# Mission Antyodaya Web & Mobile Application



# **TROUBLESHOOTING GUIDE**



सत्यमेव जयते

# National Informatics Centre v3.0

Creation Date: 15<sup>th</sup> Sept. 2018 Last Updated: 15<sup>th</sup> Oct. 2020

# **Revision History**

Version	Date	Description of Change	Affected Section
1.0	15 <sup>th</sup> Sept. 2018	First Version	All
2.0	14 <sup>th</sup> Oct. 2019	All Error messages Updated	All
3.0	15 <sup>th</sup> 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	15:55 O D A A Mission Antyodaya Email or Mobile * Password * Connection to the server failedKindly reopen app Doinection to the server failedKindly reopen app Di Seg. 20 (15:55) (MA-003-078)
Problem	User not able to login.
Solution	<ul> <li>Old mobile application is being used</li> <li>Download/ Update the latest version of the application from Google Play Store.</li> </ul>

### 2.1.2. Case 2

Term	Details	
Screenshot	11:40   Mission Antyodaya   (Training)   Sign Up   Personal Detail   Basiness Profile   Roles   Nour verification process has been succesfully   Vour verification process has been succesfully   Vour verification process has been succesfully   Vour can login after geting confirmation message   KHARI   Torm P   Vou can login after geting confirmation message   KHARI   UND   SUBMIT	
Problem	User Approval	
Solution	<ul> <li>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.</li> <li>User also gets a SMS regarding their approver details. User should contact them if there is a delay in account approval.</li> </ul>	

#### 2.1.3. Case 3

Term	Details	
Screenshot	11:41 0     Mission Antyodaya     (itaining)     0457794074     0457794074     0457794074     User id is not approved, please wait for approval     05 0 ot, 20 (11:41)   (MA-003-035)	
Problem	User Approval	
Solution	<ul> <li>Once registration and mobile verification is done, the account should be approved by authorised users in hierarchy.</li> <li>User gets a SMS regarding their approver details. User should contact them if there is a delay in account approval.</li> </ul>	

#### 2.1.4. Case 4

Term	Details
Screenshot	09:56 4 7 0 1 Mission Antyodaya Training Imail or Mobile * Part Or Mobile * Par
Problem	When I login with my valid credentials this error has been shown.
Solution	<ul> <li>Some maintenance activity is going on. Kindly contact helpdesk.</li> </ul>

#### 2.1.5. Case 5

Term	Details	
Screenshot	<ul> <li>C missionantyodaya.nic.in/loginPage.html</li> <li>Apps Panch Parmeshwar,</li> <li>Panch Parmeshwar,</li> <li>PouTube G Gov Mail</li> <li>Ministry of Rural Development Government of India</li> <li>HOME ABOUT MISSION ANTYODAYA RESOURCES</li> <li>This user id 9425921500 is not available</li> <li>C Registration is Permissible only for Authorized Use</li> <li>Miser Name:</li> <li>9425921500</li> <li>Password:</li> <li>BDLH9R D JDLH9R</li> <li>BLH9R D DLH9R</li> </ul>	
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> <li>Please ensure that the user was successfully registered, verified and approved.</li> <li>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.</li> </ul>	

#### 2.1.6. Case 6

Term	Details
Screenshot	I11:28 Image: Construction of the second determined
Problem	After submitting the registration details this error has been shown.
Solution	<ul> <li>One mobile number can be used for one account only</li> <li>In this case the phone number is already registered in different jurisdiction that's why this occurs.</li> <li>Deregister your mobile number for old jurisdiction first and then register again for required jurisdiction.</li> </ul>

#### 2.1.7. Case 7

Term	Details
Screenshot	Details
	III O <
	Login: Error
Problem	Login: Error
	Old mobile application is being used
Solution	• Download/ Update the latest version of the application
	from Google Play Store.

### 2.2. Generate PDF: Error

#### 2.2.1. Case 1



#### 2.2.2. Case 2

Term	Details
Screenshot	14:01 Image: Imag
Problem	Generate Pdf: info
Solution	<ul> <li>All the villages should be submitted before generating the Final PDF.</li> <li>User may create Draft PDF files if the data is not submitted for all the villages</li> </ul>

#### 2.2.3. Case 3

Term	Details
	GP Status Generate Pdf: Error
Screenshot	MA-018-001 : Unable to open pdf file view. Kindly open it from File (Manager/ Explorer)/internal_storage/GP_Pdf 0k
Problem	Generate Pdf: info
Solution	• 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



#### 2.3.2. Case 2

Term	Details
Term	Details         13:50 ■ ■ 2 •         Mission Antyodaya (Training)         Part A         Basic Parameters         Total Population *         0         MA 2019 Data - 2302         Male *         5         MA 2019 Data - 1297         Female *         8         MA 2019 Data - 1297         Female *         B         MA 2019 Data - 1297         Female *         Fill GP Survey Data : Error         Total Population cannot be 0 !!         MA 2019 Data         @ Agricul         Manal Husbandry         @ Fisheries         @ Rural Housing         @ Drinking Water         @ Roads         @ number triangle anter
Problem	Fill GP Survey Data: Error
Solution	• 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
	If No, Select distance *          1-2 kms            Fill GP Survey Data : Error          MA-005-024 : Invalid int: "NA"         OK
Problem	Fill GP Survey Data: Error
Solution	<ul> <li>Old mobile application is being used</li> <li>Download/ Update the latest version of the application from Google Play Store.</li> </ul>

