

Setup Troubleshooting for SedonaX Mobile for Sedonaoffice and Time and Attendance Users

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Sedona-X Mobile has a complicated setup, especially when being used by a SedonaOffice customer who also uses Time and Attendance. When the cause of a Sedona-X Mobile issue is not clear, here is a list of basic setup items to check.

1. Identify what issue is being reported. If there is more than one, isolate the most important issue and focus on that one. The others can be addressed after the first is resolved.
2. Confirm who is having the issue, is it all techs, multiple techs, or a handful of techs.
3. Get the credentials for one tech who is experiencing the issue. If it is a SedonaOffice customer these credentials include the API url, the Sedona-X mobile user login, and the time and attendance (TA) login (if they are using TA).
4. Login to the app as this person and follow the steps they described in order to re-create the issue. If the steps aren't clear, ask the customer to clarify the exact steps they are following, this is sometimes easiest to do over the phone.
5. Once you have confirmed the error, and experienced it yourself, the solution may become clear. This is especially true if the issue was user error.
6. If the issue was not user error and the solution is not clear, the next step is to check if TA is the source of the issue. Do steps 3-5 again, but without the TA credentials. If there is no issue when the TA credentials are removed, look first at the TA setup for the source of the issue.
7. Find the customers TA database in AB Host and login
8. Navigate to the users setup table and select edit on this specific user
9. Make sure the time and attendance and Sedona-X mobile boxes are checked on the user.
10. Navigate to the employees setup table and select edit on this specific employee
11. Make sure the employee is linked to the correct user
12. Make sure the employee is linked to the correct SedonaOffice tech in the drop down in the right side column
13. Make sure there is a pay group selected
14. In the bottom portion, make sure there is at least one paycode listed, and that one of the listed paycodes has the default box checked.
15. While still in TA, navigate to Setup – Services, select test service and make sure the test is successful
16. If the test is successful, check to make sure the database suffix appears at the end of the URL
17. Find the customer's SedonaAPI URL, this is the same URL that was used to login to Sedona-X mobile.
18. Login to their API using our hostadmin credentials, and navigate to the users tab.
19. Find the user you are logging in as and confirm which company the user is assigned to. Is it the correct company?
20. Select edit on the user
21. Confirm that the user is linked to a SedonaOffice employee
22. Confirm Sedona-X mobile is checked for the user
23. If the customer is using TA, make sure TA is checked for the user.
24. Check how their permissions are setup, as well as what role group they are assigned to, in case their issue is being caused by improper permissions.
25. Check the name of the SO employee this API user is tied to.
26. Login to SedonaOffice and check the SO employee setup table for that employee

27. Login to SedonaOffice and check the user setup for that employee. Make sure it exists and is active.
 28. Check the technician/installer setup for that employee. Make sure it exists and is active.
 29. Login to the Sedona-X mobile app and re-create the error
 30. Login to the SedonaAPI and review the logs and API logs for the error you just generated, review the log to see if it identifies the cause of the error
 31. If no error shows in the api, check the log on the Sedona-X mobile device itself to see if an error appears there.
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