SJS Solutions Document

November 1, 2012

Contents

A. Initial Questions for CCC Ticket Write Up 6

B. New Installation Issues 6

1. Problem: SJS won't display after running the new installation package. 6

2. Browser requirements IE vs. Firefox: 7

3. Mug shots won't import into SJS. A mug shot is over 100 KB's and won't import directly into SJS; a mug shot exported from Livescan won't import into SJS because it is over the 32 KB requirement.... 7

4. Arrest view's Livescan/Cardscan section is not enabled. The user wants to transmit an arrest to Livescan but the "Transmit Data to IM" button is not enabled. 7

5. Boss Tree Configurations 7

6. When an incident imports from TRACS with a person already in SJS, a chain link icon appears to the right of the incident person view's SDEP icon. 8

7. Incident view is missing functionality and buttons, i.e. cannot add a person. Unable to ADD Incident Persons, missing buttons, icons, and functionality 8

8. FYI: When using SJS 7.0 Backup for Windows 2000 8

9. Word processor characters such as commas and apostrophes are not transferring to SJS; rendering as special characters. 8

10. User reports not seeing their TRACS imports in SJS. TRACS import did not sync to the SJS user's incidents. 9

11. User receiving red warnings in the Livescan/Cardscan on an arrest after a Livescan import. 9

12. User is prompted by Windows Internet Explorer when navigating away from a page that is not saved. User didn't save changes and receives the error below. 9

13. Skipping SJS Record Numbers 10

14. Certain SJS 7.0 screens are NOT responding 10

15. SJS 7.0 Release versions is old and requires the "War File" update 10

16. User is unable to use the spell check. 10

17. Windows 7 will not install Oracle 9i. 10

C. Access 10

1. Admin Updates aren't displaying 10

2. Unable to edit record; there's a icon in RED instead of the normal save icon. 11

3. Login screen is displaying "Unable to Access SJS 7.0 – HTTP Status 404. Requested resource is not available." 11

4. User cannot log in and receives ORA-00001 and ORA-06512, followed by ORA: 02391 11

5. User cannot create Accusatory Instrument (AI) or Supporting Depositions (SDEPs) in SJS incident view. 12

6. Normal use prompts the user log in screen. While the user is working, the user is prompted for the log in screen but was not timed out after walking away for two hours 12

7. User logs in and is “red-screened” 13

8. “Open Active Officer” button is disabled. 13

9. To promote or to correct an officer record. Promoting an Officer’s rank vs. making a Correction. 13

10. User has Officer Drop down list on their index pages they don’t want. Agency had erroneously setup role for “Secretary User Assignments” 14

11. Unable to edit an Incident narrative, can only view. Sergeant unable to edit Patrolman’s Narrative 14

12. User is inactive and needs to be active. A user is listed as inactive in the User Manager SJS User’s view/list. 14

13. Admin wants to delete a user account, but cannot 14

14. Cannot edit default assignment on an incident. “Incident Assignment” is assigning the precinct without letting the officer choose. 15

15. “Dispatcher” role was NOT allowing the permissions needed to make changes in others Records 15

16. Seal Record was unable to DELETE Person(s) from Incident Record - secmx_master_name_delete to delete incident record. 15

17. Unable to edit a warrant. (User will see a over the save button.) 15

18. Unable to access SJS 7.0 because of wrong Agency Name assigned to Officer 15

19. User unable to sign in SJS 7.0 (Sessions limit followed by BT_PK Error) 16

20. User cannot remember the SJS Admin User Name and Password 16

21. How do I reset a User’s Password? 16

22. User is locked and cannot sign in. 16

D. Sealing 17

1. Trying to sealing a local law, "Load seal failed, ORA 01438." 17

2. Unable to seal case assigned to a 6.5 Officer that has no 7.0 User record. Unable to Seal Case for Inactive User 17

3. Seal Record was unable to DELETE Person(s) from Incident Record - secmx_master_name_delete to delete incident record. 17

E. Printing 17

1. The user goes to print and the PDF is rendered as alphanumeric algorithms. 17
2. The user goes to print and the screen turns white. 18
3. The user goes to print and the screen is gray. 18
4. Cannot print 18
5. Agency was using PDF Complete and not Adobe Reader; user reported only locked records would print – only report snapshots from the report builder were printing. 19
6. Unable to Print a section in the SIR 19
7. Unable to Print an Incident because the user does not have the appropriate access rights. Multi-agency set up will not allow a user to print an incident report that they don't have access to. . 19
F. IBR Setup 19
1. Administrative Steps: SJS administrator aka fixer7 19
2. User – how to use IBR 21
G. IBR Errors 25
1. IBR ERROR - correction 25
2. IBR report shows very old errors 25
3. Cannot run IBR. Get ORA-06502: PL/SQL: numeric or value error: character string buffer too small 26
H. Livescan 26
1. If an agency is looking to use Livescan with SJS, there are several pieces of information that will be needed to set up this integration. The agency will need to ask their Livescan vendor the following questions: 26
2. If an agency's Livescan is currently integrated with SJS, and is having a problem, what error messages are displaying? 26
3. A mug shot exported from Livescan won't import into SJS because it is over the 32 KB requirement. 26
4. Arrest view's Livescan/Cardscan section's not enabled. The user wants to transmit an arrest to Livescan but the "Transmit Data to IM" button is not enabled. 26
I. Error Messages 27
1. Unable to Access SJS 7.0 – HTTP Status 404. Requested resource is not available" displaying on log-in screen 27
2. Sealing an incident and getting, "Load seal failed, ORA 01438." 27
3. User cannot log in and receives ORA-00001 and ORA-06512, followed by ORA: 02391 27
4. Date defaults to 1899; Date default to 1899 when only entering "Time" 28

5. Cannot run IBR. Get ORA-06502: PL/SQL: numeric or value error: character string buffer too small 28
6. User receiving red errors on an arrest after a Livescan import 28
7. Saving a “mug shot” from SJS is causing an error 800700de 28
J. Miscellaneous Issues 28
1. SJS Requirements? (Agency getting new servers) 28
2. Local Law displays as double slashes “\\” 29
3. Sealing a Local Law, “Load seal failed, ORA 01438.” 29
4. Arrest if made against a Juvenile on an incident, but the arrest view renders blank and no arrest number is generated 29
5. Agency reports that a large number of incidents have been generated in a short time span; this is a known bug with TRACS importing 29
K. How To 29
1. How to update the Coded Law File 29

A. Initial Questions for CCC Ticket Write Up

The following is a list of questions the CCC should ask SJS customers to be included in the ticket information.

1. Agency Name and ORI:
2. Agency SJS Admin or Contact (please include Name, Address, Phone, Email):
3. SJS Version (6.5 or 7.0.x):
4. Browser and Browser Version (IE is the recommended browser):

B. New Installation Issues

The following is a list of issues that may be reported by new SJS customers. These issues will assist the CCC in determining the cause of the issue, as well as provide a solution to the customer.

1. Problem: SJS won't display after running the new installation package.

Verify:

a) Log data error output.
    a. Apache Tomcat: \apache-tomcat-5.5.28\logs\sjs.log
b) All application errors and start up errors.
    a. \apache-tomcat-5.5.28\logs\catalina.YYYY-MM-DD.log
c) Start up errors and if no sjs.log created.
    a. Oracle: \oracle\ora92\rdms\trace\alert_sjs.log
d) Any Oracle related errors Will point to specific trace file logs in same location.
    a. i.e: sjs_ora_552.trc: java.lang.UnsatisfiedLinkError: no ocijdbc10 in java.library.path
e) System Variables
    a. Path set as a user variable and not a system variable and will have a trailing "-m".

