TraCS FAQ—TraCS Errors/Issues

This is a list of TraCS Errors/Issues that may occur.

Error 1: Invalid schema errors. This error, from the TraCS Log located on the View tab->TraCS Log button with citation selected, can show up when you have failed transmissions or a failed end shift from a Mobile to a Workstation for any form. These errors will show up on the Details Report as well (Details Report button shows up on the transmission, success screen).

Description
Communications [Instruction Type = eCitation; Instruction Name = elciToWIJIS; Communication Type = HTTPPost; Source Fullpath = C:\ProgramData\TraCS\Communications\Transmission\WIJIS\ELCI\U427305_140306113039.xml; Destination Filename = U427305_140306113039.xml] - Failed: Citation document is invalid according to schema. Please see validation report.
Communications [Instruction Type = eCitation; Instruction Name = elciToWIJIS; Communication Type = HTTPPost; Source Fullpath = C:\ProgramData\TraCS\Communications\Transmission\WIJIS\ELCI\U427304_140306113049.xml; Destination Filename = U427304_140306113049.xml] - Failed: Citation document is invalid according to schema. Please see validation report.
Communications [Instruction Type = TransComm; Instruction Name = elciToRMS; Communication Type = FileCopy; Source Fullpath =

Error when Transmitting:
1. Take a screen shot of the error from the TraCS Log or save the Details Report
2. Start Shift the file(s) that are having Schema issues.
    a. A CZP file will be created in your Mailbox folder (may be located on a USB if you do USB end shifts, or could be located on your network drive where your TraCS 10 data is)
3. Send BadgerTraCS the CZP file(s) and the screenshot/details report of the error

Error End Shift with Office from Mobile:
1. From the Office, take a screen shot of the error from the TraCS Log or save the Details Report
2. On the Mobile Unit, go into Resend Mode (User Guide)
3. Select the form(s) with issues
4. Click on End-Shift
    a. A CZP file will be created in your Mailbox folder (may be located on a USB if you do USB end shifts, or could be located on your network drive where your TraCS 10 data is)
5. Send BadgerTraCS the CZP file(s) and the screenshot/details report of the error

Error 2: MD5 Hash Error. This may occur on either a Mobile or Office machine during a TraCS WIPACK update.
1. Close out of all TraCS programs
2. Download the latest Baseline installer from the Extranet
   http://www.dot.wisconsin.gov/drivers/drivers/enforce/tracs/index.htm
3. Unzip the Baseline installer from the ZIP file to the desktop or somewhere local to the computer
4. Run the Baseline installer with all defaults it brings up
    a. Mobile – Standalone Install
    b. Network Office – Client install
    c. Standalone Office – Standalone Install

More FAQs here:

Error 3: An error occurred during the Database Upgrade/Sync. This message may pop up during a WIPACK update on a Mobile or Office Machine. (Some users have reported that TraCS still works after this error has popped up, but just to be sure it is ok, re-run the WIPACK Update)

1. Follow the FAQ: Re-run WIPACK Update

Error 4: Installing Citation Numbers. No numbers available to install FROM inventory or Unable to lock inventory control record. This can mean that your citation number inventory has depleted. If you know there should be some left, it may have been archived.
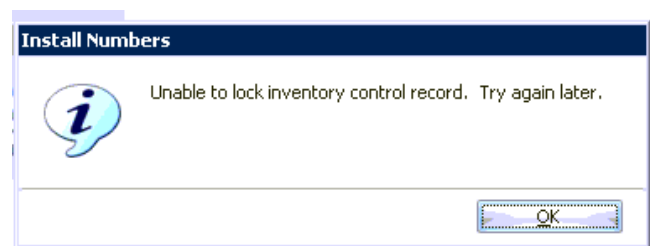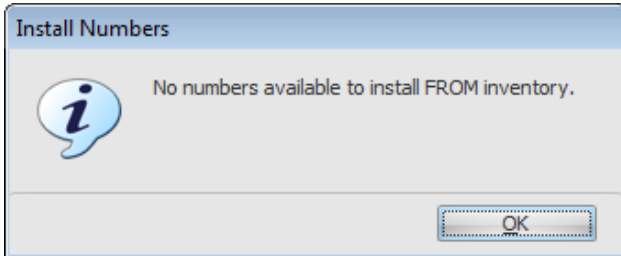
Fix 1: Citation Inventory has been depleted:

