

Mission Antyodaya Web & Mobile Application



TROUBLESHOOTING GUIDE



National Informatics Centre
v3.0

Creation Date: 15th Sept. 2018

Last Updated: 15th Oct. 2020

Revision History

Version	Date	Description of Change	Affected Section
1.0	15 th Sept. 2018	First Version	All
2.0	14 th Oct. 2019	All Error messages Updated	All
3.0	15 th Oct 2020	All Error messages Updated	All

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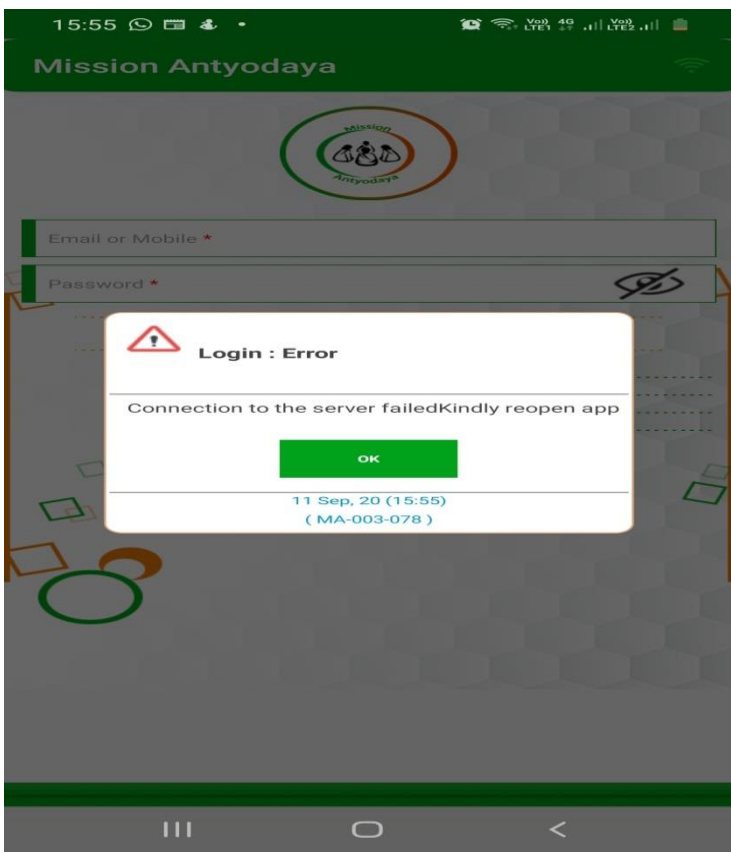
1. Introduction:

This Troubleshooting guide is intended to provide guidance to the general users of the application, and it may also be useful for the other technical users.

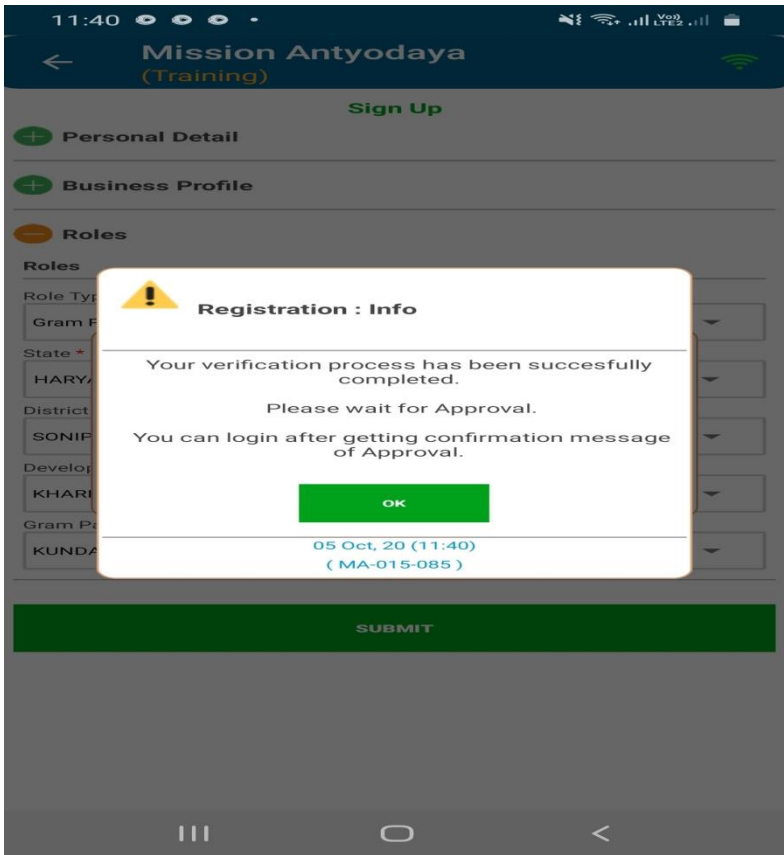
2. Troubleshooting

2.1. Login: Error

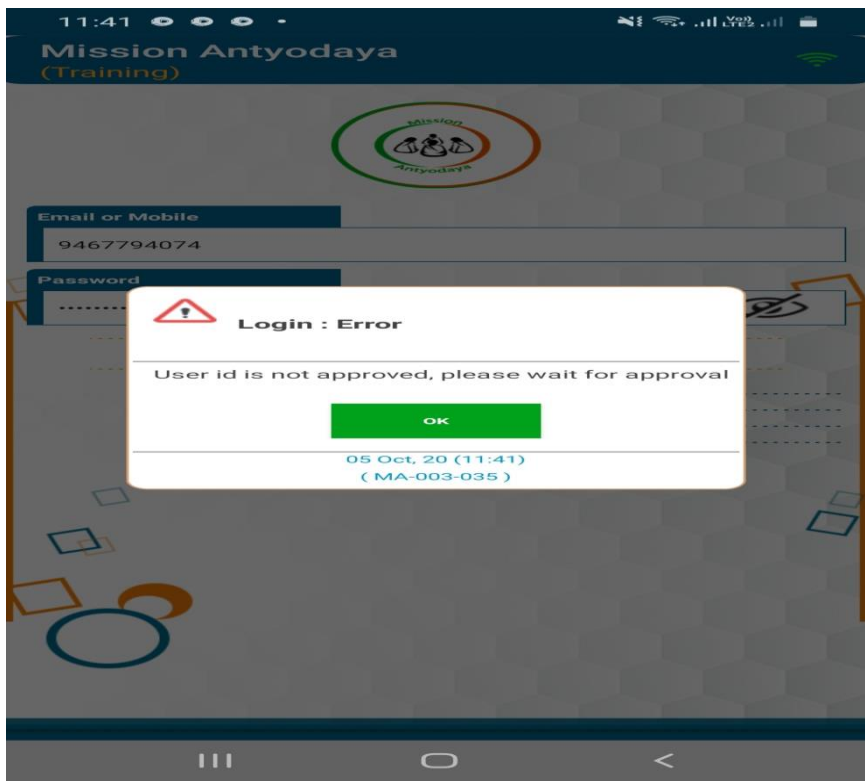
2.1.1. Case 1

Term	Details
Screenshot	
Problem	User not able to login.
Solution	<ul style="list-style-type: none"> Old mobile application is being used Download/ Update the latest version of the application from Google Play Store.

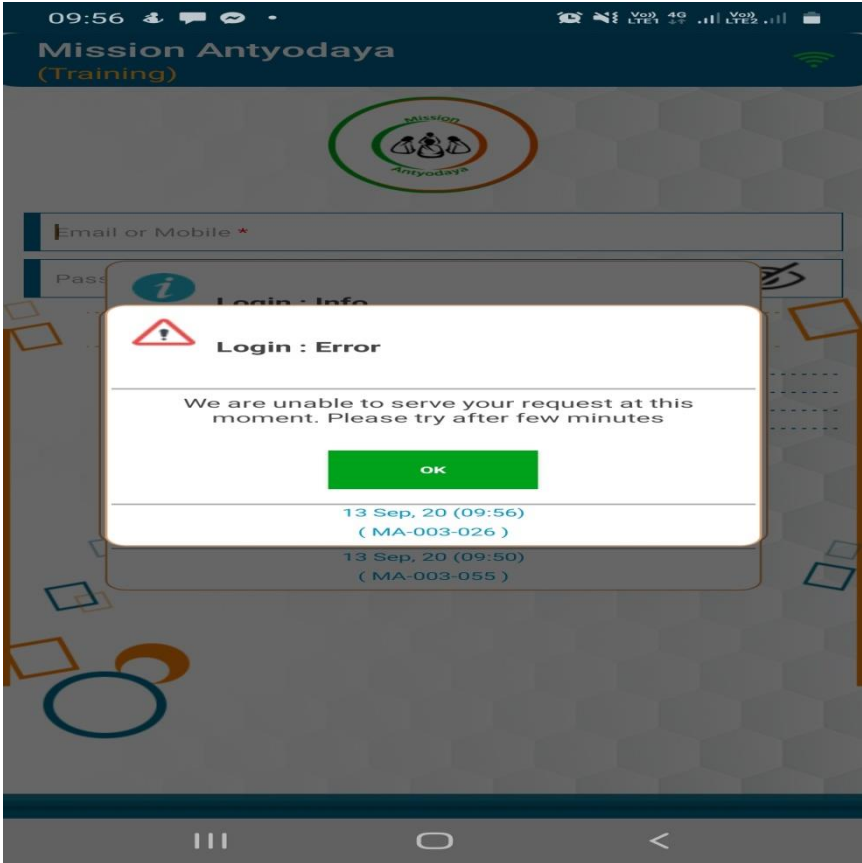
2.1.2. Case 2

Term	Details
Screenshot	
Problem	User Approval
Solution	<ul style="list-style-type: none"> Once registration is done, verification is required for Mobile and Email both (Mobile verification is Mandatory), then user should wait for the higher authority for approval. User also gets a SMS regarding their approver details. User should contact them if there is a delay in account approval.

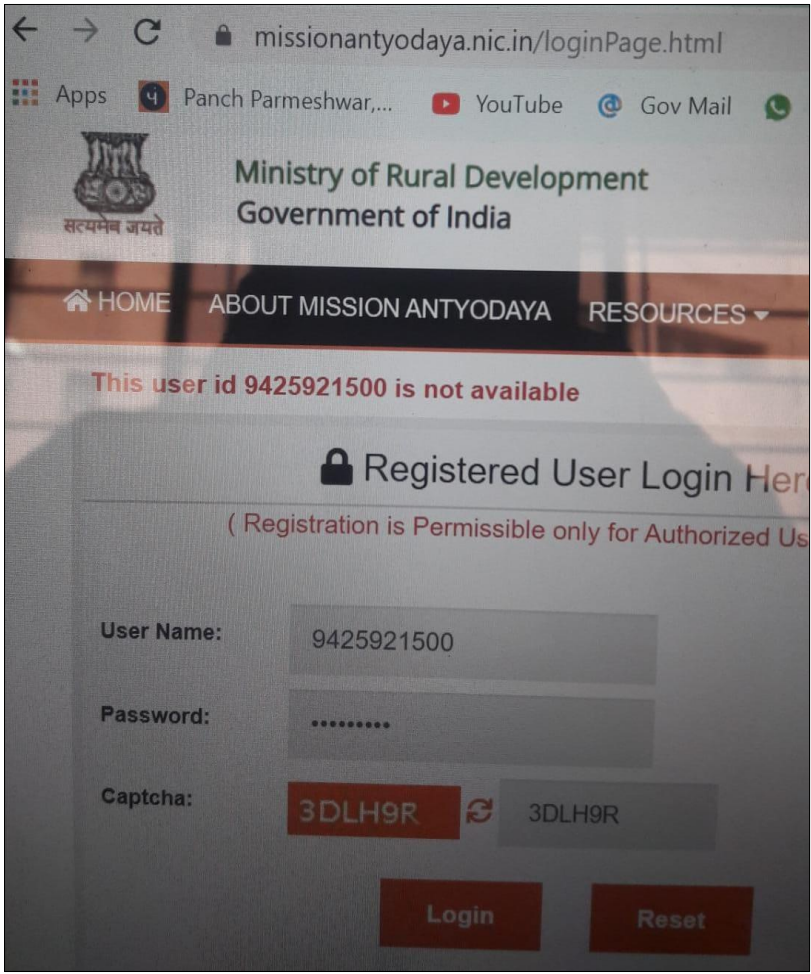
2.1.3. Case 3

Term	Details
Screenshot	
Problem	User Approval
Solution	<ul style="list-style-type: none"> Once registration and mobile verification is done, the account should be approved by authorised users in hierarchy. User gets a SMS regarding their approver details. User should contact them if there is a delay in account approval.