Cause: System lock on the Path variable prohibits editing for SJS's installer/use of Administrator tool set.

Solution:

a) Remove the "-m" in the user path variables value, copy into memory, and then delete user system variable for path.
b) Edit the system variable for path and paste in the corrected user path value as the system path variable's value.
c) Restart the host computer so that the library path is loaded correctly. Should SJS not start again and the log file states "shutdown or initialization" or Oracle is in progress, you've broached the service dependency bug and should deploy that update and procedure. Contact IT as needed.

2. Browser requirements IE vs. Firefox:

Cause: Firefox set as the default browser.

Solution: Do not use Firefox as the default browser, use IE. Custom shortcuts can be made to launch IE with the SJS address should an agency want to also use Firefox.

3. Mug shots won't import into SJS. A mug shot is over 100 KB's and won't import directly into SJS; a mug shot exported from Livescan won't import into SJS because it is over the 32 KB requirement.

Solutions:

a) To import a mug shot over 100 KB's into SJS, instruct user to use Microsoft's Paint to Image/Stretch/Skew and manually reduce in small increments the horizontal and vertical size down from 100% to the acceptable size of 32 kb or less.

b) If mug shots are not importing into SJS from Livescan, have the user contact their Livescan vendor to ensure the right file size is produced and that the right file name (mugshot.jpg) is included in the record.xml output imported into SJS.

4. Arrest view's Livescan/Cardscan section is not enabled. The user wants to transmit an arrest to Livescan but the "Transmit Data to IM" button is not enabled.

Solution:

a) Log in as an SJS administrator (fixer7/nypti$123). In the local customization, the agency needs "Livescan" & "Automatically Transmit data to Livescan/Cardscan" options selected "YES" for all three options.

b) The IM Job Log must be turned "ON" at the bottom of the screen. Note: It will then take oracle five minutes before the process starts and the intervals kick in.

c) New Livescan users must contact their vendor to have their Samba share user name, password, and connectivity established. The agency must then schedule with DCJS the installation and configuration of the Automove utility.

5. Boss Tree Configurations

Cause: Training Issue – New SJS Feature

Scenario 1: Granting edit rights to someone other than a user's own incidents.

a) Officer A creates an incident.

b) Officer B can add a narrative to Officers A's incident as long as Officer B has update rights on incidents.

c) Officer B will not be able to delete his narrative from Officer A's incident unless Officer B has either boss tree rights over Officer A or Officer B is assigned to the incident. Officer B can still edit but not delete his narrative from Officer A's incident.

6. When an incident imports from TRACS with a person already in SJS, a chain link icon appears to the right of the incident person view's SDEP icon.

Cause: The incident is imported from TRACS it will create the new person instead of using the existing person in SJS.

Solution: Link the existing person by clicking the "Linking Icon" and search for the person to establish the link by signing in as the Administrator and going to Maintenance / User manager. This will remove the references to the person already in SJS and will now point to the newly linked person from TRACS. Once, the link is established the officer cannot link again.

7. Incident view is missing functionality and buttons, i.e. cannot add a person. Unable to ADD Incident Persons, missing buttons, icons, and functionality

Cause: Resolution setting was 600x800.

Solution: Set Resolution setting to 1024x768; user should now be able to add incident Persons.

8. FYI: When using SJS 7.0 Backup for Windows 2000

Solution: Change the "sc" command lines in the .bat file to "net".

9. Word processor characters such as commas and apostrophes are not transferring to SJS; rendering as special characters.

Cause: SJS not accepting 32+ bit character sets found in MS Word.

Solution: Using Text Pad or Note Pad, type the missing narrative, copy and then paste into the narrative.

10. User reports not seeing their TRACS imports in SJS. TRACS import did not sync to the SJS user's incidents.

Cause: SJS and TRACS are not in sync.

Solution:

a) Match on the TraCS SJS Open Incident # as input by the officer on the form AND the ORI which is input onto the form from the Officers TraCS user profile. If both those criteria are not met, it then goes to

b) Match on the CAD# input by the officer, on the form with one from SJS AND again, the ORI. If neither of those is met, it creates a new incident.

c) Match the SJS External ID in the Officer View to the TRACS SJS ID.

d) Use the Reports/Incident Based Reports/Imported Incidents to determine the TRACS imports and the incident numbers assigned to them.

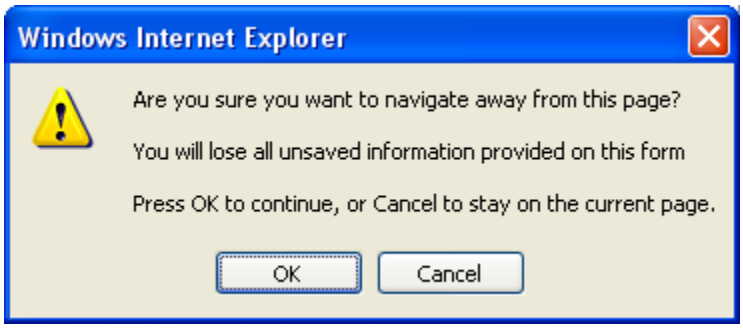
e) Reassign incidents as needed to correct the omissions detailed above that will cause an officer's TRACS record not to import into their SJS records.

11. User receiving red warnings in the Livescan/Cardscan on an arrest after a Livescan import.

The user reports a livescan import error when they are receiving a warning for a first time NYSID, FBI, and CJTN for the suspect.

Solution: None. This is normal behavior.

12. User is prompted by Windows Internet Explorer when navigating away from a page that is not saved. User didn't save changes and receives the error below.



Solution: Click cancel to save changes. Click ok, to NOT save changes.

13. Skipping SJS Record Numbers

Cause: 7.0 skips SJS Record Numbers more than desired.

Solution: Bug defect fixed in 707 that would cause an incident number to get skipped. Sequences of AI's and SDEP's increment by 4's. Contracted DBA support fixed one but not the other…existing QC ticket

14. Certain SJS 7.0 screens are NOT responding

Solution: Add the SJS address as a trusted site and local intranet site in Internet Option's Security tab.

15. SJS 7.0 Release versions is old and requires the "War File" update

Solution: Follow the approved deployment plan for war file and patch updates on DCJS website at the following address:
http://www.criminaljustice.ny.gov/ojis/sjs/sjs70.htm

16. User is unable to use the spell check.

Cause: Improper setup or missed set up error.

Solution: Ensure that the directory sjsdictionary is on the installation drive and that the directory contains the dictionary file "spellcheck-english.0."

17. Windows 7 will not install Oracle 9i.

Cause: Windows ,7 64 bit needs the Professional Edition with the XP mode to allow Oracle 9i's 32 bit software to run; Oracle 9i has a 32 bit requirement.

Solution: Use the XP mode to install Oracle 9i's 32 bit.

C. Access

The following is a list of access issues that may be reported by the SJS customers. This list will allow CCC to determine the cause of the issue and provide a solution to the customer.

1. Admin Updates aren't displaying

- Dynamic lookups aren't refreshing, or
- An SJS user's status didn't automatically update from active to inactive; or
- a local law displays as double slashes "\\"

Solution: Restart the Apache Tomcat Service.

2. Unable to edit record; there's a icon in RED instead of the normal save icon.

Solution: Determine if a 'boss-tree' (Officer's reporting officers) is in use to the assigned officer(s) on the case. If determined the assignee is listed as a reporting officer but of a lower rank, the assignee's user manager record will need to be linked from the current officer record to their former officer record. The SJS administrator will need to link the accounts.

