

Fixing an 1103 error on iOS Devices

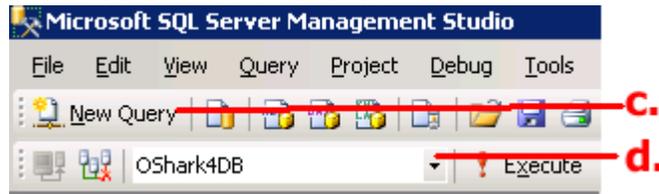
An 1103 error means that the user cannot connect to the tables that send down new information. If a user gets an 1103 error, try these steps in order from 1 to 4. If one step does not resolve the issue, try the next one.

1. Confirm that the user can get to the Internet. To do this, have them open their browser and go to a web site they don't normally use (so that it wouldn't be cached). <http://nasa.gov> is good for this.

If the cannot access this site, try switching to cellular data, if available.

- a. If the user is running the app on a phone, make sure that the user is not using the phone to call you while they are trying to connect. Not every cell phone service provider allows data and voice to be used at the same time, at least not by default.
 - i. AT&T and T-Mobile enable it by default.
 - ii. Verizon may need it enabled. For an iPhone, the user should go to Settings --> Cellular --> Enable LTE --> Voice & Data. On an Android device, the user must contact Verizon to enable HD Voice, and then enable it on the phone as well.
 - iii. Sprint's Calling PLUS supports simultaneous voice and data, but is only available on certain Android devices. The user should consult Sprint's web site to see if the service is available on their phone.
 - b. If the user can connect over cellular data, the WiFi may be blocking our port. This is more likely if the user is on a privately privately-provided WiFi that was set up by an IT person. The user may want to contact their Internet Service Provider or IT support person to get that port opened. If the user can go to another location, McDonald's and Starbucks generally have all ports open.
2. If the user can access the Internet, either on WiFi or cellular data, but is still getting an 1103 error, use the "magic bullet."
 - a. **Have the user swipe out of the app** and tell them not to restart until you tell them to.
 - b. Log onto the server and open the SQL manager.
 - c. Click **New Query**.

- d. From the database dropdown, select the database the user would be in. This is the **data** database, which is usually something like "ProSel_v20" or "OShark," and not the "Ai2SWLIC" database.



- e. In the query part type:

```
SELECT * FROM ml_database WHERE remote_id LIKE '%userinfo%'
```

where "userinfo" is some part of the user's id. For example:

```
SELECT * FROM ml_database WHERE remote_id LIKE '%Mirza%'
```

- f. This will give you one or more lines like:

	rid	remote_id	script_id	sync_key	description
1	1759	10004:OS-36647Mirza (7.1.15.248)	1900-01-01 00:00:00.000	NULL	NULL
2	2096	10004:OS-36647Mirza (7.1.16.349)	1900-01-01 00:00:00.000	NULL	NULL
3	1657	10004:OS-41464Mirza (7.1.15.248)	1900-01-01 00:00:00.000	NULL	NULL
4	2127	10004:OS-41464Mirza (7.1.16.349)	1900-01-01 00:00:00.000	NULL	NULL
5	792	10004:OS-Mirza41464 (7.1.15.248)	1900-01-01 00:00:00.000	NULL	NULL
6	2089	10004:OS-Mirza41464 (7.1.16.349)	1900-01-01 00:00:00.000	NULL	NULL

- g. Make note of the numbers in the **rid** column for the user(s) you want to fix.

	rid	remote_id	script_id
1	1759	10004:OS-36647Mirza (7.1.15.248)	1900-01-01 00:00:00.000
2	2096	10004:OS-36647Mirza (7.1.16.349)	1900-01-01 00:00:00.000
3	1657	10004:OS-41464Mirza (7.1.15.248)	1900-01-01 00:00:00.000

- h. Then replace the previous command with a delete statement.

- i. If there is only one rid number that matches your user, type:

```
DELETE FROM ml_subscription WHERE rid = RID#
```

For example:

```
DELETE FROM ml_subscription WHERE rid = 1657
```

- ii. If there are multiple rid numbers related to your user, type:

```
DELETE FROM ml_subscription WHERE rid IN (rid#1,  
rid#2, ...)
```

For example:

```
DELETE FROM ml_subscription WHERE rid IN (1759, 2096)
```

- i. Have the user restart the app.
3. If running the Magic Bullet doesn't fix the issue, you will need to reset the sync status.

a. Have the user check the version of the app.

b. Repeat the query to find the username in the ml_database.

```
SELECT * FROM ml_database WHERE remote_id LIKE '%userinfo%'
```

where "userinfo" is some part of the user's id. For example:

```
SELECT * FROM ml_database WHERE remote_id LIKE '%Mirza%'
```

c. This will give you one or more lines like:

	rid	remote_id	script_idt	sync_key	description
1	1759	10004:OS-36647Mirza (7.1.15.248)	1900-01-01 00:00:00.000	NULL	NULL
2	2096	10004:OS-36647Mirza (7.1.16.349)	1900-01-01 00:00:00.000	NULL	NULL
3	1657	10004:OS-41464Mirza (7.1.15.248)	1900-01-01 00:00:00.000	NULL	NULL
4	2127	10004:OS-41464Mirza (7.1.16.349)	1900-01-01 00:00:00.000	NULL	NULL
5	792	10004:OS-Mirza41464 (7.1.15.248)	1900-01-01 00:00:00.000	NULL	NULL
6	2089	10004:OS-Mirza41464 (7.1.16.349)	1900-01-01 00:00:00.000	NULL	NULL

d. Right-click and copy the username **that contains the version number of the app** on the user's device.

	rid	remote_id	script_idt
1	1759	10004:OS-36647Mirza (7.1.15.248)	1900-01-
2	2096	10004:OS-36647Mirza (7.1.16.349)	1900-01-
3	1657	10004:OS-41464Mirza (7.1.15.248)	1900-01-
4	2127	10004:OS-41464Mirza (7.1.16.349)	1900-01-

e. Run the following command, replacing the username with what you've copied.

```
exec ml_reset_sync_state NULL, '10004:OS-36647Mirza (7.1.16.349)'
```

If you are unable to determine the user's version, start with the highest version number. For example, in the image above, 7.1.16.349 is a later version than 7.1.15.248. (16 refers to a version created in 2016 and 15 to one created in 2015.)

f. You should get a command that says that this was completed successfully. Have the user restart the app.