



Africa Oral Genealogies & Family Histories Project

Contractor Audit Tool Review/Troubleshooting Guide

CAT Process Summary

1. There are 5 lists of interviews available in the CAT: All, Ready, Issues, In Progress, Payment Requested, and Accepted.

Showing: Issues ▾

- All
- Ready
- Issues
- In Progress
- Payment Requested
- Accepted

2. NOTE: To work on any interview file, you must select it (click on it) to bring up the “Details” box.

FamilySearch Contractor Audit Tool

[Add Interview](#)

Showing: In Progress ▾ Sort by: Date ▾

✓	Date	Interview Folder Name	Interviewer	Interview Region	Interview District	Interview Town	Names Approved	Amount
	2018-05-19	UG04_abatume916@tribaltreeuganda.org_20180519_0405	Batume Augustine	Central	Kayunga	Namulanda	0	\$0.00

Details

Interview Date: 5/19/2018 4:05 AM

Select Interview File

Audit Interview Files Start

Audit Metadata File

Select Pedigree File

Identify First Ancestor and Interviewee

3. When an interview is added, it will appear in the “In Progress” list. The interview line will be gray.
4. When an error message appears, the line turns red and it appears in the “Issues” list. The specific “Details” list will appear indicating the need of a correction. (A summary of possible errors will be found below.)

Date	Interview Folder Name	Interviewer	Interview Region
2018-05-19	UG04_abatume916@tribaltreeuganda.org_20180519_0405	Batume Augustine	Central

Interview Date: 5/19/2018 4:05 AM

Select Interview File

Audit Interview Files

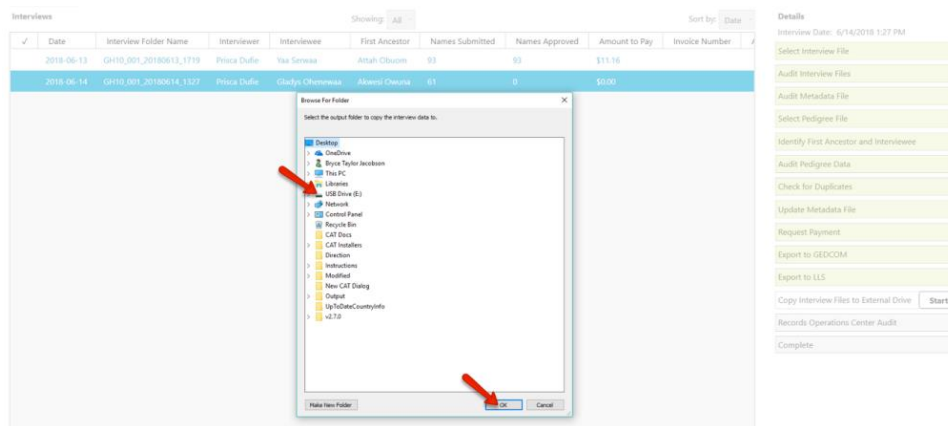
Audit Metadata File

Select Pedigree File

Identify First Ancestor and Interviewee Details

Audit Pedigree Data

5. When an interview has been passed, it will turn blue and is ready to copy to the External Drive. It is then ready to ship to the ROC. NOTE: At this point the Payment Request is submitted. The ROC must receive the submission within 30 days or the payment will be reversed.



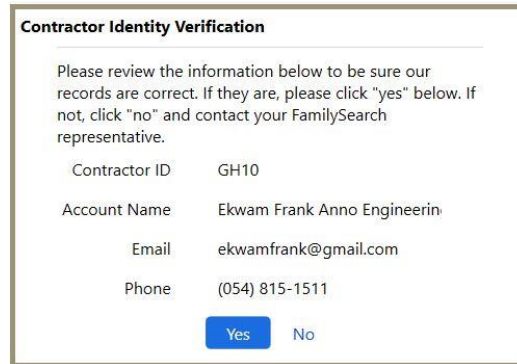
6. When the ROC receives the submission, they will either pass or fail the interview.
 - a. The ROC will complete the audit. If it fails the ROC visual and final duplication audit, you will be notified by email and within the CAT, and you will have 2 weeks to submit a corrected file or the payment will be reversed.
 - b. When the ROC passes the interview, the process is complete, and the interview will turn green.
7. The CAT lists can be sorted by many categories. Click on [Sort by:] and select the category.



