



## GoPlant Mobile App Troubleshooting

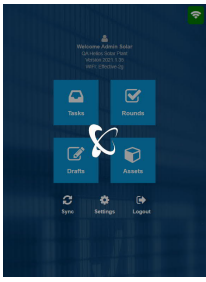

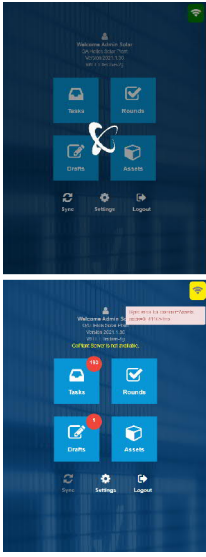
Get speed test on device out in plant where this is happening. Check what model, memory, device details, GoPlant Mobile version.

If the user is unable to login to the app verify the following:

- Look at status messages after pressing the verify button.
- https:// and http:// - ensure the correct one is used. NO CAPITAL letters (Http will NOT work).
- Open a web browser on the device – attempt to connect to GoPlant with the web browser. Use the URL/api – verify the “..” In the upper left hand corner.
- Reset the application – long hold the GoPlant Icon
- Are you on the correct network?
- Does the IIS server see your connection?
- Check spelling of website address.
- Test connect to https://demo.goplant.mobi – does it connect?

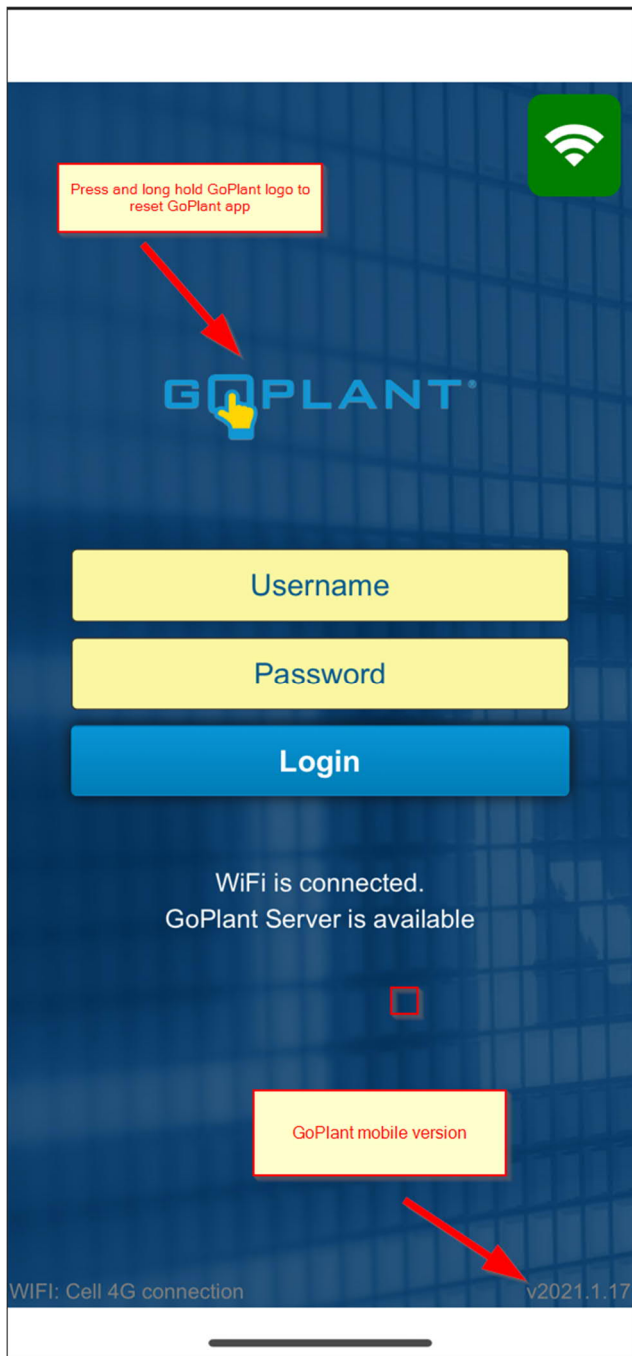
GoPlant Mobile App Quick Troubleshooting Reference:

