



Brink's B-Track Route Restore or Data Clearing Troubleshooting

Audience

Service Desk members supporting Brink's Mobility contacts.

Purpose

This article explains how to decide if B-Track Restore or B-Track Clearing provide the best resolution to relevant issues.

Requirements

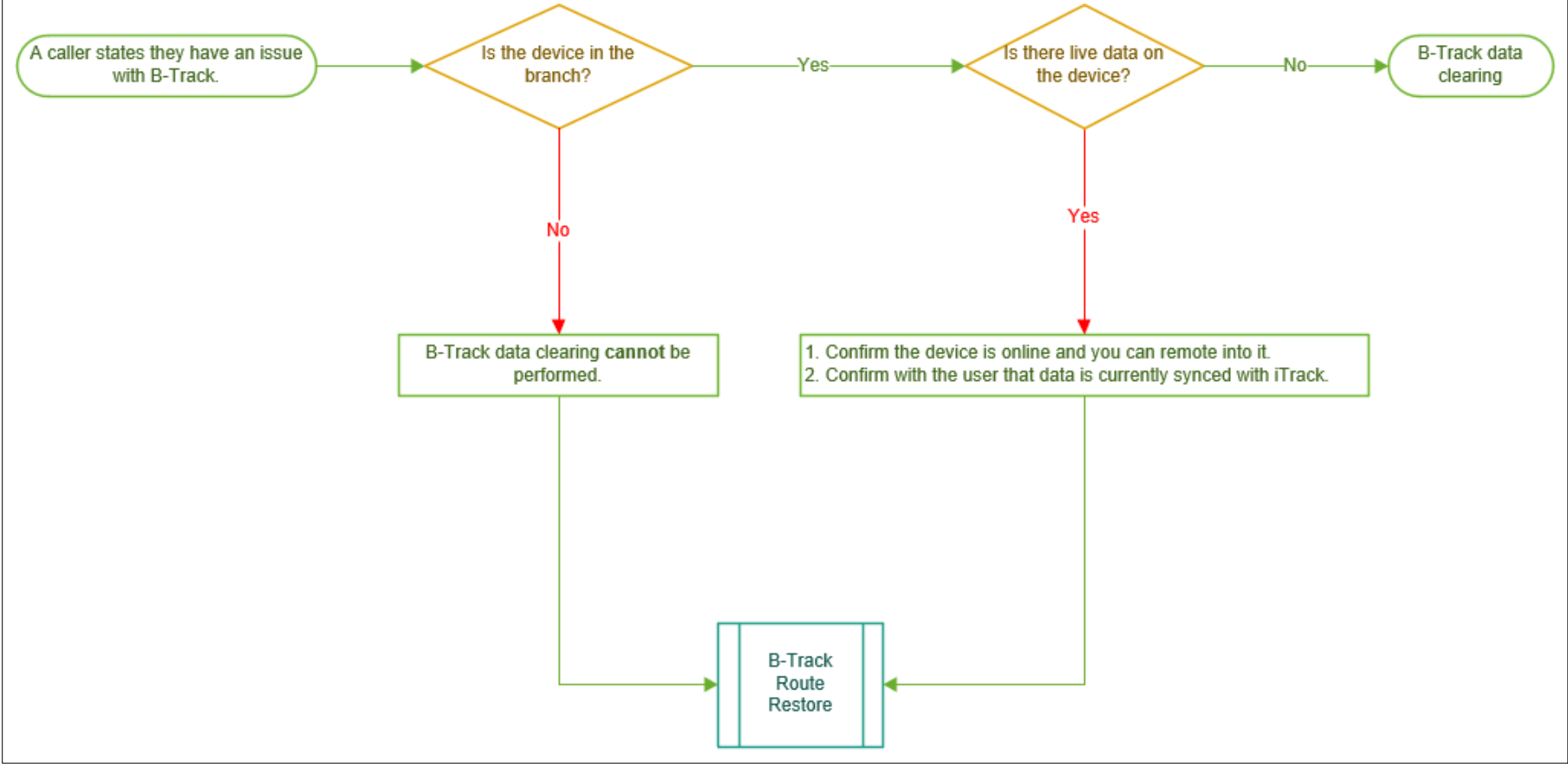
- Brink's Mobility training.
- SOTI access.
- Cherwell access.

