MDC SENS SURVEY FAQ V1.0

Contents

I. Training, data collection and supervision

I.1. ODK Collect has crashed, why and what should I do?

The most common reason for ODK Collect to crash is that you launched before the SDCard has finished mounting. Every time the phone is switched on, the SDCard is thoroughly checked by the system before it becomes available to the user. Also when the SDCard has been accessed through the computer, it gets internally disconnected from the Android system on the phone and reconnected after unplugging the phone from the USB cable. Both processes of connecting the SDCard to the Android system

are called mounting. Ensure that the SDCard is in the phone and has finished mounting, and then just re-open ODK Collect.

I.2. ODK Collect keeps crashing when trying to revise a record, what can I do?

Normally, ODK Collect only crashes when selecting a record on the "Edit Saved Form" menu if there is a mismatch between the Saved Form and the version of the blank form, for instance a new version of the blank form has been downloaded and the old blank form deleted. Ensure the phone has the latest forms stored and copy the old unsynchronized data manually to your computer if you still need it. Make sure you delete it after you have backed it up; as it will make the phone crash again next time you try to open the records through the ODK Collect interface.[1]

I.3. What to do if I can't find ODK Collect on my phone?

First, make sure you are on the home screen of your phone where the ODK Collect icon is (swipe to check the content of the other screens). If you still can't see it, verify if it is just the icon that has been deleted: open the application menu and scroll to look for the application.

If the icon of the application doesn't appear on the application menu, then it has been accidentally uninstalled and you have to reinstall it. The procedure will vary depending on your situation:

➔ If you have access to the UNHCR mobile data collection computer, connect your phone by USB cable to the computer (choose the option "USB connect" on the smartphone). Open the batch file "install_android_apk_4training.bat" which is to be found on the directory where the apps and software are stored. In the command window that opens, type "1" to choose the option "ODK V1.4" from the list of applications and press enter, ODK Collect will be reinstalled on your phone.

➔ If not, copy the application installer ("ODK Collect v1.4 rev 1038.apk" or higher) from the computer to the phone (e.g. on the "Download" directory of the SD card). If you don't have ODK Collect on your computer, you can download it from the developers' webpage: https://opendatakit.org/downloads/download-info/odk-collect-apk/). Unplug the phone, launch your file manager application (AndExplorer or equivalent), browse to the directory you have copied the .apk and launch it by tapping

If these procedures don't work, a last option is to download the application from the Android Market (not recommended since you'll need to connect with a Google account). If none of this works, please contact the technical support team.

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[1] This is not bound to happen and is just mentioned for the sake of completeness. NOTE: If the old form/data is not on ODK Aggregate, you will not be able to upload it there either. If it is only a few records, it is recommended to copy and paste the data directly out of the xml file if necessary.

I.4. How can I use a non-Latin character virtual keyboard when inputting text on ODK Collect?

➔ On a Sony Ericsson Xperia, press the "globe" key on the physical keyboard (or the "tool" key on the virtual keyboard). Click on "Writing languages" and tick the language(s) you want to add (e.g. Arabic).

➔ Go back to your form using the "Return" button twice. Now, when you press the "globe" key on both keyboards, the different keyboard configurations you've chosen will scroll, you can type using any of them.

