Mezzanine Applications

How to check your LocalDB size on the mobile device?

mezzanine
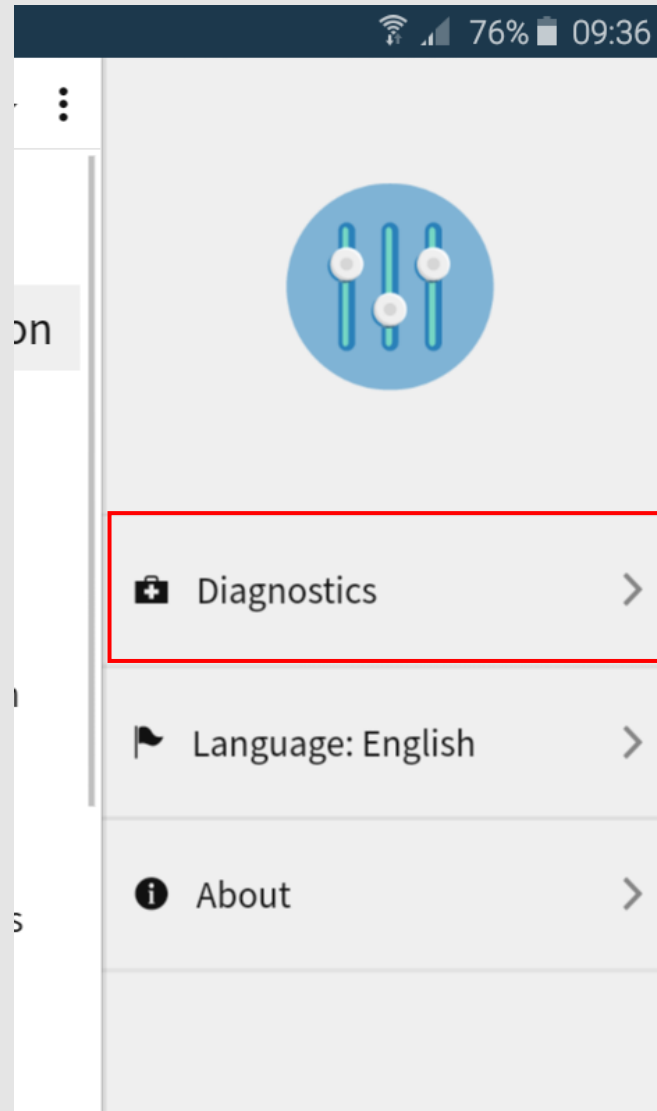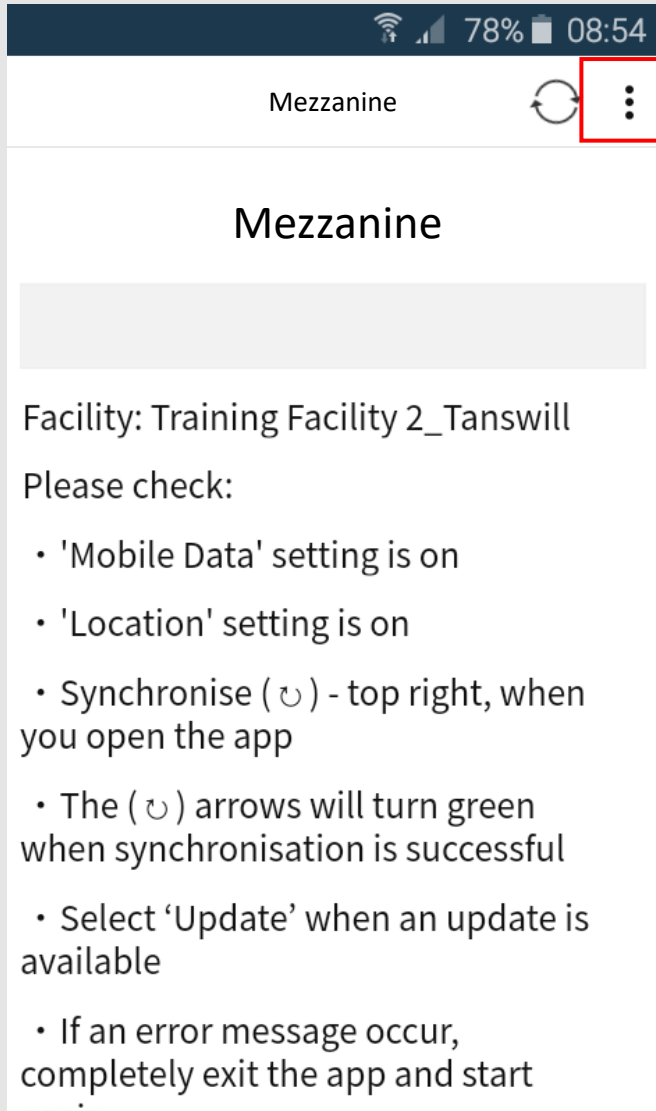creating productive societies

