User Guide

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The Flexible Research System
User Guide

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About This Manual

The Flexible Research System (FRS) is an application developed exclusively for the employment screening, tenant screening, criminal research, credit reporting, background investigation and private investigation industries. It is an office automation software package utilizing more than 200 database tables to automate almost every aspect of an office conducting background checks and verifications.

This manual covers all of the FRS system in detail and provides the documentation to cover any question, problem or issue you may encounter when setting up and utilizing FRS in your day-to-day business operations. This manual provides a complete table of contents and a very full cross-referenced index for assisting you in finding the information you will need in understanding the system, training your staff, and troubleshooting any problems which may arise. Please take the time to familiarize yourself with this manual and refer to it as often as possible as you use the FRS system.

An Adobe Acrobat version of this manual has also been provided in the \MANUAL folder on your installation CD and updated versions can be downloaded from the technical support area at our web site. The name of this file is “FRSGuide.PDF”. This portable document format version of the user manual can be viewed, searched, and selectively printed by using the Adobe Acrobat Reader. If you do not have a copy of the Adobe Acrobat Reader, you may download a free copy of this reader from the Adobe web site at the following URL:

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If you would like to purchase any additional copies of this manual, they are available for overnight delivery at a cost of $79.00 per copy (price subject to change). Contact our office at any time to purchase additional copies and we can overnight one or more copies to you for delivery the next day.

Thank you for your purchase of The Flexible Research System and we hope that it will provide you with the savings and business growth that it has for our other numerous clients.

The initial installation for the Flexible Research System (FRS) is very simple. The installation instructions in Appendix A will walk you through the entire process. Setting up your workstations to run FRS is also very simple. This is covered in Appendix C. FRS can be installed to run on a standalone workstation, or in a multi-user environment when installed on a network. The network requirements are covered in Appendix B.

In a nutshell, the FRS installation is run by executing the SETUP.EXE program on the software installation CD. The Setup program will allow you to direct it where (which drive and folder) you want FRS installed. This program will install all of the FRS programs, support files and tables into one centralized folder with several sub-folders.

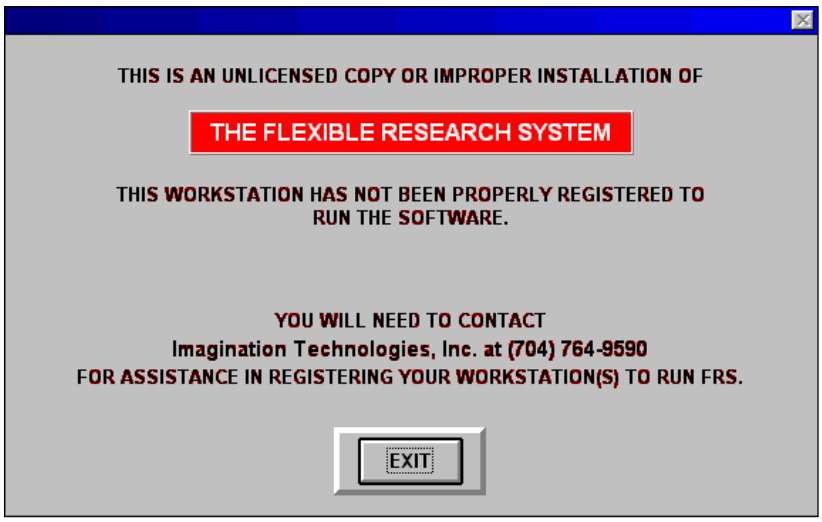
If installed into a network environment, all that is required to set up each workstation to run the application is 1) ensure that each workstation has a drive letter mapped to the network drive where FRS is installed, and 2) set a shortcut to the program executable(s) through that drive letter into the one centralized folder on the network where the FRS programs, support files and data files reside. Each of the FRS Program Files and Folders are detailed in Appendix D. FRS has no special requirements for installing and running the software from your workstations once the main software has been installed to your network. No DLL registrations are required, only a shortcut to the desired executable(s) is needed to begin running the software from each workstation.

To assist in <u>planning your software installation</u>, please have your technical staff or consultant read through this System Overview chapter, then have them read through the following Appendices to assist with any questions they may have:

- Appendix A: Software Installation Instructions
- Appendix B: Networking and Other Hardware Requirements
- Appendix C: Setting Up Desktop Shortcuts on Workstations
- Appendix D: FRS Program Files and Folders

Please proceed to the **Getting Started** section on the next page for step-by-step instructions on installing and setting up your FRS system.

1. Follow the Software Installation Instructions in Appendix A.
2. Follow the instructions on the attached "Confidential" sheet for registering your first workstation.
   Note: If you do not perform this registration process, you will encounter the following screen when you try to run the software. If you encounter the screen below, refer back to the registration instructions on the "Confidential" sheet.



3. Run the Flexible Research System by clicking on the icon/shortcut created during the software installation process.
4. At the Password Prompt, enter your personalized Backdoor Password. This Backdoor can be found on the "Confidential" sheet enclosed with your software package. For security reasons, after using the Backdoor Password sheet, put it away in a safe place. If the wrong person learns this Backdoor into your system and your system's security is violated, we can not turn this Backdoor Password off!
   Note: The first time running the software, two things will happen to complete the installation:
   1. You will be prompted to place your installation CD in the CD-Rom drive and select that drive in the software so the program can copy the final files it needs to complete the installation.
   2. You will be immediately taken to the "Rebuild System Tables" option. Before you begin to use your software, it is important to rebuild the system tables to ensure that they are all correctly configured. After following the prompts and completing the rebuild process, you can re-start the Flexible Research System and begin the process of setting it up.
5. Set up a shortcut to the FRSMGR.EXE application which is the FRS Management module (see Appendix C for instructions on setting up shortcuts to each of the FRS application programs).
6. Run the FRSMGR.EXE application, and after entering the Backdoor Password, go directly to the Management Utilities Menu, choose the System File/Table Maintenance option and access the Security option to set up the users who will be using your system. Set yourself up first and begin using your new personalized password to gain system access. After using the Backdoor Password to get in and set up the users, discontinue using the Backdoor Password unless an emergency arises where the Backdoor Password is the only way to get into the system.
7. While still in the FRS Manager application, go to the Utilities Menu and continue setting up your system. From the Management Utilities Menu, choose the **Maintain System Defaults** option, and complete each of the options found there. (for assistance in understanding and setting up the System Defaults, turn to that section in Chapter 2 of this manual).

8. From the Management Utilities menu in the FRS Manager, select the **System File/Table Maintenance** option. From there, you will need to set up the following system tables:
   a. Set up your Clients under the **Maintain Client List** option
   b. Set up your Researchers under the **Maintain Researcher List** option
   c. Set up your Billing Codes using the **Maintain Billing Codes Master List** option
   d. Set up the customized billing prices for each of your clients
   e. Set up any of the "Other Search Types" which your company will provide to your clients under the **Other Search Types** option
   f. Set up the other FRS tables which you will be utilizing within the system

   Note: For assistance in understanding and setting up the System Tables, turn to the individual sections in Chapter 2 of this manual
9. Exit out of the system and run the main FRS module (FRSWIN.EXE by clicking on the original FRS icon), this time logging in with your new personalized password.
10. Read the following important sections of this manual:
    - ☞ Chapter 1: System Overview - Notes on System Usage
    - ☞ Chapter 1: System Overview - Carrying Subjects Completely Through the System
    - ☞ Chapter 1: System Overview - Navigating Through the Software
    - ☞ Chapter 1: System Overview - Report Generation and Printing
    - ☞ Chapter 6: Utilities - Backing up Your System
    - ☞ The first 4-5 pages of Chapter 7: Troubleshooting

11. To set up your FRS Server Applications, refer to the following sections in Chapter 6: Utilities:
    a. If you will be using the FRS Connect module to interface with other FRS sites as clients or researchers, or if you will be using the FRS Remote software to send to your clients, then read the **FRS Connect and FRS Remote** section in Chapter 6. If you will be running a Host Mode for your researchers and clients to dial in, then refer to the **Host Mode** topic within that section.
    b. If you will be utilizing the FRS Fax Server to fax results, search lists, and other system reports out of FRS to your clients and researchers, then read the **FRS Fax Server** section in Chapter 6 for complete details on how to set this up.
    c. If you have purchased the FRS Web Application and FRS Web Site Interface product, then read the **The FRS Web Application and Web Site Server** section in chapter 6 for a complete description of this product and how to set it up and configure it for use.
    d. If you have not purchased the FRS Web package, but will be using the FRS Automation Server to automate other system processes, then read the **FRS Automation Server** section in Chapter 6.

12. Now, you are ready to begin entering Search Requests and using the system for everyday use.

NOTE: To test out your new FRS system, we recommend that you set up a Test Company (Company Code XXX123 or TESTCO, for example) and a Test Researcher. To test the system, process some requests, enter the results and generate some reports to get the feel of the system before using it in a real production environment.

Notes on System Usage

- All of the FRS data and information is stored in database tables. Each of these tables contains carefully designed indexes to provide for the fast speed of this software and to ensure that the necessary information will be located when needed. The relationships between the system tables are optimally maintained by the accuracy of these indexes. For a variety of reasons that are explained in this manual's "Troubleshooting Section", these indexes may occasionally become out of sync. To ensure that your system tables and indexes are performing at their peak efficiency, your FRS system includes a utility called FRSFIX to rebuild the system tables. We strongly recommend that you run the FRSFIX application at least twice per week to ensure the efficiency of your FRS system operations. Running this application at the beginning or end of each week and then in the middle of the week is a good strategy. As your volume increases, it may become wise to run FRSFIX daily to ensure optimal system performance. The FRSFIX application is covered in Chapter 6: Utilities and Appendix C: Setting Up Desktop Shortcuts on Workstations.

- Final results can only be closed out and sent to clients after the subject results are "Fully Complete".

- Billing should be done in the following manner to ensure that all subjects get invoiced: Depending on your standard billing period (monthly, weekly, bi-weekly, etc.), after this period has ended, run the Generate Bills/Invoices option and enter the first day and the last calendar day for the billing period. The date that is processed for billing will be each subject's "Request Date" if billing is based on "Request Date", or it will be the subject's "Completion Date", if your system is set up to bill based on "Completion Date". Utilize this procedure for each billing period, at least one day after the end of the billing period, and no profile requests will ever slip through and fail to be billed.

- Backup: You should perform backups every day as described in Chapter 6: Utilities - Backing up Your System in this manual. You should use at least two sets of backup tapes or other backup media and alternate each day in case a disk or tape goes bad.

- FRS is a multi-user application which can be utilized by all of your staff simultaneously on a Local Area Network (LAN), but there are three processes which must be performed by one of your system administrators while all other users are out of the system and each of the FRS Server Applications (Host, Fax Server, Automation Server and Web Site Server) is shut down. These three processes are:
  - ☞ Rebuilding System Tables / Running FRSFIX.EXE
  - ☞ Moving Subjects to the Subject Backup History Table
  - ☞ Installing an Update to the FRS Software (FRSUPDAT.EXE)

The following steps should be taken to carry a Subject completely through the system:

1. Use the "Add Subjects" option on the Edit Subjects List to add Subject Requests. Select the appropriate Client Code & Billing Code, then enter the Name, SSN and any other required or available information.
2. You must enter either a City/State or a Zip Code. This will be used to automatically look up the appropriate County when a Criminal/Civil search is ordered. If the County is known, you may enter the County name in the City field along with the State to assign it for research. To automatically set up for a Statewide search, then enter the State and select the **[X] Statewide** checkbox. There is also a button on the Add/Edit Subject Screen labeled **[County >>]**. Choose this button to access the County Lookup Table for searching and/or assigning the County/State which you wish to search.
3. When all subject information has been entered, select the SAVE button and the "Add/Edit Subjects" form will be cleared to prepare for the entry of the next request. Continue entering requests until all new ones have been entered. Select "Cancel" when you are ready to exit from the "Add" mode.
4. For your FRS Connect and FRS Remote clients, they will transmit their requests into your system via the Host Mode. When requests have been received by modem, you will select the "C-Add" or "Connect Add" button on the "Edit Subjects" list to add these to the Subject Table.
5. If you are utilizing the FRS Web Application, when requests have been keyed in at your web site and retrieved from there, you will select the "*i-Add*" or "Internet Add" button on the "Edit Subjects" list screen to add these to the Subject Table.
6. Once all requests have been entered, then you can Generate the Search Lists from the Reports Menu. You should set up all of your researchers and their geographical coverage areas under the Researcher List, then you can choose the "One-Touch Search List Distribution" option and distribute all of your search lists automatically in one step.
7. Send the Search Request reports to your researchers. For research performed in-house, pass the search list reports to the appropriate staff members in your office. To process Education, Employment, and Professional License Verifications, from the "Edit Subjects" list, you can also choose the "Set a Filter" button, and those employees assigned to process these profiles can set the appropriate filters to process those requests on-line in the system, and enter the results directly into the specific verification screens.
8. Follow all of the directions printed on the "Flexible Research System One-Touch Search List Distribution Status Report" which is printed as the last page of the One-Touch Distribution. This will provide additional instructions for dialing researchers or the credit bureau(s) in order to complete the research distribution.
9. Your other Researchers will search each request then fax the search results back to you.
10. Now, you need to enter the results back in for each Subject.
11. Go to the "Edit Subjects" List. This is where you will process each subject and enter the results for them. To complete the criminal/civil portion of each request, go down the list and for every subject on the search list, you can choose the [Set Record to No] and [Set Record to Yes] buttons to quickly close the subjects out and Complete them. An even quicker method is to use the [Set Multiple Nos] option to set all of the criminal and civil No Records for a subset of Subjects, then you can go back and set the individual "Yes" Records. Use the [Edit Subjects] option to process the other requested profiles.
12. When subjects are completed and have **not** been sent to the client, they will show up in the list in grey. After they are complete *and* have been sent to client, they will be listed in black. Until completed, they will be green, yellow or red, depending on how old the request is.
13. At any time during the day, once some subjects have been completed, you can Report the Results back to the Clients. This is done by choosing "Report Results to Client" option on the Reports Menu. Selecting the "One-Touch Results Distribution" option will search through the system and distribute all newly completed results which have not yet been sent to each client. You can also choose one of the other options on this screen to allow selection of individual customers to send search results back to.
14. For your FRS Connect and FRS Remote clients, when they dial in to send new requests, their completed results will automatically be transmitted down to their systems, so you do not have to print results reports for these clients.
15. At the end of your billing period, you can Bill and Invoice for all of the Subjects with a Request (or Completion) Date within the billing period (ex. 04/01/2001 through 04/30/2001).
16. Approximately 45 days after each billing, you can choose the Utilities Menu option to "Move Old Records to Backup History" and move all records which are at least 30 days old. To move records they **must** be ❶ Fully Completed, ❷ Sent to the Client and ❸ Billed to the client. NOTE: Moving records to backup speeds up processing in two ways - 1) Your employees do not have to deal with paging through all of the old records which are no longer current, and 2) the program runs much faster when it is dealing with fewer subjects in the main subject database.

These are the proper procedures for using the Flexible Research System. By following these steps in your daily work, the system will work <u>for you</u> and cut down on your paper usage, manual work, and problems. With this method, no subjects will slip through without getting researched in a timely manner.

The Flexible Research System is a database application and the interface is a collection of table listing screens, editing screens and various other processing screens. Each type of screen encountered in the software has the same standard navigation features for moving through the software. These navigation features are explained below.

