



Africa Oral Genealogies & Family Histories Project

Oral Genealogies Technology Troubleshooting Guide

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SUPPORT

A. FamilySearch Wiki Links for Install, Setup, and Upgrade Information.

(www.familysearch.org/en/wiki/AFOG:Home)

- a. [FamilySearch Wiki Home Page](#)
- b. [Mobile Phone](#)
 - i. [Setup Mobile Phone](#)
 - ii. [Installing the FamilySearch Oral Genealogies Mobile App](#)
 - iii. [Update the Oral Genealogies Mobile App](#)
 - iv. [Best Practices](#)
- c. [Approved 3rd Party Applications](#)
 - i. [Scanner Setup](#)
 - ii. [Legacy Setup](#)
 - 1. [Creating Legacy File](#)
 - iii. [Malwarebytes Anti-virus Software Setup](#)
- d. [Contractor Audit Tool Information](#) (CAT)
 - i. [CAT Training Guide](#)
 - ii. [Recopying/Reworking interviews in the CAT](#)

B. Accessing the African Oral Gen Support Channel and posting a problem.

- a. How to access the Africa Oral Gen Support Group on WhatsApp
 - i. Give your WhatsApp number to your Operations Manager and they will have the User Tech Support Lead add you to support group.
- b. How to post a problem correctly to the Africa Oral Gen Support Group
 - i. Attach a photo of the problem.
 - ii. Write a short message about the problem.
 - iii. Add your contractor ID to the message
 - iv. The User Tech Support Lead will respond as soon as they are able.

NOTE: Please do not private message the User Tech Support Lead privately until they respond to your message on the support group.

Hardware and Software Requirements

A. Mobile Phones Specifications

- a. Android Smart Phone (No iPhones or tablets)
- b. Android Version 6 through 12
- c. Removable SD Card

NOTE: Any mobile phones purchased in country (Not loaned by FSI) may have problems with the mobile app and transferring interviews.

B. CAT Specifications

- a. Windows 10 (CAT will not work on Windows 7, 8, or 9)
- b. Quad Core Processor
- c. i5 or better Processor
- d. At least 2.7 GHz CPU
- e. At least 12 GB of RAM (more is better)

C. Legacy Specifications

- a. Windows 10
- b. Greater than 500 MB of computer storage
- c. Network Connection
- d. 8 GB of RAM or more

NOTE: Download the Deluxe version of the Legacy Program from http://jobsinafrica.org/collect_oral_genealogy.php. Ask your Operations Manager for a download key.

D. Scanner Specifications

- a. Laptop running Windows 10 (Will work for Windows 7 but not recommended)

E. Computer Specifications (For Best Results)

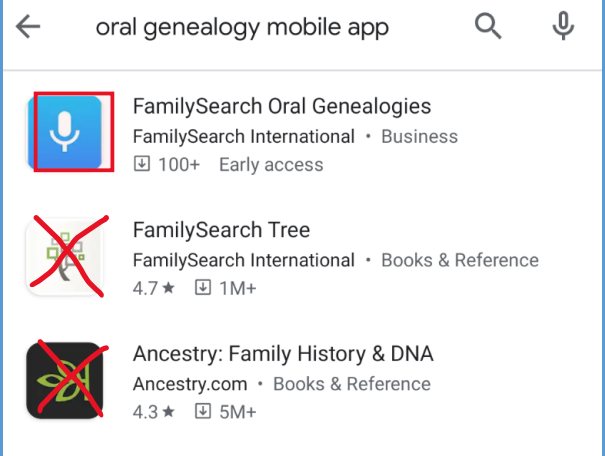
- a. Windows 10
- b. Quad Core Processor
- c. I5 Processor or higher
- d. At least 2.0 GHz CPU
- e. At least 8 GB of RAM

NOTE: Do not use FSI computers for non-Oral Genealogy activities or download non-project software onto FSI loaned computers.

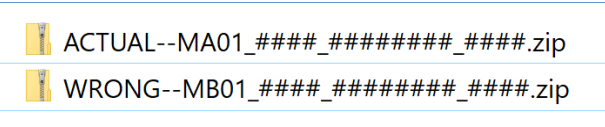
Common Errors with Solutions

A.Mobile App

Error 1: Cannot find the mobile app on the Google Play Store

Error	
Cause	Your email address is not on the Mobile App whitelist or has been misspelled
Solution	<p>Use the email address that you sent to your operations manager, then make sure you are searching for the “FamilySearch Oral Genealogies” in the Google Play Store.</p> <p>If you are still unable to see the mobile app, then contact your operations manager. Ask them to make sure they sent the correct email to the User Tech Support Lead to be placed on the Whitelist of the Mobile app.</p>

Error 2: Wrong Contractor ID on Transferred files

Error	
Cause	The contractor information was set up wrong on the initial setup of the mobile app onto the field agent's phone
Solution	<p>Uninstall and reinstall the mobile app, re-setup the Contractor Profile with the correct information.</p> <p><u>Note: If the field agent has already collected interviews with the wrong Contractor ID, collect those interviews in a different folder and contact the User Tech Support Lead on the Africa Oral Gen Support group.</u></p>

When the new Contractor Profile is set up, make sure to not click on “Correct” until you verify everything on the popup window.

Signed in as Admin

You will not be able to change this once it has been created.

Mobile App Example LLC
MA01

Example Example
#####

Example
Ghana

CANCEL CORRECT

NOTE: If you get your phones from another contractor, make sure you uninstall and reinstall the Mobile app because their information may still be attached to that phone.

Error 3: Wrong date/time on creation of new interview

Error

Current Date/Time

8/25/22 11:23 AM ← X

GO TO SETTINGS OK

Cause

When the Battery of the phone is taken out to charge while in the field the Date and Time will revert to the factory settings.

Solution

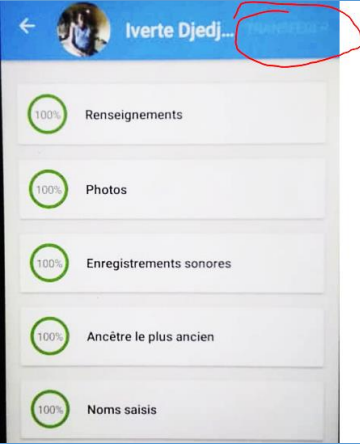

When prompted by the mobile app, do not click “OK”. Please click on “GO TO SETTINGS” and fix the date and time to the current date and time.

NOTE: If the date and time are incorrect when running the interview on the CAT or at the ROC, the interview will fail and cannot be easily fixed without the help of the User Tech Support Lead on the Africa Oral Gen Support group.