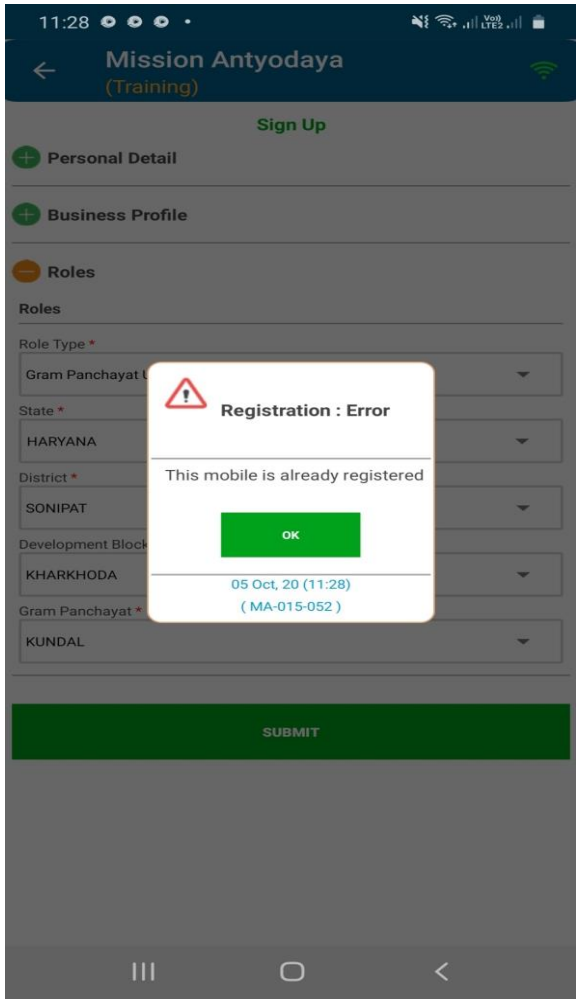
2.1.4. Case 4

Term	Details
Screenshot	
Problem	<p>When I login with my valid credentials this error has been shown.</p>
Solution	<ul style="list-style-type: none"> Some maintenance activity is going on. Kindly contact helpdesk.

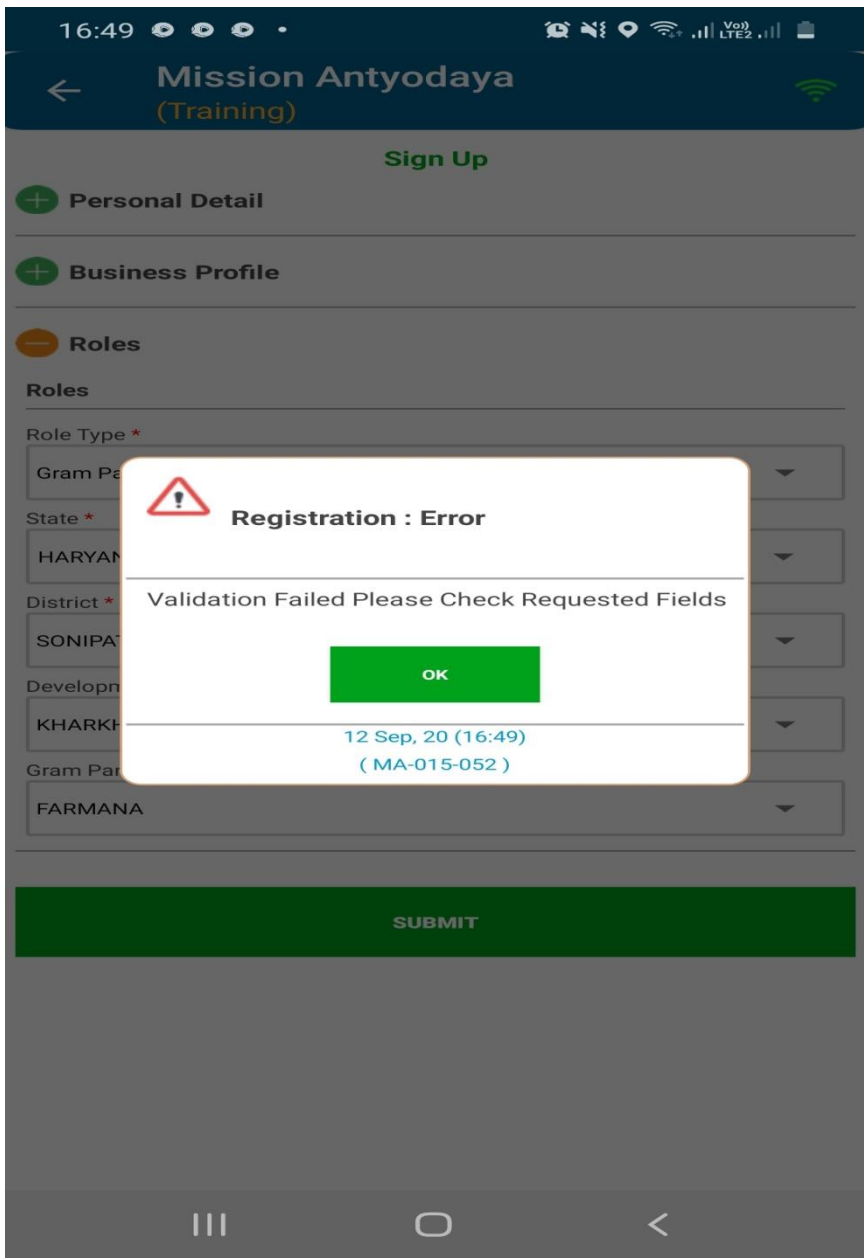
2.1.5. Case 5

Term	Details
Screenshot	
Problem	When I login from the portal with my valid mobile app credentials then there is showing an error “user id is not available”.
Solution	<ul style="list-style-type: none"> ▪ Please ensure that the user was successfully registered, verified and approved. ▪ Please ensure that the user is created either in actual or training mode and accordingly the same web portal or mobile application is being accessed. The user created in training mode works only in training mode and vice versa.

2.1.6. Case 6


Term	Details
Screenshot	
Problem	After submitting the registration details this error has been shown.
Solution	<ul style="list-style-type: none"> ▪ One mobile number can be used for one account only ▪ In this case the phone number is already registered in different jurisdiction that's why this occurs. ▪ Deregister your mobile number for old jurisdiction first and then register again for required jurisdiction.

2.1.7. Case 7

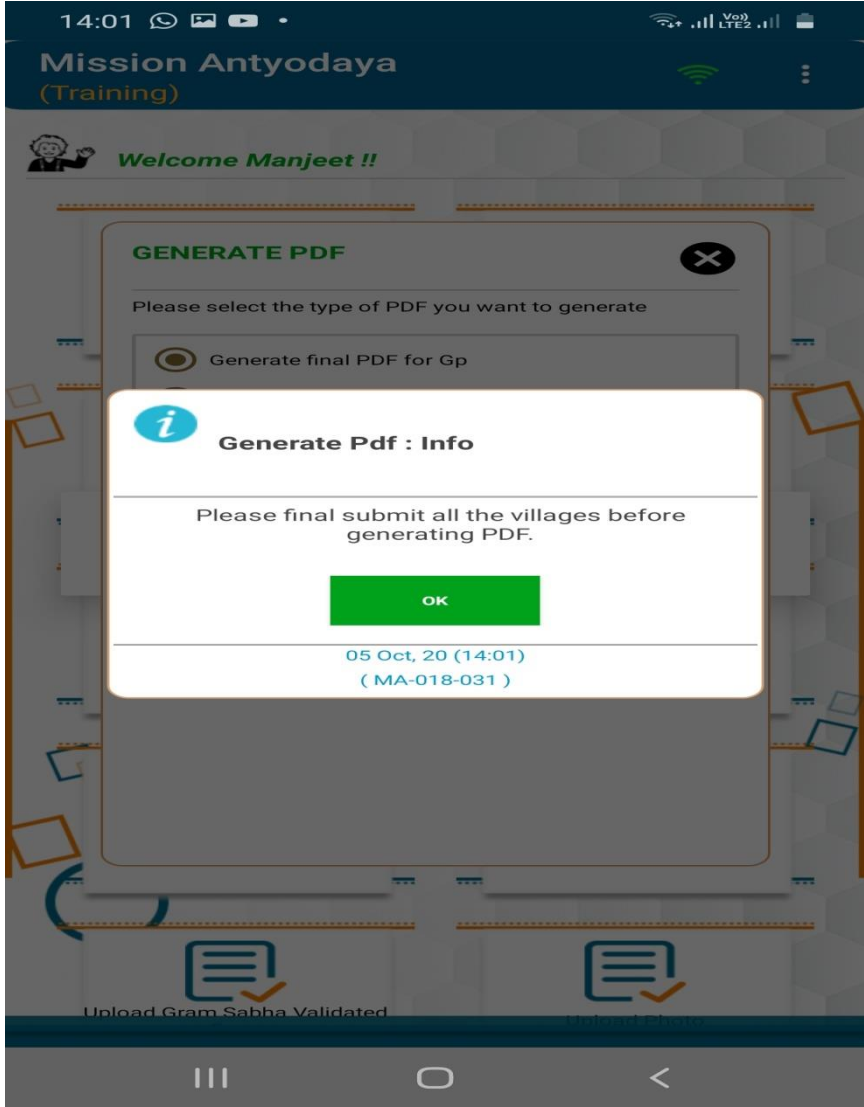
Term	Details
Screenshot	
Problem	Login: Error
Solution	<ul style="list-style-type: none"> Old mobile application is being used Download/ Update the latest version of the application from Google Play Store.

2.2. Generate PDF: Error

2.2.1. Case 1

Term	Details
Screenshot	
Problem	Generate Pdf: Error
Solution	<ul style="list-style-type: none"> Old mobile application is being used Download/ Update the latest version of the application from Google Play Store.