➔ To delete these additional keyboards, hold the "globe" key for a few seconds. The keyboard settings will appear again, go to "Writing languages" and un-tick the languages you don't need anymore.
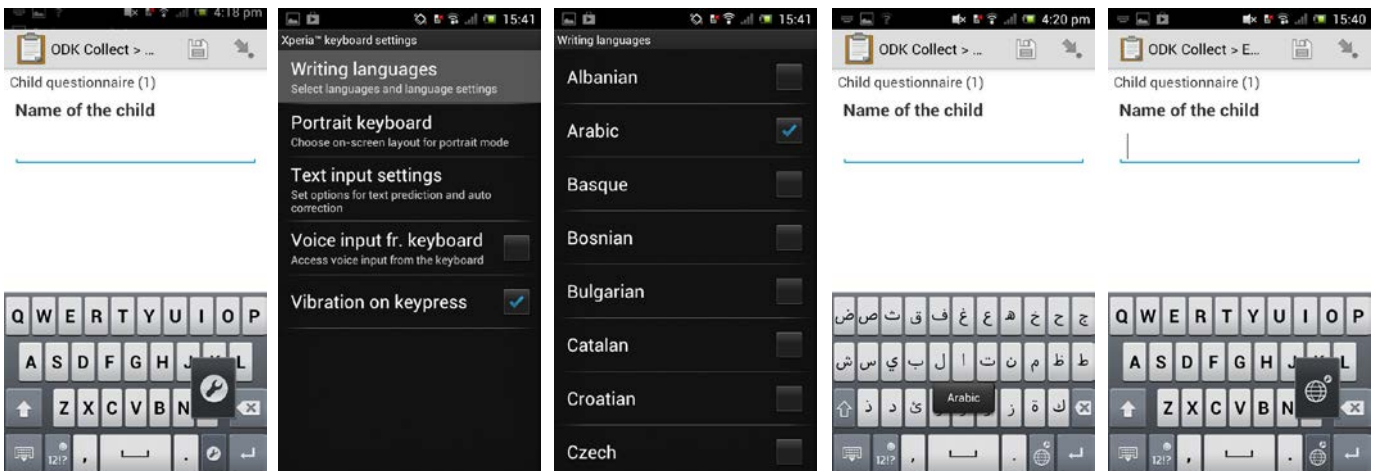
I.5. How can I delete the group of questions corresponding to an individual in a loop?

Enter the saved questionnaire through the "Edit Saved Form" menu. In the loop, click on its title to open the group, then open the corresponding group. When inside the group, open any of the questions. Then press for a long time on the label of the question, the "Edit Prompt" menu will appear with an option "Remove group". Click on it and confirm.
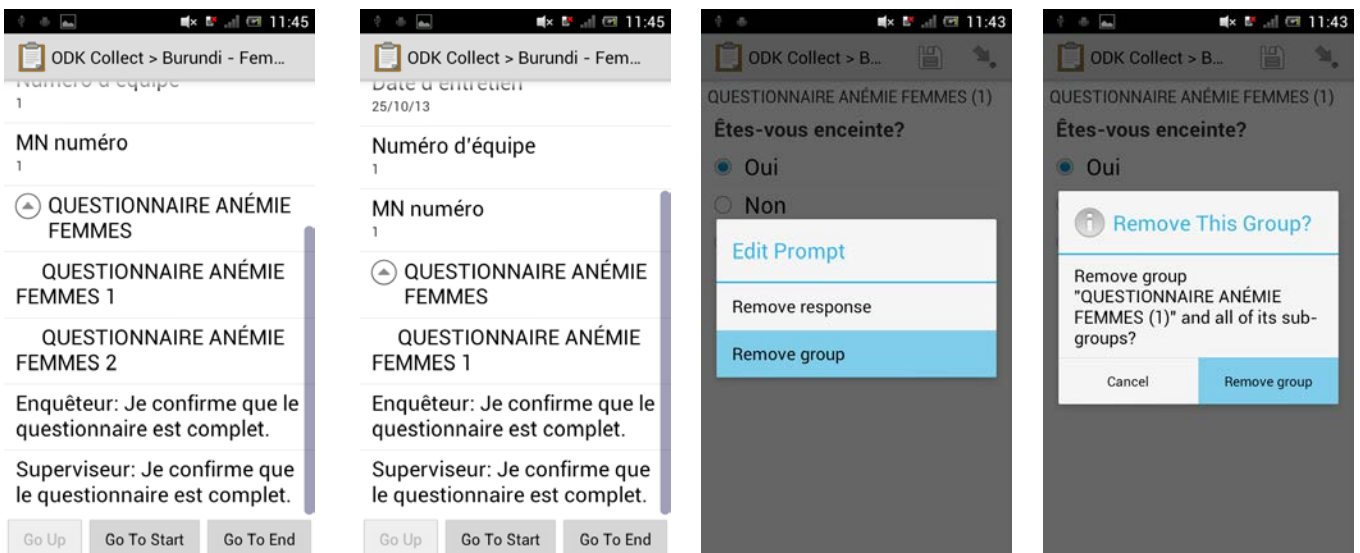
I.6. An automatic calculation based on a date is not functioning, why?

