

Troubleshooting

Have a technical problem? This page will help you find a solution.

CommCareHQ Support

[Errors in Building Applications](#) - helps you to interpret and understand error messages encountered while building apps

[CommCareHQ Website Status](#) - is CommCareHQ down/not working or is it just your system? Check this website to see the current system status

[Delete or Hide a Project](#) - what to do if you no longer want your project or created a project by accident

CommCare Mobile Support

CommCare for Android Smartphones

[CommCare Android Troubleshooting](#)

CommCare Mobile for Feature Phones

There are a number of ways for the CommCare application to end up in a non-functional state. The following workflow should help identify and solve most major issues:

[CommCare Troubleshooting Guide](#)

Troubleshooting Documents

The information provided below can also be accessed through the following links

[Troubleshooting for Field Implementer - English](#)

[Troubleshooting for Field Implementer - Hindi](#)

[Troubleshooting for Health Care Worker - English](#)

[Troubleshooting for Health Care Worker - Hindi](#)

[Application Errors PowerPoint - English](#)

[Application Errors PowerPoint - Hindi](#)

Frequently Asked Troubleshooting Questions for Field Implementer

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.
- No, usernames are not case sensitive.
- 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

Q: Are usernames case-sensitive?

No, usernames are not case sensitive

TECHNICAL

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

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: The Application Won't Start at All, What Do I Do?

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!



Error upon first opening CommCare? Don't panic!

If you have a large application, you may get an "out of memory" error the first time you open CommCare. Don't Panic! Just try opening CommCare one more time and it should work. We are working to correct this but it only happens the very first time the application is opened on a phone.

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 your problem. 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 Forum](#) 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.
 - 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.

Q: How do I report Bugs about CommCare?

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:
 - a. Short description: ...
 - b. Bug reported by: ...
 - c. Date and approximate time found: ...
 - d. Specify the application: ...

i. If on CommCareHQ: Specify your domain and the number of the build you are currently using.

ii. 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.

1. 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.

i. Where in the application did you encounter the problem? Which page of the website or screen on the phone?

ii. 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.

iii. What was supposed to happen next that did not happen because of the error?

iv. Include the exact text of any error messages displayed.

1. 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.

**** Troubleshooting for Health Care Worker****

Q: Why won't my application open?

- You may receive an 'Application Error' message while CommCare is starting up. Quit the application and try to restart CommCare again. If this message appears again, please contact your Project Manager.
- If your screen remains frozen while 'attempting to contact the server' there may be a problem with connectivity. Try again in another area. This may also occur if your phone has zero balance. Dial *123# to hear your balance read to you. If balance is low, please contact your Project Manager.
- Any additional error messages preventing CommCare from opening should be evaluated by your Project Manager. Read the message carefully, try to remember any of the message, and write it down if possible.

Q: I can't find my application.

- From the main phone screen, press the center button to open the menu page. Look for the Applications icon; the picture of 4 squares. Once you navigate to it (using the up/down/right/left buttons), press the center button to open Application (four squares image). Here you will see three options on the screen. Navigate downwards once and press the center button to enter the Games Folder; image of a folder with a red and white square. In the Games Folder, look for the CommCare icon; this image looks like a flower and will be white and blue. Navigate to the CommCare icon and press the center button to open CommCare.
- If the CommCare icon is not present in your Games Folder, it may have been deleted. Please contact your Project Manager to re-install your application.

Q: I can't move forward once I log into the application.

- If your screen remains frozen while 'attempting to contact the server' there may be a problem with connectivity. Try again in another area.
- This may also occur if your phone balance is too low. Dial *123# to hear your balance being read to you. If balance is below 5 rupees, please contact your Project Manager.

Q: I can't move forward in the form.

- After answering the question, press the center button once. This will move you to the next question.
- If you answered the current question incorrectly a message will appear telling you how to correctly answer the question. Read the message, press the 'back' button located above the red button, correct your answer, then press the center button to move forward.
- If you are getting an error message, please read the message carefully, try to remember any of the words, and write it down if possible, and contact your Project Manager. Files may have been deleted from your phone or your application may be corrupt.

Q: My application is forcing me to quit, what can I do?

- If you are getting an error message, please read the message carefully, try to remember any of the words, and write it down if possible. Then, contact your Project Manager. Necessary files may have been deleted from your phone or your application may be corrupt.

Q: I keep getting long messages after each question, what can I do?

- Your permission settings may not be set properly. Please read the message carefully, try to remember any of the words, and write it down if possible. Then, contact your Project Manager.

