

User Preferences Are Not Saving

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Problem

When moving columns or changing user preferences in the Form Manager they do not save the next time TraCS is opened.

Resolution

User Defaults are not saving because the agency defaults are overwriting the user defaults. When using the system admin account, agency defaults may have been inadvertently saved. An agency has 2 choices to remove the agency default.

1. You can either save all the settings to the 00001 user, this will override all user preferences.
2. Delete the agency defaults by going into the Configuration Manager.
 - a. Click



- b. Highlight `Agency012`.
 - c. Click



- d. You will get the following...



- e. Either:
 - i. Find the setting causing the issue.
 - ii. Delete all entries.

More FAQs here:

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

GLP 10/15/2013

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