If a calculation based on a date previously is entered (e.g. the age in months in the Children form), verify that you have entered the correct interview date at the beginning of the form.

If the result is still wrong, make sure the phone is set to the correct date: go back to the home screen of the phone using the home button; open Settings/Date & time and select "Set date" to enter the correct date. Then you can restart ODK Collect.

I.7. How can I access the structure of the form/the data in native format?

If you want to directly edit the .xml file containing the data, open it in a text editor like Notepad ++ or Notepad (it will by default be opened in your web browser). However, it is not recommended to edit the form without a sound knowledge of Xforms and their structure. For more information on editing forms, please contact the technical support team.

II. Transfer of data

II.1. ODK Collect refuses to synchronize my forms with the server, what can I do?

Verify that:

➜ The forms are marked as *Save as finished* and that the forms appear in the *Send Finalized Form* menu. If there is no record in the menu, it means that no form has been finalized. Start by finalizing the questionnaires you want to synchronize with the server. To do this enter the questionnaire through Edit saved form and select 'Mark as finalized' at the end of the questionnaire.
➜ Your phone is connected on the same network as your computer running the VM (the following error: "Network unreachable ENETUNREACH" is usually linked to that). Make sure that you have switched off airplane mode on the phone and connected to the wireless UNHCR_Android network (the network might be called differently in some operations).
➜ The server preferences in ODK Collect are still correct. They need to match exactly the IP address of your server; e.g. http://192.168.1.100
➜ The router is switched on; restart router if necessary.
➜ The computer was connected to the correct wifi network (UNHCR_Android) when the server was launched. Remember that you cannot launch the server if the computer is not already connected to the correct Wifi Network.
➜ The server is still running and you haven't accidently closed the VMWare window.
➜ The form you are trying to synchronize has been previously uploaded to the server *and* appears on ODK Aggregate browser window.

💡 After the records have been synchronized, they disappear from the *Send Finalized Form* Menu. However, they are still saved on the phone in the *sdcard/odk/instances* directory in case you need to access them for comparison or

safekeeping. If someone deletes them out of the *Manage Forms and Data* folder, they will have gone from that directory as well.

II.2. My phone doesn't appear as a drive on "My computer" when connecting it though the USB cable, why?

➔ Make sure that you have chosen the "USB Connect" mode from the top menu bar on the phone.

➔ Some phones need specific drivers which are not included in the android-sdk-package (Google USB drivers). Install the respective driver from the phone company's webpage or the accompanying CD if available.

II.3. I can access my phone from my computer but the ODK folder is not visible, why?

Check that Android is set up to **Mass storage mode** (MSC) and not Media transfer mode (MTP). On a Sony Ericsson Xperia Pro, this option can be found in Settings/Xperia/Connectivity/USB connection mode. You will have to disconnect the phone from USB first before this option becomes available.

II.4. The standard procedure to transfer data from my phone to my computer using ODK Briefcase doesn't work, what other options do I have?

If you don't manage to get Briefcase to recognize your phone, you can copy directly the folder containing the ODK data to your computer, and extract the data from there on Briefcase (check the document "Exporting Data" for the detailed procedure).

II.5. ODK Briefcase doesn't manage to export data from the Aggregate server, what should I do?

If the export process fails (Outcome= Failed), verify that:

➔ You have exported in a new directory or renamed folder csv data, binary and deleted the Manifest text file.

➔ You have spelled/copied the destination directory correctly according to the procedure described in the document "Exporting Data".

II.6. How can I remove previous forms from ODK Briefcase's interface?

If forms from previous surveys managed with your computer appear in the Form list on the "Export" or "Pull" tab in ODK Briefcase and you don't want to keep them, change the ODK Briefcase Storage Location. You need to define a new storage location for your survey (and for the Export) as detailed on the guide "Exporting Data".

II.7. Can I delete forms from the server that I have already extracted to CSV and saved on my computer?

It is possible to manually delete records in the "Submissions" menu of the Aggregate server: click on the red cross button (✖) in the left of the record line and then confirm by clicking on "Delete Submission" on the windows that appears. It is however not recommended to delete records manually, you should instead wait until the end of the survey to delete the overall form.

II.8. My form includes non-English special characters, how can I make sure they're exported?

