

Field Unit is "Connecting" but Showing Offline

Last Modified on 07/07/2017 8:59 am CDT

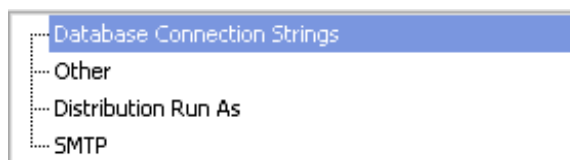
Somehow a mistake was made with the database configuration file. You can always check this on the master.

There are two ways to check.

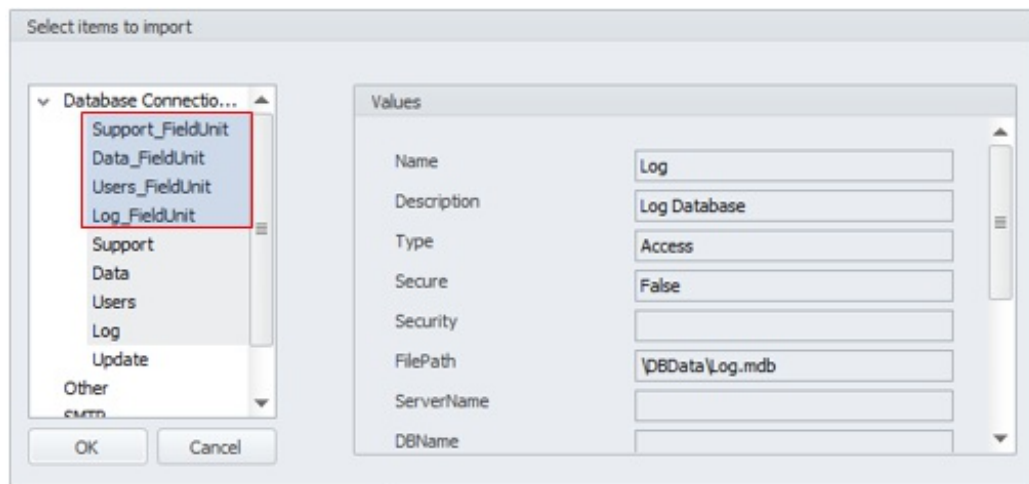
1. Check your Database Connection Strings in the Configuration Manager.
 - a. Click the Database Connections button.



- b. Select Database Connection Strings.



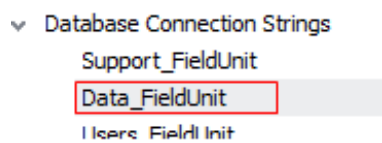
1. Expand the **database connection string** item.



2. Check the entries for **Support_FieldUnit**, **Data_FieldUnit**, **Users_FieldUnit**, and **Log_FieldUnit**.

- c. Make sure the database connection for the field unit's version of the data database points to your TraCS10 network folder.

1. Select the **Data_FieldUnit** entry.



2. Configure this entry to point to your TraCS_Data database. This is the connection string that the field units will use to install ELCI document numbers.
3. Click **Test** to verify the path and connection string.

- d. If you made any changes to the database connection strings, follow Task (4-1) to complete a new distribution for the mobile computers.

2. Look at the DatabaseConnection.set.loc.exml.

- a. In the configuration manager click  Utilities .

- b. Click  and  .

- c. Navigate to C:\ProgramData\TraCS\Distribution\Templates\Local\ and open the **DatabaseConnection.set.loc.exml**

d. You will see more than just the data connection string.

```
<?xml version="1.0" encoding="utf-16"?>
<DatabaseConnections EncryptionMode="Optimized">
  <ConnectionStrings>
    <ConnectionString Name="Support" Description="Support Database" Type="Access" Secure="True" Sec
    <ConnectionString Name="Data" Description="Data Database" Type="Access" Secure="True" Security=
    <ConnectionString Name="Users" Description="Users Database" Type="Access" Secure="True" Security=
    <ConnectionString Name="Log" Description="Log Database" Type="Access" Secure="False" Security=""
    <ConnectionString Name="Update" Description="Update Database" Type="SQL Server" Secure="False"
    <ConnectionString Name="Migration" Description="" Type="Access" Secure="False" Security="" FilePat
  </ConnectionStrings>
  <Others />
  <DistributionRunAsTags />
  <SMTPSettings />
  <ProxySettings>
    <Proxy Name="Defined Proxy" URL="" Port="" Domain="" UserID="" Password="" />
  </ProxySettings>
</DatabaseConnections>
```

e. This is incorrect.

To fix the distribution you cannot just delete the extra connection strings. You need to recreate the file using the following steps:

1. Navigate to C:\%ProgramData%\TraCS\Distribution\Templates\Local\
 - a. Delete **DatabaseConnection.set.loc.exml**
2. Navigate to C:\%ProgramData%\TraCS\Distributionworkarea\
 - a. Check for the **DatabaseConnection.set.loc.exml**
 - b. **If found** delete DatabaseConnection.set.loc.exml
3. Create a new distribution. (Don't forget to change the version number.)

More TraCS FAQs Here:

<http://wisconsin.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx>

--dar 6/1/2017
