

WASH KAP SURVEY SURVEY MANAGER TROUBLESHOOTING V1.0

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I. Training, data collection and supervision

I.1. ODK Collect has crashed, why and what should I do?

The most common reason for ODK Collect to crash is that you launched before the SD Card has finished mounting. Every time the phone is switched on, the SD Card is thoroughly checked by the system before it becomes available to the user. Also when the SD Card has been accessed through the computer, it gets internally disconnected from the Android system on the phone and reconnected after unplugging the phone

from the USB cable. Both processes of connecting the SDCard to the Android system are called mounting. Ensure that the SDCard is in the phone and has finished mounting, and then just re-open ODK Collect.

If this doesn't work, make sure that it is the last version of ODK Collect that is on the phone- if it not, please update it (see procedure in question I.3)!

I.2. ODK Collect keeps crashing when trying to revise a record, what can I do?

Normally, ODK Collect only crashes when selecting a record on the "Edit Saved Form" menu if there is a mismatch between the Saved Form and the version of the blank form, for instance a new version of the blank form has been downloaded and the old blank form deleted. Ensure the phone has the latest forms stored and copy the old unsynchronized data manually to your computer if you still need it. Make sure you delete it after you have backed it up; as it will make the phone crash again next time you try to open the records through the ODK Collect interface.

I.3. What to do if I can't find ODK Collect on my phone?

First, make sure you are on the home screen of your phone where the ODK Collect icon is (swipe to check the content of the other screens). If you still can't see it, verify if it is just the icon that has been deleted: open the application menu and scroll to look for the application.

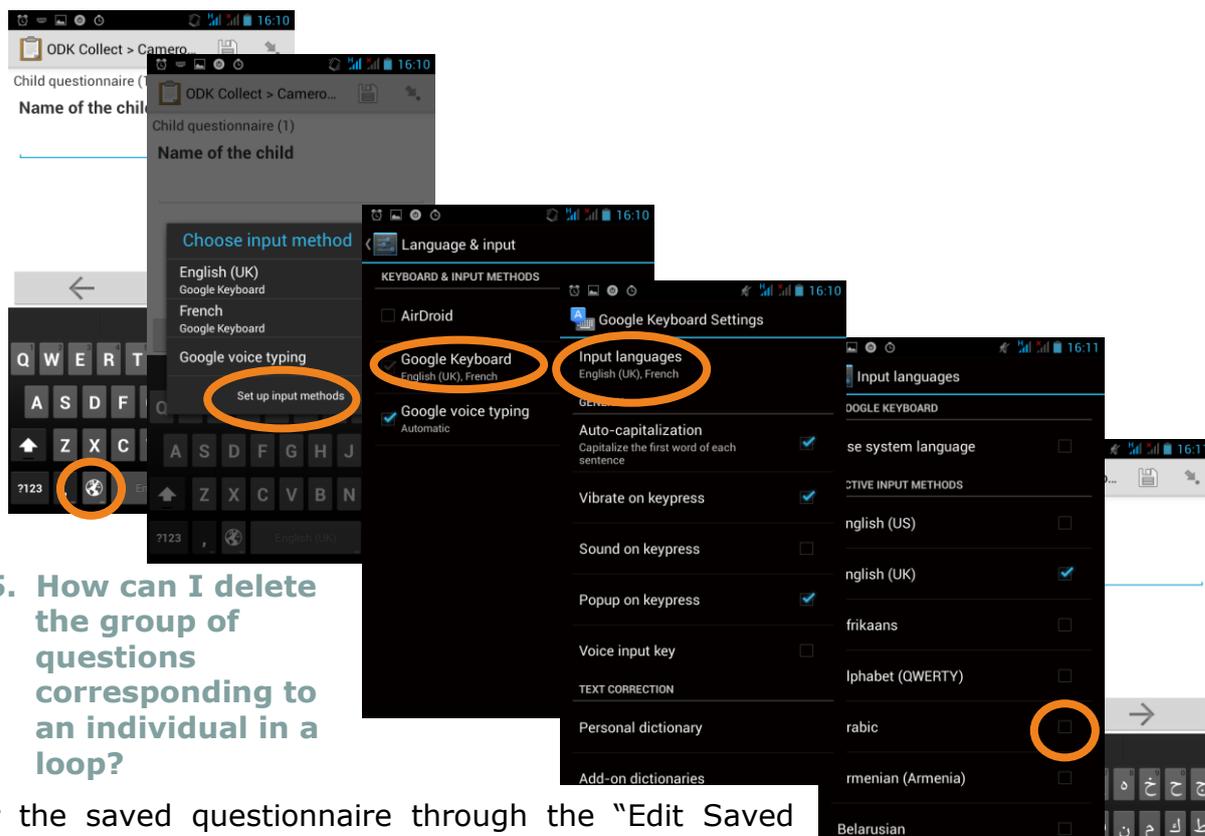
If the icon of the application doesn't appear on the application menu, then it has been accidentally uninstalled and you have to reinstall it. The procedure will vary depending on your situation:

