infotech®

Mobile Inspector®
VERSION 2.8

Installation Guide

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Contents

Welcome

Thank you for choosing Mobile Inspector® to aid in your field inspection efforts. Mobile Inspector is a progressive web application (PWA), or web app, that allows inspectors to collect information required for a daily work report, including item progress, contractor workforce, photos, and site conditions. This installation guide is intended to help system administrators work with field personnel to install Mobile Inspector on devices used for field sampling support.

Compatible Products

- **+** AASHTOWare Project Construction & Materials™

- **+** AASHTOWare Project FieldManager™ or FieldManager® depending on your license

- **+** AASHTOWare Project SiteManager™

- **+** Appia®

Third-Party GPS Data Collection Software

The Measure Service feature allows users to import measurement data directly from a third-party application into a Mobile Inspector report. This feature is available for AASHTOWare Project and Appia contracts. Measure Service currently works with the following third-party software:

- **+** Trimble® Access™

- **+** Trimble® Siteworks

- **+** Any third-party measuring device software which has been configured to work with Mobile Inspector's interface

For instructions on how to implement Measure Service, see the [Measure Service](#) section of this document, under *Syncing data to Mobile Inspector*.

System Requirements

AASHTOWare Project Construction & Materials

App Version Compatibility Chart

App Version	Process Name	AASHTOWare Project Construction & Materials Version	Bridge Version
Mobile Inspector (PWA)	ODATA Bridge to Mobile Inspector 2 (custom)	4.6	AASHTOWare Project ODATA Bridge 2.1
Mobile Inspector (PWA)	ODATA Bridge to Mobile Inspector 2 (custom)	4.7	AASHTOWare Project ODATA Bridge 3.0
Mobile Inspector (PWA)	ODATA Bridge to Mobile Inspector 2 (custom)	4.8	AASHTOWare Project ODATA Bridge 4.0
Mobile Inspector (PWA)	ODATA Bridge to Mobile Inspector 2 (custom)	4.9	AASHTOWare Project ODATA Bridge 4.9
Mobile Inspector (PWA)	ODATA Bridge to Mobile Inspector 2 (custom)	5.00	AASHTOWare Project ODATA Bridge 5.00

Table 1: Application Compatibility

Note: AASHTOWare Project ODATA Bridge requires users to use ODATA v3.
Note: Beginning with AASHTOWare Project Construction & Materials 4.9 and going forward, the version of ODATA Bridge will match the version of AASHTOWare Project Construction & Materials.

Upgrading Versions of the ODATA Bridge

If you are currently set up with Mobile Inspector and already using ODATA bridge, and you only need to upgrade to another version of ODATA bridge, follow the steps below. If you are upgrading from the native bridge to the ODATA bridge, see the *Upgrading from the native bridge to AASHTOWare Project ODATA Bridge* section of this document.

Note: If you have a scheduled process for ODATA bridge you must disable it before starting the upgrade process, and also ensure it is not currently running.

1. Create a backup folder in the MobileInspectorBridge directory.
   <AWP InstallationFolder>\ProcessesAndUtils\MobileInspectorBridge\Backup
2. Copy all the contents from MobileInspectorBridge folder to the backup folder.
3. Download the new AASHTOWare Project ODATA Bridge.zip package from
   aashtowareproject.org> Downloads > Software Downloads > Product: AASHTOWare Project ODATA Bridge, Download Type: Bridge.
4. Extract the files from the zip.
5. From the installation package, copy all contents **except** the MobileInspectorODataBridge.exe.config from the bin folder to:
   <AWP InstallationFolder>\ProcessesAndUtils\MobileInspectorBridge
6. Open the extracted readme.txt file. If there are any modifications needed for role access rights, they will be listed in the readme.txt. Update the necessary role access rights in AASHTOWare Project.

Note: Be sure to reschedule the process for ODATA bridge that you disabled before installation.

AASHTOWare Project FieldManager

Mobile Inspector works with AASHTOWare Project FieldManager given the following system requirements:

+ FieldManager Bridge 1.8.0.0

+ Microsoft .NET Framework 4.5 +

For instructions about how to implement Mobile Inspector with FieldManager, see:

+ *Interfacing with Infotech Mobile Inspector* in the AASHTOWare Project FieldManager User's Guide. This guide is located in your AASHTOWare Project FieldManager installation package.

+ *Managing Infotech Mobile Inspector within AASHTOWare Project FieldManager*. This guide is located in your AASHTOWare Project FieldManager Bridge installation package.

