

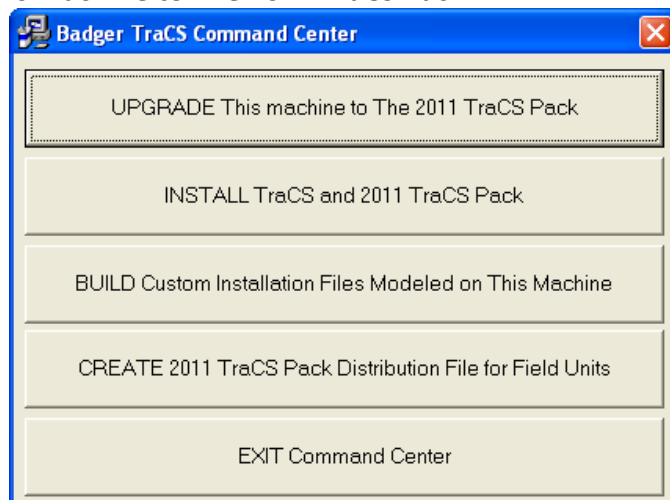
# TraCS FAQ—TraCS 7.3 transmission breaks when TraCS 10 is uninstalled/installed.

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This is done by design. TraCS 10 and TraCS 7.3 share Common Orders dll that when TraCS 10 gets uninstalled the dll also gets unregistered. In order to fix this all you have to do in your TraCS 7.3 folder is to run the RegTraCS.bat file for it to work again. Another option is to running TraCS11.exe which is explained below.

## Resolution:

1. First way to fix this issue
  - a. Close both TraCS 7.3 and TraCS 10
  - b. Run C:\TraCS\RegTraCS.bat file
  - c. Test transmitting from TraCS 7.3
2. 2<sup>nd</sup> way to fix issue
  - a. Make copies of TransExtract and TransComm settings.
    - a. Open the C:\tracs\settings\ folder.
    - b. Make a backup copy of the transcomm.xml file.
    - c. Make a backup copy of the transextract.xml file.
  - b. Run C:\TraCS\Backup\TraCS11.exe or contact the TraCS helpdesk to file transfer it to you.
  - c. Select **Upgrade This machine to The 2011 TraCS Pack**



- d. Click **Next** on the **Destination Location** screen
- e. Choose **Yes** and click **Next** to download the latest patch on the **Download Patch** screen.
- f. Click **Next** on the **Keep Copy of Installer** screen.

More FAQs here: <http://wisconsindot.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx>

- g. Installation will proceed.
- h. Click **Finish**.
- i. Click **Exit Command Center**.
- j. Configure TraCS 7.3 to allow multiple instances of TraCS to be open at the same time:
  - a. Open the file C:\TraCS\Settings\asm.ini in notepad.
  - b. Find the **AllowMultipleTraCSInstances** setting and change it to **True**.
    - i. **[Settings]**
    - ii. **AllowMultipleTraCSInstances=True**
  - c. Save and close the file.
- k. Restore TransExtract and TransComm settings from backup files created in step 1.
  - a. Paste the backup copy of the transcomm.xml file to  
c:\tracs\settings\transcomm.xml, pasting over the existing copy.
  - b. Paste the backup copy of the transextract.xml file to  
c:\tracs\settings\transextract.xml, pasting over the existing copy.

--Jenny 10/15/2013

Updated 4/18/2016, Beth