**Reset Mobile Application Database** 

Revised: 05/10/2018

Job Aid

On rare occasions, a user may experience an error in the sync process, such as an interrupted download or corrupted data. Example: A maintenance worker is out of the office, and the information on their tablet becomes outdated. When the worker tries to sync the outdated information to the Winten2+ database, they could overwrite information that has already been updated via the Winten2+ desktop application. In this case, the user needs to reset the tablet's database to provide a fresh start.

WINTEN2+

Following the steps in this Job Aid will <u>permanently</u> delete <u>ALL</u> application data from the device. Proceed with caution!

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This Job Aid is specific to the Mobile Work Orders application. Instructions are the same for the Mobile Inspections application, but screens will be a little different.

**1** Open the mobile app you want to reset, and click the Data Synchronization button.

Tenmast Work Orders	<b>© nmast</b> oftware IRI Software Compony	
Tenmast Mob	ile Work Orders	
Log In	Begin >	
Data Synchronization		
Settings		
Log	J Out	

**2** Write down the server address that appears in the **Server Address to Sync to** field under the **Setup Sync** tab. You will need to re-enter this address later in step 10.



**3** Exit the mobile app, return to the device's **Home** screen, and click on **Settings**.



4 Select Apps. DEVICE Sound Display Storage Battery Ê 🖄 Apps **5** Select the mobile app you want to reset. ₹. 4:22 Apps ł DOWNLOADED RUNNING Lite 5.48MB Tenmast Work Orders 19.66MB 6 Click the Clear cache button. CACHE Cache 12.00KB Clear cache 7 Click the Clear data button. STORAGE Total 19.66MB 19.25MB App Data 428KB

8 Once the database is reset, both the **Data** and **Cache** fields should be at 0.00B.

Clear data

STORAGE	
Total	19.25MB
Арр	19.25MB
Data	
CACHE	
Cache	

**9** Re-open the mobile app and click the Data Synchronization button.

An MRI Software Company		
Tenmast Mobile Work Orders		
Log In Begin >		
Data Synchronization		
Settings		
Log Out		

**10** Re-enter the server address you wrote down in step 2 in the **Server Address to Sync to** field. If you are using the new mobile app security option, you will also need to enter the appropriate **Username** and **Password**. Then click the Save Sync Settings button.

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Sync Worker		
Setup Sync	About	
Server Address to Sync to:		
https://10.10.2.154/m/EntitiesModelService.svc		
Username:		
dshort 🔶		
Password:		
•••••• 🔶		
Save Syne	c Settings	-

11 Click the Retrieve User List From Server button. If the synchronization completes without errors, then all information was entered correctly in step 10, and you can begin using the app. If you receive errors, check the server address and login information for accuracy, and try retrieving the user list again. If you still receive errors, please contact Tenmast Client Services for assistance.