AASHTOWare Project SiteManager

Mobile Inspector works with AASHTOWare Project SiteManager given the following system requirements:

+ Supported AASHTOWare Project SiteManager client

+ Microsoft .NET Framework 4.5 +

+ Preconfigured (32–bit ODBC) System DSN to SiteManager Database

+ AASHTOWare Project SiteManager Bridge 1.7.0.0

For instructions on how to implement Mobile Inspector with AASHTOWare Project SiteManager, see the AASHTOWare Project SiteManager Bridge Installation Guide. This guide is located in your SiteManager Bridge installation package.

Appia

Mobile Inspector works with all versions of Appia.

Device Requirements

+ For an **Android device**, you will need to use the latest version of Google Chrome.

+ For an **iOS device**, you **must** use Safari only and have iOS 15 or higher.

+ For a **Windows device**, you can use the latest version of Google Chrome or Microsoft Edge.

Installation

After you've confirmed your system and devices are compatible, go to https://mobileinspector.app.

Note: Do not use incognito or private mode on your browser to access Mobile Inspector.

Note: Depending on your agency's policies, you may need to whitelist "mobileinspectorsync.infotechfl.com" and "*.s3.amazonaws.com".

CAUTION: To ensure that no data is lost in the transition from Mobile Inspector (mobile app) to Mobile Inspector PWA (web app), make sure to submit all daily reports (DWRs) prior to ending use of the mobile app. Draft DWRs in the mobile app are NOT transferred to the web app. You must run the native Bridge to Mobile Inspector process after locking your reports in the mobile app to transfer them to AASHTOWare Project Construction & Materials via SYNC.

Note: If you have users who need to upgrade from the Mobile Inspector app to the Mobile Inspector PWA, please refer to the *Tips for Transitioning to Mobile Inspector PWA & ODATA Bridge* document located on aashtowareproject.org and infotechinc.com. If you need product support, see the Support section of this document.

Docking

After installation, dock the Mobile Inspector web app to your device's home screen. This step allows the web app to look and feel like a traditional mobile app.

Docking for Android

1. From Chrome, select the three vertical dots in the upper right corner of the page, then select **Add to Home screen**.
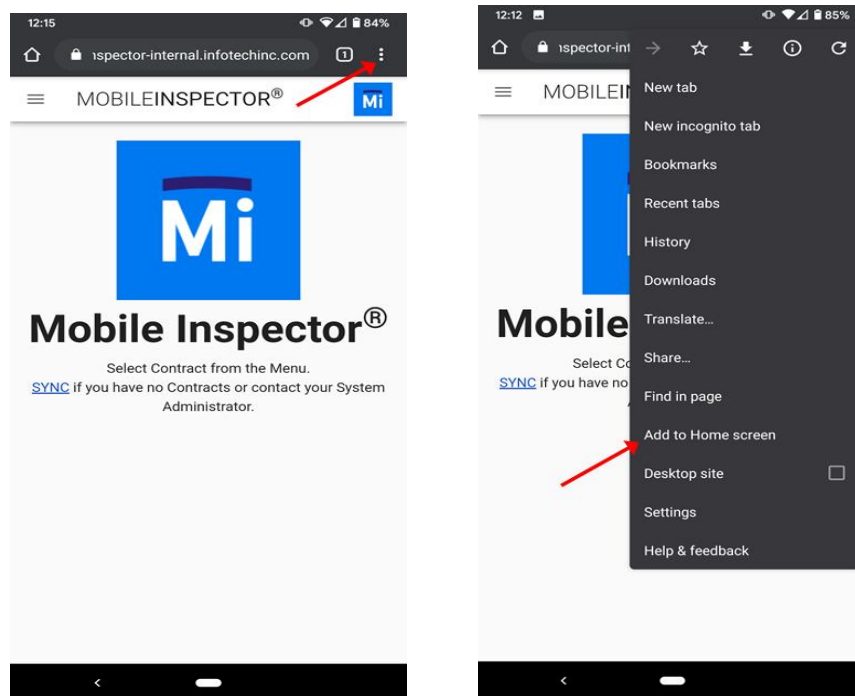
2. From the pop–up window, select **Add**.
   a. If the page doesn't close automatically, it is safe to close it.
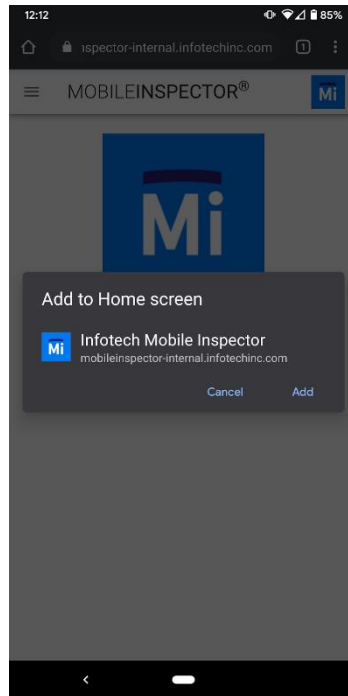
3. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

Docking for iOS

You **MUST** dock the web app to your home screen before registering the device. This step is necessary to ensure data is retained properly.

