



TraCS 10 Law Enforcement Agency (LEA) Administrator's Guide

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# Contents

Chapter 1: Introduction	1
TraCS Agency Administrator Responsibilities	1
User Roles and Access Levels	2
Chapter 2: Implementing TraCS 10 at Your Agency	3
Chapter 3: TraCS 10 Installation	5
System Requirements	6
Installing TraCS 10	6
Start Installation	7
TraCS 10 Installation	
Easy Street Draw 5 Installation	21
NCDOT TRCS 7.00.0000 Installation	27
Installation Complete	
Testing Installation and Connectivity	
Activating Easy Street Draw 5	35
Option 1: Internet Activation	
Option 2: Phone Activation	
Option 3: Email Activation	41
Full Uninstall	43
Uninstalling Easy Street Draw 5	43
Uninstalling TraCS 10	44
Uninstalling NCDOT TRCS 7.00.0000	45
Chapter 4: User Management	
Introduction	47
Reporter/Supervisor Association	48
Logging in to the TraCS Configuration Manager	49
User Editor	51
Adding Users	53
Associating Users to an Agency Administrator	57
Associating Reporters to a Supervisor	60



#### TraCS 10 LEA Administrator's Guide

Disassociate One User from Another	62
Editing User Information	63
Resetting a User's Password	64
User Groups Editor	66
Adding a New User Group	67
Adding Users to a User Group	68
Renaming a User Group	70
Removing a User from a Group	70
Associating a Supervisor or Administrator to a User Group	70
Disassociating a Supervisor or Administrator from a User Group	71
Deleting a User Group	72
Sending Changes to the NCDMV TRCS Server	73
Server Messages	74
Saving Server Messages	76
Chapter 5: TraCS Auto Update	79
Required Updates	79
Optional Updates	82

# **Chapter 1: Introduction**

## **TraCS Agency Administrator Responsibilities**

As agency administrator you are responsible for:

- Implementing TraCS at your agency.
- Managing user IDs, access, and reporter-to-supervisor associations within TraCS for your agency.
- Installing and updating TraCS software on all agency machines.
- Providing user support for agency TraCS users.
- Track the number of machines at your agency that have TraCS installed and report to Operations Support.

You are the first level of TraCS support for your agency. For additional support:

- Technical Support For a technical problem with TraCS, contact your agency's IT support.
- Training If a user is having difficulties using TraCS, direct them to TraCS Help or one of the agency's TraCS trainers.
- Further assistance Contact Traffic Records Operations Support:

Traffic Records Operations Support Phone: (919) 861-3084 Email: <u>operations-support@ncdot.gov</u>



## **User Roles and Access Levels**

When users are logged in to TraCS, they can perform only the functions allowed for their access level. Access levels are assigned by the local agency TraCS administrator. Table A lists the three access levels and provides description of the typical user associated with each level.

#### Table A. Access Levels

Level	Description
Agency administrator	The individuals responsible for maintaining the TraCS application within their agency. Agency administrators are also responsible for managing user IDs in TraCS.
Supervisor	The users at your agency who have the authority to review and release crash reports to NCDMV. Supervisors accept and reject the NC Crash Reporting Forms in TraCS. In addition to the functions of supervisor access level, users assigned to this access level are also granted the same permissions of the reporter access level.
Reporter	The users who collect data from crashes and enter the data into the NC Crash Reporting Form.



**NOTE:** Only one access level is assigned to a TraCS ID. If a user serves as an agency administrator and as supervisor, two TraCS IDs are assigned, one for each access level.

# Chapter 2: Implementing TraCS 10 at Your Agency

Complete the following tasks to implement TraCS 10 at your agency:

Verify that all agency machines to be used for TraCS 10 meet system requirements. See "System Requirements" on page 6.

Send Traffic Records Operations Support (<u>operations-support@ncdot.gov</u>) the user ID and password you want to use as agency administrator.

Traffic Records Operations Support will:

- Set up your initial TraCS 10 user ID and password
- Provide Easy Street Draw 5 license ID and password (see "Activating Easy Street Draw 5" on page 5 for instructions on activating the license after installation)



**NOTE:** We recommend that you establish a common format for user IDs and apply the format to all users within your agency (administrators, supervisors, and reporters).

Install TraCS 10 (installation includes TraCS 10, Easy Street Draw 5, and TRCS 7.00.0000) on the machine to be used for agency administration. See "Installing TraCS 10" on page 6.

Log in to TraCS 10 (in online mode) to test TRCS 7.00.0000 connectivity. See "Testing Installation and Connectivity" on page 344.

Collect and record the following information for everyone in your agency that will be using TraCS:

- Name
- User ID (limited to 10 characters)
- Secondary User ID (typically, the user's badge number)
- TraCS role (supervisor or reporter)
- TraCS reporting structure



See "Reporter/Supervisor Association" on page 48.

Set up the initial user database for your agency. See "User Editor" on page 51.

Update the NCDMV Traffic Records Communication System (TRCS) server with the new users. See "Sending Changes to the NCDMV TRCS Server" on page 73.

Install TraCS 10 on all machines at your agency to be used for TraCS. See "Installing TraCS 10" on page 6.

Instruct new users to log in to TraCS 10 in online mode to establish their user ID on their local machine's TraCS user database.

Contact Traffic Records Operations Support to coordinate designation of a master computer at your agency for receiving updates. The master computer is the first machine to receive TraCS updates. When the master computer completes installing an update, all other agency machines install the update at log in.

Traffic Records Operations Support Phone: (919) 861-3084 Email: <u>operations-support@ncdot.gov</u>



**NOTE:** Refer to the *TraCS 10 User's Guide for Supervisors and Reporters* for instructions on how to install updates.

# **Chapter 3: TraCS 10 Installation**

Included in this chapter are:

- System requirements
- Instructions for installing and uninstalling TraCS 10.
- Testing installation

Three programs work together to make TraCS 10 fully functional and are included in the installation. The programs are:

- TraCS 10 Traffic and Criminal Software (TraCS) is used to collect, report, and manage crash information.
- Easy Street Draw 5 Easy Street Draw (ESD) is an integrated drawing program used to diagram crashes.
- NCDOT TRCS 7.00.0000 The Traffic Records Communication System (TRCS) is used to transmit and validate forms submitted by TraCS users.



## System Requirements

The minimum system requirements are:

- **Operating system:** Windows Server 2008 or 2008 R2 (32 bit and 64 bit); or Windows 7, 8, 8.1, and 10 (32 bit and 64 bit)
- .NET Framework: 2.0, 3.0, 3.5, 3.5.1, 4.0, and 4.6.2 (full installs)
- Microsoft Visual C++ 2015 Redistributable (x86)
- Processor: Dual-core, 2.0GHz or faster
- Memory: 4 GB of RAM or more
- Hard disk drive size: 50 GB or more with 10 GB of available hard-disk space
- Network connectivity: Firewalls must allow access to dmvtrcs.dot.state.nc.us on port 96, dmvtrcs2.dot.state.nc.us on port 96, and https://dmvtrcsupd.services.ncdot.gov on port 443

## **Installing TraCS 10**

This procedure provides instructions for a full installation which installs all four programs that make TraCS 10 fully operational. Use full installation when installing TraCS 10 for the first time. Use custom installation to install an update of one or more of the programs.



**NOTE:** For best performance, close all Windows programs before installation.

Before you begin installation, have your NCDMV-provided TraCS agency administrator ID and password, entity key number, and serial number handy.



## **Start Installation**

To start installation:

Insert the TraCS 10 Installer CD into the CD drive, or the USB Flash Drive into the USB Port.

Locate the TraCS 10 Install.exe file on the CD or USB drive, and click to start.

The NCDOT TraCS 10 Installation installer opens. The installer detects installed programs. If you are installing TraCS for the first time, the installer displays as shown in Figure 1. The installer remains open and monitors the installation progress of each program. As each program completes installation, the "Not Installed" note changes to "Installed."

RCDOT TraCS 10 Installation
Agency Information
Agency Name
Entity Key
Serial Number
Install Applications
Select All
TraCS 10 Not Installed
Easy Street Draw 5 Not Installed
NCDOT TRCS 7 Not Installed
Install Close

Figure 1. NCDOT TraCS 10 Installation Installer

Enter the agency name, entity key, and serial number provided by NCDMV.



**NOTE:** These fields may prepopulate on machines that have had TraCS previously installed.



Select the **Select All** check box to select all programs, as shown in Figure 2.

🖳 NCDOT TraCS 1	0 Installation			
Agency Information				
Agency Name	AGENCYNAME			
Entity Key				
Serial Number	123456789			
Install Applications				
Select All				
✓ TraCS 10	Not Installed			
Easy Street Draw 5 Not Installed				
▼ NCDOT TRCS 7 Not Installed				
	Install Close			

Figure 2. NCDOT TraCS 10 Installation Installer – Full Installation



Click Install.