2.2.2. Case 2

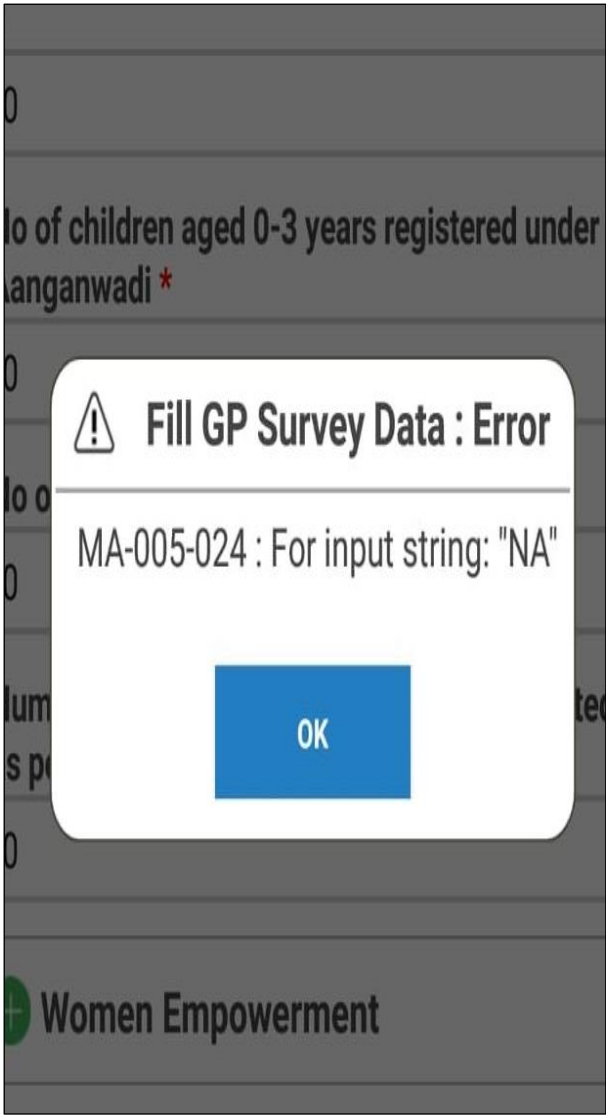
Term	Details
Screenshot	
Problem	Generate Pdf: info
Solution	<ul style="list-style-type: none"> • All the villages should be submitted before generating the Final PDF. • User may create Draft PDF files if the data is not submitted for all the villages

2.2.3. Case 3

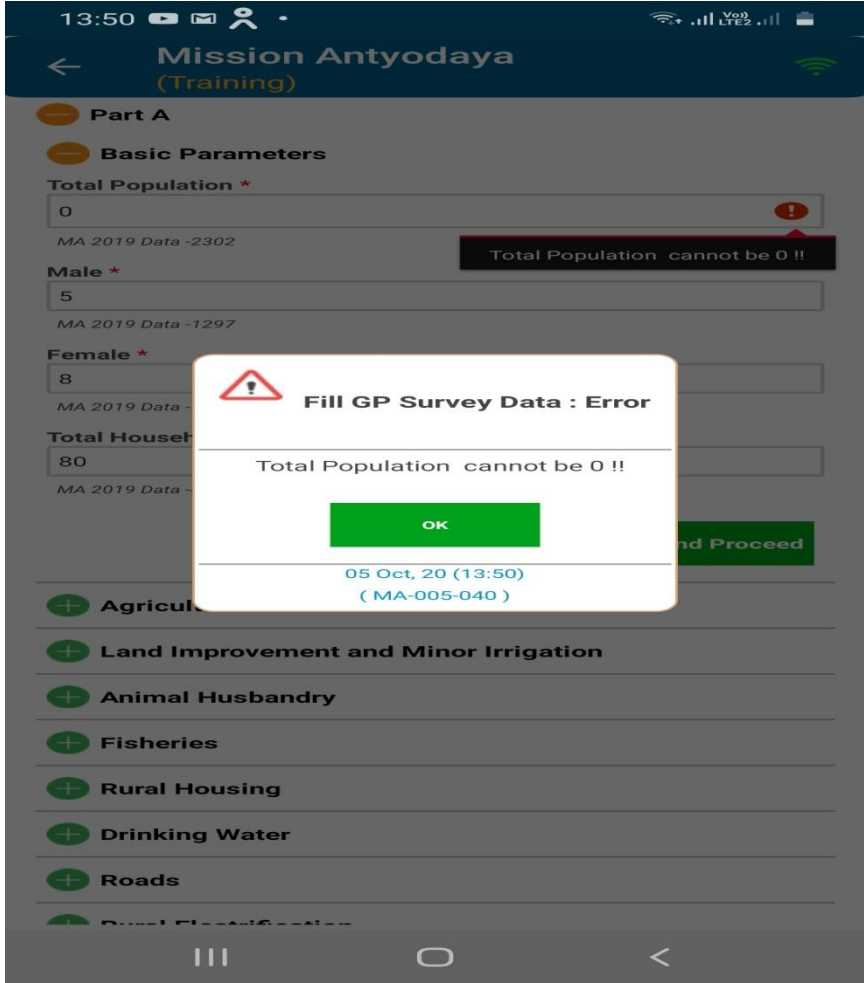
Term	Details
Screenshot	
Problem	Generate Pdf: info
Solution	<ul style="list-style-type: none"> User can directly access the PDF file from the specified path if it not getting opened from the generate PDF link.

2.3. Fill GP Survey Data: Error

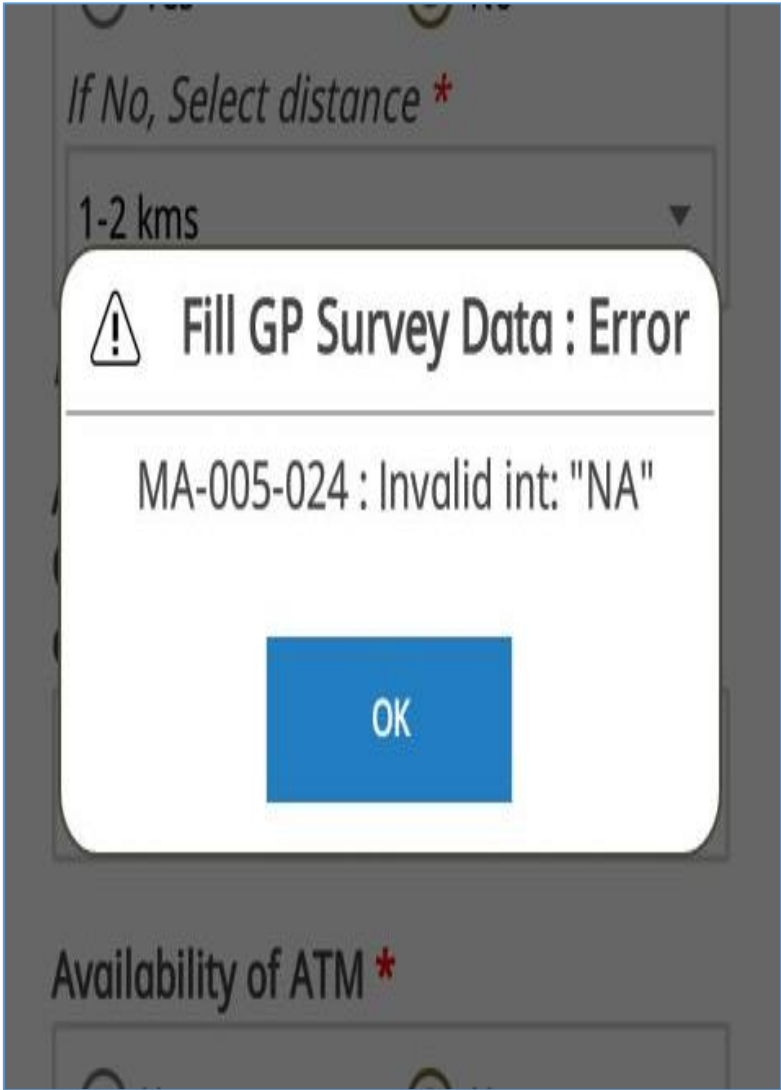
2.3.1. Case 1

Term	Details
	
Problem	Fill GP Survey Data: Error
Solution	<ul style="list-style-type: none"> Old mobile application is being used Download/ Update the latest version of the application from Google Play Store.

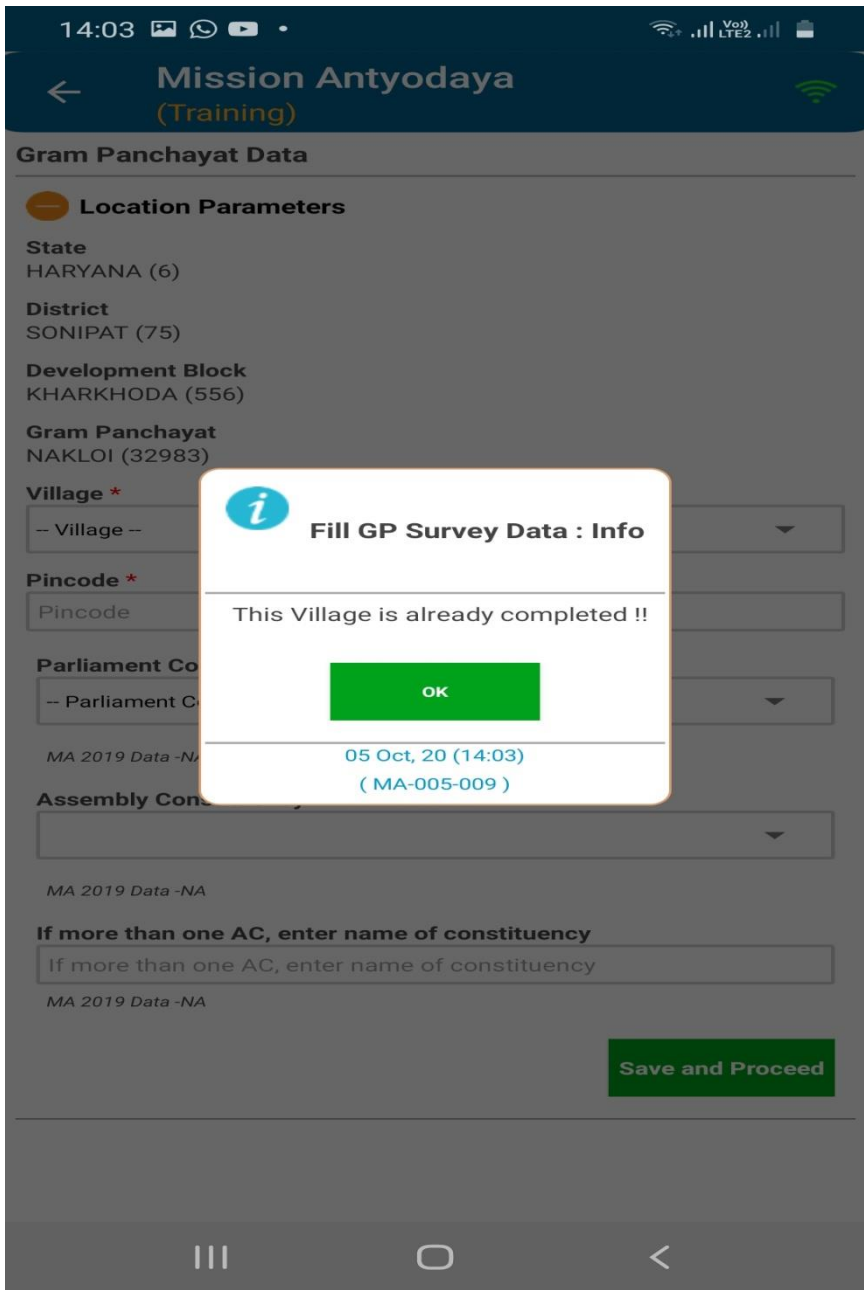
2.3.2. Case 2

Term	Details
	
Problem	Fill GP Survey Data: Error
Solution	<ul style="list-style-type: none"> Total population cannot be 0, in case if it is 0, please get it marked as uninhabited in LGD data first, same needs to be updated in MA.