3. Login screen is displaying "Unable to Access SJS 7.0 – HTTP Status 404. Requested resource is not available."

Solution:

a. Restart SJS services by clicking on Control panel, administrative tools, and services.
b. Stop services in the following order - Apache Tomcat Service and then OracleserviceSJS.
c. Restart OracleserviceSJS.
d. Restart Apache Tomcat service.
e. It this does not restart SJS, have user call back and open ticket for Technical Support.

4. User cannot log in and receives ORA-00001 and ORA-06512, followed by ORA: 02391

- ORA-00001: unique constraint (SJS.BT_PK) violated
- ORA-06512: at "SJS.APP_CONTEXT.
- ORA-02391: exceeded simultaneous SESSIONS_PER_USER limit.

Solution:

a) Log in as the SJS administrator (fixer7 / nypti$123)
b) Click on Maintenance, User Manager, the row of the officer, and the Open Active Officer button at the bottom of the screen.
c) Clear out the user's list of superior and reporting officers and save.
d) Have them default back to assignments for editing rights. This is a Boss tree error.
e) Stop the server for Apache Tomcat.
f) Stop the server for OracleServiceSJS.
g) Restart the server for OracleServiceSJS.
h) Restart the server for Apache Tomcat.
i) If this does not correct problem, look at the Local Customizations / Officers and ensure that the user does not have any other officer records (active or inactive) that may have a boss tree implemented (supervising officers and reporting officers) and clear out, as well.

j) If this does not correct the problem, have the user contact the CCC to open a ticket for Technical Support.

5. User cannot create Accusatory Instrument (AI) or Supporting Depositions (SDEPs) in SJS incident view.

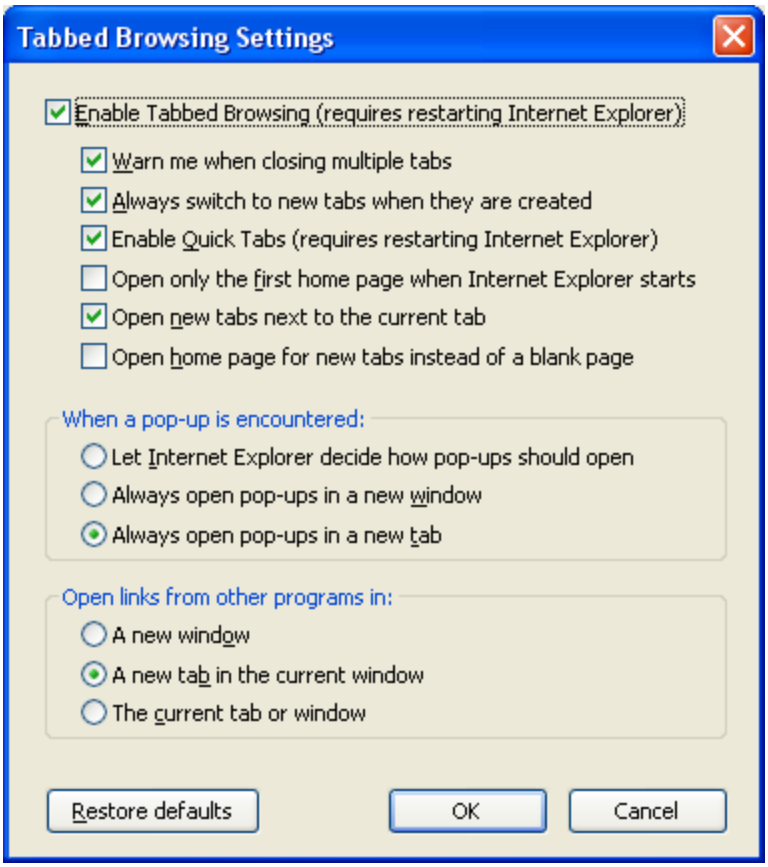
There will be a (circle slash) in the incident person section for creating the AI and SDEP records, indicating they don't have rights.

Solution: Verify by going to the Person tab in the Incident Record, if the user has the correct permissions to create these documents. Select the person from list, the last two icons on person tab and are for the Accusatory Instrument and the Supporting Deposition. If the icons are grayed out, the SJS administrator will need to grant permissions to the user by signing in as the administrator and opening the user's account and checking the Accusatory Instrument / Supporting Deposition check box located in the General Section on the page.

6. Normal use prompts the user log in screen. While the user is working, the user is prompted for the log in screen but was not timed out after walking away for two hours.

Cause: SJS 7.0 was designed to run in IE 6 in pop up mode. IE 7+ and all tool bars made for IE now come with pop-up blockers.

Solution: Switch the User to "Tab Browsing and ensure POP-UP-Blockers are Turned Off by accessing Tabbed Browsing Settings, by clicking on Tools, Internet Options on the IE tool bar (see screen shot below).



7. User logs in and is "red-screened".

Cause: A new user didn't have an agency assigned in their User Management View.

Solution: Have user contact their agency's SJS Administrator to add the agency to the user's Agency section, in the Open Active Officer section.

8. "Open Active Officer" button is disabled.

Solution: Either create a new officer record, or link to a former one. To determine if the user has a legacy officer record, The SJS administrator will need to sign in and click on Maintenance/Local Customization/Officers view to look for any pre-7.0 accounts. Follow the rules for creating a new officer or linking to an existing officer record.

9. To promote or to correct an officer record. Promoting an Officer's rank vs. making a Correction.

Solution:

a) For a Promotion:

- Create a new Officer Record for the new Rank.

- Link the new Officer Record to the old Officer Rank.
- Link the new rank to the old rank so that the user account is recognized.
- Tell the officer to make a list of all open cases for they will no longer appear in their new Officer Record when they sign in, after their promotion is implemented.
- Clear the Boss Tree of the current Officer Record. When it is linked to the new Officer Record, it will be made inactive and linking will provided the correct edit rights.

b) For a Correction: Scenario- best example- Glenville PD- a 'Dispatcher'- the lowest Officer Rank, is the SJS 'Power-User'- they have the highest GRADE behind their Rank, enabling them to have Supervisory (AKA Boss Tree) rights over the all other SJS Users in the agency.
   - A Grade in use cannot be edited. Make a temporary one, if needed, to apply to multiple users.
   - Discuss with the agency if it is ok if, for example, to have SGT and SGT2, and that SGT2 cascades all SGT records.
   - Get their permission and validate their understanding of this.

10. User has Officer Drop down list on their index pages they don't want. Agency had erroneously setup role for "Secretary User Assignments"

Solution: The User Management view's Role Section had the Secretary and User Assignments control active. To clear out the Secretary and User Assignment's, click on the button and clear out the User's Bosses- not to be confused with an Officer's view Boss tree.

11. Unable to edit an Incident narrative, can only view. Sergeant unable to edit Patrolman's Narrative

Cause: Patrolman was not added to SGT's Boss Tree.

Solution: Add the Patrolman to the Sgt's boss tree, in the Reporting Officer's section. This will allow the Sgt to edit the Patrolman's narrative. (See also Section B. New Installation issues, #5, page 7.)

12. User is inactive and needs to be active. A user is listed as inactive in the User Manager SJS User's view/list.

Solution: Activate users by clicking the Activate button in their user manager page. Determine, as needed, if an officer record is needed to be created or if linking should occur.

13. Admin wants to delete a user account, but cannot.

Solution: Once a user account has an Officer record created it can no longer be deleted. To prevent this, provide the correct training materials and instruct users to proof their work. However, the user can be made inactive, by the administrator on the User Manager page.

14. Cannot edit default assignment on an incident. "Incident Assignment" is assigning the precinct without letting the officer choose.

