Cheetah Mobile App Troubleshooting Guide

The pages in this guide will help users experiencing issues with the Cheetah Mobile app. Please view the below section overviews to find the solution you're looking for.

Troubleshooting Driver Mobile App Issues

Use these pages to troubleshoot issues your drivers are having in the mobile app. The issues outlined are:

1. Login Error: Invalid PIN (VehicleID)
2. Login Warning: Download: No Routes Found
3. Logout Error: Taking Pictures

Solutions for Getting Kicked from Mobile App

Use this page to regain access to mobile app if users are consistently getting kicked out.

1. Is the phone out of storage space?
2. Have the permissions changed?
3. Are there any pending device software updates?

Clearing the Cache

Use this page to clear cache if users are running in to the following issues:

1. Phone is getting alerted for "Permission Controller" notifications.
2. When opening the Cheetah App, the "Draw over other apps" settings menu appears.
3. When exiting that menu, an error pops up that says "Exit Cheetah Mobile !!! MISSING PERMISSIONS."

Cheetah Mobile Reset/Re-Register Guide

At times, Cheetah support may advice users to reset or re-register their devices to troubleshoot an issue or to pick up a configuration. These instructions will help users complete the following:

1. Reset the Cheetah Mobile Application: Performing the 9999 reset
2. Registering the Cheetah Mobile Application: Registering the device with Cheetah servers

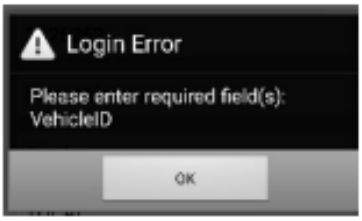
Troubleshooting Driver Mobile App Issues

Use this guide to troubleshoot issues your drivers are having in the Mobile App. The issues outlined are:

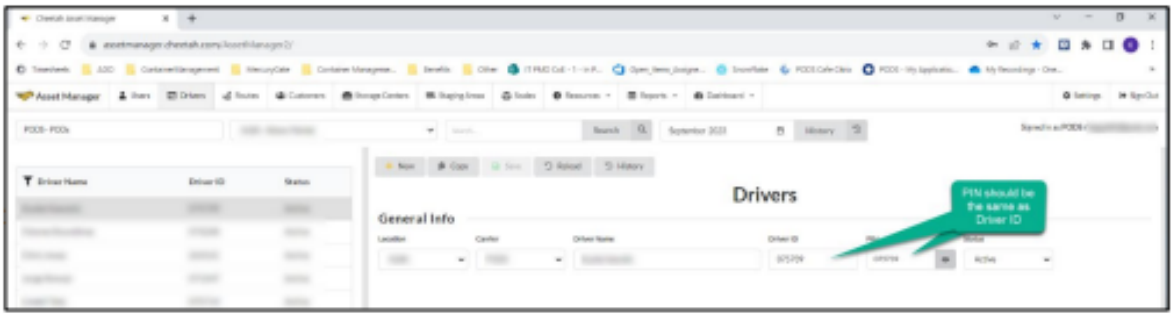
1. **Login Error:** Invalid PIN (VehicleID)
2. **Login Warning:** Download: No Routes Found
3. **Logout Error:** Taking Pictures

Login Error: Invalid PIN (VehicleID)

If a driver recevies an invalid PIN error, check, and if necessary, fix the PIN.



1. Log into Asset Manager and check to make sure the driver PIN is correct. The PIN should be the same as the Driver ID.



2. If the PIN and Driver ID are not the same, correct the information. The PIN and Driver ID is the (UKG) Payroll ID in RBMS minus the leading 1.

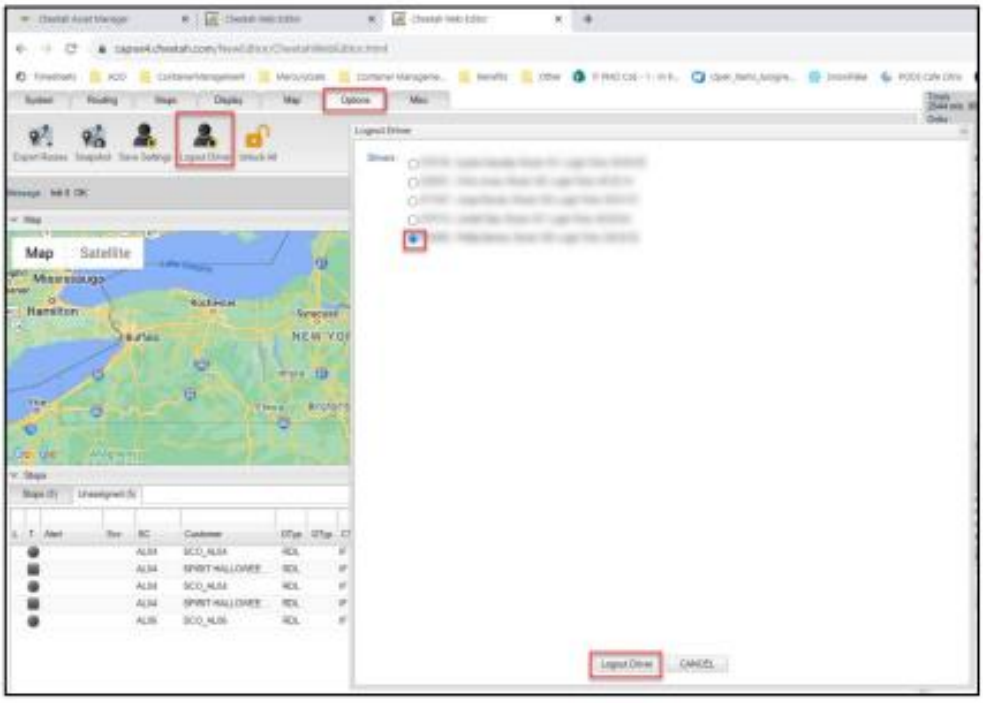
Troubleshooting Driver Mobile App Issues