- If you have access to the UNHCR mobile data collection computer, connect your phone by USB cable to the computer (choose the option "USB connect" on the smartphone). Open the batch file "install_android_apk_4training.bat" which is to be found in the folder where the apps and software are stored. In the command window that opens, type "1" to choose the option "ODK V1.4" from the list of applications and press enter, ODK Collect will be reinstalled on your phone.
- If not, copy the application installer ("ODK Collect v1.4 rev 1038.apk" or higher) from the computer to the phone (e.g. on the "Download" folder of the SD card). If you don't have ODK Collect on your computer, you can download it from the developers' webpage: <https://opendatakit.org/downloads/download-info/odk-collect-apk/>. Unplug the phone, launch your file manager application (AndExplorer or equivalent) if your phone needs it, browse to the folder where you have copied the .apk and launch it by tapping

If these procedures don't work, a last option is to download the application from the Android Market (not recommended since you'll need to connect with a Google account). If none of this works, please contact the technical support team.

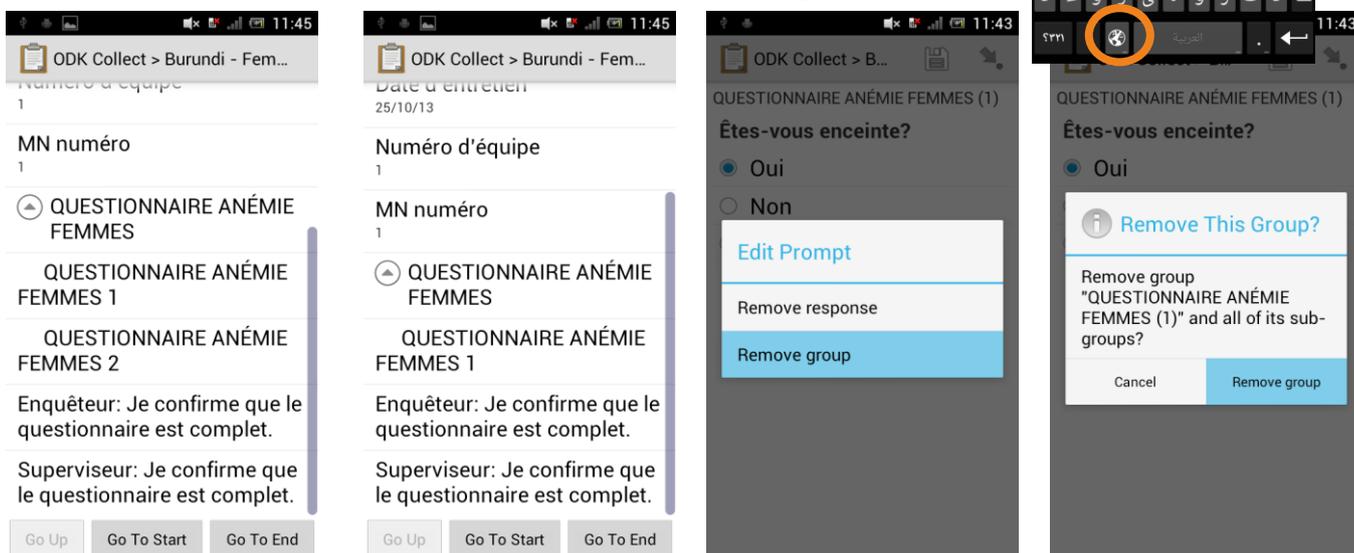
I.4. How can I use a non-Latin character virtual keyboard when inputting text on ODK Collect?

