FREQUENTLY ASKED QUESTIONS

1. **App crashes while syncing data to the server.**
   Navigate to the configure visit on the NMRS web settings ("/openmrs/admin/visits/configureVisits.list") and simply click on the **Save** button.

2. **Data on the Mobile App not syncing to the server.**
   Kindly make sure that the Mobile App is online, then toggle the cloud icon to disconnect and reconnect to the server.

3. **Forms not showing on the Mobile App.**
   This means the onboarding process was not successful. Kindly close the App, also close the NMRS web instance. Doublecheck to ensure you have the **nmrsmetadata-1.0.1-SNAPSHOT.omod** file added to the modules folder of your NMRS web instance. Restart the web instance. Wait for about two minutes and then relaunch the mobile app to effect changes.

4. **"Wrong Image" Showing while taking fingerprint capture**
   Kindly close the PBS capture view by tapping on the app back button. Disconnect and reconnect the OTG Cable from the Device. Open the PBS view again to resolve the issue.

5. **"Low quality Image Captured" while capturing the fingerprint.**
   This usually happen when the quality of the fingerprint captured is below 60%. In the event of this error, the quality level is also displayed. Additionally, when the image is **too dark or too light**, this error message is likely to occur.
   To get a good quality capture, place fingers with moderate force and also ensure the finger is not oily or sweaty.

6. **Fingerprints capture not syncing online**
   Ensure the biometric service is installed on the server and it is started. Also ensure that the service API is reachable from the device by browsing URL on the device browser (http://[ServerIP]:2018/server). If not reachable, add the port 2018 to the firewall as described in the user guide.