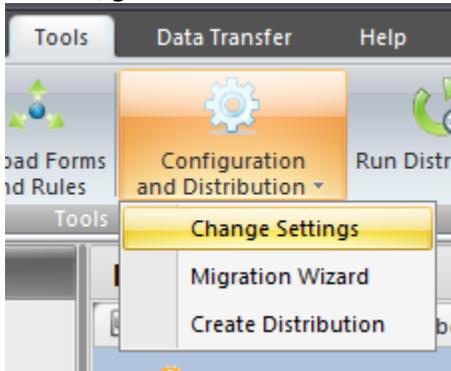


# TraCS FAQ—Troubleshooting Pin Maps

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Follow the instructions in this FAQ if you've created an ad hoc query, but the pin map is not displaying data correctly or is generating error messages.

1. Make sure your computers are updated to the May 2014 WIPack or better. Installing this pack will fix many configuration issues
2. In TraCS, go to the **Tools** menu and select **Configuration and Distribution** and click **Change Settings**.



3. In the configuration wizard form, make sure the **WISLR Map Location** shows:

WISLR Map Location %ProgramData%\CTRE\Incident Location Tool\GISData
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If it doesn't, click the **Import** button on the data bar and then validate the form to save the configuration change.

4. The map indexes may be out of date. (A future release of the TraCS baseline will automatically keep indexes up-to-date.)
  - a. In Windows Explorer, open the **C:\ProgramData\CTRE\Incident Location Tool\GISData** (Windows 7) or **C:\Documents and Settings\All Users\Application Data\CTRE\Incident Location Tool\GISData** (Windows XP).
  - b. Delete files with an extension of **.idx** or **.ids**.