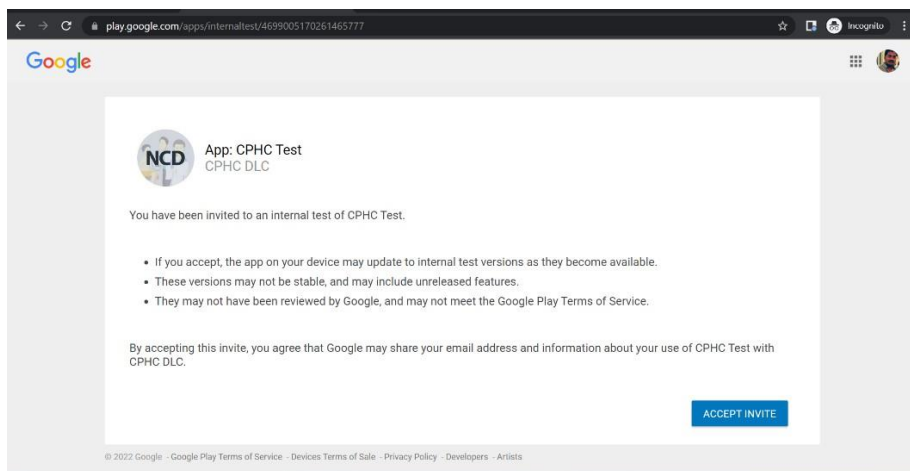


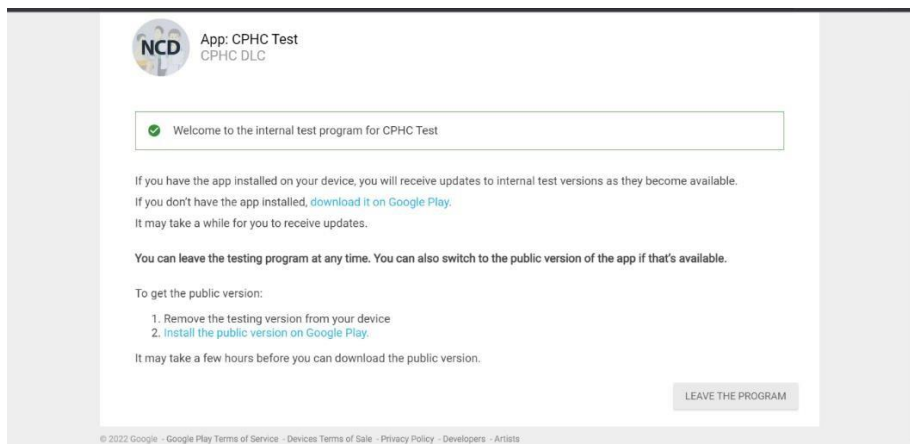
# TRANSACTION NUMBER MISMATCH ERROR

## Data Recovery Steps

1. Click the given **URL** and it will redirect to browser
2. Click on **Accept Invite** (Image1.png) to access the Internal Testing App and it will be redirected to Welcome Page



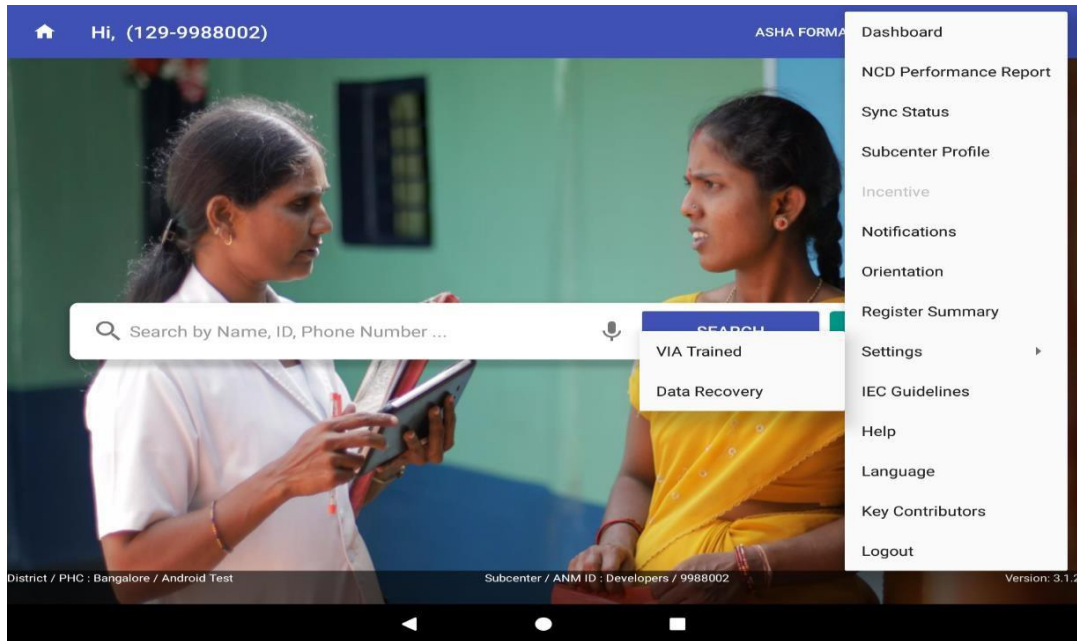
3. Click on **download it on Google Play** (Image2.png) link from your mobile and it will be redirected to Google Play Store with latest test app
4. Install / Update the test app based on existing app package installation in mobile device



