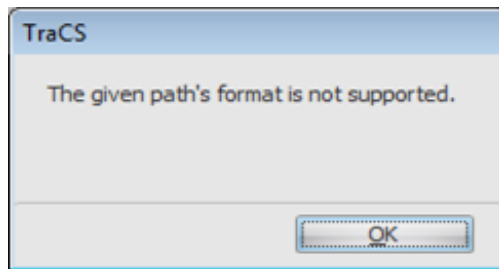# External Search Errors

Last Modified on 06/19/2017 1:15 pm CDT

This is a list of External Search Errors that can occur and how to fix them.
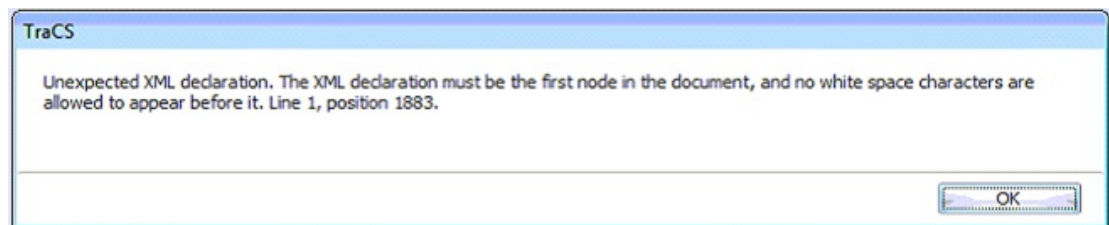
Error 1: The given path's format is not supported.

1. The External Search MessageCache location is set incorrectly for both Mobile and Office machines.

   - How Do I Setup the eTime Interface FAQ

Note: If this keeps happening on a Mobile after a new Distribution/Custom Install File is run make sure you review and modify the External Message Cache Folder setting when creating Distribution/Custom Install Files in Task 4-1 of the TraCS Installation guide.

Error 2: Unexpected XML declaration. The XML declaration must be the first node in the document, and no white space characters are allowed to appear before it. Line 1, position 1883.

1. This could be caused by a bad XML download from 27/28 information (driver/vehicle) search result.
2. Re-run or re-download the 27/28.

   AND

3. Check to make sure your External Search MessageCache Location is set correctly for both Mobile and Office machines.

- How Do I Setup the eTime Interface FAQ

Note: Another thing that could be causing this issue is that the External Search MessageCache location may have too many 27/28 xml data files in it. Find the location where your 27/28 generator creates these files (look at Task 3-1 of the Install guide), which is where TraCS looks for it and delete xml data files (If you do not know if you should delete the files please call BadgerTraCS).

Note: Another thing that could be causing this issue is the 27/28 generator could be saving corrupt xml data or may not be compatible with TraCS. Please contact your 27/28 vendor to see if the program is saving corrupt data. If it is not, please send us a copy of the xml file it saves.

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

—dar 6/1/2017