Note: To avoid losing data, do **NOT** remove the docked instance of Mobile Inspector once you have docked it to your home screen. Users can back up the instance of Mobile Inspector, which will save only the device ID and settings if the user's browser data is cleared.

1. From Safari, click the **Share** button, then select **Add to Home Screen**.
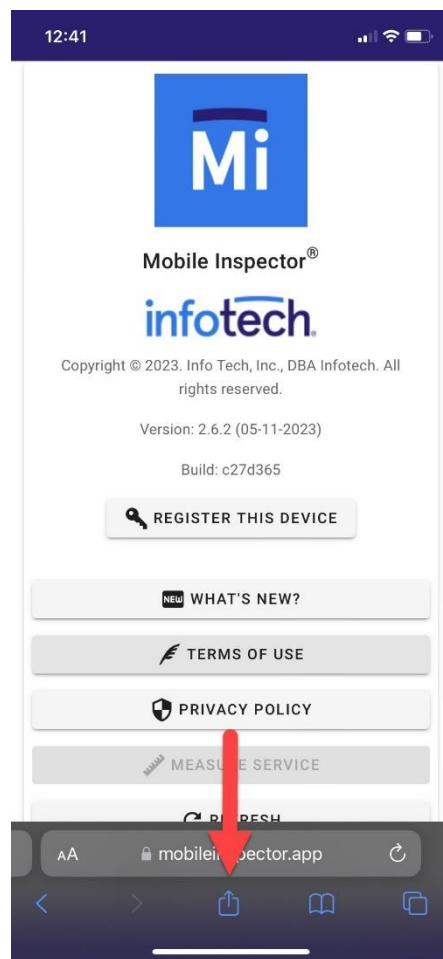
Note: If you don't immediately see **Add to Home Screen**, you might need to scroll vertically on newer iOS devices (shown in left image below) or horizontally on older iOS devices (shown in right image below) to locate this option.

2. A prompt will ask you to confirm the app name. Edit the name if you'd like, then select **Add**.
   a. The browser will close automatically.
3. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

Docking for Windows

Docking for Microsoft Edge

While Microsoft Edge is compatible with Mobile Inspector, it doesn't support docking to the home screen. The following instructions are for Chrome only.

1. From Microsoft Edge, select the three horizontal dots in the upper right corner of the page, then hover your mouse over **Apps**.
2. Select **Install Infotech Mobile Inspector**.
3. In the pop–up window, select **Install**.
4. In the Mobile Inspector pop–up window, select the **Create Desktop Shortcut** checkbox, along with any other settings applicable to you.
5. Select **Allow**.
6. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

Docking for Chrome

1. From Chrome, select the three vertical dots in the upper right corner of the page, then select **Install Infotech Mobile Inspector**.
2. From the pop–up window, select **Install**.
   a. If the page doesn't close automatically, it's safe to close it.
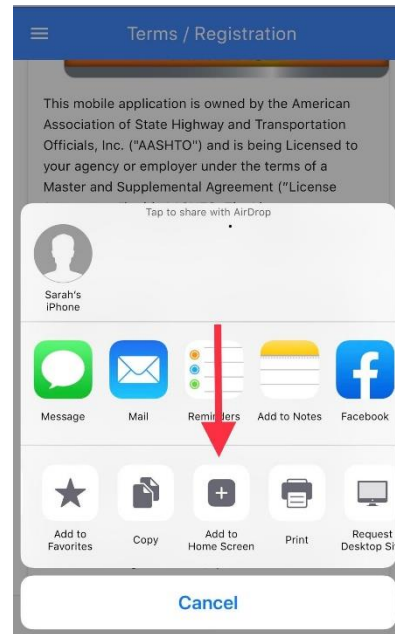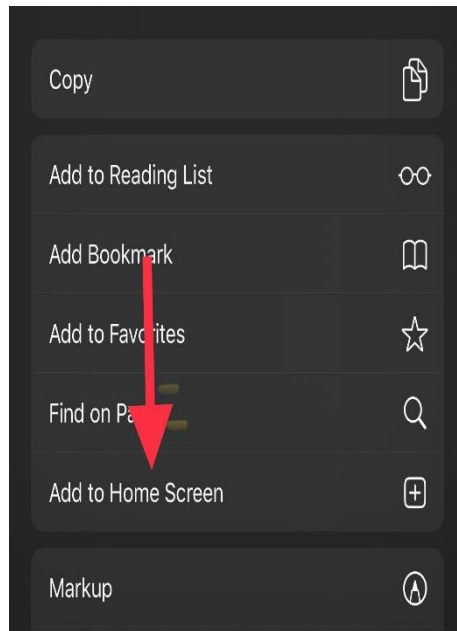3. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

Caution: To avoid losing data when using Chrome or Edge with Mobile Inspector, do **not** clear your browser cache of **all** data. If needed, you can do a targeted clear.

