



Office of Justice Information Services

Enterprise Development

Spectrum Justice System Solutions Guide

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Revision History

Date	Version	Description	Author
1-18-2013	0.1	Create Troubleshoot Guide	Frank DiMeo

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1. System Requirements

Please refer to the DCJS website, under the Technology section to review the minimum system requirements.

<http://www.criminaljustice.ny.gov/ojis/sjsinfo.htm>

System Updates

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>

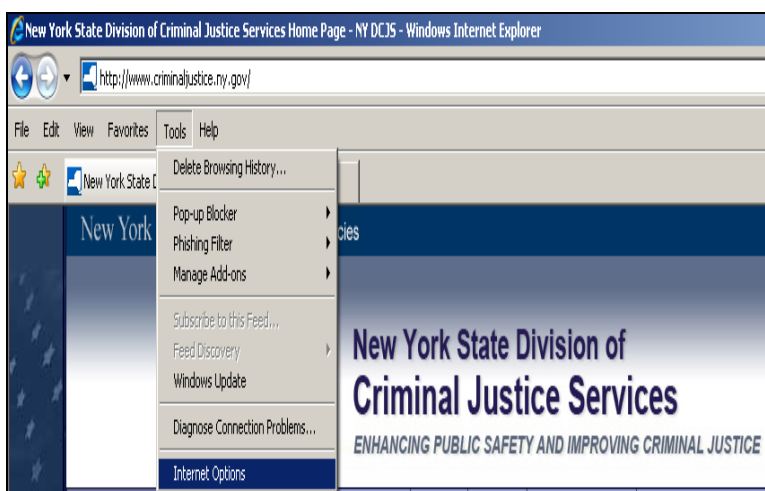
2. New Installation Issues

<u>Problem</u>	<u>Verify</u>	<u>Cause</u>	<u>Solution</u>
1) SJS won't display after running the new installation package.	a) Log data error output. <ul style="list-style-type: none"> Apache Tomcat: \apache-tomcat-5.5.28\logs\sjs.log b) All application errors and start up errors. <ul style="list-style-type: none"> \apache-tomcat-5.5.28\logs\catalina.YYYY-MM-DD.log c) Start up errors and if no sjs.log created. <ul style="list-style-type: none"> Oracle: \oracle\ora92\rdms\trace\alert_sjs.log d) Any Oracle related errors will point to specific trace file logs in same location. <ul style="list-style-type: none"> i.e.: sjs_ora_552.trc: <u>java.lang.UnsatisfiedLinkError: no ocijdbc10 in java.library.path</u> e) System Variables <ul style="list-style-type: none"> Path set as a user variable and not a system variable and will have a trailing "-m". 	System lock on the Installation Path variable prohibits editing for SJS's installer/use of Administrator tool set	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.

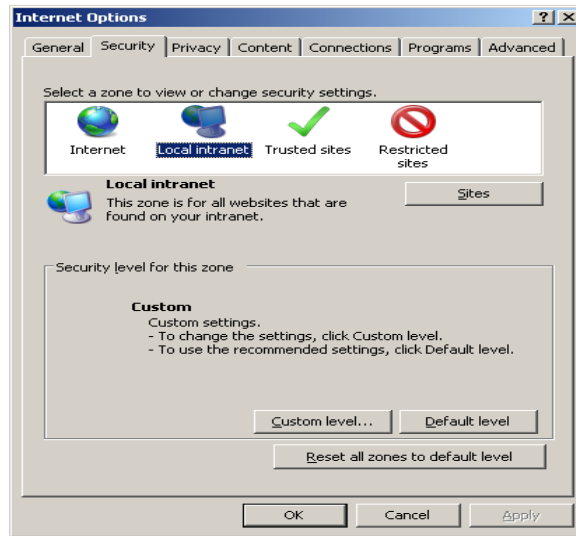
2.Windows 7 will not install Oracle 9i		Windows 7 64-bit needs the Windows XP Professional mode to allow Oracle 9i's 32-bit software to run; Oracle 9i has a 32-bit requirement	Use the Windows XP Professional mode to install Oracle 9i's 32-bit program
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Internet Explorer Issues

