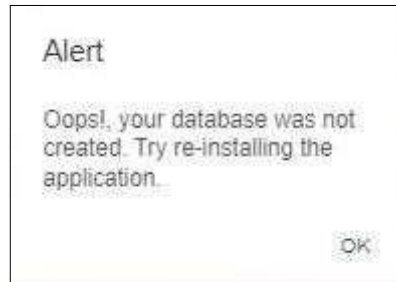# Technical Frequently Asked Questions

SBM 2.0 IMIS App
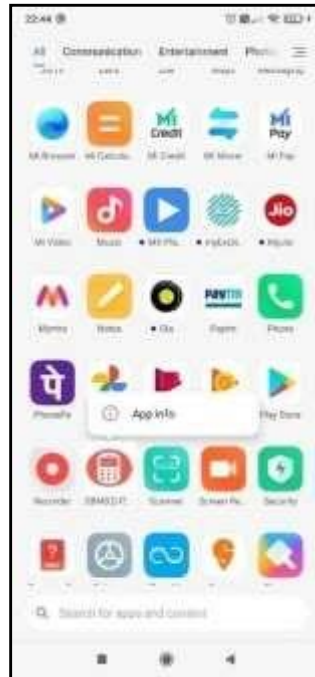
(Last Updated on 6th June 2023)

1. If the screen displays an error message as "OOPS, your database is not created, try reinstalling the application."
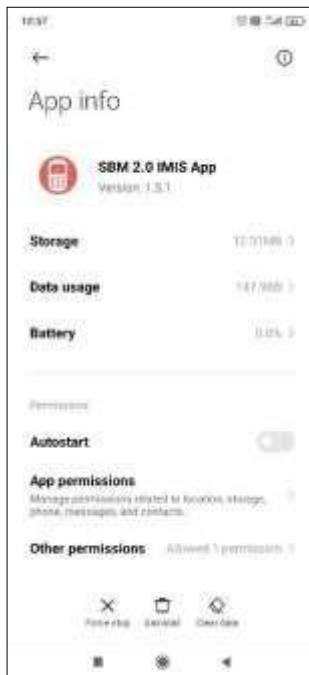

In this situation, re-install the app. Perform the following steps to reinstall the app are as follows:
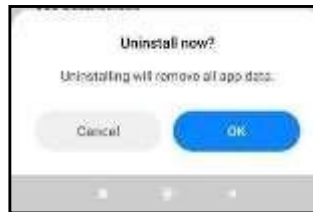
a. Long press the **SBM** app icon, the **App Info** appears, as shown in the figure below:

b. Click on the **App Info,** the screen appears.

c. Click on the **Uninstall**, as shown in the following figure:

d. When the **Uninstall** button is clicked, the alert message appears, click **OK**, as shown in the figure:

e. When the **OK** is clicked, the app gets uninstalled.

f. Now, you can again reinstall the app from the *sbm.gov.in/odfplus/*

2. **When the error message appears as "Alert, you are not connected to network".** When the above message appears, check your Internet connectivity. Perform the following steps to check the Internet connectivity:
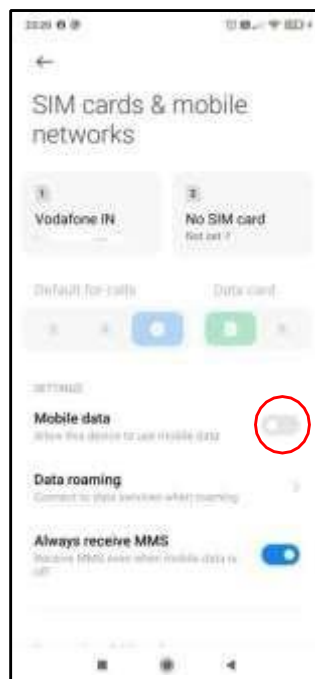
a. Click the **Settings** button, as shown in the figure:
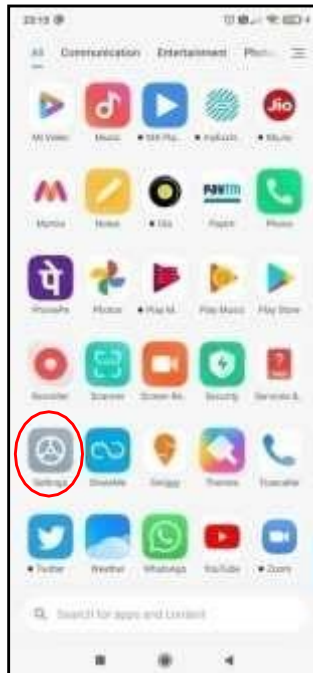
b. Click on the **SIM cards & mobile networks**, as shown in the figure:
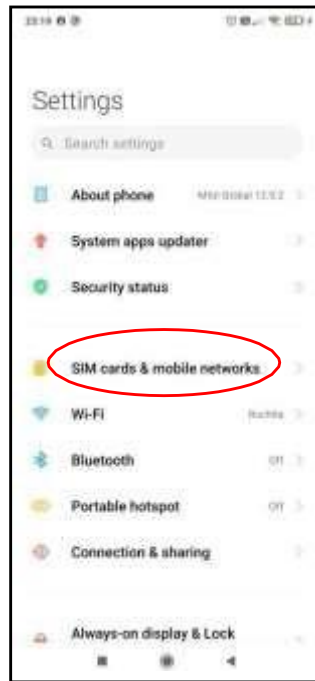
c. Switch on the **Mobile data** (if it is **OFF**), as shown in the figure below:

You can also connect to Wi-Fi network, by going to **Settings → Wi-Fi**.

3. **If the user gets an error message as "Alert! Error Code: ABC" [Something went wrong].**

   (for instance, Error Code: 101, 102 etc.)

Alert! (Error Code: 204-A)

Something went wrong. Please try again later

OK

The user must reinstall the app. Refer to the steps, as explained in **Question 1**.

4. If the user gets an error message as, "Unable to fetch your geo location".

Alert

Unable to fetch your current
geo-location, please refresh
your geo-location from the
main menu.

OK

The user must refresh the geo location from the main menu. Perform the following steps as explained below to refresh your geo location:

a. Click on the three lines present on the dashboard, as shown in the figure below:

b. The following screen appears and click on the **Refresh Location**, as shown in figure below:
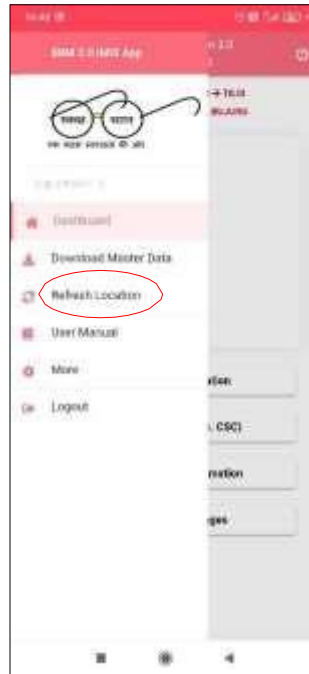

The location gets refreshed, and the screen appears, as shown in figure below.

Click on the **OK** button, to proceed further.

5. In case, the user gets an error message as, "Enable Location! It seems that your location is not enabled. Do you want to enable Location Service?"
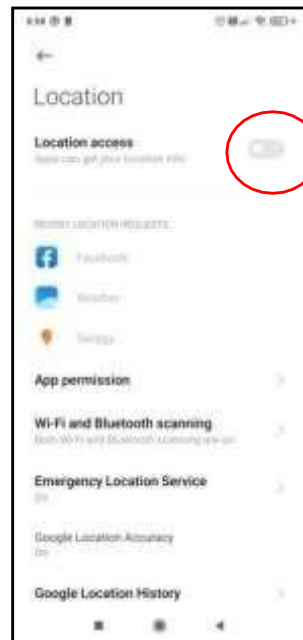
Enable Location!

It seems your Location Service is not enabled. Do you want to enable Location Service?

CANCEL   OK
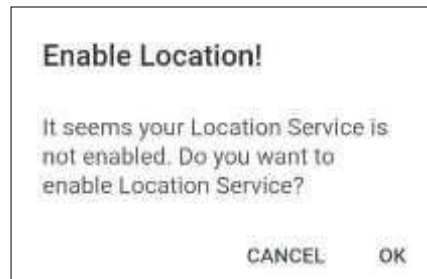
In this scenario, the user must turn **ON** his/her location service.

c.   If the user gets the above error message and he/she clicks **OK,** the **Location** screen appears.

d.   Enable the option for the **Location access,** as shown in the figure below:
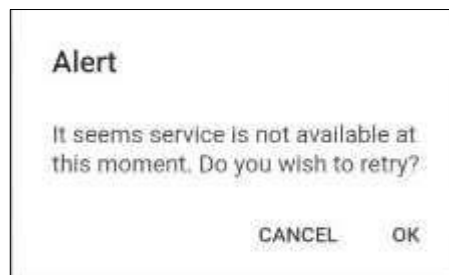
The location service gets enable.