Cause: The default assigned officer cannot be edited.

Solution: Existing QC ticket 2349 to enable functionality.

15. "Dispatcher" role was NOT allowing the permissions needed to make changes in others Records

Cause: Dispatcher's Account doesn't have the needed permissions.

Solution:

a) A "New User Account" of Role type sjs_user must be established with a Supervisory Grade & Rank.
b) Assign All permissions needed to make changes in everyone's records (SIR & SAR).
c) Then link the new user account to the dispatcher's officer account rather than establish a new officer record for the new user account.

16. Seal Record was unable to DELETE Person(s) from Incident Record - secmx_master_name_delete to delete incident record.

Cause: User doesn't have the right to delete a person master in their User Management profile.

Solution: Admin must do the following:
Maintenance/User Manager/SJS Users/Edit user/Master Names/Check Delete and save.

17. Unable to edit a warrant. (User will see a over the save button.)

Cause: User does not have rights to access warrants.

Solution: Provide Boss Tree or rights over the warrants assignee or add the right to update warrants in User Manager.

18. Unable to access SJS 7.0 because of wrong Agency Name assigned to Officer

Cause: There is probably more than one ORI in SJS and this officer is assigned to the wrong ORI.

Solution: The administrator will need to sign in using fixer7 / nypti$123. The administrator will then click on Maintenance, User Manager, and then the user's name. When the user page displays, the administrator clicks on the Agencies quick jump and then clicks edit to select the correct ORI and Agency.

19. User unable to sign in SJS 7.0 (Sessions limit followed by BT_PK Error)

Cause: User is probably in more than one Boss Tree.

Solution: SJS users can only be in one Boss Tree at a time. SJS Admin must go into user manager and clear person's boss tree, see if user can access SJS. If yes, go back in and re-establish the Boss Tree.

20. User cannot remember the SJS Admin User Name and Password

SJS Admin User Name is: fixer7

Password: nypti$123

If the agency has changed their administrative password and cannot remember it, they will need to sign in using fixer7 / nypti$700 and re-establish an administrative password.

21. How do I reset a User's Password?

Solution:

1. The SJS administrator signs into SJS (fixer7 / nypti$123), and clicks on Maintenance / User manager
2. Click on the pencil next to the user's name.
3. Once the user's profile screen appears, locate "Reset password" in upper right hand corner.
4. Click on it. This will reset the password to the default password of NYPTI$700.
5. The user will then need to sign into SJS using their userid and the default password of nypti$700.
6. The user will then be prompted to change his / her password, following the constraints at the top of the screen.

22. User is locked and cannot sign in.

Cause: Too many invalid password attempts: The following message is returned to the user: "This user has been locked out of the system for an hour due to 6 failed login attempts."

Solution: If the user cannot wait an hour for the password to automatically be reset to the default, the SJS administrator can stop and restart the Apache Tomcat services.

D. Sealing

1. Trying to sealing a local law, "Load seal failed, ORA 01438."

Solution: At this time, SJS is unable to seal a “Local Law”. The user will need to remove the local law and add it to sealing narrative or replace the local law with the state version and then seal.

2. Unable to seal case assigned to a 6.5 Officer that has no 7.0 User record. Unable to Seal Case for Inactive User

Solution:

- The Agency’s administrator will need to make an account in 7.0.
- Link 7.0 account to 6.5 Officer record
- Edit the officer record and add the sealer as a superior officer.
- Seal case.

Note: Deactivate the old user account at a future date to ensure all cases accounted for.

3. Seal Record was unable to DELETE Person(s) from Incident Record - secmx_master_name_delete to delete incident record.

Cause: User doesn’t have the right to delete a person master in their User Management profile.

Solution: The SJS administrator needs to do the following:

- Sign in as fixer7 / nypti$123
- Click on Maintenance, User Manager.
- Select the user that will be given the ability to delete.
- Click on the quick jump button labeled ‘Master Names’
- Check Delete check box and save.

E. Printing

1. The user goes to print and the PDF is rendered as alphanumeric algorithms.

Cause: No Adobe is installed.

Solution: Install adobe.

2. The user goes to print and the screen turns white.

Cause: Capture the SJS.log for null pointer exceptions.

Solution: Have user send in a backup for bug defect analysis and fix.

3. The user goes to print and the screen is gray.

Cause: They are using Adobe 10.

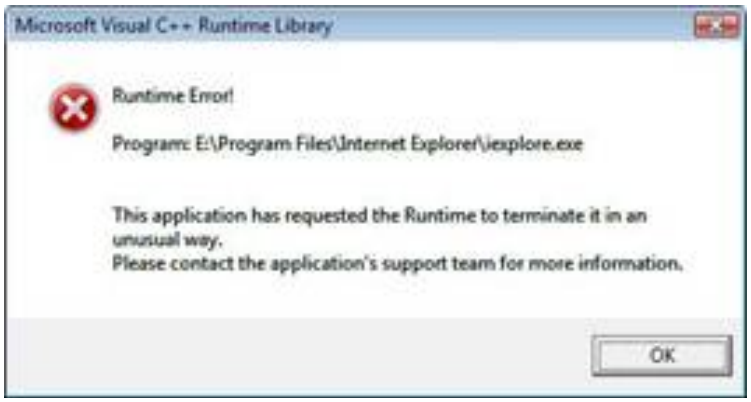
Solution:

- Revert to Adobe 9.4.
- Uninstall all previous versions of Adobe products and
- Start with a clean install of just Adobe 10, and then
- re-add Flash, Shockwave, etc.

http://get.adobe.com/reader/otherversions/

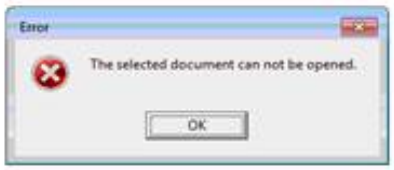
4. Cannot print

Cause:



Solution: The user will need to reset IE. It is necessary to delete the personal settings, which is what is causing the toolbar or add-on conflict.
http://support.microsoft.com/kb/822521

5. Agency was using PDF Complete and not Adobe Reader; user reported only locked records would print – only report snapshots from the report builder were printing.



Solution: Remove PDF Complete and Install Adobe Reader.

6. Unable to Print a section in the SIR

Cause: Report permission was NOT selected in the General Tab

Solution: The SJS administrator will need to update the user's access by following the steps detailed below:

- Sign in as fixer7 / nypti$123
- Click on Maintenance, User Manager.
- Select the user that will be given the ability to Print.
- Click on the quick jump button labeled 'General'.
- Click on the "Reports" check box.
- Click save.

7. Unable to Print an Incident because the user does not have the appropriate access rights. Multi-agency set up will not allow a user to print an incident report that they don't have access to.