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.



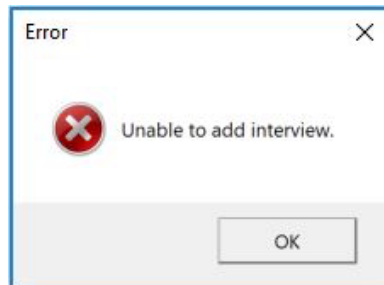
Contractor Identity Verification

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:

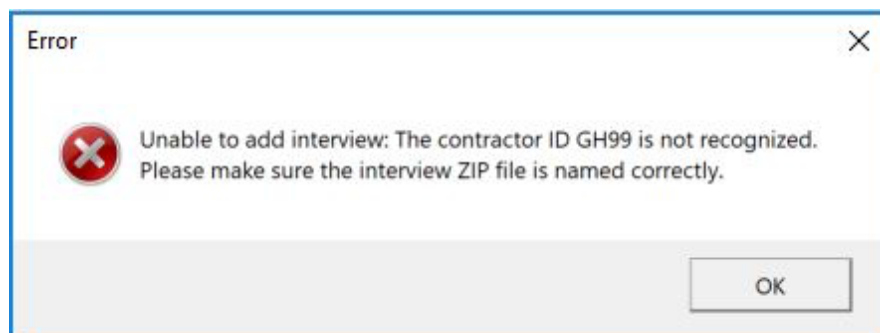
- a. If the Contractor ID or account name are wrong, the interview name is not linked to your account. Make sure that the mobile phone is set up with the correct account information.
- b. If the email or phone number are incorrect, contact your Operations Manager.
- c. Click [OK] and make corrections.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



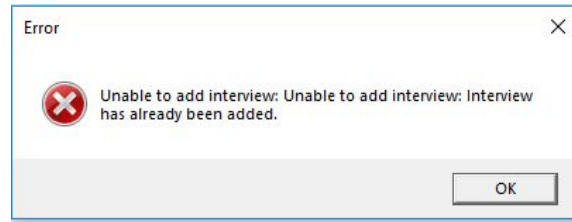
2. ERROR: This error message will appear if the interview is being run through the CAT that is not assigned to that Contractor.

SOLUTION:

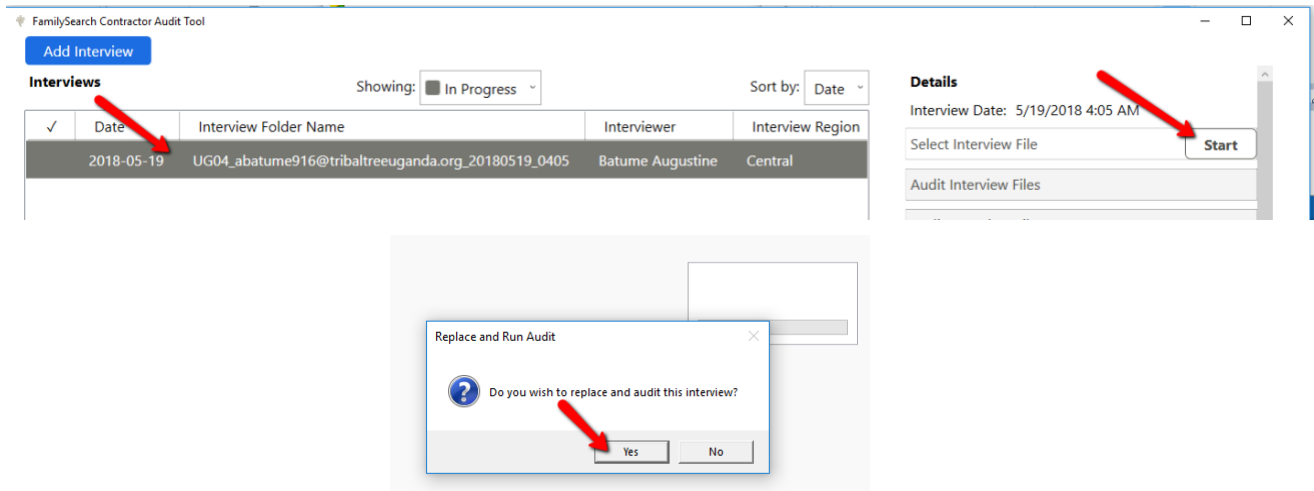
- a. Make sure that the mobile phone is set up with the correct information.