Description	Error	TSG Tier 1 Actions		TSG Tier 2 Questions to ASK	
		Action		SaaS Customer	On Premise Customer
1. Server URL Setup	Unable to connect to this URL:0	<ul style="list-style-type: none"> <li>• Make sure the device is connected to a network with access to GoPlant Website.</li> </ul>		<ul style="list-style-type: none"> <li>• Website:</li> <li>• Device Brand:</li> <li>• Device Make/Model :</li> <li>• GoPlant Mobile Version:</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Name:</li> <li>• Provide in .csv format the error log by Select * from dbo.Logs where code &gt; 0</li> <li>• GoPlant Mobile Version:</li> </ul>
2. WiFi is not connected		<ul style="list-style-type: none"> <li>• Make Sure the device is connected to a network with access to GoPlant Website.</li> </ul>			
3. GoPlant Server not available		<ul style="list-style-type: none"> <li>• Long-hold for 3 seconds GoPlant Logo.</li> <li>• Make sure that GoPlant Server URL match with GoPlant website.</li> </ul>		<ul style="list-style-type: none"> <li>• Click on copy icon above <b>DNS Resolution Not available</b> error and send it in .txt format.</li> <li>• GoPlant Mobile Version:</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Name:</li> <li>• Click on copy icon above <b>DNS Resolution Not available</b> error and send it in .txt format</li> <li>• GoPlant Mobile Version:</li> </ul>

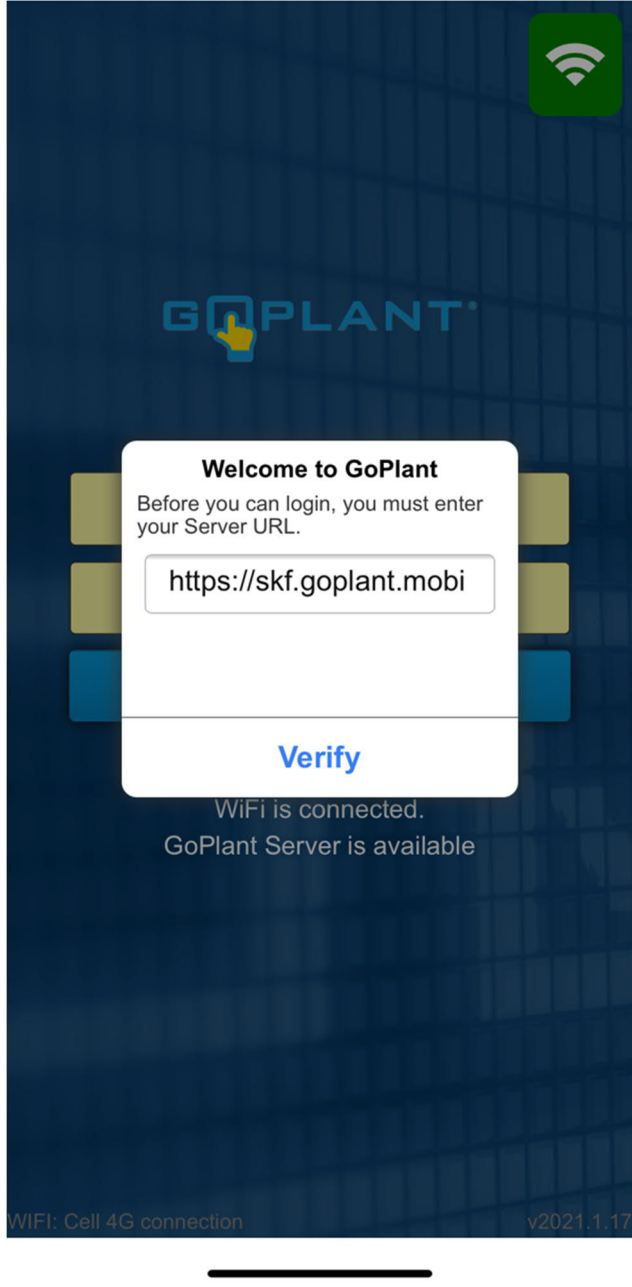
<p>4. Spinner stuck during Online Login Process</p>		<ul style="list-style-type: none"> <li>Verify that the connection speed meets the minimum requirements, wired and wireless networking: <b>20 MBPS</b> or greater.</li> </ul>	<ul style="list-style-type: none"> <li>Website:</li> <li>Username:</li> <li>Device Make/Model :</li> <li>GoPlant Mobile Version:</li> </ul>	<ul style="list-style-type: none"> <li>Customer Name:</li> <li>Provide in .csv format the error log by Select * from dbo.Logs where code &gt; 0</li> <li>GoPlant Mobile Version:</li> </ul>
<p>5. Offline Login</p>	<p>Application Locked By:</p>	<ul style="list-style-type: none"> <li>Verify that the wired or wireless network is connected.</li> <li>Verify that GoPlant Server is available.</li> <li>GoPlant network icon should be in green </li> </ul>	<ul style="list-style-type: none"> <li>Website:</li> <li>Username:</li> <li>Device Make/Model :</li> <li>GoPlant Mobile Version:</li> </ul>	<ul style="list-style-type: none"> <li>Customer Name:</li> <li>Provide in .csv format the error log by Select * from dbo.Logs where code &gt; 0</li> <li>GoPlant Mobile Version:</li> </ul>
<p>6. Offline → Online User operation Sync Issues</p>	 <p>Sync error for domain=</p>	<p>Verify that the connection speed meets the minimum requirements, wired and wireless networking: <b>20 MBPS</b> or greater.</p>	<ul style="list-style-type: none"> <li>Website:</li> <li>Device Make/Model :</li> <li>GoPlant Mobile Version:</li> <li>Network (Download/ Upload) test results:</li> <li>Additional Software installed in the device:</li> <li>Did the user sync fully before leaving the Network area:</li> <li>Device Auto-Reconnect enabled (Yes/No):</li> <li>Device Auto Sync enabled (Yes/No):</li> </ul>	
<p>7. Assets Sync Issues</p>				

