



## Africa Oral Genealogies & Family Histories Project

### *CAT Troubleshooting Guide*

#### **TOPIC: Problems adding an interview into the CAT**

1. **ERROR:** This error message will appear if, when running the CAT for the first time, you click [No] when asked to verify the contractor information.

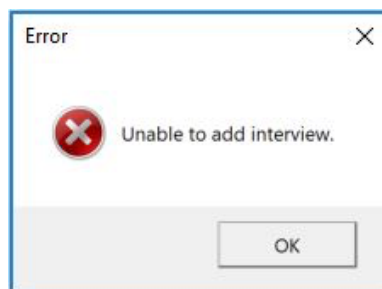
**Contractor Identity Verification**

Please review the information below to be sure our records are correct. If they are, please click "yes" below. If not, click "no" and contact your FamilySearch representative.

Contractor ID	GH10
Account Name	Ekwam Frank Anno Engineerin
Email	ekwamfrank@gmail.com
Phone	(054) 815-1511

#### **SOLUTION:**

- a. If the Contractor ID or account name are wrong, the interview name is not linked to your account. Make sure that the mobile phone is set up with the correct account information.
- b. If the email or phone number are incorrect, contact your Operations Manager.
- c. Click [OK] and make corrections. Then try adding another interview.



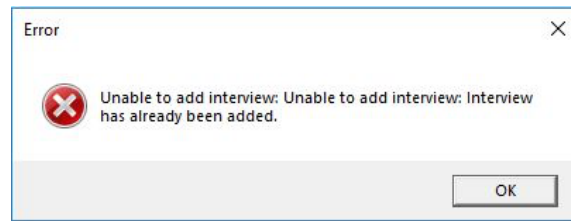
2. **ERROR:** This error message will appear if the interview is being run through the CAT that is not assigned to that Contractor.

#### **SOLUTION:**

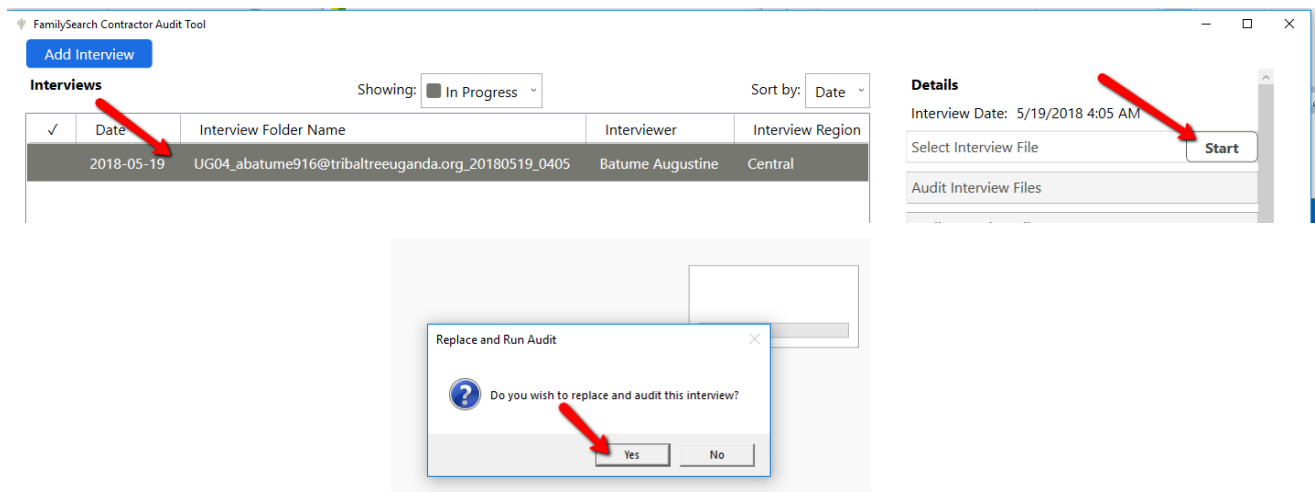
- a. Make sure that the mobile phone is set up with the correct information.



3. ERROR: This error message will appear if the interview has already been run through the CAT.

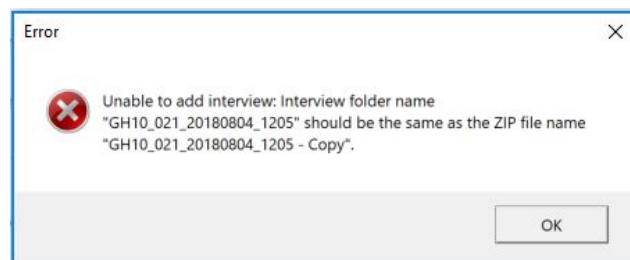


**SOLUTION:** Do not [Add Interview] to the CAT twice. Find the previously added interview in the CAT "In Progress" list. Select the interview (click on it) and click [Start]. Click [Yes] to re-run the audit.



