

REP Troubleshooting Guide

v051916



[Click Here to Start](#)

Common Support Items Using Retail Engagement Program



How to Use This Document – Review each category and item. Click on the ▶ next to the item that best describes the issue you are having. If none of the items in that section (go to the section first) describe your problem, please: [Click Here](#)



Microsoft Store/Downloading

Store error codes, can not locate app in the store, no install button, etc.



REP App Installation/Setup

I need my 10 Digit ID, no forms display/nothing loads, Mosaic USA/My Call Reports are not showing up, SD cards.



Windows and Windows Phone App

I submitted (any record) & it did not show up at www.msftreps.com, records stuck in Outbox, App crashing, photos on server black or corrupted, app running too slow, etc.



www.msftreps.com

All login and password issues, can not find records submitted, error exporting a report or graphic, column information missing from exports, loading indicator never stops, I do not believe my stats are accurate, browser and 400 Errors, etc.



Tokens / ExpertZone

Retail Pro is seeing an error on EZ site, or the token does not seem to be syncing back to the device.



General Support

I am lost, can I request additional training?, my issue is not in this guide, what should I do?

Issues with Microsoft Store and Downloading



Microsoft Store/Download



Microsoft Store/Downloading

- ▶ I can not find the App in the Store
- ▶ I am getting error: 0x803F8001
- ▶ I am getting error: 0x803F7000
- ▶ The app is in the store but there is no Install Button.

Common Support Items Using Retail Engagement Program



Microsoft Store/Download

I can not find the App in the Store



I can not find the App in the Store

1. Are you searching for **REP TOOL**? The Applications are listed in the store as: **Retail Engagement Program**. If you search for REP or REP Tool, you will not find the app in the store. Please **search** specifically for **Retail Engagement Program**.
2. Your device and the store may be having some issues. Please turn your device off then on and try again. If this does not work, try again 1 hour later.
3. Make sure you have all the operating system updates. If not, update, turn your unit off, on and then try again.
4. Try searching from another device and determine if this is just your unit or wide spread in your area/country.
5. What if I still can not find it? Please send the following to msftreps@westlakesoftware.com:
 - **Subject**
 - Can not find the app in the Store
 - **Body**
 - Your Name and Country
 - Windows or Windows Phone
 - Operating System (Windows 10, etc.)
 - Device (Surface 4, Nokia Phone 640)
 - Is this happening only on your device or are others experiencing the same issue?
 - Confirm you have tried the steps above and are still not able to find the app in the store.

Common Support Items Using Retail Engagement Program



Microsoft Store/Download

Error: 0x803F8001



I am getting the error 0x803F8001 when downloading

Error: 0x803F8001 is a common issue between the Windows Operating System and the Windows Store. This is not related to the Retail Engagement Program application other than it happens when attempting to download this application. It is intermittent with different apps in the store.

As this is an IT issue and not a REP Tool issue, you can do any of the following:

1. Search Bing for 0x803F8001 (multiple articles online)
2. Click on: http://answers.microsoft.com/en-us/insider/forum/insider_wintp-insider_store/error-code-0x803f8001/2c674ad2-5ab3-46f5-aa0a-6e4d1d9c1550?auth=1
3. Contact your IT Department for further assistance.

Common Support Items Using Retail Engagement Program



Microsoft Store/Download

Error: 0x803F7000



I am getting the error 0x803F7000 when downloading

Error: 0x803F7000 is an uncommon issue between the Windows Operating System, your Windows account and Windows Store. This is not related to the Retail Engagement Program application other than it happened when you attempted to download this application. It is intermittent with different apps in the store.

The information on the web for this error is vague and many users have resolved this issue by reading through multiple website pages other users have posted on this error. Given this is a store, device, account issue, this is an IT issue and not related to the Rep Tool. We suggest any of the following:

1. Copy the error and search Bing.com for a possible answer.
2. Ask your IT department for assistance

Common Support Items Using Retail Engagement Program



Microsoft Store/Download

No Install Button



The app is in the store but there is no Install Button

This is an uncommon issue between the Windows Operating System, your Windows account and Windows Store. This is not related to the Retail Engagement Program application other than it happened when you attempted to download this application. It is intermittent with different apps in the store.

The information on the web for this error is vague and many users have resolved this issue by reading through multiple website pages other users have posted on this error. Given this is a store, device, account issue, this falls into the category of an IT issue and not related to the Rep Tool. We suggest any of the following:

1. Search Bing for possible solutions: App is in Windows Store but no Install button.
2. Ask your IT department for assistance.

REP Application and Set Up



REP App Installation/Setup



REP App Installation/Setup

▶	I need my 10 digit ID number
▶	I entered my ID number; no forms or anything loads
▶	Mosaic USA Only - My Call Reports are not showing up
▶	I'm not sure where to install the REP app on my Windows Phone

Common Support Items Using Retail Engagement Program



REP App Installation/Setup

I need my 10 digit ID number



I need my 10 Digit ID Number

Each user of the REP Tool is assigned a 10 Digit ID number. These numbers are auto-generated when your account at www.msftreps.com is established.