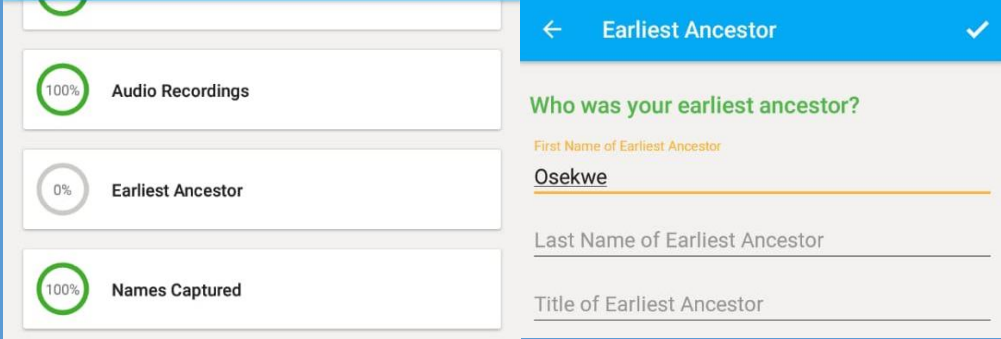

Error 4: Photos are not saved on the interview

Error	
Cause	The phone's memory is either full, or the phone is not registering the camera's data.
Solution	Check the available space on the phone and the SD card. If space is available, shut down the app and restart the phone. When the phone turns back on, attempt to take the photos again.

Error 5: No transfer button at 100%

Error	
Cause	The Mobile App is not updated to the current version or one of the audio files is missing.
Solution	<p>Tap the informant photo on the screen (Not in the Photos section) 5 times until this debug window comes up.</p>  <p>When this screen comes up, review that <i>sound_check.mp3</i>, <i>pedigree_segment.mp3</i>, and the <i>family_story.mp3</i> are all listed and that the required audio is 2 of 2. If the problem persists, contact the User Tech Support Lead on WhatsApp.</p>

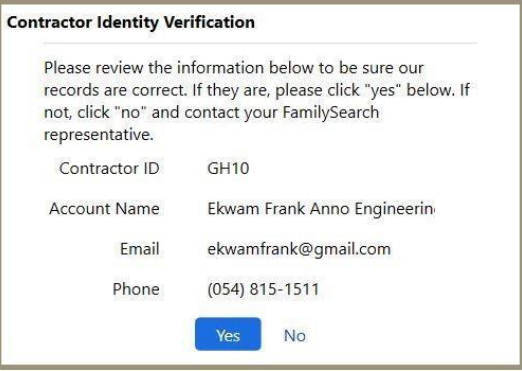
Error 6: Earliest Ancestor not at 100% even with a name

Error	
Cause	The Mobile App version is outdated
Solution	<p>First make sure that there is a name in the Earliest Ancestor location and click on the “<h3><u>NOTE:</u></h3></p>

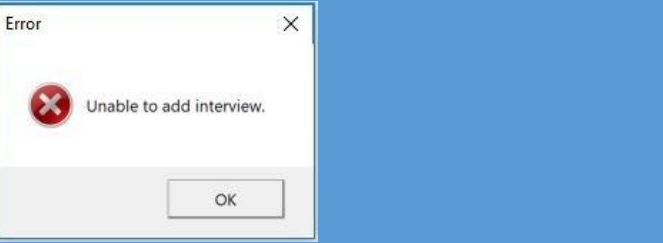
When there is a new update for the mobile app, **DO NOT** click on “UNINSTALL” or delete the mobile app. Use the Google Play Store and “UPDATE” the app. If you uninstall or delete the mobile app, all the interviews you have collected will be cleared off the phone.

B. CAT


Error 1: Wrong Contractor ID, Account Name, Email, Phone on first Run

Error	 A dialog box titled "Contractor Identity Verification" with a light blue background. It contains the text: "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." Below this text are four fields: "Contractor ID" with value "GH10", "Account Name" with value "Ekwam Frank Anno Engineerin", "Email" with value "ekwamfrank@gmail.com", and "Phone" with value "(054) 815-1511". At the bottom are two buttons: "Yes" (blue) and "No" (white with blue border).
Cause	<p>Your operations manager set up the profile on the backend system incorrectly or you are using the wrong CAT installer.</p>
Solution	<p>If the Contractor ID is wrong, the interview name is not linked to your account. Click [NO] and make sure that the mobile phone is set up with the correct account information.</p> <p>Confirm with the User Tech Support Lead on the Africa Oral Gen Support group that it is the correct installer as well.</p> <p>If the account name, email, or phone number are incorrect, click [NO] and then contact your Operations Manager with corrections.</p>


Error 2: Unable to Add Interview on first CAT run

Error	 An error dialog box with a white background and a grey border. It has a title bar with "Error" and a close button (X). The main area contains a red circle with a white 'X' icon and the text "Unable to add interview." Below this is an "OK" button.
Cause	<p>The legacy file, pdf, and zip names are not spelled the same within the interview folder.</p>
Solution	<p>Please check if all the files being added into the CAT are named the same as the zip folder and retry adding the interview again.</p>


Error 3: Contractor ID is not recognized

Error	
Cause	The name of the transferred mobile app zip file is not correct
Solution	<p>Make sure that the mobile app is set up with the correct information and that the zip file is named correctly after transferring the interview from the mobile app.</p> <p><u>NOTE: Do not unzip the zip folder from the mobile app or change the folder name.</u></p>

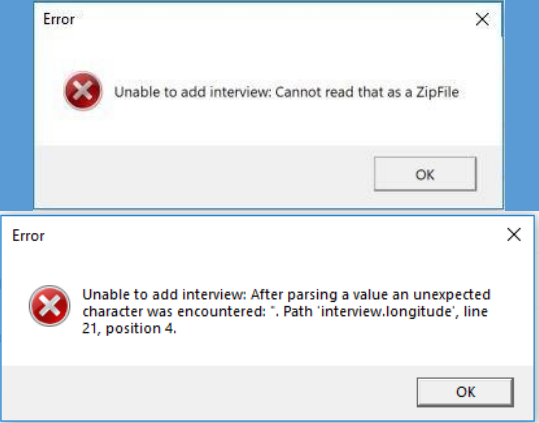
Error 4: Interview has already been added to the CAT

Error	
Cause	The interview was previously submitted in the CAT
Solution	<p>Look in the “ALL” section in the CAT and sort by “Folder Name.” If you find the interview you are trying to add is there, just click on the interview in the CAT and rerun the interview (Not Re-add). When prompted to replace and audit the interview, click yes, and reselect the correct interview folder.</p>


Error 5: Folders are not named the same

Error	
Cause	Either the Legacy file or the PDF (excluding the file extension) are not spelled the same as the zip folder
Solution	Click “OK” and go back into the interview folder and check to make sure that the Legacy file and the PDF are all named the same as the Zip folder. If all the file names are the same, re-add the interview into the CAT.

