

# Advanced Automation Features Do Not Work

Last Modified on 02/21/2019 9:54 am CST

## Issue:

When setting up notification service or enable batch transmission you might get:

- Error message on setup of Task 3-24 Enable Batch Transmission.
  - Batch Import Export Add Service.bat
  - Batch TransComm Add Service
- Notification services do not work despite being configured correctly.

For these services to work, UNC naming standards need to be used throughout TraCS 10. Drive letter mapping will not work.

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## Resolution:

1. Reinstall the client Task 4-2. In step 12 make sure to use UNC file path NOT the drive letter mapping. Example: \\MAD00FPG\5sharedrv\TraCS\AgencyT.
  2. For MS Access users -- Reset the database configuration Task 1-4.
    - a. NOTE: If you are configured as standalone use the full path: relative paths do not work! (c:\programdata\tracs\dbdata\support.mdb)
  3. Fix communications.
    - a. Task 3-11 - Start-shift/End-shift mailbox.
    - b. Task 3-14 – Configure RMS Transmission - start at step 5 and go to end.
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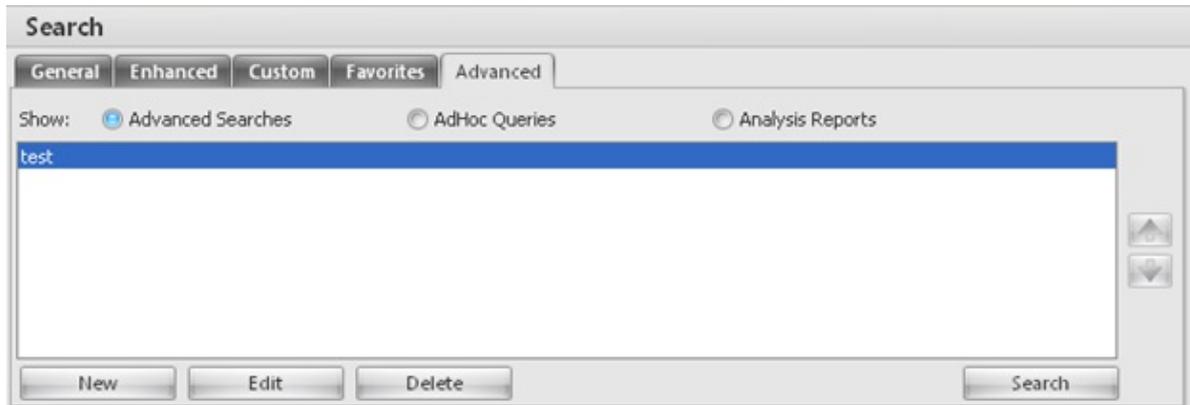
Test Notification services: to test to see if this is working put in a very simple query like the following.

In TraCS:

1. Go to  .
2. Choose the  tab.

3. Choose  Advanced Searches toggle.

4. Click  .



5. Put Test in the search Name  .

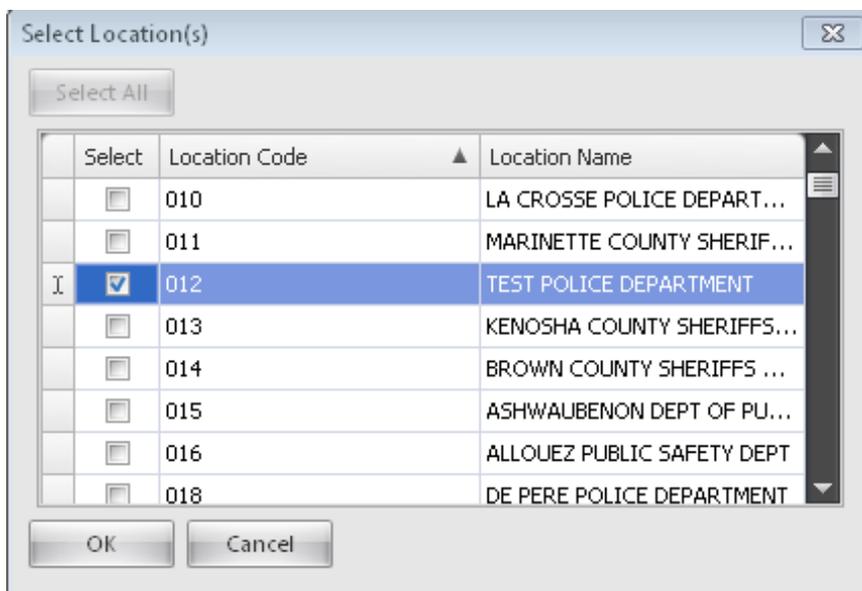
6. In the  box highlight  .