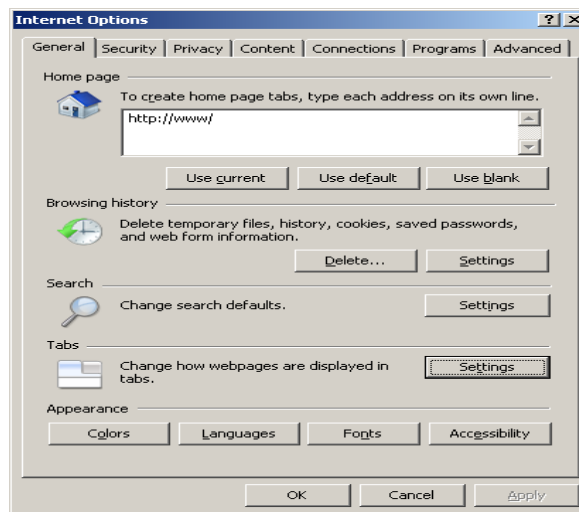
- Add SJS Address as a Local Intranet and Trusted site Under Internet Options Security tab
 - From Internet Explorer
 - Click on Tools → Internet Options



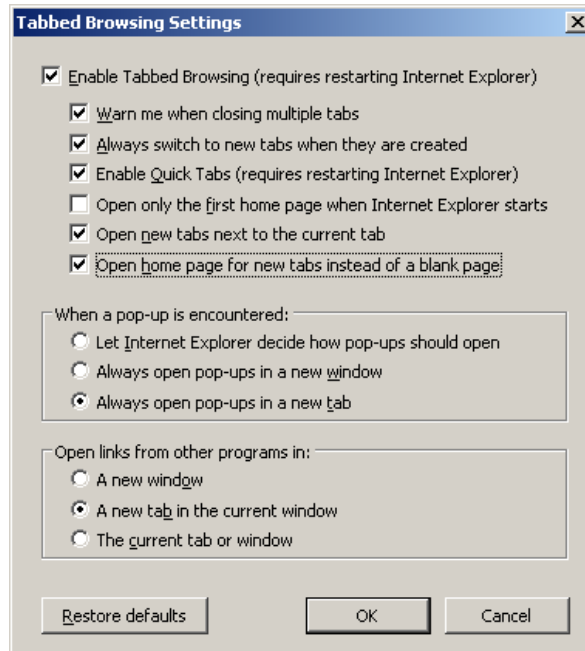
- Select Security Tab
- Add SJS Web Address to Local Intranet and Trusted Sites



- Enable Pop Ups and Tab Browsing
 - From Internet Explorer
 - Click on Tools → Internet Options
 - Click Settings under Tabs



- Click Settings under Tabs
- Change Settings to Allow Pop Ups and Tab Browsing



NOTE: SJS is configured to run in Internet Explorer ONLY. Do not use Firefox, Chrome, Netscape, or any other browser as you will encounter problems.

3. User Interface Issues

User Access Issues

Boss Tree Configuration


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.

Login Issues

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
User cannot login and receives ORA-00001 and		<ul style="list-style-type: none"> a) Everybody needs to be out of SJS b) Log in as the SJS administrator (fixer7 / nypti\$123) c) Click on Maintenance, User Manager, the row of the

<p>ORA-06512, following by ORA: 02391</p> <ul style="list-style-type: none"> • ORA-0001: unique constraints (SJS.BT_PK) violated • ORA-06512:at "SJS.APP_CONTEXT" • ORA-02391:exceeded simultaneous SESSIONS_PER_USER limit 		<p>officer, and the Open Active Officer button at the bottom of the screen.</p> <ul style="list-style-type: none"> d) Clear out the user's list of superior and reporting officers and save. e) Have them default back to assignments for editing rights. This is a Boss tree error. f) Stop the server for Apache Tomcat. g) Stop the server for OracleServiceSJS. h) Restart the server for OracleServiceSJS. i) Restart the server for Apache Tomcat. j) 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. k) If this does not correct the problem, have the user contact the CCC to open a ticket for Technical Support.
<p>User logs in and is "red-screened"</p>	<p>A new user didn't have an agency assigned in their User Management View.</p>	<p>Have user contact their agency's SJS Administrator to add the agency to the user's Agency section, in the Open Active Officer section.</p>
<p>How do you promote or correct an officer record; i.e. promote officer's rank and edit and officer's record?</p>		<p>Have user contact their agency's SJS Administrator to add the agency to the user's Agency section, in the Open Active Officer section.</p> <ul style="list-style-type: none"> a) For a Promotion: <ul style="list-style-type: none"> 1. Create a new Officer Record for the new Rank. 2. Link the new Officer Record to the old Officer Rank. 3. Link the new rank to the old rank so that the user account is recognized. 4. 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. 5. 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