2.3.3. Case 3

Term	Details
	
Problem	Fill GP Survey Data: Error
Solution	<ul style="list-style-type: none"> ▪ Old mobile application is being used ▪ Download/ Update the latest version of the application from Google Play Store.

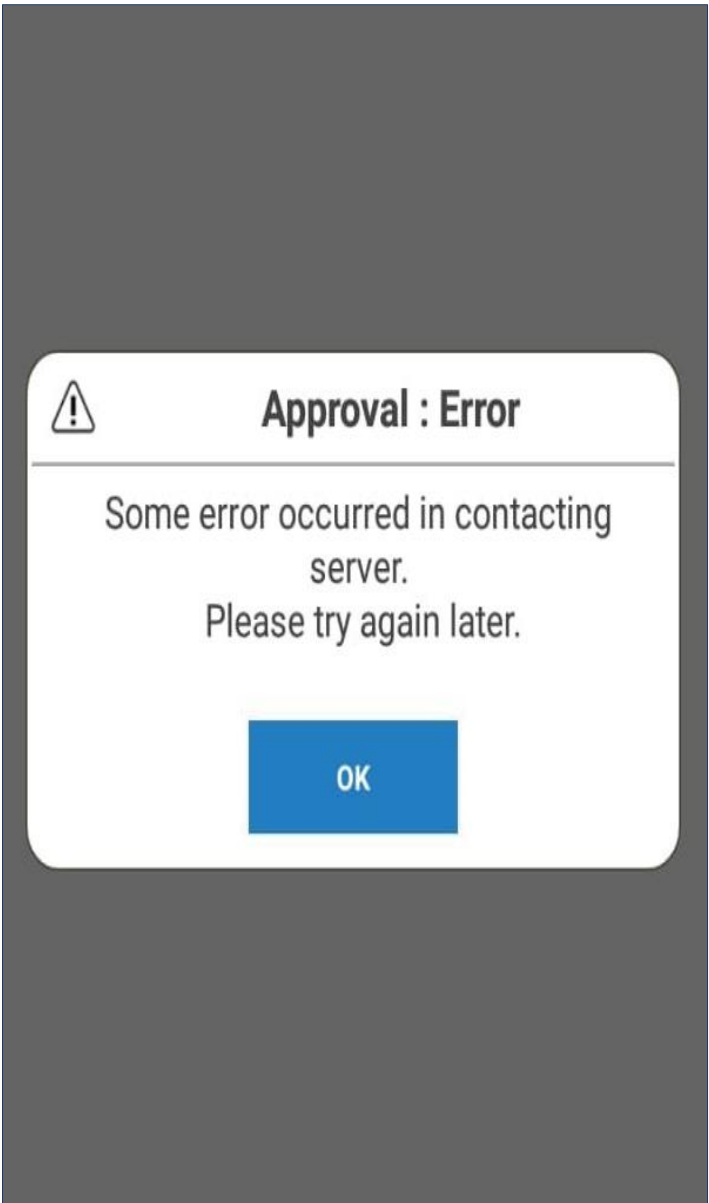
2.3.4. Case 4

Term	Details
	
Problem	Fill GP Survey Data: Error
Solution	<ul style="list-style-type: none"> ▪ The survey data has already been submitted by another user and there is no need to collect data for it. ▪ User may enter and submit data for other villages of this GP if survey is not done for those villages yet.

2.4. Change Gram Panchayat: Error

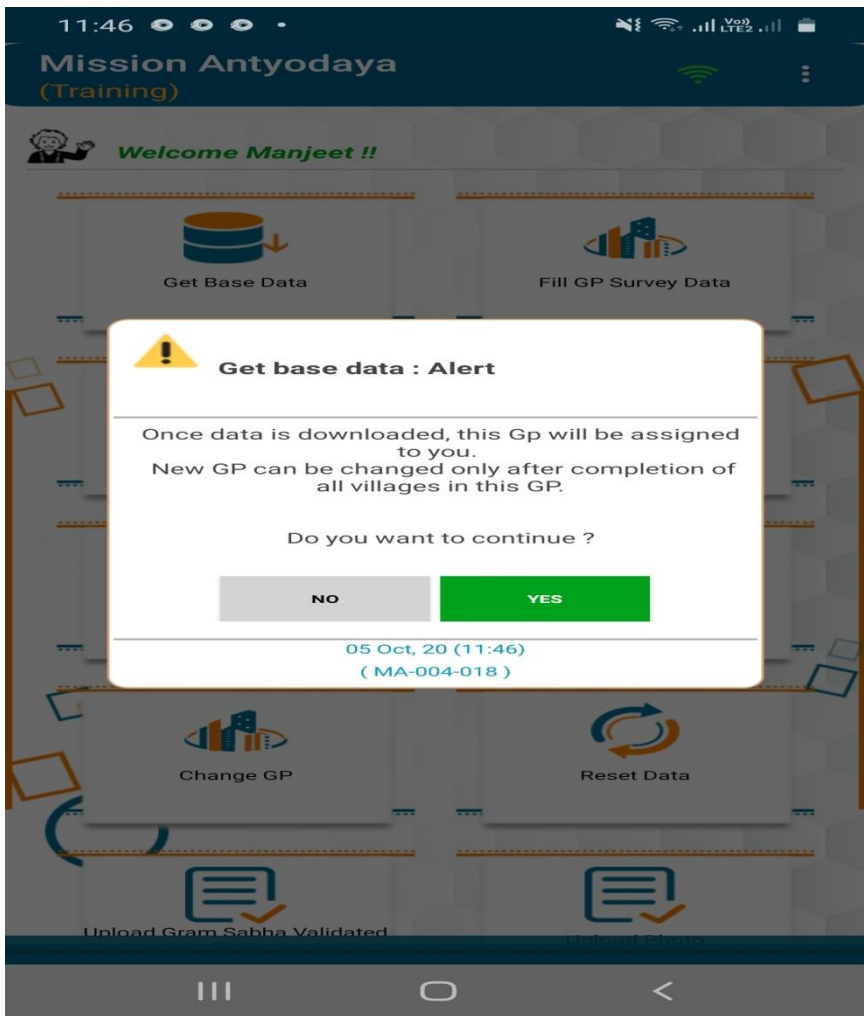
Term	Details
Screenshot	 <p>The screenshot shows a mobile application interface with a modal error dialog. The dialog has a title bar 'Change Gram Panchayat' with a close button (X). Below the title bar is a warning icon (triangle with exclamation mark) followed by the text 'Change Gram Panchayat : Error'. The main body of the dialog contains the text 'MA-004-028 : Unexpected Error Please Contact to Administrator'. At the bottom of the dialog is a blue button labeled 'OK'. The background of the application is dimmed, showing icons for 'Export Offline' and 'Generate Pdf'.</p>
Problem	Change Gram Panchayat: Error
Solution	<ul style="list-style-type: none"> ▪ Old mobile application is being used ▪ Download/ Update the latest version of the application from Google Play Store.

2.5. Approval: Error

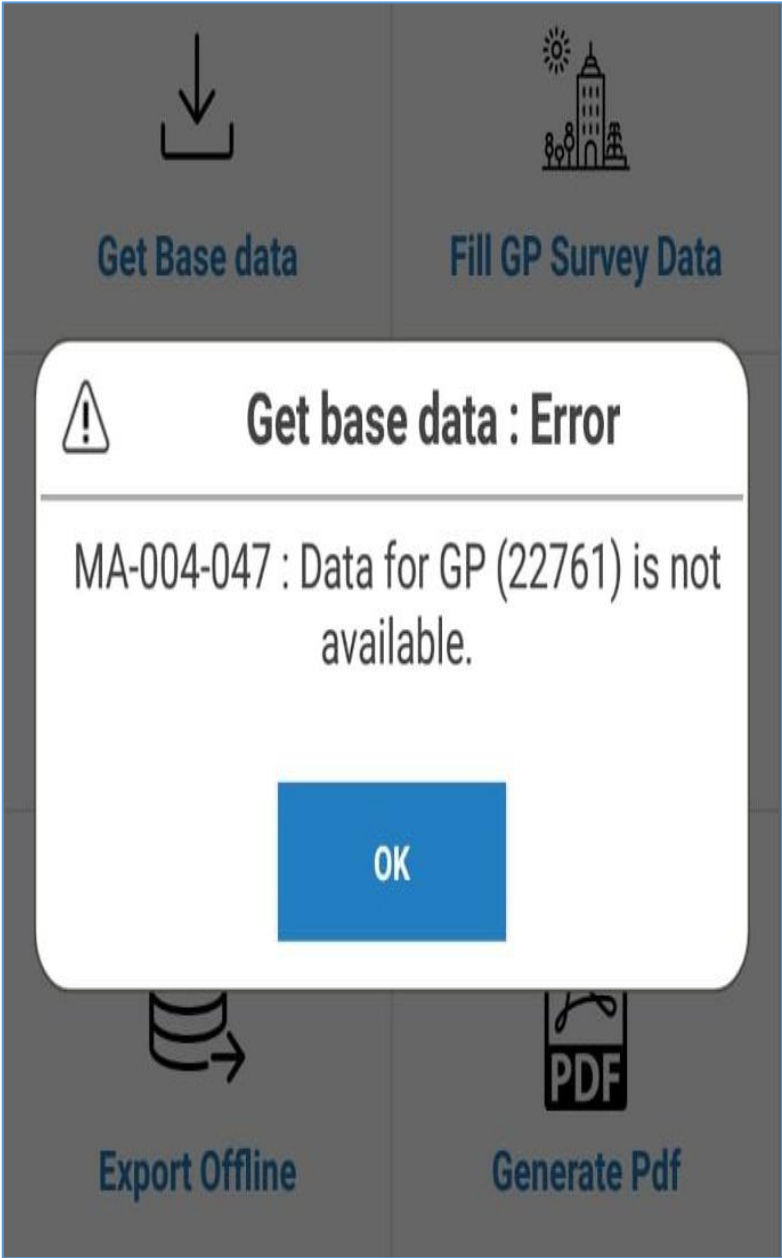
Term	Details
Screenshot	
Problem	Approval Error
Solution	<ul style="list-style-type: none"> ▪ Old mobile application is being used ▪ Download/ Update the latest version of the application from Google Play Store.

