GoPlant Troubleshooting Initial Questions

GoPlant documentation is updated with each major release available from the app download site here: https://app.goplant.mobi/

That link contains the entire GoPlant Enterprise and Upgrade .zip packages which are secured by password "skf_goplant"

This documentation is also available on GoPlant's sharepoint site here (you may need to request access): https://skfgroup.sharepoint.com/:f:/r/sites/o365-fas-integration/Shared%20Documents/GoPlant%20Documentation?csf=1&web=1&e=BWZAMS

Before escalating tickets to the GoPlant team it is important to collect and review information related to the customer's GoPlant setup.

Moving forward we are trying to capture customer information so this information is available and up to date so we can avoid redundancies.

Keith Kubinak has created a document / template to collect this information that will be compiled in a sharepoint folder **need to link location**
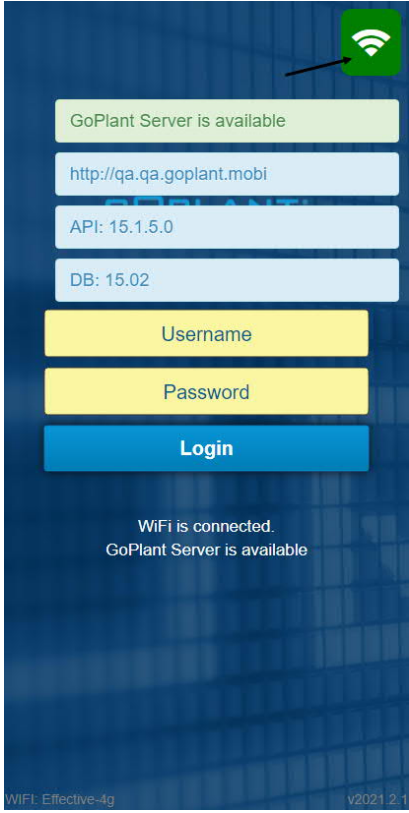
Common Ticket Requests:

There are several different types of tickets / requests submitted for GoPlant:

- Feature / Enhancement Requests *(Chad Ledger)*
- Mobile App / Device Issues *(Max Bernard)*
- Automated Report Creation / Update / Troubleshooting *(Max Bernard)*
- Website Troubleshooting *(Max Bernard)*
- GoPlant Site Structure Issues *(Max Bernard)*
- License Creation / Update Requests *(Chad Ledger)*
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Most tickets that are submitted to Zendesk will be reviewed by the GoPlant team prior to feedback to the customer. At this time tickets are discussed through the GoPlant Teams support chat. Currently, these tickets that are escalated are handled by Max Bernard and Chad Ledger.
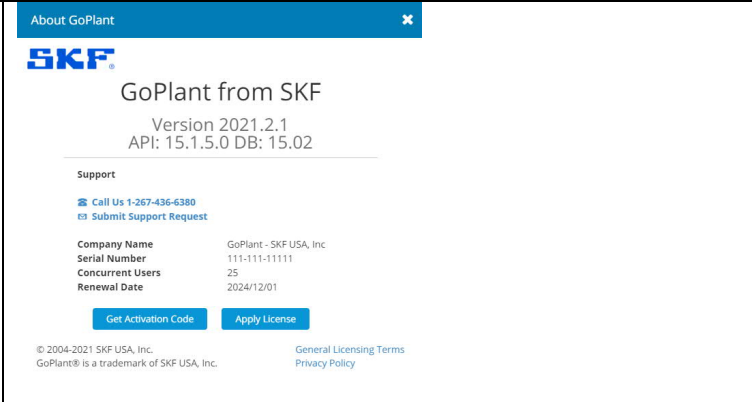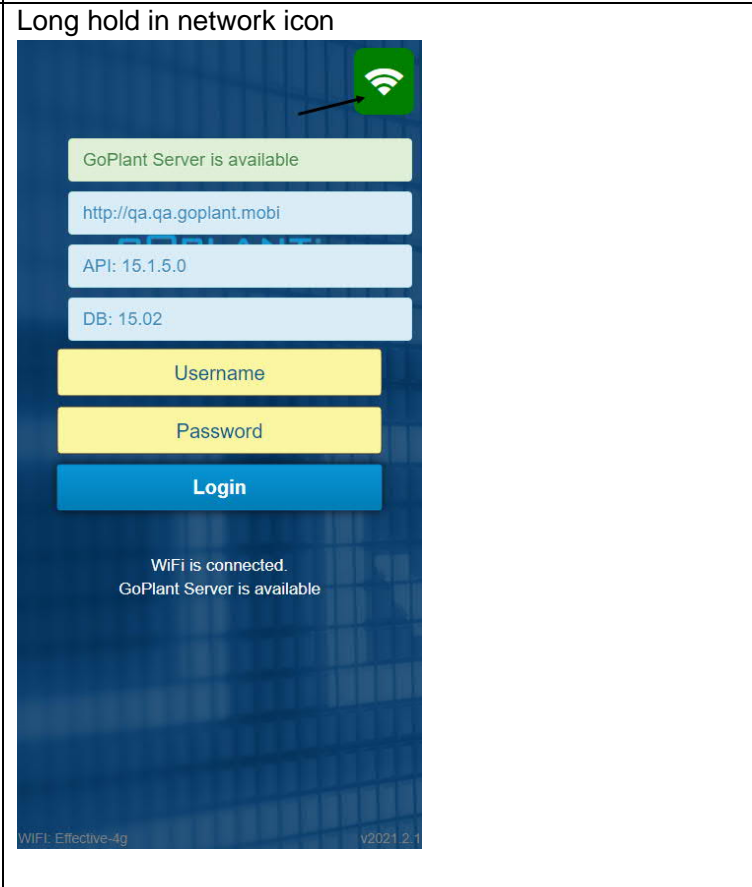
GoPlant Support template

