

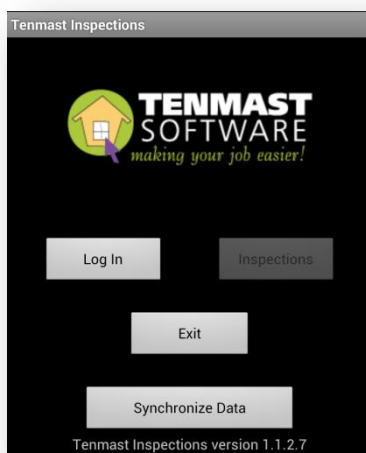
Use this guide to solve several synchronization problems that can occur when using the **Android Inspections** module.

If these steps do not fix the problem, please contact Tenmast Customer Service for further assistance.

Verify Your Sync Address

The sync address is the address used by the app to talk to your database and pass inspections back and forth as needed. Verify that your sync address is correct and is entered into the tablet correctly (without typos).

- 1 Upon initial start-up of the application, you will see the main screen for the Android Inspections program (shown on the left). The Inspections button is grayed out (not available). You need to perform a **Setup Sync** with the server to be able to get to the **Inspections** button or to populate the **Log In** button with inspectors. To do this click on the **Synchronize Data** button.



- 2 On the **Setup Sync** screen, configure the **Server Address to Sync to** setting. This is the address that the Android Inspections program will use to synchronize your data. This will either be configured for you, or you may contact your network administrator to get this address.
- 3 Click the **Save Sync Settings** button to keep the changes you've made to your device.
- 4 Sometimes there can be technical difficulties or communication issues between your Android device and your server. This step will test your connection to make sure that it's working. *Make sure that if you are using Wifi provided by your agency, you are on the network and you can actively use the internet. If you are unable to do so, then you may be experiencing network problems or other hardware-related issues that will prevent you from being able to sync as needed.* In the browser on your device, key in the sync address that you would use for your app into the web address bar. If your sync services are running, then you will see the following when the browser is able to communicate with your server:

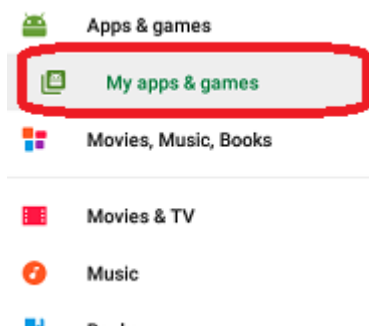


If the test was successful, you will see the page pictured above. If all of these options work, then move on to the next section in this Job Aid.

Verify Your Network Resources Are Available

Often we install apps that are constantly connected to the network. Even the Google Play store itself can run updates in the background, taking up networking resources needed for your tablet to be able to effectively communicate with your server. If there are installed apps that are constantly updating, you may wish to uninstall those apps.

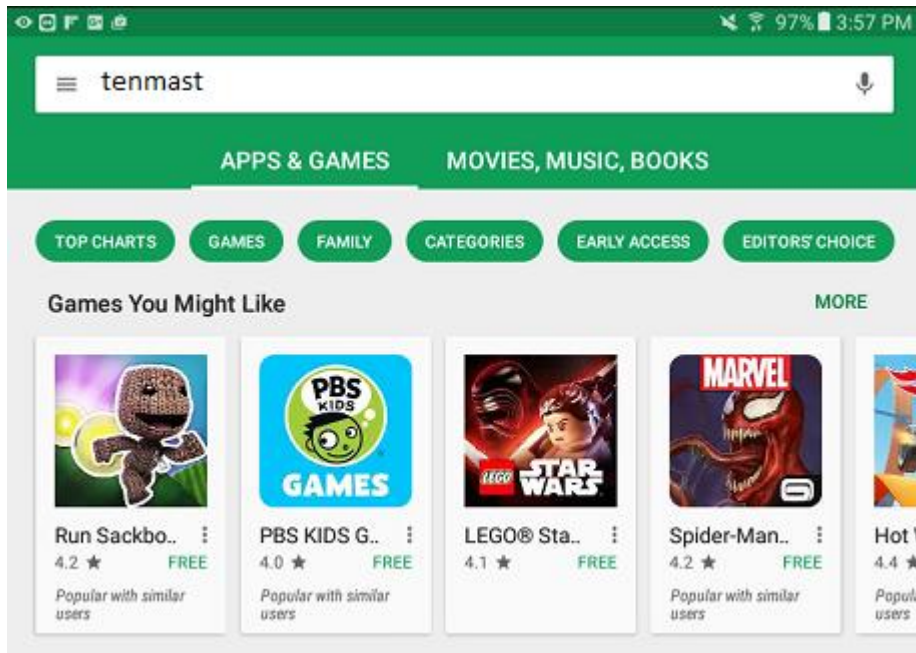
- 1 In the case of the Google Play store running program updates, simply go into the Google Play store and select **My apps & games**.