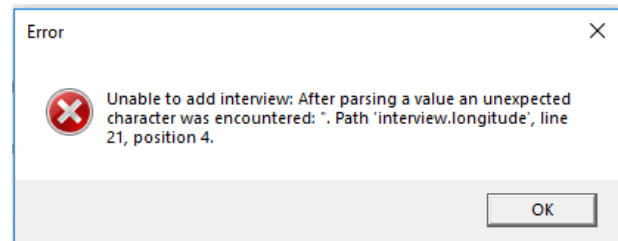
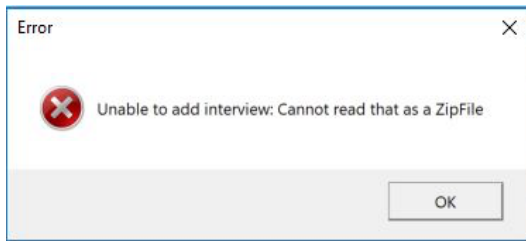
4. ERROR: This error message will appear if the interview folder and the zipped file are not named exactly the same way.

**SOLUTION:** Correct the spelling and run it again.



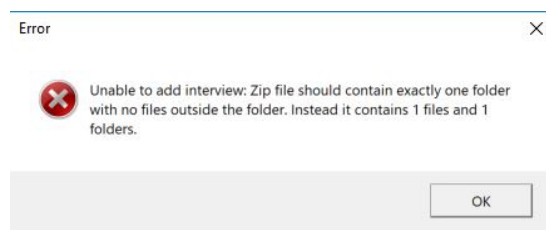
5. ERROR: If anything about the zipped file is corrupted or not formatted correctly, one of these 2 error messages will appear.

**SOLUTION:** Reload the original zipped file received from the Field Agent (Interviewer) and run again.



6. **ERROR:** This error message will appear if there is more than one zipped file in the interview folder, or if any of the files are outside the zipped folder.

**SOLUTION:** Reload the original zipped file received by the Field Agent (Interviewer) and run again.



## **TOPIC: Mobile App Metadata (.json) file errors**

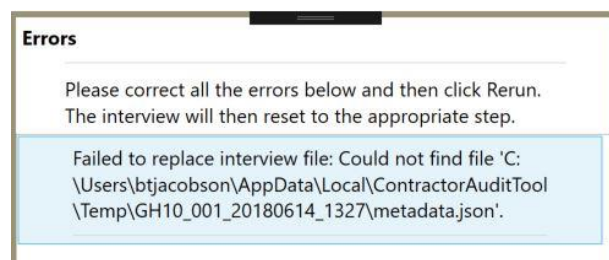
**Note:** When the following error messages appear:



- If you can make the correction immediately and are ready to run the CAT again, click on [Rerun].
- If you are not able to resolve the problem at that time, click on [Save Details]. You can then come back later and click on the error details to review them.

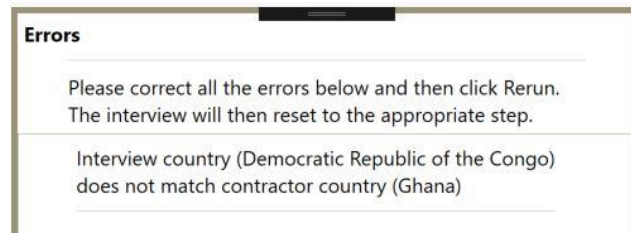
1. **ERROR:** This error message will appear if the metadata file is missing when trying to replace (rerun) an interview.

**SOLUTION:** Make sure that the zipped interview file is in the interview folder.



2. **ERROR:** This error message will appear if the country of the interview listed in the metadata file does not match the country where the Contractor is allowed to perform interviews.

**SOLUTION:** Make sure the Field Agent (Interviewer) is not working outside their assigned areas. Also, make sure that their mobile phone is set up correctly.



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Interview country (Democratic Republic of the Congo)  
does not match contractor country (Ghana)

3. **ERROR:** These error messages will appear if the metadata file was modified or missing.

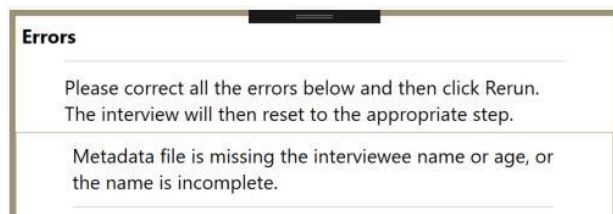
**SOLUTION:** Reload the original zipped file received by the Field Agent (Interviewer) and run again.