Listing Screens:

These are screens which display a listing of like information. An example of the first Listing Screen which you will encounter when you run the software each day is the Edit Subjects List. Listing screens can be scrolled vertically by using the up and down arrow keys, the PgUp and PgDn keys, and by using the left mouse button on the scroll bar to the right of each listing screen. Each listing screen within the system is also driven by **alpha-search**. On any listing screen, you can begin typing letters for the information you wish to search for and the list will be automatically searched and the highlight bar will scroll to the information you are trying to find. On most listing screens, you will only have one second to alpha-search, so you must type quickly to get as many characters keyed as you can within the one second limit. Once an item is located in a listing screen, if you wish to select it for further processing, you can usually double-click on an item with the left mouse button or press <enter> on a highlighted item. There is usually some type of "edit", "view" or "process" button at the bottom of listing screens to perform the same selection on the highlighted item in the list.

Editing Screens:

Editing Screens are screens which display fields for adding or editing information. An example of an Editing Screen is the "Add/Edit Subjects" screen where new subjects will be added, then edited as they are processed. To move around through the fields in an editing screen, you can use the TAB key on the keyboard to move forward through the fields, and SHIFT plus the TAB key to move backwards through the fields. You can also go straight to a field by clicking in it with your left mouse button. Most editing screens in FRS will have a "Save" and "Cancel" button at the bottom to select when you are ready to exit an editing screen. Shortcuts for these buttons on most editing screens are ALT+S to Save and the ESC key to cancel.
Mouse Behavior: On most editing screens, when you click into an entry field with the left mouse button, the cursor will move to the first position in the field. If you try to position the mouse pointer directly into the first position on this type of entry field, the cursor will jump to the previous field. To prevent this from happening, you should instead click the mouse in the middle of a field, and the system will move the cursor to the first position. To force the cursor to a position in the middle of a field at a certain point, click twice into a field - the first time anywhere in the field, then the second click right on the spot you wish to position the cursor. If you double-click on the same spot, the field will be highlighted.

Menu Screens:

There are several types of menu screens in FRS for navigating through the system. Some are "Tab" screens like the

tabs in the main FRS application. Selecting the "Edit Subjects" tab will display the Edit Subjects listing screen. Selecting "Reports" or "Utilities" will display the Reports Menu or the Utilities Menu. These two menus represent a second type of menu which has "picture buttons" for the options to help you quickly identify the option you need at a glance. The third type of menu in the system has "text buttons" with text explanations for the meaning of the options behind each button. The "tab" menus must be selected with the mouse. The other menus can be navigated with the mouse or using the TAB key and pressing <enter> to select a menu option.

Standard Key Shortcuts:

To exit or back out of almost every screen in FRS, you can click on the "Exit", "Save" or "Return" button on that screen with the mouse. You can also press the ESC key to exit from almost any screen. Especially under the subject editing screens, ALT+S will "save" to exit a screen and ESC will "cancel" to exit a screen without saving any of your changes.

Screen "Hot-Keys"

Most of the editing, listing, and menu screens have "hot-keys" associated with some of the buttons. If a button has a hot-key associated with it, then one of the letters in the button name will be underlined. Pressing the ALT key plus the underlined letter is the "hot-key" for such a button. For example, pressing ALT+S will activate the "Save" option in the screen on the right. Pressing the ESC key will "Cancel" or "Exit" from any screen.

The "Edit Subjects List" has "Hot Keys" associated with all of the buttons across the bottom of that screen. The Hot-Key character is not underlined on this screen.

To view a list of the Hot-Keys for this screen, select the Help button (the yellow "?" key) which will display the help window for this screen. On that help screen, choose the **Hot-Key Help** button.

Special Key Combinations:

The following key combinations have special uses throughout the system to assist during data-entry.

- CTRL+C - Copy highlighted text to the clipboard
- CTRL+X - Cut highlighted text to the clipboard
- CTRL+V - Paste text from the clipboard
- CTRL+A - Select all of the text in a field
- CTRL+Y - Delete the text from the cursor position to the end of the line
- CTRL+Z - Undo last text editing
- CTRL+F - Find text in a free-form text field
- CTRL+G - Find text again using last CTRL+F search criteria in a free-form text field

These key combinations are especially useful if you wish to use the "**cut-and-paste**" features to paste information from other applications, Internet research sites, etc. into FRS free-form fields or vice versa from FRS into other applications:

- CTRL+C - Copy highlighted text to the clipboard
- CTRL+X - Cut highlighted text to the clipboard
- CTRL+V - Paste text from the clipboard

To highlight text, while holding down the Shift key, press one of the arrow keys, the PgUp or the PgDn keys. Then press CTRL+C to "copy" the text or CTRL+X to "cut" the text into the Windows Clipboard. You can also highlight the text by clicking the left mouse button and holding that button while dragging the mouse cursor across the text you wish to select. Press CTRL+A to select all of the text in a field. After saving this text into the Clipboard, press CTRL+V to paste it into the selected area.

Keystroke Macros:

Keystroke macros can be defined and saved to automate common repetitive keying when using the system to help save you time and data-entry. See the *Keystroke Macros* section in Chapter 2: System Setup for a full explanation on how to utilize keystroke macros with FRS. **Note:** If you define Keystroke Macros using the same key combinations already established for "Hot-Keys" in the system (see above), the macros will override the hot-keys.

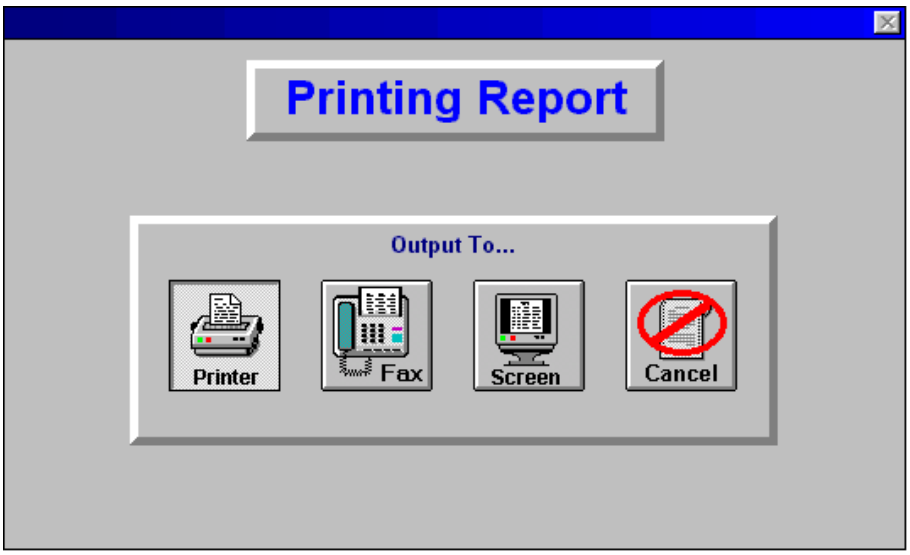
Mouse vs. Keyboard:

A mouse is required for each workstation to run FRS. Due to the complexities of some listing screens such as the Edit Subjects List which involve a "tab" menu (explained on the previous page), color-coding, alpha-search as well as many other integrated option and menu buttons, the mouse must be used to navigate that screen.

Most system screens can be navigated with the keyboard alone, especially the editing and data-entry screens.

With all of the different report combinations of results reports, search lists and other system reports in the system, you have more than 150 different reports in FRS. The automation of the Results Reports and the Search Lists are covered in Chapter 3: Processing Subject Requests and Results. The Invoice and Billing List printouts and Financial Reports are covered in Chapter 4: Billing and Finance. The other System and Management Reports are covered in Chapter 5: System Reports. Reports such as Client Lists, Researcher Lists, or other table listing reports are covered in Chapter 2: System Setup.

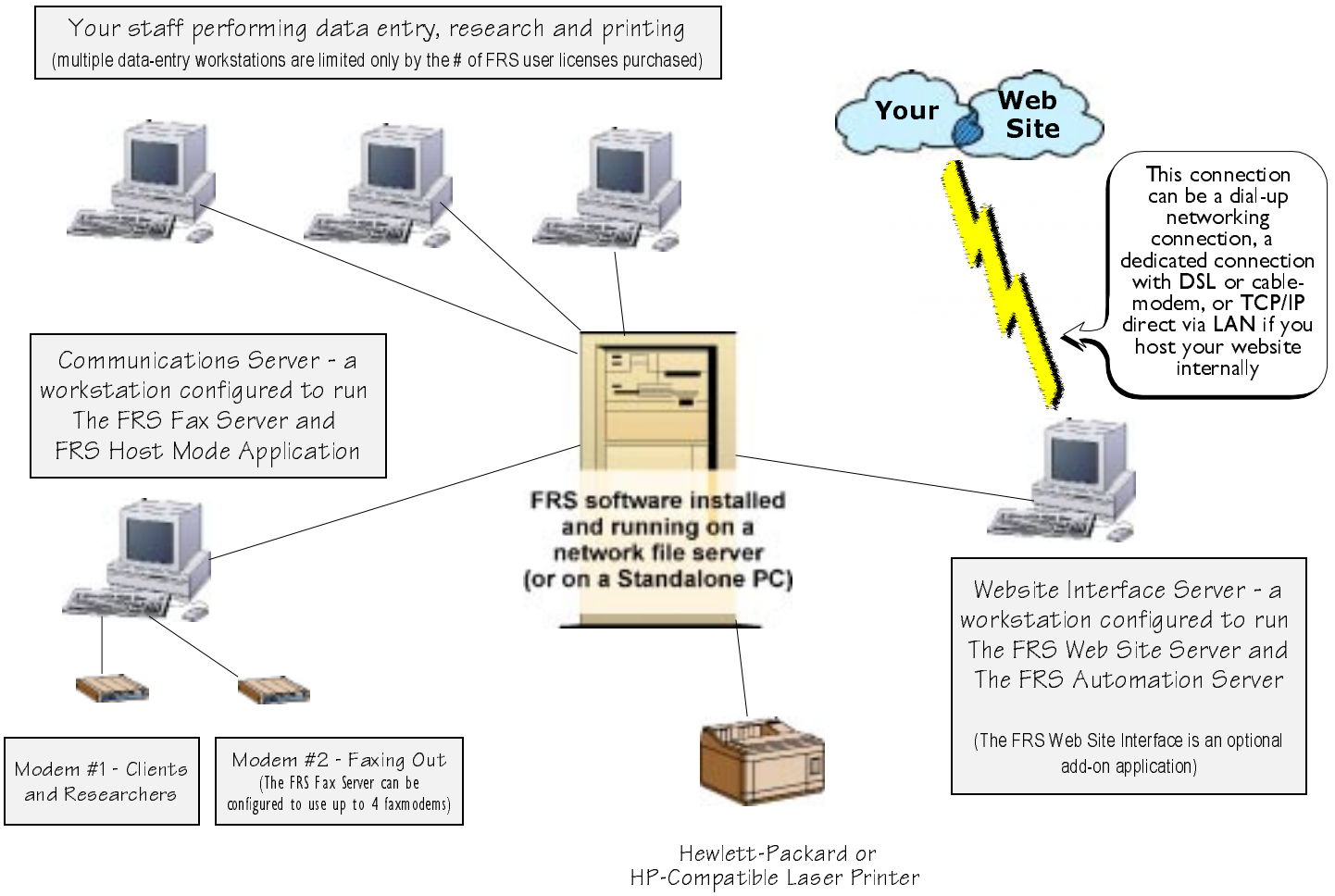
When any of the system, management, financial or table listing reports are requested to print from the system, a screen like the following will be displayed to allow you to choose the "output" device.



When this screen is displayed, you have four options.

1. Choose the **Printer** icon to send the report output to the printer. In most cases, the standard Windows printer dialog window will be displayed allowing you to choose the printer to which you wish to have the report printed.
2. To submit the report to the FRS Fax Server to have it faxed out, choose the **Fax** icon. Depending upon the nature of the report, the client list or the researcher list will be displayed to choose the fax recipients. A few of the system reports where it would not be applicable are not set up for faxing directly from the system.
3. Choose the **Screen** icon to preview a sample of the report to the screen. When previewing, you will be able to zoom in and out of the report image and move from page to page in multi-page reports.
4. Choose the **Cancel** icon to cancel the process of printing a report when this option is displayed.

The following system diagram explains the optimal network system configuration for running the Flexible Research System:



Program and Data File Locations

- All FRS application programs and standard FRS data files are stored and maintained on the file server. Setting up the application programs to run from each workstation is as simple as setting shortcuts to the program executables.
- Web data files are maintained at your web site, with a backup copy of each maintained on your file server. The FRS Web Site Interface Server connects to your web site, retrieves requests and pushes results and Adobe PDF files out to the web site. The FRS Web Site Interface Server also handles website user administration to control and track user access to your FRS Web Application.

System Installation Disk Space Requirements: 75 MB for the software programs and all support files. Other disk space requirements will grow according to the volume of research performed. The Disk Space Calculations Worksheet on the next page will assist you in determining the total amount of disk space needed to run FRS at your site.

NOTE: For the minimum and recommended requirements of the equipment detailed above, refer to Appendix B: Networking and Other Hardware Requirements.

Calculation Worksheet for Estimated Disk Space Requirements for The Flexible Research System

(Based on Monthly Averages)

_____ A. Number of subjects processed in one month.

_____ B. Average number of criminal/civil court searches requested per subject

_____ C. Average number of subjects with a Credit Report requested

_____ D. Average number of subjects with a Social Trace requested

_____ E. Average number of subjects with a Workers Comp Check requested

_____ F. Average number of subjects with a Motor Vehicle Record requested

_____ G. Total estimate of Education Verifications in one month (for all subjects)

_____ H. Total estimate of Employment Verifications in one month (for all subjects)

_____ I. Total estimate of Professional License Verifications in one month (for all subjects)

_____ J. Total estimate of Other Search Type Verifications in one month (for all subjects)
Examples: Character References, Tenant Screenings, etc.

