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# Purpose:

The purpose of this document is to provide a tool for Master Trainers and Health Facilitators. This tool can be used for User Management, Technical, and Application troubleshooting. Information here will aid Master Trainers and Health Facilitators throughout the deployment of the CommCare application. Some of the questions below also appear in the ‘FAQs for Front Line Workers’ document, however, answers are given in more details for a higher level of implementation.

# Background:

# Q: What are the benefits of CommCare?

* CommCare provides tools for FLWs to more effectively communicate with their clients.
* CommCare provides multimedia prompts (images, audio, videos) to guide FLWs in counseling clients about important health topics.
* CommCare increases the authority and credibility of FLWs.
* CommCare collects data in real time about FLWs activities to help with monitoring and program improvement.

## MANAGEMENT

# Q: Can the admin user submit form data?

* Yes, but there shouldn’t be any need for this. Trainers can practice in Demo Mode if necessary.

# Q: Can the admin user (or any user) submit data in the "demo mode"?

* Demo Mode data that is submitted is tagged as “demo user” . This enables the server to filter out demo data as this is typically data submitted from training, or in practice mode. Note that any data submitted under demo mode will not help track real cases. Real data should be submitted after a user has logged into the application, and not in demo mode.

# Q: Are usernames case-sensitive?

* No, usernames are not case sensitive.

## 

## TECHNICAL

# Q: How Do I set up the phones prior to deployment.

* There are 20 main steps to setting up the phones prior to deployment. For detailed descriptions of these steps, please see your manual. You can also access <http://confluence.dimagi.com/display/commcarepublic/Home> if you have internet access
* Preparation: Steps 1-7

1. Make sure all phones are charged
2. Make sure all phones are labeled; inside and outside cover
3. All phones need SIM and SD card
4. Set up Internet Connectivity
5. Set GPRS settings
6. Set correct date/time
7. Install Media Folder into SD card.

* User Friendly: Steps 8-12

1. Ensure Volume is at its Maximum
2. Undo text input Predictions
3. Set Writing Language to Hindi
4. Change phone Language to Hindi
5. Menu Screen Blank

* Application Functioning: Steps 13-20

1. Install application
2. Move application to Games Folder, Turn phone off and then on again
3. Set Application Permissions once Application is installed
4. Test Network Connectivity once Application is installed
5. Restore User
6. Set Do Not Disturb settings on all phones: SMS ‘START 0’ to 1909
7. Opt in all CommCare users to Dimagi Gateway; this allows them to receive messages from the CommCare server;  SMS 'START to +917760962755
8. Create Shortcut for Commcare, Open CommCare once after Shortcut is set.

# Q: How can I install an application to a phone

* There are four ways to install an application to a phone
* If you have a computer

1. Installing the application using Nokia PC Suite
2. Installing without using Nokia PC Suite
3. Download and Install via SMS

* If you DO NOT have a computer

1. Phone to Phone Installation

* Phone to Phone installation is the preferred method. Details for Phone to Phone installation are below.

*Source Phone: Trainer’s phone which has an unused version of the application and/or media files.*

*Destination Phone: Front Line Workers phone who needs an unused version of the application and/or media files.*

1. There are two files to work with: the application (flower icon) and the multimedia file (folder called CommCare). The application (or media files) to be installed to the Destination phone, should be on the Source phone’s local memory; the Games Folder
2. Delete any old application and/or media files from the Destination phone; only delete the application if you are installing a new application; only delete the media files folder if you are installing a new media files folder.
3. Remove the memory card from the Destination phone and place it in the Source phone.
4. Copy the application (and multimedia if necessary) to the Destination phone’s memory card.
5. Place the Destination phone’s memory card back in the Destination phone.
6. Copy the application into the Destination phone’s local memory; the Games folder. This prevents permissions from being reset if the user removes the memory card.
7. Set the application permissions.
8. Run the application once to make sure it is working correctly. Log in as admin to restore a user’s data.

# Q: The Application Won’t Start at All.

*Symptoms***:**

* Red 'x' on the application icon in the applications menu popup saying application is corrupt/can't run before CommCare is actually opened

*Cause:*

* Installation of CommCare is bad. This occurs when the application isn't actually installed correctly onto the phone.