Login Warning: Download: No routes found

If a driver receives an invalid PIN error, check, and if necessary, fix the PIN.



1. Check in Web Editor to confirm the driver is assigned a route for that day.
2. If a route is assigned:
    a. Click on the Options TAB
    b. Choose Logout Driver to check if the driver is still logged in from the previous day.
    c. If they are still logged in from the previous day, select their name and click Logout Driver.



Login Warning: Download: No routes found

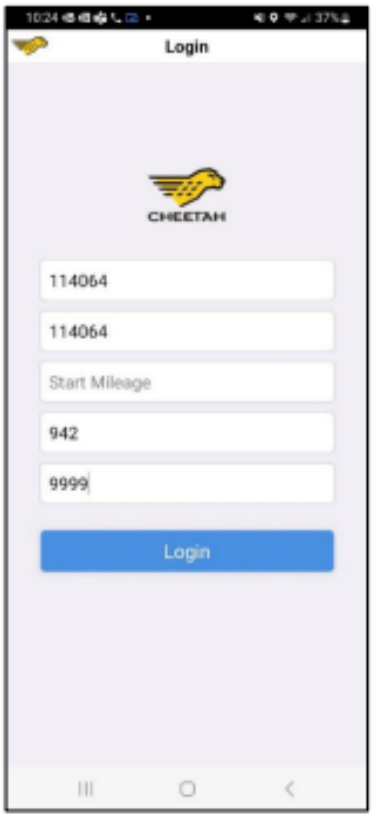
If a driver is getting logged out when taking pictures, there are three items to check to resolve the issue.

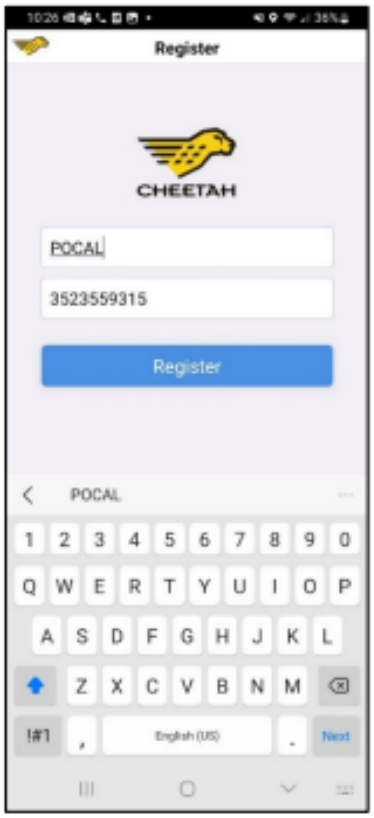
1. **No Storage Space:** The Cheetah app stores images locally before sending them to the server. If there is no available space, that process can't occur. Delete all photos from the device's library to clear space.

2. **Permissions Changed:** Review the App Info for the Cheetah application (long-press on the Cheetah mobile app icon and click the i button on the top right of the pop-up screen). Have any permissions been revoked that would prevent the app from taking and storing photos?

3. **Pending Device Software Updates:** If there are any pending updates, install the updates and restart the device.

Tip: If the steps above do not fix the issue, reset the Cheetah Mobile app by entering 9999 in the Market field and pressing Login. Then re-register the Mobile app by entering P&Market (i.e. POCAL) and pressing Register.





Cheetah Mobile App: Solutions for Getting Kicked Out

Are your drivers getting kicked out of the Cheetah mobile app? If so, there are three items that you'll want to check to resolve the issue.

1. **Is the phone out of storage space?** The Cheetah app stores images locally before sending to the server. If there is no available space, that process can't occur. Please delete photos from the device's library to clear space.

2. **Have the permissions changed?** Review the App Info for the Cheetah application (long-press on the Cheetah mobile app icon and click the i button on the top right of the pop-up screen). Have any permissions been revoked that would prevent the app from taking and storing photos?

3. **Are there any pending device software updates?** If there are any pending updates, install the updates and restart the device.

