New Mobile Distributions Not Updating Mobiles

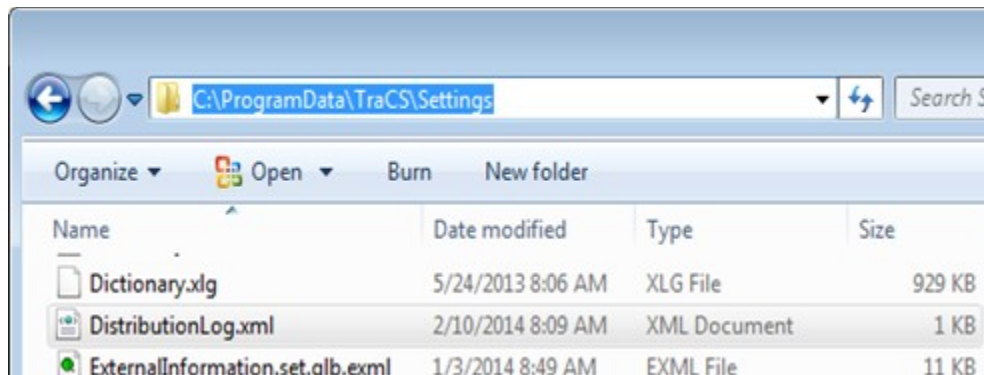 (/help/pdfexport/id/594abbb96e121c8c77357c8b) 🖨 ✉

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).
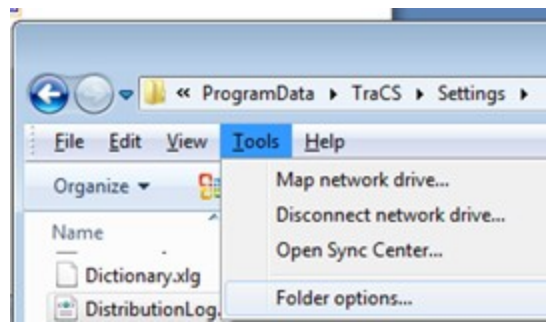
    - C:\ProgramData\TraCS\Settings (folder).

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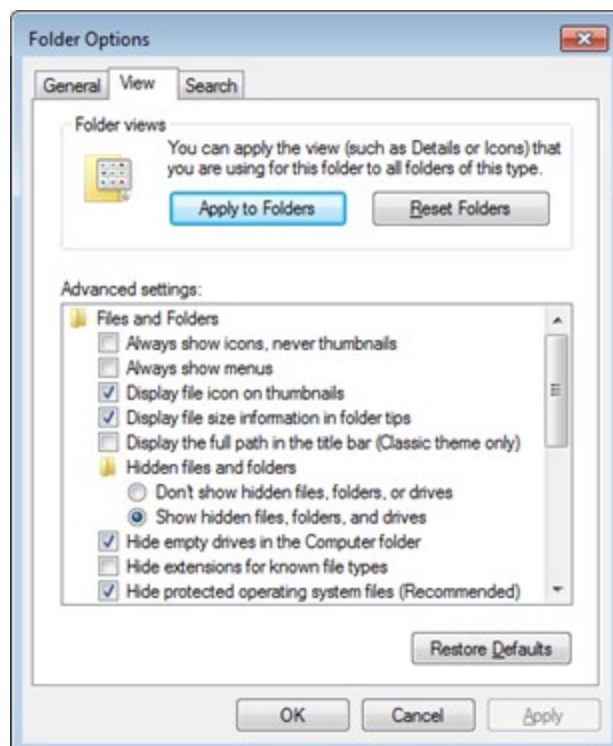

3. Delete the DistributionLog file (named DistributionLog.xml)

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.

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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