Device Registration

After Mobile Inspector is installed, you will need to register your device so that the application can pass data to your construction management system (CMS), such as AASHTOWare Project Construction & Materials or Appia. This is done through a device ID, which a system administrator will need to associate for each user.

Note: If you are currently in production with a FieldManager, SiteManager, or AASHTOWare Project CMS ID, then you should never generate and register a new CMS ID for the same database. Generating a new CMS ID will lead to data loss.

To register your device after Mobile Inspector is installed, you will need a device ID, which a system administrator will need to associate to each user. Note that there must be only one user per one unique device ID, and the Terms of Use must be accepted before the device can be registered.

CAUTION: If you are using Windows, your mobile inspector Device ID is tied to your Windows logged in user and your Chrome profile. If you change your Chrome profile or log in to Windows as a different user, you may have a different Mobile Inspector Device ID or not be registered at all.

CAUTION: Do not uninstall the app in order to troubleshoot an issue. This can cause unintended consequences, particularly with device IDs and associated data. For more information, see the [Preserving Data in Mobile Inspector](#) section of this document. If you need product support, see the [Support](#) section.

AASHTOWare Project Construction & Materials

1. From the Mobile Inspector home page, select **Register This Device**. The application will automatically assign a unique device ID.
2. Select **Copy Device ID** to save the ID to your clipboard.
3. Open AASHTOWare Project Construction & Materials.
4. Navigate to the User Summary page for the user you want to register.
    a. *Home > System Administration > User > User Summary > Devices*

5. On the **Devices** tab, select **New**.
    a. In the **Device ID** field, paste the ID that you previously saved to your clipboard.
    b. In the **App Name** field, select **Mobile Inspector PWA** from the drop–down menu.
    c. In the **Description** field, you can add a nickname, such as *Tom's iPhone*, to help track which device IDs go with which devices.
    d. Select **Save**.

Appia

1. From the Mobile Inspector home page, select **Register This Device**.
   a. The application will automatically assign a unique device ID.
2. Select **Copy Device ID** to save the ID to your clipboard.
3. Open Appia.
4. From the home page, select **System Mgt**.
5. On the Users page, locate the row for the user you want to register, and select **Devices**.
6. From the Devices page, select **Add**.
   a. In the **Name** field, add a nickname, such as *Tom's iPhone*, to help track which device IDs go with which devices.
   b. In the **Device ID** field, paste the ID that you previously saved to your clipboard.
   c. Select **Save.**

Data Setup for AASHTOWare Project Construction & Materials

Overview

To ensure you have optimal functionality compatible with AASHTOWare Project Construction & Materials, you must use the ODATA Bridge compatible with your current version. All software enhancements for Mobile Inspector work only with ODATA Bridge, including acceptance record functionality. Keep in mind that you must upgrade to ODATA Bridge **before** upgrading to AASHTOWare Project Construction & Materials version 4.5 or later.

The following section is an overview of key points of setup required to upgrade from the native bridge to the ODATA bridge and to use the ODATA bridge. For more detailed information, see the subsequent sections below.

Upgrading From the Native Bridge to AASHTOWare Project ODATA Bridge

+ Prevent duplicate information or data loss when switching from the native bridge to the ODATA bridge

Initial Setup for the ODATA Bridge

+ Assign or create user roles

+ Assign contract specific authority

+ Create integrations for accessing the custom ODATA bridge process

+ Configure and create a custom process

Upgrading From the Native Bridge to AASHTOWare Project ODATA Bridge

Note: If you are already using ODATA bridge and need to upgrade to another ODATA bridge version, see the *Upgrading versions of ODATA bridge* section of this document.

CAUTION: To prevent duplicate information or data loss when switching from the native bridge to the ODATA bridge follow the steps carefully. If you need product support, see the [Support](#) section of this document.

Follow the steps below to upgrade to ODATA Bridge:

1. Ensure you have locked and synced all outstanding DWRs in your Mobile Inspector app.
2. Run the Bridge to Mobile Inspector (base) process.
3. Change the App Name on all agency devices to Mobile Inspector PWA.
4. Re-run the Bridge to Mobile Inspector (base) process to delete all old contracts.
5. After SYNC is cleared, run the ODATA Bridge to Mobile Inspector 2 (custom) process (continue to the next section for setup information).

