## Advanced Automation Features Do Not Work

Last Modified on 02/21/2019 9:54 am CST

## **Issue:**

When setting up notification service or enable batch transmission you might get:

- Error message on setup of Task 3-24 Enable Batch Transmission.
  - Batch Import Export Add Service.bat
  - Batch TransComm Add Service
- Notification services do not work despite being configured correctly.

For these services to work, UNC naming standards need to be used throughout TraCS 10. Drive letter mapping will not work.

## **Resolution:**

- 1. Reinstall the client Task 4-2. In step 12 make sure to use UNC file path NOT the drive letter mapping. Example: \\MAD00FPG\5sharedrv\TraCS\AgencyT.
- 2. For MS Access users -- Reset the database configuration Task 1-4.
  - a. NOTE: If you are configured as standalone use the full path: relative paths do not work! (c:\programdata\tracs\dbdata\support.mdb)
- 3. Fix communications.
  - a. Task 3-11 Start-shift/End-shift mailbox.
  - b. Task 3-14 Configure RMS Transmission start at step 5 and go to end.

Test Notification services: to test to see if this is working put in a very simple query like the following.

## In TraCS:

- 1. Go to Search
- 2. Choose the Advanced tab.

3.	Choose  O Advanced Searches to;	ggle.
4.	Click New .	
	Search	
	General Enhanced Custom Favori	es Advanced
	Show: (3) Advanced Searches	AdHoc Queries     Analysis Reports
	test	
	New Edit	Delete Search
5.	Put Test in the search Name	Search Name: test .
6.	In the Form	box highlight Header Information
7.	In the Field	box highlight Location
8.	In the Action	box highlight Exact Match
9.	Click New .	

10. Choose your Location TAS number.

Sele	ct Locati	on(s)	X
5	Select All		
	Select	Location Code	Location Name
		010	LA CROSSE POLICE DEPART
		011	MARINETTE COUNTY SHERIF
I		012	TEST POLICE DEPARTMENT
		013	KENOSHA COUNTY SHERIFFS
		014	BROWN COUNTY SHERIFFS
		015	ASHWAUBENON DEPT OF PU
		016	ALLOUEZ PUBLIC SAFETY DEPT
		018	DE PERE POLICE DEPARTMENT
	OK	Cancel	

11. Click or and your query should resemble the following:

ch Name: best				Data Source: Current	-
Form	Group	Field	Action	Value(s)	
Header Information		Definable9 Forn Date Forn Date Forn Name Forn Name Forn Nember Forn Version Is Locked	Indudes Any Exact Match Excludes Ex Blank Is Not Blank	012 - TEST POLICE DEPARTM	ENT
		LastSaved LastSavedTime			
		Location		New Remov	e

- 12. Click Add .
- 13. Click Notifications
- 14. Fill out the dialog to resemble the following:

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🖉 Search Email Notification 📃 🛋
Interval Options
Search Interval: 1 Minute(s) - Expires: Never -
Email Options
Server Settings: TraCS Notification
To 333
Cc
Bcc
Subject: Test
Body: test notifications
OK Cancel

- 15. Click OK 16. Click Finish
- Create some blank warnings and wait. It could take a while; my first test took 10 minutes to get the email.

More FAQs Here:

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

-gp 11/18/13

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