7. In the  box highlight  .

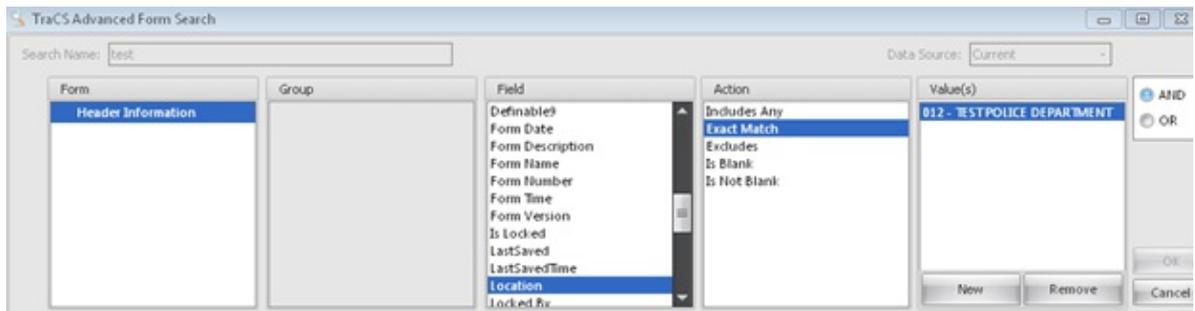
8. In the  box highlight  .

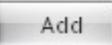
9. Click  .

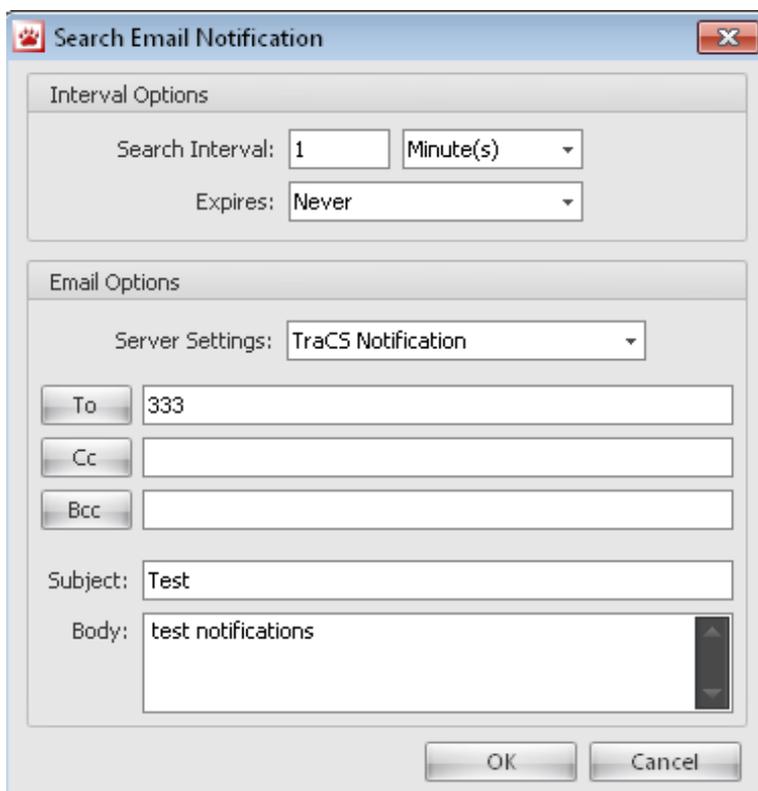
10. Choose your Location TAS number.

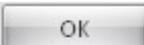


11. Click  and your query should resemble the following:



12. Click  .
13. Click  .
14. Fill out the dialog to resemble the following:



15. Click  .
16. Click  .
17. Create some blank warnings and wait. It could take a while; my first test took 10 minutes to get the email.

More FAQs Here:

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

-gp 11/18/13

UPDATED - DR 1/26/18

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