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

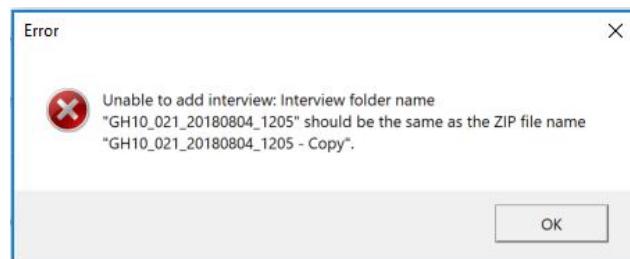


SOLUTION: Do not [Add Interview] to the CAT twice. Find the previously added interview in the CAT "In Progress" list. Select the interview (click on it) and click [Start]. Click [Yes] to re-run the audit.



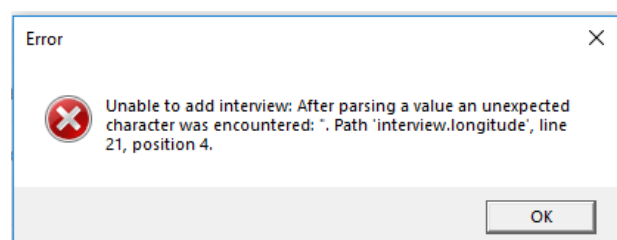
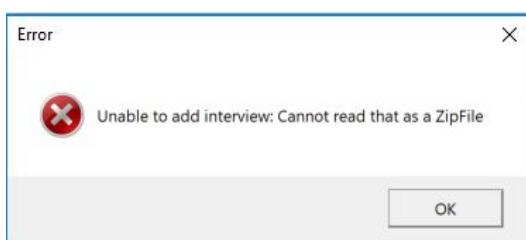
4. ERROR: This error message will appear if the interview folder and the zipped file are not named exactly the same way.

SOLUTION: Correct the spelling and run it again.



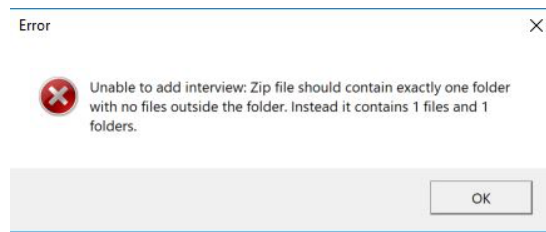
5. ERROR: If anything about the zipped file is corrupted or not formatted correctly, one of these 2 error messages will appear.

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

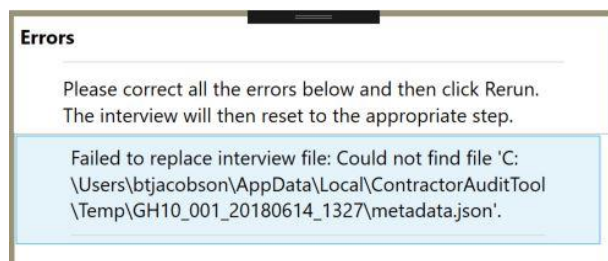
Note: When the following error messages appear:



- 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.



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	Errors
Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step.	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.	Metadata file is missing the interviewee name or age, or the name is incomplete.

