

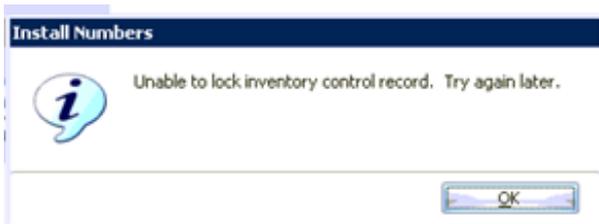
Can't Install Citation Numbers on Mobile Computer

Last Modified on 07/18/2017 11:05 am CDT

TraCS can't install citation numbers on a mobile computer.

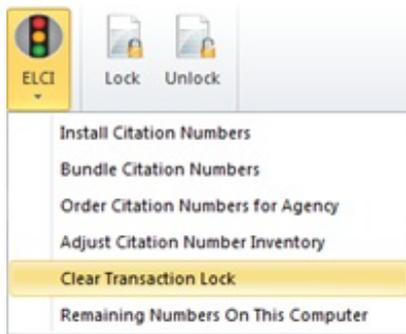


This error message will show.



SOLUTIONS:

1. Do you have an ELCI Number Inventory Control form in a Status of Inventoried and does it has enough citations to satisfy the amount trying to install? If no, complete [Task 3-2](#) in the [Installation Guide](#) .
- 2.
3. Has your ELCI Number Inventory Control form been archived? Citations cannot be installed from an inactive form. Unarchive your ELCI Number Inventory Control form.
4. The ELCI Number Inventory Control Record may have a Unit Number locked in the form. In the office, click on ELCI and choose **Clear Transaction Lock**.



5. Is your Data_FieldUnit database string pointing to the correct location? Follow [Task 1-6\(a\) step #6 for Access databases](#) and [Task 1-6\(c\) Step 5b for SQL databases](#).

6. Is **DatabaseConnection.set.loc.xml** missing from **Files.zip** in the Distribution/Mobile folder? If yes, complete a new distribution following [Task 4-1](#) in the [Installation Guide](#).

More TraCS FAQs Here:

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

bjn 4/26/2016