Initial Setup for the ODATA Bridge

User Roles

You will need to create two custom roles:

+ An Admin role for system-level operations, such as retrieving devices and ContractUserRoleAuthority

+ An Inspector role for device users

These roles provide the minimum access rights for use with Mobile Inspector.

Admin Role

There are two ways to create the Admin role:

1. Use the script "sample-scripts/MobileInspectorAdminRole.sql" as a sample to create a role named "MobileInspectorAdmin".
2. Create a role with ID "MobileInspectorAdmin" and the following permissions:

View access to:

AddNewSmfmiFromDsrMaterial
AddReferenceCrewToACostSheet
ApplyDwrContractTime
ApprovedFacilityProductsReport
ApprovedSourceProductsReport
ArchiveSourceVersion
AssociateFacilityToSml
AssociateProfileToEstimate
AssociateProfileToTask
AssociateSourceToSml
BidHistoryProfileReport
Brands
BridgeToFieldInterviewer
CTAvailableSuspendResumes
CalculateBidBasedPrice
CalculateItemHistoryPrice
CaseData
ConformanceWageDecisions
ContractAdministrativeOffices
ContractItems
ContractListBySubcontractorReport
ContractProjectItemMaterialSetMaterials
ContractProjectItemMaterialSets
ContractProjectItems
ContractProjectWageDecisions
ContractTimes
ContractUserRoleAuthorities
ContractVendorEquipments
ContractVendorPersonnels
ContractVendorStaffs

Contractors
ContractProjects
Contracts
CopyAgencyEntity
CopyAgencyView
CopyAssetsToVendors
CopyBidHistoryProfile
CopyConceptSnapshot
CopyContingencyAssignmentProfile
CopyCostEstimateItemPriceTasksToCostEstimateItem
CopyCostEstimateItemTaskGroup
CopyCostSheetsToCostEstimateItem
CopyDsr
CopyFacilityMaterialCategoriesToFacilities
CopyFacilityMaterialCategoriesToSources
CopyFacilityMaterialsToFacilities
CopyFacilityMaterialsToSources
CopyItemActions
CopyItemFamilyActions
CopyMaintenanceSchedule
CopyMarketArea
CopyMixDesign
CopyProjectSnapshot
CopyRefContractorEvaluation
CopyRefFormula
CopyRefFundPkgToContractFundPkg
CopyRefFundPkgToFundPkg
CopyRefItem
CopyRefItemBidBasedTask
CopyRefItemMaterialSet

CopyRefItemMaterialSets

CopyRefItemPriceTasksToCostEstimateItem

CopyRefItemTaskGroup

CopyRefItemTaskGroupToCostEstimateItemTaskGroup

CopyRefWageDecision

CopyRefWageDecisionModification

CopySourceMaterialCategoriesToFacilities

CopySourceMaterialCategoriesToSources

CopySourceMaterialsToFacilities

CopySourceMaterialsToSources

CopyTransitionProfile

CreateApprovalGroupAssignedRole

CreateCostEstimateSnapshotProcess

CreateNewSampleRecordFromDsrMaterialSmfmi

CreateRefContractorEvaluationNewVersion

CustomMetadata

DWRContractVendorEquipments

DWRContractorPersonnels

DWRContractorStaffs

DWRContractors

DWRStaffRecords

DailyWorkReportRemarks

DailyWorkReports

DbeDirectory

DecisionClasses

DeleteProfileFromTask

DwrContractTimes

DwrItemPostingAttentionFlags

DwrItemPostings

DWRNotes

Employers

EvaluateFormula

ExportAgencyViewData

ExportAgencyViewUsageData

Facilities

FacilityAuthorityHistory

FacilityMaterials

GetFieldsForEntity

ImportCostEstimateReferenceData

ImportDataLoader

ImportRefItemAgencyViews

ImportRefItemMapping

Integrations

IssueData

LicenseKeys

LockDsr

MaterialApprovedSourcesReport

MaterialCategoryApprovedSourcesReport

Materials

OJTByContractAndTradeCategoryReport

OJTEmploymentInformation

RefCodeTableValues

ReferenceEquipments

ReferencePersonnels

RefItemMaterialSets

RefVendorMailingLabels

RefWeathers

RemarkModelMappings

RestrictGlobalSMFMIAuthority

SMFMIAuthorities

SaveFormula

SetGlobalSMFMIAuthority

SourceAuthorityHistory

SourceMaterialFacilityMaterialIdentifications

SourceMaterials

Sources

SubcontractItems

Subcontracts

TestResultsReport

UnLockDsr

UpdateConceptSpecBook

UserInfos

UserRoleOfficeAuthorities

UserRoles

ValidateSampleDate

WageDecisionModificationReport

View and Update access to:

AgencyOptions

UserDevices

Note: If your agency uses custom Workflows, you must give View, Update, and Delete access rights to the ActiveContract Phase for the Mobile Inspector Admin role.