Q: My phone is in English, how do I change it to another language?

- From the main screen, enter the menu page. Navigate to the settings icon and enter; this icon looks like a tool which is grey on top and has a blue handle. In the settings menu, navigate to the phone icon and enter; this icon looks like a mobile phone. Enter 'Language Settings' and change from English to, for example, Hindi. This will change the phones entire language from English to Hindi.

Q: I can only type in English, how do I change typing to Hindi?

- If you are trying to enter text input, you can change the language from English to Hindi by pressing the Hash button (#). There are four options; Capital English, lower case English, numbers, or Hindi. When you press the Hash button, you will see the language change on the very top of the screen. Keep pushing the Hash button until you see Hindi letter. Once you are down with the application, you should change the main writing language to Hindi.

Q: How can I create a shortcut?

- From the main screen, enter the menu page. Navigate to the settings icon and enter. In the settings menu, navigate to the 'My shortcuts' icon and enter. Navigate 'Right selection Key' and enter. Enter 'Application List' and chose CommCare. This will create a shortcut above the Right Red phone button.

Q: I noticed my date and time are incorrect. How can I change the date and time?

- It is very important to have the correct date and time on your phone. From the main screen, press the center button to enter the Menu page. Navigate to the Settings Icon and press enter; this icon looks like a tool with a grey top and blue handle. Navigate downwards 5 times to the icon 'Date and Time'; this icon will look like a calendar and clock. Then press the center button when on 'Date and Time.' Then press center button again on 'Date and Time Settings.' Here you can edit the date and time.

Q: My phone keeps getting locked, how can I unlock my phone.

- If your phone is locked, a message will appear saying 'press Unlock, followed by star button.' Here, 'Unlock' refers to the center button. Therefore, to unlock the phone you must press the center button and then the star (*) button found on the bottom left of the keypad. You can also follow these steps to lock the phone.

Q: How can I change the lock settings on my phone?

- If you would like to disable the lock function follow these steps. From the main screen, press center button to enter the menu page. On the menu page navigate to the settings icon and press enter. In the settings menu, navigate to the phone icon and press enter. Navigate down three times to 'automatic keyguard.' Here you can turn the automatic keyguard on or off. If you turn the automatic keyguard On, you can set the delay time.

Q: My phone has no sound, how can I get sound?

- It is very important for your phone to be in General Profile and not Silent Profile. If your phone is in silent mode you will not be able to hear the audio prompts in the CommCare application. When the phone is in silent mode you will see an icon at the very top of the screen. This icon will look like a music note with a line over it. You can easily change this from the main screen. Unfortunately, you cannot change this while in the CommCare application. From the main screen, press the # button down for a few seconds. You will get a message "Activated Profile: General" and then the phone will have sound. When the message "Activated Profile: Silent" appears, the phone will not have sound. Make sure you are in 'Profile: General'

Q: How do I turn up the volume on my phone?

- From the main screen, enter the menu page. Navigate to the 'Media' icon and enter; this image is a grey rectangle with a circle and green triangle. Be careful to not open the icon with the grey rectangle and pink music note. In the 'Media' menu, navigate to the 'Media player' icon and enter; this icon is a pink music note with a circle and green triangle on top of it. First option on screen says 'Go to Media Player.' Press enter on this option. Volume lines will appear on the bottom right of the screen. Press the 'up' button on the main keypad to increase volume bars. As you press up, you will see the lines light up green.

Q: What is Demo Mode and when should I use it?

- Demo Mode should be used for practice only. Any cases or data entered into Demo Mode will not be recorded as actual work.
- If you lose your memory card you must contact your Project Manager immediately.
- If images or audio are not showing, you should contact your Project Manager. This can lead to additional errors. Please try to remember which images or audio are missing when you speak with your Project Manager.
- Please contact your Project Manager to discuss balance and recharge phone.

Q: I lost my memory card, what do I do?

- If you lose your memory card you must contact your Project Manager immediately.

Q: Some of my images or audio are not showing?

If images or audio are not showing, you should contact your Project Manager. This can lead to additional errors. Please try to remember which images or audio are missing when you speak with your Project Manager

Q: I am out of balance, what can I do?

Please contact your Project Manager to discuss balance and recharge phone.



Still have a question?

If you still cannot solve your technical issue with the information on the CommCare Help Site, please do the following:

1. If you have a Dimagi Field Manager point of contact, call or email that person
2. If you have a non-urgent technical issue and want advice, try sending a message to the [CommCare Users Forum](#)
3. If you think you have found a bug, please [Bug Report Template](#) [submit a bug report](#)