Resetting the GoPlant app clears the DB and reloads the application so it should be used as a last resort otherwise data that is not synced will be deleted.

How to reset GoPlant Mobile Application:



After resetting app Server URL pops up:



Another common issue is errors with GoPlant seats not being available preventing users from being able to log in. If users are unable to login due to "session in use" issues it is possible to release sessions in the GoPlant site from the storage group they are trying to sign into.

How to release sessions:

Navigation: DASHBOARD | MANAGER | ADMIN

SKF > Forms | Form Tools | Assets | Rounds | Tasks | Reports | External Tags | Users | User Groups | SKF Properties

### General Settings

**1** Name: SKF

Description: Description

Time Zone: (UTC-04:00) Atlantic Time (Canada) - DST

Max Sessions: 200

**2** [96 Active Sessions](#) **3**

### Editor Security Permissions

Name	Enabled	Hide	Apply to Children	Inherited
Allow Duplicate External Tag Data	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delete Completed Forms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Assets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Completed Forms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit External Tags	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Form Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Forms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Rounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delete Tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit User Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Vibration and Temperature	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit Visibility Defaults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Revoke Tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

After clicking the Active Sessions link you can view current sessions to view which session you would like to release.

### Current Logins

Username	Group Name	Type	Logged In	Last Active	
Mark Dunn	SKF	Mobile	2021/06/02 02:43:42 PM	2021/06/02 02:44:00 PM	<a href="#">Release</a>
Angelo Addati	SKF Italy	Mobile	2021/06/16 03:22:50 PM	2021/09/02 11:31:00 AM	<a href="#">Release</a>
Zulfikar Umar	SKF South Africa	Web	2021/06/21 03:13:58 PM	2021/06/21 03:48:00 PM	<a href="#">Release</a>
Hongjung Jung	SKF Korea	Mobile	2021/06/21 11:56:14 PM	2021/07/16 04:23:00 PM	<a href="#">Release</a>
Zulfikar Umar	SKF South Africa	Mobile	2021/06/22 03:08:57 PM	2021/07/13 01:22:00 PM	<a href="#">Release</a>
Angelo Addati	SKF Italy	Web	2021/06/23 11:49:54 AM	2021/06/23 11:51:00 AM	<a href="#">Release</a>

96 Elements