# **RMS errors: PDF Image**

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### **ISSUE:**

The PDF image is not copying or the PDF image will not open.

### **RESOLUTION:**

When setting up TraCS Task 3-14, <u>following the directions is crucial</u>. There are two settings in transmission.



- 1) Import/Export is how to format the file and what files are to be sent to the RMS
- 2) Communication is where to put the file and how to send them.

# 3) The following in an excerpt from the installation guide. The highlighted area is the area that tends to get skipped.

a) Select imageToRMS. — imageToRMS If you want to export an image of one of the forms reports, enable the Active check box. If Active Otherwise, disable it Active and continue with step 4c-iv. By default the report image export is configured with the most commonly used report and the TIFF image type. These may be changed if you prefer another format:



Edit Report			×
ELCI	Values		
	Report Name:	ELCI	
	File Name:	elci_violator.rpt.exml	•
	File Type:	TIFF-LZW (MultiPage)	•
	Bits/Pixel:	1	-
	Resize Percentage:	100	
	Quality:		÷
		Remove Embedded Fonts from PDF?	
		File Name	
Add Delete			
OK Cancel	Apply		

c. Select the report you want to export in the **File Name** field.

File Name:	elci_violator.rpt.exml	-
	elci_violator.rpt.exml	
	elci_court.rpt.exml	
	elci_officer.rpt.exml	
	elci_Guardian.rpt.exml	
	elci_coverletter.rpt.exml	

d. Select the export format for the image in the **File Type** field. Most popular are PDF or TIFF-LZW (MultiPage).

File	Type:	TIFF-LZW (MultiPage)	-	]
		GIF		1
		JPEG		
		TIFF		
		TIFF-LZW	=	
		TIFF-PackBits		
		TIFF (MultiPage)		
		TIFF-LZW (MultiPage)	<b>•</b>	
e.	Clic	< the File Name button.	<b>~</b>	File Name

(a) Change the File Extension to match the the image type, typically **tif** or **pdf**.

File Extension: tif

(b) Click the **OK** button to close the **File Name** dialog.

	OK	
_		_

OK

f. Click the **OK** button to close the **Edit Report** dialog.

#### 4) In the communication area the following gets missed

a) If you are exporting TIFF or PDF files, you will need to add the file type in the **Filename(s) to Process** field. Add a comma after **\*.xml** and then add **\*.pdf** or **\*.tif** 



Example: \*.xml,\*.pdf

--Geri 01/22/2014