## Unable to Download Same Pack Again from Update Server

Last Modified on 08/30/2017 4:56 pm CDT

Sometimes a TraCS pack is not installed correctly on a computer and you want to install it again.

## **Resolution:**

Need to delete 3 items.

- 1. Delete the files/folders in the C:\ProgramData\Tracs\TraCSClientUpdate\ \*\*\*
- 2. Delete the DistributionLog.xml File in C:\ProgramData\Tracs\Settings\ \*\*\*
- 3. Delete the whole TraCSPack line in the RegistryKeyName.ini file.
  - C:\Program Files\TraCS\RegistryKeyName.ini
  - C:\Program Files (X86)\TraCS\RegistryKeyName.ini
  - a. Example:TraCS Pack=WIPack130226b



b. Should look like.

RegistryKeyName.ini - Notepad <u>File Edit Format View Help</u> [RegistryKey] Name=TraCS [UpdateVersionID] TraCS=10.05.03

\*\*\* **Note:** These folders are hidden by default in Windows 7/8. You will need to enable the View Hidden files/folders options.

- 1. In the Menu bar click on Tools.
  - a. If you do not see the Menu bar, click the Alt key on the keyboard, and it will appear.
- 2. Click on Folder Options (Folder Options window will pop up).
- 3. Click on the View tab.
- 4. Click on Show hidden files, folders, and drives Under the Hidden files and folders section.
- 5. Click Ok.
  - a. You should now be able to see the hidden folder.

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More TraCS FAQS Here: http://wisconsindot.gov/Pages/safety/enforcement/agencies/tracs/faqs.aspx

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