- Check with your Admin to have them set up a new user account in the User Management section of the online portal. Once they press save, the 10 digit ID number will auto-generate; they can then provide this to you.
- If you are told your account is already set up at www.msftreps.com, login to the site. The main page will display your 10 digit ID number. [How do I log in?](#)
- If you are an Admin and need to create a user account: [Click Here](#)

Common Support Items Using Retail Engagement Program



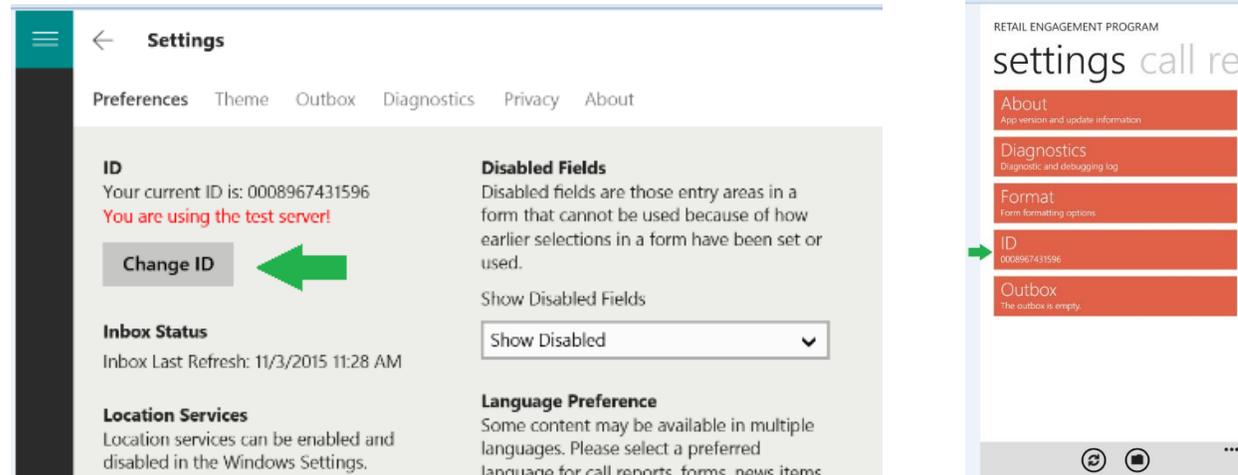
REP App Installation/Setup

I entered my ID number; no forms or anything loads.

If you work for Mosaic in the USA, please: [Click here](#)

I entered my ID number; nothing loads (forms, breaking news, etc.)

Most common issue is that you may have accidentally entered in the **wrong ID number**. It is possible that two numbers were reversed. Enter the app/settings/ID and double check to see if your ID number is correct? If you do not have your ID number: [Click here](#)



If you double checked and your ID number is correct and still nothing is loading, [click here](#).

Common Support Items Using Retail Engagement Program



REP App Installation/Setup

I entered my ID number; no forms or anything loads.

If you work for Mosaic in the USA, please:
[Click here](#)

I entered my ID number; nothing loads (forms, breaking news, etc.)

Verify that you have **Internet connectivity** by opening your browser and going to any website. If you do not have connectivity, please re-establish your connection and try running the application again.

If your ID number is correct and you do have connectivity and still nothing is loading, [click here](#).

Common Support Items Using Retail Engagement Program



REP App Installation/Setup

I entered my ID number; no forms or anything loads.

If you work for
Mosaic in the
USA, please:
[Click here](#)

I entered my ID number; nothing loads (forms, breaking news, etc.)

It is possible something happened in the download or something got corrupted. This is rare, but it happens. Please delete the application from your device. Turn your device off then back on. Then re-download from the store; try your ID number again.

If this does not solve the issue, please do the following: email msftreps@westlakesoftware.com:

- Subject:
 - Forms not loading on my device
- Body:
 - Your First and Last Name
 - Country
 - My call reports, breaking news items, etc. are not showing up. I have verified my ID number of [Enter your ID Number Here] is correct and I have verified that I have Internet access. Can you please test my account to see if there is an issue with the data feed.
 - My make and model of your device is:
 - [Attached your diagnostic report](#) (Settings, Diagnostic, Copy and Paste into the email.
 - Thank you.

Common Support Items Using Retail Engagement Program



REP App Installation/Setup

Mosaic USA Only - My Call Reports are not showing up

I work for Mosaic, have records scheduled inside of PAM and my call reports are not showing up?

The REP Tool is controlled by PAM; Westlake is not the support contact for this ticket. This is our most common trouble ticket in our system. This can be resolved by contacting:

Jon.George@mosaic.com and/or Marc.DeSmith@mosaic.com for further assistance in this matter.

Common Support Items Using Retail Engagement Program



REP App Installation/Setup

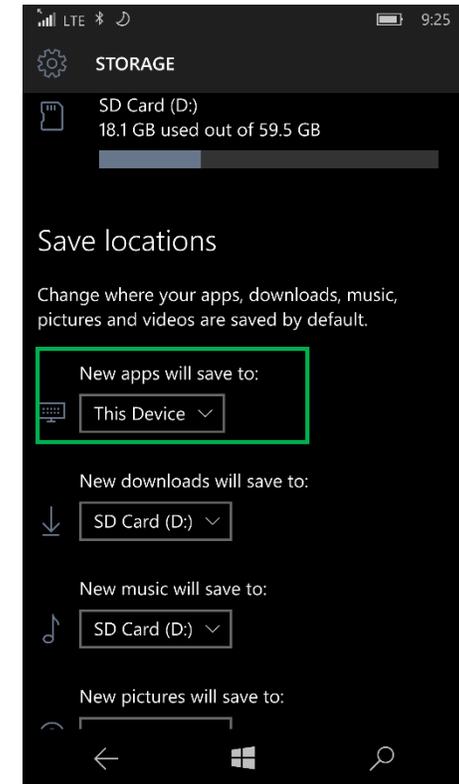
Where do I install the REP app on Windows Phone if I use an SD card?