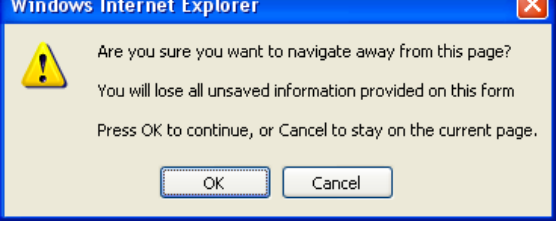

		<p>agency.</p> <ol style="list-style-type: none"> 1. A Grade in use cannot be edited. Make a temporary one, if needed, to apply to multiple users. 2. Discuss with the agency if it is ok if, for example, to have SGT and SGT2, and that SGT2 cascades all SGT records. 3. Get their permission and validate their understanding of this.
User has Officer Drop down list that is not needed, and the user was erroneously setup for the role of "Secretary User Assignment".		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.
User is inactive in the SJS user's view / list and needs to be active.		Activate a user 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.
Administrator wants to delete a user account, but cannot.		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.
"Dispatcher role was not allowing the permissions needed to make changes in other records.	Dispatcher's Account doesn't have the needed permissions	<ol style="list-style-type: none"> 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.
User is unable to edit a warrant. User sees a  over the save button.	User does not have rights to access warrants	Provide Boss Tree or rights over the warrants assignee or add the right to update warrants in User Manager. (see Boss Tree Configuration)
Unable to access SJS 7.0 because of the wrong Agency Name assigned to the Officer	There is probably more than one ORI in SJS and this officer is assigned to the wrong ORI.	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.
User unable to sign into SJS 7.0 and receives Sessions	User is probably in more than one Boss	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,




limited followed by BT_PK Error)	Tree.	see if user can access SJS. If yes, go back in and re-establish the Boss Tree.
User cannot remember the SJS Admin Username 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.
How do you reset a user's password?		<ol style="list-style-type: none"> The SJS administrator signs into SJS (fixer7 / nypti\$123), and clicks on Maintenance / User manager Click on the pencil next to the user's name. Once the user's profile screen appears, locate "Reset password" in upper right hand corner. Click on it. This will reset the password to the default password of NYPTI\$700. The user will then need to sign into SJS using their userid and the default password of nypti\$700. The user will then be prompted to change his / her password, following the constraints at the top of the screen.
User is locked out and cannot sign in.	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."	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.
How to update the coded law file?		<ol style="list-style-type: none"> Confirm that the agency has the most recent update by logging in as the administrator: (fixer7 / nypti\$123). 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.) 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.

		<p>d) Coded vehicles are located at: http://www.criminaljustice.ny.gov/crimnet/clf/dciscvt.htm</p> <p>e) Click on the hyperlinks to download the update and then extract them to the agency's server.</p> <p>f) The Maintenance/Installation options will show if you are using a directory other than the default of \coded\.</p> <p>g) Sign-in to the server and extract the updated XML files to the server's installation option for coded law updates</p> <p>h) Have all users log off system.</p> <p>i) From the Maintenance/Logs run:</p> <ol style="list-style-type: none"> I. Update Coded Laws II. Update Coded Vehicle <p>When finished, log in as your own user account and see if that fixes the arrest record.</p>
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System Issues

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
Admin Updates aren't displaying <ul style="list-style-type: none"> • 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 "\\ 		Restart the Apache Tomcat Service.
Word Processor characters such as commas and apostrophes are not transferring to SJS; rendering as special characters	SJS not accepting 30+ bit characters sets found in MS Word	Use Text Pad or Note Pad, type the missing narrative, copy, and then paste into the narrative
User prompted by Windows Internet Explorer whenever navigating away from the page, that the page is not saved. User didn't save changes and receives the following error:		Click Cancel to save changes. Click ok to NOT save changes

		
<p>SJS Record Numbers are being skipped</p>	<p>7.0 skips SJS Record Numbers more than desired</p>	<p>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</p>
<p>User is unable to use the spell check</p>	<p>Improper setup or missed set up error.</p>	<p>Ensure that the directory sjsdictionary is on the installation drive and that the directory contains the dictionary file "spellcheck-english.0."</p>
<p>Unable to edit record; there is a , and icon is RED instead of the normal save icon.</p>		<p>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.</p>
<p>Login screen is displaying "Unable to Access SJS 7.0 – HTTP Status 404. Requested resource is not available"</p>		<ol style="list-style-type: none"> 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. If this does not restart SJS, have user call back and open ticket for Technical Support.
User cannot create Accusatory Instrument (AI) or Supporting Depositions (DESPs) in SJS incident view		<p>There will be a  (circle slash) in the incident person section for creating the AI and SDEP records, indicating they don't have rights.</p> <p>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.</p>
"Open Active Officer" button is disabled		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.
Date defaults to 1899 when only entering "Time"	Time was entered manually without adding a date.	Use Calendar Control for entering time and date.
User is unable to edit a Patrolman's Incident Narrative and can only view it.	Patrolman was not added to SGT's Boss Tree.	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. (Also, see Installation Issues)
User cannot edit the default assignment on an incident because the Incident Assignment is assigning the precinct without letting the officer choose.	The default assigned officer cannot be edited.	Existing QC ticket 2349 to enable functionality.
Local Law displays as double slashes "\\\"		Restart the Apache Tomcat Service.

