

Unable to Download Same Pack Again from Update Server

Last Modified on 08/30/2017 4:56 pm CDT

Sometimes a TraCS pack is not installed correctly on a computer and you want to install it again.

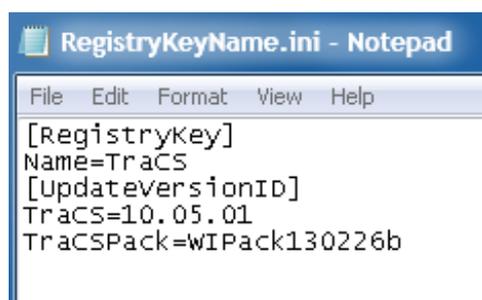
Resolution:

Need to delete 3 items.

1. Delete the files/folders in the C:\ProgramData\Tracs\TraCSClientUpdate\ ***
2. Delete the DistributionLog.xml File in C:\ProgramData\Tracs\Settings\ ***
3. Delete the whole TraCSPack line in the RegistryKeyName.ini file.

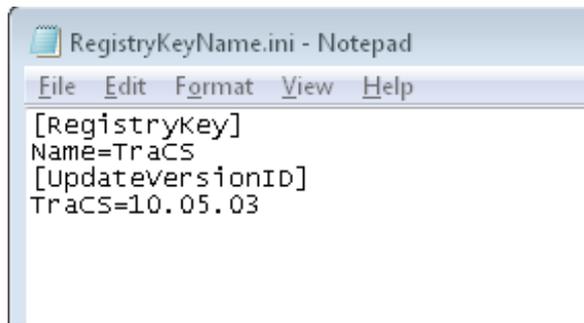
- C:\Program Files\TraCS\RegistryKeyName.ini
- C:\Program Files (X86)\TraCS\RegistryKeyName.ini

- a. Example:TraCS Pack=WIPack130226b



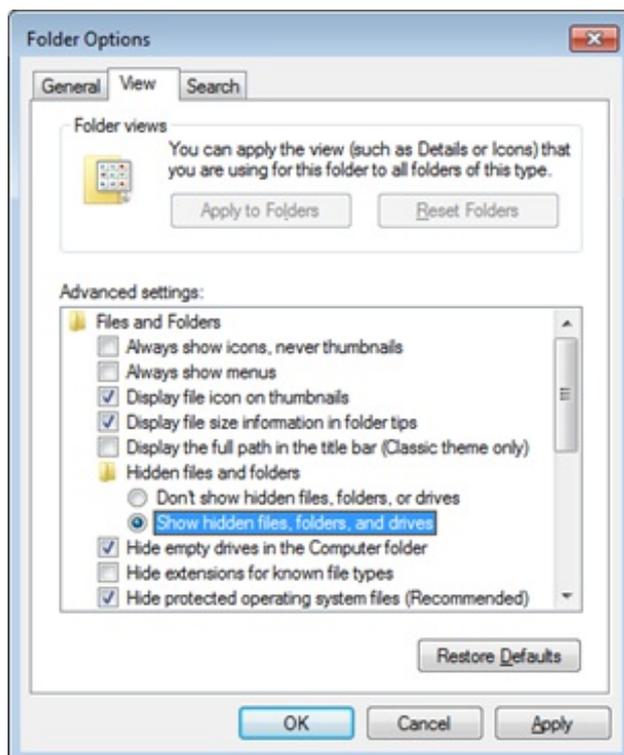
```
RegistryKeyName.ini - Notepad
File Edit Format View Help
[RegistryKey]
Name=TraCS
[UpdateVersionID]
TraCS=10.05.01
TraCSPack=wIPack130226b
```

- b. Should look like.



*** **Note:** These folders are hidden by default in Windows 7/8. You will need to enable the View Hidden files/folders options.

1. In the Menu bar click on Tools.
 - a. If you do not see the Menu bar, click the Alt key on the keyboard, and it will appear.
2. Click on Folder Options (Folder Options window will pop up).
3. Click on the View tab.
4. Click on Show hidden files, folders, and drives Under the Hidden files and folders section.
5. Click Ok.
 - a. You should now be able to see the hidden folder.



More TraCS FAQs Here:

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

SAM 3/21/2014