



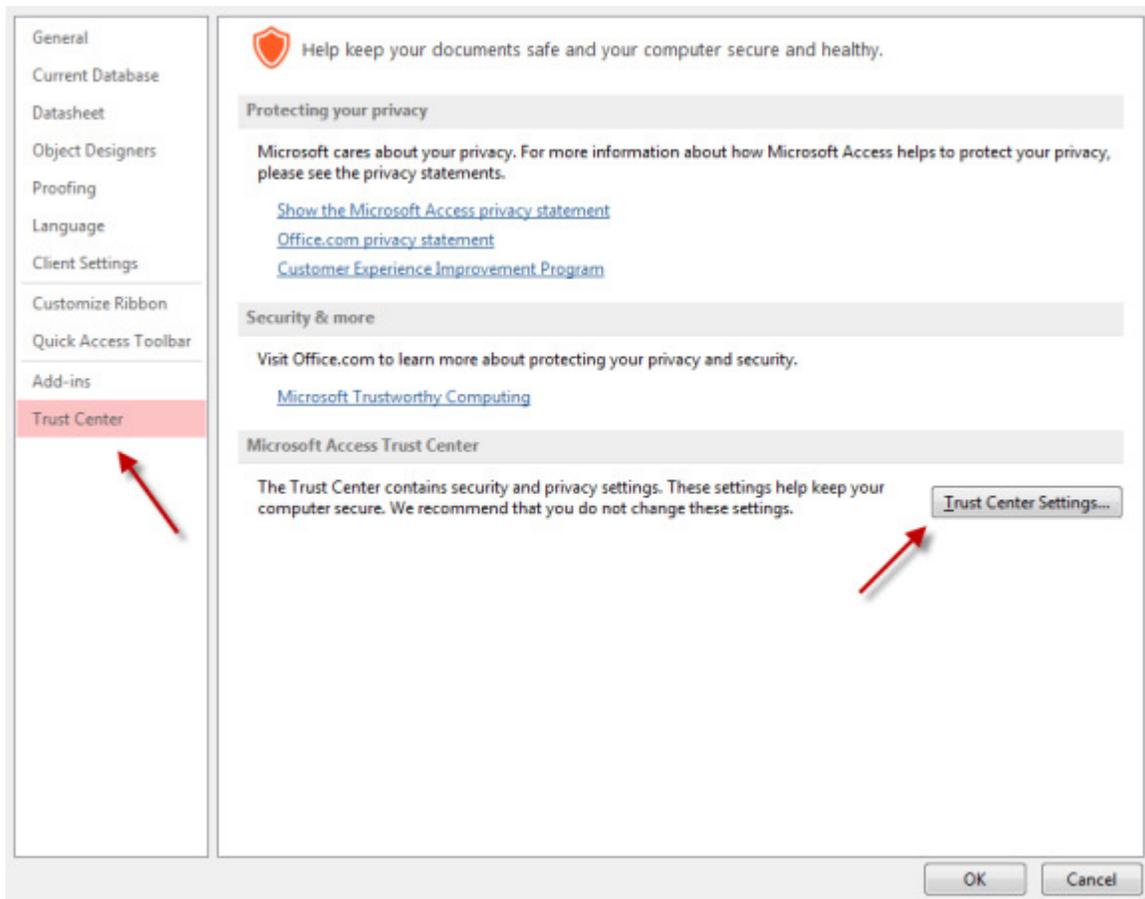
Fixes For TraCS 10 Reporting Tool

When installing the TraCS 10 Reporting Tool on workstations that have MS Office 2007 and higher one may encounter issues when configuring the program. Issues may also be encountered on 64Bit machines. Some of the fixes that may be helpful are:

Note: All Screenshots were done using Office 2013, options may vary slightly depending on your version of MS Access.