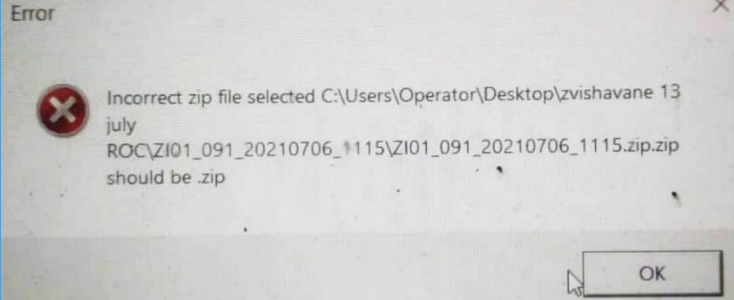
Error 6: Files Corrupted or Formatted Wrong

Error	
Cause	There was a problem transferring the interview from the phone to the computer.
Solution	Please have the field Agent retransfer the interview from the phone, replace the zip file in the interview folder, and then then retry running the interview on the CAT.

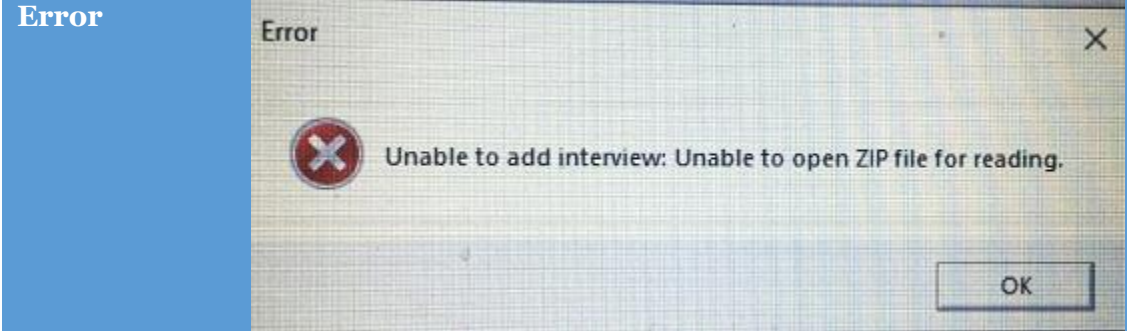
Error 7: Files outside the folder in the zip file

Error	
Cause	The zip folder was unzipped and recompressed. Note: The zipped output should never be opened/unzipped.
Solution	Retransfer the interview from the mobile app and replace the zip file in the interview folder. Rerun the interview in the CAT.

Error 8: Zip file has .zip.zip

Error	
Cause	An extra .zip extension was added to the mobile app zipped file name.
Solution	Make sure you have the file explorer setting that shows the file extensions turned on and rename without the second .zip extension. Try rerunning the interview on the CAT after fixing the file name.

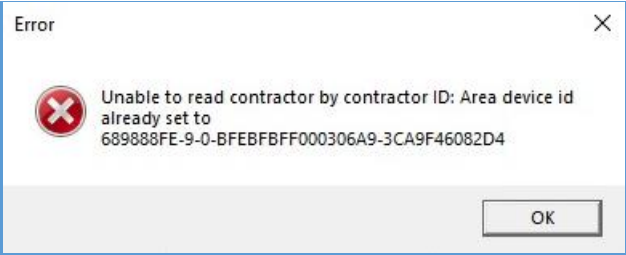
Error 9: Unable to open ZIP file for reading

	
Cause	There was a problem transferring the interview from the mobile app causing the zip folder to be corrupted.
Solution	Retransfer the interview from the Mobile App and replace zip file in the interview folder.

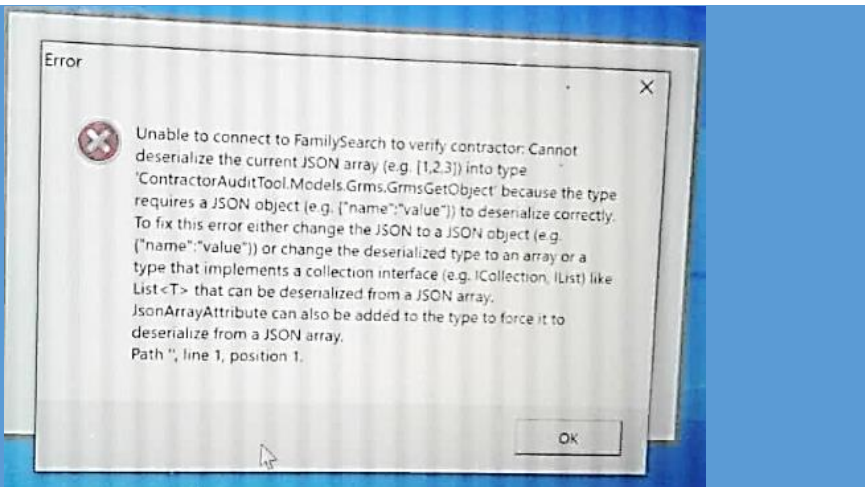
Error 10: CAT closes when trying to add interview/Rework Interview

Error	CAT closes when trying to Add/Rework Interview
Cause	The interview zip file is not in the correct format.
Solution	Ensure that you have followed the submission instructions contained in the Wiki document titled: <u>Contractor Submission, Resubmission Instructions with Mobile App.pdf</u>

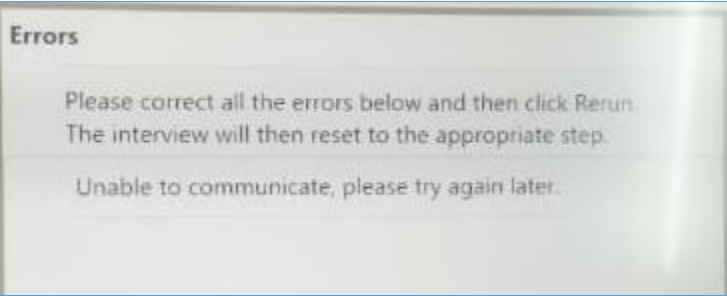
Error 11: Area device ID already set

Error	 An error dialog box with a red 'X' icon. The text reads: "Unable to read contractor by contractor ID: Area device id already set to 689888FE-9-0-BFEBFBFF000306A9-3CA9F46082D4". There is an "OK" button at the bottom right.
Cause	A peripheral was added to the computer, or you are trying to add the CAT to another computer.
Solution	The CAT can only run on one computer. Contact the User Support Test Lead on WhatsApp for assistance.

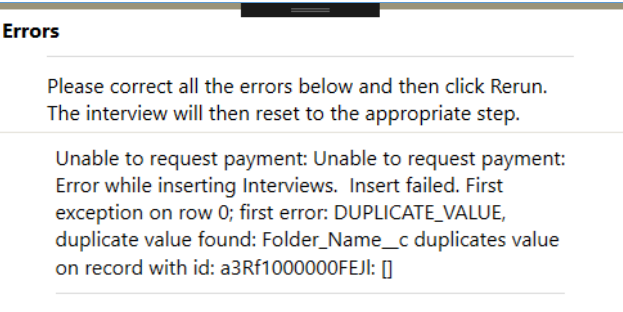
Error 12: Unable to connect to FamilySearch to verify contractor

Error	 An error dialog box with a red 'X' icon. The text reads: "Unable to connect to FamilySearch to verify contractor: Cannot deserialize the current JSON array (e.g. [1,2,3]) into type 'ContractorAuditTool.Models.Grms.GrmsGetObject' because the type requires a JSON object (e.g. {"name":"value"}) to deserialize correctly. To fix this error either change the JSON to a JSON object (e.g. {"name":"value"}) or change the deserialized type to an array or a type that implements a collection interface (e.g. ICollection, IList) like List<T> that can be deserialized from a JSON array. JsonArrayAttribute can also be added to the type to force it to deserialize from a JSON array. Path '', line 1, position 1." There is an "OK" button at the bottom right.
Cause	Your Internet connection is not stable or fast enough to run the CAT.
Solution	Connect to another network and restart your computer. Then try opening the CAT again.