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

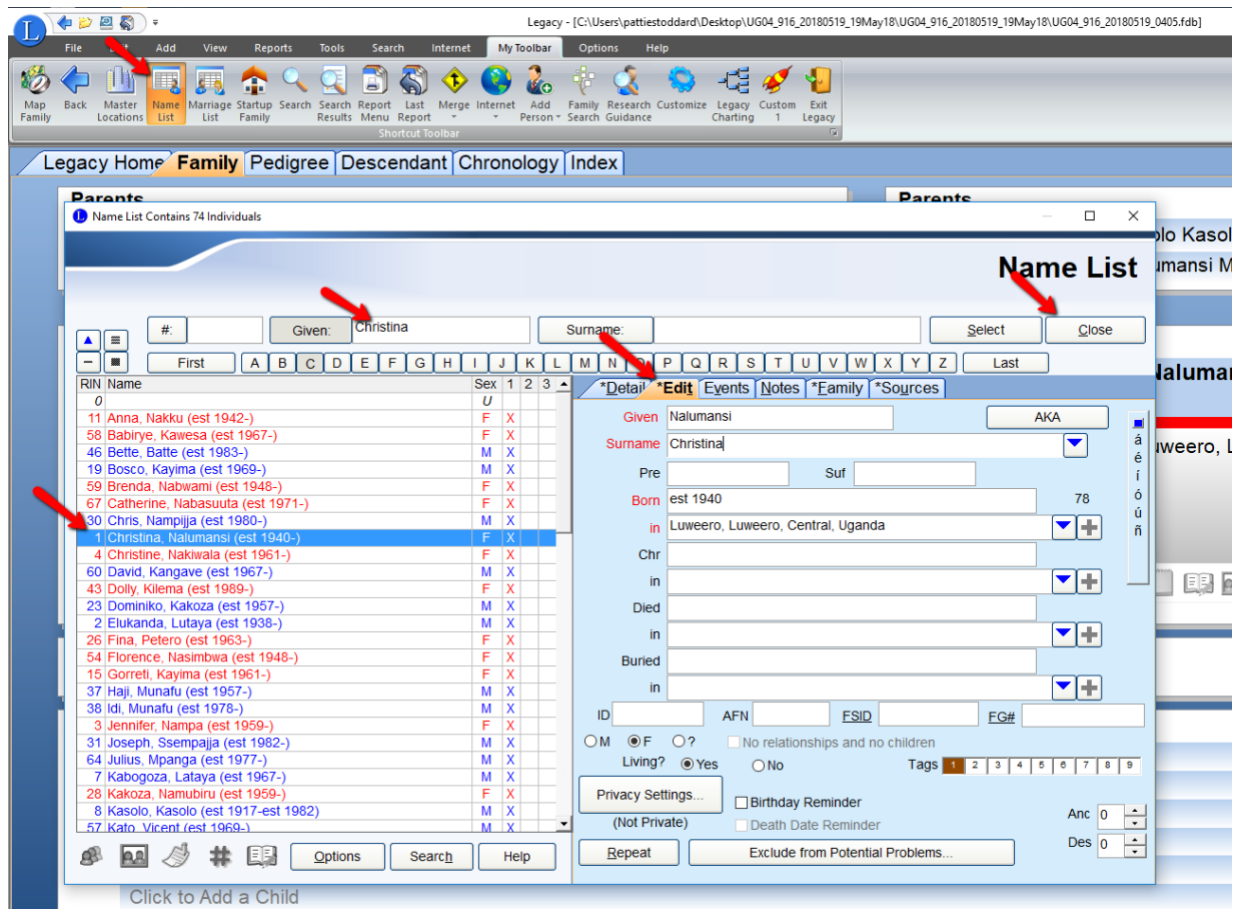
- a. Open the Metadata .json file to find the first and last names of the Informant (Interviewee) or First Ancestor showing the error.

```

    "time": "0405"
  },
  "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.

Errors	Errors
Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step.	Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step.
Selected pedigree file does not exist. Please choose an existing file.	Selected pedigree file is empty.

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	Errors
Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step.	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 Adwoa Fordwo (56) was born when mother Mary (85) was not of child-bearing age (-34).
Individual Tenkorang Obuom (92) has a birth date AFTER Father Attah Obuom (90) died."	Individual Mary (85) 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 Mary (85) was born when mother Agyapomaa (91) was not of child-bearing age (70).
