing >>	▶
Customer Number	188163
Serial Number (read only)	18545684
Registration Code (read only)	13C74324AECB1BE4
Licensed Units (read only)	6
Subscription Ends (read only)	7/2/2019
Mobile Server	192.168.1.120
Mobile Server Port	62000
Print Mobile Settings Barcode	

6. Enter your assigned Customer Number if it does not already appear.

7. Click on the long button to the right of 'Update Mobile Licensing >>'. This will communicate with the Express Maintenance server and obtain your licensing information including number of licensed mobile devices and license expiration.

8. Next, you need to enter the Mobile Server. This can be the ip address, computer name or domain name (example: mobile.mycompany.com). If you are not accessing via the internet then this name would likely be one and the same as your SQL server computer name or TCP/IP address.

9. Also you will need to enter the port number that has been setup through which mobile apps will communicate with the mobile app server. The Mobile App Server will listen on this port for communications from the mobile apps.

10. Now, click the Save Changes button at the top of the Configuration screen.

11. Finally, click the long button to the right of 'Print Mobile Settings Barcode'. This will print a document reflecting your settings along with a barcode. You will need this for the Mobile App devices to enter the settings. See the example :

My Sample Company

Mobile App Settings

Instructions
The following steps are to be taken to begin using the ExpressMaintenance Mobile App:
1. Download the ExpressMaintenance Mobile App from the Android, Apple or Windows store
2. Launch the app after it is downloaded
3. On the Settings screen, press the Scan button
4. Scan the barcode below to load your connection settings
5. Click the Save button to save the connection settings
6. Click the Connect button to connect to the server
7. After the connection is made you will see the Login screen
8. At the Login screen, enter your ExpressMaintenance login and password

The next time you run the app, you will only be required to login.

Mobile Server: customers.ehremote.com
Mobile Server Port: 62000
Mobile Access Key: RU1TYW1wbGU=

Setting Up The Mobile App Server

Now you are ready to setup your Mobile App Server.

1. When you install release 9.5.3.1 or later of Express Maintenance, the Mobile App Server software is automatically provided. Look in the folder where Express Maintenance resides on your main server for the file EMMobileServer.exe.

2. Place this file on your designated mobile server computer. If you are not accessing via the internet, you can leave the file right in the folder with Express Maintenance.

3. Run the program EMMobileServer.exe. The program will open and start listening on port 62000 which is the default port.

4. Click on the Configuration button and the screen will appear as shown below.
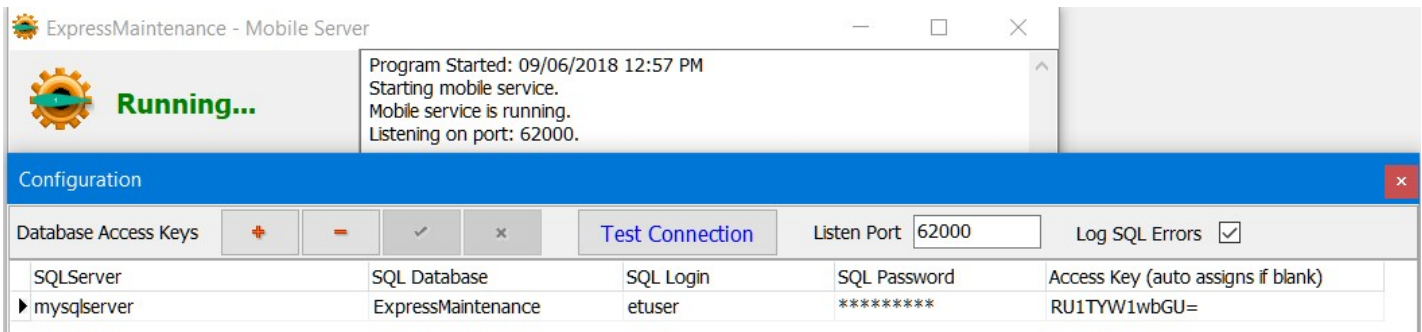
5. If you are using a different port number from the default of 62000, change the port number in the upper section.

6. Now, click the Insert Button (plus sign) and enter your SQL server and database the Mobile App Server will communicate with. Enter the SQL Server name, database name, login and password. Do not enter anything in the Access Key column. If you are not sure about the SQL Server and Database names, run ExpressMaintenance and go to File / View Connection Info.

7. Once you have the information about your SQL Server and database entered, click the Save Button (checkmark).

8. Next, click the Test Connection button to perform a communication test between the Mobile App Server and the SQL Server / Database. If the connection test is successful, the Mobile App Server is properly communicating with the SQL database. If the connection test fails, you will need to examine the problem and correct the connection information.