- On most Android phones, press quickly on the “globe” key on the virtual keyboard. If the wanted language is not available, click again on the “globe” key but this time for a few seconds. Select ‘set up input methods’, then “Google Keyboards”, then “Input languages”, then tick the wanted language
- Go back to your form using the “Return” button twice. Now, when you press the “globe” key, the different keyboard configurations you’ve chosen will scroll, you can type using any of them.
- To delete these additional keyboards, hold the “globe” key for a few seconds. The keyboard settings will appear again, go to “Writing languages” and un-tick the languages you don’t need anymore.



I.5. How can I delete the group of questions corresponding to an individual in a loop?

Enter the saved questionnaire through the “Edit Saved Form” menu. In the loop, click on its title to open the group,



then open the corresponding group. When inside the group, open any of the questions. Then press for a long time on the label of the question, the “Edit Prompt” menu will appear with an option “Remove group”. Click on it and confirm.

II. Transfer of data

II.1. To import data from your phone to Kobo using USB connection

If for any reason you are unable to to send the finalized submissions to Kobo using the WiFi network (normal procedure), you can synchronize them using a USB connection and ODK Briefcase.

You will need to make sure that:

- The blank form has been uploaded on Kobo.
- The same form has been downloaded and filled on your mobile ODK Collect app (smartphone).

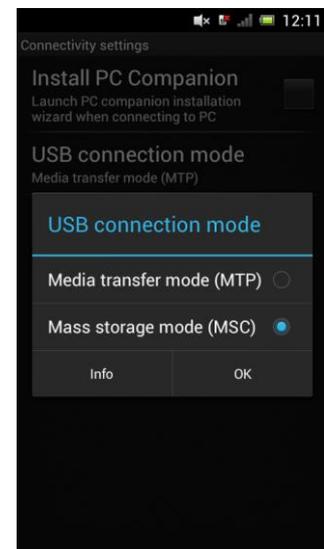
You will need to first **Pull** the data from the phone to Briefcase, then to **Push** it from Briefcase to Kobo.

The SD Card of Phones running on Android 4 are not automatically detected as SD Cards, you will need to change the setting of Android 4 first before you connect your phone to the computer.

On the *Settings* menu, click on *Xperia TM* and on *Connectivity*. Here choose *USB Connection mode*.

Note: If you are connected with a cable this menu item will be greyed out and is not selectable – so do this before plugging in the USB cable.

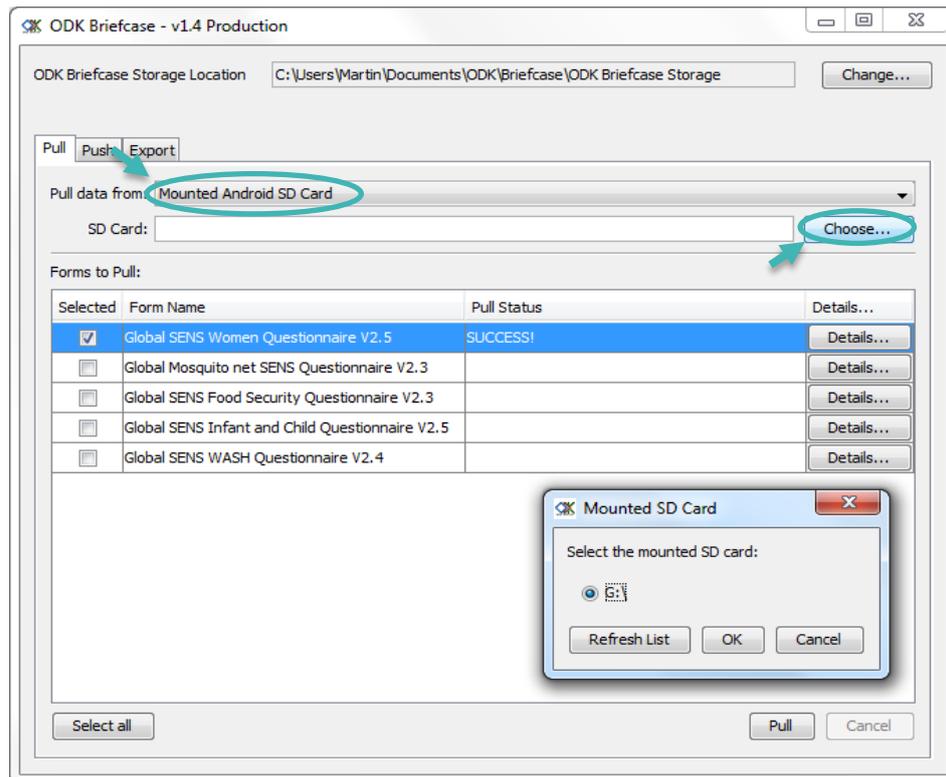
Note 2: On some phones, you cannot change this setting. Check the further *Troubleshooting* sections at the end for an alternative method.