_____ AA. Multiply A by 900

_____ BB. Multiply B X 220 X A

_____ CC. Multiply C by 6000

_____ DD. Multiply D by 1200

_____ EE. Multiply E by 530

_____ FF. Multiply F by 1800

_____ GG. Multiply G by 1500

_____ HH. Multiply H by 1600

_____ II. Multiply I by 1100

_____ JJ. Multiply J by 1500

Add AA+BB+CC+DD+EE+FF+GG+HH+II+JJ
then divide that number by 1,000,000

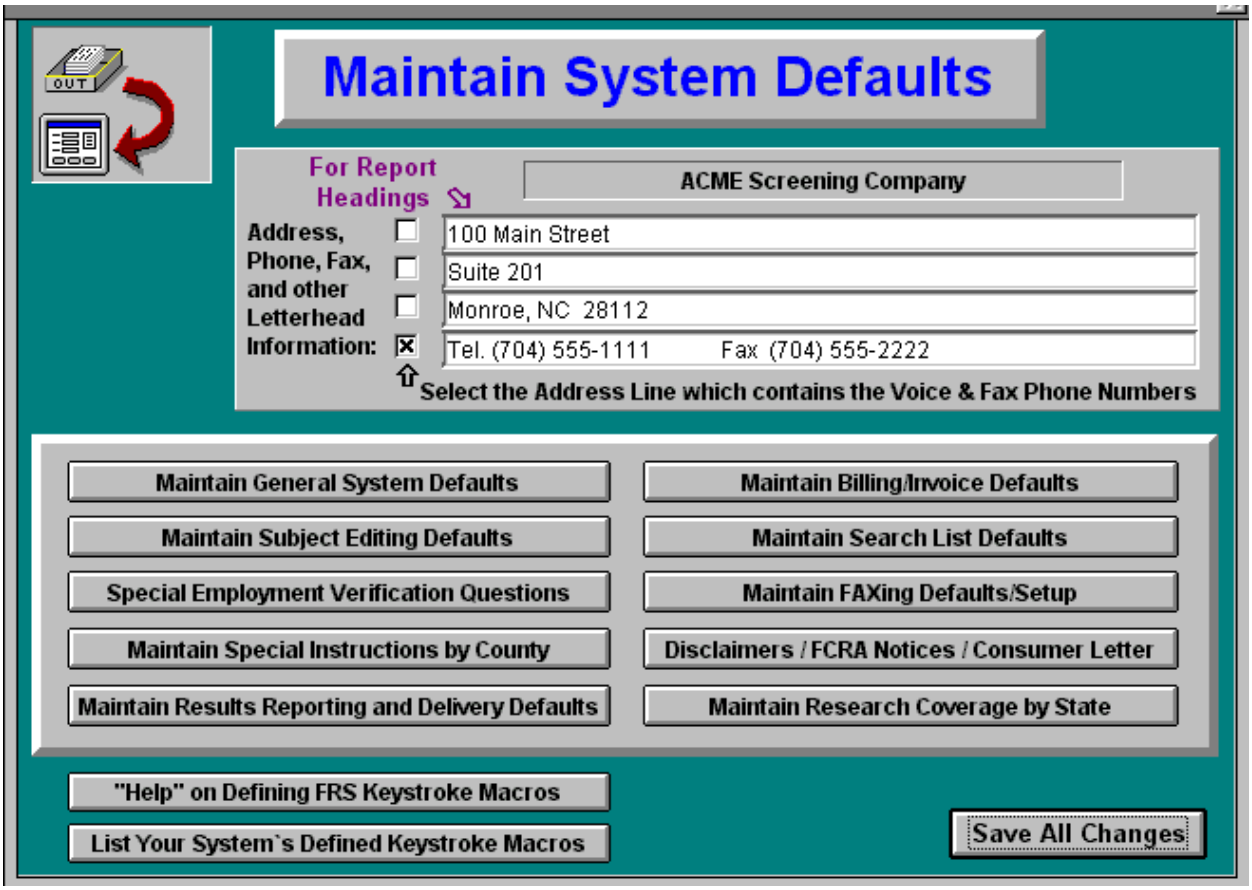
_____ MB - Monthly Disk Space Usage

\+

75 MB - Standard system tables and program files disk space requirements

Maintain System Defaults

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults



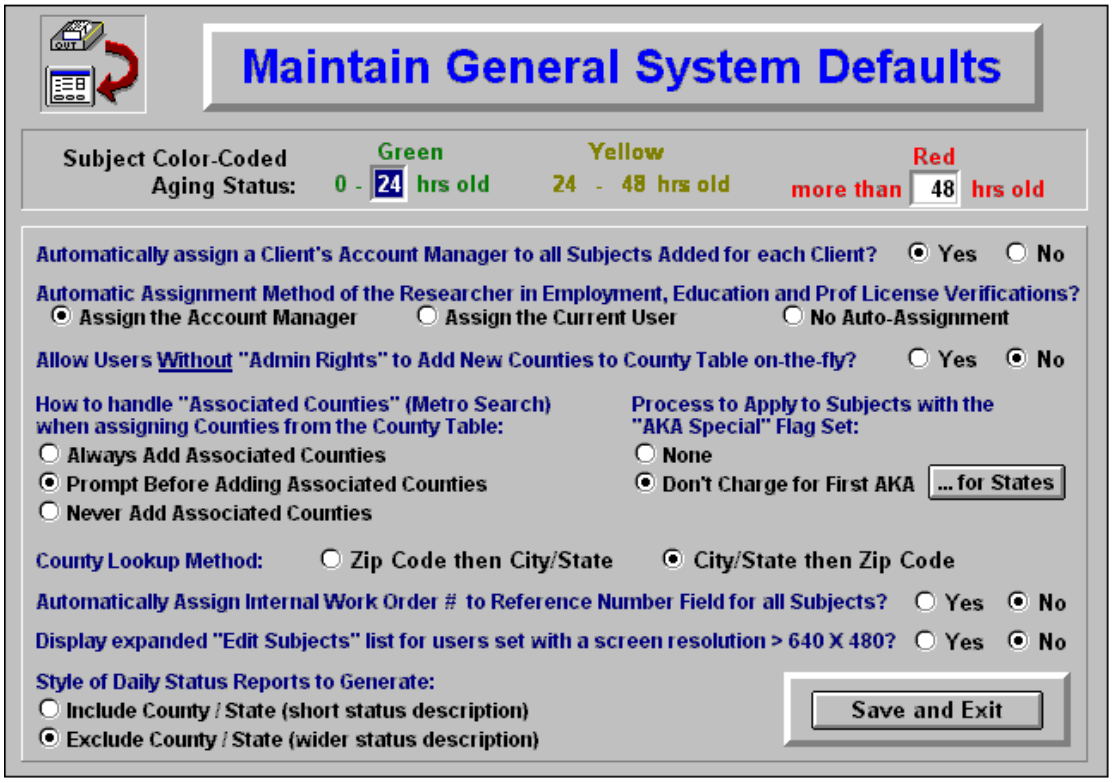
The System Defaults are settings which allow you customize FRS for your company's particular needs as well as set shortcuts and pre-filled information for saving keystrokes when using the system. These settings come preset with standard defaults, however, you should take the time to become familiar with these system defaults to determine if they are set correctly for your business.

The main screen above contains information that will serve as a letterhead for your reports. Your company name will already be displayed and is preset when you license the software. The lines containing an address, voice phone number and fax number will need to be filled out before you can begin to use the FRS system for processing subjects. You will not be able to save out of this screen until this information is entered. You will always be able to edit this information when necessary.

Enter your company's address and phone numbers in the top section of this screen. This information will be printed in the headings of your system reports. Put an "**x**" next to the line of report headings where you key in your phone numbers. Some reports such as search lists only print your company name and your phone number(s).

Each of the button options on this screen are detailed on the following pages.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain General System Defaults



Many of the settings in this section will depend upon how your business operates and the preferences for your data entry staff. These settings should be tested until you find the best combination for your business.

Color Coding is used on the "Edit Subjects" list to allow you to determine at a glance how long a subject has been in your system. On this screen, you can change the color-coded aging status to best suit your business' needs and turnaround tracking.

You can set FRS to **Automatically Assign a Client's Account Manager** to all subjects added. The account manager is pulled from each client's information setup screen. This option allows you to assign each client's account manager to each of its subject requests for printing on results reports and for using internally for tracking sales commissions, if so desired. This is an overall system default and selecting yes at this screen will cover your clients as a whole. The Account Manager can be manually modified for each subject even after it has been automatically added.

You can set FRS to **Automatically Assign the Researcher** for all Employment, Education and Professional License Verifications added. This gives you the ability to have the current user automatically assigned as the Researcher in the "Researched by" field within the Employment, Education and Professional License screens if the data entry person is also the person who will be researching this information. You can also choose to have the Account Manager's name populate this field or choose no auto-assignment.

When entering subjects, users with "Admin" rights can always add new counties to the County Table on-the-fly. You must set the option here (**Allow Users Without "Admin Rights"...**) to "Yes", if you wish for your non-admin users to be able to add counties on-the-fly to the County Table as well.

The **Associated Counties** setting determines how to handle the assignment of additional counties when they are set up for the particular counties requested for research by your clients. Utilization of this option will allow you to set up a "Metro Search" for larger cities that encompass an area that includes several counties. See the County Lookup section in Chapter 3: Processing Subject Requests and Results for more details on how this option is utilized.

Each subject has an ❑ **AKA Special Process** checkbox available on the Extra Costs detail screen which can be checked to indicate if a special process should be applied for that subject (see the *Setting the Billing Code to Charge for Each Subject* topic in the Add/Edit Subjects section of Chapter 3 for more details on this subject flag). The **Process to Apply to Subjects with the "AKA Special" Flag Set** option here allows you to set the process which will be applied to the subjects for which this flag is set. Set this option to "None" to have no affect when this subject flag is checked. If this option is set to "Don't Charge for First AKA", then if the subject has one or more AKAs specified and the assigned client is set to charge criminal/civil charges for AKAs, then this flag will indicate that one of the AKAs will be provided at no charge. This option can be used if your company provides one free maiden name search, for example. Select the **. . . for States** button to further control this second option down to the state level.

The setting for the **County Lookup Method** determines which method is used by the system when entering subjects with criminal/civil searches ordered. If the information you are entering for each subject typically includes an address with a zip code then the zip code first option should be selected for more accurate county lookup assignments. If you usually do not have a zip code, then the second option may work better.

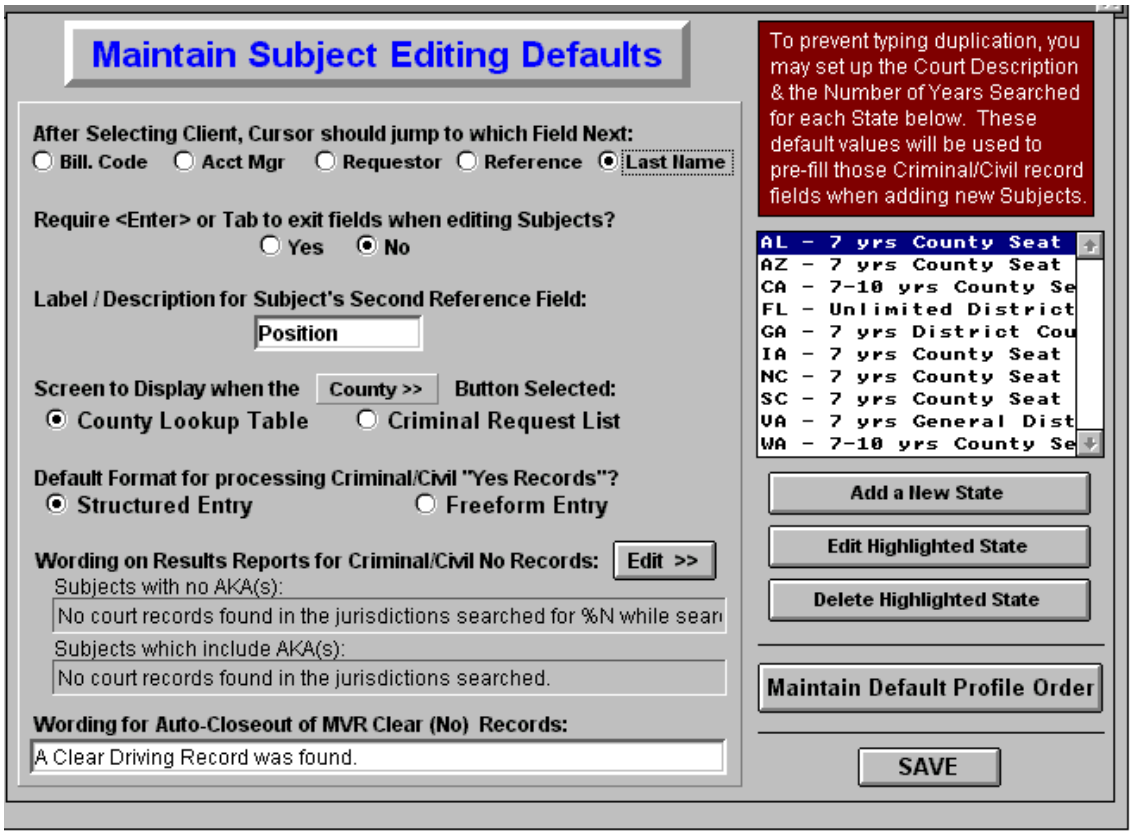
You can select to have the system **Automatically Assign Internal Work Order Number to Reference Number Field** for all Subjects if so desired. By setting this option to "Yes", an increasing sequential number will automatically populate the Reference Number Field for all new subjects. This number cannot be edited and increments with each subject added. Using this Auto assignment option prevents using this field for other purposes such as a client's unique reference numbering system for their requests.

To **Display the Expanded "Edit Subjects" List** for users set with a screen resolution greater than 640 x 480, select Yes for this option. This allows for an expanded Edit Subjects list to be displayed for *all* users whose workstation's display properties are set at an 800 x 600 or better resolution. This version of the Edit Subjects lists shows additional field columns and allows horizontal scrolling to view these additional columns. The additional subject fields provided with this expanded version are the Internal ID, Account Manager, DOB, Reference and Reference #2. An additional "Sort Order" option is also provided for the Internal ID field with the expanded list.

The **Style of Daily Status Reports** setting depends on the amount of information you would like included in the Daily Status Report. The shorter status option generates Daily Status reports which include a column with the first State/County ordered for each subject and a short status description. This option is best suited for your company if you specialize in wholesale criminal research. The longer status option excludes the State/County column and provides space for a wider status description display area. Each of these reports will scroll the status column vertically to print all status information keyed or generated. There is a Daily Status entry field on the add/edit subjects screen which will provide an area for information to be keyed by your staff for inclusion on the Daily Status Report. If there is no information keyed into a subject's Daily Status field, then a system-generated daily status will print in this column.

Note: Samples of the two Daily Status Report Styles are provided in the *Daily Status Report* section of Chapter 5: System Reports.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Subject Editing Defaults



These are the default settings to assist you when adding and editing subject requests. Many of the settings in this section will depend upon how your business operates and the preferences for your data entry staff. These settings should be tested until you find the best combination for your business. Each of these settings are system-wide settings.

The first option on this screen allows you to set which field on the "Add/Edit Subjects" screen that the cursor should advance to **after the client is selected**. When adding a new subject, the first selection is the Client. After a client is selected, this setting enables you to indicate which field the cursor should advance to automatically. If you are not entering information in the first four fields in this list for every subject, the most efficient selection would be to have the cursor jump to the Last Name field. If your clients request that any of the other fields be populated, then you have the option to select that field here. If any of these fields are skipped, they are still enabled, and you will be able to tab or mouse-click back to them to enter information at any time during the editing process.

If you choose to **Require <enter> or Tab to exit fields** when editing subjects, then pressing the <enter> or tab key will be required in order to move from one field to the next. If this is set to "No", then the cursor will automatically advance to the next field when the keying into a selected field completely fills up the allotted space, such as in the keying of a date of birth or social security number.

For each subject entered into the system, there is a **Second Reference Field** which holds up to 25 characters of data per subject. The label or title of this field can be customized here to meet any unique needs for a second reference field that your company may have. This field is set as a "Position" field by default, but you can change it as needed. Other uses for this field have been "Dept/Location", "Sort By", etc. This second reference field can be used for unique sorting capabilities within billing.

When entering subjects with Criminal/Civil orders, on the "Add/Edit Subjects" screen, the **[County >>]** option will be available. Based upon the setting on this defaults screen, your system can be programmed to either take the user directly to the County Lookup screen when this button is selected, or to the Criminal County Request List (list of State/Counties ordered for the particular subject). Both of these screens will contain links back to the other. This option is dependent upon your data-entry needs.

When entering Criminal/Civil results, they can be entered in a Structured Format where individual fields such as charges, dispositions and identifiers are provided for each piece of information, or in a Freeform format which provides one large editing field allowing you to key in the results in any format you wish. The **Default Format for processing Criminal/Civil "Yes" Records** option allows you to set the default for the most common entry format that you wish to use. Although this will set the default format for all new results, you have the capability to switch any and all individual results back and forth between the two formats when entering results.

