



# How To:

## Troubleshoot the Cloud Drive

**This How To article will help you troubleshoot a few of the common issues with the Cloud Drive.**

For a complete list of available How To documents visit the Support section of our website: [www.palm-tech.com/support/](http://www.palm-tech.com/support/)

# HOW TO: TROUBLESHOOT THE CLOUD DRIVE

---

**Below are some common issues with the Palm-Tech cloud drive.**

- A.** Error message: 'Unable to Login. Please verify your entries.'
- B.** You enter your login credentials and tap 'Continue' or 'Test Connection', but nothing happens
- C.** You get a message saying you are not entering the Inspector Name correctly
- D.** You try to upload a file, but you get a message saying your cloud drive is full
- E.** You try to upload a file, but get an error message saying to please make a change in the inspection and try again

**A. Error message: 'Unable to Login. Please verify your entries.'**

1. This is an error message that you may see after entering your username and password for the cloud.
2. This means that the username or password was entered incorrectly. Keep in mind that the login information is case-sensitive, so you'll need to enter both the username and password exactly as they appear in the setup email you received from Palm-Tech. Sometimes it's easiest to copy and paste from the setup email.
3. Be sure there are no extra spaces before or after each entry.

**B. You enter your login credentials and tap 'Continue' or 'Test Connection', but nothing happens**

1. This is typically caused by your device not being connected to the internet.
2. Be sure that you have a solid connection with either a data connection or wifi connection.
3. For the best connection possible, we recommend not using public wifi like you would see in a restaurant or coffee shop because you may not be getting a full connection.

**C. You get a message saying you are not entering the Inspector Name correctly**

1. After first entering your username and password on the app, you will be prompted to enter the inspector name that is licensed for the software. This will be the name given to Palm-Tech for the license.
2. As you begin entering the inspector name here, you will see red text that appears below the box that says 'That is not the correct inspector name'.
3. This text will appear until the complete name is entered correctly. Once the correct inspector name is entered, the text will disappear.

# HOW TO: TROUBLESHOOT THE CLOUD DRIVE

---

## **D. You try to upload a file, but you get a message saying your cloud drive is full**

1. Check to make sure your cloud drive has free space on it. You can check your current cloud drive space by going to 'Manage Cloud Drive' on the PC.
2. If your cloud drive is full, delete old files that you no longer need on the cloud to clear up space. You can delete files from 'Manage Cloud Drive' on the PC and 'File Manager' on the app.
3. If you checked on the PC and you should have plenty of room on your cloud drive than there is most likely an issue with your internet connection on the app. To fix this, go into Settings and tap 'Test Connection'. This will reestablish your connection to the cloud and then you should be able to upload without issue.

## **E. You try to upload a file, but get an error message saying to please make a change in the inspection and try again**

1. You may see this error message if there is an issue with the inspection.
2. To solve this issue, you'll need to go into your inspection and make a change. This can be something as simple as changing a rating to something else and then changing it back or adding a period to a note.
3. Once you've made the change, upload the inspection again. If you are experiencing other issues with the cloud drive, you can always give us a call at 888-736-2462 for technical support.