I have a phone that uses an SD card for extra memory storage. What should my settings be for REP app installation?

Do not install the app on the app on an SD card.

If you have already installed it there, uninstall it. Next, make sure the phone's selection in Settings > Storage is set to "store/save new apps on my phone/device." Then reinstall the app to the phone/device. That allows app to install and run from the phone and not off the SD card.

The SD card location is not fast enough to load and process the amount of data the apps are required to handle.



Windows and Windows Phone App



Windows and Windows Phone App

Windows and Windows Phone App

▶	I submitted (any record) & it did not show up at www.msftreps.com
▶	My records are stuck in my Outbox
▶	The Application seems to crash a lot
▶	Photos being submitted are coming in black or corrupted
▶	Windows Phone app runs slow
▶	How to Copy and Send a Diagnostic Report (when asked)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

I submitted a record but it did not show up at www.msftreps.com

I submitted a record but it did not show up at www.msftreps.com.

- ▶ I can not find a Call Report submitted (WOTS, Special Projects, Notes, Events, Store Visits).
- ▶ I can not find a RP Training submitted.

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

I submitted a record but it did not show up at www.msftreps.com

I can not find a Call Report Submitted

I can not find a Call Report submitted

WOTS - Special Projects – Notes – Events - Store Visits

1. Login online and go to Manage Call Reports.
2. Select Transaction Report next to the call report you wish to view.
3. Select the Date Range from the options along the top
4. Select from your list of Reps from the drop down
5. Select Go

If the records expected are not displayed on this view: [Click Here](#)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

I submitted a record but it did not show up at www.msftreps.com

I can not find a Call Report Submitted

I can not find a Call Report submitted.

On the device that is sending messages to the server. Is there a number after the outbox line for example? It would look like this: Outbox (5).

If No, [Click Here](#) If Yes, do the following:

1. Turn your device off
2. Turn your device on
3. Establish Internet connectivity
4. Open the Rep tool application
5. Wait 5 minutes for the records to transfer (depending on the number of photos and connection speed, this might take longer).

If this did not make the Outbox drop to zero, do the following:

1. Go to Settings
2. Go to Outbox
3. Use the button in the Outbox page to send all Outbox items

If this solves the issue but then happens again, follow these steps first to clear your Outbox but then delete and re-install the program from the store; something has become corrupted and it will likely resolve with a new install.

If this option button did not send your records: [Click Here](#)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

I submitted a record but it did not show up at www.msftreps.com

I can not find a Call Report Submitted

I can not find an Retail Pro Training

On the device that is sending messages to the server, is there a number after the outbox line for example? It would look like this: Outbox (5).

If No, [Click Here](#) If Yes, do the following:

1. Turn your device off
2. Turn your device on
3. Establish Internet connectivity
4. Open the Rep tool application
5. Wait 5 minutes for the records to transfer (depending on the number of photos and connection speed, this might take longer).

If this did not make the Outbox drop to zero, do the following:

1. Go to Settings
2. Go to Outbox
3. Use the button in the Outbox page to send all Outbox items

If this solves the issue but then happens again, follow these steps first to clear your Outbox but then delete and re-install the program from the store; something has become corrupted and it will likely resolve with a new install.

If this option button did not send your records: [Click Here](#)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

I submitted a record but it did not show up at www.msftreps.com
I can not find the report submitted.

Send us your diagnostic report

If you have searched online, tried to clear your Outbox or no records are showing, please do the following:

1. Enter into the Settings Page and click on Diagnostics
2. Click the button to copy the diagnostic report; this will place it on the Windows clipboard automatically.
3. Open an email to send a message to msftreps@westlakesoftware.com and provide the following:
 - Your first and last name
 - Your Country
 - The names of the stores and dates in which are missing
 - This text: I tried searching the call reports online, date ranges, checked my Outbox and I am in need of additional assistance.
 - Finally, paste the [Diagnostic Report](#) at the end of you email.

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

The Application seems to crash a lot

The App seems to crash a lot.

This is neither normal or typical but it does happen with all apps.