The **Wording on Results Reports for Criminal/Civil No Records** option provides you with the flexibility to tell the system how to generate the wording or statements that appear on the results reports when no criminal or civil history was found in the jurisdictions that were searched for a subject. Defaults for subjects with and without AKAs can be set up by selecting the **[Edit >>]** button next to this option. This will take you to an additional screen with instructions for setting up this wording with flexible parameters that can be substituted at generation time for pieces of information unique to each subject request.

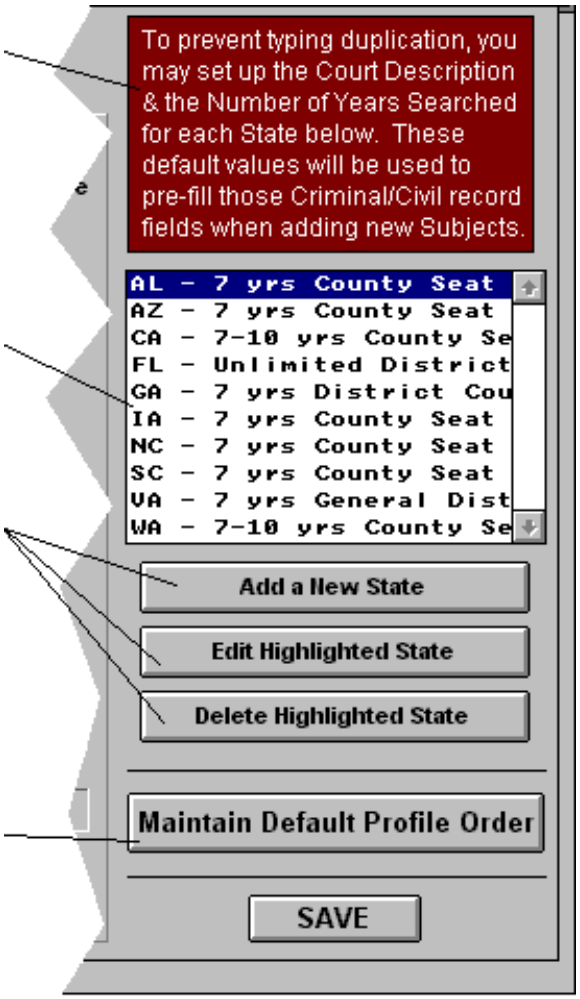
The **Wording for Auto-closeout of MVR Clear (No) Records** option allows you to specify the terminology applied to MVR requests which can be closed out using the "Set Record to No" option (provided a criminal/civil request is not ordered for the subject), in cases where no derogatory motor vehicle history has been found.

As this statement on the Subject Editing Defaults screen explains, the default Court Description and Years Searched can be specified for each state where you perform Criminal and Civil research. The system requires that every criminal or civil result specifies this information for reporting the results to your clients. By setting these for each state here, the system will automatically pre-fill them for you when new requests or results are entered.

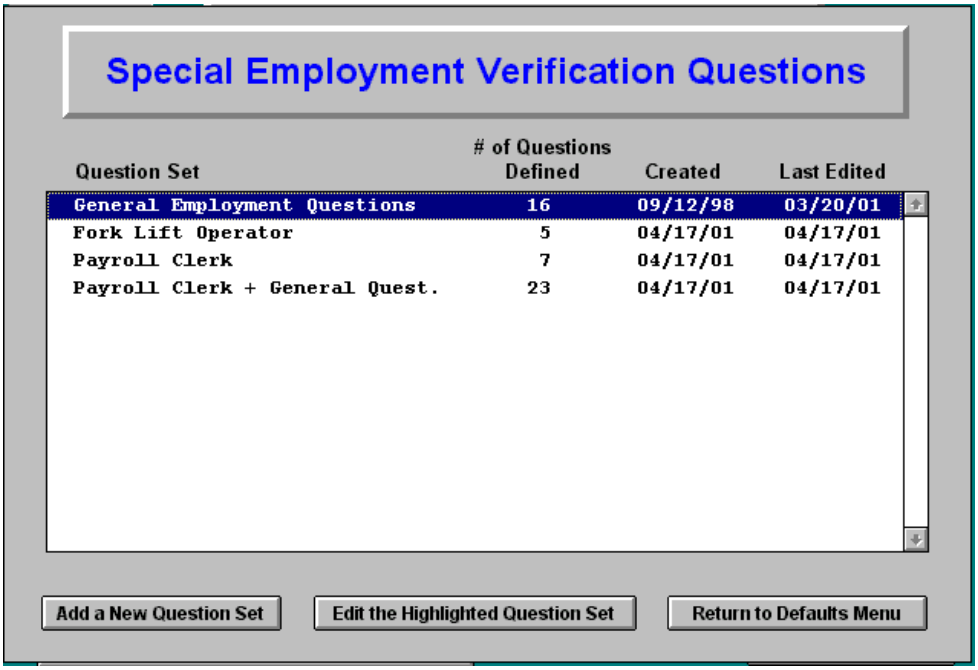
This table shows a list of the states which you have set, with the Years Searched and Court Descriptions for each displayed.

To add, edit and delete states from this table, choose the buttons provided here.

Also to save keystrokes when entering new requests, a subject's "Default Profile Order" can be specified. This is a system-wide default allowing you to pre-select the checkboxes of the search types for the most common research order coming through your system. Selecting this button will take you to a screen where this Default Profile Order can be set up, and these settings will take effect when new subjects are entered. Elsewhere in the system, the Default Profile Order can be specified at the client level and even further down to the client's billing code level for subjects assigned a package billing code.



Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Special Employment Verification Questions

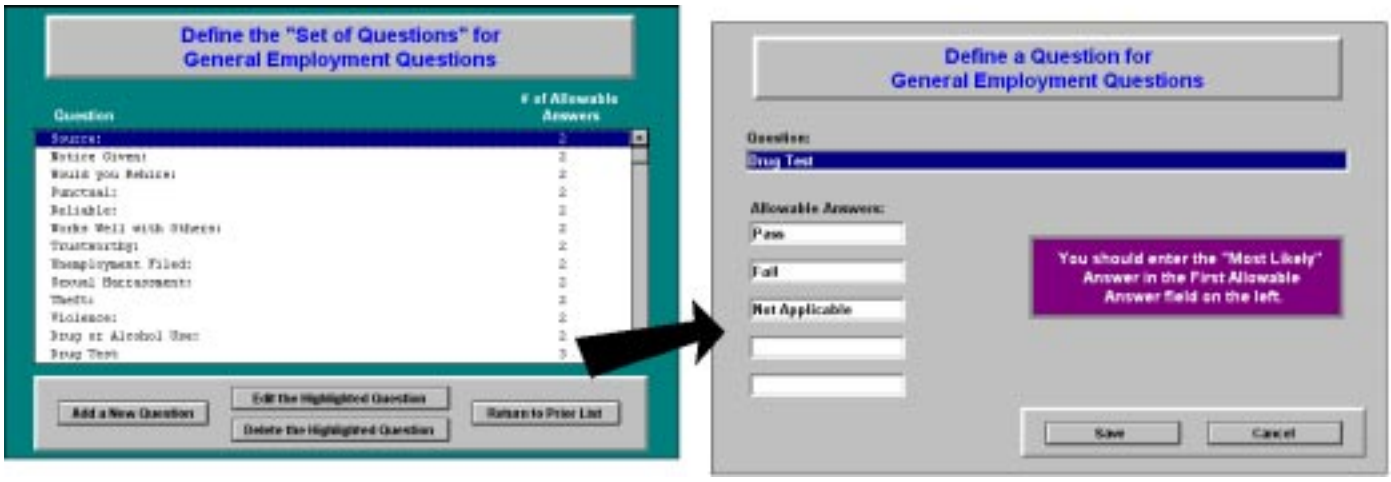


When performing Employment Verifications for your clients, the standard fields are provided for the most typical employment data to verify. For any special questions which fall outside of those standards, this option has been provided to allow you to define your own customized Employment Verification Questions for use in conducting the interviews or verifications.

Your system comes pre-loaded with one set of General Employment Questions, but you may modify this set of questions as well as add your own as needed. Each set of questions can be assigned a unique name and can contain an unlimited number of questions. Each question can be created with up to 5 multiple-choice answers which your verification staff will be able to toggle through and select while they are performing the verification.

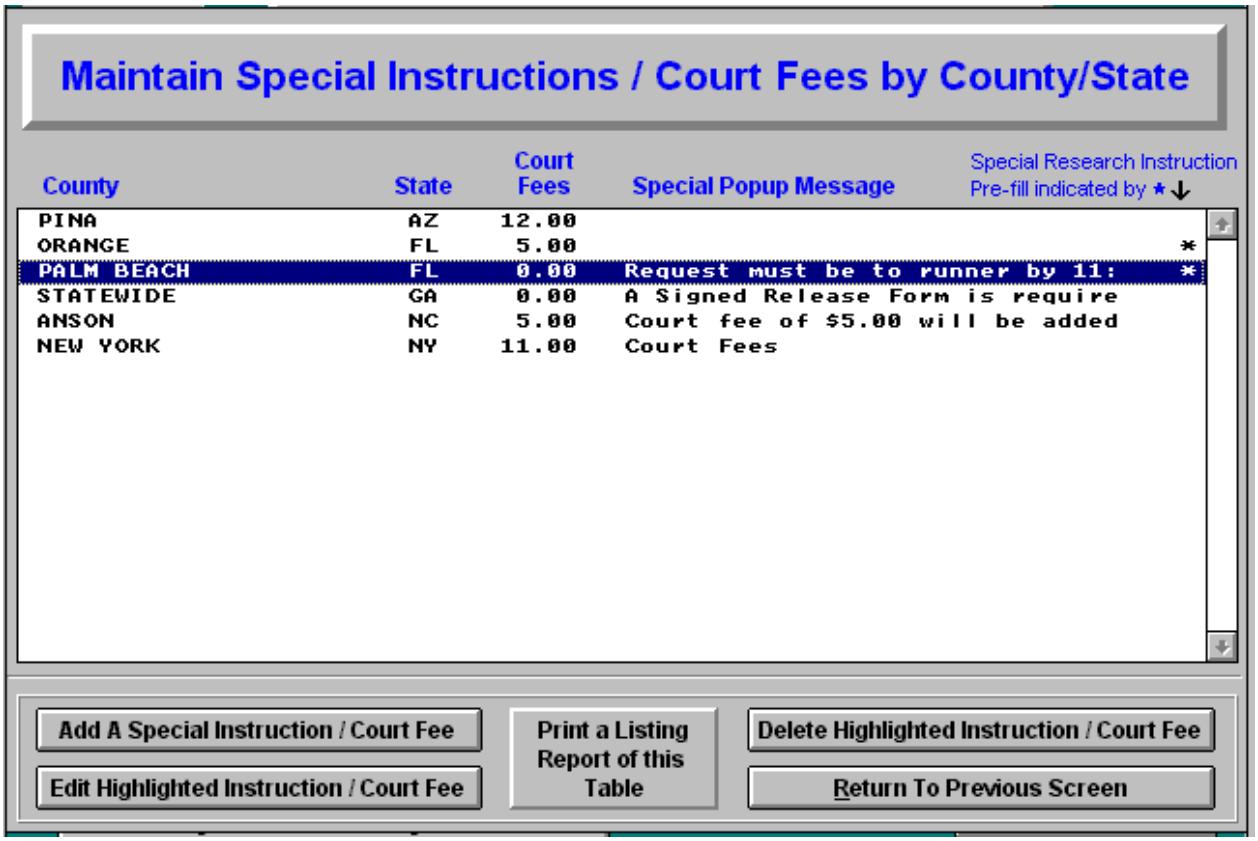
With an unlimited number of question sets, you can create generic sets as well as customized sets per client and per occupation.

To add a new set of questions, select the "Add a New Question Set" button as displayed on the screen above. You will be prompted with an option to name your new Question Set. After providing a unique name, a screen like the following will be displayed, allowing you to define each of the questions within the Question Set.



To add questions to the set, select the "Add a New Question" button and the screen on the right above will be displayed, allowing you to add questions with up to 5 multiple choice answers.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Special Instructions by County



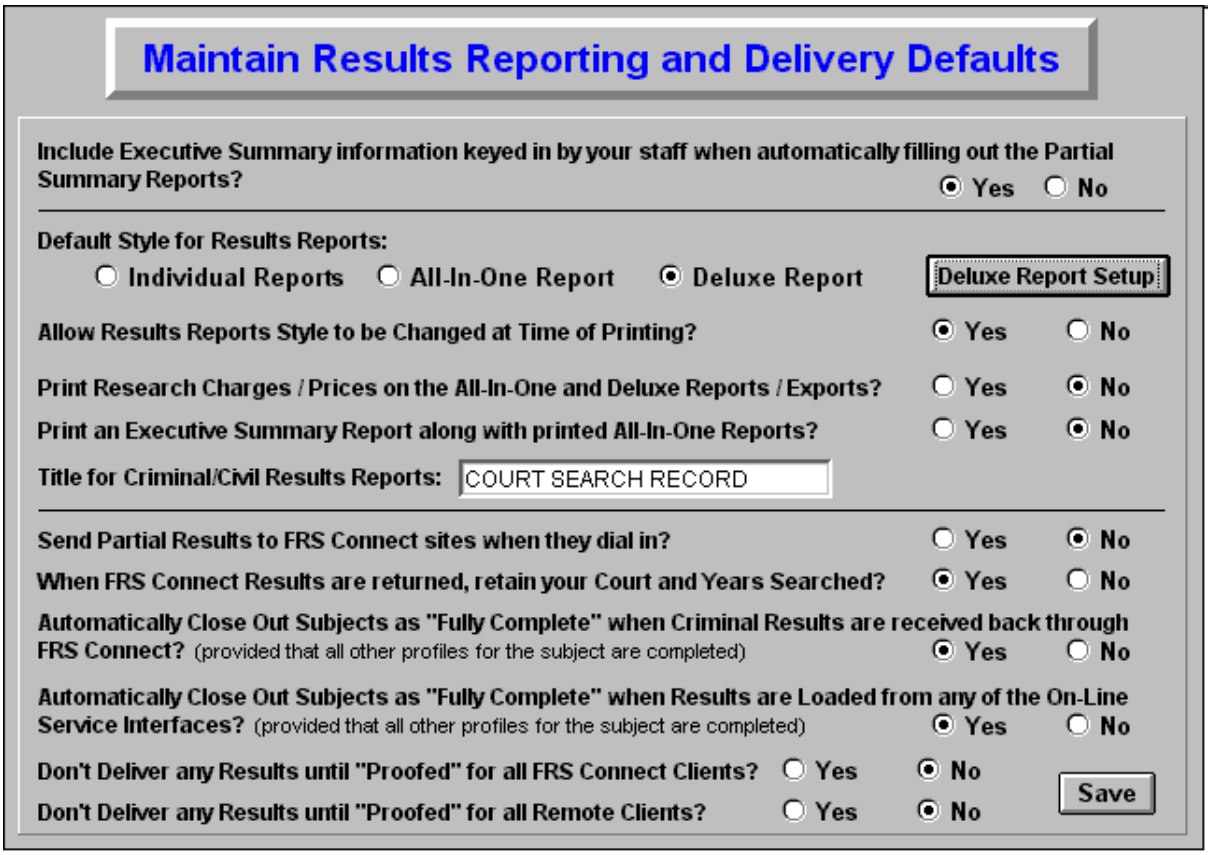
This option allows you to assign three special processes to State/Counties ordered by your clients.

1. Special Instructions can be defined which will automatically be posted into a subject's Special Research Instructions field when the particular state/county is ordered
2. A Special Popup Message can be defined which will pop up and alert the data entry operator of this special information when the particular state/county is ordered
3. Court Fees can be set up which will automatically be added to a subject's Extra Costs when the particular state/county is ordered. Refer to Chapter 4: Billing and Finance for further details on the Court Fee option available here.