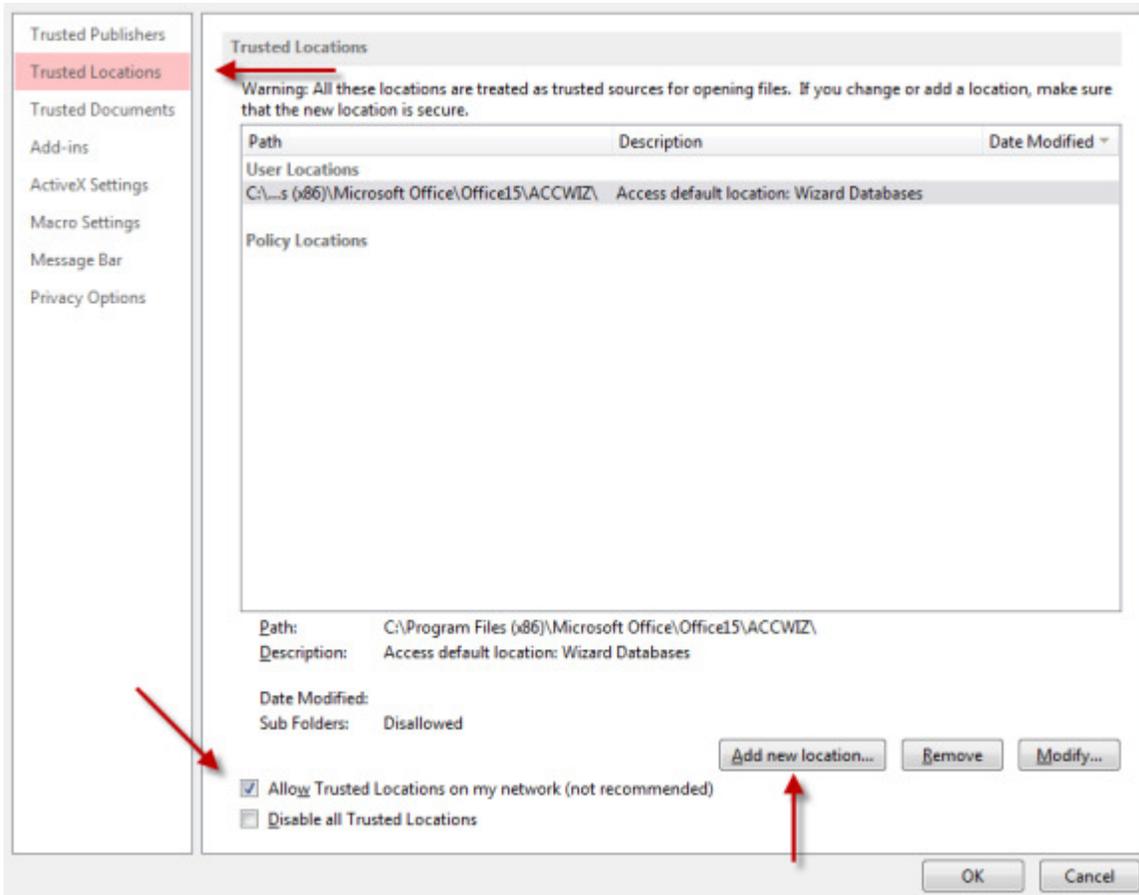
Adding Trusted locations and Enabling all Macros in your version of MS Access 2007 or higher.

1. Open your version of MS Access and go to Options or Access Options and navigate to Trust Center and select Trust Center Settings.