9. Close the Configuration window.

10. In the main window of the Mobile App Server, click the 'Restart Service' button. The service will stop and restart using your configured port and SQL Server / Database information.

11. If you have multiple SQL databases, you can return to the Configuration screen and enter each database for which you plan to have mobile app users accessing.

12. The Mobile App Server is now setup and listening for communications from the mobile apps.

13. It is important to leave the Mobile App Server running at all times. There is no need to close the Mobile App Server unless you need to restart the actual computer or perform an update of the Mobile App Server.

Setting Up The Mobile App

The Express Maintenance Mobile App is available for Windows, iOS and Android mobile devices. Because of the amount of data and screen layout, the app is primarily designed for use on tablets where the user can be the most productive with minimum clicks. The app will install and run on phones but the content size is not optimal for everyday use.

1. Begin by downloading and installing the app. If installing on an iOS or Android device, go to the app store and search on 'ExpressMaintenance Mobile App'. If installing on a Windows device download directly from our website. Links to the app on both app stores and the Windows download can be found by [clicking here](#).

2. Once you have the app download and installed, run the Mobile App (make sure the Mobile Server is running at this time).

3. The Mobile App will go directly to the Settings screen where you must enter the Mobile Server Name, Mobile Server Port and Access Key as shown below.
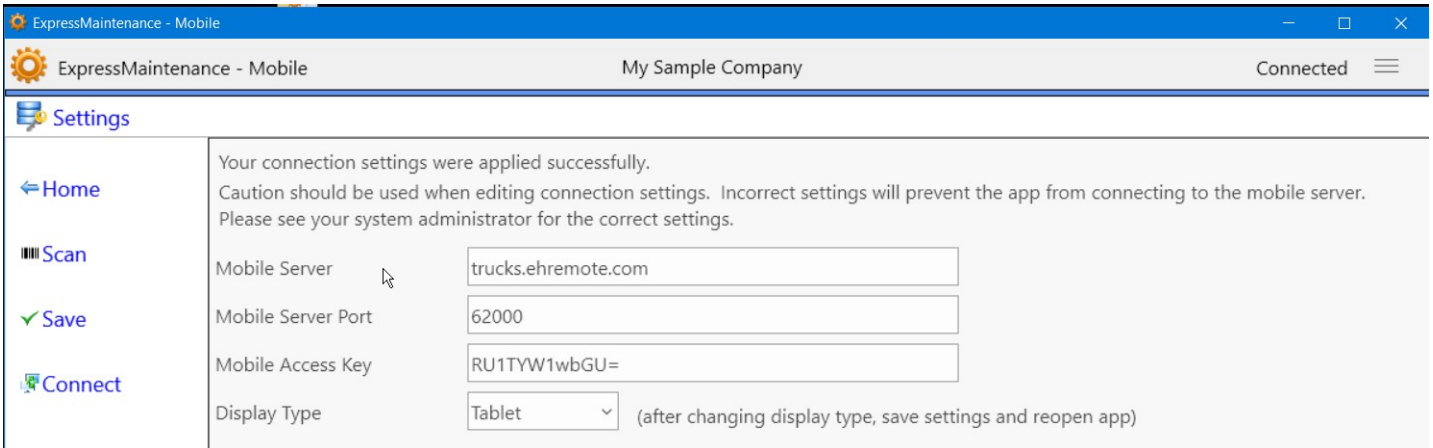
4. This information is found on the document you printed in step 10 under 'Getting Setup'. You can enter the information manually, or you can scan the barcode to have the information inserted for you. If the device's camera doesn't pick up the code, you may need to set your device to act as a scanner.

5. To scan the settings, click on the Scan button to the left. Hold the barcode out a couple inches from the mobile device camera and allow the barcode to scan. Once the information is scanned, click the Accept button to return to the Settings screen and have the information populated for you.

6. In the Settings screen with the settings information completed (entered manually or scanned), click the Connect button. The program will then attempt to connect to the Mobile App Server.

7. The initial connection may take a moment. If the connection is successful, the settings will be saved; you will be presented with the Login screen. You will never need to enter the settings information again on this device.

8. If the connection fails, see your system administrator to insure the Mobile App Server software is running and you have the correct information.

9. You will need to login using your login and password as setup in the main ExpressMaintenance program by your system administrator.

Administration

Once the system administrator has tested and confirmed the Mobile App Server is running and a Mobile App device is able to connect and communicate, bringing other mobile devices online is very simple. You simply need to do the following:

1. Make sure the user is setup in Express Maintenance under Administration / Employees.

2. Make sure you have set the user Access Settings as desired thereby designating what features they will have access to.

3. Provide the users with a printed Mobile Setting Document as outlined in step 10 of the Getting Setup section. You will notice the document printed under this step is actually a report which can be altered and designed with the Report Builder.