You may enter one, two or all three of these special processes to any state/county. If no court fee is applicable for a state/county, then leave the court fee amount as $0.00. If these Special Instructions need to be displayed for a Statewide coverage area, then enter the word "Statewide" in the County field.

- Select the "Add a Special Instruction / Court Fee" button to add one or more of these special processes for a state/county.
- Select the "Edit Highlighted Instruction / Court Fee" button to edit the special processes for the highlighted state/county.
- Select the "Delete Highlighted Instruction / Court Fee" button to delete all of the special processes for the highlighted state/county.
- Select the "Print a Listing Report of this Table" for a report detailing all of the special processes set up for all state/counties in your system.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Results Reporting and Delivery Defaults



These are the default settings to configure how results are reported and delivered to your clients, how results reports are generated, and how results are processed when returned from FRS Connect and On-Line research sources.

❶ When partial results are reported and the Individual Report style is selected, a Partial Summary is generated. The system automatically builds the summaries for the Partial Summary report. If you select "Yes" for this option, then any executive summary results keyed in by your staff will also be included on this report, otherwise, just the system-generated summaries will be included

❷ FRS provides for three different styles of Results Reports. The Individual Report style will print each profile on separate pages. The All-In-One format produces a continuous report in a standard 80-column Courier fixed-pitch style. The Deluxe Report provides for a more professional appearance to your reports with your company logo, gray shading to separate the different profiles within the report, and many other customizations available via the "Deluxe Report Setup" option on this screen. After experimenting with these different styles to select the one which best fits your needs, you can select the Default Results Report Style here.

❸ You may allow the Results Report Style to be changed each time a results report is printed within the system by choosing "Yes" for this option. If you wish to "freeze" the results report style and standardize on one of the three styles, then set this option to "No".

❹ Set this option to "Yes" if you wish to include your subject costs/charges directly on the report when the reports are generated and you are using the All-In-One and/or Deluxe Report formats.

❺ Select "Yes" for this option if you wish to have an Executive Summary Report generated to go along with the All-In-One report format when generated. This Executive Summary will only be generated with All-In-One reports in situations where the Executive Summary profile is actually ordered for a subject, and the Executive Summary report checkbox is checked on the "Select Reports to Print" dialogue displayed at time of printing.

❻ Enter the title here to print as the report heading on results ordered under the Criminal/Civil/Other profile.

❼ When FRS Connect sites (other FRS sites for which you are performing research) dial in to your Host Mode or you dial into their Host Mode, by setting this option to "Yes", any available partial results will be delivered during that connection. To only send results after they are all fully completed, set this option to "No".

❽ When FRS Connect sites (other FRS sites that are performing research for you) return criminal and civil results to you via modem, these results will include the court description and years searched information that has been keyed into their system. If you wish to leave these two fields set the way that they were defined when the requests were keyed into your system, then select "Yes" for this option. If you select "No" here, then the court description and years searched keyed by the FRS Connect researchers will be transferred over as well.

❾ When FRS Connect sites (other FRS sites that are performing research for you) return criminal, civil or MVR results to you via modem, you can set this option to "Yes" and when all of the results are returned, the system will automatically close the subjects out as fully completed (provided that any other profiles ordered for each subject are completed). If you prefer to look over these results before releasing them to your clients, you can set this option to "No" or use this option in conjunction with options ⓫ and ⓬ described below to go ahead and set them to complete ("Yes" for this option), but require them to be proofed by your staff before sending them on to the clients.

❿ When On-Line Services (Transunion, Equifax, Experian, etc.) are dialed to retrieve research results via modem, you can set this option to "Yes" and when these results are retreived, the system will automatically close the subjects out as fully completed (provided that any other profiles ordered for each subject are completed). If you prefer to look over these results before releasing them to your clients, you can set this option to "No" or use this option in conjunction with options ⓫ and ⓬ described below to go ahead and set them to complete ("Yes" for this option), but require them to be proofed by your staff before sending them on to the clients.

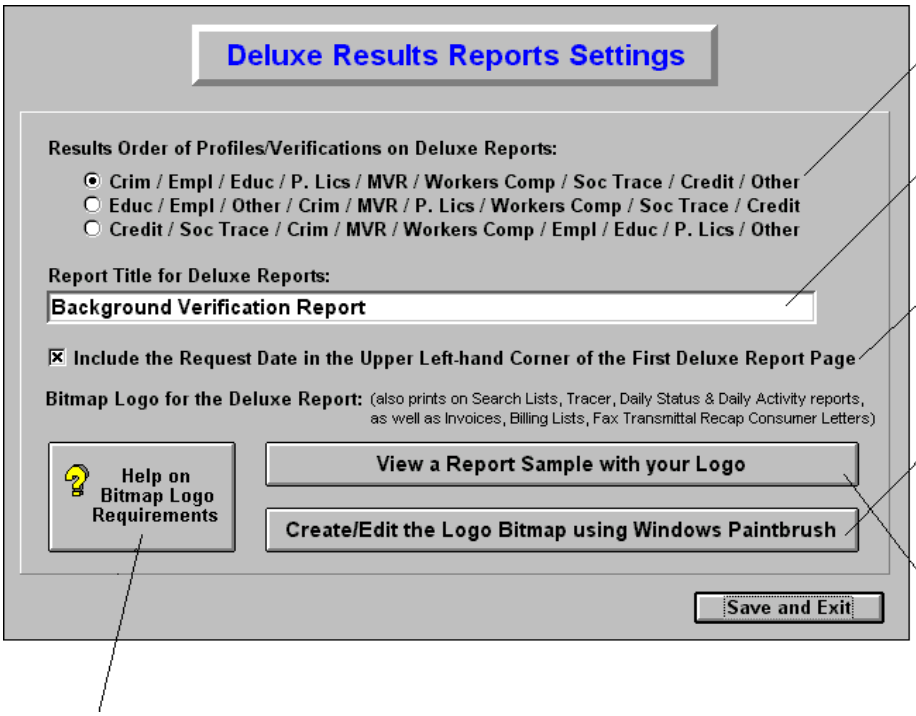
⓫ If you are using the Proofing options within FRS, you can set this option to "Yes" to prevent any un-proofed results from being delivered to FRS Connect (other sites using FRS) clients when they dial in to your Host Mode or when you dial them. If you are not using the FRS Proofing options, then you will need to set this option to "No" to prevent delays in the delivery of results to your clients.

⓬ If you are using the Proofing options within FRS, you can set this option to "Yes" to prevent any un-proofed results from being delivered to your FRS Remote clients (clients using your FRS Remote software to dial into your Host Mode) when they dial in to your Host Mode or when you dial them. If you are not using the FRS Proofing options, then you will need to set this option to "No" to prevent delays in the delivery of results to your clients.

This button provides access to the "Deluxe Report Settings" screen which provides many options to customize the FRS Deluxe Results Report layout and options to create your company's custom logo for printing in the heading of the Deluxe Report as well as other reports. These options are detailed on the next page.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Results Reporting and Delivery Defaults – **Deluxe Report Setup**

The FRS Deluxe Report is one of the three results report formats available for use with FRS. It is the only customizable results report and provides some flexibility to meet your company's needs. This screen allows you to customize this report in a variety of ways.



Select one of the three options that determine the order in which the different profiles are listed when the report is printed.

Customize the title of the actual results reports up to 50 characters.

This checkbox allows you to further customize this report by including or excluding the subject's request date.

Choose this option to run Windows Paintbrush and design your company logo in the required BMP format.

Choose this button to view a sample of the Deluxe Report with the custom logo that you have designed.

The latest requirements for a Bitmap Logo, which can be displayed in the heading of your Deluxe Report as well as other system reports, can always be obtained by selecting this button. The bitmap logo requirements at the time of this writing are as follows:

You can create a Bitmap file (.BMP) with your company's logo to display in the upper left-hand corner of the following reports:

- Deluxe Results Reports
- Criminal Search Lists
- Criminal Tracer Lists
- Daily Status Reports
- Daily Activity Reports
- Fax Recap Report
- Invoices
- Billing Lists
- Consumer Letters

The requirements for this graphic file are as follows:

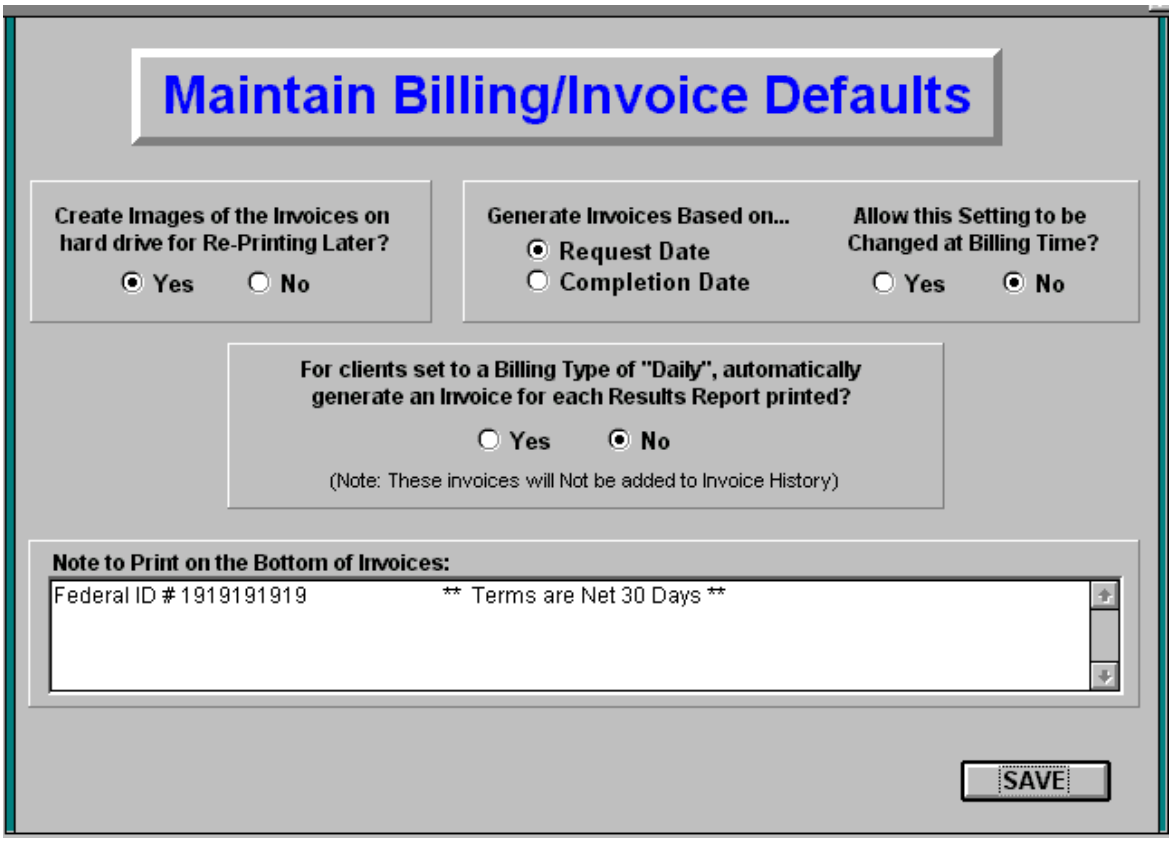
- It must be in Bitmap format (.BMP) - You can use the Paintbrush program which comes with Windows to create and edit this logo
- The attributes of the Bitmap file **MUST** be:
  - 222 pixels wide **- 130 pixels high** **- 2 colors - Monochrome bitmap**, black and white only
  (These can be set from the Attributes option on the Image pull-down menu in Windows Paintbrush)

NOTE: You must follow the specifications above exactly. If the bitmap is defined with more than 2 colors, then it might cause printing and faxing problems.

TIP: You should choose the "Create/Edit the Logo Bitmap using Windows Paintbrush" option on the screen above, and you will begin with a Bitmap which is already set to the proper dimensions. If you have your logo in a graphics format somewhere, then pull it up, capture it into the Windows Clipboard and then paste it into the Paintbrush palette when you choose the "Create/Edit the Logo Bitmap using Windows Paintbrush" option.

NOTE: To delete a logo that you have created and start over, or to go without one, get all users out of the system, delete the RPTLOGO.BMP file found in the main FRS folder, then start FRS to initialize the bitmap logo to a blank one. The other users can then go back into FRS.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Billing/Invoice Defaults



These are the default settings to control certain billing and invoicing aspects of your system.

The first option is a setting which will allow you to generate Images of every invoice generated within FRS. These **Invoice Images** can be re-printed at any time after they are generated from the "Receivables Entry" screen under the Billing Functions menu in the FRS Manager. These images will be stored in a folder titled \IIMAGES under your main FRS folder. From the "Receivables Entry" screen, these images can also be deleted, if desired, after a certain amount of time has passed.

Generate Invoices Based on....: This setting allows you to configure your system to generate your invoices based on either each subject's "Request Date" or each subject's "Completion Date". In order to ensure that all subject's are billed for and that no requests get missed, you should decide upon which method to use here as soon as possible, set it, and do not change it. The second option here is to allow this setting to be changed at Billing Time. This is provided to allow you to experiment around with the invoice generation methods running sample data. Once a billing method is decided upon, you should set the method to either "Request Date" or "Completion Date", then set the "Allow this Setting to be Changed at Billing Time?" option to "No" for the best possible results when billing.

For each of your clients who are set to a **Billing Type of "Daily"** in their setup in the Client List, you can set this option to "Yes" to have a "Daily Invoice" automatically generated and sent to them along with each results report delivered to them. These daily invoices are for your client's informational purposes only. They are not added to the FRS Invoice History or tracked in any way within the system. If you use this option, you will still need to generate a monthly or weekly invoice at the end of each billing period with a total list of the searches performed for these clients in order to track these within the system.

Note to Print on the Bottom of Invoices: You may enter a note or informational message here to be displayed at the bottom of all invoices generated through the system, with the exception of the Daily Invoices described in the previous paragraph. The limit on this field is 425 characters. When entering this note, you can use the word wrap feature, or press <enter> anywhere you want to start a new line.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Search List Defaults

These are the default settings to control certain aspects of the Search List generation. Many of these settings can be pre-set here, and also changed at the time of search list generation if needed.

❶ With this option, you can set the Criminal, Civil and MVR search lists to include the subject's address by default when an address has been entered for a subject. This option can be changed at the time of Search List Generation with a similar setting on the "Print/Generate Search Lists" screen.