Livescan / Cardscan Issues

Setup

If agency is looking to use Livescan with SJS, there are several pieces of information that will be needed to setup 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?

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
Mug shots over 100 KBs won't import directly into SJS, and much shots over 32 KBs exported from Livescan won't import into SJS.		<p>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, or attempt to reduce the size using any other photo resizing tool.</p> <ol style="list-style-type: none"> a) 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.

Saving a mugshot from SJS is causing an error 800700de	Internet Explorer cache	Internet Explorer cache that can be cleared up by deleting "temporary files"
User wants to transmit an arrest to Livescan but the "Transmit Data to IM" button is not enabled		<ul style="list-style-type: none"> a) Login 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.
User receives red warnings in Livescan / Cardscan on an arrest after a Livescan import		None as this is normal behavior.

TRACS Importing Issues

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
When an incident imports from TRACS with a person already in SJS,	The incident is imported from TRACS it will create the new person	Link the existing person by clicking the "Linking Icon" and search for the

<p>a chain link icon appears to the right of the incident view's SDEP icon.</p>	<p>instead of using the existing person in SJS.</p>	<p>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.</p>
<p>User reports to not seeing their TRACS imports in SJS. TRACS did not sync to the SJS user's incidents.</p>	<p>SJS and TRACS are not in sync.</p>	<ul style="list-style-type: none"> 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.

Record Sealing Issues

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
<p>Trying to seal a local law and received message "Load seal failed, ORA 01438."</p>		<p>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</p>

		seal.
Unable to seal a case for Inactive User. User does not have a 7.0 user record		<p>a) The Agency’s administrator will need to make an account in 7.0.</p> <p>b) Link 7.0 account to 6.5 Officer record</p> <p>c) Edit the officer record and add the sealer as a superior officer.</p> <p>d) Seal case.</p> <p>NOTE: Deactivate the old user account at a future date to ensure all cases accounted for.</p>
Seal Record was unable to DELETE Person(s) from Incident Record – secmx_master_name_delete to delete incident record.	User doesn’t have the right to delete a person master in their User Management profile.	<p>The SJS administrator needs to do the following:</p> <p>a) Sign in as fixer7 / nypti\$123</p> <p>b) Click on Maintenance, User Manager.</p> <p>c) Select the user that will be given the ability to delete.</p> <p>d) Click on the quick jump button labeled ‘Master Names’</p> <p>e) Check Delete check box and save.</p>

4. Incident Based Reporting (IBR) Setup

Administrative

Administrative Steps: SJS Administrator (fixer 7)

- 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

Agency Information

Agency TUPPER LAKE POLICE DEPART
 ORI NY0162000
 Street 53 PARK STREET
 Building # Apartment #
 Street 2 P.O. BOX 750
 City TUPPER LAKE
 State NY Zip 12986
 Agency Head THOMAS J. FEE / CHIEF POLICE
 Phone (518) 359-3776
 Import Job Interval 0 Tracs Job Interval 1
 Send to DA Yes IBR Yes
 IBR Start Date 01/01/2004 Image Validation 01/01/1999
 Reviewing Officer Yes Image Verification Dir C:\IMAGES\

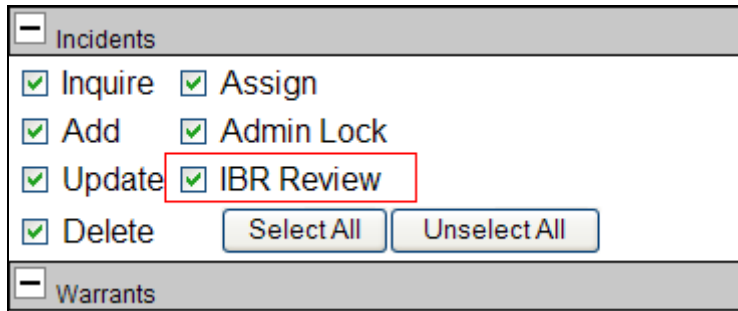
- c) Installation Option – This step will be to add the directory where the DAT file will be saved.
1. Maintenance/Installation Option/Add System Directory. Ex:

System Directory

Name IBR
 Location C:\IBR
 Log Interval 0
 Directory Type IBR EXTRACT FILE LOCATION
 Agency TUPPER LAKE POLICE DEPARTMENT

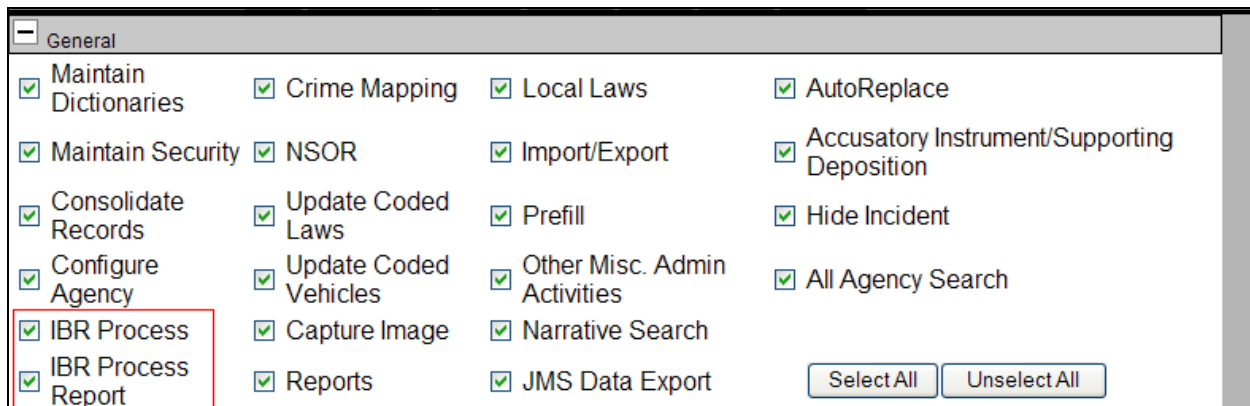
Save Close

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.