1. If you are experiencing problems not just with the REP tool but other applications not performing correctly, your hardware/device may be out of date or may need to be replaced. Problems are often resolved with downloading and installing all updates or doing a master reset of the device.
2. A new update was pushed to the store, your device updated but may have had a problem with the update. We suggest to uninstall and then re-install the application fresh from the store. If this continues to happen, ask if this is happening with others in your group that use the Rep Tool. If not, ask your IT department for a possible replacement device. If everyone in your group is experiencing this, see # 4 below.
3. The tool has some limits to the number of stores it can handle. We have seen some groups assigned over 1000 stores on a very the low end model Windows Phone. The phone can not handle the memory requirements and will crash. If you seem to be assigned many hundreds of stores, please ask your Admin to assign less (about 50 for just a test) and see if that resolves the issue. If you need so many stores, consider a more robust device (Surface 3 or 4).
4. Make sure that all other apps are closed when using the Rep Tool. We have no control on how other applications access memory, camera functionality, database usage, background functionality, etc. With hundreds of thousands of possible applications also running on your device, it is possible that another application, written poorly, is causing the Rep Tool to crash. This could be anything from custom programs to games causing memory issues. Try the Rep Tool right away after re-starting your device and not using any other application. If you are having better luck and seeing the issue pop up after using other applications, it is likely the other application causing memory or database conflicts causing the Rep Tool to have issues.
5. When using an SD card for storage, make sure the app is not installed on the SD card. If it is, first uninstall the app. Then in Settings > Storage, set the "Save new app to the phone / device." Finally, reinstall the app to the phone / device.
6. If everyone in your group is having the same issue at the same time, please do the following:
 - Send email to msftreps@westlakesoftware.com. Include your name, country, also note this is happening to more than one person. Has this been ongoing or just started to happen, Phone or Windows, Steps to reproduce.

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

Photos being submitted are coming in black or corrupted.



Photos being submitted are coming in black or corrupted

As new devices come onto the market and operating systems get updated, the way in which photos are managed can change. This can change faster and without notice to our organization. With thousands of potential devices globally that can be used, this issue intermittently comes up as an issue. Select from below which one best describes the issue:

- ▶ This is happening with **pictures being taken from this device**
- ▶ This is happening **with pictures being attached from another device** or source

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

Photos being submitted are coming in black or corrupted.

This is happening with pictures being taken from this device



Photos taken from the device are corrupted

If you are using a new device or if the device you are using updated its operating system, the camera functionality can change as well. Do the following:

1. Test the camera outside of the Rep Tool and see if the same problem exists. If this is the case, the issue is with the device and not the REP Tool. Contact your IT department or whomever assists you with your devices and seek assistance. You can also benefit from going online, searching for the problem with the make and model device you have. Chances are you are (1) not alone and (2) someone has posted a fix.
2. If testing outside of the Rep Tool appears to be working fine, change the resolution or camera settings to a size of picture smaller. It is possible the size or resolution of the photo is not 100% compatible with our compression technology. If that is the case, changing the size of the picture to something smaller or changing the resolution can solve this.
3. If neither option solved the problem: [Click Here](#)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

Photos being submitted are coming in black or corrupted.

This is happening with pictures being attached from another device or source



Photos attached from another device are corrupted

1. Photo size and quality – modify the photo size and or quality on the originating device. The Rep Tool down converts photos to about 500K regardless. So, if you have a phone taking 20 Meg photos, bring this down to 1 Meg and change the quality option down as well a setting. Try again.
2. Photo format – If your device offers different photo file formats (JPG, BMP, etc.), try switching the format and import again.
3. Photo Orientation – Are you seeing an consistent difference between photos attached in vertical mode versus horizontal mode? Try options 1 and 2 above to resolve.
4. I have now tried all of this and the photos are still corrupted: [Click Here](#)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

Photos being submitted are coming in black or corrupted.



(cont) Photos being submitted are coming in black or corrupted.

If you are on this page, you have following the instructions on:

- ▶ This is happening with pictures being taken from this device
- ▶ This is happening with pictures being attached from another device or source and with no success.

Please send the following information to: msftreps@westlakesoftware.com

Subject Line

- Photo Corruption Issue

Body

- Your first and last name
- Country
- Attach 1-2 of the photos corrupted
- The make and model of the device you are using
- Is this happening when you take a photo or attach a photo?
- If this is happening on one device or multiple of the same device in your country?
- If there is a difference based on orientation (horizontal or vertically taken photos)?
- Can you reproduce this every time or it is intermittent?

Attachments

- Attach 1-2 photos

Common Support Items Using Retail Engagement Program



Windows and Windows Phone App

Windows Phone app runs slow

Note: Minimum Phone Requirements to run Retail Engagement Program:

- 1G Ram
- 16 GB internal storage
- OS version: Windows Phone 8.1 or Windows 10 Mobile.

My Windows Phone app runs slow.

1. **Form Size** – Unlike the Windows version of the Rep Tool in which has a significantly larger and better processors, if you have call reports and forms of very larger size (over 120 questions) and/or with (2) a larger number of required fields, the app on Windows Phone can run slow. The Rep tool is a higher end Enterprise type of application generating database information, diagnostic reports, etc. This can be improved by making your call reports smaller. See device quality below.
2. **Store Assignments** – Only assign Reps the stores they need to visit. If you assign a Rep 100 stores, that is 100 stores X 30 RPs X 50 items tracking (for example). You are asking a small form device to quickly process and manage (in this case) over 150,000 record data points. It can add up fast. The phone at some point will also reach a max of how much it can actually process. See Device Quality.
3. **Device Quality** - Are you attempting to managing tens of thousands of data points on a lower end Windows Phone? If you must you Windows Phone in your country, consider equipping your work force with the higher end Windows Phone model. See minimum spec in the left column. See also “What if I am using an SD card” [here](#).
4. **More** - If you do not think any of this is related to your issue or need more information, [Click Here](#)

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

Windows Phone app runs slow

Note: Minimum Phone Requirements to run Retail Engagement Program:

- 1G Ram
- 16 GB internal storage
- OS version: Windows Phone 8.1 or Windows 10 Mobile.