➔ If your filled form contains non-English special characters (forms with open questions like "If other, please specify:"), always export the data from Aggregate to your computer using ODK Briefcase. If the special characters are still missing, make sure your form is UTF-8 coded (when you open the .xml file of the form in a text editor, it should include the code `<?xml version="1.0" encoding="utf-8"?>` on the first line).

➔ Do NOT open the CSV file created with Briefcase by double-clicking on it. You need to use the function "Get imported data"/"From text" (in the "Data" menu) in Excel and then select "65001 Unicode UTF 8".

➔ Also be careful with the conversion between English and French Excel versions (you need to convert the commas from the French version into dots in English in the numbers, e.g. using the Search/replace function).

II.9. I can't access the ODK Aggregate VM, what should I do?

First, remember that your VM Server needs a network connection. Make sure you have **started the router**, **connected your computer to the network** and then **launched the VM**. Doing those steps in any other order is incorrect and will not launch the server. If you still have issues after following this procedure, please check the following:

➔ If, when trying to open your ODK Aggregate VM through VMWare Player an error "**browse for VM or remove VM from library**" appears, it means that Aggregate has been moved on your computer and the player can't find it anymore. You need to **locate it using the Windows search function**, and then open it in the VMWare Player through **"Open a Virtual Machine"** of the Players' start menu.

➔ If the server does not start correctly, or your ODK Aggregate browser displays "**This webpage is not available**", you may have to check whether your router is still working and your computer connected. If either of them is not working/connected, you will need to reset the server, by clicking on the pause
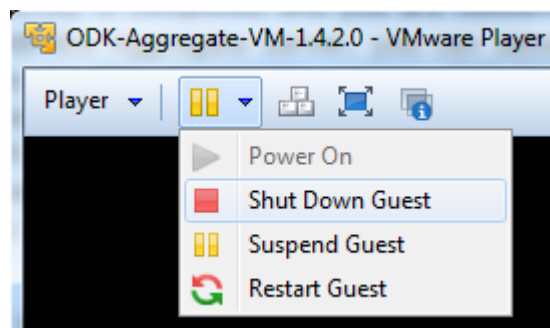
button and selecting "Restart". If you have to shut down the computer, you should always "Shut Down" your VM Server.

➔ If your ODK Aggregate browser still displays "This webpage is not available" after trying that, try **turning down temporarily your Firewall and/or Antivirus.**

➔ The next option is to **shut down the VM and restart your computer**.

➔ If your VM still doesn't work after trying all these solutions, it might be **corrupted**. Possible causes for that are a **switching of Wifi network while the VM is running, wrong extraction**, **moving the VM's directory improperly** (it does not like drag & drop) or placing it on a **FAT32 partition** (after several uses, the VM becomes too big). You then need to create a new VM: to do so, find the zipped file "ODK-Aggregate-VM-1.4.2.0.rar" (it should be in the same directory than the other ODK apps and software) and right-click on it to extract it. You now need to open the **"ODK-Aggregate-VM-1.4.2.0.ova"** through the VMWare Player software start menu **"Open a Virtual Machine"**. A window will appear, asking you to define a name and storage path for importing the new VM, fill it (e.g. "ODK-Aggregate-VM-1.4.2.0-new" for the name and "C:\Users\UNHCR\Documents\Virtual Machines\ODK-Aggregate-VM-1.4.2.0-new" for the directory).The new Virtual Machine will then appear on top of the old one in the VMWare interface (you can also delete the old one if you are certain you will not need the data on it anymore).
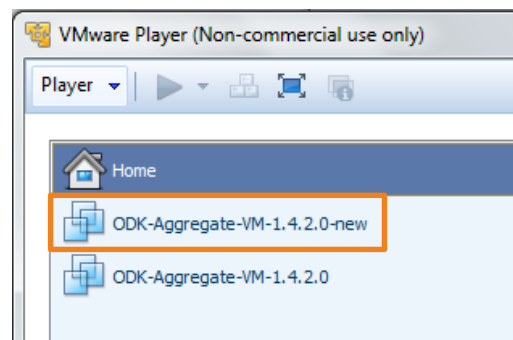
➔ If none of the solutions above work and the error is linked to the network, you can run the server and the synchronization through a spare phone's Wifi (check the document "Setting up and using the server"). This solution should only be used as a last resort!