**NOTE:** During installation, the installer checks for required standard Microsoft Windows files. If a required file does not exist on your machine, the installer automatically installs it. If this happens, additional windows display during installation. Follow the online instructions. When complete, the installer should continue with the remainder of the full TraCS installation. If it does not, relaunch the TraCS10Install.exe, and install the components you need.



## **TraCS 10 Installation**

The **Welcome to TraCS Setup** page displays, as shown in Figure 3. Review the information and click **Next**.

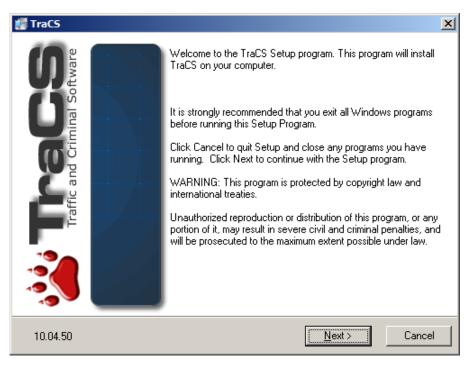


Figure 3. Welcome to TraCS Setup Page



#### TraCS 10 LEA Administrator's Guide

The Microsoft .NET Framework page displays, as shown in Figure 4. Disregard the instructions on this page. During installation, the installer checks for required Microsoft Windows files. If the files are missing, the installer automatically installs them.

Click Next.

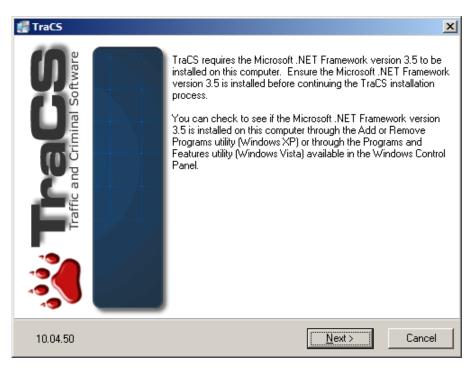


Figure 4. Microsoft .NET Framework Page



The **Registration Information** page displays, as shown in Figure 5. The fields are prepopulated with the data you entered previously. Click **Next**.

🛃 TraCS	×
Registration I	nformation
	the agency name, entity key, and serial number for the TraCS registered the fields below. All fields must be filled in to proceed.
	Agency Name:
	BUNCO
	Agency Entity Key:
	12
	TraCS Serial Number:
	12345678
10.04.50	< <u>B</u> ack Cancel

Figure 5. Registration Information Page



The Installation Type page displays. Select Standalone, as shown in Figure 6, and click Next.

📲 TraCS	×
Install Type	
Select the type of TraCS installation you want to perform.	
<ul> <li>Standalone         (Installs the full set of TraCS files to your local computer. Use this option for installing standalone Workstations and Field Units.)     </li> </ul>	
Network (Installs the shared TraCS application data files to a network location.)	
Client (Installs the TraCS program files on your local computer but uses the shared application data files on the network.)	
10.04.50 Cancel	

Figure 6. Installation Type Page



The Installation Device page displays. Select Workstation, as shown in Figure 7, and click Next.

🐖 TraCS			×
Installation Device			2
Select the type of devi	ce you are installing.		
	◯ Field Unit		
	Workstation		
	C Field Unit (MACH Mode)		
10.04.50		Next >	Cancel

Figure 7. Installation Device Page

#### TraCS 10 LEA Administrator's Guide

1



The **Machine ID** page displays, as shown in Figure 8. Enter a unique machine ID to identify the machine on which TraCS 10 is being installed and click **Next**.

**NOTE**: To insure future TraCS updates install properly, each machine must have a unique machine ID.

📲 TraCS			×
Machine ID			فخفف
Enter a unique Machine ID for thi	s TraCS computer.		
Machine ID:			
10.04.50	< <u>B</u> ack	<u>N</u> ext >	Cancel

Figure 8. Machine ID Page

The Destination Location page displays, as shown in Figure 9. Click Next.

**CAUTION:** DO NOT change the Destination Folder location. The TraCS Installer detects the correct installation location for your operating system. Installing TraCS files to a different location makes TraCS 10 inoperable.

📲 TraCS	X
Destination Location	÷
Setup will install TraCS files in the following folder.	
To install into a different folder, click Browse, and selec	t another folder.
You can choose not to install the TraCS files by clicking	g Cancel to exit Setup.
□ Destination Folder	
C:\Program Files\TraCS10	Browse
10.04.50 < <u>B</u> a	ck Next> Cancel

Figure 9. Destination Location Page



The Application Data Location page displays, as shown in Figure 10. Always select Under the TraCS Root Folder. Leave the Set "Everyone" full control permissions on this folder check box selected.



**CAUTION:** Always install TraCS application files in the Program Files folder. Installing TraCS application files to a different location makes TraCS 10 inoperable.

Click Next.

📲 TraCS	<u>x</u>		
Application Data Location	<b>**</b>		
Select the location where TraCS application	n data files will be stored on the local computer.		
<ul> <li>Under the TraCS Roc (C:\Program Files\Tra</li> <li>Under the Windows ( (C:\ProgramData\Tra</li> </ul>	CS10) Common Application Data Folder (Recommended)		
Set "Everyone" full control permissions on this folder.			
10.04.50	< <u>B</u> ack <u>Next</u> > Cancel		

Figure 10. Application Data Location Page



The Start Installation page displays, as shown in Figure 11.

Verify that the correct information displays on the page. Click **Back** to change the information if necessary.

Leave the Advanced Install check box unselected and click Next.

🐖 TraCS				×
Start Installation	I			<b>**</b>
You are now re	ady to install the standalon	e version of TraC	ïS.	
Version: Device: Machine ID: Processor:	10.04.50 Workstation 999 x86			
	h: C:\Program Files\TraCS :a Path: C:\Program Files\7			
Click the Next b	outton to begin the installati	ion or the Back b	utton to change the	se options.
			🗖 Advan	ced Install
10.04.50		< <u>B</u> ack	Next >	Cancel

Figure 11. Start Installation Page

1

The **Installing** page displays, as shown in Figure 12. When all files have been copied, click **Next**.

**NOTE:** A Command Prompt window opens briefly and then closes. No action is required.

TraCS	
Installing	****
Current File	
Copying file: C:\Program Files\TraCS10\bin\Syncfusion.G	irid.Windows.dll
All Files	
Time Remaining 0 minutes 10 seconds	
Wise Installation Wizard®	
	< Back Next > Cancel

Figure 12. Installing Page



### TraCS 10 LEA Administrator's Guide

The **TraCS has been successfully installed** page displays, as shown in Figure 13. Click **Finish**. This completes the TraCS 10 installation. The Easy Street Draw 5 installation automatically starts.

🐖 TraCS		×
Traffic and Criminal Software	TraCS has been successfully installed. Click the Finish button to exit this installation.	
10.04.50	<u> </u>	Cancel

Figure 13. TraCS Installation Confirmation



## **Easy Street Draw 5 Installation**

The **Welcome to the installer for Easy Street Draw 5** page displays, as shown in Figure 14. Review the information on the page and click **Next**.

🙀 Easy Street Draw 5 Deskto	p Setup
EASY STREET DRAW	Welcome to the installer for Easy Street Draw 5 Desktop. It is strongly recommended that you exit all Windows programs before continuing with this installation. If you have any other programs running, please click Cancel, close the programs, and run this setup again. Otherwise, click Next to continue.
	Copyright (c) 1999-2012 A-T Solutions All Rights Reserved.           Back         Next         Cancel

Figure 14. Easy Street Draw 5 Welcome Page



The End-User License Agreement page displays, as shown in Figure 15. Read the agreement.

🙀 Easy Street Draw 5 Desktop Setup	. 🗆 🗵
End-User License Agreement Please read the following license agreement carefully	5
A-T Solutions, Inc.	-
END USER SOFTWARE LICENSE AGREEMENT IMPORTANT - PLEASE READ CAREFULLY BEFORE INSTALLING OR USING ANY PART OF THIS INTERACTIVE	
SOFTWARE PRODUCT. THIS IS A LEGAL DOCUMENT THAT STATES THE TERMS AND CONDITIONS THAT GOVERN	
YOUR USE OF THE SOFTWARE. BY INSTALLING OR USING THIS SOFTWARE, OR BY USING ANY PART OF IT, YOU	•
I accept the terms of this License Agreement	
Back Next Cano	el

Figure 15. Easy Street Draw 5 End-User License Agreement Page

Select the I accept the terms of this License Agreement check box and click Next.



The **Destination Folder** page displays, as shown in Figure 16. Leave the default path (C:\Program Files\A-TSolutions\Easy Street Draw 5\Desktop\) and click **Next**.

**CAUTION:** Always save installation files to the default location. Storing files to another location can make TraCS 10 inoperable.

🙀 Easy Street Draw 5 Desktop Setup	_ 🗆 🗵
Destination Folder Where would you like Easy Street Draw 5 Desktop to be installed?	5
Install Easy Street Draw 5 Desktop to:	
C:\Program Files\A-TSolutions\Easy Street Draw 5\Desktop\	
Change	
Back Next	Cancel

Figure 16. Easy Street Draw 5 Destination Folder Page



The Ready to Install Easy Street Draw 5 page displays, as shown in Figure 17. Click Install.