Whenever the Mobile User informs you that they captured data but you are not able to see that on the Web Portal (Helium) and normal sync could not rectify the problem, Follow the steps in this document to ensure that everything stored on the Mobile application are indeed send to the web portal

• Once these steps in this guide are completed the Web Portal user may check to view the data send from the Mobile User's device within a few minutes
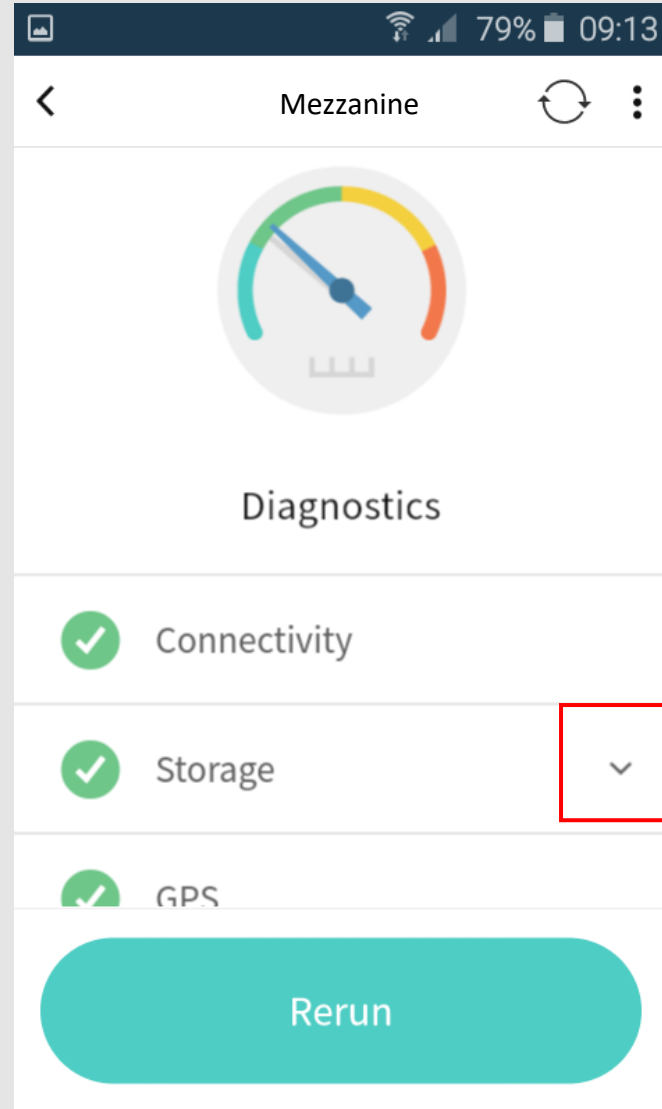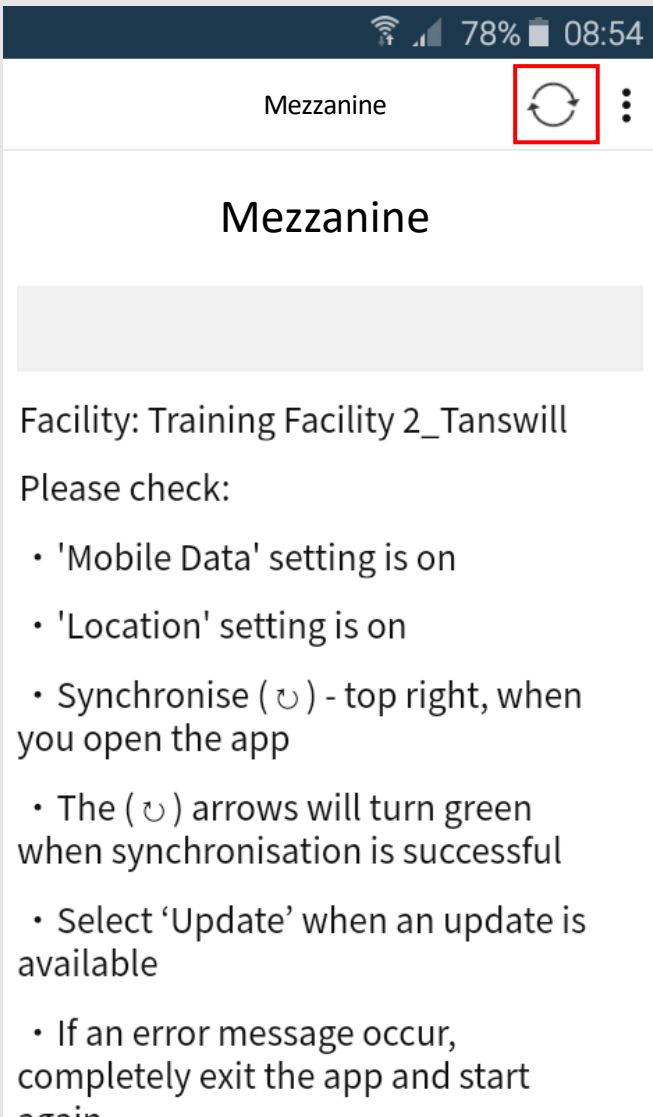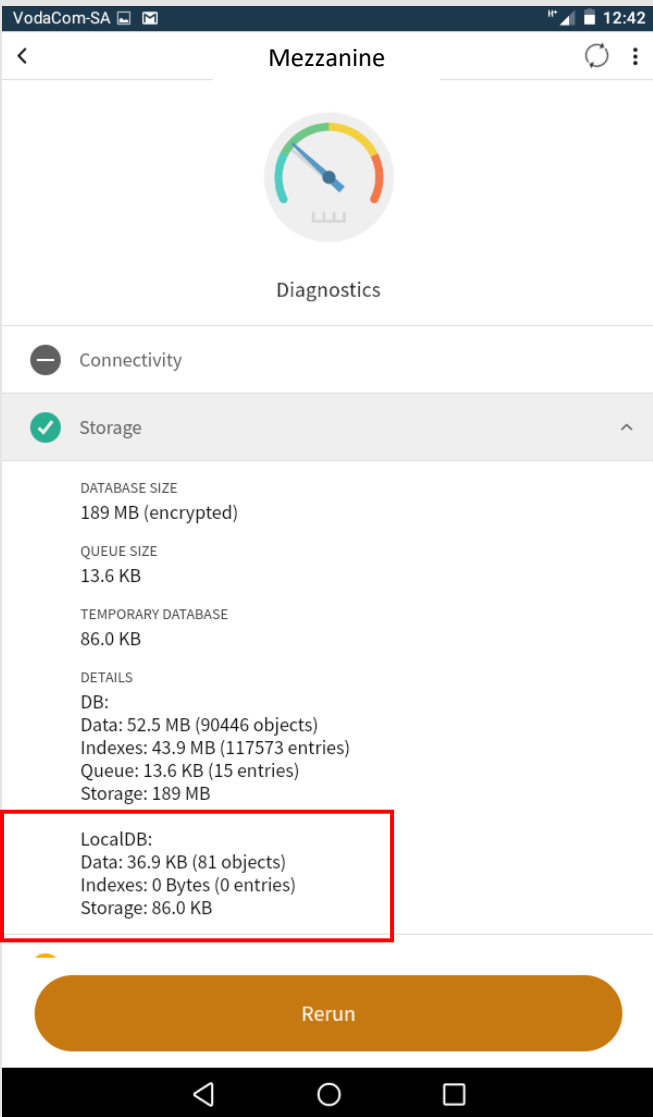
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- Click on the **three dots** at the top right-hand side of the screen.