1. Order more citation numbers (Install Guide - Task 3-2)

Fix 2: Citation Inventory has been archived:

1. View all archived forms in Office machine
   a. Clear Search box, select Archive button, select year, click search
2. Look for:

Form Name	▼	Form Number	Status
UtilityElciNumberInventoryControl		0DC1C3B005	Inventoried

3. If you do see Step 2, and it has status of Inventoried, Unarchive the form
   a. May need to have System Admin access levels
   b. Select the form
   c. Click on the Data Transfer tab
   d. Click on Unarchive
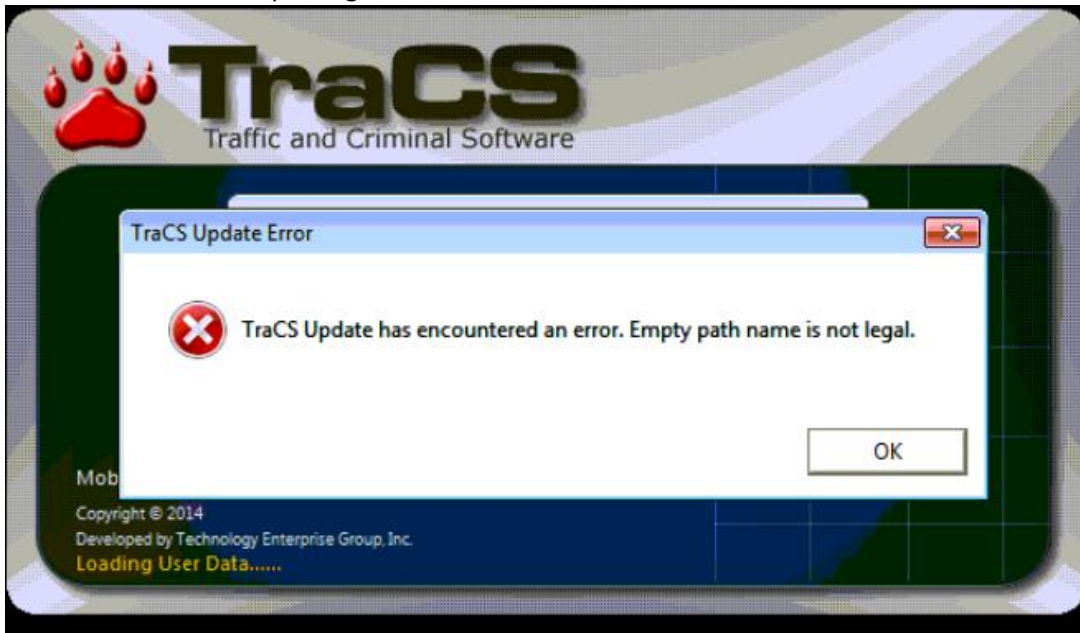4. If you do NOT see Step 2, Follow Fix 1

Error 5: TraCS will not open after clicking on the icon, forms manager is having an error opening then closes TraCS out after logging in. These can be caused by font issues with Lucida Sans regular and Arial regular. You will need to get a copy of both from a working machine of TraCS and copy it over to the one that is not working.

1. Copy from working TraCS machine: C:\Windows\Fonts\arial.ttf AND LSANS.ttf
2. Paste and overwrite/install into non working machine to the same folder location: C:\Windows\Fonts

More FAQs here:

Error 6: "TraCS Update Has encountered an error. Empty path name is not legal." This error happens during the WIPACK Update process. The first notification message for the WIPACK update pops up, but the second notification message does not and instead shows this error message. This could be caused by a bad install of TraCS (if on a clean installation).

1. Uninstall TraCS
2. Delete TraCS folders:
   a. C:\ProgramFiles (x86)\TraCS
   b. C:\ProgramData\TraCS
3. Re-install TraCS
4. Test WIPACK updating

Dr 1/28/2019