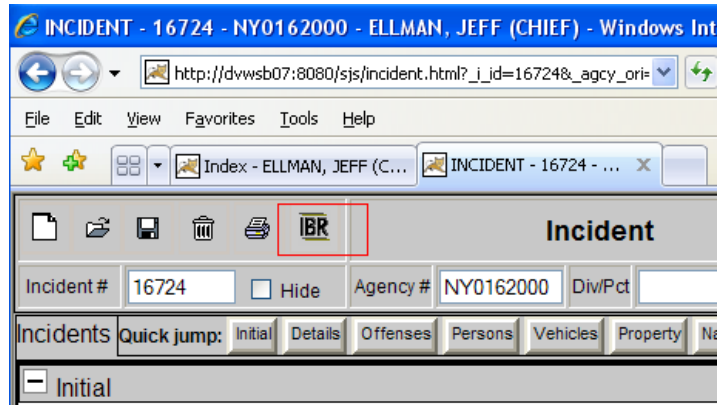


User

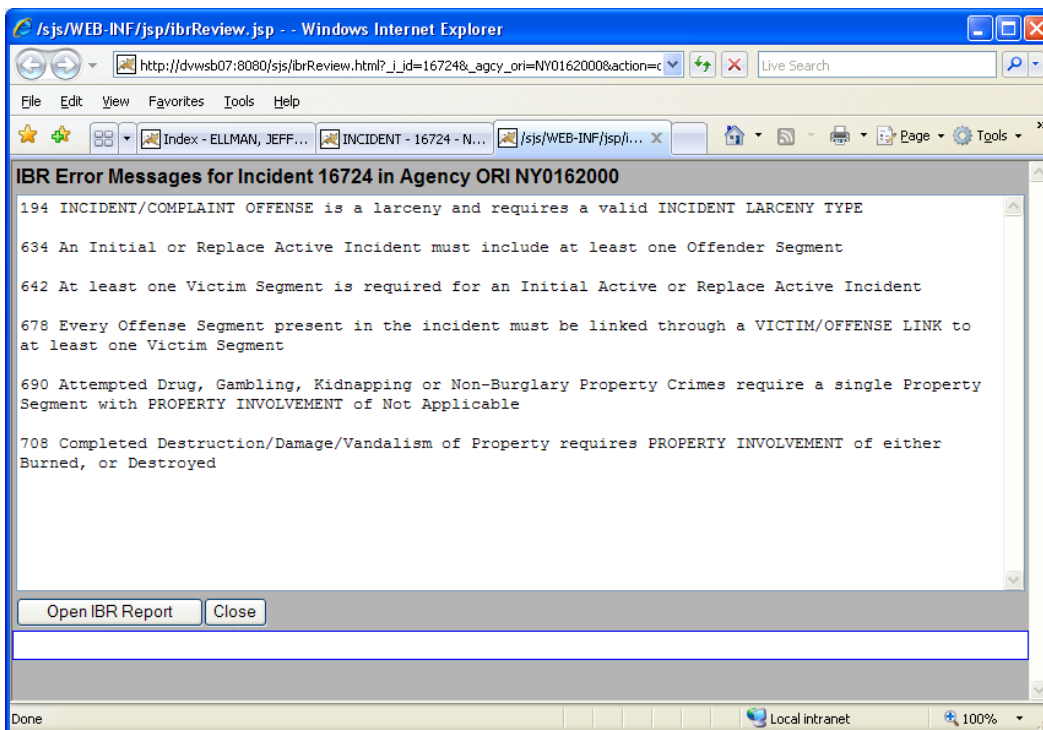
How to use IBR

a) Incident Level Check

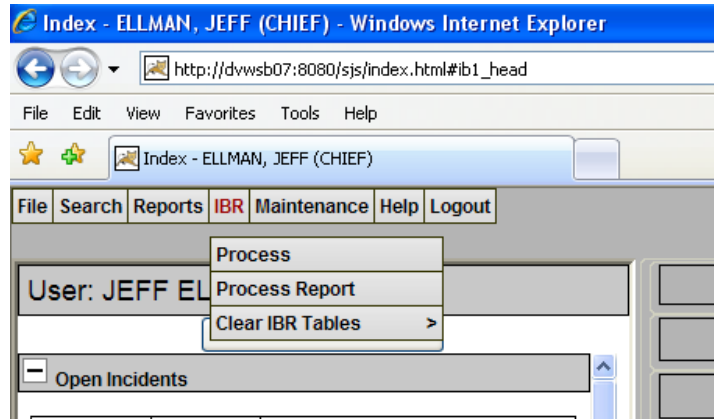
1. Click on IBR button on the incident view. If User manager permissions for Incident are not selected, the button will not display:



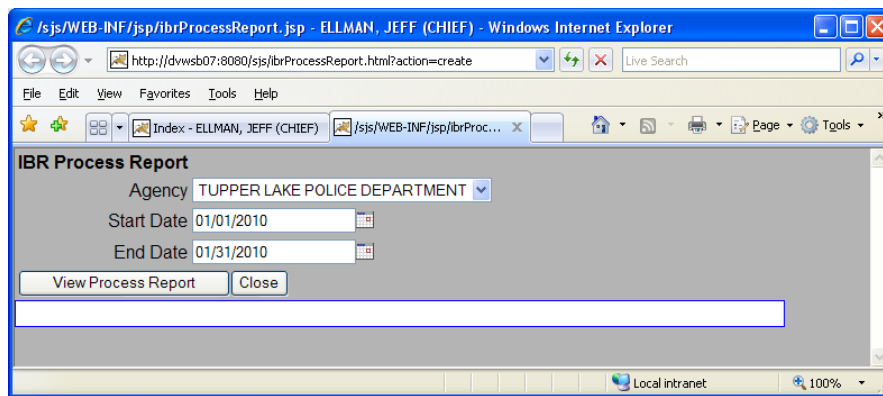
Get incident level report by clicking on the IBR button. Ex:



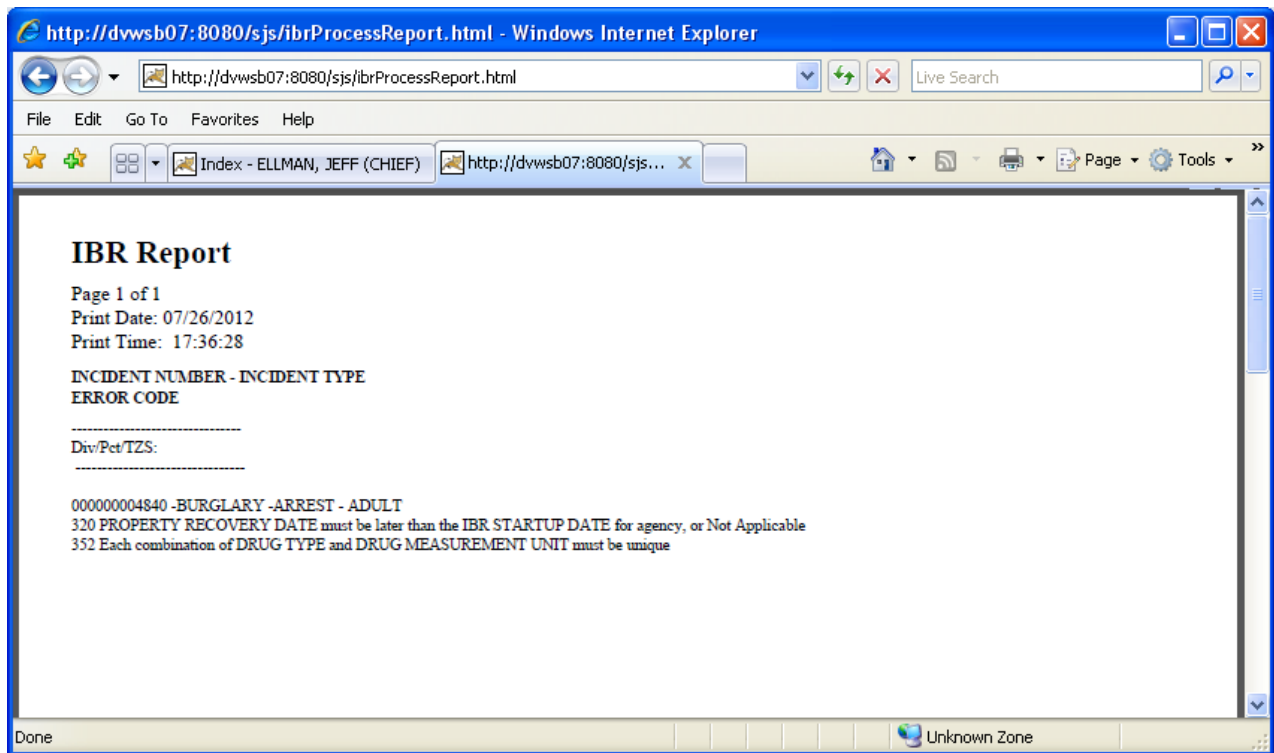
- b) Run IBR Process Report and IBR Process
 - 1. IBR/Process Report – validate all incident IBR errors by date range or submission month:



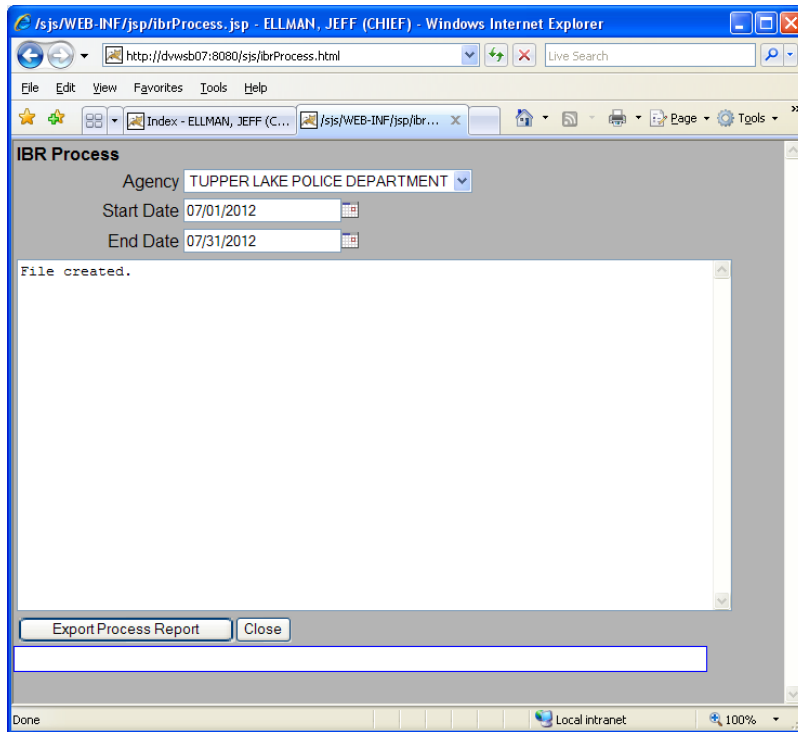
- c) Run IBR Process Report to get PDF of errors by date range- what the agency uses to ensure the DAT file is error free:
1. IBR/Process Report