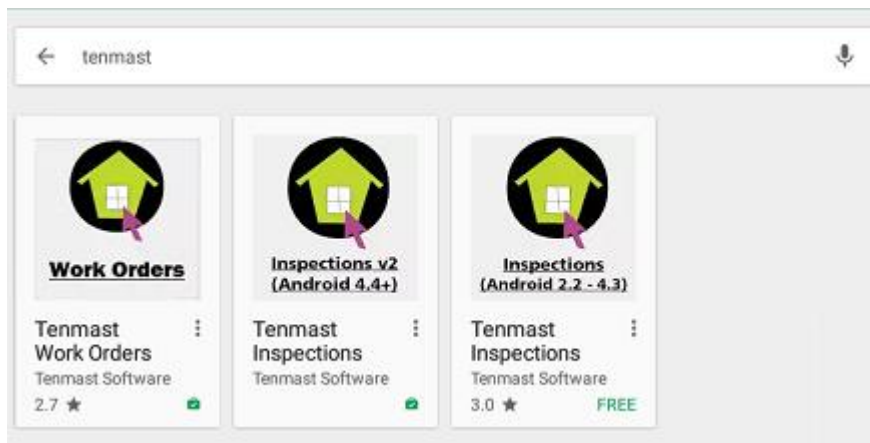
- 2 This will take you to the listing of apps that are currently installed onto your device. If any of them show an updating status, then you may wish to force them to stop until you no longer need to sync your inspections. You can restart the updates by going into the same area and selecting the appropriate options as needed.

Verify You Are Running the Latest App Version

- 1 Go to the Google Play store and type *Tenmast* in the search bar.



- 2 The options that are returned will show you what versions of the apps are available.



- 3 If you click on an icon and you already have that version of the app, the options will be uninstall and open. If there is an update that needs to be applied, your options will be uninstall or update.

Please note that if you are running Android version 4.3 or lower (also known as Jellybean), you will only see that version as an option. If you are running anything that is listed as being 4.4 or above (also known as Kit Kat), you will see both versions of the app on the play store. If you are running 4.4 or higher, you need to make sure you are using the version of the app labeled as v2.

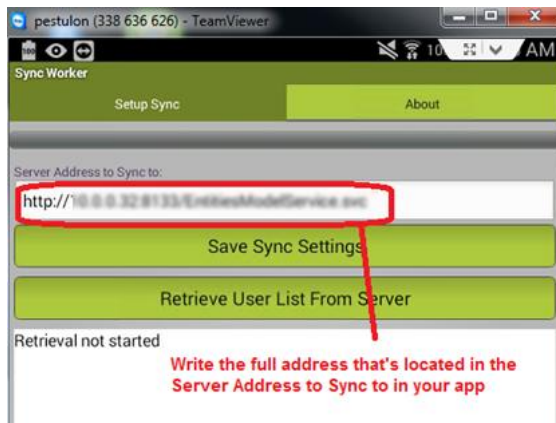
- 4 If you continue to see sync issues after you have verified that you are running the correct version of the app, continue to the next section of this Job Aid.

Reset the Android App Database

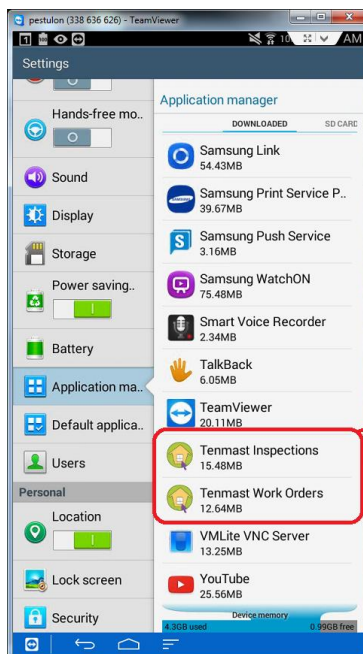
On occasion, a user may experience an error in the sync process, such as an interrupted download or corrupted data. For example, a maintenance specialist may be out of the office and the information on their tablet is out of date. If this maintenance specialist were to sync this outdated information to the 2+ database, they could overwrite information that's already been updated on the 2+ desktop systems. In each of these instances, you will need to reset your tablet's database to give you a fresh start.