🙀 Easy Street Draw 5 Desktop Setup	
Ready to install	5
Click Install to begin the installation. Click Back to review or change any of your settings. Click Cancel to exit.	installation
Back	Cancel
Back Install	Cancel

Figure 17. Ready to Install Easy Street Draw 5 Page



TraCS 10 LEA Administrator's Guide

The **Installing Easy Street Draw 5** page displays, as shown in Figure 18. When the files have been copied, click **Next**.

🔂 Easy Street Draw 5 Desktop Setup		_ 🗆 🗙
Installing Easy Street Draw 5 Desk	top	5
Please wait while Easy Street Draw 5	Desktop is installed.	
Status: Copying new files	-	
	Back Ne	Cancel

Figure 18. Installing Easy Street Draw 5 Page



The **Completed the Easy Street Draw 5 installation page** displays, as shown in Figure 19. Click **Finish**.

This completes the Easy Street Draw 5 installation. The NCDOT TRCS 7.00.0000 installation automatically starts. Skip to "NCDOT TRCS 7.00.0000 Installation" on page 27.



**NOTE:** It may take up to a minute to complete the Easy Street Draw 5 installation before automatically starting the Incident Location Tool installation.

🙀 Easy Street Draw 5 Deskto	p Setup
EABY STREET DRAW	Completed the Easy Street Draw 5 Desktop installation.
	Click the Finish button to exit. Back Finish Cancel

Figure 19. Completed the Easy Street Draw 5 Installation Page



## NCDOT TRCS 7.00.0000 Installation

If TRCS 5 is already installed, the installer will prompt an option to backup data files as shown below

<sup>V</sup> TRCS 7 Installation		83
Would you like to back up yo	our Report data and User data?	
	Yes No	

If TRCS 5 is already installed, it will prompt an option to uninstall as shown below.

TRC Installation	83
You currently have TRCS installed.	Would you like to uninstall?
	Yes No

A Windows System prompt may follow. Select Yes to continue the uninstallation.

Windows Installer	X
Are you sure you want to uninstall this product?	
Yes No	



The Preparing to Install page displays briefly, as shown in Figure 2020.

NCDOT TRCS - InstallShield Wizard	
<b>A</b> .	Preparing to Install
	NCDOT TRCS Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
	Configuring Windows Installer
	Cancel

Figure 20. Preparing to Install Page



The **Welcome to the InstallShield Wizard for NCDOT TRCS** page opens, as shown in Figure 2121. Click **Next**.

B NCDOT TRCS - InstallShield Wizard		
2	Welcome to the InstallShield Wizard for NCDOT TRCS	
	The InstallShield(R) Wizard will install NCDOT TRCS on your computer. To continue, click Next.	
	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	

Figure 21. Welcome to the InstallShield Wizard for NCDOT TRCS Page



The Ready to Install the Program page opens, as shown in Figure 22. Click Install.

B NCDOT TRCS - InstallShield Wizard	<b>X</b>
Ready to Install the Program	4
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cance exit the wizard.	el to
InstallShield < <u>B</u> ack Can	icel

Figure 22. Ready to Install the Program Page



The **Installing NCDOT TRCS** page displays, as shown in Figure 2323. When the installation files finish copying, click **Next**.

🛃 NCDOT 1	TRCS - InstallShield Wizard			
	NCDOT TRCS gram features you selected are being installed.	J.		
1 <del>6</del>	Please wait while the InstallShield Wizard installs NCDOT TRCS. This may take several minutes.			
	Status:			
InstallShield –				
	< <u>B</u> ack <u>N</u> ext >	Cancel		

Figure 23. Installing NCDOT TRCS Page



The **InstallShield Wizard Completed** page displays, as shown in Figure 2424. Click **Finish** to exit the installation wizard.

B NCDOT TRCS - InstallShield Wizard		
2	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully installed NCDOT TRCS. Click Finish to exit the wizard.	
	_	
	Show the Windows Installer log	
	< <u>B</u> ack <b>Finish</b> Cance	!

Figure 24. InstallShield Wizard Completed Page



### **Installation Complete**

The **NCDOT TraCS 10 Installation** window displays briefly. All programs are installed, as shown in Figure 2525.

RCDOT TraCS 10 Installation			
Agency Information			
Agency Name	AGENCYNAME		
Entity Key	22		
Serial Number	123456789		
Install Applications			
Select All			
TraCS 10 Installed			
Easy Street Draw 5 Installed			
NCDOT TRCS 7 Installed			
Install			

Figure 25. NCDOT TraCS 10 Installation Window (Full Installation Confirmed)

This completes the NCDOT TraCS 10 installation. Continue to "Testing Installation and Connectivity" on page 34.



**NOTE:** The TraCS Configuration Manager will not open until after you log into TraCS 10 one time in **Online** login mode.



# **Testing Installation and Connectivity**

Perform the following test after each installation to confirm successful installation and to test TRCS 7.00.0000 connectivity.

To test installation and connectivity:

Restart the machine before performing the test.

Log in to TraCS in **Online** mode with the user's ID and password.

The Locate Device – Barcode Reader window (shown in Figure 26) opens, when a TraCS 10 user logs into TraCS for the first time after installation. Barcodes are not applicable in North Carolina.

#### Click Don't Use Barcode.

L	Locate Device - Barcode Reader			
Γ	COM1 - Communications Port			
			I	
ł.				
ŀ	Baud Rate			
	Remember Selection 115200	Select	Cancel Don't Use Barcode	

Figure 26. Locate Device - Barcode Reader Window

If the system allows online login, the installation and configuration is successful. Continue to "Activating Easy Street Draw 5" on page 35.

If the system does not accept the online login, contact:

Traffic Records Operations Support Phone: (919) 861-3084 Email: <u>operations-support@ncdot.gov</u>



# Activating Easy Street Draw 5

The Easy Street Draw 5 license must be activated before the program can be used. There are three options for activation: Internet Activation (preferred option), Phone Activation, or Email Activation.



**NOTE:** North Carolina purchased 5,000 Easy Street Draw 5 licenses. The number of installed licenses must be tracked. Contact Traffic Records Operations Support before transferring TraCS 10 from one machine to another.

Before you begin, have your Easy Street Draw 5 license number and password handy.

To activate Easy Street Draw 5:

Open Easy Street Draw 5 from the desktop icon from the NCCRF in TraCS. The **Evaluate Easy Street Draw** window opens, as shown in Figure 2727.

Evaluate Ea	asy Street Draw	23
		EASY STREET DRAW
	Evaluate	P 11111 Free
	Buy Now	
	Activate	
		ATSolutions

Figure 27. Evaluate Easy Street Draw Window



Click **Activate**. The **Registration & Activation – Select Action** window opens, as shown in Figure 2828.



Figure 28. Registration & Activation – Select Action Window

Choose one of the following options:

- Option 1: Internet Activation, on page 37
- Option 2: Phone Activation, on page 39
- Option 3: Email Activation, on page 41



### **Option 1: Internet Activation**

Internet activation is the preferred option.

Keep the default of Activate online and click Next.

The **Registration & Activation – Enter License ID and Account password** window opens, as shown in Figure 2929.

Registration & Activatio	20 State Sta
	EASY STREET DRAW
If you completed the pu License ID and passwo email.	rchase process, you have been provided with a License ID and password. If you ordered online, your rd were displayed in the order confirmation page in your browser, and have been sent to you in an
Please enter your Licen	se ID and password below.
License ID:	
Account password:	
Proxy	If you access the Internet through a proxy server, click the Proxy button to specify your server name. This is not necessary in most cases.
	< Back Next > Cancel Help

Figure 29. Registration & Activation – Enter License ID and Account Password Window

Enter the license ID and account password provided by Traffic Records Operations Support and click **Next**.



**NOTE:** Passwords are case-sensitive.



The **Registration Complete** window opens, as shown in Figure 3030. Click **Finish** to close the window.

Registration Complete!	23
EASY STREET DRAW	
CONGRATULATIONS! Easy Street Draw has been successfully registered and unlocked.	
The success of Easy Street Draw has been due in large part to the feedback we have received from our customers.	
Please drop us a note about your experience with Easy Street Draw or what you might like to see in future releases of t software. We can be emailed at: softwaresupport@atsolutions.com	he
Thanks again for your purchase.	
< Back Finish Cancel H	lelp

Figure 30. Registration Complete Window



### **Option 2: Phone Activation**

You will be asked to provide the following for phone activation:

- License ID
- System ID 1 and System ID 2

Click Activate by telephone. The Registration & Activation – By Telephone window displays, as shown in Figure 31. Two system ID numbers display. (The numbers displayed in Figure 31 are for example only – different numbers display for your activation.)



**CAUTION:** DO NOT close the **Registration & Activation – By Telephone** window. Doing so voids the system ID numbers. If you close and reopen the window, new system ID numbers display.