Inspector Role

Note: The permissions for the Inspector role in AASHTOWare Project pass into Mobile Inspector so the users' access to entering data is controlled by the assigned role.

There are two ways to create the Inspector role:

1. Use the script "sample–scripts/MobileInspectorRole.sql" as a sample to create a role named "MobileInspector".
2. Create a role with ID "MobileInspector", the **DWR Inspector** check box selected, and the following permissions:

Note: If you already use a role for your field personnel, you have the option to configure the existing role for the integration. You will need to verify the role has the same minimum permissions listed below.

View access to:
Brands
ReferenceEquipments
ReferencePersonnels

View, Update, and Add access to:
UserFilters

View, Update, and Delete access to:
AgencyEntityInstance

View, Add, Update, and Delete access to:
AttachmentFileData
AttachmentRoles

Attachments*
DWRContractVendorEquipments*
DWRContractorPersonnels*
DWRContractorStaffs*
DWRContractors*
DWRStaffRecords*
DWRNotes*
DailyWorkReportRemarks*
DailyWorkReports
DwrAcceptanceRecords*
DwrContractTimes*
DwrItemPostingAttentionFlags*
DwrItemPostingQuantities*
DwrItemPostings*
DwrWorkItems
RecentActivities

* = You can remove these access rights to configure your Mobile Inspector application. These changes will also apply to AASHTOWare Project if you are using the Mobile Inspector role.

Note: If your agency uses custom Workflows, you must give View, Update, and Delete access rights to the ActiveContract Phase for the Mobile Inspector role.

Contract–specific Authority

Assign users the proper permissions to access records in AASHTOWare Project Construction & Materials by assigning contract–specific authority.

1. Navigate to the Contract Administration Summary page of the contract you want to authorize.
   a. *Home > Construction > Contract Administration > Contract Administration Summary > Contract Authority*
2. On the **Contract Authority** tab, assign users contract–specific authority to the contracts they will need to support while using Mobile Inspector, using the Inspector role. The contracts must be active and have an active main contract time.

   Note: In AASHTOWare Project Construction & Materials 4.2 or later, this can also be done on the Contract Specific Authorities component.

For more information, see *Maintaining Contract Authorities* and *Managing Contract Specific Authorities* in the Web–Based AASHTOWare Project online Help or in the AASHTOWare Project User's Guide for Construction & Materials.

Integrations for the Custom ODATA Bridge

You will need to create two integrations:

+ One that uses the admin role

+ One that uses the inspector role

These will be used by the custom ODATA bridge process to access AASHTOWare Project Construction & Materials.

For more information, see *Using Integrations and the Authorization Model Service* in the AASHTOWare Project System Administration Customization Guide.

1. Create an integration named "MobileInspectorAdmin".
   a. Assign the role MobileInspectorAdmin to the integration.
   b. Select the **Active** check box.
2. Select the integration **MobileInspectorAdmin** and generate the access key.
   a. Make a note of the key for the process configuration later.
3. Create an integration named "MobileInspector".
   a. Assign the role MobileInspector to the integration (or your existing role if you are reusing one).
   b. Select the **Active** check box.
4. Select the integration **MobileInspector** and generate the access key.
   a. Make a note of the key for the process configuration later.

Custom Process

Once the integrations have been created, you will need to configure and create the custom process executable file to the application server.

Configure

The AASHTOWare Project ODATA Bridge.zip package is available on aashtowareproject.org > Downloads > Software Downloads > Product: AASHTOWare Project ODATA Bridge, Download Type: Bridge.

1. Extract the files from the zip.
2. From the installation package, copy all contents from the bin folder to: <AWP InstallationFolder>\ProcessesAndUtils\MobileInspectorBridge
3. Edit the file MobileInspectorODataBridge.exe.config and find the settings below.

   Note: Only the entries between the <value> tags should be changed.

   Note: User configured values, including integration secrets, must be in XML format in the config file. The following characters must be replaced in integration secrets (or any other user configured value):

   > needs to be >
   < needs to be <
   & needs to be &
   ' needs to be '
   " needs to be "

   Example
   <setting name="AMS_AP_ENDPOINT" serializeAs="String">
          <value>https://ap.mydot.gov:8045/AuthModelsHost/AuthModelService.svc/
          </value>
   </setting>

   Settings
   AMS_AP_ENDPOINT:

+ This is the AASHTOWare Project Construction & Materials authorization model service (AMS) URL.