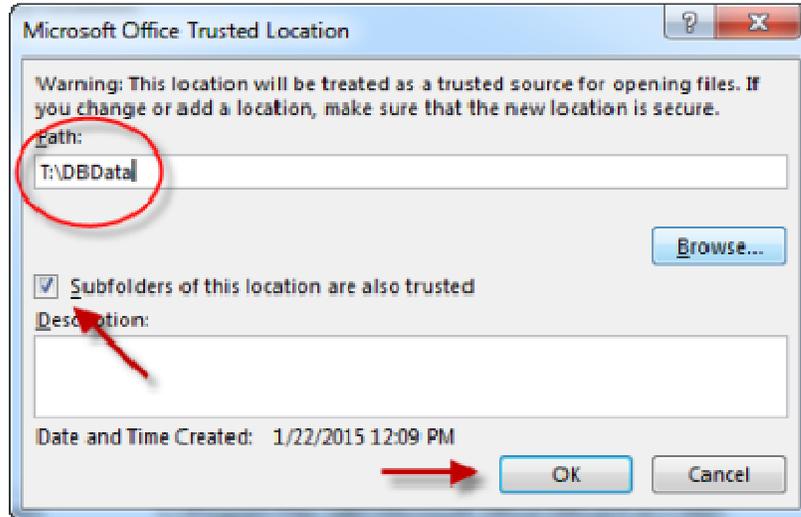


2. Navigate to Trusted Locations, Check "Allow Trusted Locations on my network" and click Add new location.



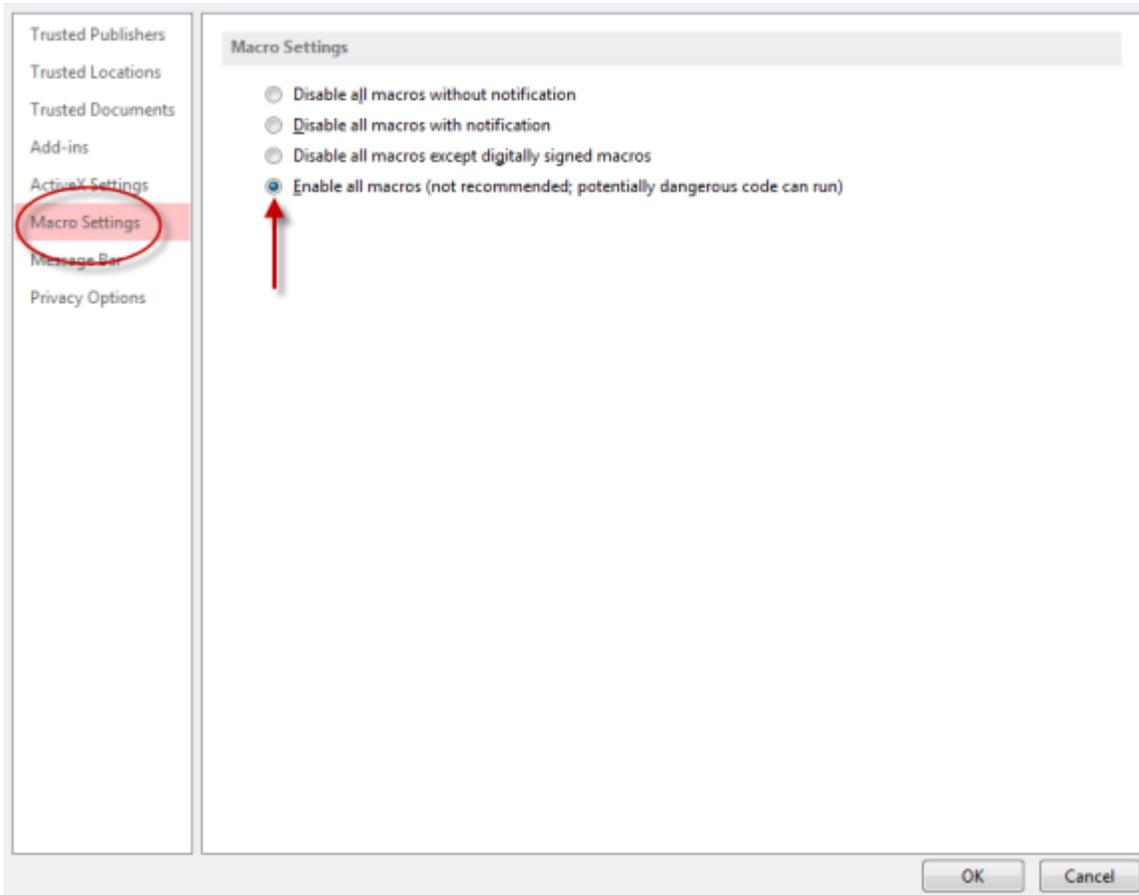


3. Browse to your TraCS DBData folder on your server and check the “Subfolders of this location are also trusted” box and then click OK.