2.6. Get Base Data: Alert

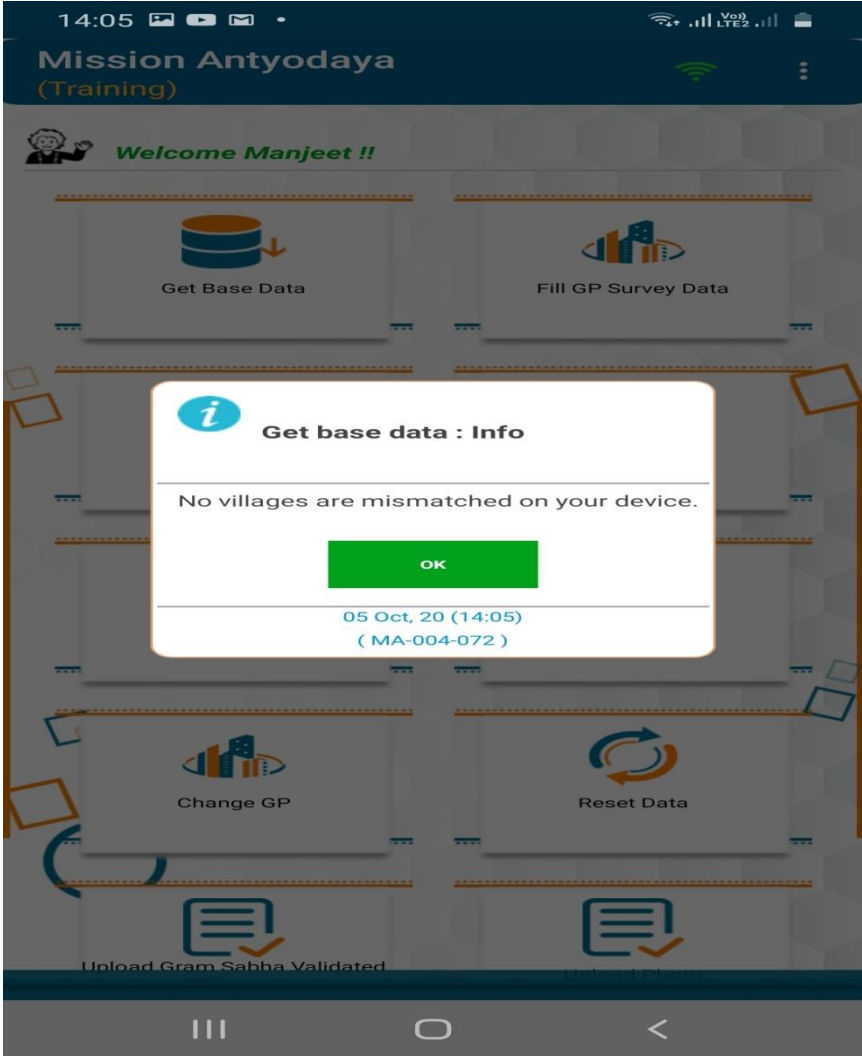
2.6.1. Case 1

Term	Details
Screenshot	
Problem	Get Base Data
Solution	<ul style="list-style-type: none"> This is not an error. Once any GP is assigned/downloaded then user cannot move to another GP until the assigned GP data uploaded. User need to upload/complete the previous GP (if you have already completed then Click 'Yes'), then proceed for another GP.

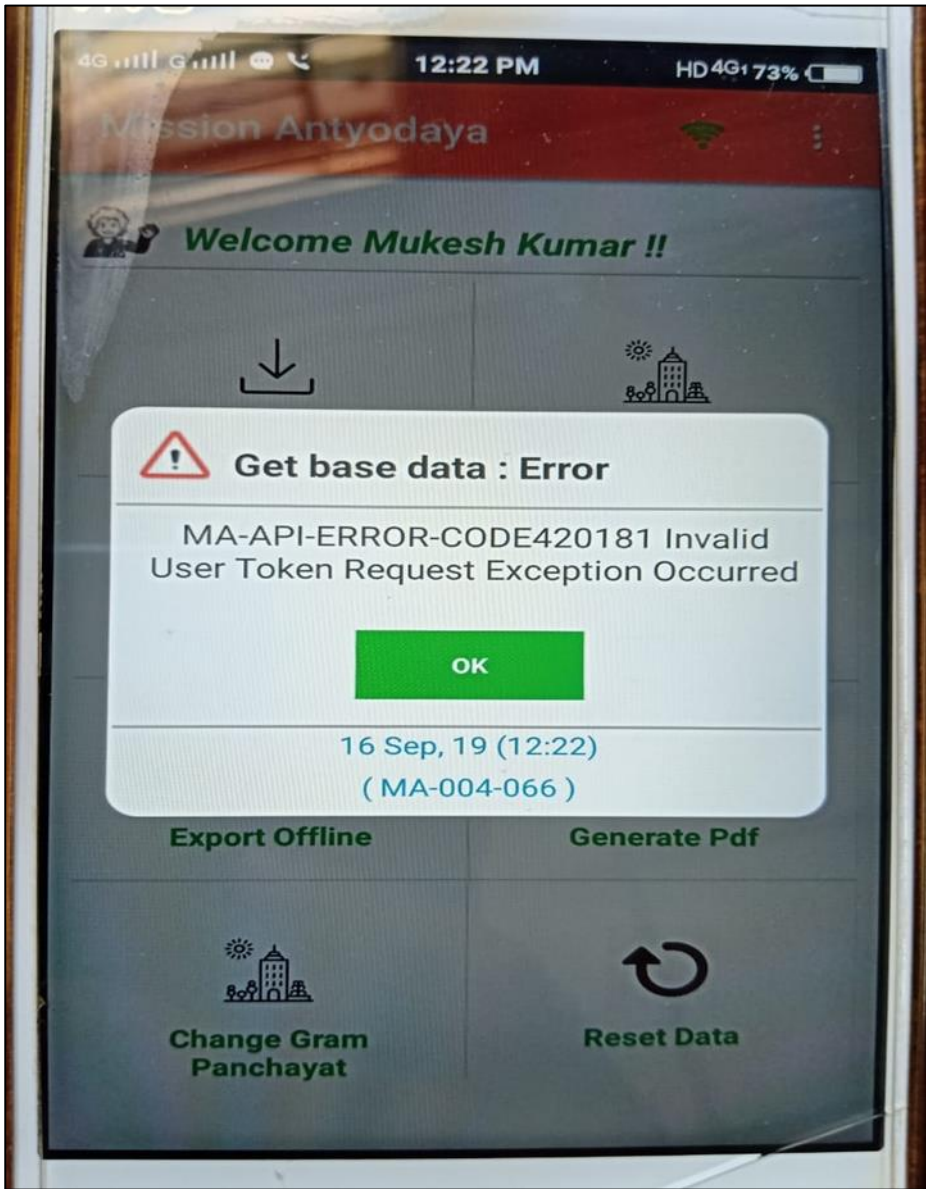
2.6.2. Case 2

Term	Details
	
Problem	Get Base Data: Error
Solution	<ul style="list-style-type: none"> • Reference data for survey is not available for this GP yet • User has to send a mail at MA helpdesk if this error occurs

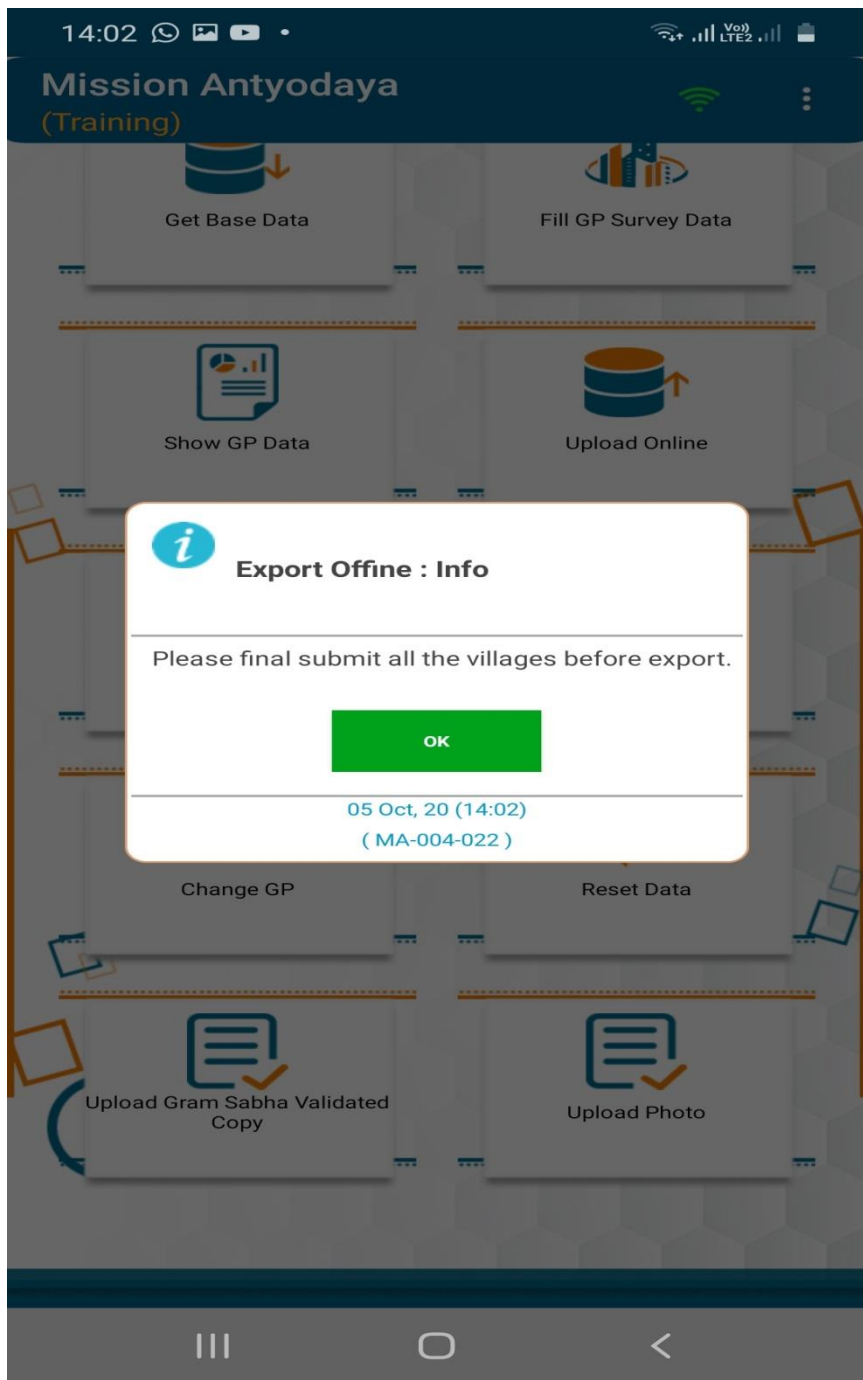
2.6.3. Case 3

Term	Details
	
Problem	Get Base Data: Info
Solution	<ul style="list-style-type: none"> • This comes if the LGD data has been updated for the village. • User has to sync the data as per the updated master by clicking on “get base data”

