

GOSERVICEPRO MOBILE APPLICATION TROUBLESHOOTING GUIDE

This process is completed by GoServicePro Mobile users.

This article reviews potential issues and resolutions for Service Partners using the GoServicePro Mobile app.

To view this information in a troubleshooting tree, [click here](#)

Technician needs instructions to install GoServicePro Mobile:

1. Does the Technician have an Android or iOS device?

- [Instructions for Android](#)
- [Instructions for iOS](#)

If the tech needs training or there is a problem, refer to the sections below.

Technician needs operator training:

1. View the [GoServicePro Mobile App video](#) located on the Field Service Portal.
2. Additional training resources are available in the [GoServicePro Training Resources](#) page on the Field Service Portal.

Technician cannot get past login screen in app:

1. Can the tech log into GoServicePro on a computer?
 - Yes - proceed to step 2
 - No - Contact Dispatch and request the tech's GoServicePro computer account be re-activated.
2. Has the tech downloaded the app and logged in on another device with this username and password?
 - No - proceed to step 3
 - Yes - GoServicePro mobile account remembers the device used. Tech must use the same device to login to their GoServicePro account. If tech needs to log in with a different device, proceed to **Getting a User's GoServicePro Mobile Account Reset** section below.

3. Is the server set to gspmobile.daktronics.com?



4.

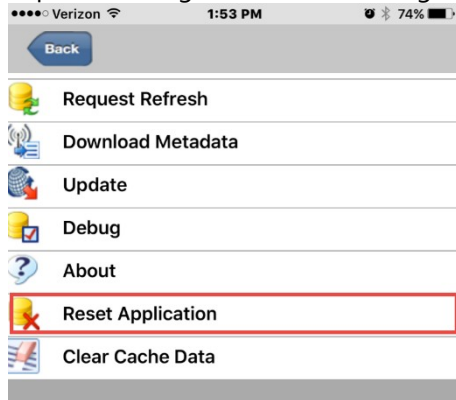
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www.daktronics.com email:sales@daktronics.com

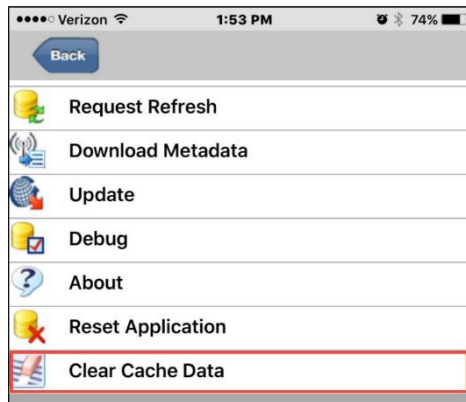


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- Yes - proceed to Step 4.
- No -
 - Tap the 9-box grid icon from the login screen and select Reset Application.



-
- Select Clear Cache Data.



-
- Set the server name to gspmobile.daktronics.com (no spaces, exact spelling). Re-enter the case sensitive username and password.



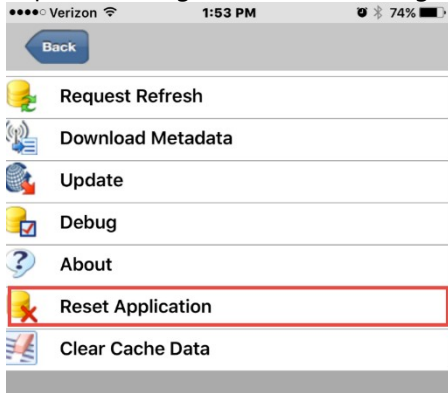
-
- Tap Initialize.

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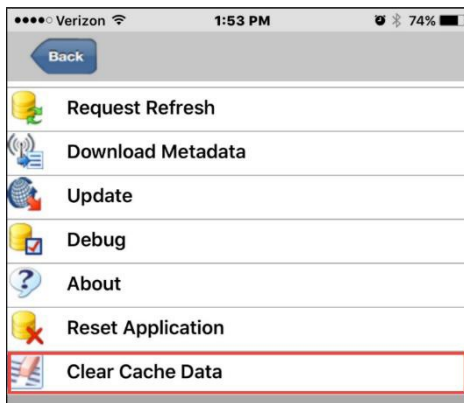
5. Can you enter the correct username and password? (make sure the password hasn't been changed recently in GoServicePro Service on a computer)

- No -

- Tap the 9-box grid icon from the login screen and select Reset Application.



-
- Select Clear Cache Data.



-
- Set the server name to gspmobile.daktronics.com (no spaces, exact spelling). Re-enter the case sensitive username and password.