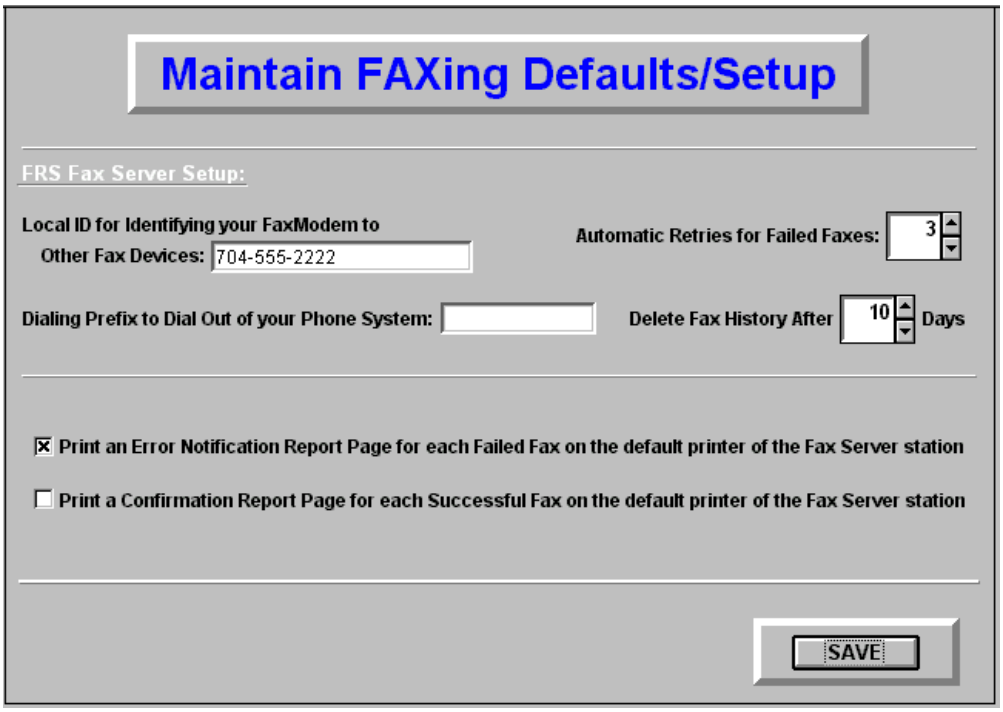
❷ With this option, you can control whether the search and tracer lists include the subject's assigned client code in a special column for each subject. If your client codes are very descriptive, such as ABCINC, and you want to prevent these from showing on the search lists sent to your research sources, then set this option to "No". If you have your research sources or runners trained to research the requests of certain clients first according to client codes associated with the research requests, then you may want to include these codes on your search lists. This option can be changed at the time of Search List Generation with a similar setting on the "Print/Generate Search Lists" screen.

❸ When automating the search list distribution through the "One-Touch" feature, you can set this option to pause between each researcher's reports delivery to verify that they were successfully submitted and set each of those requests as "sent" for research. The more efficient way to handle this is to set this option to "No" and you will be prompted with one window at the end of the entire distribution to set all requests as "sent" for research in one shot.

❹ If your researchers are having trouble reading the subject names on your faxed search lists, set this option to "Yes" to force all subject names to be capitalized or converted to upper-case as they are sent out on the reports for better readability by your researchers. This option can be changed at the time of Search List Generation with a similar setting on the "Print/Generate Search Lists" screen.

❺ These options allow you to define standard notes or messages to print at the bottom of each Criminal/Civil
& search list page and/or on the last page of each search list report. To ensure that all of the information that
❻ you enter is displayed on the reports, do not enter it in all caps, and do not press <enter> within any of these fields. Let the words wrap instead. After entering your message(s), you should print a sample criminal/civil search list from the Print/Generate Search Lists option in the main FRS application to ensure that your note(s) print on the report as desired.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Faxing Defaults/Setup



This screen provides the setup for the FRS Fax Server defaults and options. You should verify and adjust the settings on this screen before running the FRS Fax Server for the first time.

In the **Local ID for Identifying your FaxModem to other Fax devices** field, you should enter some type of identifying information about your company. It could be your main fax number, or even your company name. The Local ID can be alpha or numeric and up to 20 characters. This is the same identifier that always has to be programmed into the display of fax machines for identifying your fax device to the receiving fax machine. This identifier will also print in the small single line heading of all faxes sent out of your FRS Fax Server.

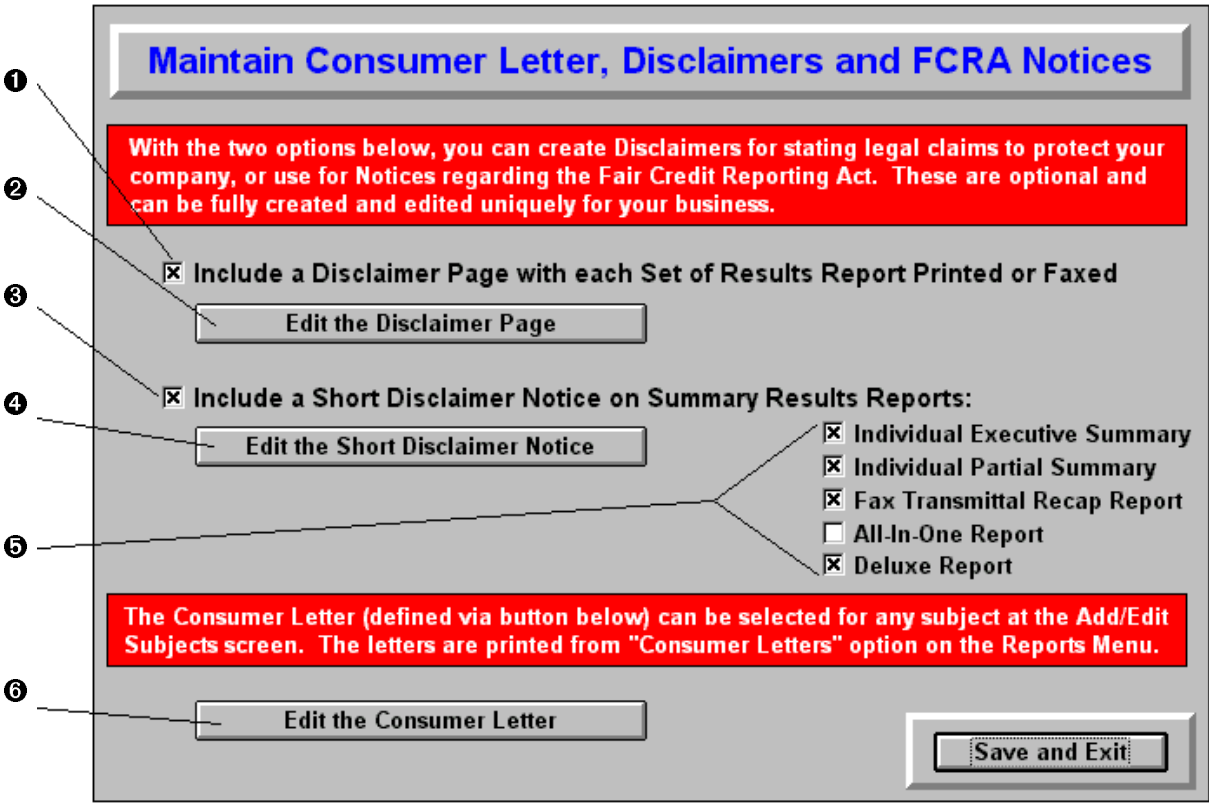
If your FRS Fax Server dial-out lines require a **prefix** such as "9" in order to get an outside line for sending faxes, enter that here. Commas "," can also be placed into this field to create a pause and each comma will generate a 1-second pause. This may be necessary to give the "9" code time to rollover to the regular outside dial tone. For example, "9," placed in that field will dial a "9" to get the outside line, then pause for 1 second to ensure that the outside line is available and ready.

The **Automatic Retries for Failed Faxes** is a setting that allows you to determine the number of times that the FRS Fax Server will retry faxes in an attempt to push them through in case of problems or errors when sending them. A minimum of 3 retries is recommended to allow for busy signals and other communication problems with the phone lines.

Set the **Delete Fax History** setting to the number of days that you wish to retain the history of submitted faxes in the FRS Fax Server Log. This log is found under the Utilities Menu in the main FRS application. These faxes will be deleted after the specified number of days by the FRS Fax Server at 3:00 and 8:00 AM and at 3:00 and 8:00 PM, but only if your FRS Fax Server is up and running.

The bottom two options on this screen allow you to choose whether or not you wish to have one-page reports generated for each fax submitted to the FRS Fax Server. Check the **first checkbox** if you wish to have the FRS Fax Server print out a one-page notification report any time that a submitted fax fails the number of times specified in the "Automatic Retries for Failed Faxes" option. Check the **second checkbox** if you wish to have the FRS Fax Server print out a one-page confirmation report any time that a submitted fax sends successfully. Both of these reports will print on the printer designated as the default printer on the FRS Fax Server station.

Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Disclaimers / FCRA Notices / Consumer Letter



This screen provides the options to define Disclaimers and FCRA Notices for sending out with your results reports. The body of text for your Consumer Letters can also be edited from here.

Disclaimers

Disclaimers can be created for inclusion with your results reports. These are entered into a freeform field and the content is totally up to you. These can be used for FCRA notices or for stating legal claims to protect your company.

There are two types of disclaimers that can be defined. The first type is a full page disclaimer for long disclaimers. When defined, this full-page disclaimer can be included as the last page of results reports to your clients. To define the long disclaimer, check the first checkbox ❶ and select the button ❷ to edit and define the title and body text of the disclaimer page, as well as select from a variety of font sizes for each.

To define the short disclaimer, check the second checkbox ❸ and select the button ❹ to edit and define the short disclaimer title and body text, and you will also be able to select from a variety of font sizes for each. The checkboxes in section ❺ above allow you to specify on which of five reports you wish to have the short disclaimer printed.

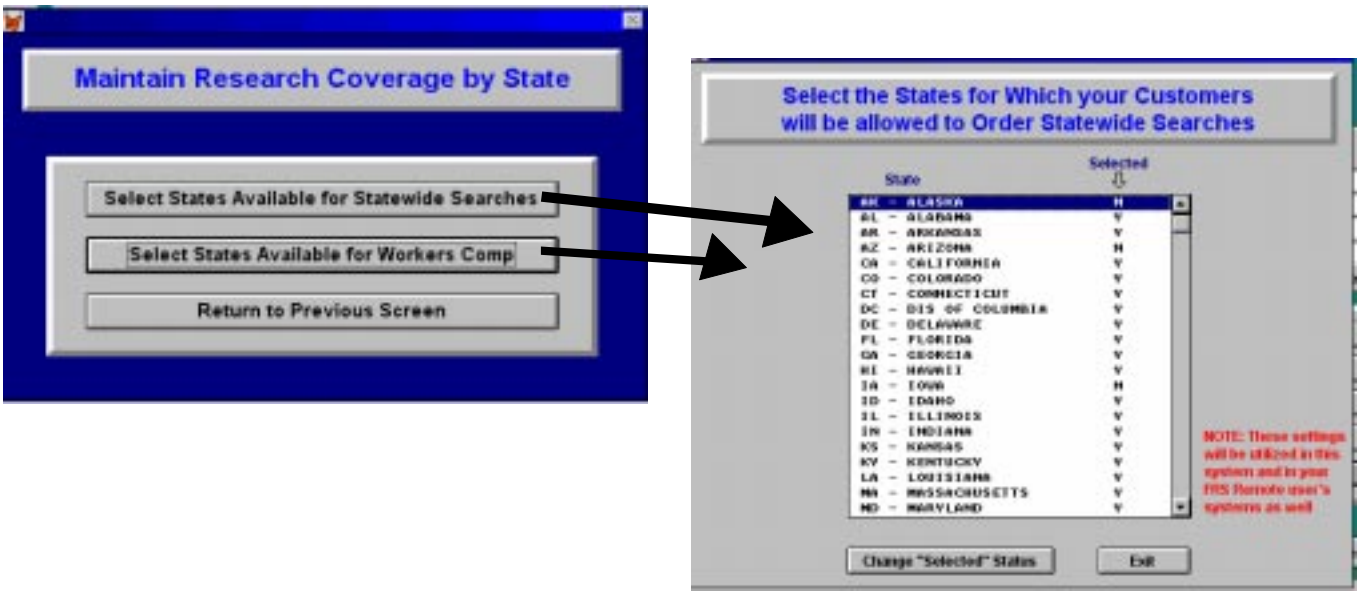
Consumer Letter

The Fair Credit Reporting Act (FCRA) includes a provision which may require your company to send consumer letters out as a result of your research. If this affects your company, then option ❻ will allow you to edit the content of the consumer letters which you will be sending out.

To order a Consumer Letter for any subject, there is a checkbox on the “Add/Edit Subject” screen. To print all consumer letters that have been ordered for subjects, choose the “Consumer Letters” option on the Reports Menu in the main FRS application.

Note: These features are optional and can be created and edited uniquely for your business according to the recommendations of your legal advisors. Imagination Technologies makes no claim as to the legality of these documents and leaves all of the responsibility for the determination of their content with you.

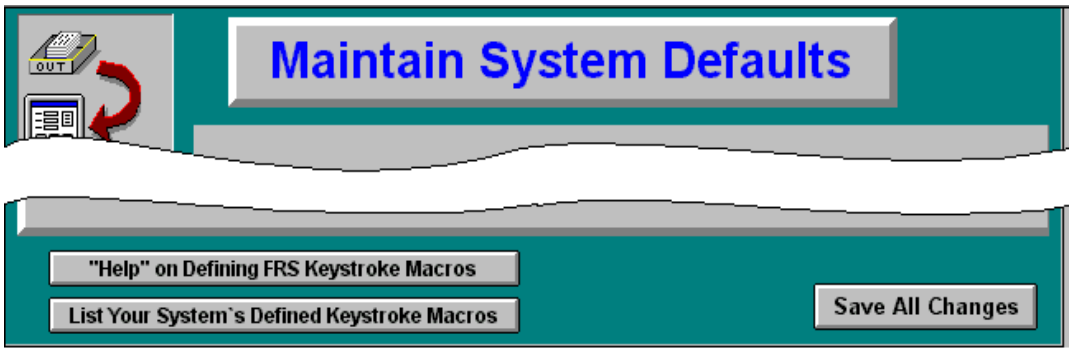
Accessing this option: FRS Manager – Management Utilities – Maintain System Defaults – Maintain Research Coverage by State



This option will allow you to set the states for which your company provides Statewide Searches and Workers Compensation Checks. Selecting either of the first two buttons in the first screen above will take you to a scrolling list of the 50 states plus the District of Columbia. From this list you will be able to set each state to "Y" for yes or "N" for No to indicate which states are available for ordering these search types.

These settings will affect and restrict the ordering of the selected states in the main FRS application, in the FRS Remote software and at your web site when utilizing the FRS Web Application.

Accessing these options: FRS Manager – Management Utilities – Maintain System Defaults – *Help on Defining FRS Keystroke Macros*
FRS Manager – Management Utilities – Maintain System Defaults – *List Your System's Defined Keystroke Macros*



Keystroke "Macros" can be defined and saved within The Flexible Research System. Macros can greatly simplify your interactions with FRS and save you time during data entry. When you press a macro key combination, FRS will execute the series of defined keystrokes just as if you had typed them.

Any system user can execute the macros which are defined in your system. Any system user can define macros for their own use. Only the macros defined by users with "Administrative Rights" will be saved when FRS is exited and retained to be executed again on future uses of FRS. When company-wide macros need to be defined and saved, a user with Administrative Rights must define the macros, then exit FRS to save them. The next time that user or any other logs in to FRS, they will then have access to these newly saved macros. Any FRS user can define macros for their own use during a usage session of FRS and can execute those macros as many times as needed during that session. But, unless the user has Administrative Rights, the macro definitions will not be saved for future sessions.

Creating Macros

Macros are handy to use when editing text. For example, you could define macros in any of the free-form profile results fields for setting up a form to match the way that you process a profile.

When you create a macro, you enter the key combinations that you want the macro to execute, and FRS automatically records your keystrokes much as a tape recorder records your voice.

When defining Keystroke Macros, **the mouse should not be used**, because playback of Keystroke Macros will Not function properly if mouse clicks are used. To help accomplish this, use the TAB key to tab from field to field and the <ENTER> key to select options when defining Keystroke Macros.