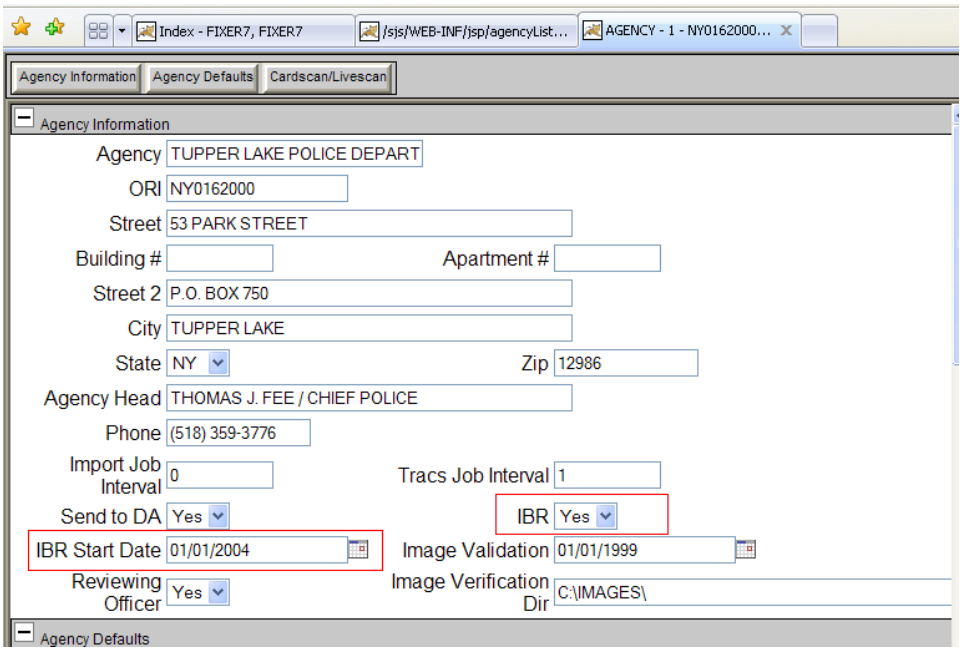
Solution: The user is not in a boss tree relationship to the record's assignee. If multi-agency, add the agency to the user's user management view's agency section.

F. IBR Setup

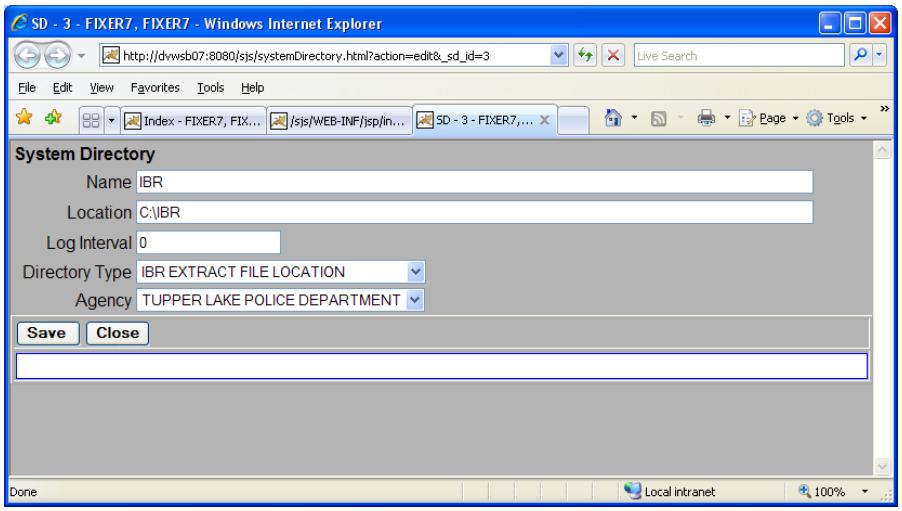
1. Administrative Steps: SJS administrator aka fixer7

a) The SJS administrator signs in using fixer 7 / nypti$123.
b) The administrator then clicks on Maintenance, Local Customizations, Agency, Edit Agency – ensure agency is set up for IBR:
    1. "IBR" select "Yes".

2. Enter IBR Start Date: The user will need to contact the IBR support group to obtain this date, by calling the 1-800-262-3257 or sending an email to the group dcjs.dl.ibrsupport@dcjs.ny.gov

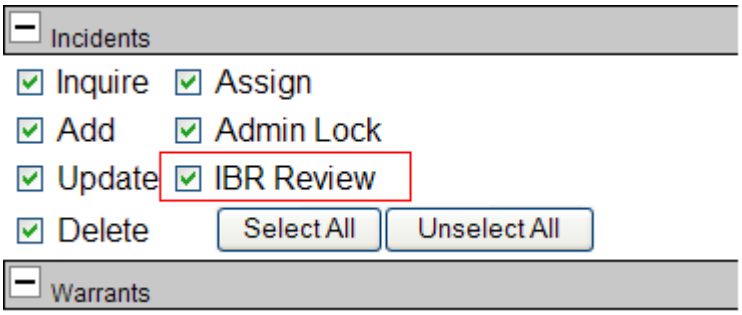


c) Installation Option – This step will be to add the directory where the DAT file will be saved.
   1. Maintenance/Installation Option/Add System Directory. Ex:



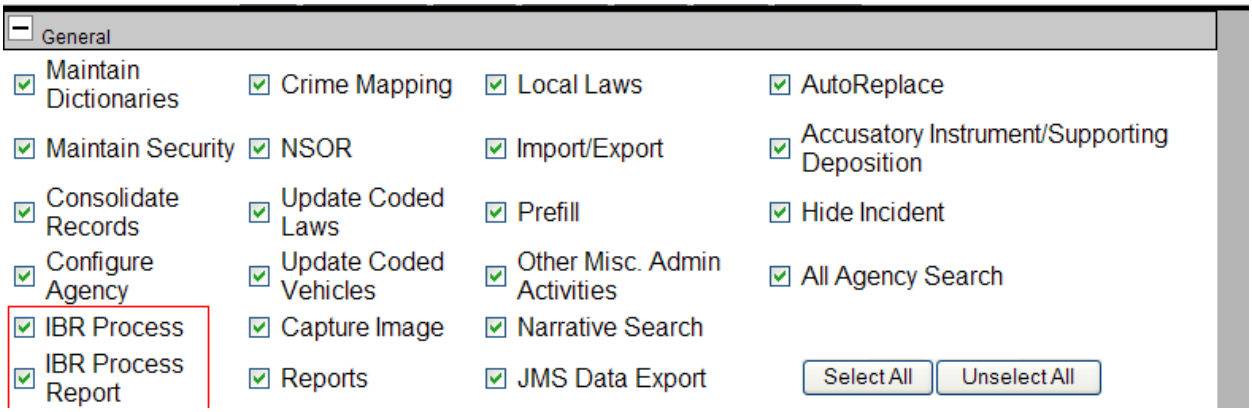
   2. Navigate to the server and create a folder C:\IBR.

d) User Manager – This step will be to ensure users have permission to enter IBRs.
   1. Maintenance / User Manager / Edit User
      i. Incidents: Check IBR Review for incident level check.



ii. General:

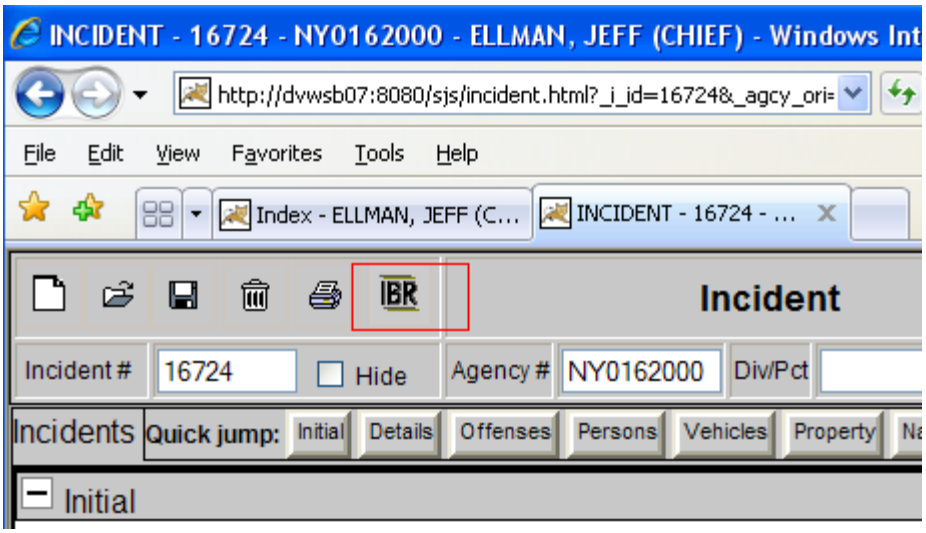
1. Check “IBR Process” to create DAT file
2. Check “IBR Process Report” to run PDF report for incident checks by date range to ensure error free DAT file creation.