4. Next, select Macro Settings from the left hand pane and select "Enable all macros", then click OK, then OK again. Open TraCS 10 Reporting and test.



Open Security Settings on TraCS Reporting Folder

Sometimes not having the correct permissions set on the folder can interfere with TraCS 10 Reporting working correctly.

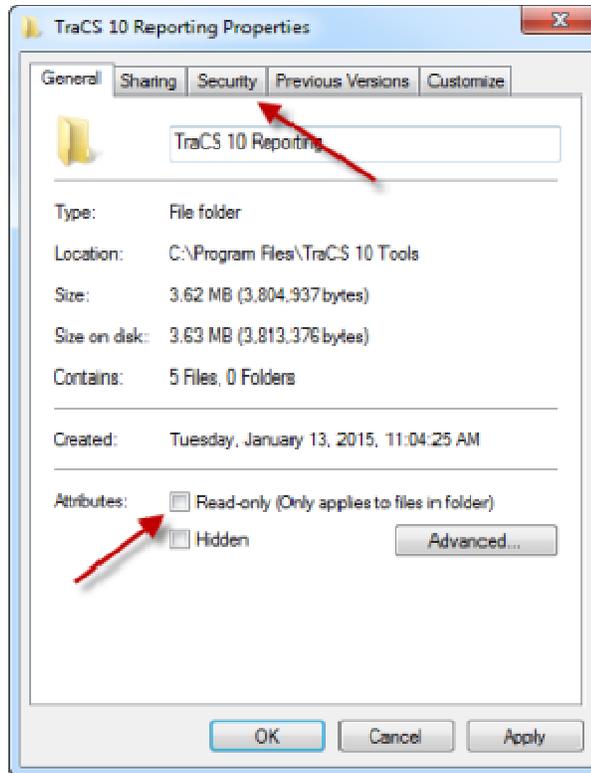
1. To set these permissions go to:

C:\Program Files\TraCS 10 Tools (32Bit Machines) or

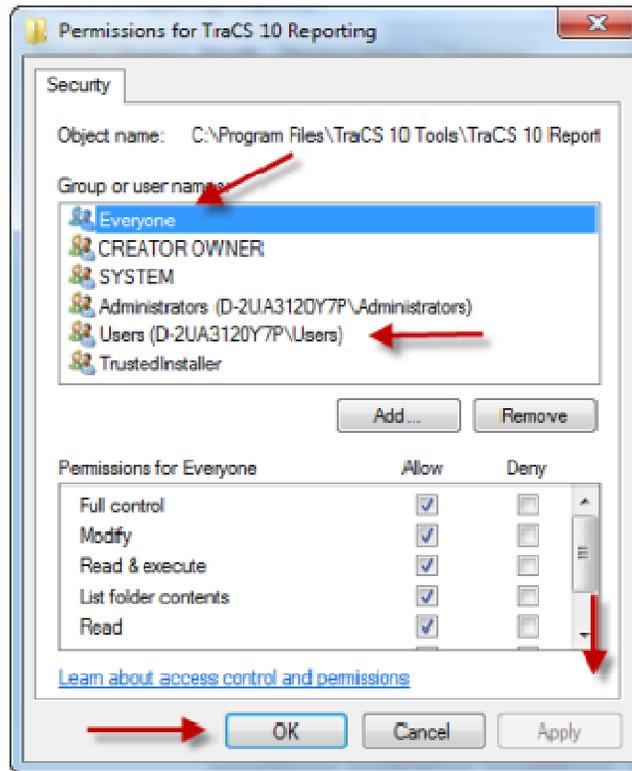
C:\Program Files (x86)\TraCS 10 Tools (64Bit Machines) and right click the TraCS 10 Reporting Folder and select Properties.



2. On the Properties menu un-check the Read-only box then click the Security tab.



3. From the Security menu click Edit, and under Allow, click Full Control for the Everyone group and the Users group and click Apply and OK.



You have now successfully opened the permissions on the TraCS 10 Reporting folder. Open TraCS 10 Reporting and test.

Note: If these fixes do not resolve the issue please contact tracssupport@troopers.ny.gov and someone will assist you.