6. **When the user gets an error message as "Alert It seems service is not available at this moment. Do you wish to retry?".**


In case, the user gets the above error message, it recommended that the user must download the master data again from the main screen. Perform the following steps to update the Master data, as explained below:

   a. Click on the three lines present on the dashboard, as shown in the figure below:

b. The following screen appears and click on the **Download Master Data**, as shown in figure below:
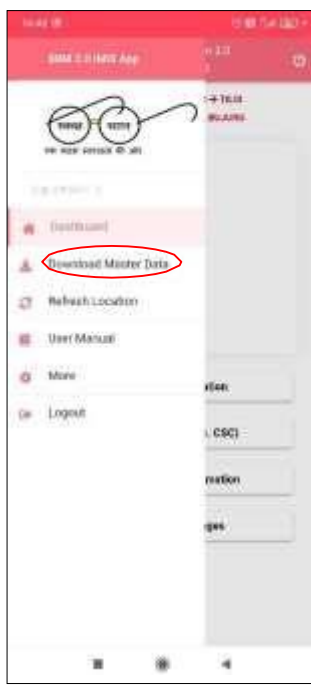
c. When the **Download Master Data** is clicked, the following screen appears (which informs about the pending records to the user), as shown in the figure below.

d. When the **Download Master Data** is clicked, the following alert message appears, as shown in the figure below:
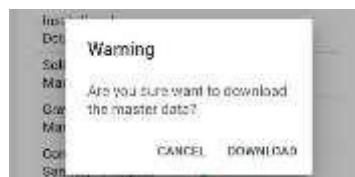
e. When the **Download** button is clicked, the following prompt message appears at the bottom of the screen, which tells about the progress of downloading.

f. As soon, as the master data is downloaded successfully, the following screen appears, as shown in the figure below:

Click **OK** to proceed further.

7. **When the toast message appears as, "The size of the uploading document cannot be more than 200 KB."**

In this case, perform the following steps, as discussed below:

   a. Import the uploading document to the PC.

   b. Reduce the size of the document below 200 KB using online tool.

   c. Once the size of the uploading document is reduced, transfer the document again to the mobile.

   d. Upload the required document via the app.

8. **When the user gets an error message as "Request timeout- Internet Connectivity Issue. Please try again later".**
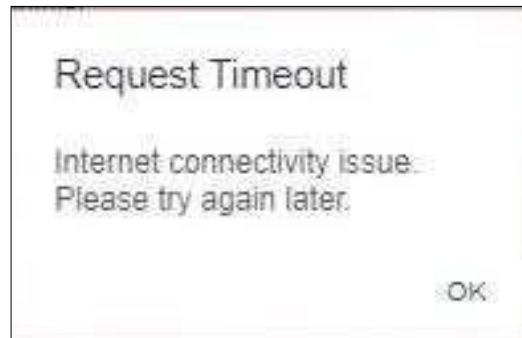
In this case, the user must check his/her network connection. To check the network connection user can follow the steps explained in Question 2.

9. During installation, if user gets an error message as "Parse Error: There was problem parsing the package."
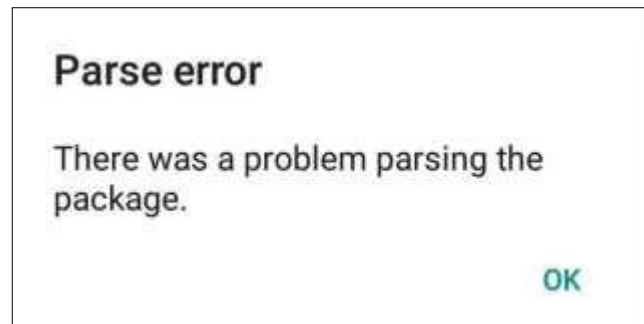
In this case, the user must wait for some time and try reinstalling the application. To reinstall the app, user can follow the steps explained in Question 1.

10. When the user cannot view the uploaded image on the browser.

In this case, the user must wait for some time and check the Internet connectivity. After some time, the click on the **View button,** to view the image on the browser. To check the network connection user can follow the steps explained in Question 2.

11. If user denies the permission for location setting, then "Alert message: Mandatory to allow the 'Location Access' permission for SBM 2.0 IMIS App."

```
Alert!

Mandatory to allow the
'Location Access' permission
for SBM 2.0 IMIS App.

                    CANCEL    SETTINGS
```
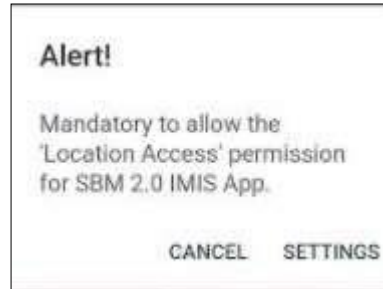
In this case, user must Go to **Settings** and allow the permission for **Location Access**. To **ON** the **Location**, user can also follow the steps explained in Question 5.

12. **If at the time of capturing photographs via camera, the app automatically logouts.**

In this case, perform the following steps, as discussed below:

- Clear cache of phone.
- Restart the smartphone.
- Restart the application.