To create a macro, press Shift+F10 at any time in FRS to display the Macro Key Definition Dialog. Follow the instructions in this dialog for creating and saving the Macro. For more details on the next steps, read the sections below on "Macro Key Definition Dialog", "Stop Recording Macro Dialog" and "Macro Defined Keys".

Macros can not be deleted or removed, but they can be re-defined. This involves a special procedure which is detailed below.

Macro Key Definition Dialog

When you press Shift+F10 at any time within FRS, the Macro Key Definition Dialog is displayed. This dialog allows you to define the key combination that activates the macro and assign a name to the macro. The Macro Key Definition dialog contains the following options:

Defined Key text box:
Press a valid key combination used to activate the macro. The key combination appears in the text box. See the "Macro Defined Keys" section below for the requirements of this Defined Key.

Macro Name text box:
Enter a name for the macro. This name appears in the list of macros in the Macros dialog. If the macro is not named, the key combination is used as the name by default.

OK push button:
Begins recording key strokes to be stored to the Macro. Press Shift+F10 to stop recording key strokes. When Shift+F10 is pressed to stop recording keystrokes, the "Stop Recording Macro Dialog" is displayed. This dialog is explained below.

Cancel push button:
Exits the dialog without taking action.

Stop Recording Macro Dialog
This dialog allows you to perform several macro recording operations and contains these options:

Insert Literal push button:
Records the literal meaning of the next keystroke. To record the literal meaning of a key instead of the meaning assigned to it, choose Insert Literal, then press the appropriate key.

Insert Pause push button (Advanced Feature):
Records a pause in the macro.

OK push button:
Confirms that the macro is completed and makes it available for use.

Continue push button:
Returns to where you were before the Stop Recording dialog appeared.

Discard push button:
Erases the macro that you were creating.

Key to Resume check box (Advanced Feature):
Specifies that, after a pause has occurred, a user must press a key in order to resume execution of the macro.
Seconds check box (Advanced Feature):
An alternative to Key to Resume, this option specifies how long a pause lasts (in seconds) before resuming execution of the macro.

Macro Defined Keys
Defined Key: When a macro is defined, a "Defined Key" must be established to identify the macro definition. This is the key combination which is used to activate the macro.

The following table lists valid Defined Key combinations for FRS macros:
CTRL+"key": "key" can be A to Z or F1 to F9 **Note: Do Not use Shift+"key" combinations!**
ALT+"key": "key" can be A to Z, 1 to 9, or F1 to F9

NOTE: The following CRTL-key Macros come pre-defined with FRS and should NOT be re-defined or over-written by defining macros using these same key combinations:
> CTRL+C - Copy highlighted text to the clipboard
> CTRL+X - Cut highlighted text to the clipboard
> CTRL+V - Paste text from the clipboard
> CTRL+A - Select all text
> CTRL+Y - Delete the text from cursor position to the end of the line
> CTRL+Z - Undo last text editing
> CTRL+F - Find text in a free-form text field
> CTRL+G - Find text again using last CTRL+F search criteria in a free-form text field
> ALT+S - Used as hot-key for "Save" button on many screens
> ALT+R - Used as hot-key for "Return..." button on many screens
> ALT+C - Used as hot-key for "Continue" or "Cancel" button on many screens

Re-Defining Individual Macros

Individual macros can not be deleted, but can be re-defined, or defined with a different set of keystrokes. This requires a special procedure which is detailed below:

1. Have all users with Administrator Rights exit from FRS
2. Create a temporary file in the folder where FRS is installed and from which it is run and name that file FRSMACRO.TMP. This file can be created with Notepad and can contain only one character. Only the existence of this file, not the contents, signals to FRS that a macro is being re-defined.
3. Log into FRS as a user with administrative rights
4. Re-define any macros desired
5. Exit out of FRS to save the new macro definitions
6. Delete the temporary file FRSMACRO.TMP (IMPORTANT: If this file is not deleted, then future macro definitions will not be saved)

NOTE: Anytime you wish to delete All of the Macros which your Administrators have defined, this can be accomplished by deleting the FRS.FKY file in the main FRS directory. Individual Macros can not be deleted but can be re-defined by following the special procedure described above. New keystrokes can Not be appended to existing macros but the entire macro can be redefined.

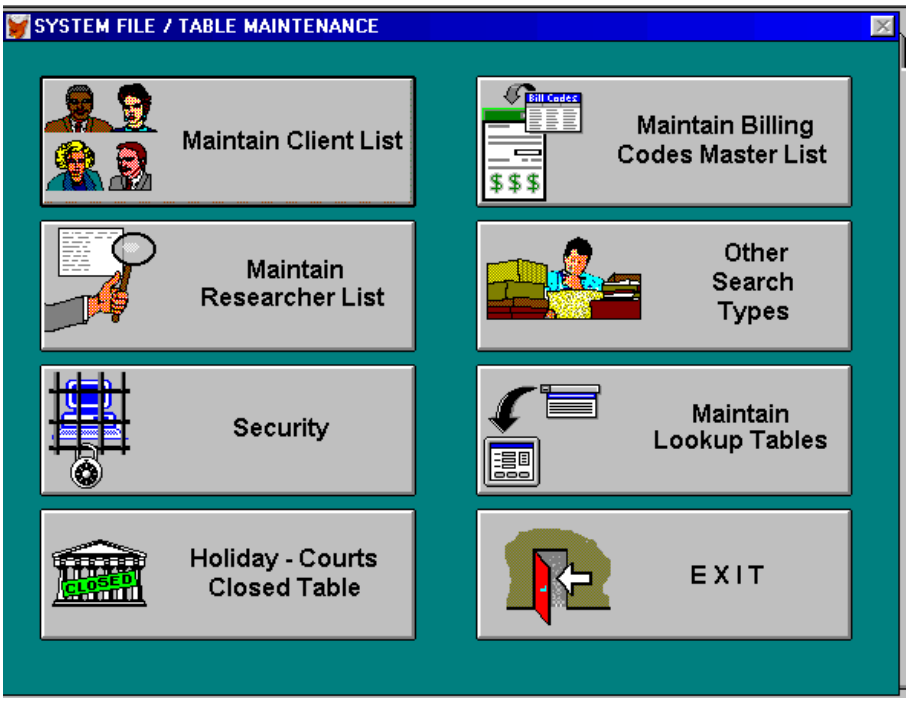
List Your System's Defined Keystroke Macros

This option on the Maintain System Defaults Screen provides a report which will print a listing of all of the Keystroke Macros that have been defined for your FRS system. You can print this at any time in order to generate a list of your macros for record-keeping or for researching potential problems with any of the macros defined in your system.

This option is available in two places.

Accessing this option: FRS Manager – Management Utilities – System File / Table Maintenance

Here in the FRS Manager application (FRSMGR.EXE), access is provided to all of the FRS System Tables.



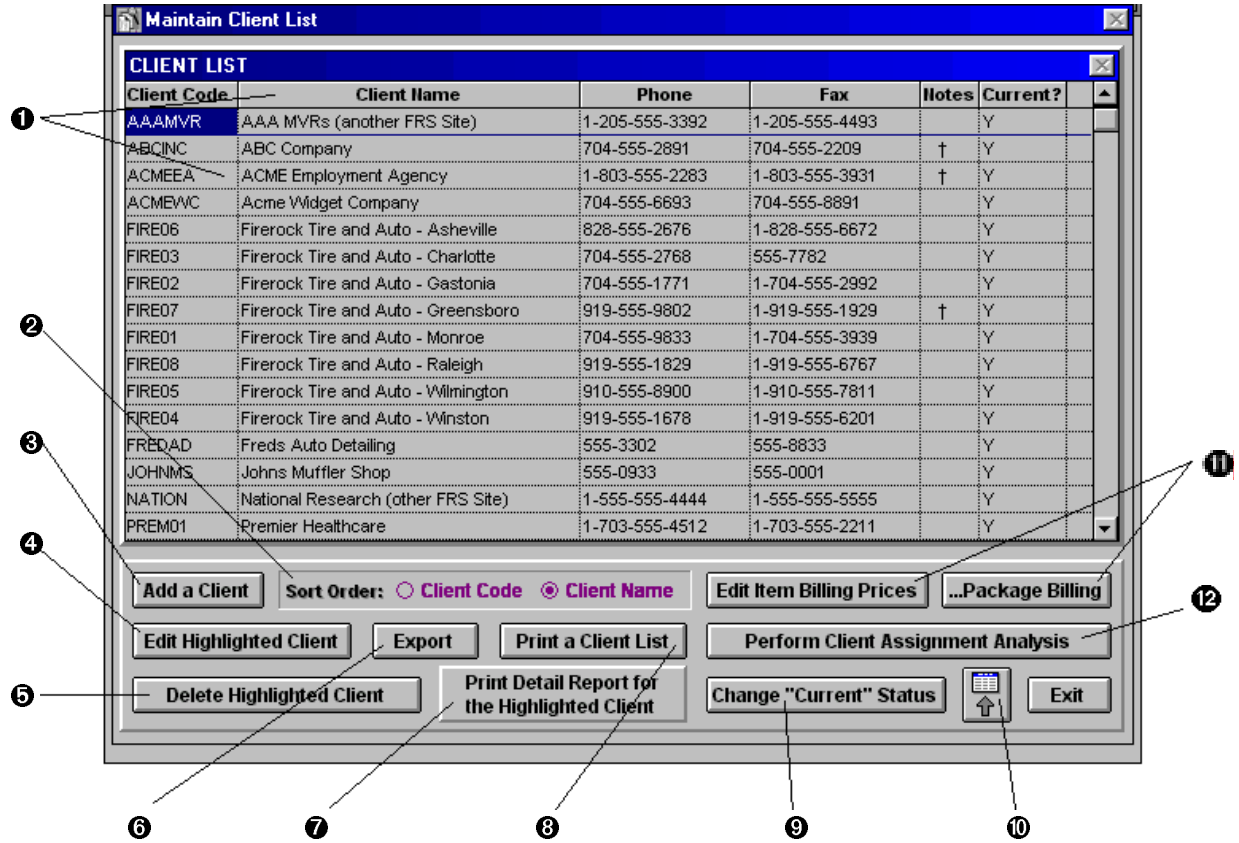
Accessing this option: Main FRS Application – Utilities Menu – System File / Table Maintenance

Here in the main FRS application application (FRSWIN.EXE), access is provided to the two main FRS System Tables which will require regular access and adjustment. These two are your client table and your researcher table.

Each of these system tables contains your company's specific details and the core information about your research or screening business. The options for editing each of these tables are included in the rest of this chapter.

This option is available in two places:

Accessing this option: FRS Manager – Management Utilities – System File / Table Maintenance – Maintain Client List
Main FRS Application – Utilities Menu – System File / Table Maintenance – Maintain Client List



❶ This scrolling list of your clients can be navigated by using the PgUp/PgDn or up/down arrow keys, by using the mouse with the scrollbar on the right, or by keying in the first several characters of the client name or client code for which you are searching, according to the "Sort Order:" ❷ that is set.

❷ The "Sort Order" option allows you to set the order in which the client list is sorted for viewing and searching the list.

❸ To add a new client to the list, choose the "Add a Client" button. This option is detailed later in this chapter.

❹ To edit the details for a client, select a client in this list by placing the cursor on that line to highlight it and choose this button. You can also double-click on the highlighted line with the left mouse button to edit a client.

❺ To delete a client from the list, select a client in the list by placing the cursor on that line to highlight it and choose this button. A client can Not be deleted once subjects have been assigned to it or it has been linked to a researcher in the researcher list. By selecting the "Perform Client Assignment Analysis" option ⓬, you can determine if a client may be a candidate for deletion by checking to see if they have any other assignments within the other tables within FRS. On that report, If there is an "X" under "Not in Use Within FRS", then the Client can be deleted.

❻ Choose the "Export" button to export details for each of your clients from the client list in a variety of spreadsheet, database and text file formats.

❼ To print a client report with the full details for any of the clients in the client list, select a client in this list by placing the cursor on that line to highlight it and choose this button.

❽ Select this button to print a report listing all of the clients in this table. You will be presented with an options screen allowing you to specify the type of clients to include, the order for the listing, as well as the option to choose from a list of additional information to include about each client in the list.

❾ Since clients can not be deleted once subjects have been assigned to them, this option is provided to allow you to set old clients as "non-current" when they are no longer using your services for whatever reason. Choosing this button will toggle the highlighted client between Current and Non-Current status. The "Current?" column in the client list ❶ indicates whether or not a client is "Current". This option is utilized throughout the system in listing the clients for selection on screens such as the "Add/Edit Subjects Screen" and the "Report Results to Clients" option to only display "Current" clients in the lookup lists of clients there.

❿ This button is the "back to listing" button. Periodically, you may run into a situation where your cursor and screen focus gets kicked out of the scrolling list of clients. In this case, selecting this button will place the focus and cursor back into the scrolling list of clients in the top section of this screen.

⓫ To set the Exception Billing Prices for a client, highlight the client in the list and choose one of these buttons. Exception prices for a client are the prices charged to clients that fall outside of your standard prices which are set up in the Master Billing Code lists. Choose the "Edit Item Billing Prices" button to edit the prices to charge each client when a subject assigned to them is set with a billing code of "** By Item". Choose the "...Package Billing" button to edit the prices to charge each client for each of the Package Billing Codes you set up within your system. For an explanation of the options behind these buttons and for extensive details about billing within the system, refer to Chapter 4: Billing and Finance.

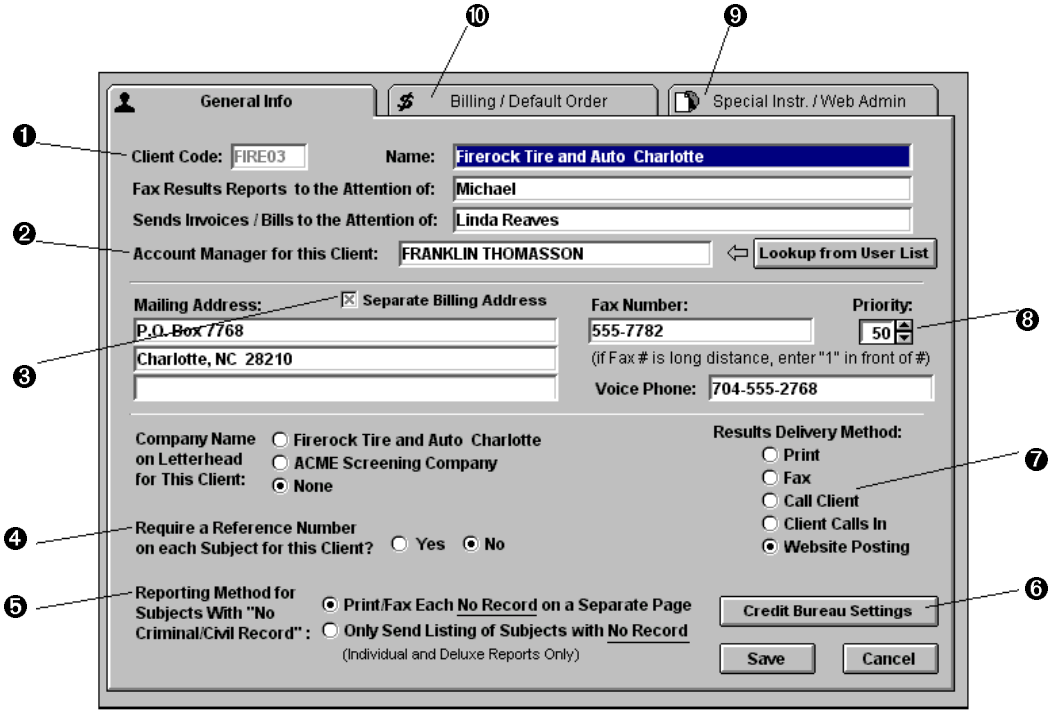
⓬ Choose the "Perform Client Assignment Analysis" option to run a report on all of the clients in your client list to show you where they are assigned within other tables in your system. This can assist you in recognizing which clients are currently utilized or assigned within your system, enabling you to determine if any of those clients should be set as "non-current" utilizing option ❾ explained above.

