

# RMS errors: PDF Image

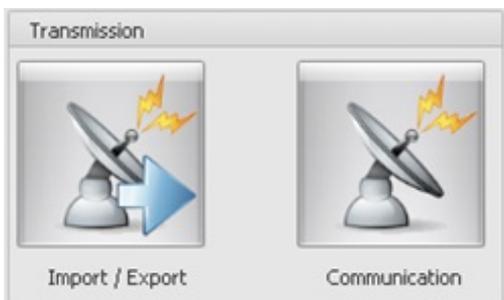
Last Modified on 02/21/2019 10:27 am CST

## ISSUE:

The PDF image is not copying or the PDF image will not open.

## RESOLUTION:

When setting up TraCS Task 3-14, following the directions is crucial. There are two settings in transmission.

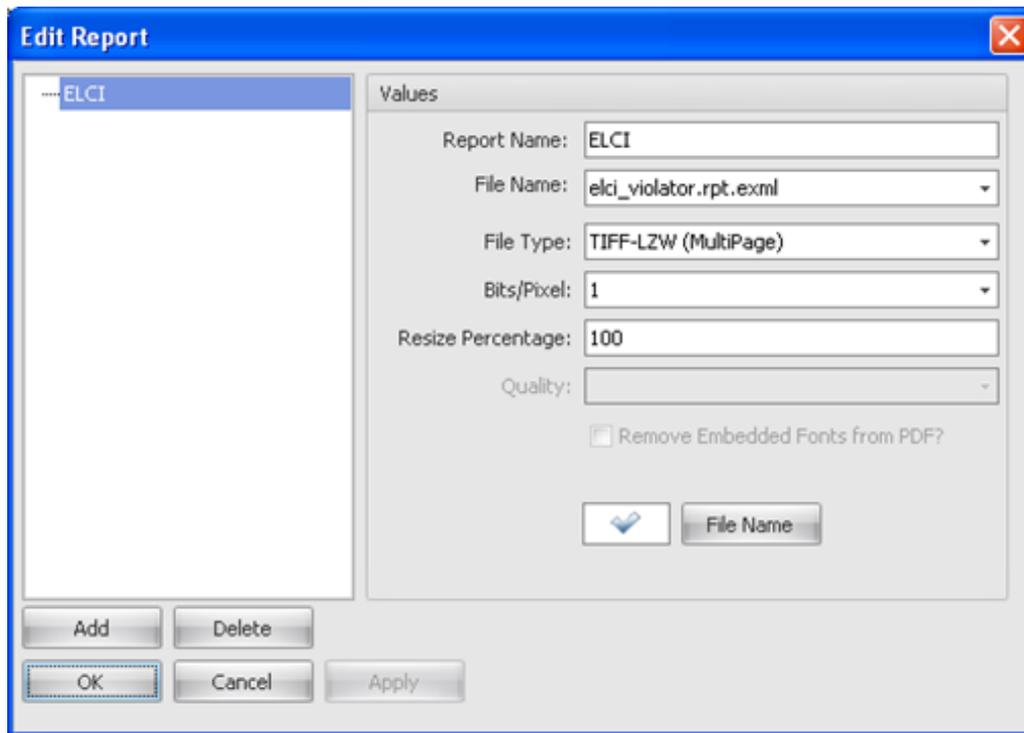


- 1) Import/Export is how to format the file and what files are to be sent to the RMS
- 2) Communication is where to put the file and how to send them.
- 3) **The following in an excerpt from the installation guide. The highlighted area is the area that tends to get skipped.**

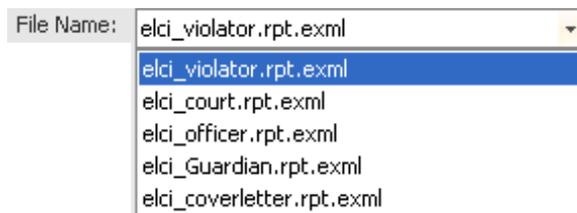
a) Select imageToRMS. ... **imageToRMS** If you want to export an image of one of the forms reports, enable the Active check box.  Active Otherwise, disable it  Active and continue with step 4c-iv. By default the report image export is configured with the most commonly used report and the TIFF image type. These may be changed if you prefer another format:

b) Click the Reports button.





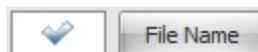
c. Select the report you want to export in the **File Name** field.



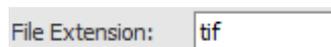
d. Select the export format for the image in the **File Type** field. Most popular are PDF or TIFF-LZW (MultiPage).