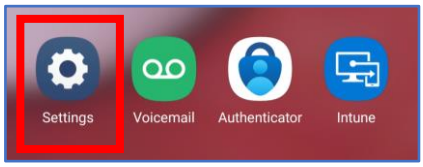
Cheetah Mobile App: Clear Cache

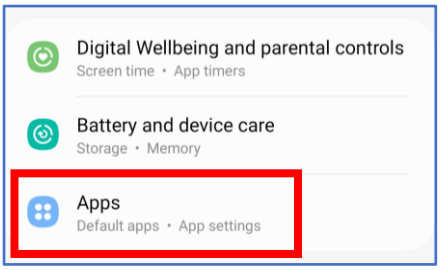
PODS Cell Phone Issues

- Phone is getting alerted for “Permission Controller” notifications.
- When opening the Cheetah App, the “Draw over other apps” settings menu appears.
- When exiting that menu, an error pops up that says "Exit Cheetah Mobile !!! - MISSING PERMISSIONS."

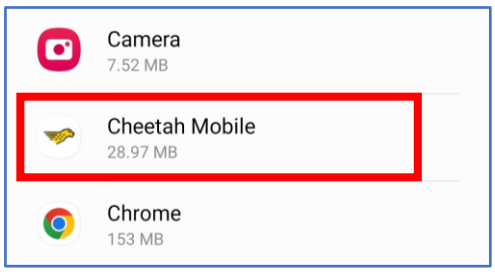
Solution: Clear Cache on Cell Phone

- Step 1: Go to **Settings** and then **Apps**

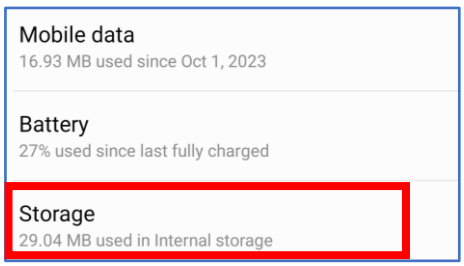


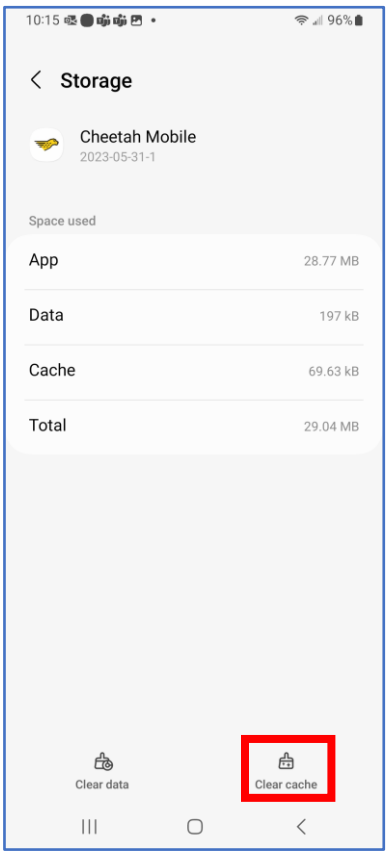


- Step 2: Find **Cheetah Mobile** App



- Step 3: Go to **Storage** and click on **Clear Cache**





- Step 4: Restart the phone

At times, Cheetah support may advise users to Reset/Re-register their devices to troubleshoot an issue or to pick up a configuration change. It is also used by dispatch when a device moves to a different terminal/location and needs to be registered under that terminal's Cheetah Key.

Step One is resetting the application through a 9999 reset. Step Two is Re-registering using the appropriate Cheetah Mobile Key.

Resetting the Cheetah Mobile Application

Performing the 9999 reset

If the application is going to be re-registered to the same terminal/location, make sure to write down the key in step 4 prior to deleting it.

1. Starting at the device home screen, locate and tap the **Cheetah Mobile** icon from the Applications list to launch the application.
2. Proceed past the Cheetah Mobile splash screen and Warning screen.
3. On the Cheetah Mobile **Login screen**, tap in the **Key field**.
4. **Delete** the current Key, then replace it with **9999**.
5. Tap the **Login** button (don't worry about the other fields on the screen… i.e. Driver ID, Pin, etc).
6. A message will display "Confirm Reset – Are you sure that you want to reset?" Tap the **OK** button.
7. The application will exit and the device home screen will be displayed.

Registering the Cheetah Mobile Application

Registering the device with Cheetah servers

Contact Dispatch to obtain the appropriate Location Specific registration key. This will be needed in Step 5 below when registering.

1. Starting at the device home screen, locate and tap the **Cheetah Mobile** icon from the Applications list to launch the application.
2. At the Cheetah Mobile splash screen, tap or swipe the screen to continue.
3. At the Warning screen, tap the check box then tap Accept to agree to the statement.
4. The **Register screen** is displayed.
5. Tap the **Key** field and enter the registration key associated with your location.
6. Tap the **Register** button.
7. The Login screen is displayed.
8. Log in using assigned credentials to begin working or tap the Back key to exit Cheetah Mobile.