- Click on **Diagnostics**.

- Next to storage, tap on the **arrow** to open the dialog box.

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Please check:

- 'Mobile Data' setting is on

- 'Location' setting is on

- Synchronise (↻) - top right, when you open the app

- The (↻) arrows will turn green when synchronisation is successful

- Select 'Update' when an update is available

- If an error message occur, completely exit the app and start again
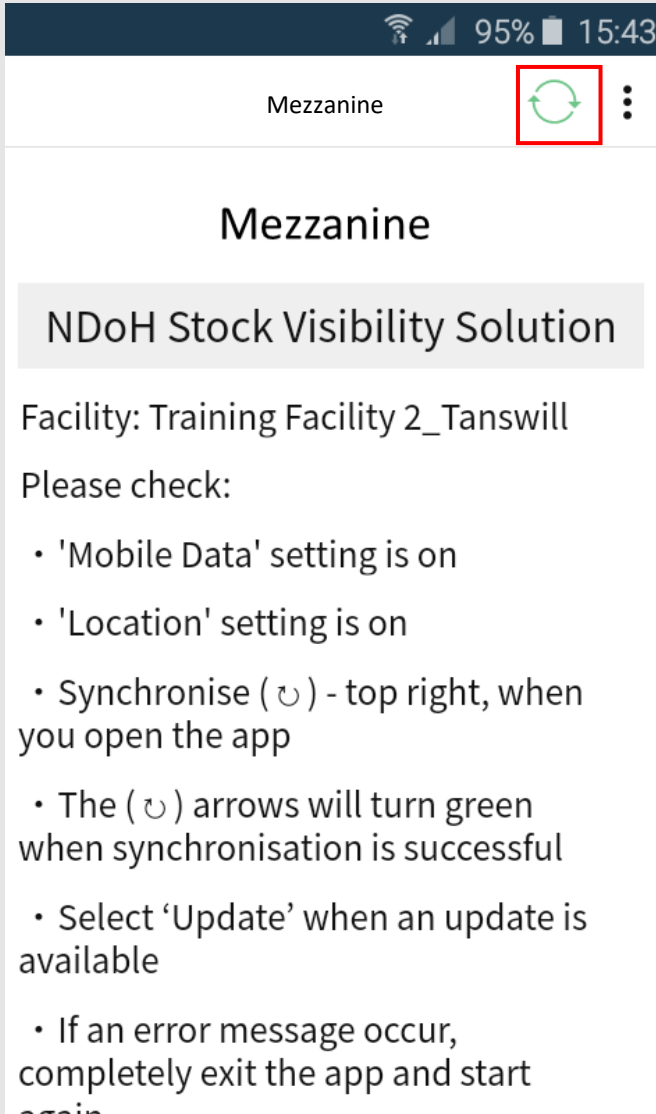
- This is the screen you will see when the **localDB** has not yet been synchronized up to date.

- To synchronize the localDB up to date you need to press on the **sync icon**.

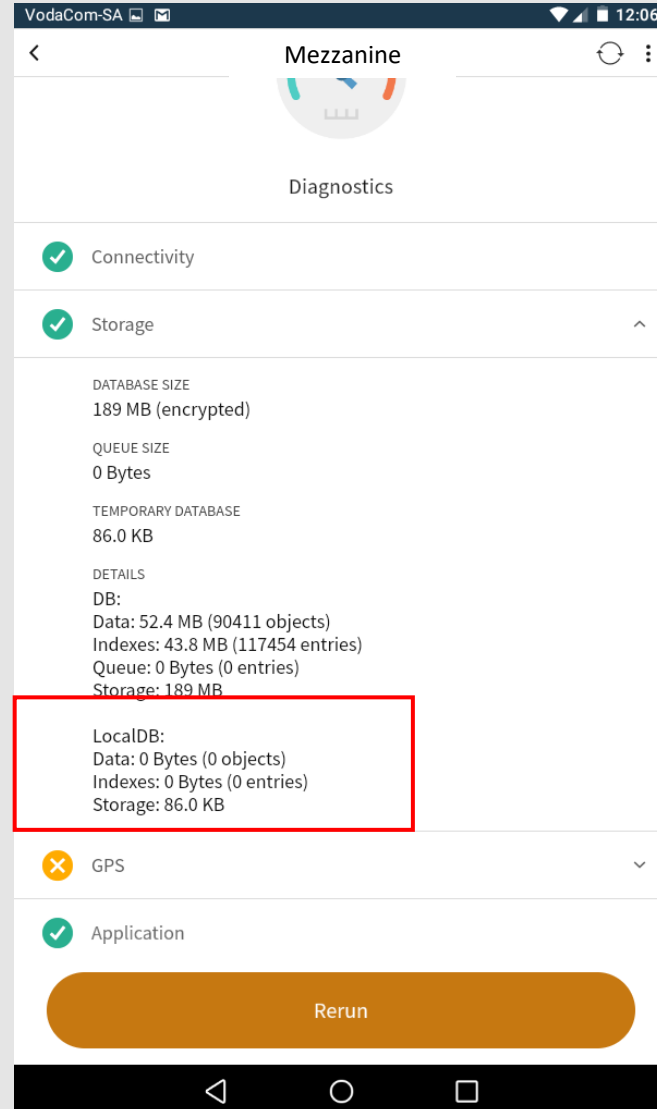- Note: The sync icon will turn **green** when it was synchronizing successfully.

- Once the application have synchronized successfully, you will see that the **localDB** has changed.