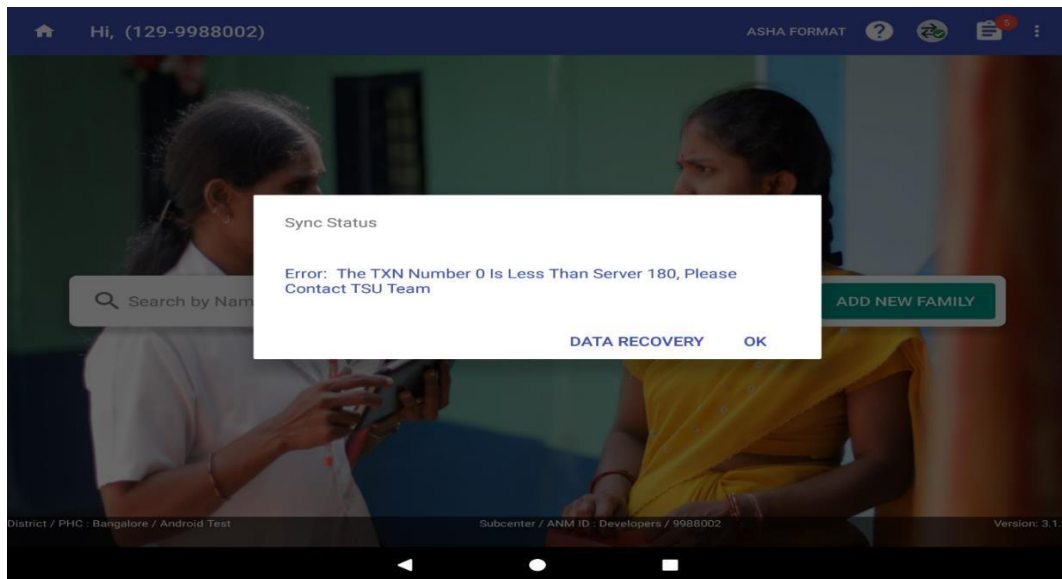
5. **Once the testing is done (leave the program) and install the prod build if it is available**

## Steps to Execute Data Recovery in App

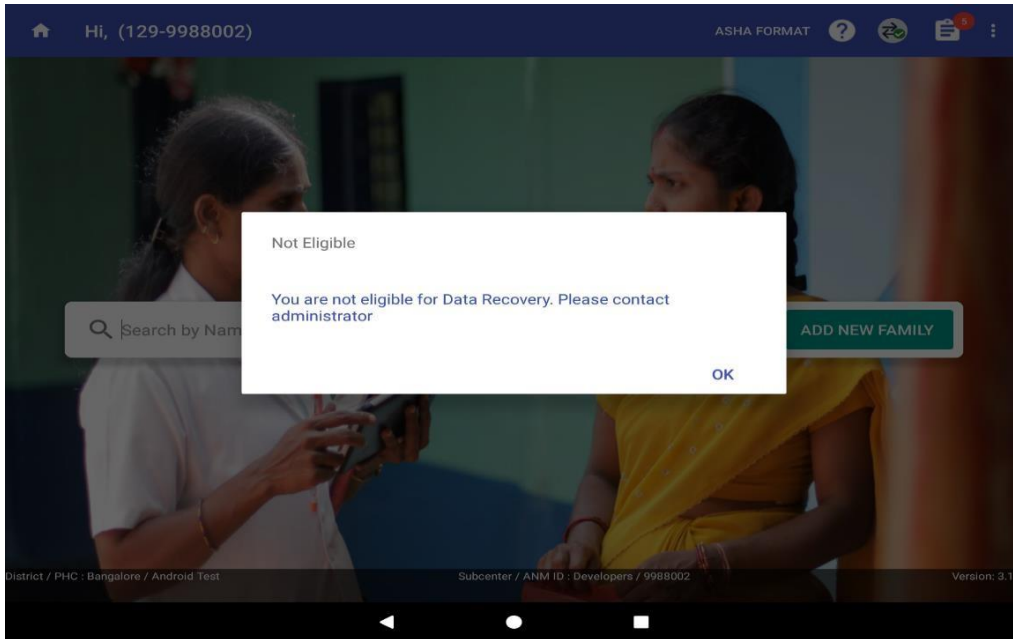
1. Once the app (3.1.2) is installed successfully, Open the app with your PIN/Password
2. In the home page of Click **“Menu→Settings→Data Recovery”**



3. Or while Sync complete getting this **“Error → Data Recovery”**



4. On click of Data Recovery, if the user is from **Step 2**, user may get an error like this



5. The admin or NHSRC IT Team can enable the user for Data Recovery process
  - a. User should justify this case by comparing the Dashboard count of self in Tablet with Server
6. If User is coming via **Step 3**, Default Recovery will happen & data will be synced to the server successfully
7. Once the Data recovery process is complete, the menu button “Data Recovery” will be hidden to the particular user