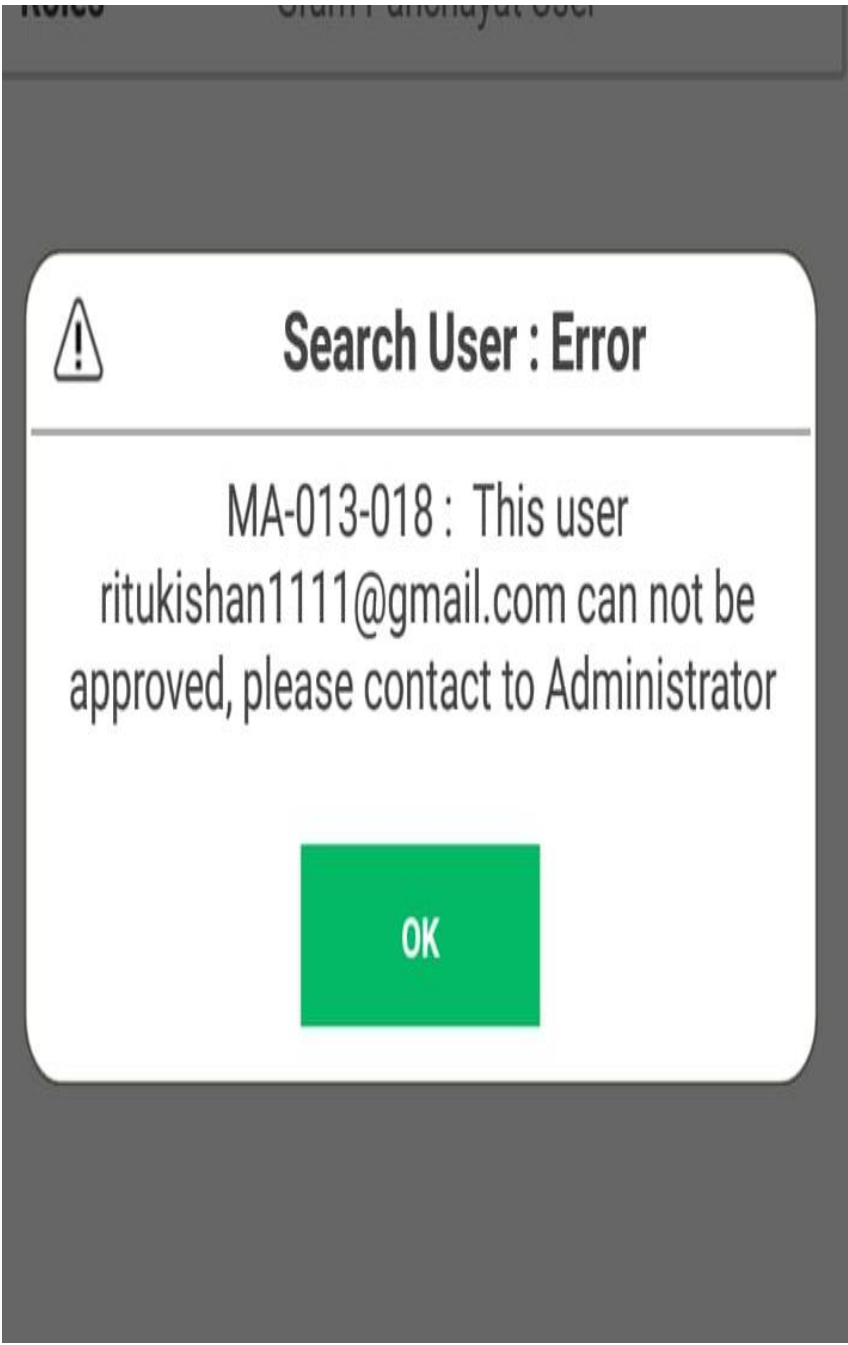
2.6.4. Case 4

Term	Details
Screenshot	
Problem	When we click Get Base Data this error has been shown.
Solution	<ul style="list-style-type: none"> Old mobile application is being used Download/ Update the latest version of the application from Google Play Store.

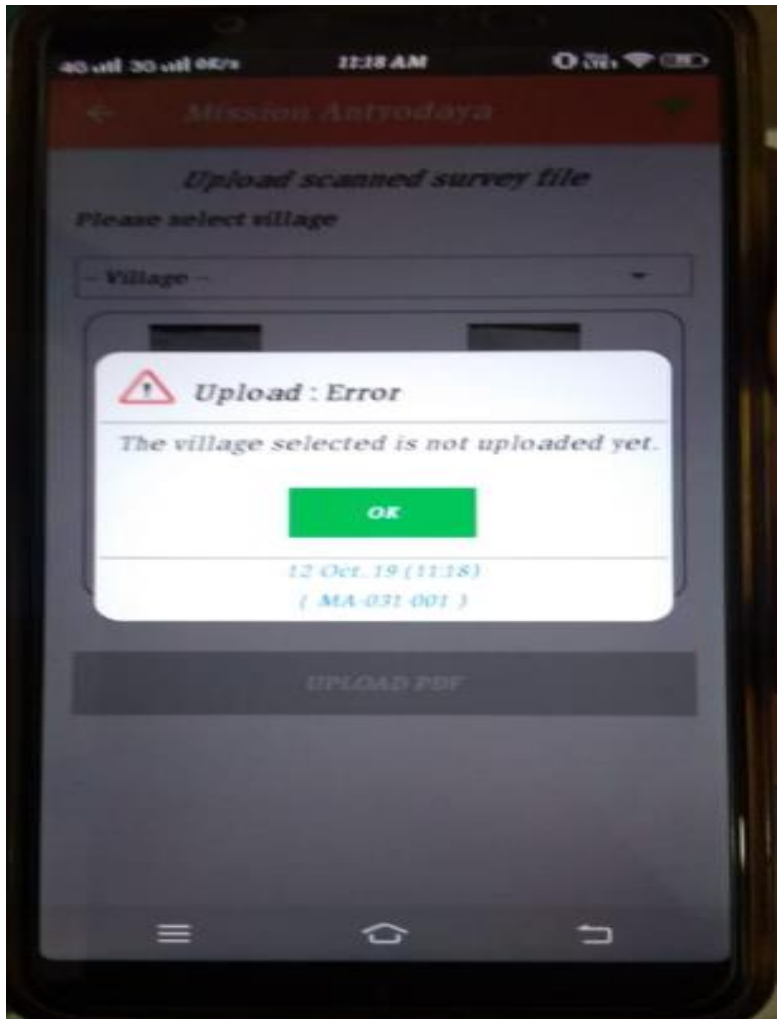
2.7. Export Offline: Info

Term	Details
	
Problem	Export Offline
Solution	<ul style="list-style-type: none"> Kindly submit all the villages before creating a export file

2.8. Search User: Error

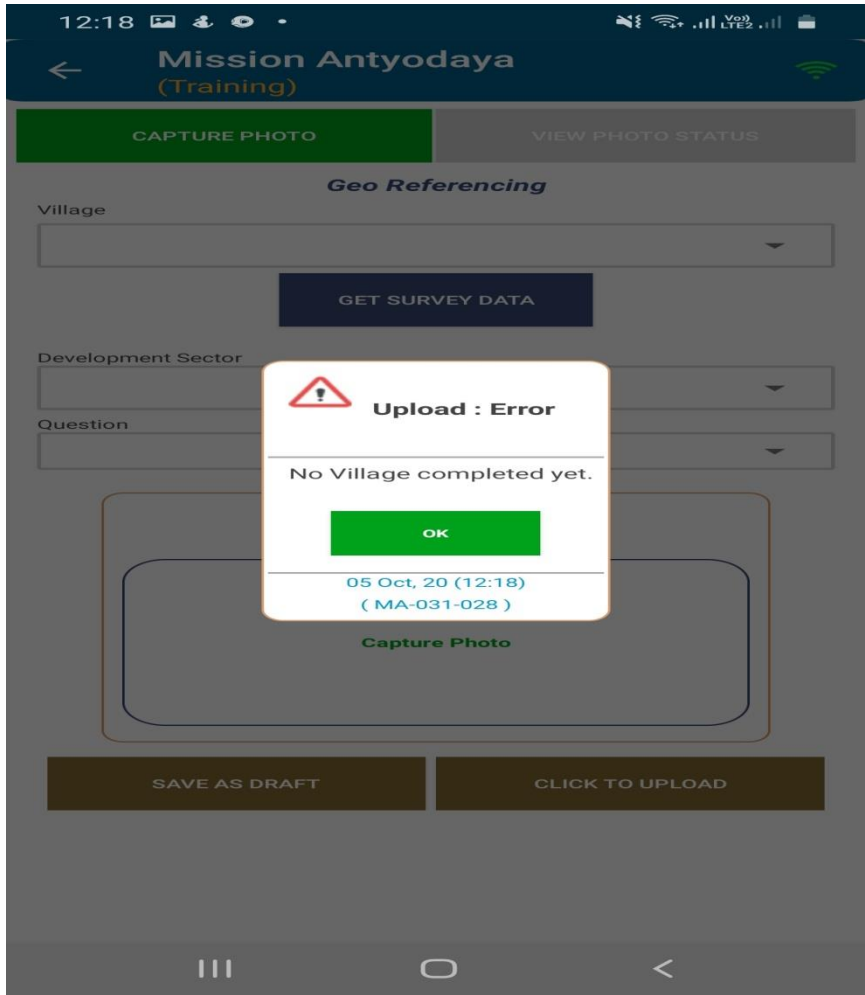
Term	Details
	
Problem	Search User: Error
Solution	<ul style="list-style-type: none"> Hierarchy for different level of users is pre- defined, which should be followed while approving users

2.9. Upload Gram Sabha Scanned File: Error

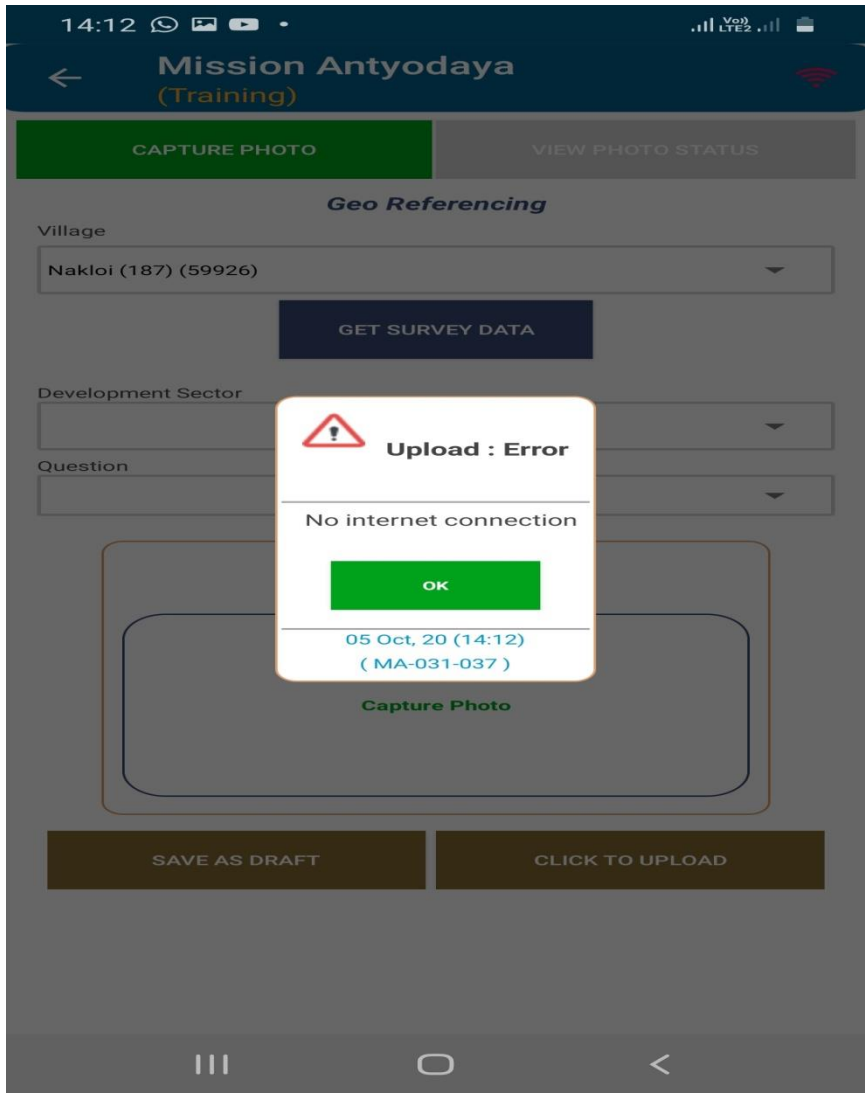
Term	Details
Screenshot	
Problem	Error in uploading Gram Sabha validated first and last Page
Solution	<ul style="list-style-type: none"> All the Villages in Gram Panchayat should be uploaded to the server before uploading the Gram Sabha validated scanned files. Villages status should be “uploaded to server” in show GP data section of Mobile Application. If villages are already uploaded and status is not changed then click on “get base data” to update the status in show GP data option