Registration & Activat	ion	X
		EASY STREET DRAW
		To activate Easy Street Draw:
System ID 1:	314322997	<ol> <li>Call A-T Solutions Technical Support at 1-208-908-4777. Support is available weekdays, 7 AM - 5 PM Mountain Time (US &amp; Canada).</li> </ol>
System ID 2:	15931635	<ol><li>Provide the System ID 1 and System ID 2 values to the Technical Support staff member.</li></ol>
Registration Code 1:		<ol><li>Enter the value provided by Technical Support in the Registration Code 1 box.</li></ol>
Registration Code 2:		<ol> <li>Enter the value provided by Technical Support in the Registration Code 2 box.</li> </ol>
License ID:		5. Enter your License ID in the License ID box.
Password:		<ol> <li>Enter your registration password, and your agency or company name in the Company Name box.</li> </ol>
Company Name:		
		< Back Next > Cancel Help

Figure 31. Registration & Activation – By Telephone

Call A-T Solutions at (877) 908-4777.

Technical Support is available Monday – Friday 7:00 a.m. to 5:30 p.m., Mountain Standard Time.



Tell the A-T Solutions technician you are calling for a manual activation. Provide the following information:

- License ID
- The two system ID numbers displayed in the **Registration & Activation By Telephone** window.

Enter the **Registration Code 1** and **Registration Code 2** values provided by the technician.

Enter the license ID and account password provided by Traffic Records Operations Support.



**NOTE:** Passwords are case-sensitive.

Enter your agency name in the Company Name field and click Next.

The **Registration Complete** window opens, as shown in Figure 322. Click **Finish** to close the window.

Registration Complete!
EASY STREET DRAW
CONGRATULATIONS! Easy Street Draw has been successfully registered and unlocked.
The success of Easy Street Draw has been due in large part to the feedback we have received from our customers.
Please drop us a note about your experience with Easy Street Draw or what you might like to see in future releases of the software. We can be emailed at: softwaresupport@a₁solutions.com
Thanks again for your purchase.
< Back Finish Cancel Help

Figure 32. Registration Complete Window

### **Option 3: Email Activation**

Licenses for multiple machines can be registered at one time if you are activating Easy Street Draw licenses through an email message.

Be prepared to include the following for each license to be activated in the email message:

- License ID
- System ID 1 and System ID 2

Click Activate by telephone. The Registration & Activation – By Telephone window displays, as shown in Figure 33. Two system ID numbers display. (The numbers displayed in Figure 33 are for example only – different numbers display for your activation.)



**CAUTION:** DO NOT close the **Registration & Activation – By Telephone** window. Doing so voids the system ID numbers. If you close and reopen this window, new system ID numbers display. This caution applies to all machines if activating multiple licenses at one time.

Registration & Activat	ion	22
		EASY STREET DRAW
		To activate Easy Street Draw:
System ID 1:	314322997	<ol> <li>Call A-T Solutions Technical Support at 1-208-908-4777. Support is available weekdays, 7 AM - 5 PM Mountain Time (US &amp; Canada).</li> </ol>
System ID 2:	15931635	<ol><li>Provide the System ID 1 and System ID 2 values to the Technical Support staff member.</li></ol>
Registration Code 1:		<ol> <li>Enter the value provided by Technical Support in the Registration Code 1 box.</li> </ol>
Registration Code 2:		<ol> <li>Enter the value provided by Technical Support in the Registration Code 2 box.</li> </ol>
License ID:		5. Enter your License ID in the License ID box.
Password:		<ol><li>Enter your registration password, and your agency or company name in the Company Name box.</li></ol>
Company Name:		
		< Back Next > Cancel Help

Figure 33. Registration & Activation – By Telephone

Multiple license activation only. Repeat the previous steps for each license to be activated.



Send the License ID, and the System ID 1 and System ID 2 for each license to be activated in a message to:

softwaresupport@a-tsolutions.com

Enter the **Registration Code 1** and **Registration Code 2** values provided in the return message.

Enter the license ID and account password provided by Traffic Records Operations Support.



**NOTE:** Passwords are case-sensitive.

Enter your agency name in the Company Name field and click Next.

The **Registration Complete** window opens, as shown in Figure 3434. Click **Finish** to close the window.

Registration Complete!	x )
EASY STREET DRAW	-
CONGRATULATIONS! Easy Street Draw has been successfully registered and unlocked. The success of Easy Street Draw has been due in large part to the feedback we have received from our customers. Please drop us a note about your experience with Easy Street Draw or what you might like to see in future releases of the software. We can be emailed at: softwaresupport@atsolutions.com	9
Thanks again for your purchase.	
< Back Finish Cancel Hel	lp

Figure 34. Registration Complete Window



# **Full Uninstall**

This section provides instructions for a full uninstall of the four programs that make TraCS 10 fully operational. Uninstall the programs in the following order:

Easy Street Draw 5

Incident Location Tool

TraCS 10

NCDOT TRCS 7.00.0000

### **Uninstalling Easy Street Draw 5**

To uninstall Easy Street Draw 5:

Open the uninstall program located on the Control Panel.

Right-click Easy Street Draw 5 ActiveX and select Uninstall.

The Are you sure you want to uninstall Easy Street Draw 5 ActiveX? message displays. Click Yes.

Easy Street Draw 5 ActiveX is removed.

Right-click Easy Street Draw 5 Desktop and select Uninstall.

The Are you sure you want to uninstall Easy Street Draw 5 Desktop? message displays. Click Yes.

The Easy Street Draw 5 Desktop program is removed.



### **Uninstalling TraCS 10**

To uninstall TraCS 10:

Open the uninstall program located on the Control Panel.

Right-click TraCS and select Uninstall/Change.

The Select Uninstall Method window opens, as shown in. Keep the default of Automatic and click Next.

TraCS Baseline X		
Select Uninstall Method		
Welcome to the TraCS Baseline uninstall program.		
You can choose to automatically uninstall this software or to choose exactly which changes are made to your system.		
Select the Custom button to choose which modifications to make during the uninstall. Select the Automatic button for the default uninstall options. Select Repair to reinstall changed files/registry keys (requires installation media).		
<ul> <li>Automatic</li> </ul>		
C Custom		
C Repair		
Wise Installation Wizard® < Back Next > Cancel		

Figure 35. Select Uninstall Method Window

The Perform Uninstall window opens, as shown in Figure 3636. Click Finish.

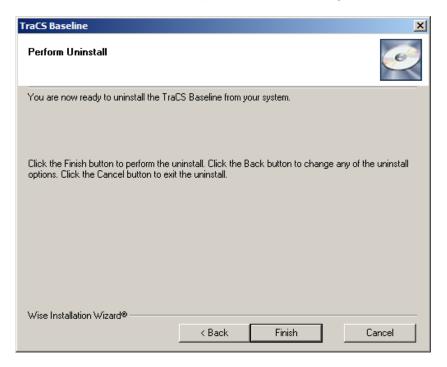


Figure 36. Perform Uninstall Window

The progress bar window automatically closes when the uninstall is complete.

### Uninstalling NCDOT TRCS 7.00.0000

To uninstall the NCDOT TRCS 7.00.0000:

Open the uninstall program located on the Control Panel.

Right-click NCDOT TRCS 7.00.0000 and select Uninstall.

The Are you sure you want to uninstall NCDOT TRCS 7.00.0000? message displays. Click Yes.

The NCDOT TRCS 7.00.0000 program is removed.

# **Chapter 4: User Management**

# Introduction

This chapter provides instructions for managing TraCS users at your agency including:

- Adding users
- Associating reporters with a supervisor
- Disassociating users
- Changing user information
- Deleting users
- Resetting a user's password
- Creating user groups
- Sending changes to the NCDMV TRCS Server



**CAUTION:** Use only one machine at your agency to manage TraCS users. Using more than one machine risks overwriting the NCDMV TRCS server with incorrect user information, making TraCS unusable at your agency. If your agency has multiple agency administrators, they must all use this machine to manage TraCS users.



### **Reporter/Supervisor Association**

Local agencies are responsible for setting up the reporters /supervisor relationship in TraCS according to their business operations. There are three ways of setting up this relationship:

- Make every field officer a supervisor. This makes each officer responsible for sending their reports directly to NCDMV. It also minimizes user file maintenance for the agency administrator. The disadvantage is that there is no quality assurance review of reports locally before the form is submitted to NCDMV. This is a popular set up for some smaller agencies.
- Make every field officer a reporter. Have a limited number of office personnel act as TraCS supervisors. TraCS supervisors do not have to be supervising officers at the agency. Their responsibility is to review reports and, if ready, send reports to NCDMV for processing. Or, if the report is not ready, send the form back to the reporter for correction. This set up also minimizes user file maintenance for the agency administrator.
- Set up reporters/supervisors by district or patrol area. Field officers in a district are the reporters with the field supervisors set up as TraCS supervisors. Larger agencies have utilized this method because it allows them to roll out TraCS by district instead of to the entire agency at one time. It also gives the agency administrator a contact point in each district when it comes to managing rejected or supplemental reports.