Error 13: Unable to communicate

Error		
Cause	The network connection on the computer isn't strong or the interview has already been paid for.	
Solution	Restart the network connection and computer. If that doesn't work, connect to another network and try re-running the interview again.	

Error 14: Unable to request payment

Error		
Cause	Trying to run a manually submitted interview that has already been paid for or there is corruption in the metadata file.	
Solution	Make sure the interview hasn't already been paid and try to Rerun the interview again in the CAT.	

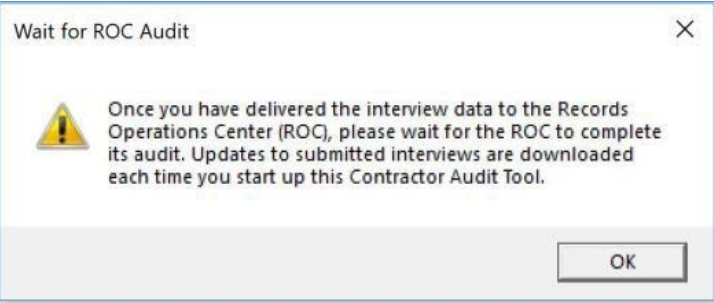
Error 15: Failed to send data to FamilySearch

Error	
Cause	The network connection was interrupted before the CAT could send all data to FamilySearch.
Solution	Connect to the network again, or another network, and rerun the interview.

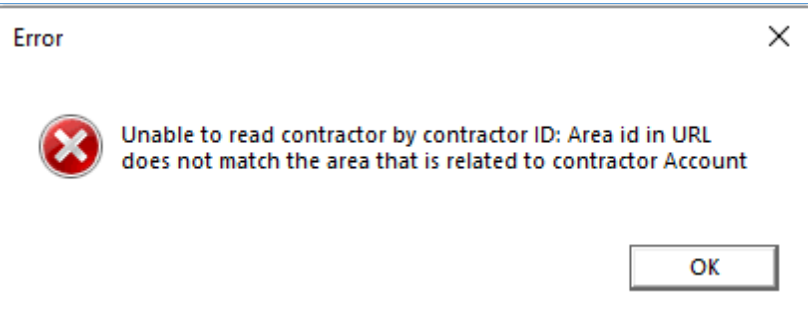
Error 16: External Drive Errors

Error		
Cause	The external drive selected is not a pen drive, the pen drive is full, or the pen drive is damaged.	
Solution	Replace the pen drive and try running the interviews again.	

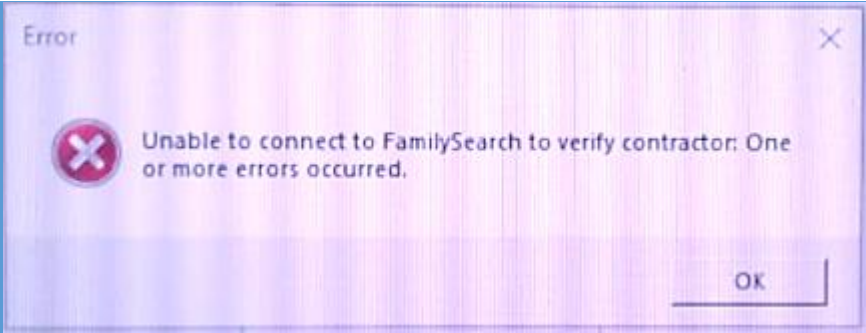
Error 17: Interview is stuck on Ready or Rework after ROC Fail

Error	 A dialog box titled "Wait for ROC Audit" with a yellow warning icon. The text inside says: "Once you have delivered the interview data to the Records Operations Center (ROC), please wait for the ROC to complete its audit. Updates to submitted interviews are downloaded each time you start up this Contractor Audit Tool." There is an "OK" button at the bottom right.
Cause	The reworked interview has not been passed at the ROC (wait for this to occur).
Solution	Close the CAT, reboot your computer, and reopen the CAT. Then search for the interview in the ALL section in the CAT and sort by Folder name to identify the status of the interview and where it is located.

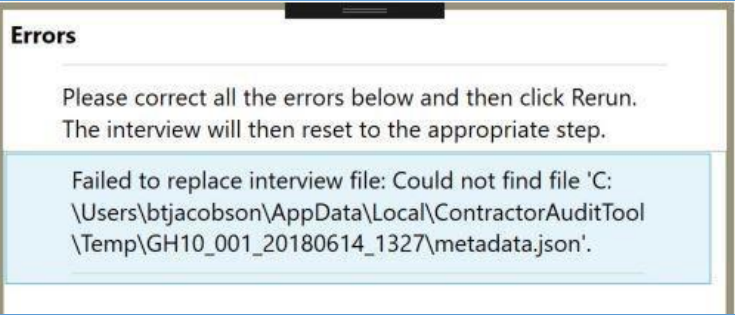
Error 18: Area ID in URL does not match the area that is related to Contractor Account

Error	 An error dialog box titled "Error" with a red "X" icon. The text inside says: "Unable to read contractor by contractor ID: Area id in URL does not match the area that is related to contractor Account". There is an "OK" button at the bottom right.
Cause	Something on the FamilySearch business system changed in the contractor account linking the CAT to the backend system.
Solution	The User Test Support lead will have to fix this problem. Contact them on the WhatsApp support group.

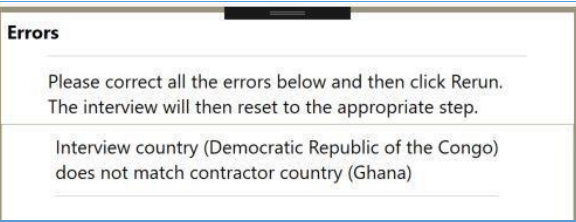
Error 19: Unable to connect to FamilySearch to verify contractor.

