dmobile Android Troubleshooting

	Message / Symptom	Possible Causes	Solutions
Sca nning	When scanning a product bar code: **Item not found for Location 001.XXX.XXX**	The scanned barcode is for a product not in the Order/Receive or the associated barcode is pointing to a different product.	Make sure the scanned barcode is from the right product. Use **Utilities > Scan Barcode** to check the product associated with the scanned barcode.
	Item outside of expected weight	The scanned or entered weight is outside of the weight tolerance % set for that product on Inventory Master.	Inventory Control staff needs to **change the WT tolerance % or the average weight on inventory master** for the product with weight tolerance issues, once fixed refresh the handheld.
	Scanning a barcode won't return any result	The barcode is damaged or partially covered by something else. The barcode has poor quality or includes non-standard alphanumeric characters like symbols.	**Manually add details for the selected product ID.** Tap on the line item then hit Enter, use the Add Detail button.
	Barcodes for the same product asking to link them to a new product ID every time	The barcode has non-standard information on it. IE it's a UPC barcode but the last few digits are different on each barcode.	**Re-label the product** while receiving. **Print an internal barcode** to use on the shelves. **Request proper GTIN-compliant barcodes** from the supplier.
Logi ng in	Refresh Data option is greyed out /unavailable	The handheld tried to connect to the Server and the connection failed. The network is unavailable or the handheld is connected to the wrong WiFi access point.	Go to **Options > Comm Setup** and tap on the **Connect** button, if it fails check the WiFi is on and connected to the correct network. If the WiFi connection is correct, double-check the IP Address and Ports are the right ones. After a successful connection, the Refresh Data option will be available again.
	User ID and Password not working (Invalid login ID)	There is no warehouse selected. The password has changed or the user ID is wrong. The user ID is not enabled to be a dmobile user.	First, **make sure the selected warehouse is correct** and that the shift key in the physical keyboard is not pressed. **Update the password using distrib-u-tec** and complete a data refresh in the handheld. Check Staff Security on distrib-u-tec to **make sure the user is dmobile enabled.**
	Warehouses are not available in the dropdown list	A previous refresh didn't complete successfully.	**Login with user ID 99 and password 99**, go to Options > Refresh Data and complete a refresh.
	Invalid User ID - Including User 99	A previous refresh failed on a very early stage and the users didn't load to the handheld	**Re-start the dmobile database:** ℹ Have the Server IP and Port for the Comm Setup handy, they will be deleted. 1. Go to the Home screen by tapping the ⬤ at the bottom of the screen. 2. Tap and hold the dmobile icon until "App info" pops up, tap App Info. 3. Tap on "Storage and Cache" 4. Tap on "Clear Storage" 5. Go back to App Info and make sure Permissions are allowed for Phone and Storage. 6. Relaunch dmobile and login with user 99 to reconfigure the Comm Setup
Gen eral	**Scanning a product barcode is not supported here!** - Recurrent message	The handheld tried to insert information into an unsupported pointer.	**Re-start dmobile** by tapping the ▪ at the bottom of the screen, then swipe up the dmobile window, throwing it off the screen. Re-launch dmobile.
	All the handhelds are giving error messages when scanning or trying to refresh	The IMServer is stuck or not running	Log in to the main Server, and **make sure IMServer is running.** If it is running try to shut it down, close the application, and restart. If after restarting IMServer the handhelds are still unresponsive, please contact distrib-u-tec support.