

MasterIndex Upgrade Issues and Resolutions

 (/help/pdfexport/id/5b2960636e121c724959c9ad)  

Last Modified on 11/09/2018 11:45 am CST

When installing TraCS for the first time or upgrading TraCS to a new baseline, listed below are some of the most common errors experienced.

Issue: My agency uses MS Access for our TraCS database and we can't archive/unarchive forms. We previously had baseline 10.05.63 installed.

Resolution: Perform step 3 of the "Additional Instructions for Master Index Upgrade" document: <https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf> (<https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf>).

Issue: My agency uses MS Access for our TraCS database and we can't archive/unarchive forms. We have not completed the instructions in the "Additional Instructions for Master Index Upgrade" document.

Resolution: Perform step 3 of the "Additional Instructions for Master Index Upgrade" document: <https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf> (<https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf>).

Issue: I was on Baseline 10.05.47 before upgrading to another Baseline and now I can't archive.

Resolution: Perform the following steps which are also in the "Additional Instructions for Master Index Upgrade" <https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf> (<https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf>).

1. Make a backup of your database
2. Delete these tables from data database
 - IndividualsToFormsMap
 - VehiclesToFormsMap

- LocationToFormsMap
- CarriersToFormsMap
- MasterIndexFlags
- Confidential

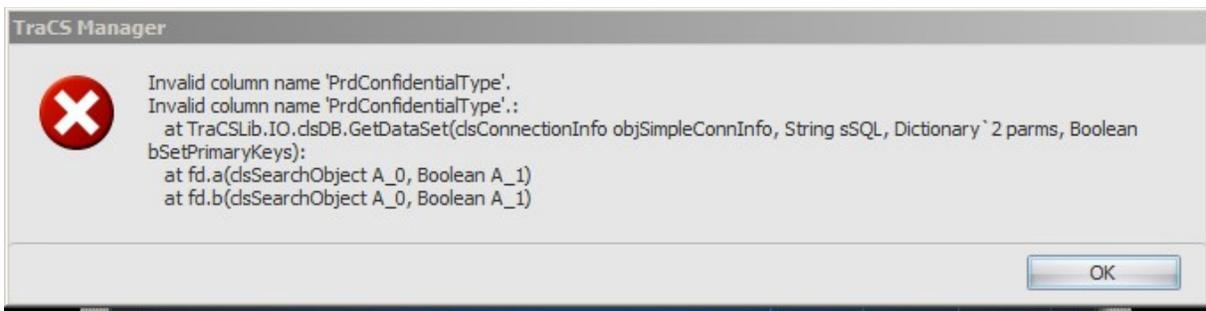
3. Run the RMS Conversion Wizard

Issue: When doing an update to any Baseline I get a MD5 Hash error.

Resolution:

1. Download the new baseline installer.
 - a. <https://trust.dot.state.wi.us/tracs/software/tracs10.zip>
 - b. Need WAMS ID
 2. Delete any old copies of the TraCS install exe and replace with the version found in the zip file.
 3. Run the newest baseline installer on the computer having the MD5 Hash error. (If the computer is the master computer then run as network and Client installs)
 - a. All settings should be defaulted correctly; but pay attention
 4. Delete everything in the following directory
 - a. For Win XP: C:\Documents and settings\all users\application data\TraCS\TraCSClientUpdate
 - b. For Win 7: C:\ProgramData\TraCS\TraCSClientUpdate
 - c. For Win 10: C:\ProgramData\TraCS\TraCSClientUpdate
 5. Re-run the update
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Issue: Getting this error every time I do something in TraCS.



Resolution: Most likely the “Additional Instructions for Master Index Upgrade” instructions weren’t done. Start with step 3.

<https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf>
(<https://trust.dot.state.wi.us/tracs/FAQs10/AdditionalInstallInstructionsForMasterIndexUpgrade.pdf>)

Issue: I did the Baseline 10.05.66 by mistake and don’t have time to complete the required “Additional Instructions for Master Index Upgrade” instructions.

Resolution: Contact the TraCS Help desk so they can roll back your master computer to the last baseline and pack.

Issue: When logging into TraCS there is an error stating a drive letter is invalid.

Resolution: Once your agency updated to the latest Pack TraCS will check to see if the computer has the latest distribution. Performing this check is where you see this error. The issue is your distribution is setup to use a drive letter which isn’t mapped. Either map that drive letter or change your distribution path to use the correct drive letter. See Task 5.3a in the Installation guide to disable this auto distribution feature.

Issue: By mistake I said yes to allow other computers to get the update and some did update. What do I do know because I haven’t even started the “Additional Instructions for Master Index Upgrade”?

Resolution: Complete the “Additional Instructions for Master Index Upgrade” instructions from the beginning. No harm was done.

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Issue: While in the crash diagram tool there is no “Vehicle” or “Vehicles in Motion” palette.

Resolution: When doing step 8 v 3 in the “Additional Instructions for Master Index Upgrade” the Vehicles.tdp & VehiclesInMotion.tdp was skipped when manually typing it in. This most likely is because when you typed in the palettes you were looking at the screen shot which only showed 4 palettes. You need to look at the bottom of page 16 for the list of all 6 palettes.

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Issue: I created a new distribution based off the “Additional Instructions for Master Index Upgrade” and it didn’t run on the mobile computer. I click the Run Distribution on the mobile many times.

Resolution: Manually run the MobileDistribution.bat file from the network location or from your thumb drive.

Issue: The newest form is not showing on mobiles. USR files are not getting updated correctly.

Resolution: Rerun the distribution by clicking on the distribution .bat file. Not on the Run Distribution button in TraCS.

General Information:

- Configuration forms which are created for Auto Back-up of document numbers should not be archived.
- TraCS will check to see if the latest distribution has been run on that computer every time a users logs out of TraCS.
- Make sure the setup for your Office distribution is correct for your office computers. Some agencies when creating a distribution say both mobile and office computers when creating a distribution, causing issues on their office computers. This is because every time a user logs-in and out of TraCS it will try and run any new distributions. Your office distribution could be setup to auto-install 200 citation numbers on the office computer because you selected both when creating the distribution.

Any questions you may have contact the TraCS Help Desk by email BadgerTraCS@dot.wi.gov or phone (608) 267-2096.

–DAR 11/17/2014

–JLS 12/15/2014

—AH 06/11/2018