Error	
Cause	The CAT cannot connect to the FamilySearch business system.
Solution	<p>If you have received a notice of termination, you will need to submit your interviews manually in the future.</p> <p>If not, check your internet connection or switch to a better network if possible.</p>

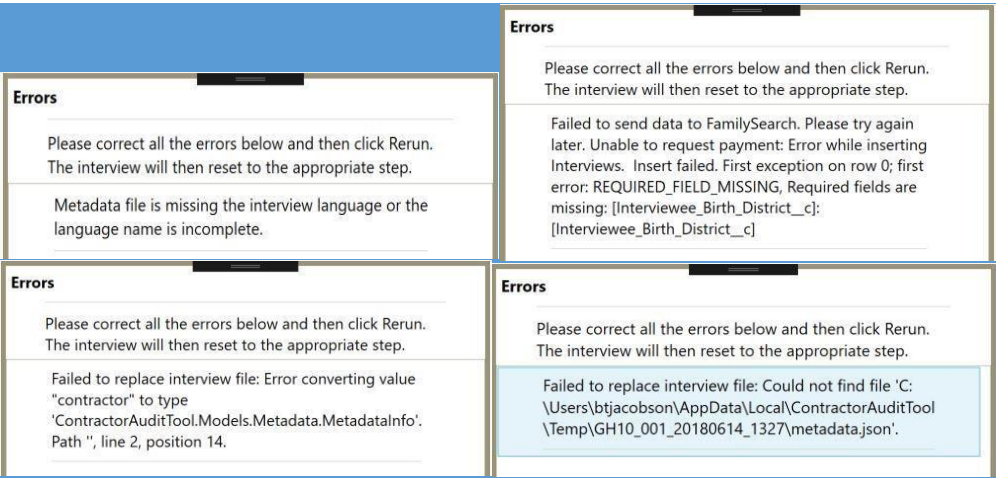
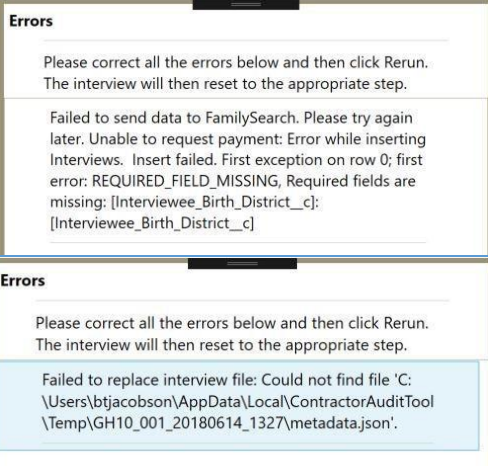
Error 20: Failed to replace Interview file

Error	
Cause	The interview folder does not have all the needed files inside it.
Solution	Make sure that the mobile app zipped interview file, and the Legacy file, and the Collection Form PDF file are in the same folder.

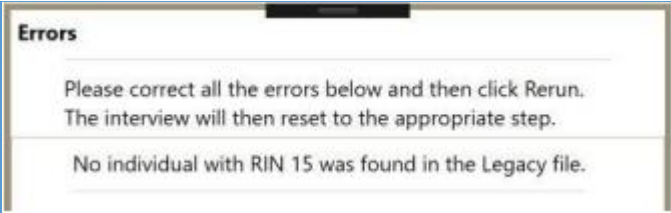
Error 21: Interview Country does not match contractor country

Error	 The screenshot shows an error dialog box with a title bar. The text inside reads: "Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step." followed by "Interview country (Democratic Republic of the Congo) does not match contractor country (Ghana)".
Cause	The interview country is outside the designated work area assigned to the contractor.
Solution	Ensure the interview location in the Mobile App is correct. If the interview country is not correct, fix it and retransfer the interview.

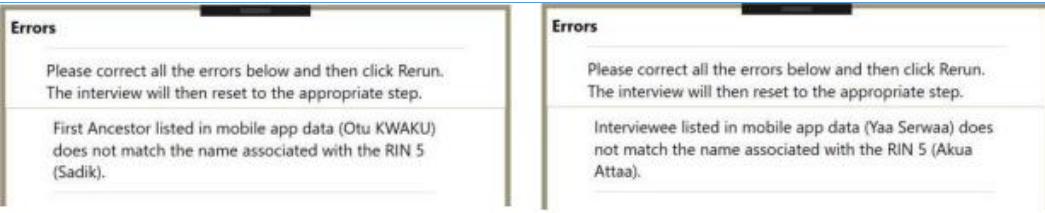
Error 22: Metadata file has been modified or missing

Error  The screenshot shows an error dialog box with a title bar. The text inside reads: "Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step." followed by "Metadata file is missing the interview language or the language name is incomplete."	 The screenshot shows an error dialog box with a title bar. The text inside reads: "Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step." followed by "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]".
Cause	The zip folder holding the metadata file was corrupted while transferring from the mobile phone, or the metadata file has been altered.
Solution	Retransfer the interview from the mobile app and rerun the interview on the CAT.

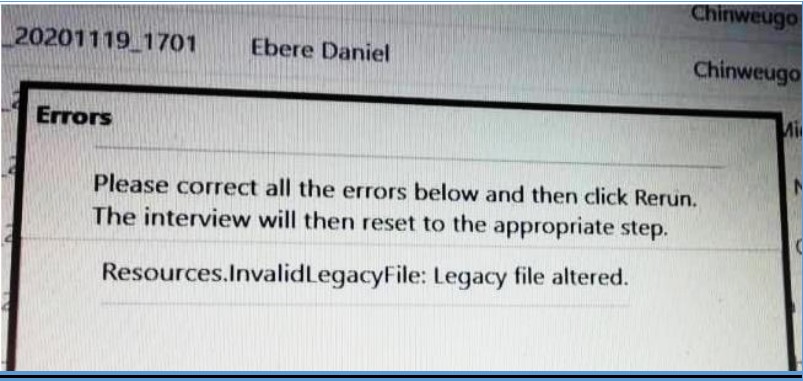
Error 23: No individual with RIN was found in the Legacy file

Error	
Cause	The wrong RIN number was selected when prompted to select the RIN number for the First Ancestor or Informant.
Solution	Open the Legacy file and find the correct RIN number for the First Ancestor and the informant, and then close the Legacy file. Rerun the interview with the correct RIN number added when prompted.

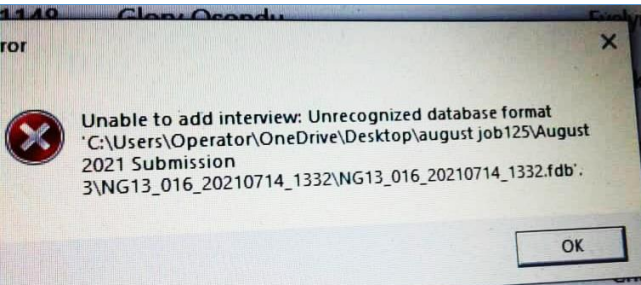
Error 24: No match of name in the mobile app data

Error	
Cause	The names in the metadata do not exactly match those within the Legacy file that were selected with the RIN number.
Solution	<p>Compare the spelling of the First Ancestor and Informant in the metadata file with the spelling in the Legacy file. Correct the spelling in the Legacy file or correct the spelling in the mobile app and retransfer.</p> <p>After verifying that the spelling of the names are correct, rerun the interview again in the CAT.</p> <p><u>NOTE: If there is a blank space before or after the name in the mobile app (or Legacy file) the CAT will come up with the same error.</u></p>

