

Frequently Asked Questions

(Last Updated on: 13 October 2015)

A. Regarding Installation:

- 1. If installation from download folder gives error – cannot open this file?**
It is suggested to download file explorer and then install the APK from the download folder.
- 2. How to download file explorer?**
It can be downloaded from <https://play.google.com/store> through any browser (chrome, Firefox, internet explorer).
- 3. Message “Install Blocked” – Application not able to install?**
Please, make sure that option “Allow installation of apps from unknown sources” is **checked** (Go to **Settings -> Security -> Unknown Sources**)
- 4. If an error occurred during installation of application as – App not installed or Application error?**
This problem occurs when mSBM APK is not downloaded properly. Please go to <http://msbm.gov.in/> and download the application file again.

B. Regarding Login:

- 1. Error message – “Please try again. Domain web service not reachable. Please contact application service provider”?**
This error message displayed due to one of the following reasons:
 - a. User is **blocked** and Login Active status is set to **NO**.
 - b. Wrong **IMEI** number is entered during registration process.In Both cases, **District Coordinator** can solve this problem through **M4 Module** by updating **IMEI** number and **Login Active** status to **YES** after login in to Data Entry.

C. Regarding Capturing Photographs:

- 1. What should be resolution of captured photograph?**
It is suggested to use the camera at resolution as 640 *480. If you capture using higher resolution it will be down sized to default resolution of (640*480). The size of the photo uploaded is normally between 300k and 600k depending on the composition of the image.

2. **What happens to offline photographs when we login again?**

If Data is already in Offline Database, new data will be appended. Old data will not be deleted or overridden.

3. **How long the photo is retained by the mobile app?**

- The data will be cleared once the data uploaded to the server.
- Not uploaded data will be available till /delete the app.
- Any android OS crash/Virus may delete the data.

4. **What to do if Latitude and Longitude are not showing?**

If such error occurs, Close the mSBM app and check GPS setting and make sure GPS is enabled (switched on) and accuracy is set to **High**. Now, start mSBM app again.

5. **Why app gives an error “Invalid Operation Performed”?**

This error occurs when “**Master Services**” are not downloaded properly at user’s mobile. So, close the mSBM app. Start the app again and download master services properly.

6. **Why app close automatically during photo capture or Register HH Photographs?**

This error may occur due to several reasons:

- There is not enough available RAM for the processing. So, close unused applications and clear cache memory using **Clean Master**. If there is no Clean master is installed on phone download it from <https://play.google.com/store> using any browser.
- Master services are not downloaded properly.

D. Regarding Photographs Uploading:

1. **It shows message “Uploading photographs” and a circle is rounding but no photographs are uploaded?**

- Mobile network connectivity is poor.
- User has captured the more than 20 photographs.
- There is not enough memory in RAM to perform uploading.

2. **What is the Time limit to upload photo captured by Mobile app?**

- Online:** photo will be uploaded immediately.
- Offline:** photo will be uploaded immediately if the network is available, otherwise data will be saved locally. Once the network is available during app load, form load, form submits, and during the manual sync (on demand) the offline data will be uploaded to the server.

3. **How much time it will take for uploading photographs?**

The time limit for uploading data to server will depend on following parameters:

- a. Network speed.
- b. Number of records available in the offline database.
- c. Size of the image.

E. Regarding Speed:

1. My Mobile App appears to work very slowly. Why?

Reasons for slow Mobile Internet Speed could be due to:

- a. Poor Network Coverage Area.
- b. Poor Network Configuration or Settings in your Mobile.
- c. RAM size of device.
- d. Bandwidth available at the time of usage.
- e. Data Plan Restriction.
- f. Multiple App's running on the device simultaneously.
- g. Processor issues. You may check the above aspects, rectify and retry.

2. How to increase my Mobile app Speed?

User can try one or more options listed below for better app performance:

- a. Make sure to use Internet at Good Network coverage areas.
- b. Clean or Free Your Phone Memory.
- c. Remove Old History.
- d. Never run Multiple Applications while Browsing Internet.
- e. Do not Load Your Mobile with lots of Apps.
- f. Remove unnecessary app.
- g. Disable Auto-Update Feature for Applications it will reduce RAM space.