Now choose the second option: *Mass storage mode (MSC)*.

Plug in your phone with the USB cable.

Launch Briefcase and go to the *Pull* tab. In the *Pull Data From* List, select “Mounted Android SD card”, then click on *Choose* to select the mounted SD card from which you



want to pull data from. If only one phone is USB connected to your computer, then you should have only one option.

 Don't forget to check if the ODK Briefcase Storage Location is set to your personal folder.

Once the ODK folder is chosen, the forms within this folder can be pulled into Briefcase (select the forms you want and click on Pull).

The "Pull" status will change to SUCCESS!

You can now go to the *Push* tab to load the finalized form to your Kobo account. Like in the first part of this tutorial, you will need to connect Briefcase to Kobo by entering its URL, your login, and your password.

The form you previously pulled into Briefcase will appear, select it and click on **Push**. The Push Status Column will then change to **Successful Upload**.

Note: If you test this with a spare or a test phone and you tick "Select All": all blank forms will be uploaded too, even if they are an older version. Therefore make sure you only select those forms you really want to upload.

! Whenever you upload your data directly from the phone, make sure you check that you do not have any duplicates on Kobo! It will not recognize if the data has already been synchronized before. If the phone had been synchronizing fine the days before, you will have those records twice on your project account.

II.2. My phone doesn't appear as a drive on "My computer" when connecting it though the USB cable, why?

- Make sure that you have chosen the "USB Connect" mode from the top menu bar on the phone.
- Some phones need specific drivers which are not included in the android-sdk-package (Google USB drivers). Install the respective driver from the phone company's webpage or the accompanying CD if available.

II.3. I can access my phone from my computer but the ODK folder is not visible, why?

Check that Android is set up to **Mass storage mode** (MSC) and not Media transfer mode (MTP). On a Sony Ericsson Xperia Pro, this option can be found in Settings/Xperia/Connectivity/USB connection mode. You will have to disconnect the phone from USB first before this option becomes available.

II.4. The standard procedure to transfer data from my phone to my computer using ODK Briefcase doesn't work, what other options do I have?

If you don't manage to get Briefcase to recognize your phone, you can copy directly the folder containing the ODK data to your computer, and extract the data from there on Briefcase (check the document "Exporting Data" for the detailed procedure).

II.5. How can I remove previous forms from ODK Briefcase's interface?

If forms from previous surveys managed with your computer appear in the Form list on the "Export" or "Pull" tab in ODK Briefcase and you don't want to keep them, change the ODK Briefcase Storage Location. You need to define a new storage location for your survey (and for the Export) as detailed on the guide "Exporting Data".

II.6. Can I delete forms from my Kobo account that I have already extracted and saved on my computer?

It is possible to manually delete records in the “Submissions” menu of Kobo by double clicking on a submission and deleting it. It is however not recommended to delete records manually, you should instead wait until the end of the survey to delete the overall project.

III. ODK Collect: Technical issues

What to do when:

III.1. ODK is crashing when you start to open a new form

This usually happens straight after you switched on the phone

- *You need to give your phone time to boot. As long as the little SDcard icon is still on the status bar; it has not finished mounting the SD Card, hence ODK cannot access the forms which are stored on the SD Card.*

III.2. ODK is crashing when you save a record

- Re-open ODK and verify that the record you had last been working on has been saved. In 99% the record has been saved correctly and fully.

III.3. ODK icon is not appearing on the home screen anymore

- Check under applications on the phone. The applications are usually saved alphabetically according to their name.
- You can't even find ODK Collect in the application folder: call your supervisor to give you a new phone. The supervisor will fix this and hopefully you will get the same phone back the same day or the next morning.

III.4. ODK doesn't allow to open any of the records, claiming “no root/root element missing”

- This problem should rarely happen. Generally, this happens when the phone can not read the SD card anymore. Ask for a spare phone. Make a note for the survey managers to look into the issue.

III.5. ODK does not seem to record any GPS coordinates

- Verify that you have switched on the GPS on the Power Control, some phones will alert you, saying “*Sorry, location providers are disabled*”, however others won't notify you, therefore check first. Launch the GPS test + app (see the Module 2- Train: Step 2- Training the enumerators- Cheat sheets)