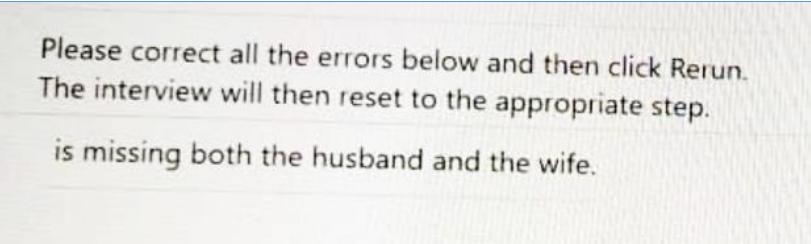
Error 25: Legacy file altered

Error	
Cause	Copying an old interview file and deleting the contents instead of creating a new Legacy file will cause this error.
Solution	Return to the Paper Collection Form and retype the entire pedigree file into legacy. After doing so, replace the Legacy.fdb file with the new Legacy.fdb file and rerun the interview.

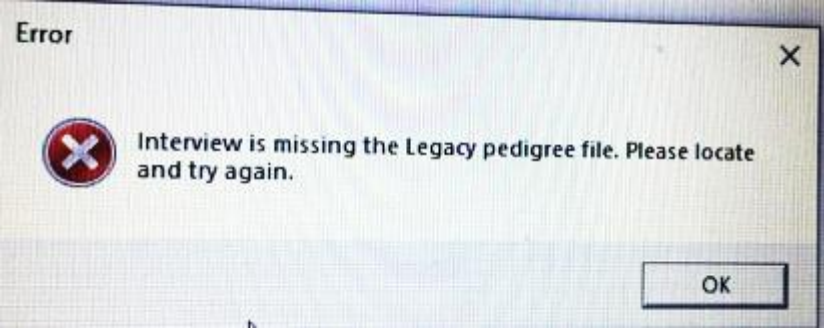
Error 26: Unrecognized database format

Error	
Cause	The Legacy file is corrupt.
Solution	Because this Error is related to the Legacy file being corrupted, there are two ways to fix this problem. <ol style="list-style-type: none">1. Use the steps found at http://support.legacyfamilytree.com/article/AA-00749/o/How-to-Check-Repair-your-family-file.html2. Open a new Legacy file and retype everything on the collection sheet

Error 27: Missing Both the Husband and Wife

Error	
Cause	Individual(s) have become unlinked in your Legacy file.
Solution	Open the Legacy file > Click on View > Marriage List > highlight the Unknown-to-Unknown marriage > Click the Options button and select Remove the Marriage Link. Save the Legacy file and rerun the interview in the CAT.

Error 28: Missing the Legacy pedigree file

Error	
Cause	Legacy file (.FDB) is not located in the same location as the interview's transferred mobile app zip file and Collection Form PDF file.
Solution	Locate the Legacy file and add it to the interview folder.

Error 29: Failed to generate GEDCOM file: Contains “Year, Month, and Day parameters”

Error

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

Failed to generate GEDCOM file: Unable to extract individuals from Legacy file: Year, Month, and Day parameters describe an un-representable DateTime.
at
ContractorAuditTool.Utilities.Audits.GedcomExportAuditor.GenerateContents(FileInfo legacyFile) in E:\Tom\source\repos\contractor-audit-tool\ContractorAuditTool\ContractorAuditTool\Utilities\Audits\GedcomExportAuditor.cs:line 211
at
ContractorAuditTool.Utilities.Audits.GedcomExportAu

Rerun

Save Details

Print Details

Cause

One of the Birth dates, christening dates, or Death Dates contain a non-conventional prefix that the CAT does not allow

Solution

Open the Legacy file, look in the “Index” Section where you can see everyone in the Legacy file.

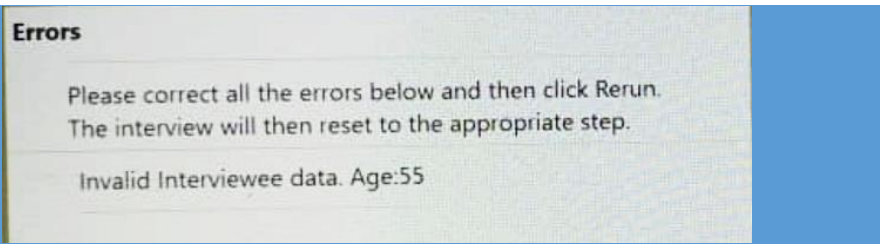
Here is a list of date prefixes CAT **does not** support:

About	Abt
Abt	
A	
After	Aft
Aft	
Before	Bef
Bef	
B	
Between	Between
Bet	
Calculated	Calc
Cal	
Circa	Cir
Cir	
C	
BC	B.C.

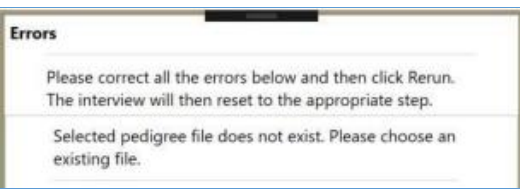
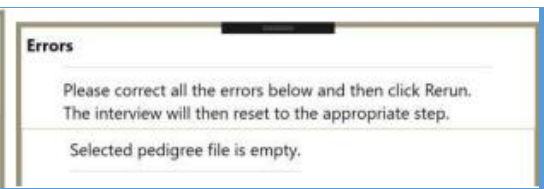
The only supported prefix is EST

Once every date is correct in the legacy file, try adding the interview again and run the interview on the CAT

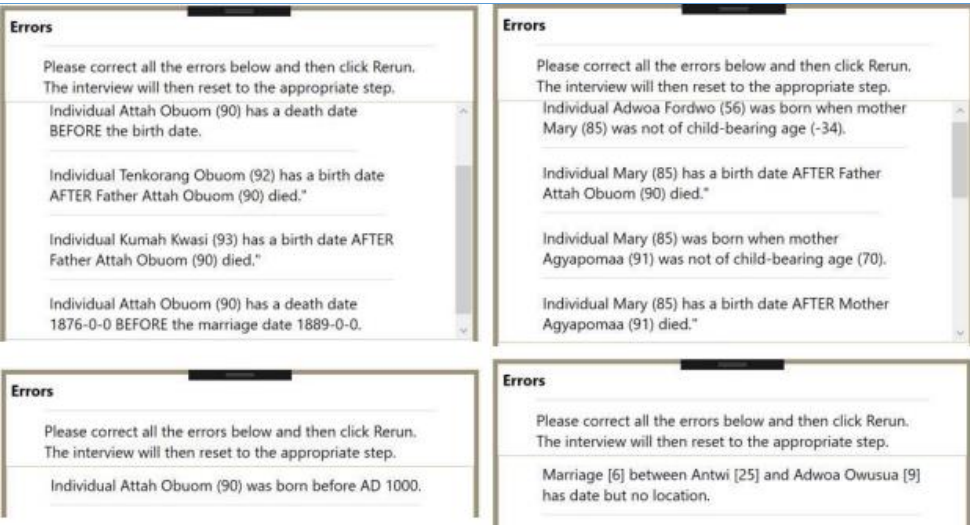
Error 30: Invalid Interviewee Age

Error	
Cause	<p>There are two causes for this problem:</p> <p>First: The phone collecting the interview was not set to the correct date. This causes the Interview files to not be set correctly.</p> <p>Second: The Informant's age was set as the year in the Legacy file causing the CAT to calculate the age as different than what the informant told the field agent.</p>
Solution	<p>For First Cause:</p> <p>Reconduct the interview with the correct date/time.</p> <p>For Second Cause:</p> <p>Open the Legacy file and review the birth year of the informant. If the birth year is correct, Open the interview in the Mobile app and see if the age is correct with the birth date given by the informant.</p>

