

Firestop documentation manager CFS-DM

Trouble Shooting

Umbrella Solutions: Many software issues can be resolved by checking fundamental elements of the software or device on which it is operating. Be sure you checked and verified the following items first to eliminate any basic trouble shooting.

- Mobile app is updated to the latest version – check app store for latest version
- Internet browser is updated to the latest versions (compatible with Internet Explorer, FireFox and Chrome)
- Device has connectivity to WiFi or data service (3G, 4G, LTE)
- Mobile app is approved to work on your device (only Apple or Android)
- Mobile app has fully synchronized
- Device settings have been modified for best performance of CFS-DM (photos, flash, auto update of app)
- Login to a full license account (Lite, Basic or Premium) not a demo account.

Problem	Cause	Solution
Login		
-Did not receive welcome email	-License has not been made -Account has not been made -Email entered junk mail folder/spam folder	-Contact Customer Service to purchase license -Back Office manager must create an additional user -Scan junk/spam mailbox for welcome email
-Cannot login to Back Office	-You are not a back office user -You changed your password from the welcome email password -You forgot your password	-Mobile users cannot be a BO user -Select “forgot password” -Select “forgot password”
-Cannot login to mobile device	-You do not have access to the account -You already have a different license with the same email address -Your demo account has expired -The Back Office User manager has not added you as a Mobile User	-Purchase a CFS-DM license -Login with a different email -Purchase a CFS-DM license -Request BO user to create a user
Synchronization		
-Mobile device is not synchronizing -Penetrations, photos, attributes are missing	-The device does not have connectivity -Exited without saving - the device has not finished synchronizing -User logged out of the device before synchronization was finished	-Confirm WiFi is working -Always select save -Allow device to completely finish synchronization
Using app		

-Penetrations remain local	-App is not fully synchronized	-Select manual synchronization
-Projects are missing	-Mobile Users must be assigned to a project to see if on their device	-BO user must assign M user to the project
-Photos are blurry	-Shaking of camera -Low light -Photo settings -Flash not activating	-Hold camera steady -Use a flash light to add light -Adjust personal device settings -Turn on flash
-Items in photo are too small	-Photo was taken from far away	-Use zoom feature on device
-Camera not zooming	-Device settings	-Pinch in or out to find zoom
-QR codes not registering	-Camera cannot read QR code	-Hold steady and closely to QR code
-Cannot zoom on 2D plans	-Device limit	-Android allows more zoom than Apple
Delete penetrations		
-Deleted penetration photos	-Did not save penetration	-Save before exiting or advancing to next penetration
Reports		
-Photos are not appearing in report	-Did not save penetration	-Save before exiting or advancing to next penetration
-Cover page title is incorrect	-Back Office settings	-Edit customer title
-Date range is not correct	-Excel report reading	-Read the "date" column
-Technical documents are not included	-Did not select Tech Docs before generating report	-Select small box at bottom of report page
-UL systems are not included	-Did not select Tech Docs before generating report	-Select small box at bottom of report page
-Multiple penetrations with same penetration number	-Scanned the same QR code for multiple penetrations	-Document more carefully and verify QR code ID numbers after scanning
Labels		
-Cannot scan QR code	-Movement of the mobile device -Too far from the label	-Hold the mobile device steady -Scan QR 6" from device
-QR code is assigned to multiple penetrations	-The installer assigned multiple penetrations to the same QR code	-Place labels for the additional penetrations and assign the new QR codes to the penetrations