Warning: Following the steps outlined below will delete ALL app data from your device permanently. Proceed with caution.

- 1 Go into the tablet and open the app you want to reset.
- 2 Go into the **Setup Sync** screen.

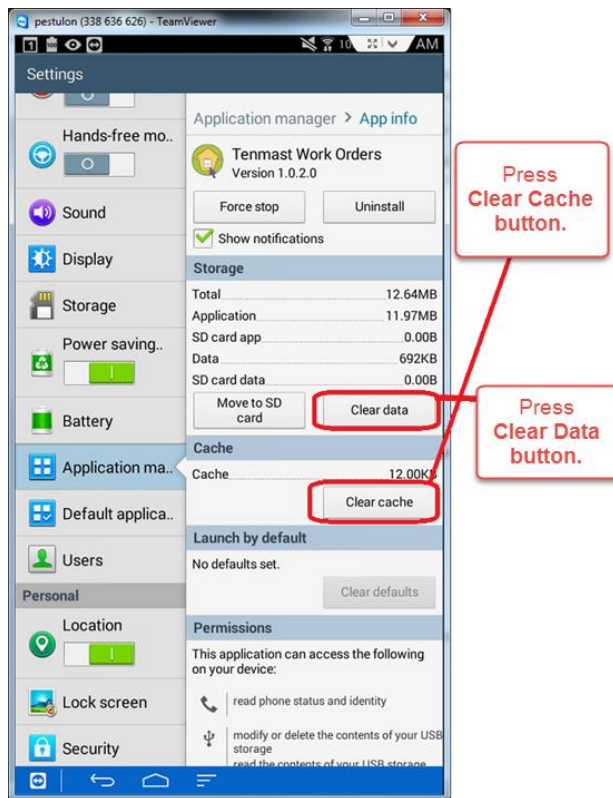


- 3 After resetting your app database, the **Server Address** information will need to be filled in. Write down this address prior to resetting the app database to simplify this process.
- 4 Go into your tablet's **Settings ► Application Manager ► Work Orders/Inspections** (whichever database you are trying to reset). *Note: The appearance of each setup screen may vary with each device manufacturer, or with the model of device being used. The screenshots in this guide were taken from a Samsung Tab 3.*

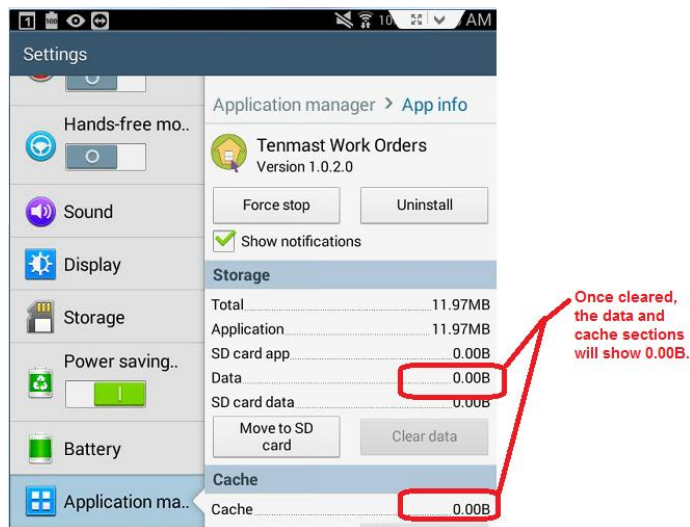


If you are resetting the Inspections database, select that app. If you are resetting the Work Orders database, select that app.

- 5 Once you've selected the database you wish to reset, you will see the following screen.



- 6 When the app shows **0.00b** for the **Data** and **Cache** sections, it is now reset and blank.



- 7 Return to the app's **Setup Sync** screen and insert the correct sync address.
- 8 To restore the app's sync address, go back into the app's **Setup Sync** screen and insert the address that you wrote down in step 3.
- 9 Run the **Retrieve User List From Server** function in the system. If you succeed in synchronizing the users for your app, then the address you inserted was correct and you are free to continue your operations. If you do not see a successful user sync, then check your address as there is a communication problem with the server and the tablet cannot continue until the users are loaded onto the tablet.
- 10 Run the **Retrieve InsProtoDefs** function in the system.