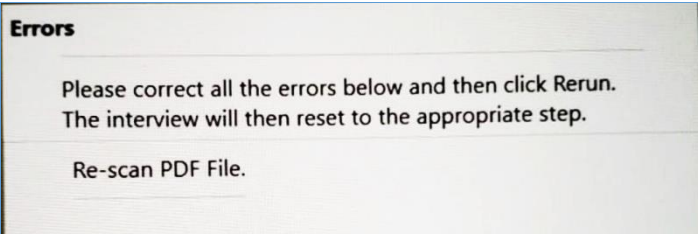
Error 31: Pedigree file does not exist or is empty

Error		
Cause	<p>These error messages will appear if the Legacy file was moved after entering the location into the CAT or if the Legacy file is empty.</p>	
Solution	<p>Make sure the correct and complete Legacy file is in the interview folder and run the interview again.</p>	

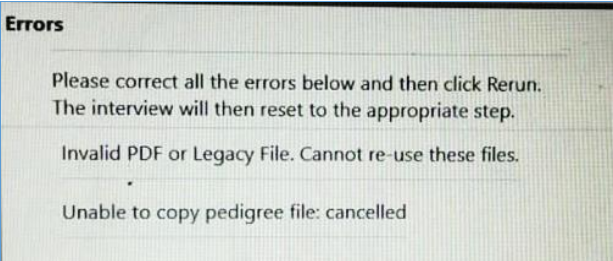
Error 32: Ages are different between parents and children

Error	
	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.
Cause	When adding the birth dates into Legacy, the year was input without an accurate birth year.
Solution	Open the Legacy file and click on Index. Make sure that all the birth dates and death dates are the correct year from the collection form. After correcting the Legacy file, save and close the Legacy file. When the CAT asks you to select the interview zip file again file, the corrected legacy file will be associated with the file.

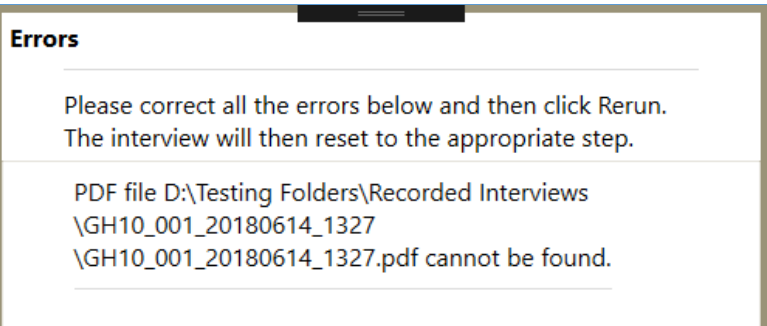
Error 33: Re-scan PDF File

Error	
Cause	While scanning the paper collection form there was a problem with the PDF file creation by the computer.
Solution	Re-scan the paper collection form and replace the PDF in the interview folder. Rerun the interview in the CAT only after the new PDF has replaced the old PDF in the interview folder.

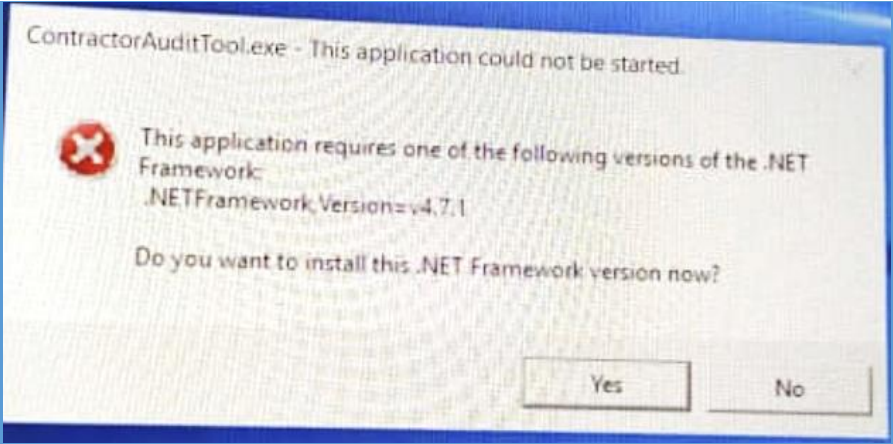
Error 34: Unable to copy pedigree file

Error	 A screenshot of an error message box titled "Errors". The text inside reads: "Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step." followed by a list of errors: "Invalid PDF or Legacy File. Cannot re-use these files." and "Unable to copy pedigree file: cancelled".
Cause	The PDF or Legacy files have already been submitted into the CAT with a previous interview, or the PDF or Legacy files are not named the same as the transferred mobile app zipped file.
Solution	<p>Verify the PDF or Legacy file have not been previously submitted to the CAT with a earlier interview</p> <p>Verify that the PDF filename, and the Legacy file, and the mobile app zipped file are named the same (excluding the file extensions).</p>

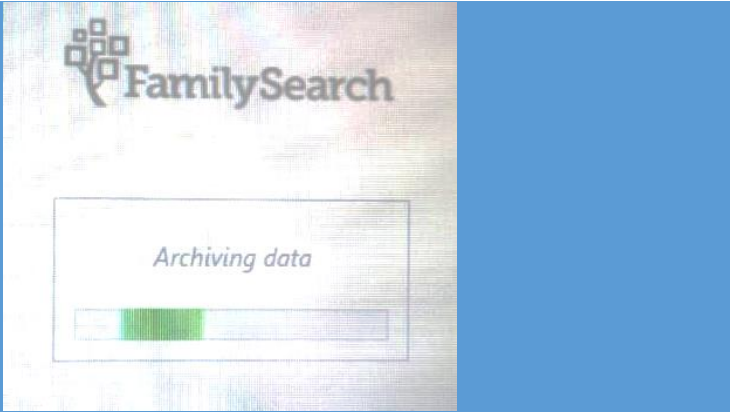
Error 35: PDF cannot be found

Error	 A screenshot of an error message box titled "Errors". The text inside reads: "Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step." followed by a list of errors: "PDF file D:\Testing Folders\Recorded Interviews \GH10_001_20180614_1327 \GH10_001_20180614_1327.pdf cannot be found.".
Cause	The PDF cannot be found in the interview folder or is not named correctly
Solution	Make sure that the scanned pdf is in the same folder as the rest of the interview folders and is named correctly.