My Windows Phone app runs slow.

Next steps will be to contact msftreps@westlakesoftware.com to set up a conference call or meeting with Microsoft and our organization to determine device quality, size of call report and store assignments to help in making the program work better for your organization. Please email us the following:

Subject Line

- Windows Phone Speed Discussion

Body

- First Name, Last Name, Country
- Make and Model Phone
- Provide a user ID number in which we can quickly test. ID number here:
- Text: We are requesting a meeting to discuss speed and performance issues using Windows Phone. We have reviewed the options in making improvements but still are struggling using the Rep Tool on the phone. Thank you.

Common Support Items Using Retail Engagement Program



Windows and Windows

Phone App

Where do I get my Login and Password?

Where do I Get My Login and Password?

Rep –

- If your account at MSFTREPS.com has been set up by your Admin, your default login and password is the first letter of your name and last name, all lower case. John Smith would be: jsmith and jsmith. You will be prompted to change this information upon initial login.

Admin –

1. Login with your account at www.msftreps.com
2. Go to User Management and enter this section
3. Click on Add to add a new user
4. Complete the form for the new user
5. Save
6. Inform the Rep their account has been set up., Provide them the login instructions above.



www.msftreps.com

www.msftreps.com

- ▶ Where do I get my login and password?
- ▶ My email changed, how to I login to the site now?
- ▶ I do not see the records I submitted
- ▶ I am getting an error when trying to export a report. Graphic or PDF
- ▶ Information or column data is missing from exported reports
- ▶ I click on an item (button, page, etc.) and the loading indicator never stops
- ▶ I do not think visit totals, training, etc. are accurate
- ▶ The main page does not exist, does not load; I get a browser error
- ▶ I get a 400 Error when I click on a page

Common Support Items Using Retail Engagement Program



www.msftreps.com

My email changed, how to I login to the site now?

My email changed, how do I login to the site now?

www.msftreps.com runs 100% independent of other systems you may use. If your email has changed, your credentials will remain the same until you login and update them.

- **Step 1** – Try your existing login and password as a first attempt; do not assume it is wrong.
- **Step 2** – If your existing login and password are not working, please contact your local Admin, ask them to enter into User Management, open your contact information and update this for you.
- **Step 3** – If your local Admin is not successful in making this work, please have [your Admin contact us](#) at msftreps@westlakesoftware.com. Have the Admin do the following:
 - Subject Line: Assistance with Login and Password
 - Body: Please reset the login information for FIRST NAME LAST NAME in COUNTRY

Common Support Items Using Retail Engagement Program



www.msftreps.com

I am getting an error when trying to export a report, graphic or PDF.

I am getting an error when trying to export a report, graphic or PDF.

There are over 200 reporting and graphical exporting options at MSFTREPS.com and an unlimited number of filtering options and PDF documents that can be created from historical records. As we make improvements to the system, sometimes a report, graphic or PDF that we did not regression test can break. Please report your finding this way:

Subject line:

- Exporting problem with a report (graphic, PDF).

Body:

1. First and Last Name
2. Country
3. The account you are in (your own or the name of the person reporting the problem)
4. The page in the system you are on (enough detail to allow us to test this quickly)
5. Date range, filters, etc. – enough for us to fully replicate what you are experiencing. The more direction you provide on where you are at within the system, the better.

Send to msftreps@westlakesoftware.com

Common Support Items Using Retail Engagement Program



www.msftreps.com

Information or column data is missing
from exported reports

Information or column data is missing from exported reports

This can happen from time to time when the system experiences an unknown character from a International language. Although we trap and correct for this, there have been a few times in which this did not work correctly. In addition, there can also be (rare) a problem with the database that needs to be corrected. In any event, the only option here is to report this issue to us. The best next step is to save the report as a favorite in your account. If you are in regular reporting, transaction reports or custom reporting, save the report. This will allow us to go into your account and see what you see quickly. If that is not possible, provide us all the following detail to help us replicate what you see: Please report your finding this way:

Subject line:

- Missing data from an exported report

Body:

1. First and Last Name and your Country
2. The account you are in (your own or the name of the person reporting the problem)
3. The page in the system you are on; were you able to save the report as a favorite? What is the name of that report?
4. Date range, filters, etc. – enough for us to fully replicate what you are experiencing. The more direction you provide on where you are at within the system, the better.

Send to:

- msftreps@westlakesoftware.com

Common Support Items Using Retail Engagement Program



www.msftreps.com

I click on an item (button, page, etc.)
and the loading indicator never stops

I click on an item (button, page, etc.); the loading indicator never stops

Exporting a Report – The site does a good job of handling reporting export request that are too large. But there are some filter combinations that still exist that could be to larger for your Internet service, our servers or your browser to support. Consider modifying your export request to something smaller. If this did not work: [Click Here](#)

Dashboard Display – The dashboard traps for requests that are too large to export (all store visit details for 24 months, etc. can generate globally hundreds of thousands of submissions). However, given thousands of scenarios, not all have been trapped for. If you get this perpetual loading, consider modifying your search range/criteria. If this does not work: [Click Here](#)

Other pages on the site - If you go to any other page on the site and the loading indicator does not stop: [Click Here](#)

Common Support Items Using Retail Engagement Program



www.msftreps.com

I click on an item (button, page, etc.)
and the loading indicator never stops

I click on an item (button, page, etc.) and the loading indicator never stops

The site is most likely experiencing a database lock. This is rare but it does happen and most often a quick fix when reported. The only way to resolve this issue is by contacting us below:

Subject line:

- Possible Database Lock

Body:

1. First and Last Name and your Country
2. The account you are in (your own or the name of the person reporting the problem)
3. The page in the system you are on that is experiencing this issue?
4. Anything else you can provide to help us replicate the issue.