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

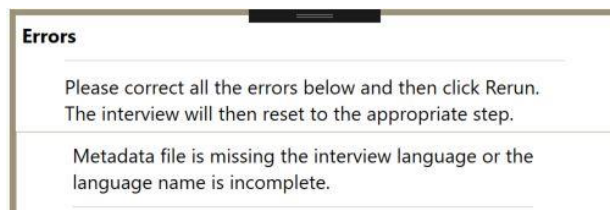
Metadata file is missing the interviewer e-mail address.



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

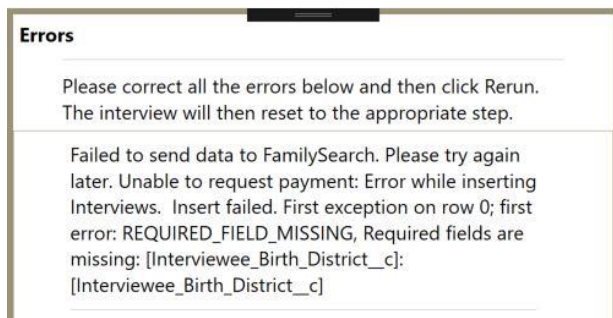
Metadata file is missing the interviewee name or age,  
or the name is incomplete.



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

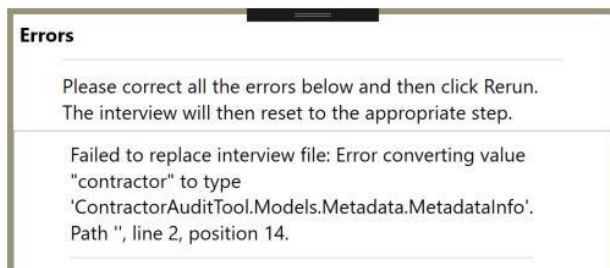
Metadata file is missing the interview language or the  
language name is incomplete.



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

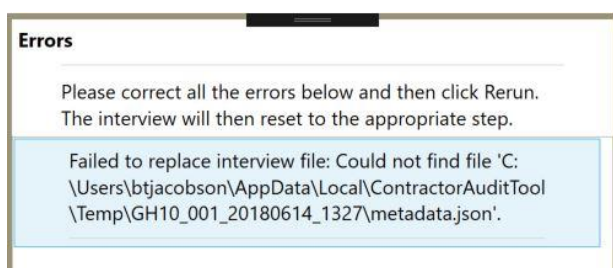
Failed to send data to FamilySearch. Please try again  
later. Unable to request payment: Error while inserting  
Interviews. Insert failed. First exception on row 0; first  
error: REQUIRED\_FIELD\_MISSING, Required fields are  
missing: [Interviewee\_Birth\_District\_c]:  
[Interviewee\_Birth\_District\_c]



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Failed to replace interview file: Error converting value  
"contractor" to type  
'ContractorAuditTool.Models.Metadata.MetadataInfo'.  
Path "", line 2, position 14.



**Errors**

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Failed to replace interview file: Could not find file 'C:  
\Users\btjacobson\AppData\Local\ContractorAuditTool  
\Temp\GH10\_001\_20180614\_1327\metadata.json'.

4. **ERROR:** This error message will appear if the RIN number entered for the First Ancestor or the Informant (Interviewee) does not appear in the Legacy file.

**SOLUTION:** Find the correct RIN numbers in the Legacy file and run again.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

No individual with RIN 15 was found in the Legacy file.

5. **ERROR:** These error messages will appear if the name of the First Ancestor or Informant (Interviewee) in the metadata file does not match the name in the Legacy file that is assigned to the RIN number entered into the CAT.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

First Ancestor listed in mobile app data (Otu KWAKU) does not match the name associated with the RIN 5 (Sadik).

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Interviewee listed in mobile app data (Yaa Serwaa) does not match the name associated with the RIN 5 (Akua Attaa).

**SOLUTION:** Verify the RIN number of the First Ancestor or Informant (Interviewee). If the RIN number entered is correct, compare the spelling of the First Ancestor and Informant (Interviewee) in the metadata file to the spelling in Legacy.