*What to do:*

* Check if the date is incorrect on phone. Set date correctly and try to start. If it works, phone is fine.
* If not, pull out the SD card with the application and put it into a computer.
* Check the size of the CommCare .jar file and make sure that it matches the size of the file from where it was downloaded from (CommCareHQ, most likely).
* If the jar files don't match up, the download was incomplete. To fix, re-download the application (both JAR and JAD files).

*Note:*

* Sometimes due to a bug or failure of the software, the application is the easiest way to fix the problem. If this is the case, please write down as much information as possible about the problem before reinstalling. If Dimagi doesn’t know any information about a software or phone problem, we won’t be able to fix it!

# Q: What is an ‘Application Error’ and how do I fix it?

* When an Application Error occurs, the most important step is to read and write down the details. From the details of the error, especially the last line, you can troubleshoot the error.

*Symptoms****:***

* Application can start up (get to either the "starting" screen or actually into the application).
* At some point there is a popup which says there was an "Application error" and CommCare has to close.
* The message might mention something about storage being corrupt.
* Message may say ‘Out of Memory’

*Cause:*

There are several reasons why you are receiving the "Application Error" message. So, you'll need more information to help resolve yourproblem.Some potential causes include:

* The multimedia files you're using in the application don't exist on the SD card.
* The phone has a setting which is currently inhibiting the application to function properly.
* CommCare application has become corrupted.
* Sometimes the CommCare's storage files will become corrupt, or another bug will occur in CommCare due to the state of the application.

*What to do:*

* First, click "More Details" to get more information about your specific error. \*\* The "details" may be difficult to interpret but look for useful and understandable phrases.
* If you see the phrase "**File not found**", follow these steps:
  + Identify the specific file referenced in the "details" error message
  + Now, try to locate that file on the SD card. (The application is saying that file doesn't exist).
  + If the file is not present, plug the SD card into your computer and copy that specific file into the correct folder on the SD card.
  + If you do not have access to a computer, you can find the file in the source phone’s media files and do a phone-to-phone install of the missing files.
  + Verify that you have the correct multimedia files on the SD card.
* If you see the phrase "**Sounds not allowed**", follow these steps:
  + Exit CommCare.
  + Navigate to: Settings>Tones>Application Tones
  + If the setting is set to "Off", switch to "Yes".
* If you see a phrase **‘Out Of Memory’**
* Quit the application and try to reopen the CommCare application.
* If this continues to happen, please report this bug. Directions on how to report bugs can be found below or in your manual.
* If phone is asking for Permissions
* Application Permissions are not set up. Please see next Question “Phone Prompts for application Permissions”
* If you see a phrase “IO Exception [error in HTTP operation]”
* Problem with the GPRS connectivity.
* Perform Network Test
* Check GPRS setup (Configurations Icon in Settings). May need to input manual GPRS settings if problem continues.
* If you see don't see either of those, follow these directions:\*\*
  + Pull out the SD card, and plug it into a computer. Take note of whether the SD card seems to be of low quality (looks worn down or might not have any naming on it). Problems have been reported with low quality SD Cards.
  + Copy the jad/jar and all of the files ending in .RMS, it should be something like: "COMMCARE\_TRANS\_Q\_IX\_2343243.RMS".
  + Zip up the jad/jar and files into one file.
  + Delete all of the \*.rms files on the SD card itself (leaving the jad/jar CommCare files), and put it back into the phone.
  + In some cases, you may need to reinstall the jar/jad CommCare files too.
  + Open CommCare, and it should start the installation process again.
  + Restore the user's application data.

# Q: Phone prompts for application permissions

*Symptoms:*

* The phone prompts for permissions every time you need to view an image / play an audio file / send data/forms.

*Cause:*

* The application permissions are not setup correctly.