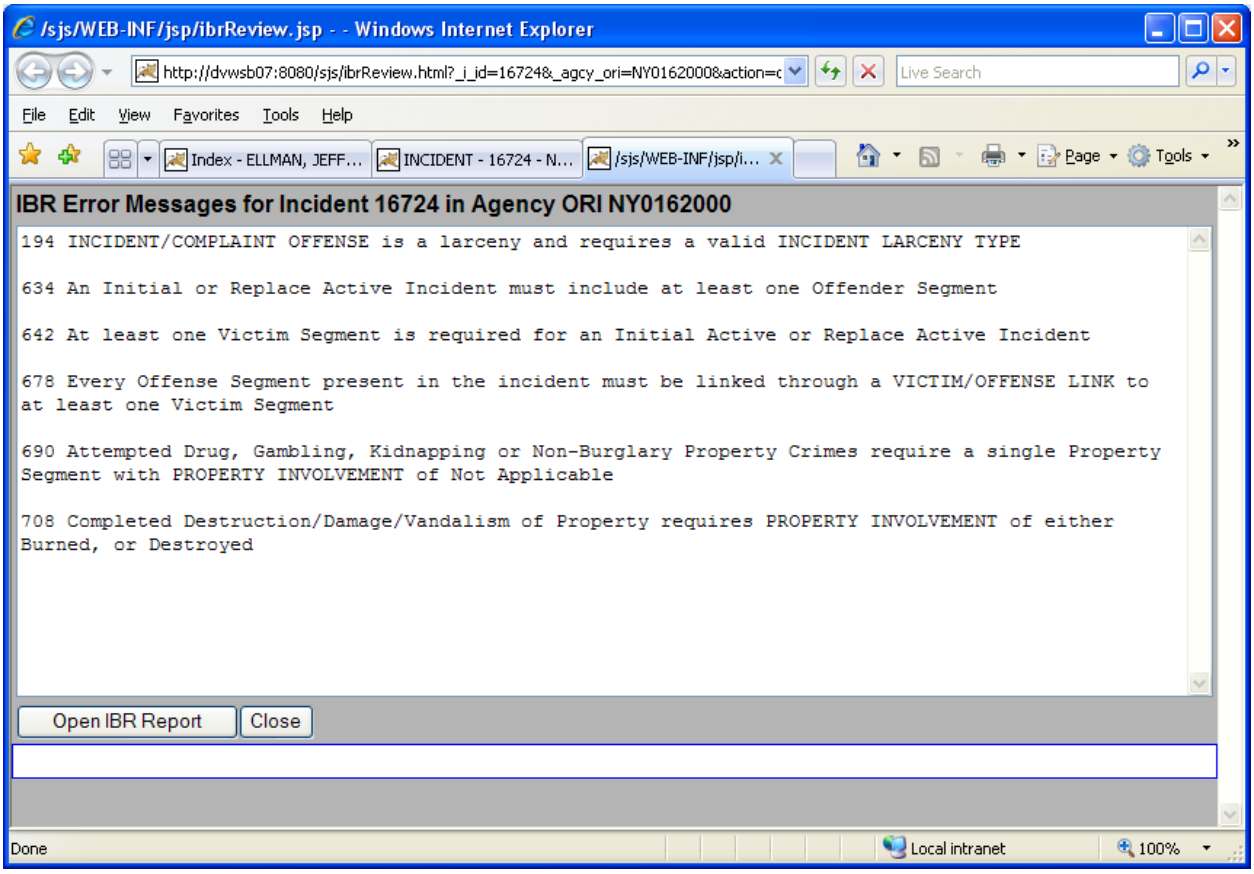
2. User – how to use IBR

a) Outlook:000000009924AFCE68A75349AA782A481F44DDF601006BAB9418D0038F49819FFD92CE43C2040000018D67350000 Incident level check

1. Click on IBR button on the incident view. If User manager permissions for Incident are not selected, the button will not display:

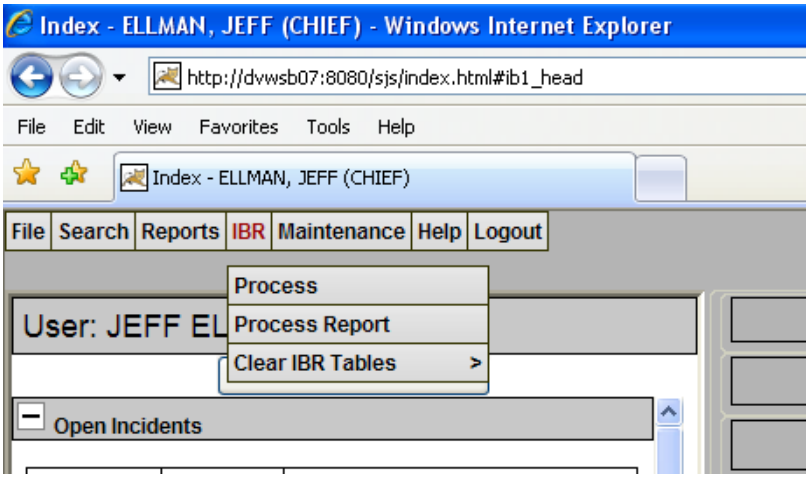


2. Get incident level report by clicking on the IBR button. Ex:



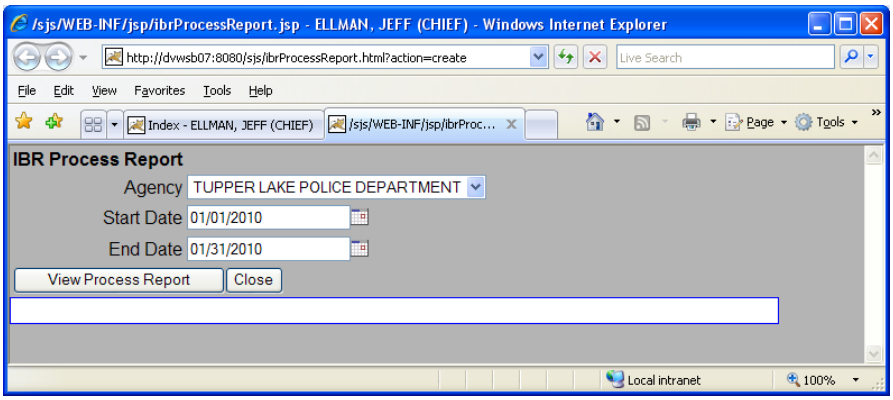
b) Run IBR Process Report and IBR Process