INTEGRATION_APP_NAME: "MobileInspectorAdmin"

+ This is the name of the application integration for Mobile Inspector that is set up in AASHTOWare Project Construction & Materials.

INTEGRATION_SECRET_KEY:

+ This is the secret key that was generated for the MobileInspectorAdmin integration. You made a note of this earlier.

INTEGRATION_USER_NAME: "MobileInspector"

+ This is the name of the application integration for Mobile Inspector that is setup in AASHTOWare Project Construction & Materials and is configured with a limited role for the device users.

INTEGRATION_SECRET_KEY_USER:

+ This is the access key that was generated for the Mobile Inspector integration. You made a note of this earlier.

SYNC_ENDPOINT:

+ This is the SYNC URL. This should be set already and does not need to be changed.

CMS_ID:

+ This is the construction management system (CMS) ID for the AASHTOWare Project Construction & Materials install.

Create

You will need to add a custom process to your agency's instance of AASHTOWare Project Construction & Materials.

For more information, see *Creating a Custom Process* in the Web-Based AASHTOWare Project online Help or in the AASHTOWare Project User's Guide for Construction & Materials.

1. Create the custom process with the following information,

   General tab
   CustomProcessID: OdataBridgeMobileInspector2
   Process Description: ODATA Bridge to Mobile Inspector 2
   FileName: MobileInspectorBridge\MobileInspectorODataBridge.exe
   Entity ID: <blank>
   Output Type: Text

   Parameters tab
   Parameters: [None]

   Note: The text entered in the **Process Description** field is what will appear in the process list on the Execute Process component.

2. Assign permissions to run this process to any roles in AASHTOWare Project Construction & Materials that need it.

   For more information, see *Assigning Custom Process Access Rights to a Role* in the Web-Based AASHTOWare Project online Help or in the AASHTOWare Project User's Guide for Construction or the AASHTOWare Project User's Guide for Materials.

Syncing Data to Mobile Inspector

Syncing is the final step in integrating Mobile Inspector with your construction management system (CMS). Now that you have completed setting up the required data conditions, you will be able to use Mobile Inspector to sync contract data between your device and CMS.

AASHTOWare Project Construction & Materials

You can run the bridge process manually or schedule it to run automatically at regular intervals. The frequency with which this process runs determines how often data is exchanged between Mobile Inspector and AASHTOWare Project Construction & Materials.

1. Open AASHTOWare Project Construction & Materials.
2. From the dashboard, select the **Actions** menu in the upper right corner of the page, then select **Execute Process**. The Execute Process page will open.
3. From the process list, select **ODATA Bridge to Mobile Inspector 2**.

   Important: If you are switching from the native bridge to the ODATA bridge, follow the steps listed in the [Upgrading to AASHTOWare Project ODATA Bridge](#) section above.

   a. To run the process manually, select **Execute**. After **Execute** is selected, the process will run immediately.
   b. To set up a scheduled process, select the **Enable Scheduling** check box. This will allow you to build out your schedule frequency information. Due to run time length of the custom process, a minimum of 10 minutes is recommended as a scheduled frequency. Click the Schedule button to save the new process schedule.

   c. If you have enabled scheduling, the time frame you established will have to expire before the process runs.
4. In Mobile Inspector, select **Menu** (three horizontal lines), then navigate to the SYNC page.

   Note: If you have not yet accepted the Terms of Use and registered your device, you will not be able to navigate to the SYNC page.

5. On the SYNC page, select **SYNC DATA** from the upper right corner of the page.
   a. A pop–up window will display during the SYNC process and disappear once syncing is complete.
6. When you are ready to SYNC locked DWRs from Mobile Inspector to AASHTOWare Project Construction & Materials, select **SYNC DATA** again in Mobile Inspector.
7. The bridge process will need to be run again in order to retrieve data packages from Mobile Inspector. The base bridge and custom ODATA bridge processes can be run manually or through a scheduled process, as discussed above.

   Note: For more information regarding the status of the bridge process, in AASHTOWare Project Construction & Materials, click the **Actions** menu in the upper right corner of the page, then select **Open Process History**. If the process passed, a bridge output log and an error log will be present. If it failed, only an error log will be present.

   Note: If the bridge process is run manually, the process results will automatically display in a new browser tab upon completion. If the custom process has been scheduled, the results will appear in the Process History Overview page of AASHTOWare Project Construction & Materials. The bridge output log will be the best source of information regarding which data was passed to and from Mobile Inspector.

After you have successfully synced, your field personnel are ready to begin using Mobile Inspector. The Mobile Inspector in–app help describes how users can create daily work reports (DWRs) and record field inspection data in the app.