Individual Attah Obuom (90) has a death date 1876-0-0 BEFORE the marriage date 1889-0-0.	Individual Mary (85) has a birth date AFTER Mother Agyapomaa (91) died."

Errors	Errors
Please correct all the errors below and then click Rerun. The interview will then reset to the appropriate step.	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.	Marriage [6] between Antwi [25] and Adwoa Owusua [9] has date but no location.

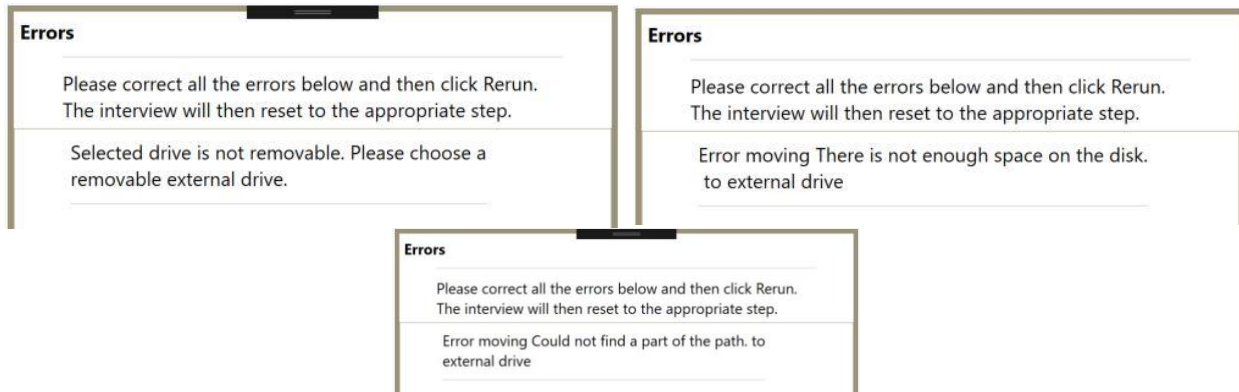
TOPIC: Submission errors

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.

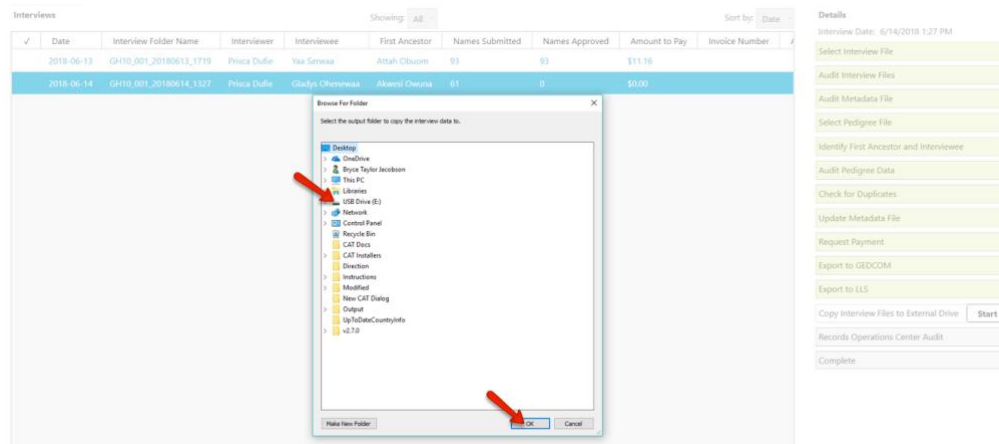
SOLUTION: Connect to the internet and run again.

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.



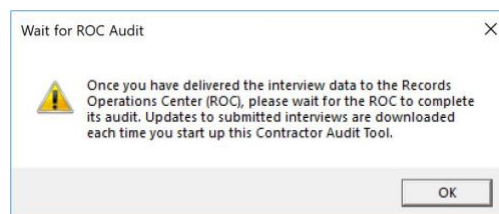
SOLUTION: Copy the interview to a removeable flash drive and run again.



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.