1. IBR/Process Report – validate all incident IBR errors by date range or submission month:

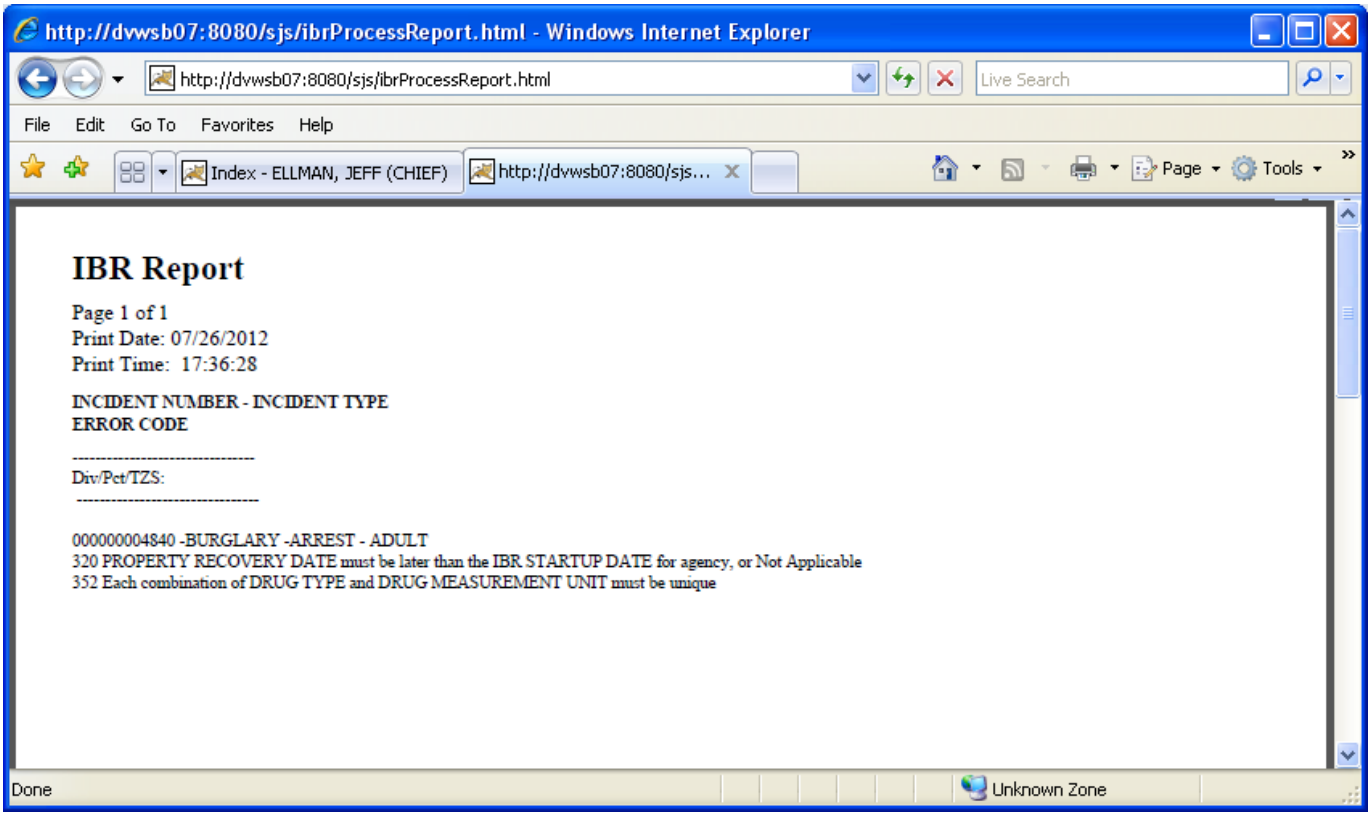


c) Run IBR Process Report to get PDF of errors by date range- what the agency uses to ensure the DAT file is error free:

1. IBR/Process Report

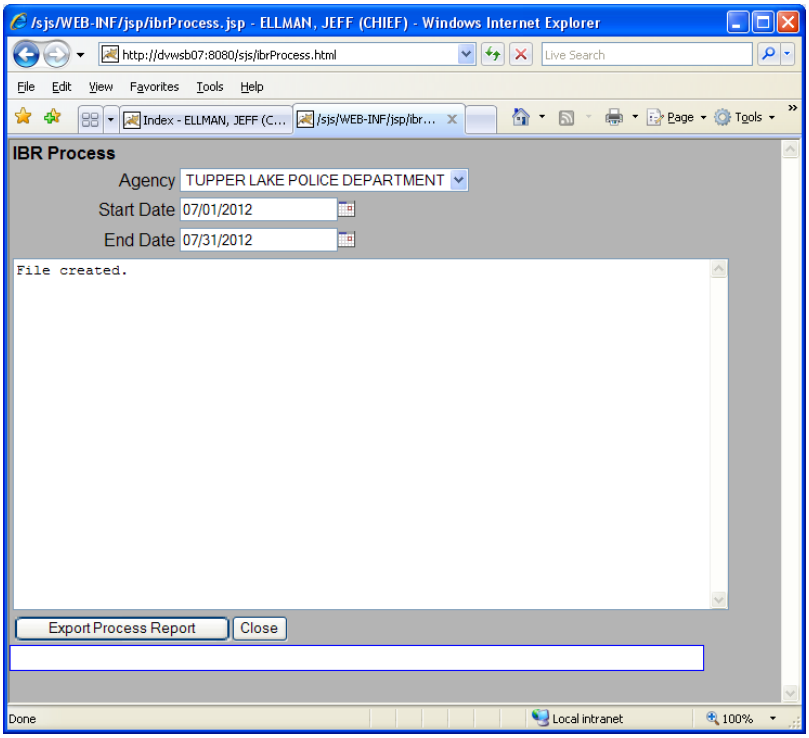


2. Click “View Process Report”. Ex: Incident 4840 has IBR errors 320 and 352. Agency corrects errors in report and submits DAT file (enhancement request submitted because this report should include the report criteria from the screen above (1/1-1/31/2010) and not just the print date of 7/26/12 (real simple to code- shameless plug for coding assignments):

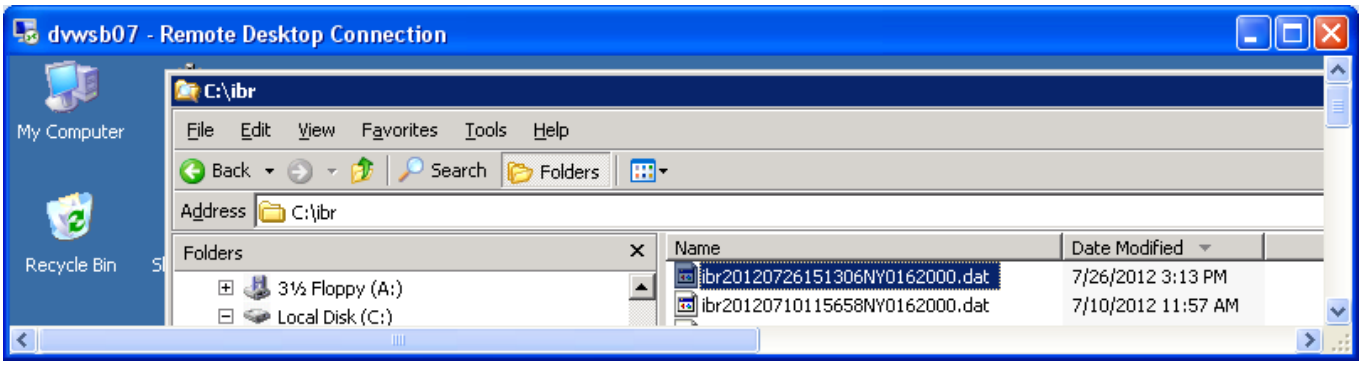


d) Create DAT file

1. IBR/Process. DCJS only wants reports in monthly increments even if UI allows for more:



2. Retrieve DAT file on server. Oracle will not write to a network drive, only its installation drive. Most agencies will share this folder on their server- or will need to directly access it; The DAT file will entail the date and time it was run and the agency ORI. Contents will show the date range criteria. The DAT file will need to be mailed to: **infonysibr@dcjs.ny.gov**



G. IBR Errors

1. IBR ERROR - correction

If a user receives an error while doing an IBR Review in SJS, please direct them to the following link on the DCJS website. This link will provide the user with a listing of possible IBR errors, in numerical order. Solution: IBR error message document rewritten in simple language for the user. This information is posted in the DCJS public website.

http://www.criminaljustice.state.ny.us/crimnet/ojsa/crimereporting/ibr_ref.htm

On that website under the "Reference Material" section, there are two links –

- IBR Error Detail Listing
- IBR Data Element Listing.