*What to do:*

* There are three application permission that must be set in order for the CommCare application to run properly.
* Navigate to the CommCare application. Press Options located on the bottom left hand corner. Navigate to Application Access.
* 1. Communications – Network Access – Always allowed
* 2. Data access – Read User data – Always allowed
* 3. Data access – Add and edit data – Always allowed

# Q: Is there any difference (other than convenience) of setting the application permissions beforehand?

Yes. Setting permissions before opening CommCare is the preferred method. If the application are set while the application is opening, this could potentially result in bugs for the application. Additionally, if permissions are set within the application, they may be temporary and will have to be re-set each time.

# Q: Forms won’t submit

*Symptoms:*

* The phone is unable to send data/forms from the application

*Causes:*

* Phone's SIM card is out of credit
* Incorrect GPRS Settings/ GRPS not activated
* CommCare Servers is down

*What to do:*

* Does the phones SIM card have credit?
  + ***Yes:***  Proceed to next step.
  + ***No:*** load the phone with credit and try to resend forms.
* Is the network test successful?
  + ***Yes:*** Message read ‘Received Response Code.’Proceed to next step.
  + ***No:*** Message read “IO Exception [error in HTTP operation].Check GPRS settings and activation and try network test again.
* If the mobile GPRS network is down, you will be unable to submit forms.
* Also, sometimes it can take a while for the mobile network to activate your GPRS access. You will be unable to submit forms until your access is activated.
* ***If you are still unable to send forms or activate sync,*** check the CommCare users Google group (commcare-users@googlegroups.com) to see if there is any known problem with form submission and then email the commcare-users group reporting your problem; the CommCare server might be experiencing a problem.

Additional Notes:

* If the mobile GPRS network is down, you will be unable to submit forms.
* Also, sometimes it can take a while for the mobile network to activate your GPRS access. You will be unable to submit forms until your access is activated.

# Q: How do I report Bugs about Commcare.

* This is extremely important. The more information we give them and the faster we give them the information, the sooner we will get a fix to our problem. If you encounter a bug or problem you can't fix, first check to see if there is information in the manual that can help you solve the problem.

If that doesn't help, please contact the in-country Dimagi representative reporting the issue.

If he or she is not available, please send a bug report email to Dimagi at:

* commcarehq-support@dimagi.com - For bugs found in CommCare HQ
* commcare-support@dimagi.com - For bugs found in CommCare Mobile

Please write the email as follows:

1. Use a meaningful title (for example, "Form fails to submit", as opposed to "Bug in form")
2. In the body, include this information filled out:
   1. Short description: ...
   2. Bug reported by: ...
   3. Date and approximate time found: ...
   4. Specify the application: ...
      1. If on CommCareHQ: Specify your domain and the number of the build you are currently using.
      2. If you’re having problems with a specific phone’s installation, or if the build is not on CommCare HQ, attach the application files (.jar, .jad, .rms) to the email.
   5. Detailed description: Tell us as much about the problem as possible. Here are some basic, important pieces of information that we need to know in order to fix the problem.
      1. Where in the application did you encounter the problem? Which page of the website or screen on the phone?
      2. Give us exact step-by-step instructions for how to reproduce the problem. If you cannot reproduce the problem, describe in detail the steps you took before you encountered the problem.
      3. What was supposed to happen next that did not happen because of the error?
      4. Include the exact text of any error messages displayed.
   6. If possible, attach a screenshot that demonstrates the problem

# Q: Why does the multimedia folder (yellow CommCare folder) have to stay in the memory card and the application in the local memory?

A CommCare application that contains multimedia files can only execute audio, image or video files if they are saved on the memory card. Images, and audio files will not play if the multimedia folder is stored on the local memory.

# Q: Is there any way to restore any unsent data if the application was deleted?

* If there are unsent forms in CommCare, they are saved on the local memory, if the application is deleted by accident, any unsent data also gets deleted and cannot be restored. Any data that was successfully saved can be restored from CCHQ.

# Q: The audio messages in the application are not loud enough. Can I increase the volume without having to exit the form midway?

No. CommCare does not support increasing volume while the application is open. Ensuring volume is at maximum volume is a recommended step in the installation process. Ensure volume is audible before opening CommCare.

Q: The shortcuts keep getting deleted. How can I save the shortcut?

Shortcuts may be changed by the FLWs or their families. You should train to not change the shortcut created. It is very important that after the shortcut is created, you must sign into the application once to set the shortcut.