After you have decided how to set up your users, there are a few things to remember:

- Set up reporters first. It will be easier to select reporters for association when you create your supervisors.
- **Do not associate one supervisor with another.** The supervisor has authority to approve and send their own reports directly to NCDMV.



# Logging in to the TraCS Configuration Manager

To open and log in to the TraCS Configuration Manager:

Click the **TraCS Configuration Manager** desktop icon **2** to open the TraCS Configuration Manager.

Log in to the TraCS Configuration Manager as the agency administrator.



**NOTE:** If you have forgotten your agency administrator ID or password, contact Traffic Records Operations Support.

Email: <a>operations-support@ncdot.gov</a>

Phone: (919) 861-3084



The TraCS Configuration Manager opens, as shown in Figure 37.

The TraCS Configuration Manager Security Mode defaults to Local. This is the only security mode used at the agency level. Two buttons are available to agency administrators—**User** and **User Groups**.

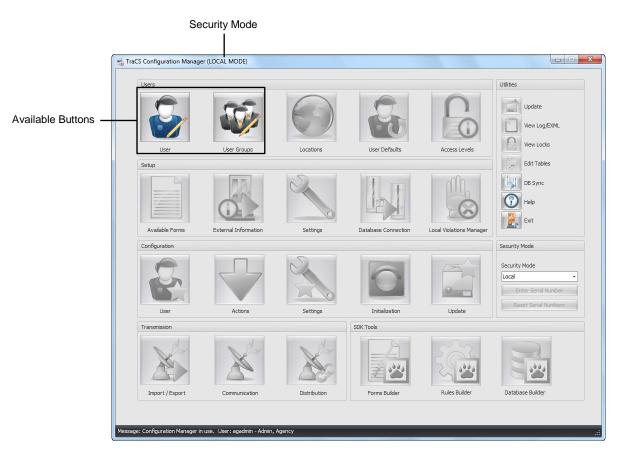


Figure 37. TraCS Configuration Manager



### **User Editor**

The User Editor is where new TraCS users are created, existing users are modified, and the actions users are able to perform in TraCS are set by assigning access levels.

To open the User Editor:

Log into the TraCS Configuration Manager as the agency administrator (see "Logging in to the TraCS Configuration Manager" on page 49.

Click User

to open the User Editor.

The user's grid is blank when you open the User Editor, as shown in Figure 3838.

😺 User Editor		×
	Add User Edit User Copy User Delete User Change User Password Create Keys Select All	
	Search Criteria Create User Files User ID	
	Secondary User ID	
	Name Last Name First	
	Title	
	Location Name Access Levels	
	Inactive User	
	Clear Al	
	Close Help	
Users Returned: 0 Use	ers Selected: 0 Message: User Editor in use. User: agadmin - Admin, Agency	i:

Figure 38. User Editor

If adding a new user, go to "Adding Users" on page 53.

If modifying an existing user, click **Search** to display all users (or enter values in one or more of the Search Criteria fields to filter search results).



Do one of the following to open the Edit User Information window:

- Double-click the row listing the supervisor.
- Select the row listing the supervisor and click Edit User.



### Adding Users

Everyone in the agency who will use TraCS must have a user account set up.



**NOTE:** You must be logged into the TraCS Configuration Manager as the agency administrator to perform this procedure. For login instructions, see "Logging in to the TraCS Configuration Manager" on page 49.

To create a new TraCS user account:

Click Add User in the User Editor.

The **Edit User Information** window displays, as shown in Figure 3939. Enter required information. See Table B for field descriptions.

Ed	Edit User Information			
E	Edit User Information			
	User ID	NewUser201359142743		
	Secondary User ID			
	Name Last			
	Name First			
	Name Middle			
	Name Suffix			
	Title	=		
	Location Name	Alamance County Sheriffs Office - NC0010000		
	Location	NC0010000		
	Address 1	109 S. Maple Street		
	Address 2			
	City	GRAHAM		
	State	NC		
	ZIP Code	27253		
	Phone 1			
	Phone 2			
	Phone 3			
	Phone 4			
	Email Address			
	Diskur			
	OK Cancel Apply			
	Create New Key Edit Associated Users			

Figure 39. Edit User Information Window

**TIP:** To avoid reentering the same information when creating multiple user accounts, create a user with only default information that can be applied to new users or a specific group of users at your agency. For example, a group of officers might have the same title, location ID, encryption key, and access levels. Select the user template on the user grid and click **Copy User**.

Field	Description	
User ID	Required. A name that identifies a user to other users. The user ID is entered when logging into TraCS.	
	We recommend that the agency establish a standard format for user IDs. User IDs are limited to 10 characters.	
Secondary User ID	Required. The second ID assigned to a user. The Secondary User ID is commonly the user's badge number.	
Name Last	Required. User's last name. Enter only alphabetic characters.	
Name First	Required. User's first name. Enter only alphabetic characters.	
Name Middle	Optional. User's middle name. Enter only alphabetic characters.	
Name Suffix	If applicable, enter the user's name suffix.	
Title	Optional but recommended. A value that is used to identify the user. For example, "Sergeant" or "Officer."	
Location Name (agency name)	Required. Select your agency location by entering the first letters of your agency name until it displays in the field.	
	The location name, address, and phone number fields automatically populate based on your selection.	
Location	Displays the agency location number.	
Address 1	Displays the agency street address or post office box number.	
Address 2	Displays the second line of the address if applicable.	
City	Displays the agency city.	
State	Always displays "NC."	
ZIP Code	Displays the agency ZIP code.	
Phone 1	Not available.	
Phone 2	Not available.	
Phone 3	Not available.	
Phone 4	Not available.	
Email Address	Optional. User's email address. The email address is stored in the local TraCS database on the machine used for agency administration.	

Table B. User Information Field Descriptions



Field	Description
Picture	Optional. Each user can have a picture uploaded for their profile. To add a picture, you must specify the location of the image to be used. Select load image form the list. Locate the image file and click <b>Load</b> . The picture is stored in the local TraCS database on the machine used for agency administration.
Signature	Not used in North Carolina.
Access Levels	Required. Assign only one access level from the list for the user. Click ${f x}$ to close the list.
	When changing a user from reporter to supervisor level, remove him or her as an associated user from the current supervisor or supervisors.
	<b>NOTE:</b> DO NOT assign more than one access level to a user account. If a user serves as an agency administrator and as a supervisor, assign the user two TraCS user accounts, one for each level.
User Defaults ID	Leave blank. This field automatically populates with the <b>User ID</b> when you save and close the window. The <b>User ID</b> and the <b>User Defaults ID</b> should be the same. When a user creates a user default (such as setting a field default value on the North Carolina Crash Report Form (NCCRF), the default is stored to the user's User Defaults ID.
Location Defaults ID	Leave blank. Not used in North Carolina.
Enterprise Defaults ID	Leave blank. Not used in North Carolina.
User Password	Required. The user will enter this password to log into TraCS. Users can reset their own password after logging into TraCS. Only asterisks display in this field.
	If set Secure Password is set to "True" follow the secure passwords requirements. Secure passwords are case-sensitive and must be at least 8 characters in length and contain at least one number or special character.
Encryption Key	Required. Always select UniversalKey.
	<b>CAUTION:</b> DO NOT select <b>***Unique Key***</b> for the Encryption Key field on the Edit User Information window. Doing so will result in the PERMANENT loss of forms created by the user. Select <b>UniversalKey</b> for all user IDs.
Use Secure Password	Select <b>True</b> to enforce password requirements. Secure passwords are case-sensitive and must be at least 8 characters in length and contain at least one number or special character. Select <b>False</b> for no password restrictions.

Field	Description
Use Password Expiration	Select <b>False</b> . Passwords for NC TraCS users should not expire. If you select <b>True</b> , user passwords will expire every 90 days and will need to be reset. The last 10 passwords cannot be reused.

When all information has been entered, click **OK** to save and close the **Edit User Information** window.

Click Search to display the new user on the user grid.

When you are done adding users, click **Close** to save your changes and to close the **User Editor**.



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**CAUTION:** To save your changes, you must close the **Edit User Information** window and **User Editor** by clicking the **Close** button. If you click the other **Close** button your changes will be lost.

Perform a Send Users to update the TRCS server. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.

**NOTE:** The user must select the online mode to connect to the TRCS server the first time he or she logs into TraCS to establish the user ID on the local machine user database. After the user's ID has been established on the machine, a user can choose online or offline mode when logging in to TraCS.

Continue to "Associating Users to an Agency Administrator" on page 57.



### Associating Users to an Agency Administrator

An agency can have more than one agency administrator. Each administrator must be associated to all users in the agency. Administrators share one designated machine to perform administrative functions.

This procedure provides the steps to select each user individually. As an alternative, you can create a user group that includes all users. You can than select the user group instead of each user to associate and disassociate all users in the group. See "User Groups Editor" on page 66 for instructions.



**CAUTION:** Use only one machine at your agency to manage TraCS users. Using more than one machine risks overwriting the NCDMV TRCS server with incorrect user information, making TraCS unusable at your agency. If your agency has multiple agency administrators, they must all use this machine to manage TraCS users.