2.10. Upload Photo : Error

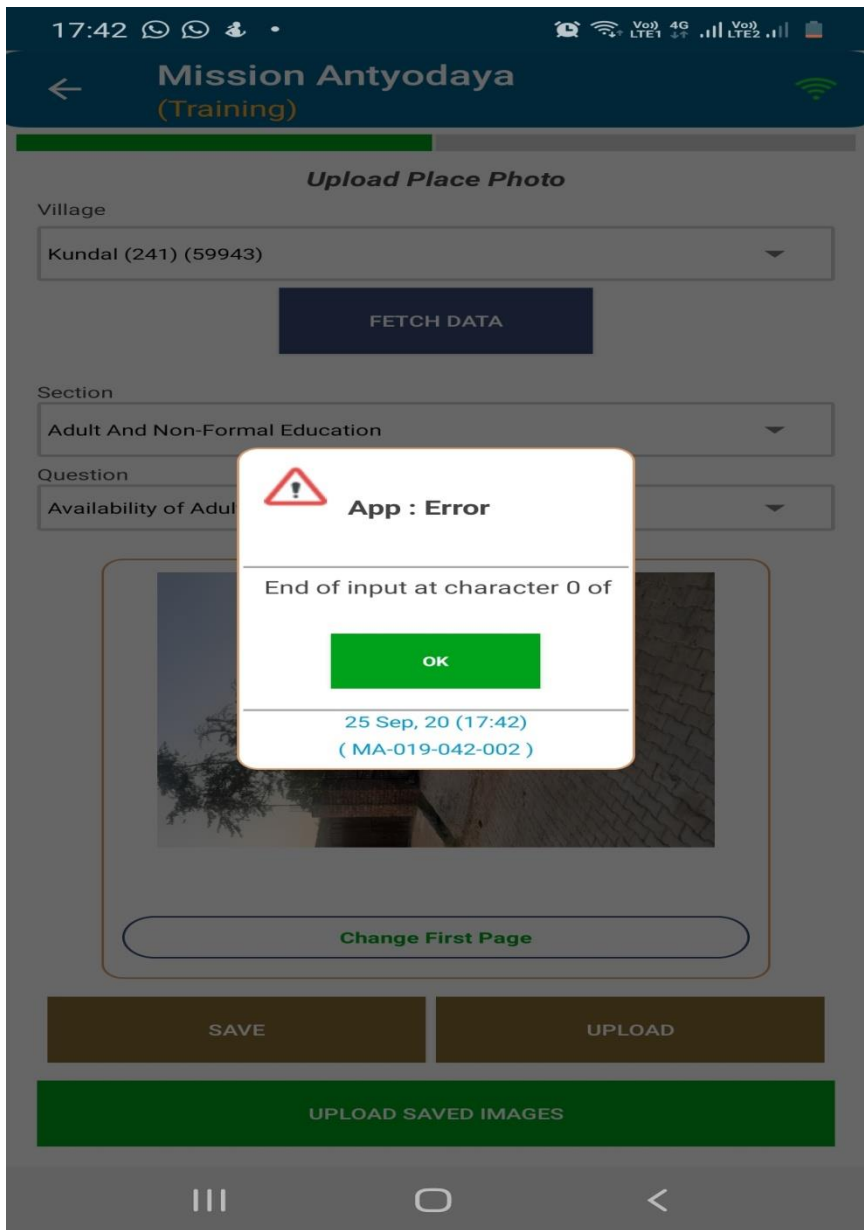
2.10.1. Case 1

Term	Details
Screenshot	
Problem	Error in uploading Geo referencing photo
Solution	<ul style="list-style-type: none"> All the Villages in Gram Panchayat should be uploaded to the server before uploading the Geo referencing Photo. Villages status should be “uploaded to server” in show GP data section of Mobile Application. If villages are already uploaded and status is not changed then click on “get base data” to update the status in show GP data option

2.10.2. case 2

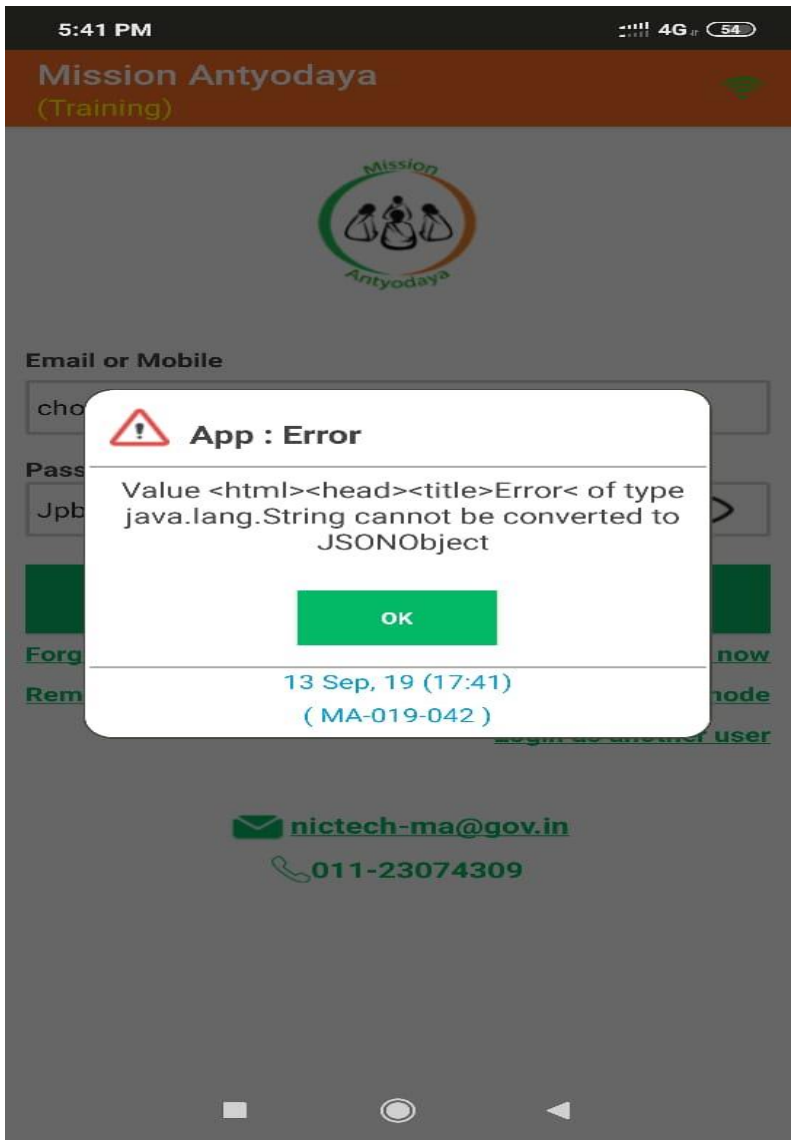
Term	Details
Screenshot	
Problem	Error reflecting on clicking “Get Survey Data”
Solution	<ul style="list-style-type: none"> Ensure the internet connectivity (Both Wi-Fi and Cellular Data are Enabled)

2.10.3. Case 3

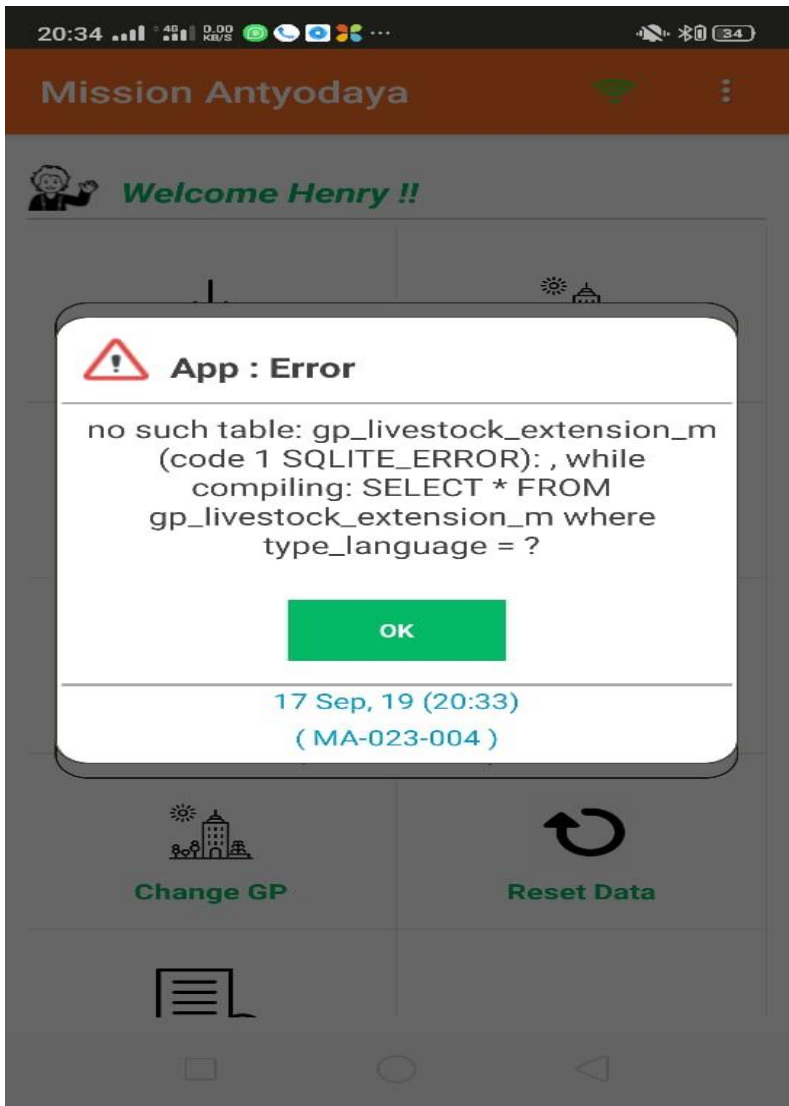
Term	Details
Screenshot	
Problem	Error facing when trying to upload
Solution	<ul style="list-style-type: none"> Old mobile application is being used <p>Download/ Update the latest version of the application from Google Play Store.</p>