Send to:

- msftreps@westlakesoftware.com

Common Support Items Using Retail Engagement Program



www.msftreps.com

I do not think visit totals, training, etc.
are accurate

I do not think visit totals, training, etc. are accurate

- ▶ This is happening with just one of my Reps
- ▶ This is happening with a mix of all my Reps; looks a little off
- ▶ The data in the dashboard or my reporting seems way off.

Common Support Items Using Retail Engagement Program



www.msftreps.com

I do not think visit totals, training, etc.
are accurate

This is happening with just one of my
Reps

This is happening with just one of my Reps

New User - User Error – Rule out a training issue first (very common). If the user is new, we have seen Reps saving records and not sending. Please watch the new rep do a visit on their device and make sure this is not a case of training. If not, see items below.

Existing User – User Error – Typically we will need to review the diagnostic report from the device. Note, the diagnostic report does age out. If you are reporting missing records from weeks or months ago, the diagnostic report may be unable to help and we will have very little information to track down missing information. Follow to: [! submitted a record and it did not show up.](#)

Hardware Issue – Is this device having problems with other applications as well? Shut downs? Applications closing? Freezing? This is most likely a device starting to fail. Consider resolving those issues with your IT department first before asking about the Rep Tool; we are not responsible for hardware troubleshooting.

Application Issue – It is possible the application is out of date. Both Windows and Windows Phone can be set to auto-update. Some of our updates are critical. Compare the About screen version on your app to the versions noted on the bottom of the main page of www.msftreps.com. We keep the current version numbers listed here for convenience. If the app is behaving oddly, not like other Reps, etc. it is possible the app is corrupted in some way. Delete the app and re-install from the store. See if this continues. If yes, review the Hardware issue above. If you are still having issues with the application crashing or not working correctly: [Click Here](#)

Server Issue – There may be a problem with the account online. If you have reviewed all of the items above and still have an issue: [Click Here](#)

Common Support Items Using Retail Engagement Program



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I do not think visit totals, training, etc.
are accurate

This is happening with just one of my
Reps

This is happening with just one of my Reps

You have reviewed the [previous page](#) and there is still no resolution for this Rep:

Please contact us at msftreps@westlakesoftware.com with the following detail:

Subject Line:

- Missing records with one of my Reps

Body:

- First and Last name of you if you are reporting for someone else
- First and last name of the Rep you are reporting for
- Enter into that Reps unit, go to settings and copy the diagnostic report. Copy places the report onto the Windows clip board. Paste into the email and send this along to us.
- Provide the store names in question, if this was a Store Visit Report, Special Project, WOTS, etc. and the dates of each reported as submitted.

Common Support Items Using Retail Engagement Program



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I do not think visit totals, training, etc.
are accurate

This is happening with a mix of all my
Reps; looks a little off

This is happening with a mix of all my Reps; looks a little off

User Error – It is always possible that the Reps did not fully submit the records in question. We can tell by the diagnostic report on their device what was submitted, attempted, etc. for everything the Rep is doing.

Server Issues – It is possible that some of the records received by your reps are not processing properly on the server.

In both cases above, with one Rep or multiple Reps, we will most likely need to review the diagnostic reports from those devices. If you can see this is something else, contact us to let us know. If nothing seems clear or obvious:

Enter into Settings – Diagnostics

Copy Diagnostic Report

Paste this into a email to be sent to msftreps@westlakesoftware.com

Subject Line of Email

- Missing Reports

Body

- Your first name and last name and country
- Name or Rep or Reps
- The type of submission (WOTS, Store Visit, Training) + Date and Store associated with each missing record
- [Include Diagnostic Report](#)

Common Support Items Using Retail Engagement Program



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I do not think visit totals, training, etc.

are accurate

The data in the dashboard or my reporting seems way off

The data in the dashboard or my reporting seems way off.

If your issue is more like expecting the dashboard or reporting to show 5000 records and you see only 1000 complete; something of that size or problem, please contact us. It is possible, but rare, we conducted an update and caused some variance in the database reporting. These items are often quickly solved when provided the following detail:

Email the following to msftreps@westlakesoftware.com:

Subject Line

- Data collected appears significantly off

Body

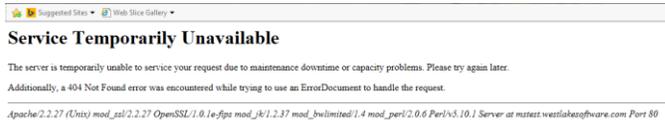
- First Name, Last Name, Country
- Enough detail to allow us to go directly to the page you are on (dashboard, reporting, filter settings, etc.). Specifically, enough for us to exactly replicate where you are and what you are doing at www.msftreps.com
- About the number in discrepancy you were expecting (round numbers is fine) and the current number displayed.
- Anything else you can provide that will help speed up our understanding.