To associate reporters to an agency administrator:

In the User Editor, select Agency Admin from the Search Criteria Access Levels list and click Search. Only TraCS users with an access level of agency administrator display on the user grid.

Do one of the following to open the agency administrator's Edit User Information window:

- Double-click the row listing the agency administrator.
- Select the row listing the agency administrator and click Edit User.



The Edit User Information window opens, as shown in Figure 4040.

Edit User Information		×
Edit User Information		
User ID	chadmin	•
Secondary User ID	Badge004	
Name Last	Hines	
Name First	Cynthia	
Name Middle		
Name Suffix		
Title	Administrator	=
Location Name	NC DMV - NCDMV	
Location	NCDMV	
Address 1	1100 NEW BERN AVENUE	
Address 2		
City	RALEIGH	
State	NC - North Carolina	
ZIP Code	27697	
Phone 1		
Phone 2		
Phone 3		
Phone 4		
Email Address		
Diskus	No oldress and the second seco	
ОК	Cancel Apply	
Create New	/ Key Edit Associated Users	

Figure 40. Edit User Information Window

Click **Edit Associated Users**. All users and user groups stored in the agency TraCS Users database display in this window.

Select the **Enabled** check box and **Agency Admin** in the **Access Levels** field for all users, as shown in Figure 4141.

Image: Normal state         Badge002         Sergeant         Sup         Test         NCDMV         Agency Admin           Image: Normal state         testrep         testrep         Rep         Test         NCDMV         Agency Admin           Image: Normal state         Badge112         Officer         Schmid         Francis         NCDMV         Agency Admin           Image: Normal state         Badge112         Officer         Bower         Nate         NCDMV         Agency Admin           Image: Normal state         Badge389         Officer         Bower         Nate         NCDMV         Agency Admin           Image: Normal state         Badge389         Officer         Faeh         Ryan         NCDMV         Agency Admin           Image: Normal state         Badge233         Officer         Faeh         Ryan         NCDMV         Agency Admin           Image: Normal state         Badge311         Officer         Kyker         Becky         NCDMV         Agency Admin           Image: Normal state         Badge348         Segeant         Wheeler         Mary Ann         NCDMV         Agency Admin	Enabled	User ID	Secondary User	Title	Name Last	Name First	Location	Access Levels	
Image: Schmid       Badge112       Officer       Schmid       Francis       NCDMV       Agency Admin         Image: Schmid       nbower       Badge817       Officer       Bower       Nate       NCDMV       Agency Admin         Image: Schmid       rfaeh       Badge817       Officer       Bower       Nate       NCDMV       Agency Admin         Image: Schmid       rfaeh       Badge389       Officer       Faeh       Ryan       NCDMV       Agency Admin         Image: Schmid       tjwheeler       Badge233       Officer       Wheeler       Thomas       NCDMV       Agency Admin         Image: Schwide       Badge111       Officer       Kyker       Becky       NCDMV       Agency Admin         Image: Schwide       Badge348       Sergeant       Wheeler       Mary Ann       NCDMV       Agency Admin	[	🗹 testsup	Badge002	Sergeant	Sup	Test	NCDMV	Agency Admin	
Image: Weight of the state	[	V testrep	testrep		Rep	Test	NCDMV	Agency Admin	
Image: state     Page: state     Page: state     Page: state     Page: state       Image: state     Fach     Ryan     NCDMV     Agency Admin       Image: state     Badge: state     Officer     Wheeler     Thomas     NCDMV     Agency Admin       Image: state     Badge: state     Officer     Wheeler     Thomas     NCDMV     Agency Admin       Image: state     Badge: state     Officer     Kyker     Becky     NCDMV     Agency Admin       Image: state     Badge: state     Wheeler     Mary Ann     NCDMV     Agency Admin	[	v fwschmid	Badge112	Officer	Schmid	Francis	NCDMV	Agency Admin	
Image: Weight of two problems     Mark of two problems     Mark of two problems     Mark of two problems       Image: Weight of two problems     Badge233     Officer     Wheeler     Thomas     NCDMV     Agency Admin       Image: Weight of two problems     Badge111     Officer     Kyker     Becky     NCDMV     Agency Admin       Image: Weight of two problems     Mary Ann     NCDMV     Agency Admin     Mary Ann     NCDMV     Agency Admin	[	▼ nbower	Badge817	Officer	Bower	Nate	NCDMV	Agency Admin	=
Image: Weyker         Badge111         Officer         Kyker         Becky         NCDMV         Agency Admin           Image: Weyker         Badge348         Sergeant         Wheeler         Mary Ann         NCDMV         Agency Admin	[	🛛 rfaeh	Badge389	Officer	Faeh	Ryan	NCDMV	Agency Admin	
Image: Constraint of the state of	[	V tjwheeler	Badge233	Officer	Wheeler	Thomas	NCDMV	Agency Admin	
	[	V bkyker	Badge111	Officer	Kyker	Becky	NCDMV	Agency Admin	
	[	Mawheeler	Badge348	Sergeant	Wheeler	Mary Ann	NCDMV	Agency Admin	
thoth Badge419 Captain Hoth Tommy NCDMV Agency Admin	[	V thoth	Badge419	Captain	Hoth	Tommy	NCDMV	Agency Admin	
Image: Constraint of the system         Agency Administ         Admin         Agency         NCDMV         Agency Administ	[	🛛 agadmin	00001	Agency Administ	Admin	Agency	NCDMV	Agency Admin	
V Agency Admin C Agency Admin	[	Agency Admin C						Agency Admin	-

Figure 41. Edit Associated Users Window (Users Associated with Agency Admin)



Click Apply.

Click OK to close the Edit Associated Users window.

Click **OK** again to close the **Edit User Information** window.

Click Close to close the User Editor.

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.



#### Associating Reporters to a Supervisor

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**NOTE:** You must be logged into the TraCS Configuration Manager as agency administrator to perform this procedure. For login instructions, see "Logging in to the TraCS Configuration Manager" on page 49.

A reporter can be associated to one or more supervisors. To associate reporters to a supervisor:

Create a list of the reporters to be associated to a supervisor.

In the User Editor, select **Supervisor** from the Search Criteria **Access Levels** list and click **Search**. Only TraCS users with an access level of supervisor display on the user grid.

Do one of the following to open the supervisor's Edit User Information window:

- Double-click the row listing the supervisor.
- Select the row listing the supervisor and click Edit User.

The Edit User Information window opens, as shown in Figure 4242. Click Edit Associated Users.

Edit User Information		
Edit User Information		
User ID	mawheeler	
Secondary User ID	Badge 348	
Name Last	Wheeler	
Name First	Mary Ann	
Name Middle		
Name Suffix		
Title	Sergeant	
Location Name	NC DMV - NCDMV	
Location	NCDMV	
Address 1	1100 NEW BERN AVENUE	
Address 2		
City	RALEIGH	
State	NC - North Carolina	
ZIP Code	27697	
Phone 1		
Phone 2		
Phone 3		
Phone 4		
Email Address	mawheeler@bunco.gov	
Diskan	Na aist an anna t	
OK		
Create	New Key Edit Associated Users	

Figure 42. Edit User Information Window



The **Edit Associated Users** window opens. All users and user groups stored in the agency's TraCS user's database display.

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**NOTE:** If associating to a user group, see "Associating a Supervisor or Administrator to a User Group" on page 70.

For each reporter to be associated to the supervisor, select the **Enabled** check box and select **Supervisor** in the **Access Levels** field in the reporter's row.



**CAUTION:** DO NOT select a user with supervisor-level access. A supervisor should not be associated with another supervisor. The **Edit Associated Users** window does not identify the access level of the users. Refer to the list of reporters you created in step 0

The example in Figure 4343 shows two users selected to add to the supervisor's list of reporters.

Enabled	User ID	Secondary User	Title	Name Last	Name First	Location	Access Levels	
	chadmin	Badge004	Administrator	Hines	Cynthia	NCDMV		
	fwschmid	Badge 112	Officer	Schmid	Francis	NCDMV		
	nbower	Badge817	Officer	Bower	Nate	NCDMV		- 11
<b>V</b>	rfaeh	Badge389	Officer	Faeh	Ryan	NCDMV	Supervisor	
	Supervisor Mary							
	Supervisor Tom							
	testrep	Badge003	Officer	Rep	Test	NCDMV		
	testsup	Badge002	Sergeant	Sup	Test	NCDMV		
	thoth	Badge419	Captain	Hoth	Tommy	NCDMV		
<b>V</b>	tjwheeler	Badge233	Officer	Wheeler	Thomas	NCDMV	Supervisor	
								-

Figure 43. Edit Associated Users Window (Users Associated with Supervisor Shown)

Click Apply.

Click OK to close the Edit Associated Users window.

Click OK again to close the Edit User Information window.

Click Close to close the User Editor.

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.



### **Disassociate One User from Another**



**NOTE:** When the association for a user changes from reporter to supervisor, the user should be disassociated from the supervisor before making the change.

