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## New Mobile Distributions Not Updating Mobiles

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Last Modified on 11/09/2018 11:44 am CST

Clicking on the Run Distribution button or running the MobileDistribution batch file does not update the mobile(s).

There could be a conflict with an old distribution causing the new distribution not to update completely. By deleting the DistributionLog.xml from the mobile computer will ensure the new mobile distribution will update the mobile. You can delete DistributionLog.xml as many times as needed without causing harm to TraCS.

- 1. Close TraCS and the Configuration Manager if they are open.
- 2. Navigate to and Delete the DistributionLog file (this is an XML file).
  - C:\ProgramData\TraCS\Settings (folder).

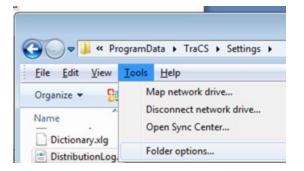
NOTE: Programdata folder could be hidden. Manually enter it if needed.

🕽 🔵 🗢 🕌 C:\ProgramData\TraCS	\Settings		Search
Organize 👻 📴 Open 👻 Bu	rn New folder		
Name	Date modified	Туре	Size
Dictionary.xlg	5/24/2013 8:06 AM	XLG File	929 KE
DistributionLog.xml	2/10/2014 8:09 AM	XML Document	1 KE
ExternalInformation.set.glb.exml	1/3/2014 8:49 AM	EXML File	11 KE

- 3. Delete the DistributionLog file (named DistributionLog.xml)
- 4. Login on TraCS and click on Run Distribution button OR re-run the MobileDistribution batch file.
- 5. Make sure you get a green check mark indicating the distribution completed.
- 6. Test if changes from Distribution/Custom Installation Files take effect.

\*\*\* How to navigate to this location:

- 1. Open My Computer.
  - a. May be located on your Desktop or in the Start Menu.
- 2. Click on C:\ drive (may also be called Local Disk).
- 3. Follow the Folder path.
  - a. If you do not see the ProgramData folder (Windows 7/8).
    - i. Hit the "Alt" key on your keyboard and a menu will pop up at the top (Windows 7/8).
    - ii. Click on Tools.
    - iii. Click on Folder Options (Folder Options window will pop up).



## iv. Click on the View Tab.

eneral View Search		
Folder views		
You can apply the view (such as Details or Icons) you are using for this folder to all folders of this typ		
you are using for this folder to all folders of this typ	e.	
Apply to Folders Reset Folders		
Advanced settings:		
Files and Folders		
Always show icons, never thumbnails		
Always show menus	=	
Display file icon on thumbnails		
Display file size information in folder tips		
Display the full path in the title bar (Classic theme only)	1	
Je Hidden files and folders		
<ul> <li>Don't show hidden files, folders, or drives</li> </ul>		
<ul> <li>Show hidden files, folders, and drives</li> <li>Hide empty drives in the Computer folder</li> </ul>		
Hide empty drives in the Computer rolder		
Hide protected operating system files (Recommended)		
<ul> <li>Hue protected operating system nes (neconinended)</li> </ul>		
Restore Defa	uts	

- v. Make sure "Show Hidden files, folders and drives" is checked.
- vi. Click **Ok**.
- vii. ProgramData (Windows 7/8) folder should now be seen.

More FAQs Here:

http://wisconsindot.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx (http://wisconsindot.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx)

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