Common Support Items Using Retail Engagement Program



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The main page does not exist, does not load; I get a browser error



The main page does not exist, does not load; I get a browser error

Check Your Connection – Try going to a different website such as www.msn.com. Rule out you are not having a problem with your Internet services. If you are, please contact your Internet provider for assistance.

Browser, Tablet or PC – If you have a different browser, tablet or PC to use, try and access the site from these alternative devices. If they work and the unit you used first still does not, you may have an IT issue to resolve from that device. Contact your IT or help desk and tell them the site is working from other devices but not the one in question.

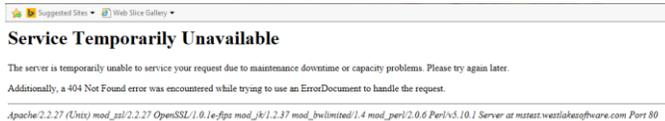
The Site is Down – Historically, we have approximately 4-8 total/cumulative hours of unscheduled down time out of 8760 possible hours in a year, or 99.9% uptime. At times, we are doing quick updates to the server where the site will only be offline for a fraction of a minute. We suggest you try again in about five minutes. If the problem persists and you have ruled out your connection and device as suggested above, please send an email to msftreps@westlakesoftware.com and let us know the site is down. We do monitor the site continuously and will often catch this before anyone in the field does. But help is always helpful and appreciated.

Common Support Items Using Retail Engagement Program



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I get a 400 Error when I click on a page



I get a 400 Error when I click on a page

This is rare but it is caused by a recent update in where an item was not identified or tested. We do regression testing when pushing new updates, but at times some pages can be missed. With over 1000 pages in the site and hundreds of millions of reporting and dashboard combinations possible, errors can happen; even after our testing. Most issues of this kind are resolved quickly after they are reported. Please report these errors to msftreps@westlakesoftware.com the following way:

Subject Line

- 400 Error or page error at MSFTREPS.com

Body:

- First Name, Last Name, Country
- Provide all the steps you are taking to allow us to simulate/replicate where you are in the software and what you are doing. I log in, I go to the dashboard, my filters are set on these settings, I select Go, etc.
- Copy the error text off the page and paste it into the end of the email. This is often the exact data the development team needs to resolve this issue.

Tokens / ExpertZone



Tokens and ExpertZone (EZ)

Tokens and ExpertZone Support

- ▶ My Retail Pro (RP) sees an error message after entering the token
- ▶ ExpertZone profile for a RP is not appearing in the REP app

Common Support Items Using Retail Engagement Program



Tokens and ExpertZone (EZ)

Retail Pro (RP) gets an Error when entering the token as a promo code.

For more information about how REP-ExpertZone integration works, [click here](#).

The RP sees an Error message when entering the token.

This can happen in 2 ways:

1. The EZ site will return an error message if you try to enter the same token twice, **“The Promo code you entered has already been redeemed by maximum number of users.”**

This means that the site has already accepted the token. See the Tip below. Check that the token entry was not mis-typed. If there is still a token mismatch and the error persists, then open an online trouble ticket at Msftreps.com. [Click Here](#).

2. The error message says that the **“token is not valid or can't find a match”** or just the word **“error.”** Check that the token entry was not mis-typed. If there is still a problem, then the only resolution is through opening an online trouble ticket at Msftreps.com. [Click Here](#).

Tip: There is a way for the Retail Pro to confirm the right token code has been entered and see if the token has already been accepted by the EZ site (www.expertzone.Microsoft.com). In the EZ site under the avatar menu, the RP can check History > Points (example below).

Description ▼	Points ▼	Date ▼
Tell Us What You Think	+50	01/27/2016
Entered Promo Code - FieldRepTool - FF8B-A2AB	+1	01/11/2016

Common Support Items Using Retail Engagement Program



Tokens and ExpertZone (EZ)

Retail Pro's EZ profile is not appearing in the REP app

ExpertZone profile for a RP is not appearing in the REP app..

Admins, on Msftreps.com, check Users > Retail Pro Manager to see the token assigned by REP, if it matches with what the rep is seeing, and if the info is syncing (EZ Feed Live column).

Step 1 - The Retail Pro has not been provided their token yet. Please ensure your Rep has provided the correct token to the RP.

Step 2 - The Retail Pro has not entered their token into ExpertZone yet as a Promo Code. (Note that the Retail Pro must have a Microsoft account to register in ExpertZone.) Ask the Rep to ask the RP if they have entered their token into ExpertZone.

Step 3 – If step 1 and 2 have been ruled out, it is possible that not enough time has passed from the time in which the Retail Pro entered their token into ExpertZone and for the ExpertZone data feed with MSFTREPS.com to happen. This could take up to 72 hours (3 days). Please wait this period prior to submitting a support ticket.

Step 4 – If the RP is entering in a token and getting an error or a message that the token is already in use, etc. Please [click here](#).

Step 5 – If steps 1-4 have been tested, and did not solve the problem, [click here](#).

Common Support Items Using Retail Engagement Program



Tokens and ExpertZone (EZ)

Opening a trouble ticket.

Tokens and ExpertZone integration trouble ticket process.

You can open a trouble ticket online in the Help > Troubleshooting menu.