To disassociate one user from another:

Do one of the following to open the user's Edit User Information window:

- Double-click the row listing the reporter.
- Select the row listing the reporter and click Edit User.

Click **Edit Associated Users**. The Edit Associated Users window opens and displays all users and user groups stored in the TraCS user's database. Users associated to this user have the **Enabled** check box selected.

Click to clear the check box in the row containing the users to be disassociated.

If the user is a reporter, verify that the user is associated to at least one supervisor. Reporters not associated with any supervisors are unable to submit forms.

Click **OK** to save and close the User Editor.

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.



#### **Editing User Information**



**NOTE:** You must be logged into the TraCS Configuration Manager as agency administrator to edit user information. For login instructions, see "Logging in to the TraCS Configuration Manager" on page 49.

To edit a user's TraCS account information:

In the **User Editor**, click **Search** to display all TraCS users on the user grid or filter search results by entering values in one or more of the Search Criteria fields.

Do one of the following:

- Double-click the row listing the user.
- Select the row listing the user and click Edit User.

The Edit User Information window opens, as shown in Figure 4444.

Complete the changes. Refer to Table B on page 54 for field descriptions.

Edi	it User Information	×
E	dit User Information	
	User ID	mawheeler
	Secondary User ID	mawheeler
	Name Last	Wheeler
	Name First	Mary Ann
	Name Middle	
	Name Suffix	
	Title	Sergeant
	Location Name	NC DMV - NCDMV
	Location	NCDMV
	Address 1	1100 NEW BERN AVENUE
	Address 2	
	City	RALEIGH
	State	NC - North Carolina
	ZIP Code	27697
	Phone 1	
	Phone 2	
	Phone 3	
	Phone 4	
	Email Address	mawheeler@bunco.gov
	OK Create New	Cancel Apply

Figure 44. Edit User Information Window

#### TraCS 10 LEA Administrator's Guide



Update the NCDMV TRCS server with the new TraCS users. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.

### **Resetting a User's Password**

If a user forgets their password, the Agency Administrator can reset it for them on the TRCS server. To reset a User's Password on the TRCS server, do the following:

- 1. Sign in to TraCS using your Agency Administrator username and password.
- 2. Under the Tools menu, select NC DOT-DMV Utilities/Reset Server Password.
  - The TraCS Reset User Password dialog box displays:

TraCS Reset User Password	×
User ID	tv001
New Password	****
Confirm New Password	****
OK	Cancel

- 3. Key in the User ID for the person needing the new password.
- 4. Key in the new password.
- 5. Key in the new password again to confirm it.
- 6. Click on OK.
  - The Reset Password Information Box displays:



#### TraCS 10 LEA Administrator's Guide



7. Inform the User of the New Password. Make sure they Sign on Externally, i.e., select Online Login – Connects to TRCS Server when they attempt to sign on with the New Password.

#### **Deleting a User**

Only one user can be deleted at a time.

To permanently remove a user from the TraCS database:

Remove the user's associations. See "Disassociate One User from Another" on page 62 for instructions.

Select the user to be deleted in the User Editor.

#### Click **Delete User**.

A confirmation messages displays. Click Yes to confirm deletion.

Click **Close** to close the User Editor.

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.



### **User Groups Editor**

User groups are logical groups of TraCS users that can be created to aid in the configuration and maintenance of associated users. Associated users are configured in the User Editor.

One of the benefits of creating a user group is the ability to associate (or disassociate) all members in a group to a supervisor or administrator at one time instead of separately. The group name displays as a User ID in the Edit Associated Window. Changes made to the group apply to all users in the group.

To open the User Groups Editor, click **User Groups** (Figure 4545). In the User Groups Editor you can:

- Create or delete user groups
- Add users to or remove users from a group

😺 User Groups Ed	litor		×
		User Group Information	
	Add Delete		
	OK Cancel Apply	Help	
			-
Marcada: Licer Crew	ps Editor in use. User: agadmin - Admin, Agency		
Message: User Grou	ps Euror in use. User: agaunin - Admin, Agency		.:

Figure 45. User Groups Editor (No Existing Groups)



### Adding a New User Group

To add a new user group:

Click Add to display the Add New User Group window, as shown in Figure 4646.

Add	New User Group	×
	🖲 User Group 🔘 Location 🛛 🔘 User	
	Name:	
	OK Cancel	

Figure 46. Add New User Group Window

Select **User Group** and enter a name for the group.

Click OK to close the Add New User Group window.



**NOTE:** A new user group will not save unless a location or user is assigned to it before exiting the User Groups Editor.



### Adding Users to a User Group

To add users to a group:

Click **User Groups** to open the **User Groups Editor** (Figure 4747).

Agency Admin C Hines           G-Supervisor Mary Ann Wheeler           E-Supervisor Tom Hoth	User Group Information Name:	
	Agency Admin C Hines	
Add Delete		
OK Cancel Apply	нер	

Figure 47. User Groups Editor with Groups

Click Add to display the Add New User Group window.

Select User.



Select a group from the **Groups** list and one or more user names from the **Users** list, as shown in Figure 4848.

Add New User Group	×
🔘 User Group 🔘 Location 🛛 💿 User	
Groups:	
Supervisor Tom Hoth 🔹	
Users:	
bkyker (Kyker)	
chadmin (Hines)	
fwschmid (Schmid)	=
mawheeler (Wheeler)	
nbower (Bower)	
rfaeh (Faeh)	
OK Cancel Filter	Users

Figure 48. Add New User Group Window (Adding Users to Group)

Click **OK** to close the **Add New User Group** window. Figure 4949 shows the results in the **User Groups Editor** expanded tree.

Agency Admin C Hines	User Group Information	
• Supervisor Mary Ann Wheeler • Supervisor Tom Hoth - Users • · · bkyker (Kyker) • · · fwschmid (Schmid) • · · nbower (Bower)	Name: Agency Admin C Hines	

Figure 49. User Groups Editor Tree

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.



### **Renaming a User Group**

To rename a user group:

Select a user group from the tree in the User Groups Editor.

Replace the text in the Name box.

Click Apply.

### Removing a User from a Group

To remove a user from a group:

Expand the group to shown all users in the group.

Select the user to be removed. The user's information displays on the right.

Verify that the correct user is selected and click Delete.

Click Apply.

### Associating a Supervisor or Administrator to a User Group

To associate all members of a group to a supervisor or administrator:

Click User

er with to open the User Editor.

Click Search to display all users.

Locate the administrator or supervisor on the user grid and double-click the row to open the **Edit User Information** window.

Click **Edit Associated Users**. All users and user groups stored in the agency TraCS user's database display.

Locate the user group name in the User ID column and verify that the correct access level displays in the Access Levels column (Supervisor or Agency Admin). If not, select the applicable level from the list.



Select the **Enabled** check box in the same row.

Figure 5050 shows an example of associating the group "Supervisor Mary Ann Wheeler" to the supervisor.

Enabled	User ID	Secondary U	Title	Name Last	Name First	Location	Access Levels	1
	bkyker	Badge111	Officer	Kyker	Becky	NCDMV		
	chadmin	Badge004	Administrator	Hines	Cynthia	NCDMV		
	fwschmid	Badge 112	Officer	Schmid	Francis	NCDMV		
	nbower	Badge817	Officer	Bower	Nate	NCDMV		
	rfaeh	Badge389	Officer	Faeh	Ryan	NCDMV		
	Supervisor Mary Ann Wheeler						Supervisor 👻	
	Supervisor Tom Hoth							
	testrep	Badge003	Officer	Rep	Test	NCDMV		
	testsup	Badge002	Sergeant	Sup	Test	NCDMV		
	thoth	Badge419	Captain	Hoth	Tommy	NCDMV		
	tjwheeler	Badge233	Officer	Wheeler	Thomas	NCDMV		7

Figure 50. Associating a Group to a Supervisor

Click OK to save and close the Edit Associated Users window.

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.

### Disassociating a Supervisor or Administrator from a User Group

To disassociate a group from a supervisor or administrator:

Click **User V** to open the User Editor.

Click **Search** to display all users.

Locate the administrator or supervisor on the user grid and double-click the row to open the Edit User Information window.

Click Edit Associated Users. All users and user groups stored in the agency TraCS user's database display.

Locate the user group name in the User ID column.

Clear the **Enabled** check box in the same row.

#### TraCS 10 LEA Administrator's Guide



Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.

### **Deleting a User Group**

To permanently remove a user group from the TraCS database:

Remove all user group associations. See "Disassociating a Supervisor or Administrator from a User Group" on page 71 for instructions.

Click User Groups with to open the User Groups Editor.

Select the user group to be deleted in the User Groups Editor.

#### Click **Delete**.

A confirmation messages displays. Click Yes to confirm deletion.

Click **Close** to close the User Editor.

Update the NCDMV TRCS server with the changes. See "Sending Changes to the NCDMV TRCS Server" on page 73 for instructions.



# Sending Changes to the NCDMV TRCS Server

**CAUTION:** Always use the machine at your agency designated for TraCS administration to send changes to the NCDMV Traffic Records Communication System (TRCS) server. Using another machine risks overwriting the NCDMV TRCS server with incorrect user information, making TraCS unusable at your agency.