-
- Tap Initialize.
- Yes - Tap Initialize.

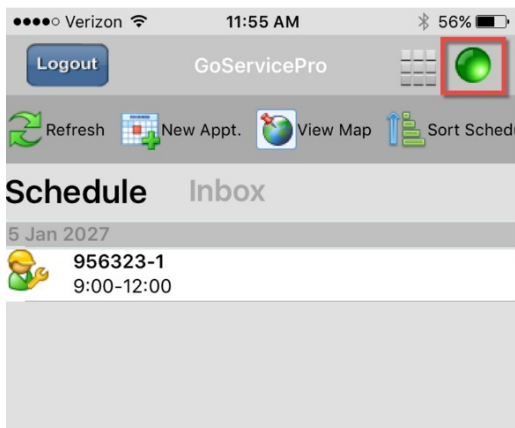
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6. Is the tech logged into GoServicePro Mobile?

- Yes - verify the app is operating correctly and that data is showing correctly.
 - If the app is operating correctly and data is showing correctly, troubleshooting is complete.
 - If the app is not operating correctly, proceed to If no, proceed to **Technician is connected to GoServicePro Server, but app is missing functionality, not operating correctly, data is not showing or is showing incorrectly:**
- No - proceed to **Getting a User's GoServicePro Mobile Account Reset** section below.

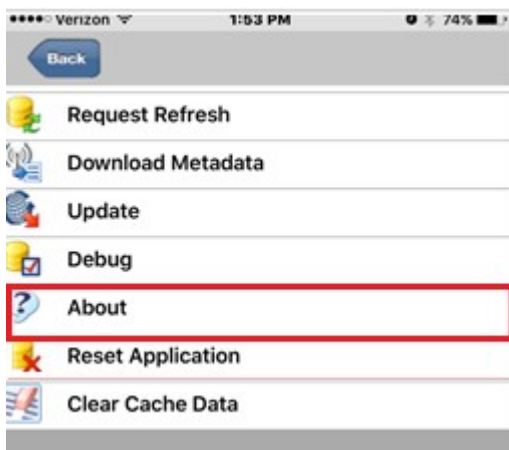
Technician is connected to GoServicePro Server, but app is missing functionality, not operating correctly, data is not showing or is showing incorrectly:

1. What is the color of the server indicator in the top-right corner of the app screen?



- Yellow or Red: Verify cell service, get app connected to the server. Do not proceed until the color is green.
- Green: proceed to Step 2.

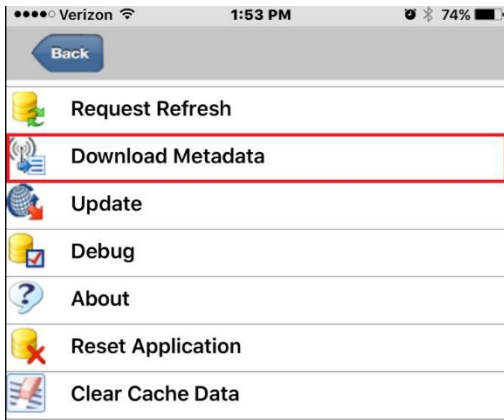
2. Close the app. Open a new app session. From the login screen, tap the 9-box grid icon and select About.



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3. Is version of Metadata current?

- Yes - proceed to step 4
- No - From the login screen, tap the 9-box grid icon and select Download Metadata.



4. Is version of Customizer current?

- Yes - proceed to step 5
- No - is Metadata is up to date?
 - No - Return to step 3.
 - Yes - Is OS (Operating System) on the device up to date?
 - No - Update OS
 - Yes - proceed to **Getting a User's GoServicePro Mobile Account Reset** section below.

5. Refer to your App Store. Is GSP Mobile up to date?

- Yes - proceed to step 6
- No - From the login screen, tap the 9-box grid icon and select Update.

6. Log in. Is everything displaying and operating correctly?

- Yes - troubleshooting is complete.
- No -
 - Close the app
 - Open a new instance of the app. Do not log in.
 - Tap the 9-box grid icon and select Request Refresh.
 - Log in. Is everything displaying and operating correctly?
 - Yes - troubleshooting is complete
 - No - proceed to **Getting a User's GoServicePro Mobile Account Reset** section below.

Getting a User's GoServicePro Mobile Account Reset

1. Do a screen capture on the device and email to dispatch@daktronics.com. Include Name, Company, Phone Number, and describe the nature of the problem.

2. Dispatch will contact the tech, confirm all of the steps above have been followed, reset their account, request the tech to Reset Application, Clear Cache Data close the app and do not log in until requested.

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