Requires ERP 17.21.3 or greater in order to avoid the unrelated SO data integrity issue on 16980 and the Insufficient Privileges issues.

1. Provide info to Adrian Lopez via email or ticket - alopez@rootstock.com
   1. Org ID
   2. Number of licenses per type
   3. Customer or Partner name. If Rootstock org then provide org name.
      1. Trial = "Trial" are existing Rootstock Customers that want to try RootScan but there is no commitment yet. Organization Code will expire in 14 days.
      2. Partner = Organization Code will expire in 3 months - It can be set to auto-renew.
      3. Customer = Organization Code will expire based on the contract.
2. Adrian may provide to Rootstock the Organization Code (one per Salesforce Org) but it is no longer needed for tracking purposes.
3. Verify RootScan app is enabled for RS profiles (necessary for all ERP installations prior to build 18.38):
   1. Setup > Create > Apps – Set the Visible field for each all RS related profiles
   2. Check all RS related profiles and verify the Tab settings are set to ‘Default On’ for the following tabs:
      1. Mobile Devices
      2. User Mobile Profiles
      3. Mobile Label Templates
4. Update user license on syconfig\_\_c. The product on the SSO will indicate if the license is for Standard Users or Shop Floor users. If the product is not clear then add the license to Authorized Mobile Standard Users.
   1. Set both fields to 10 for a “customer” trial app unless instructed otherwise
   2. For partners, set Standard Users to 1 – do not provision more than 1 license for partners
   3. Authorized Mobile Standard Users
   4. Authorized Mobile Shop Floor Users
5. Update the Production/Sandbox CRM record and set RootScan Active to true.
6. Add a public comment to ticket:

The RootScan app is now enabled in your (be specific) org for xx Standard users and xx Shop Floor users.  
The RootScan app (14 day trial version) is now enabled in your (be specific) org for xx Standard users and xx Shop Floor users.  
Some configuration is required before using your mobile device. The following links will guide you through the configuration. Work through these documents in the order listed.

[User Guide - How to install RootScan?](https://docs.google.com/document/d/1ZusRVbzMZkIGu3dVy-m6PV7fGhacV9QEjcTZRaK1mCA/edit?usp=sharing)

[User Guide - Enable Mobile Access to a Manufacturing User](https://docs.google.com/a/uniqueitconsulting.net/document/d/1ijQYFdYg8cstc6Rn0vsAP0om8TbkcEyh0KS5uQRUk5M/edit?usp=sharing)

[User Guide - Mobile Device](https://docs.google.com/document/d/1SRj1fjObufxitv0Ko6zx_GCkADODsN1DXMOvsgUxd0c/edit?usp=sharing)

[User Guide - User Mobile Profile](https://docs.google.com/a/uniqueitconsulting.net/document/d/1XMVJMuUVqAXpQjVBqFdp-DJv75ygTXqaZO-xOUWRCbU/edit?usp=sharing)

[User Guide - Mobile Label Template](https://docs.google.com/document/d/1OztRWH9bPiJ0rVSjtWCWuoCNMxMjzMJLm8JpUSDdWDg/edit?usp=sharing)

Please create a new Support case if you have any questions or need assistance.