Changes made in the Configuration Manager are stored in the local database. When you are done making changes, send them to the NCDMV TRCS server.

To send changes to the NCDMV TRCS server:

Close the Configuration Editor.

Log into TraCS with your agency administrator user ID and password on the machine designated for TraCS administration. Keep the default Login Mode of **Online**.

Click Send Users on the Tools tab.

The **TraCS Send Users** dialog box opens and information immediately starts transmitting to and from the TRCS server.

Observe the messages that display in the Messages box during the transmission process. See "Server Messages" on page 74 for message descriptions. When the Status box displays "Processing Completed" (as shown in Figure 5151) click **Exit** to close the box or save the messages to a .txt file (see "Saving Server Messages" on page 76).

TraCS Send Users	- <b>D</b> X
Status	
Processing Completed	
100%	
Messages Processed 10 users. Added: 7 Updated: 3 Deleted: 0	•
Changed User ID: 0	Ŧ
Save Cancel Exit	

Figure 51. TraCS Send Users Dialog Box



# **Server Messages**

A confirmation message displays for each user deleted in the Configuration Editor, as shown in Figure 5252.

Send Users Question			
?	Are you sure you v	vant to delete user: testsup	,
	Yes	Cancel Send Users	

Figure 52. Delete User Confirmation Message



**NOTE:** Clicking **Cancel Send Users** cancels entire transmission. This may be useful in the event that a Send Users operation is initiated from a machine that is not the agency administrator's machine.

If there is a communications error or interruption, an error message displays, as shown in Figure 5353.

🐯 Send	Users Error	×
8	Fatal error has occured. Please inform helpdesk.	
	OK	

Figure 53. Send Users Error Message

Check the Messages section in the TraCS Send Users dialog box of the dialog box for the following information:

"PROCESSING WAS INTERRUPTED EITHER DUE TO AN ERROR OR USER CANCEL. Perform Send Users as soon as possible.



Two types of TRCS server messages can display during transmission:

- Information (See Table C for message descriptions. No action required.)
- Error (See Table D for message descriptions and action required.)

#### Table C. TRCS Server Information Messages

Message	Description
<userid>: User ID for <userfirstname> <usermiddlename> <userlastname been<br="" has="">changed from <olduserid> to <userid>; the password has been disabled. Agency administrator, please reset the password.</userid></olduserid></userlastname></usermiddlename></userfirstname></userid>	Duplicate ID found on server requiring a change to a submitted user ID. Change was made automatically. The <b>agency admin must reset the password</b> for this user, otherwise the user will not be able to login.
<userid>: User Added</userid>	Confirmation of addition.
<userid>: User Updated</userid>	Confirmation of change.
<userid>: User Deleted</userid>	Confirmation of deletion.

#### Table D. TRCS Server Error Messages

Message	Description/Action Required
<userid>: Does not have a supervisor</userid>	Associate the reporter to a supervisor. See "Associating Users to an Agency Administrator" on page 57.
<supervisor userid="">: Cannot have Associated User(s) <userids></userids></supervisor>	Remove associated user. See "Disassociate One User from Another" on page 62.
<userid>: Agency Admin cannot administer the User from agency <user agency<br="">NAME&gt;</user></userid>	Change the <b>Location Name</b> to the correct agency name in the <b>Edit User Information</b> window for the user. Resend users.

# **Saving Server Messages**

Saving server messages to a text file provides a way of storing messages so they can be retrieved later. This allows you to print the messages or to save them as a log for future reference.

To save server messages:

Click Save in the TraCS Send Users dialog box (Figure 5454).

TraCS Send Users	X
Status	
Processing Completed	
100%	
Messages	
Processed 10 users.	
Added: 7	
Updated: 3	
Deleted: 0	_
Changed User ID: 0	-
Save Cancel Exit	

Figure 54. TraCS Send Users Dialog Box

The Send Users Messages Save dialog box opens, as shown in Figure 5555.



Figure 55. Send Users Messages Save Dialog Box

#### TraCS 10 LEA Administrator's Guide

Browse to the location where you want to save the text file.

Add the current date to the file name and click **Save**.

The File Saved Successfully messages displays. Click OK to confirm and close message.

Click Exit to close the TraCS Send Users window.

# **Chapter 5: TraCS Auto Update**

TraCS Auto Update keeps your TraCS 10 program current. One machine at your agency is designated as the master computer for receiving TraCS updates. The master computer is the first machine to receive TraCS updates. When new updates are available, the user is prompted to install them. After the master computer updates successfully, the update will be available on the remaining agency machines when the users logs in.

There are two types of updates: required and optional. If the update is required, you will not be able to log in to TraCS until the update is installed.



**NOTE:** If you do not know the machine ID of the master computer or if no machine at your agency has been designated as the master machine for updates, contact Operations Support at (919) 861-3084, Monday through Friday, 8:00 a.m. to 5:00 p.m.

# **Required Updates**



**CAUTION:** If you do not install required updates you will not be able to log in to TraCS in any mode; online or offline.

To install required updates:

Log in to TraCS. If required updates are available the **Required Update Available** window opens, as shown in Figure 5656.

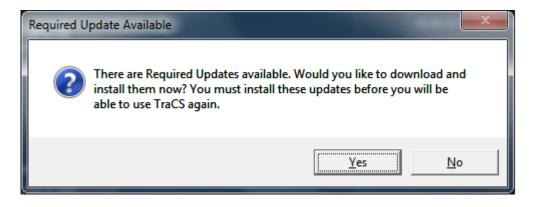


Figure 56. Required Update Available Window



Click Yes. The TraCS Update window opens, as shown in Figure 5757.

TraCS Update	and the state of the second second	
TraCS Update Complete		
Progress		
Status		
TraCS Update Complete Update Complete Copying TempTest.txt Copy folder Temp Copying TraCSPackTest.png Copy folder Graphics Copy folder ProgramData Installing TraCS Pack Update N Downloading NCDMV TraCS Pa Getting update information from s	ick 1.0.1	
	Close	

Figure 57. TraCS Update Window

When the update is complete, click **Close**.

If you are logged in to the master computer, the **Master Computer Updated** window opens, as shown in Figure 5858.

If you are not logged in to the master computer, the update is complete. The log in window opens so you can log into TraCS.

Master Computer Updated				
The Master Computer has been succssfully updated.				
Please confirm all neccesary updates(ex. Database Scripts) have been installed. Choosing Yes will allow all other machines for this location to begin updating.				
Yes No				

Figure 58. Master Computer Updated Window (Master Computer Only)

Click Yes. The Confirmation window opens, as shown in Figure 5959.

Confirmation	X
Please comfirm that all database sc installed.	ripts and other updates have been
	<u>Y</u> es <u>N</u> o

Figure 59. Confirmation Window (Master Computer Only)

Click **Yes**. The login window opens so you can log into TraCS. All other TraCS users at this location will be prompted to update their machines when they log in to TraCS.



# **Optional Updates**

To install optional updates:

Log in to TraCS. If optional updates are available the **TraCS Update** icon in the notification area displays the "You have new TraCS Updates to install. Restart TraCS to install them." notification, as shown in Figure 60.60



Figure 60. Optional Update Available Window

Log off and then log in again. The Updates Available window opens, as shown in Figure 6161.

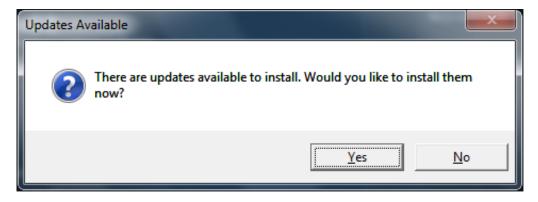


Figure 61. Update Available Window

Click Yes. The TraCS Update window opens, as shown in Figure 6262.

TraCS Update	repairs. The Marker Computer must be	
	TraCS Update Complete	
Progress		
Status		
Copy folder G Copy folder P Installing Tra Downloading	olete pTest.txt emp :SPackTest.png iraphics	*
	Close	

Figure 62. TraCS Update Window

When the update is complete, click **Close**.

If you are logged in to the master computer, the **Master Computer Updated** window opens, as shown in Figure 6363.

If you are not logged in to the master computer, the update is complete. The log in window opens so you can log in to TraCS.

Master Computer Updated		
The Master Computer has been succssfully updated.		
Please confirm all neccesary updates(ex. Database Scripts) have been installed. Choosing Yes will allow all other machines for this location to begin updating.		
Yes	No	

Figure 63. Master Computer Updated Window (Master Computer Only)

Click Yes. The Confirmation window opens, as shown in Figure 6464.

Confirmation	X	
	ase comfirm that all database scripts and other updates have been alled.	
	<u>Y</u> es <u>N</u> o	

Figure 64. Confirmation Window (Master Computer Only)

Click **Yes**. The login window opens so you can log in to TraCS. All other TraCS users at this location will be prompted to update their machines when they log in to TraCS.