B-Track Route Restore or B-Track Data Clearing

Before any decisions are made to wipe data or to perform a route restore it must be determined if it is another issue entirely. Some error messages require different solutions. For example:

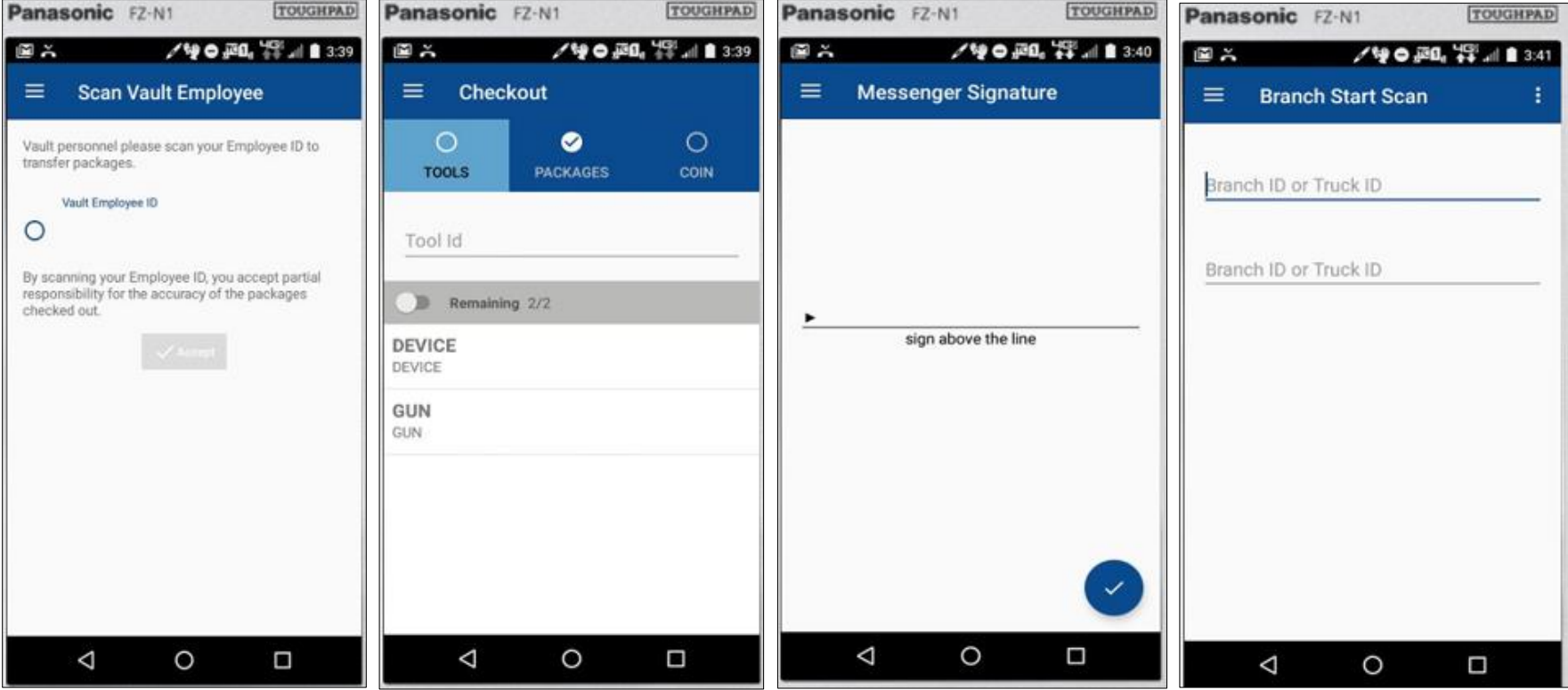
- If B-Track is not launching or closing as soon as it is launched, it may indicate a bad SD card.
- If the device is not uploading information, it could be a cellular connection issue.
- If you cannot remote into the device cellular troubleshooting should be followed.
- If the touchscreen isn't responding at all, it usually means a restart of the device.

