PackageTracker Android app troubleshooting

Scott Leonard - 2023-03-22 - PackageTracker

. Sync button: This is the double-round-arrow in the blue bar at the top of the main screen to the left of "Last Downloaded".

2. Lower right, ... More button, Sync Master Database.

3. Clear app cache. See below in Related Pages for Wasp's article about clearing app cache.

4. Check Mobile Errors for problems in the web interface (on a PC, not the mobile device). If there are errors, you can check the error's box, then click the Edit button above (document with blue pencil) to examine the data for the package, make corrections, then save. If the Save button doesn't become active after making a change, look out for a bolded field name, indicating a required field.

5. How to email the device log file for PackageTracker:

Not logged in, at sign-in screen: At upper right, tap i button, Share logs, paper airplane button to send.

Logged in: Lower right, ... More button, Share logs, paper airplane button to send.

6. I pinched on the login screen, and now it's asking for a Server URL. What do I put there?
a. This can be reset by going to App Settings, PackageTracker, then clear the storage and cache.
b. Or you can enter http://tracker.waspbarcode.com/Services/PTServiceM.svc

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