Managing Errored and Rejected Reports

Errored reports are reports that encountered an error in the bridge. Reports with a business rule error are sent back to Draft status and you can correct any issues. Error indicators display for any fields which contain an error so you can easily correct them.

Rejected reports are reports that have been rejected by your agency. Rejected reports are still locked, but Mobile Inspector users are able to unlock them, make changes, and

resubmit reports that have a status of rejected in AASHTOWare Project. Your agency can use DWR Notes to record an explanation of rejection and it will display in Mobile Inspector.

> **Note**: A rejected report in AASHTOWare Project must remain in a status of rejected for the report to be resubmitted by Mobile Inspector.

> **Note**: Resubmitting a rejected report will overwrite any data contained in that report in AASHTOWare Project.

Appia

Daily Reports must be locked in order to send from Mobile Inspector to Appia.
1. Click the **SYNC DATA** button in the upper right corner of the SYNC page.

> **Note**: Standard SYNC functionality in Appia still applies.

Once you have successfully synced, your field personnel are ready to begin using Mobile Inspector.

Measure Service

Mobile Inspector is equipped with the ability to interface with any third-party measuring device software which has been configured to work with Mobile Inspector's interface. The Mobile Inspector Measure Service feature allows users to import measurement data directly from a third-party application into a Mobile Inspector report. This feature is available for contracts in AASHTOWare Project Construction & Materials and Appia.

To enable, navigate to the Mobile Inspector About screen, select **Measure Service**, then click the **Enable Measure Service** toggle button. You can then navigate to your third-party measuring application to fulfill your measurement requests.

Preserving Data in Mobile Inspector

Mobile Inspector persistence requires cache storage, database storage, local storage, and service workers.

+ For an **Android device**, data will be lost if Chrome browser data is cleared globally or on the mobileinspector.app domain.

+ For an iOS device,

  o In a **docked app**, data will be lost if the app is deleted from the home screen.

  o In a **non-docked app**, data will be lost if the Safari browser data is cleared globally or on the mobileinspector.app domain.

Note: If you are upgrading to a new iPhone or iPad, you must lock and sync your data before upgrading. You could also be required to dock a new instance of Mobile Inspector to the new iPhone or iPad and generate a new device ID.

+ For a **Windows device**, data will be lost if the browser data (Chrome, Edge) is cleared globally or on the mobileinspector.app domain.

  Additionally, switching browsers will "lose data" in the sense that the new browser won't have the data from the old browser.

CAUTION: Do not uninstall the app in order to troubleshoot an issue. This can cause unintended consequences, particularly with device IDs and associated data. If you need product support, see the [Support](#) section of this document.

Backing Up and Restoring Databases

Field Manager and SiteManager

If you are backing up a database to spin up a test site and you do not clear the Bridge ID and SYNC password from the database on your test site, you may have information that unexpectedly goes to both sites. A common mistake is having the same CMS ID on two different databases, which will require Infotech Customer Support effort to restore that data. To avoid issues when duplicating a database, it is **critical** that you ensure the production bridge is pointed at the production database, the test bridge is pointed at the test database, and the Bridge ID and SYNC password are different between the two sites.

CAUTION: To avoid the possibility of missing reports, when you are restoring two similar databases (test to test, production to production), make sure that the CMS ID on the new database matches the database you are restoring from.

AASHTOWare Project

AASHTOWare Project stores the CMS IDs in config files and in the registry. The SYNC password is stored in Agency Options. When replacing an existing AASHTOWare Project system, you must be sure that your CMS ID matches the previous system. Please reference the *Match the CMS ID to the Mobile Applications Bridge* section of the *AASHTOWare Project Installation Instructions* to understand how to maintain the CMS ID from your previous system.

When you are setting up at test system of your production data, please carefully follow the steps below:
1. Backup your database.
2. Restore the backed up database to your new system.
3. Register the CMS ID that was generated on the install with Infotech.
4. On the test system, clear the Sync Service Password agency option.
5. To avoid confusion with duplicate contracts on a device, you should remove all mobile inspector device IDs and contract specific contract authority from the test system.
6. Run the bridge on the test system. The system will set a new Sync Service Password in Agency Options.

Support

+ For users of:

    o   AASHTOWare Project Construction & Materials

    o   AASHTOWare Project FieldManager

    o   AASHTOWare Project SiteManager

Hours: Monday–Friday 8:30 a.m. – 8:00 p.m. Eastern Time
Email: customer.support@infotechinc.com
Phone: (844) 915–2655

+ For users of:

    o   Appia

Hours: Monday–Friday 7:00 a.m. – 8:00 p.m. Eastern Time
Email: support@appia.net
Phone: (888) 352–2439

+ For all users:
Fax: (888) 971–4191

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