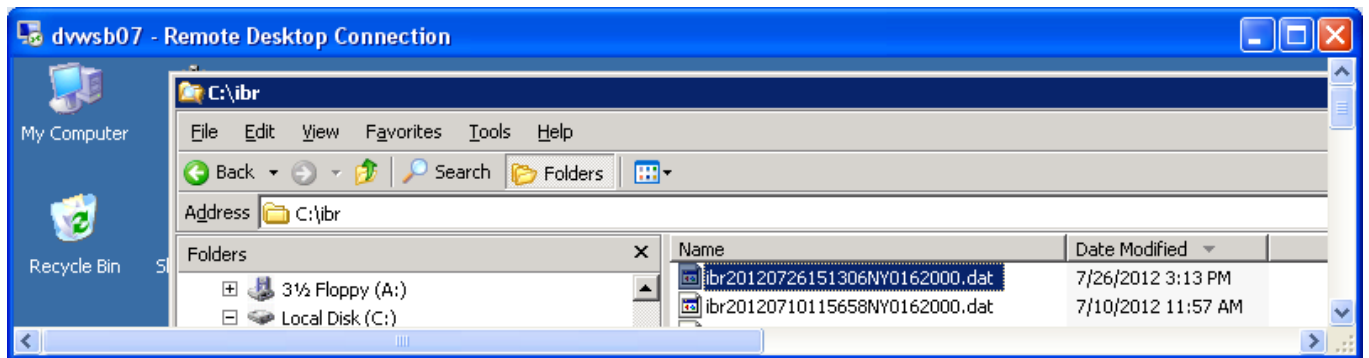
2. Click "View Process Report". Ex: Incident 4840 has IBR errors 320 and 352. Agency corrects errors in report and submits DAT file (enhancement request submitted because this report should include the report criteria from the screen above (1/1-1/31/2010) and not just the print date of 7/26/12 (real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



- 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



IBR Errors

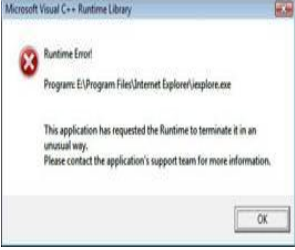

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
IBR Review Errors		If a user receives an error while doing an IBR Review in SJS, please direct them to the following link on the DCJS website. This link will provide the

		<p>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.</p> <p>http://www.criminaljustice.state.ny.us/crimnet/ojsa/crimereporting/ibr_ref.htm</p> <p>On that website under the “Reference Material” section, there are two links –</p> <ul style="list-style-type: none"> • IBR Error Detail Listing • IBR Data Element Listing. <p>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.</p>
IBR shows report with very old errors	Old IBRs that are not within the specified criteria.	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.
Cannot run IBR and get ORA-06502: PL/SQL: numeric or value error: character string buffer too small		7.0.7.1 (hot fix), which will be bundled into 7.0.8, release date pending (See System Updates)
Incident with Juvenile arrest renders a blank showing no arrest number	A Juvenile’s name is repeated as an alias and therefore not unique.	Delete the duplicate value from the alias.

5. Hardware Issues

Printing Issues

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
If a PDF file shows alphanumeric algorithms		Install Adobe Reader (www.adobe.com)
Screen turns white when a user prints		User needs to send in backup to DCJS for bug defect analysis and fix
Screen turns grey when a user	User using Adobe 10	a) Revert to Adobe 9.4. b) Uninstall all previous versions of Adobe

prints		<p>products and</p> <p>c) Start with a clean install of just Adobe 10, and then</p> <p>d) Re-install Flash, Shockwave, etc.</p> <p>http://get.adobe.com/reader/otherversions/</p>
Runtime Error when user attempts to print		<p>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.</p> <p>http://support.microsoft.com/kb/822521</p>
When using PDF Complete instead of Adobe Reader, user reported only locked records would print and only report snapshots from the report builder were printing.		<p>Remove PDF Complete and Install Adobe Reader</p> <p>www.adobe.com</p>
Unable to print a section in the SIR	<p>Report permission was NOT selected in the General Tab</p>	<p>The SJS administrator will need to update the user's access by following the steps detailed below:</p> <ol style="list-style-type: none"> 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
User is unable to print an Incident  because the user does not have the appropriate access rights. Multi-agency setup will not allow a user to print an incident report that they don't have access to.		<p>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.'</p>

Backup Issues

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
Issues arise when using SJS 7.0		Change the "sc" command lines in the .bat file to "net".

Backup for Windows 2000.		

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