



Troubleshooting

Symptom	Most likely cause
The Waypoint entry does not appear in the app.	The user is a self-service account, lacks Waypoint rights, or <code>gappextended</code> is disabled or below 2.21.0.
A ticket is missing from the selection list.	"Linking to route" is not set to Yes, the ticket is not assigned to that technician, or its location has no coordinates.
The route cannot be created.	Missing or invalid Google API key, or the required APIs are not enabled for it.
Distances are recorded as zero.	Location permissions were not granted, or the GPS had no fix when the trip was started or stopped.
Tracking stops when the phone is locked.	Background location permission is missing, or the operating system's battery optimisation is suspending the app.
Positions are recorded that do not belong to any route.	<i>Enable user geolocation</i> is switched on. It is not compatible with route tracking; disable it.

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