The following flowchart can help you decide between a route restore or data clearing:



B-Track Data Clearing Prior to Leaving the Branch

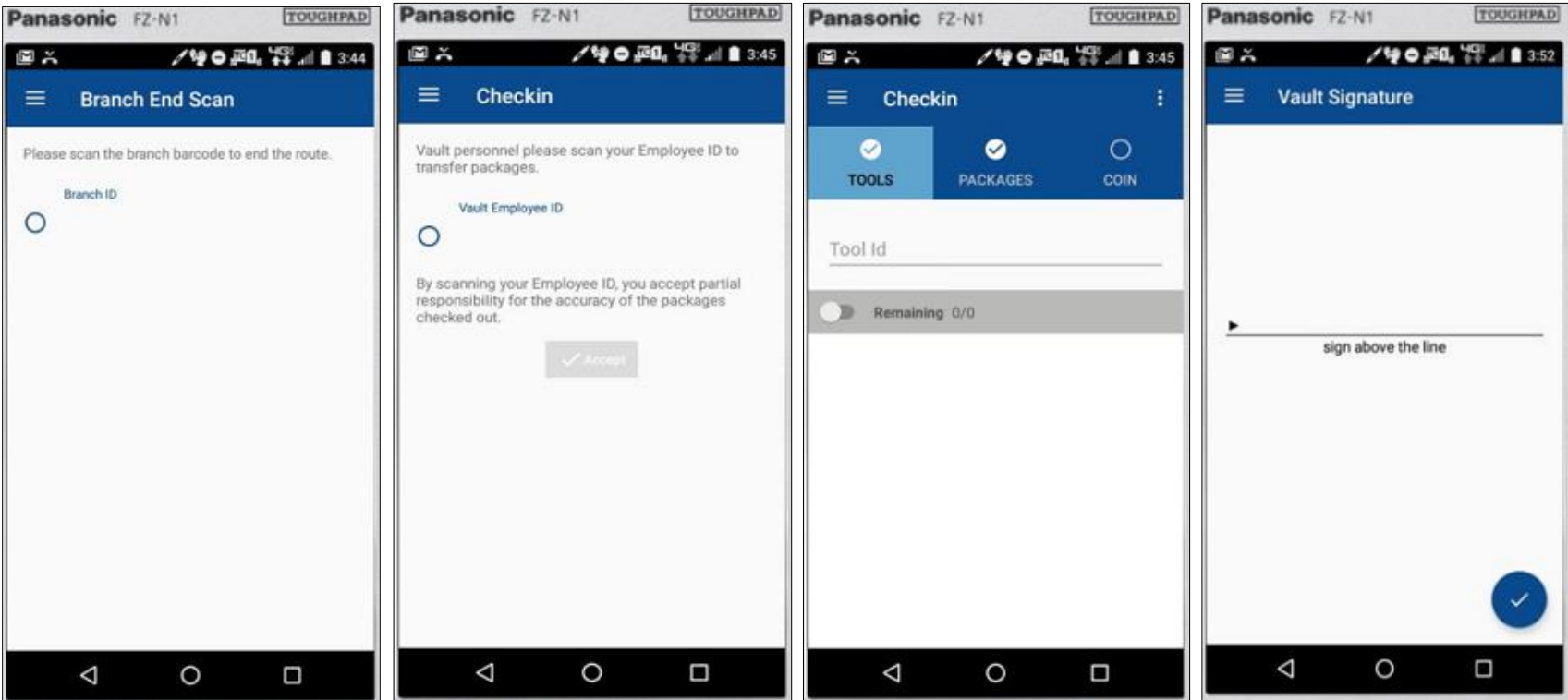
Review the following flow to ensure that appropriate troubleshooting is completed. If your caller is not sure if they can clear data on their device, refer to the FZ-N1 device screenshots and guidance below. The following images show a device in the process of checking out when the route may have been cancelled, or additional stops and items need to be added. There is no harm in clearing the FZ-N1 scanner if it is showing the following screens. They can republish, then download the route again:





Route Completed - Extra Steps Needed

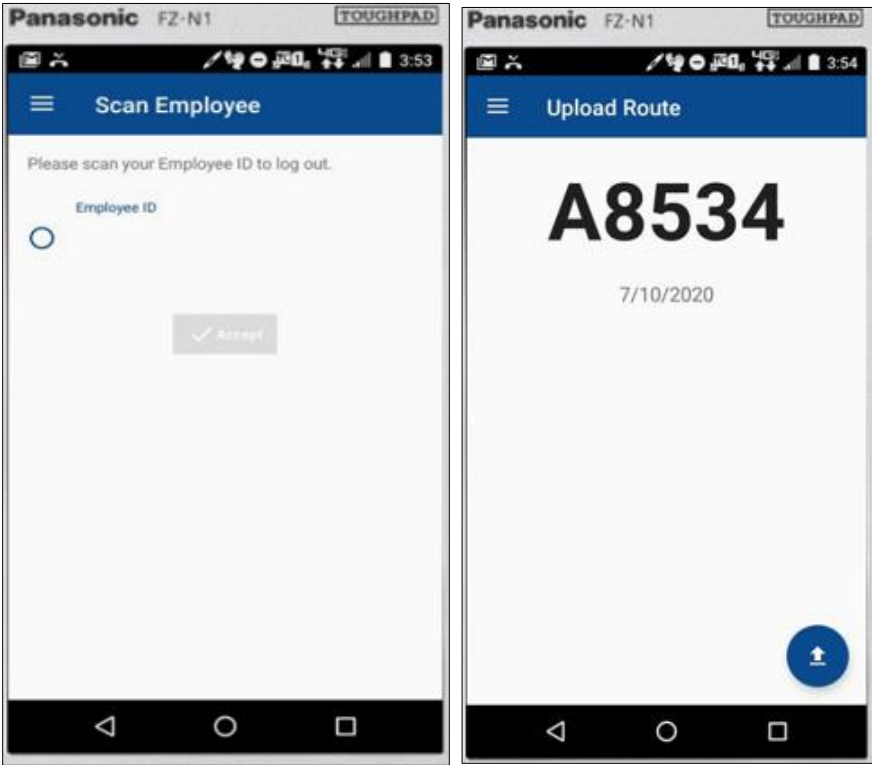
If the following FZ-N1 scanner images appear when a route has been completed **extra steps need to be completed prior to clearing the device**:



- 1. Verify that the FZ-N1 scanner is back at the branch and in the vault.
- 2. Ask the caller to verify that the items from the FZ-N1 scanner are showing up in iTrack.
- 3. If there are no items in iTrack for this FZ-N1 scanner, the caller must submit a ServiceNow ticket for Brink's Support to take over.

Route Completed - Check In

If the following FZ-N1 scanner images appear when a route has been completed, the device data can be safely cleared:



Unable to Restore Route

If all steps have been exhausted and the route is not coming up, we will need to ask the user to create a ticket with the internal ServiceNow ticketing system. If the user does not know how, please ask them to reach out to the branch manager. This ticket should be routed to CIT-FFA B-Track Support-US.

Escalation

Escalate to the points of contact described.

Condition	Contact	Action
Wiped B-Track at an inappropriate time.	Brink's Teams channel	Explain what steps were taken and when/where the wipe occurred.
Unexpected error or other issue	Brink's Teams channel	Detail the steps that led to the issue, all documents consulted, and troubleshooting completed.
Error or outdated information in the guidance.	SDKM@denaliai.com and SDmgmt@denaliai.com	Email a clear description and screenshot if possible.

Document History

Version	Date	Approved By	Updated By	Description of Change	Jira Issue	Review Due
v1.0	5/12/2022	ckendrix	amearns	Document created		
v1.1	6/21/2022	bdow	amearns	Updated escalation table		
v1.2	11/27/2023	mflores	cshymko	Formatted to template	[SDO-1090]	11/2024