2.11.Other type: Error

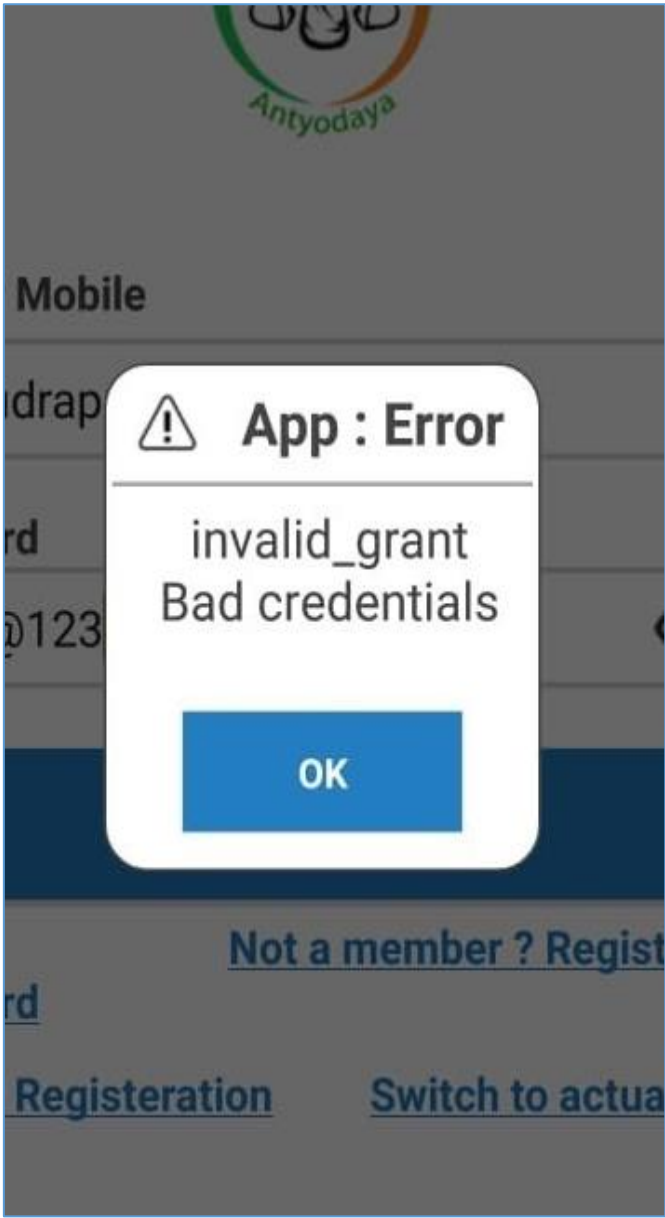
2.11.1. case 1

Term	Details
Screenshot	
Problem	When I enter my credentials, this error has been shown.
Solution	<ul style="list-style-type: none"> ▪ Please ensure that latest version of the application is being used. ▪ Please re-install and app and try again if it doesn't work

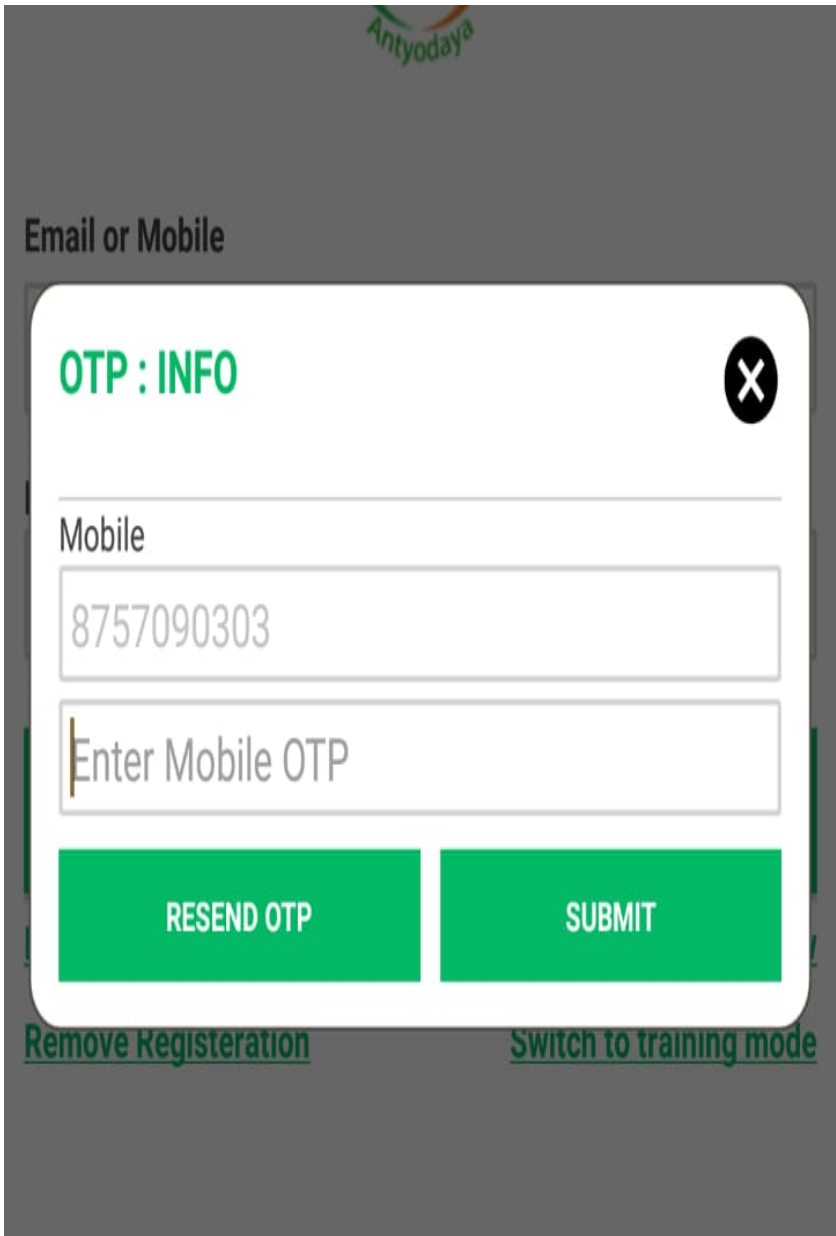
2.11.2 Case 2

Term	Details
Screenshot	
Problem	After successfully login, this error occurs
Solution	<ul style="list-style-type: none"> Old mobile application is being used Download/ Update the latest version of the application from Google Play Store.

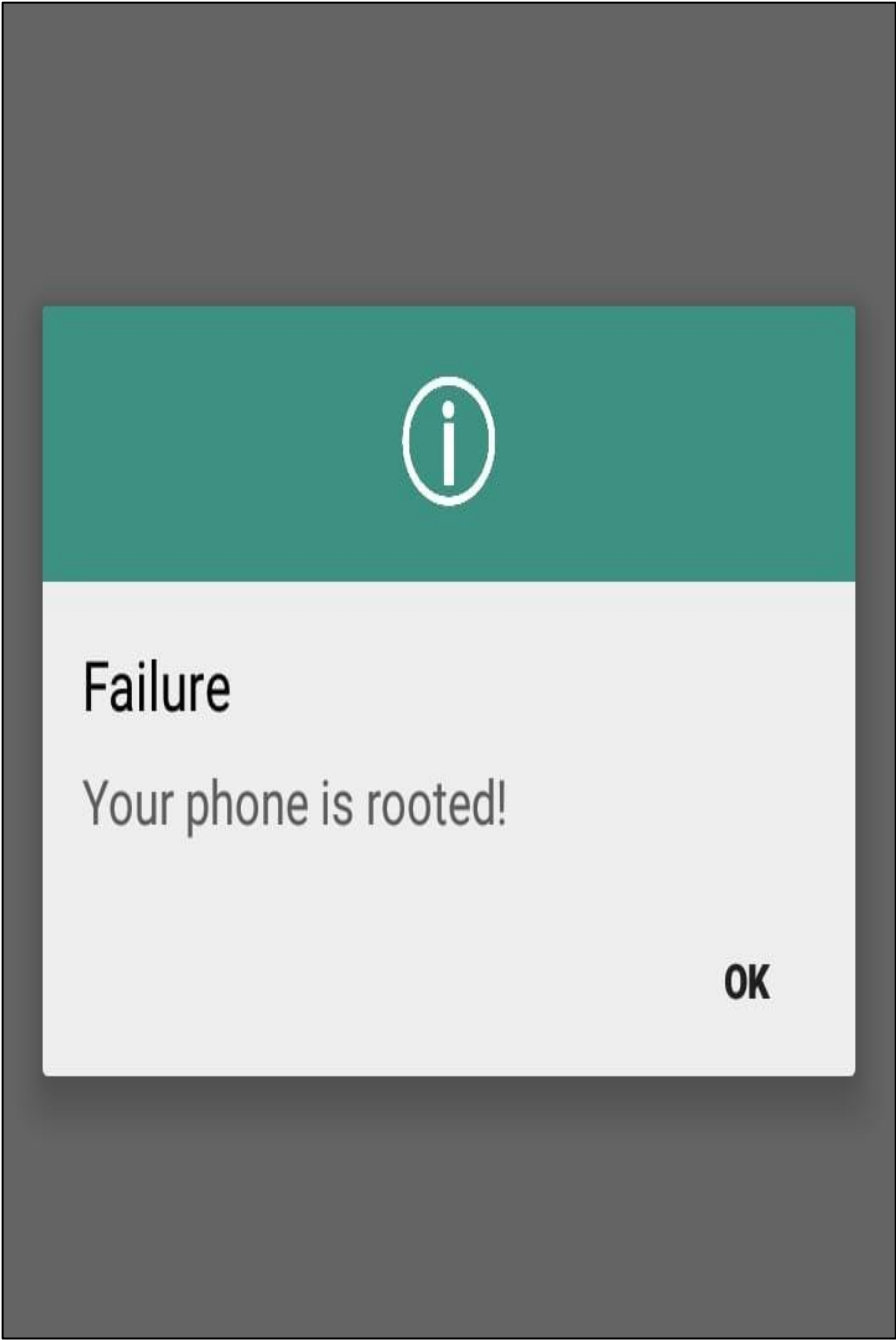
2.11.3 Case 3

Term	Details
Screenshot	
Problem	Invalid Credentials
Solution	<ul style="list-style-type: none"> Invalid login credentials are being entered. User can check the valid credentials and try again. If the password is not known, then the “forget password” functionality can be used to reset the same

2.11.4 case 4

Term	Details
	
Problem	OTP: Error
Solution	<ul style="list-style-type: none"> • In case OTP not received on provided number, please verify your e-mail ID by click on the link sent at your registered e-mail. • Once e-mail verified, user receives OTP on both mobile and e-mail.

2.11.5. case 5

Term	Details
Screenshot	
Problem	Failure Error
Solution	<ul style="list-style-type: none"> • Mission Antyodaya android application doesn't work on rooted android mobile devices.