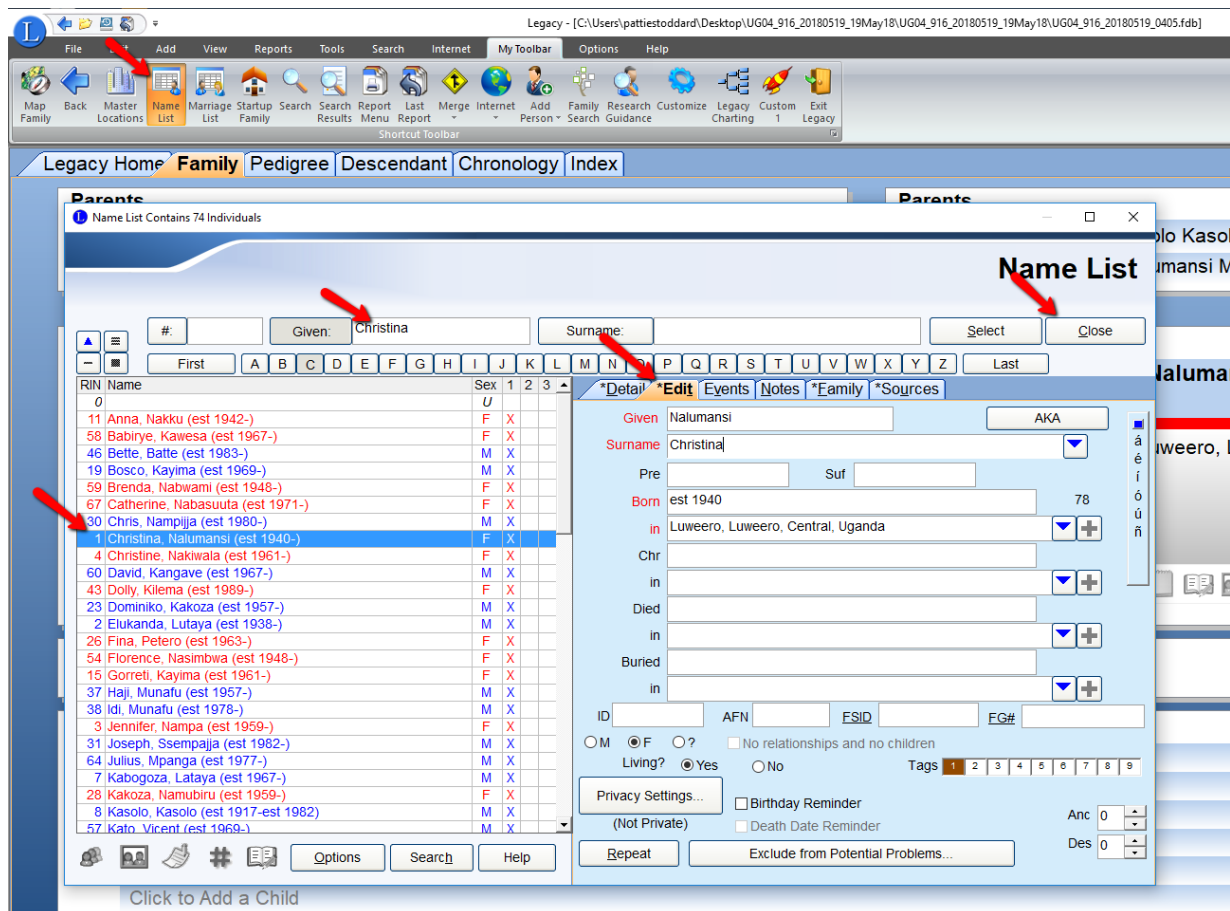
- a. Open the Metadata .json file to find the first and last names of the Informant (Interviewee) or First Ancestor showing the error.

```

"time": "0403"
},
"interviewee": {
  "age": 78,
  "birthPlace": {
    "REPID": 216,
    "country": "Uganda",
    "district": "Luweero",
    "region": "Central",
    "town": "Luweero"
  },
  "clan": "Tumbe",
  "firstName": "Nalumansi",
  "lastName": "Christina",
  "tribe": "Muganda"
},

```

- b. Open the Legacy file and click on [Name List]. Type the name of the person and click on the name to select. Click on [Edit] and make the change. Click [Close] to save the change.

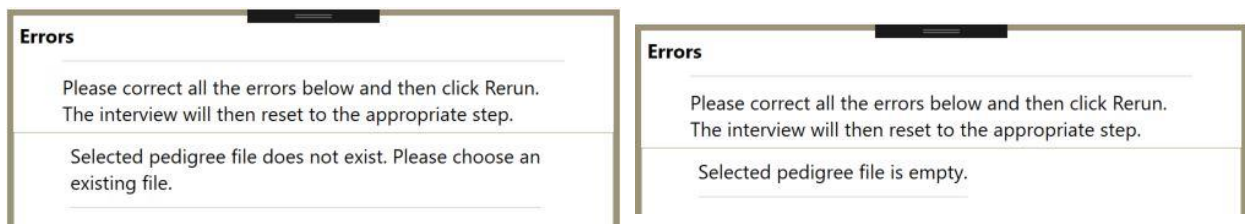


After correcting the Legacy file, run the CAT again.