Or, please send the following to msftreps@westlakesoftware.com:

- **Subject**
 - EZ Token Issue
- **Body**
 - Your Name and Country
 - Retail Pro name
 - Store name and store address
 - Token assigned to the RP
 - Exact error message that is shown if applicable (English please)
 - Description of the problem
 - Any screenshots that would help with the description.

General Support



General Support

General Support	
▶	I am lost, can I request additional training?
▶	My issue is not in this guide, what should I do?

Common Support Items Using Retail Engagement Program



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I am lost, can I request additional training?



I am lost, can I request additional training?

There are ongoing weekly workshops available to Admins. In addition, one-to-one training is available for Admins by appointment. For information on both, please contact msftreps@westlakesoftware.com and send the following:

- Subject Line: Training Assistance Request
- Body: First Name, Last Name, Country, area of the software in which you are requesting training/assistance on?

Common Support Items Using Retail Engagement Program



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My issue is not in this document, what should I do?



My issue is not in this document, what should I do?

This document only covers some of the basics, but with new devices, operating systems and other apps being loaded on a device at any given time that could cause a conflict, it is expected that new support items will arise. What we need from you when reporting these types of issues is enough detail in which allows for replication:

- Poor Reporting:
 - My app is crashing.
 - I get an error on the server.
- Good Reporting:
 - I am John Smith from Canada. When I click to attach a photo from an iPhone on my Surface 4, the application hesitates and throws me out of the application.
 - I am John Smith from Canada. When I am in Assignments on the server, in the account of John Smith and drag over Best Buy Store #123, I get a syntax error of: X32334 out of date on the screen. Screen shot attached. [Diagnostic Report](#) attached.

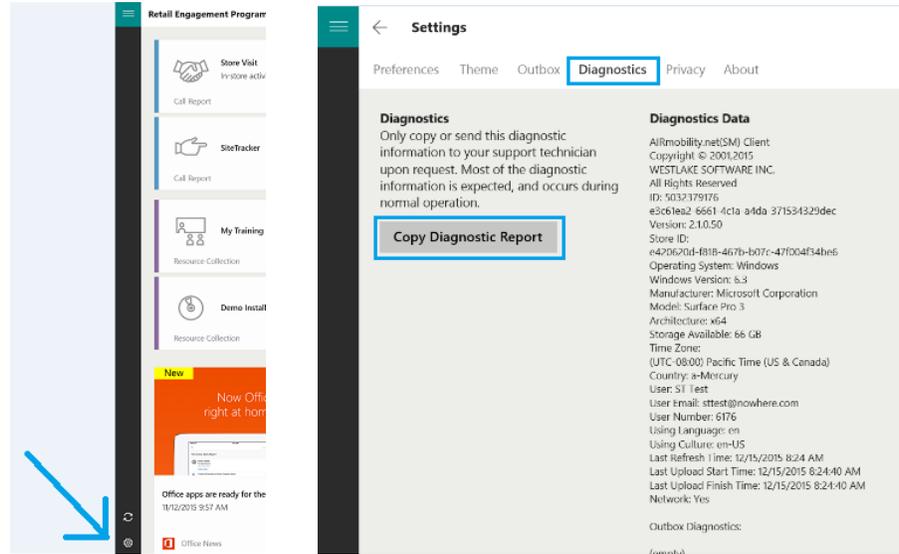
As you can see, the good reporting drives our development team directly to the issue/incident to help us replicate and then (often) quickly resolve. Send detail directly to msftreps@westlakesoftware.com.

How to Copy and Send a Diagnostic Report



Diagnostic Report

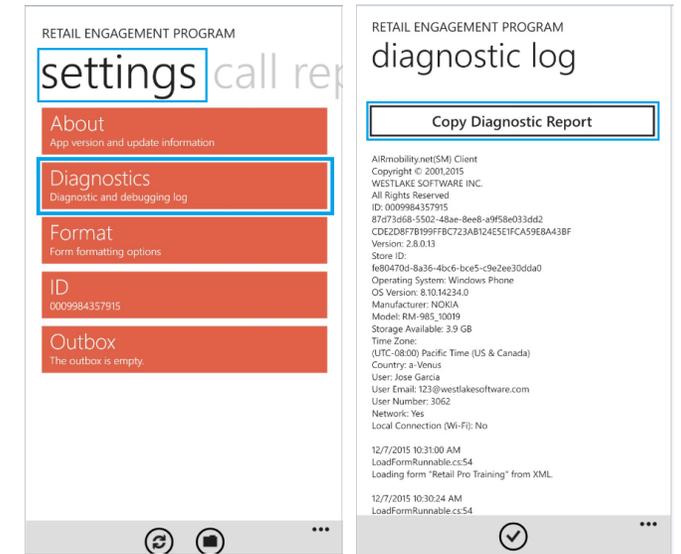
Windows



- Step 1- Enter Settings
- Step 2 – Select **Diagnostics**
- Step 3- Select **Copy Diagnostic Report**

Step 4 – By selecting the Copy Diagnostic Report button, the Diagnostic Report is now on the Windows Clipboard. Open any word processor or email client and select Paste. Attach this document to your communication. Use the Return Button in the Upper Left to return to the page you were on.

Windows Phone



- Step 1- **Swipe to Settings**
- Step 2 – Select **Diagnostics**
- Step 3- Select **Copy Diagnostic Report**