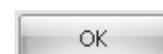
e. Click the **File Name** button.



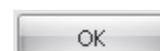
(a) Change the File Extension to match the the image type, typically **tif** or **pdf**.



(b) Click the **OK** button to close the **File Name** dialog.



f. Click the **OK** button to close the **Edit Report** dialog.

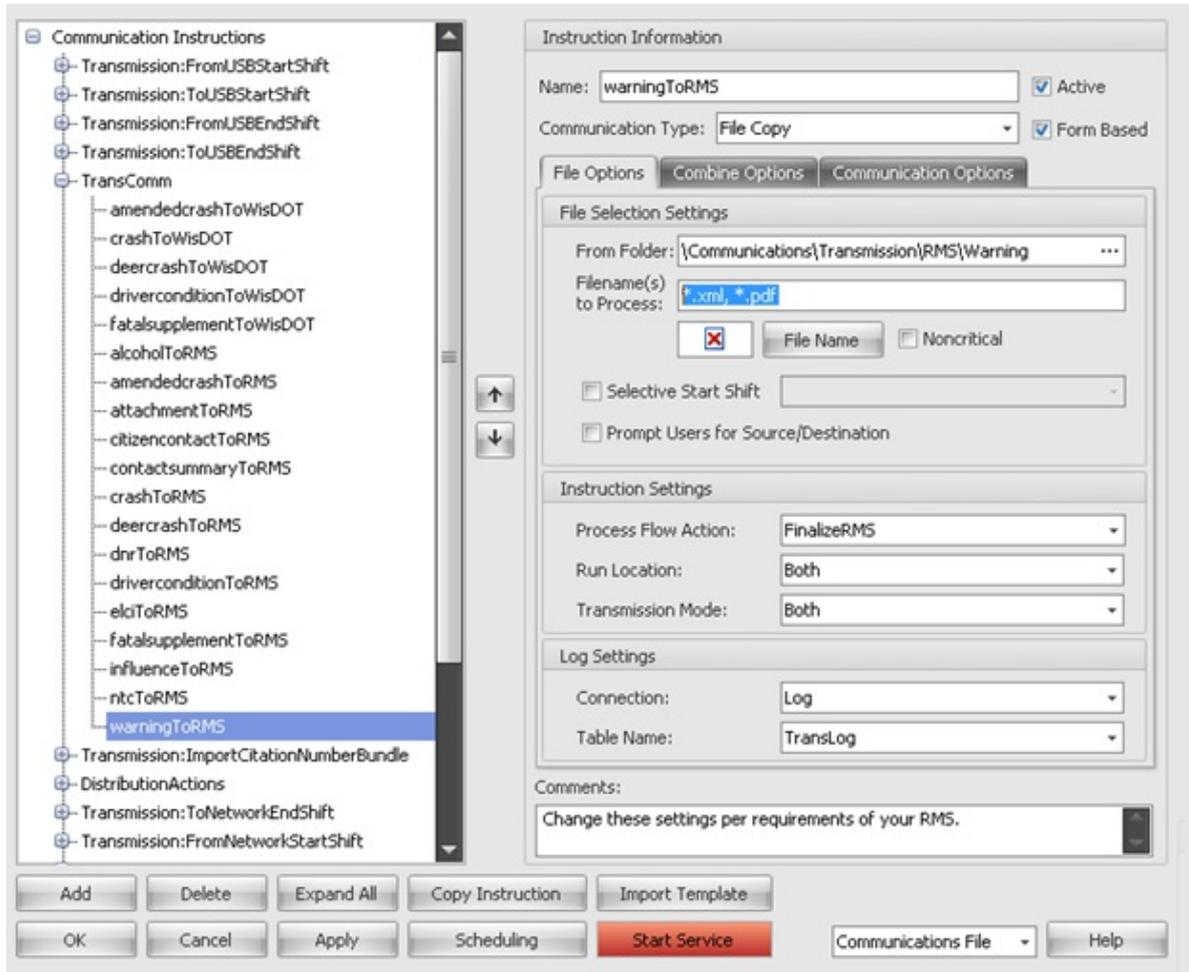


4) In the communication area the following gets missed

a) If you are exporting TIFF or PDF files, you will need to add the file type in the **Filename(s) to Process** field. Add a comma after \*.xml and then add \*.pdf or \*.tif

Example: \*.xml,\*.pdf

b)



--Geri 01/22/2014