Error 36: Install the .NET Framework version

Error	
Cause	The computer is not running the correct Windows software.
Solution	Update your computer to Windows 10 (NOT Windows 7, 8, 9 or 11).

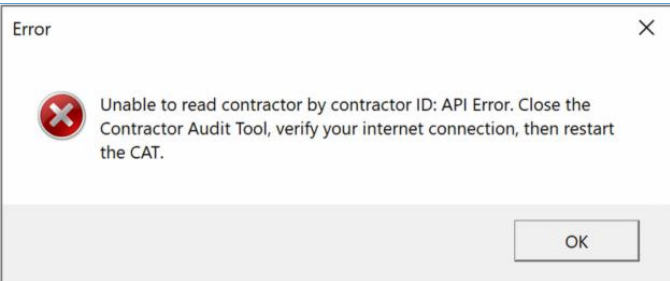
Error 37: CAT Load screen is stuck on Archive or Migrating

Error	
Cause	<p>This problem occurs because one of three things are happening:</p> <ol style="list-style-type: none">1. Your computer is not connecting to the FamilySearch business system.2. Your network connection is not functioning properly.3. A problem occurred with the CAT start up files.
Solution	<p>Reboot your Network connection and reboot your computer. Or connect to a different network and reboot your computer.</p>

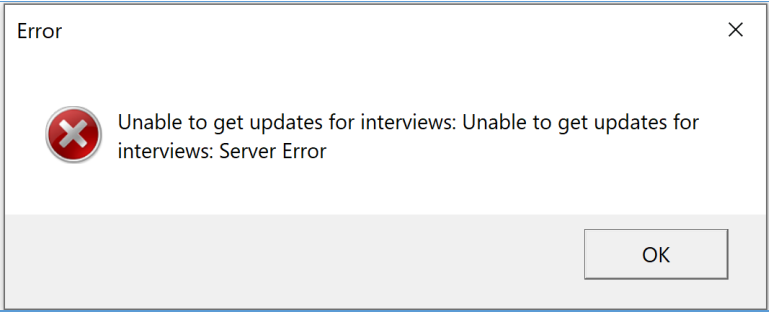
Error 38: Format of the initialization string

Error	
Cause	There is a character in the name of the interview file that is causing the interview to not be added to the CAT.
Solution	Ensure the folder name and all included file names contain only numbers, letters, and underscores “_.”

Error 39: API Error

Error	
Cause	The CAT is not communicating with the FamilySearch business system.
Solution	Follow the instructions on the error screen, ensure you have a good internet connection, and restart your CAT.

Error 40: Unable to get updates for interviews: Server Error

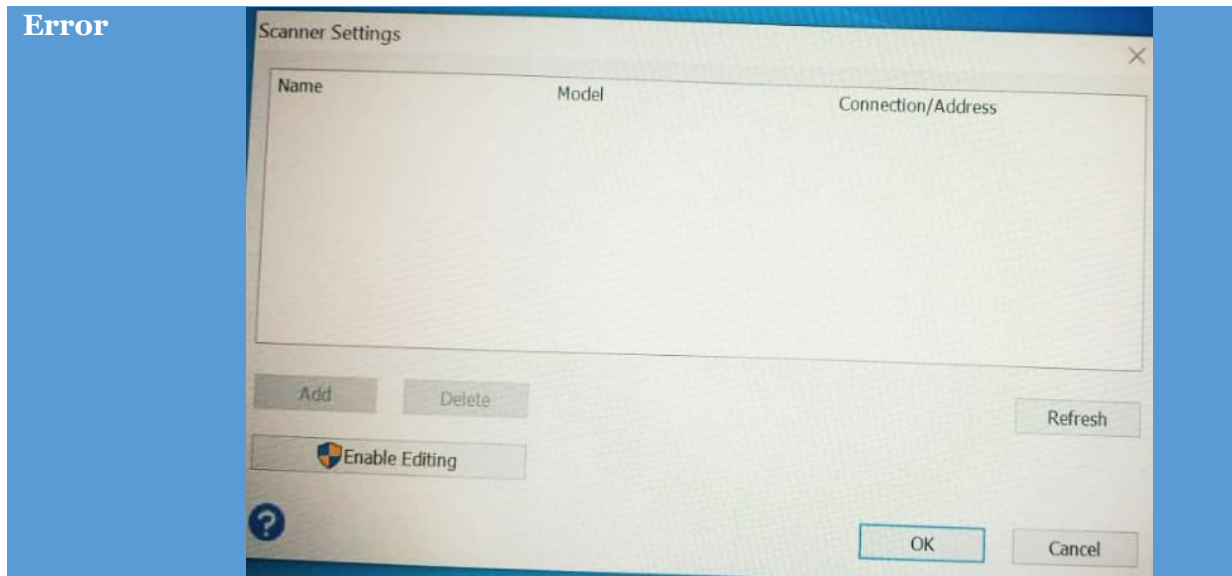
Error	 An error dialog box with a white background and a blue border. It has a title bar with the word "Error" and a close button (X). The main area contains a red circular icon with a white 'X' and the text "Unable to get updates for interviews: Unable to get updates for interviews: Server Error". At the bottom right is an "OK" button. <p>Error</p> <p>Unable to get updates for interviews: Unable to get updates for interviews: Server Error</p> <p>OK</p>
Cause	The CAT is not communicating with the FamilySearch business system.
Solution	Reboot your network and restart your computer and try accessing the CAT again.

C. Legacy

Error	ALL Legacy Family Tree Errors (Legacy 9)
Cause	All errors are unique to Legacy and have numerous troubleshooting methods
Solution	Please refer to the Legacy troubleshooting website: http://support.legacyfamilytree.com/category/11/0/10/Error-Messages-Problems/

D.Scanner

Error 1: Cannot find name or model of scanner



Cause

Selecting the wrong software download for the Scanner given to you by FSI.

Solution

The scanner name can be found on the front of the scanner and will be either **DS 575W**, **DS 575W II**, or **DS 680**.

Make sure you downloaded the correct software and follow the setup instructions found on

https://www.familysearch.org/en/wiki/img_auth.php/7/75/Scanner_Setup.pdf

NOTE: Some computers need to run the 64 bit software and not the 32 bit software.

Acronyms, Abbreviations and Definitions

- A. CAT – Contractor Audit Tool
- B. ROC – Remote Operations Center (Referring to Ghana)
- C. Mobile App – FamilySearch Oral Genealogies Mobile App
- D. PDF – Portable Document Format (Scanned Copy of the Collection Form)
- E. FDB – Family Database (The File Type of the Legacy Files)