## TOPIC: Legacy file errors

1. ERROR: These error message will appear if the Legacy file was moved after entering the location into the CAT or if the Legacy file is empty.

SOLUTION: Make sure the correct Legacy file is in the interview folder and run again.



2. ERROR: The following messages will appear if there are errors in the Legacy file.

SOLUTION: Correct the Legacy file and close the file. Run again. When the CAT asks you to select the Legacy file, it will be the corrected file.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Individual Attah Obuom (90) has a death date BEFORE the birth date.

Individual Tenkorang Obuom (92) has a birth date AFTER Father Attah Obuom (90) died."

Individual Kumah Kwasi (93) has a birth date AFTER Father Attah Obuom (90) died."

Individual Attah Obuom (90) has a death date 1876-0-0 BEFORE the marriage date 1889-0-0.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Individual Adwoa Fordwo (56) was born when mother Mary (85) was not of child-bearing age (-34).

Individual Mary (85) has a birth date AFTER Father Attah Obuom (90) died."

Individual Mary (85) was born when mother Agyapomaa (91) was not of child-bearing age (70).

Individual Mary (85) has a birth date AFTER Mother Agyapomaa (91) died."

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Individual Attah Obuom (90) was born before AD 1000.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Marriage [6] between Antwi [25] and Adwoa Owusua [9] has date but no location.

## TOPIC: Submission errors

1. **ERROR:** This error message will appear if you are not connected to the internet when the "Request Payment" step is reached in the CAT process.

**SOLUTION:** Connect to the internet and run again.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Failed to send data to FamilySearch. Please try again later. One or more errors occurred.

2. **ERROR:** These error messages will appear if the drive you select when running the "Copy Interview Files to External Drive" is not removeable or the flash drive is full or damaged.  
**NOTE:** The flash drive might be damaged if not removed properly previously.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Selected drive is not removable. Please choose a removable external drive.

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

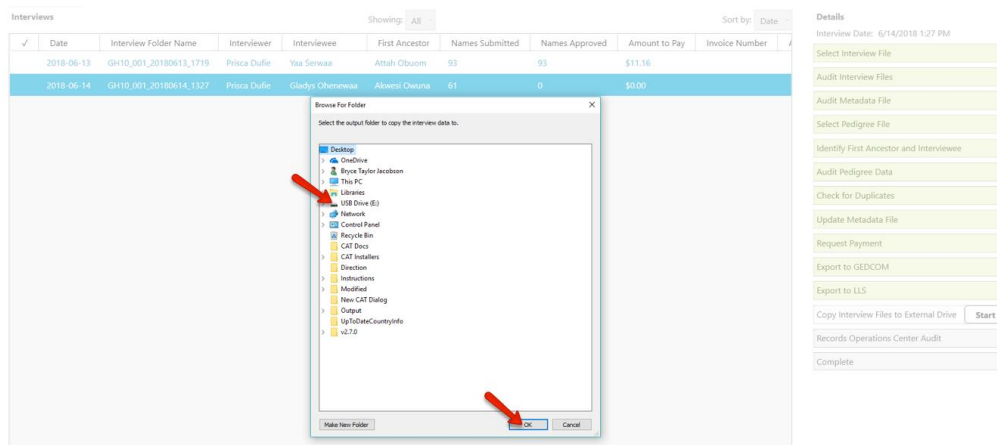
Error moving There is not enough space on the disk. to external drive

Errors

Please correct all the errors below and then click Rerun.  
The interview will then reset to the appropriate step.

Error moving Could not find a part of the path. to external drive

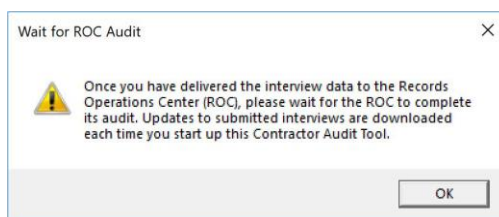
**SOLUTION:** Copy the interview to a removeable flash drive and run again.



**IMPORTANT:** Remember to remove the flash drive correctly or it might get damaged or corrupted.

#### NOTES:

1. Currently, the CAT will not show payment information until you close it and reopen it.
2. The CAT will not allow you to make any changes to an interview after it has been copied to the external flash drive. If you try, the following error message will appear:



3. To check CAT version, Press F1. The following will show up with the version number.

