

## Troubleshooting Error Codes in DamageWise

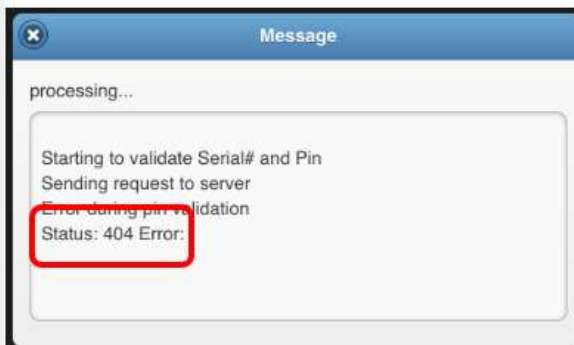
When using the DamageWise Field Estimate Tool, you may run into an error code from time to time. This document tries to list all of the error codes and what you the user should do to fix that error.

### Status 404 errors

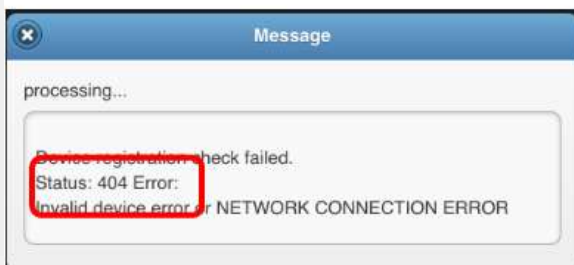
Status 404 errors indicate that the device (iPad) is either not connected to a Wi-Fi Network or is not connected in a manner that the DamageWise Field Estimate Tool thinks it is connected.

To resolve this error, confirm that the device is connected to a Wi-Fi network. SOI Wireless is normally preferred, however Indiana Public WiFi is also applicable as long as you navigate past the connectivity agreement page.

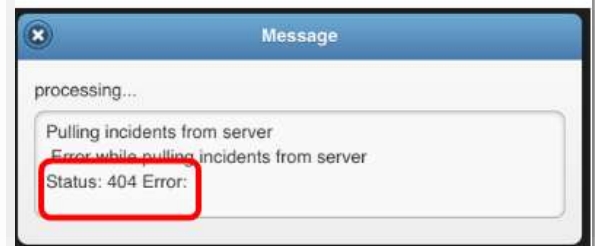
#### 404 Error when Validating Device



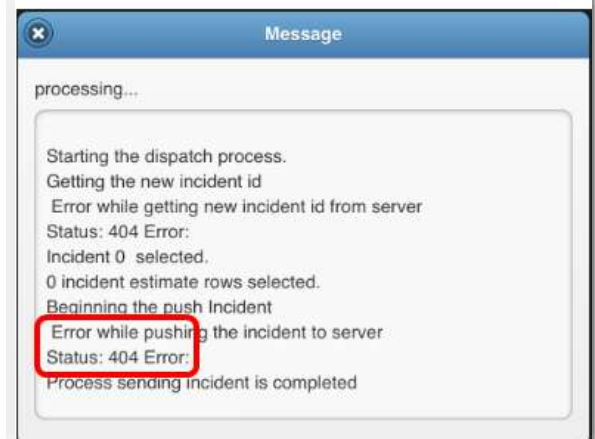
#### 404 Error when Setting up Environment



#### 404 Error when Pulling Incidents From Server



#### 404 Error when Pushing Incident To Server



## SQL Error Code...

Receiving an SQL Error Code generally indicates that the user has not gone through the process of validating the DamageWise Field Estimate Tool.

For a refresher course on validating the device please refer to the initial training manual that was distributed or see the document titled “**Validating Device and Setting up Environment**” located here...

[http://www.in.gov/indot/div/mobile/pubs/Validating\\_Device\\_Setting\\_up\\_Environment.pdf](http://www.in.gov/indot/div/mobile/pubs/Validating_Device_Setting_up_Environment.pdf)

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