These two links should help the user resolve their IBR error in SJS. If that doesn't work, then they should notify the SJS group for assistance in resolving the error. And, if that doesn't work, then notify the IBR group and they will help them to resolve the error.

2. IBR report shows very old errors

Cause: old IBRs that are not within the specified criteria.

Solution: Check "IBR Start Date" and confirm with DCJS/IBR Unit that date is correct. If field is blank, enter start date that IBR unit provides and redo the review.

3. Cannot run IBR. Get ORA-06502: PL/SQL: numeric or value error: character string buffer too small

Solution: 7.0.7.1 (hot fix), which will be bundled into 7.0.8.

H. Livescan

1. If an agency is looking to use Livescan with SJS, there are several pieces of information that will be needed to set up this integration. The agency will need to ask their Livescan vendor the following questions:

a) What is the server name?
b) What is the folder structure on the server?
c) What is the username and password to access the server? Or what is the hostname or the IP address?

2. If an agency's Livescan is currently integrated with SJS, and is having a problem, what error messages are displaying?

User receiving red errors on an arrest after a Livescan import. The user reports a Livescan import error when they are only receiving a warning for a first time NYSID, FBI, and CJTN for the suspect.

Solution: None. This is normal behavior.

3. A mug shot exported from Livescan won't import into SJS because it is over the 32 KB requirement.

Solution: The agency will need to contact their Livescan vendor to ensure the right file size is produced and that the right file name (mugshot.jpg) is included in the record.xml output imported into SJS.

4. Arrest view's Livescan/Cardscan section's not enabled. The user wants to transmit an arrest to Livescan but the "Transmit Data to IM" button is not enabled.

Solution:

a) Log in as an SJS administrator (fixer7 / nypti$123).
b) Go to Maintenance, Local customization, Agency
c) Click on the pencil at the left of the agency row.
d) Scroll down to the Cardscan / Livescan section, or click on the Quick Jump button – labeled Cardscan / Livescan.

e) Select YES for all three options (Livescan, Cardscan, and Automatically Transmit Data to Livescan / Cardscan).
f) IM Job Interval (min) can be set to '2'. Note: It will then take oracle five minutes before the process starts and the intervals kick in.
g) New Livescan users must contact Identity 1 Solutions to have their Samba share user name, password, and connectivity established.
h) Users will need to schedule time with the SJS support team for the installation and configuration of the Automove utility.

I. Error Messages

The following are error messages that may be reported by SJS customers with their corresponding solution. CCC can refer to these to help them and development staff determine the cause and resolve the issue.

1. Unable to Access SJS 7.0 – HTTP Status 404. Requested resource is not available" displaying on log-in screen

Solution: Restart the Apache Tomcat Service. Should the behavior repeat, refer to document "SJS won't re-start." Until verified, this issue must be treated as a critical outage in which letting it go overnight could result in a viable backup from the day before being corrupted and lost by the next scheduled backup.

2. Sealing an incident and getting, "Load seal failed, ORA 01438."

Cause: They are trying to seal a local law.

Solution: remove local law and add it to sealing narrative or replace local law with state version and seal.

3. User cannot log in and receives ORA-00001 and ORA-06512, followed by ORA: 02391

- ORA-00001: unique constraint (SJS.BT_PK) violated.
- ORA-06512: at "SJS.APP_CONTEXT.
- ORA-02391: exceeded simultaneous SESSIONS_PER_USER limit.

This is a "Boss Tree" error.
Solution:

a) Everyone needs to be out of SJS.
b) Log in as fixer7 and clear out the user's Officer's view list of superior and reporting officers. Have them default back to assignments for extending editing rights. If the user is in the list as

active and inactive, review the inactive officer and also remove the superior and reporting officers there. (rev. 9/12/2012).

c) Stop the servers for Apache Tomcat and then OracleServiceSJS.
d) Restart in reverse order.
e) Have user try to login.
f) Report to IT immediately should this not rectify. Do not troubleshoot outside of this solution.

4. Date defaults to 1899; Date default to 1899 when only entering "Time"

Cause: Time was entered manually without adding a date.

Solution: Use Calendar Control for entering time and date.

5. Cannot run IBR. Get ORA-06502: PL/SQL: numeric or value error: character string buffer too small

Solution: 7.0.7.1, which will be bundled into 7.0.8 release date pending.

6. User receiving red errors on an arrest after a Livescan import

The user reports a Livescan import error when they are only receiving a warning for a first time NYSID, FBI, and CJTN for the suspect.

Solution: None. This is normal behavior.

7. Saving a "mug shot" from SJS is causing an error 800700de

Cause: Internet Explorer cache.

Solution: Internet Explorer cache that can be cleared up by deleting "temporary files".

J. Miscellaneous Issues

The following are frequent miscellaneous issues reported by SJS customers with their corresponding solution. CCC can refer to these to help them and development staff to determine the cause and resolve the issue.

1. SJS Requirements? (Agency getting new servers)

Solution: Refer the user to the DCJS website, Technology section at this url: http://www.criminaljustice.ny.gov/ojis/sjsinfo.htm

2. Local Law displays as double slashes "\\"

Solution: Restart the Apache Tomcat Service.

3. Sealing a Local Law, "Load seal failed, ORA 01438."

Solution: Remove local law and add it to sealing narrative or replace local law with state version and seal.

4. Arrest if made against a Juvenile on an incident, but the arrest view renders blank and no arrest number is generated

Cause: A Juvenile's name is repeated as an alias and therefore not unique.

Solution: Delete the duplicate value from the alias.

5. Agency reports that a large number of incidents have been generated in a short time span; this is a known bug with TRACS importing

Solution: Have the agency send their most recent backup (via FTP or certified mail) to the following:

DCJS
4 Tower Place
Albany, NY 12203
Attn: Jeff Ellman, 9th floor

K. How To

The following section includes "how to's". The CCC can refer to these to help them guide the SJS customers through certain processes.

1. How to update the Coded Law File

Solution:

a) Confirm that the agency has the most recent update by logging in as the administrator: (fixer7 / nypti$123).
b) Go to Maintenance / Logs / Coded Table Logs and verify the last time the coded laws and vehicles were updated. (As of 9/21/2012, DCJS's last release was 9/13/12.)
c) Coded laws are located at: http://www.criminaljustice.ny.gov/crimnet/clf/rel-db/rel-db.htm "XML file (SJS users)" at the bottom of the page.
d) Coded vehicles are located at: http://www.criminaljustice.ny.gov/crimnet/clf/dcjscvt.htm
e) Click on the hyperlinks to download the update and then extract them to the agency's server.

f) The Maintenance/Installation options will show if you are using a directory other than the default of \coded\.
g) Sign-in to the server and extract the updated XML files to the server's installation option for coded law updates
h) Have all users log off system.
i) From the Maintenance/Logs run:
    I. Update Coded Laws
    II. Update Coded Vehicle

When finished, log in as your own user account and see if that fixes the arrest record.