#### 2.3.4. Case 4

Term	Details
Term	Details
Problem	IIIO<
Solution	<ul> <li>The survey data has already been submitted by another user and there is no need to collect data for it.</li> <li>User may enter and submit data for other villages of this GP if survey is not done for those villages yet.</li> </ul>

### 2.4. Change Gram Panchayat: Error



### 2.5. Approval: Error

Term	Details
Screenshot	Approval : Error Some error occurred in contacting server. Please try again later.
Problem	Approval Error
Solution	<ul> <li>Old mobile application is being used</li> <li>Download/ Update the latest version of the application from Google Play Store.</li> </ul>

### 2.6. Get Base Data: Alert

### 2.6.1. Case 1

Term	Details
Screenshot	11:46 10   Mission Antyodaya   (reining)     Welcome Manjoet !!   Det Base Data   Oct Base Data     Fil OP Survey Data     Once data is downloaded, this Gp will be assigned to you.   New GP can be changed only after completion of all villages in this GP.   Do you want to continue ?   No   Os oct 20 (11:46)   (Ma:004-018)     Plange OP     Reset Data
Problem	Get Base Data
Solution	<ul> <li>This is not an error. Once any GP is assigned/downloaded then user cannot move to another GP until the assigned GP data uploaded.</li> <li>User need to upload/complete the previous GP (if you have already completed then Click 'Yes'), then proceed for another GP.</li> </ul>

#### 2.6.2. Case 2

Term	Details	
	Get Base data	影点 影响主 Fill GP Survey Data
	A Get base	e data : Error
	MA-004-047 : Data i avai	For GP (22761) is not able.
	Export Offline	PDF Generate Pdf
Problem	Get Base Data: Error	
Solution	<ul> <li>Reference data for survery yet</li> <li>User has to send a mail a occurs</li> </ul>	y is not available for this GP at MA helpdesk if this error

#### 2.6.3. Case 3



#### 2.6.4. Case 4

Term	Details
Screenshot	Image: State of the
Problem	When we click Get Base Data this error has been shown.
Solution	<ul> <li>Our mobile application is being used</li> <li>Download/ Update the latest version of the application from</li> </ul>
	Google Play Store.

### 2.7. Export Offline: Info

Term	Details
	Mission Antyodaya 😞 🗧 🗧
	Get Base Data Fill GP Survey Data
	— — — — — — — — — — — — — — — — — — — —
	Show GP Data Upload Online
	Export Offine : Info
	Please final submit all the villages before export.
	05 Oct, 20 (14:02)
	Change CR Report Date
	Le
	Upload Gram Sabha Validated Upload Photo
Problem	Export Offline
Solution	• Kindly submit all the villages before creating a export
	file

### 2.8. Search User: Error



### 2.9. Upload Gram Sabha Scanned File: Error

Term	Details
Screenshot	
Problem	Error in uploading Gram Sabha validated first and last Page
Solution	<ul> <li>All the Villages in Gram Panchayat should be uploaded to the server before uploading the Gram Sabha validated scanned files.</li> <li>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</li> </ul>

# 2.10. Upload Photo : Error

### 2.10.1. Case 1

Term	Details
Screenshot	12:18 I I I I I I I I I I I I I I I I I I I
Problem	Error in uploading Geo referencing photo
Solution	<ul> <li>All the Villages in Gram Panchayat should be uploaded to the server before uploading the Geo referencing Photo.</li> <li>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</li> </ul>

### 2.10.2. case 2



### 2.10.3. Case 3

17:42 © © د • ۲۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵ ۵۵	(0)) FE2 ,1
Screenshot	
Decklose Free facing when traing to unload	
Problem         Error facing when trying to upload	
<ul> <li>Old mobile application is being used</li> <li>Download/ Update the latest version of the application of the application.</li> </ul>	oplication

# 2.11.Other type: Error

### 2.11.1. case 1

Term	Details
Screenshot	State   Characteristic state   State
Problem	When I enter my credentials, this error has been shown.
Solution	<ul> <li>Please ensure that latest version of the application is being used.</li> <li>Please re-install and app and try again if it doesn't work</li> </ul>

### 2.11.2 Case 2



### 2.11.3 Case 3

Term	Details
Screenshot	Antyodaya Mobile
	Idrap 🕂 App : Error
	rd invalid_grant 0123 Bad credentials
	οκ
	Not a member ? Regist
	Registeration Switch to actua
Problem	Invalid Credentials
Solution	<ul> <li>Invalid login credentials are being entered.</li> <li>User can check the valid credentials and try again.</li> <li>If the password is not known, then the "forget password" functionality can be used to reset the same</li> </ul>

### 2.11.4 case 4

Term	Details
	Email or Mobile
	OTP : INFO
	Mobile
	8757090303
	Enter Mobile OTP
	RESEND OTP SUBMIT
	Remove Registeration Switch to training mode
Problem	OTP: Error
Solution	<ul> <li>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.</li> <li>Once e-mail verified, user receives OTP on both mobile and e-mail.</li> </ul>

### 2.11.5. case 5

Term	Details
Screenshot	
	Failure
	Failure
	Your phone is rooted!
	ОК
Problem	Failure Error
Solution	<ul> <li>Mission Antyodaya android application doesn't work on rooted</li> <li>android mobile dovices</li> </ul>
	anuroiu mobile devices.