

# How do I fix Rank problem

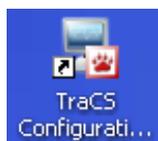
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This FAQ applies only to agencies that use TraCS to manage users. It does not apply to agencies that use Active Directory to manage TraCS users.

Prior to the October 2013 patch, the reporter's rank might print incorrectly on the reports. For example, instead of "Lieutenant", the report would show "Lieutena". Other ranks were similarly affected. There was a bug in TraCS causing the code description rather than the the code value to save in the user's account. This has been corrected for new user accounts, but any user accounts created prior to November 1, 2013, still have the incorrect rank text stored in them. These accounts may be corrected following the procedure below.

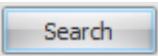
This procedure also fixes the problem where you would select a rank and a different rank would get swapped in, for example, "Deputy Chief" instead of "Deputy."

1. On your master computer, double click the shortcut for the TraCS Configuration Manager, located on your desktop.



2. Sign in with account 00001.
3. Click the **User** button in the first row to open the **User Editor**.



4. Click **Search** to get a list of users. 
5. Select a user to edit and click the **Edit User** button. 
6. Select the correct rank from the drop down list and click **Apply** and **OK**.

7. Repeat steps 5 and 6 for each user.
8. Create and deploy a distribution following task 4-1 in the installation guide. The next time a new distribution is run on the field unit, the new user accounts will be transferred. Any new reports written under the new user accounts will have the correct value for rank.

More TraCS FAQs Here:

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

—dar 6/1/2017

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