Here is the template that created, which contains useful questions related to collecting customer information to help troubleshoot issues.

GoPlant SaaS Customers	
Website:	
Mobile app version:	Long hold in network icon
Device Model:	Apple: open Settings > General > About – Model Number

	Android: open Settings > About phone – Model Number
	Windows: System > About
Network connectivity:	Mbps download: Mbps upload: Latency:
Device Operation Mode: wired or through a Wi-Fi network	
Device Data collect mode: GoPlant online or GoPlant offline	
Optional (if reporting sensor connection/collection issue):	1) QuickCollect Sensor Model Number: See silver label on back of sensor 2) QuickCollect Sensor Serial Number: See silver label on back of sensor (or Open GoPlant App > Settings > Sensors Tab > Connect to Sensor > info ⓘ > Sensor Serial Number) 3) Sensor Bluetooth Firmware Version: Open GoPlant App > Settings > Sensors Tab > Connect to Sensor > info ⓘ > Bluetooth Firmware Version 4) Sensor Core Firmware Version: Open GoPlant App > Settings > Sensors Tab > Connect to Sensor > info ⓘ > Core Firmware Version

GoPlant on Premise Customers	
Website Version:	Click on Goplant about icon

	About GoPlant ✖ **SKF®** GoPlant from SKF Version 2021.2.1 API: 15.1.5.0 DB: 15.02 **Support** ☎ **Call Us 1-267-436-6380** ✉ **Submit Support Request** **Company Name** GoPlant - SKF USA, Inc **Serial Number** 111-111-11111 **Concurrent Users** 25 **Renewal Date** 2024/12/01 [Get Activation Code] [Apply License] © 2004-2021 SKF USA, Inc. General Licensing Terms GoPlant® is a trademark of SKF USA, Inc. Privacy Policy
Mobile app version:	Long hold in network icon GoPlant Server is available http://qa.qa.goplant.mobi API: 15.1.5.0 DB: 15.02 Username Password **Login** WiFi is connected. GoPlant Server is available WIFI: Effective-4g v2021.2.1
Device Model:	Apple: open Settings > General > About – Model Number Android: open Settings > About phone – Model Number Windows: System > About
Device Operation Mode: How the device operates, wired or through a Wi-Fi network	
Device Data collect mode: How data is collected online or offline	
Network connectivity:	Mbps download:

	Mbps upload: Latency:
Optional (if reporting sensor connection/collection issue):	1) QuickCollect Sensor Model Number: See silver label on back of sensor 2) QuickCollect Sensor Serial Number: See silver label on back of sensor (or Open GoPlant App > Settings > Sensors Tab > Connect to Sensor > info ⓘ > Sensor Serial Number) 3) Sensor Bluetooth Firmware Version: Open GoPlant App > Settings > Sensors Tab > Connect to Sensor > info ⓘ > Bluetooth Firmware Version 4) Sensor Core Firmware Version: Open GoPlant App > Settings > Sensors Tab > Connect to Sensor > info ⓘ > Core Firmware Version