Several of these options are explained in more detail on the pages that follow in this chapter.

Things to Remember when Setting up your Clients in the Client List

- **Important:** Read the beginning of Chapter 4: Billing and Finance for important notes on how to set up your clients properly from the start to be able to bill them in the manner that your clients require.
- The **Client Code** is very important and is the one field that can not be changed once you begin working with a particular client in FRS after assigning them in this table. The client code is used to tie the clients in your client list back to all of the other pieces of information stored in the other tables throughout the system. In order to change a client code, all subjects associated with that code will have to be deleted out of the subject list. If any subjects assigned to a client code have been moved to the Subject Backup History, then that client can not be deleted.
- You should plan ahead when setting up your client codes. The client code is a six- character field, all six characters are required, and each client must be assigned a client code. You can use A-Z, 0-9, or the special character of underscore "_" when defining your client codes.
- The client codes for a subject are displayed on all of the system's Search List and Pending Tracer reports which may be delivered to your research sources. An option is available to suppress the client codes from printing on search lists and tracer lists, but it controls this suppression on a system-wide basis only, not by researcher.
- You will want to consider whether to use numeric, alpha, or a combination of alpha and numeric characters when defining your client codes.
- If you have an existing set of client codes which are less than six characters, you can add "__" or "00" or some other set of characters to the end of each to make them match the system requirements.
- At the time of this manual printing, client codes can not be changed once they are set up and assigned.

Adding and Editing Clients:



❶ Once a client has been added to the client list, the Client Code is locked in and can not be changed. Please read the important details about the Client Code on the previous page.

❷ An Account Manager can be assigned to each of your clients if desired. The [Lookup from User List] button will allow you to assign account managers directly from your User List to save time in typing and ensure that the account manager is keyed in exactly the same for all clients. Under the "General System Defaults" for the system, you can set a system-wide option that will enable the system to automatically assign each client's account manager to all of the subjects added for each client.

❸ In addition to the standard mailing address for each client, if their bills and invoices need to be mailed to a separate address, then under the "Billing/Default Order" tab ❿ on this screen, you can set up this separate billing address. When this Separate Billing Address has been entered, this checkbox will be checked on this "General Info" tab to indicate that.

❹ For each client, you can set this option to "Yes" to require that a Reference Number is entered for each subject requested. When this is set to "Yes" for a client, then your data-entry operators will be required to enter a reference number for each subject requested for that client.

❺ Each client can be set to receive their criminal and civil "No Record" results on separate pages per subject, or have all "No Records" combined onto one list each time results are printed or faxed to them. This setting only applies when Individual results reports or the Deluxe report format is selected for sending the results to the specified client. This option is not applicable when using the All-In-One report format. This option is most useful when you are sending criminal/civil results to another screening or criminal research company who prefers to have only a listing of the "No Records". For reporting to your corporate clients, you may choose the second option here if so desired, but the standard option for them will most likely be the first.

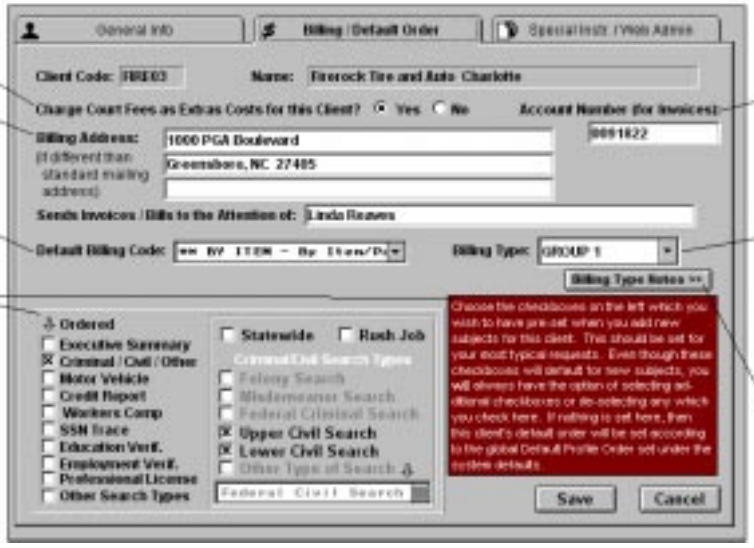
❻ Select this option to configure how Peer, Credit and Social Trace reports are ordered for each client. This option is covered in detail later in this chapter.

❼ The default Results Delivery Method determines how results will be returned to each client. If the client is one of your web ordering clients, then this option should be set to Website Posting. If the client is an FRS Connect or FRS Remote client, then this option should be set to either Call Client or Client Calls In, depending on how you plan to communicate with them. Otherwise, this option should be set to Print or Fax. If so, when delivering reports, this option will show up as the default, but you will have the option to change it.

❽ The faxing Priority option allows you to set a default faxing priority for each client. The faxing priority is a number in the range of 0 (highest) to 100 (lowest). Faxes for the client will be submitted to the FRS Fax Server with this priority. The FRS Fax Server will send faxes out in priority order. The default for this field is 50, but if you have a client for which you want to ensure that they get their results faxed before others, you can decrease this priority for them.

❾ select this tab to edit the Billing & Default Profile Order settings for a client. This is detailed on the next page.

❿ To edit the Special Instructions and Web Administration for a client, select this tab. This option is covered in detail later in this chapter.



The Account Number is optional, but can be assigned to each of your clients and will be printed on their invoices when it has been keyed here.

Each client can be assigned to a Billing Type Group for easier assignment during the billing process, where clients can be selected for billing individually, by Billing Type Group and even by Account Manager.

This button provides access to a freeform field where you can keep notes about all of the Billing Type Groups to which you assign your clients. This option is also available for viewing these notes at billing time.

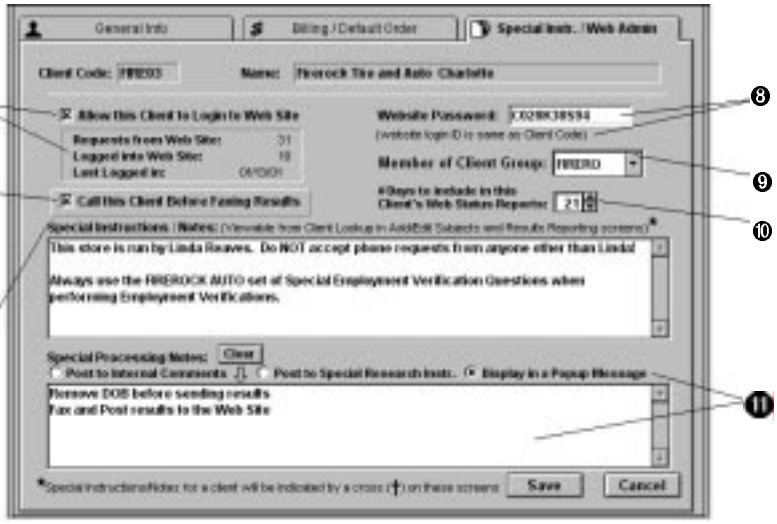
❶ Court Fees can be set up under the System Defaults or Billing Functions to be charged when certain counties are ordered for criminal/civil research. You can waive those fees for any client by setting this option to "No".

❷ If a client's invoices should be sent to an address that is different from their regular site address, then enter it here and both addresses will be printed on the invoice for the client, but the billing address will show in the window envelope.

❸ Each client can be set with a default billing code for their most common request order and it will be assigned to all new subjects added for the client. This billing code can still be changed at the subject level as needed.

❹ Each client can be set with a default profile order for their most common request order and it will be assigned as the default order for all new subjects added for the client. The order can always be changed, and if a default order is not specified for a client, then the system-wide default profile order will be set for new subjects.

❺ If you are licensed for the FRS Web Application, you can set up any of your clients here to allow them to log in to your web site. Their web activity can be tracked here as well.



❻ Check this box if a client requires a phone call to notify them before research results are faxed to their office. When results reports are submitted to the FRS Fax Server for these clients, faxes will remain in "hold" status until someone on your staff accesses the Fax Server Log, calls the client, then releases the fax to the FRS Fax Server with the highest priority for immediate delivery.

❼ Special Instructions & Notes for any client keyed here can be viewed by your data-entry staff when entering subjects & printing results. A cross (†) indicates when a client has these special instructions on those screens.

❽ If you are licensed for the FRS Web Application and set a client up as a Web Client ❺, then a Website Password must be set here to control each client's access to your website. These passwords should include a random combination of letters and numbers and should be changed regularly to better ensure the security at your website.

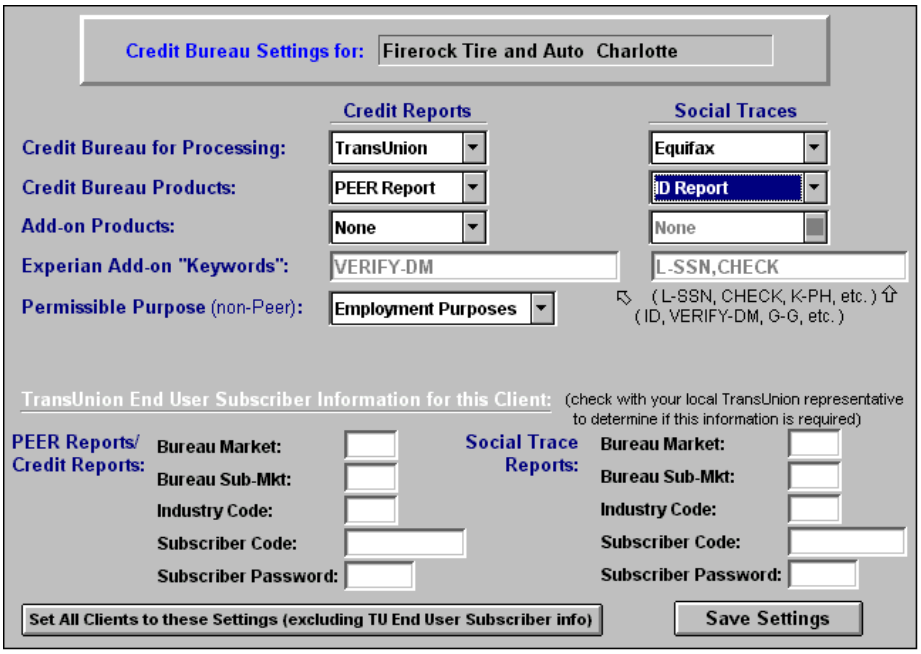
❾ If you are licensed for the FRS Web Application, then you can set up Web Groups under the "Setup for the FRS Website Interface" option in the FRS Manager. Here, you may assign any of your clients to one of these Web Groups defined there or you can set a client to the Client Group of NONE. See the *Setup for the FRS Website Interface* section in Chapter 6: Utiltities for details about how these Web Groups can be utilized.

❿ For each of your web clients, the FRS Automation Server will generate an updated Daily Status Report for publishing to your website once per hour at 27 minutes after each hour. Each web client can be customized to set the number of days to include in these reports. The range for this value is 1 to 99 days. The default is seven days.

⓫ You can enter unique "Special Processing Notes" in this field for each client. Select one of the radio button options to specify what to do with these special processing notes. You can have them automatically posted for each subject requested for the specified client to either the subject's Internal Comments or Special Research Instructions fields, or have them display in a Popup Message on the Add/Edit Subjects screen.

Credit Bureau Settings at the Client Level

Each client can be set to order the specific Peer, Credit and Social Trace reports that their business requires. When editing each client, you can select the "Credit Bureau Settings" button to access the following screen.



Credit Bureau for Processing:
For Credit Reports and for Social Traces, you can select each client's preferred bureau to order these reports. The options for each are **TransUnion**, **Equifax**, or **Experian**. You must have an account set up with the bureau selected and you must be licensed in FRS with the add-on product to order from the bureau you wish to utilize. To ensure that either credit reports or social traces are never ordered for a particular client, you can set either of these bureau settings to **NONE**.

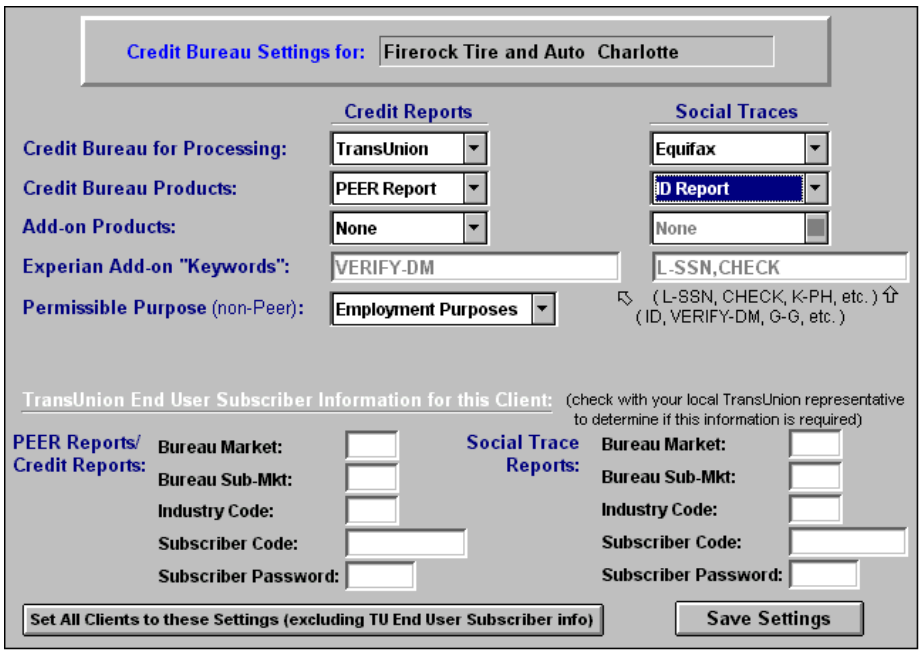
Credit Bureau Products:
Depending upon which bureau is selected for each report type, the specific credit bureau products can be selected for ordering. Under Credit Reports, a PEER Report can be ordered for employment purposes or a Credit Report product can be ordered for tenant screening or financial purposes. Selecting "PEER Report" for Equifax is the selection for ordering the Persona report. Selecting "PEER Report" for Experian is the selection for ordering the Employment Insight report. Under the Social Traces column, for TransUnion, you can select the products of Trace, Re-Trace, or Trace Plus reports. For Equifax, you can order the DTEC or ID Report. For Experian, ordering the Trace Report product will retrieve the Social Search product from that bureau.

Add-on Products:
To order Add-on Products with these reports, select them from this drop-down list. When the credit bureau for credit reports is TransUnion, you can order the Hawk add-on or when ordering an Equifax Credit Report product (not Peer/Persona), you can request the Beacon add-on product. For Social Traces, when selecting TransUnion, you can also select the Hawk add-on product. For Experian, the add-on products must be ordered using the Experian Add-on "Keywords" fields described below.

Experian Add-on "Keywords":
When selecting Experian as the bureau for these reports, you can enter additional keywords to specify the add-on products for the reports you order. Samples are displayed on the screen above for these fields and if multiple keywords are entered, they must each be separated by a comma (,). For the Social Traces ordered for the Experian credit bureau, one or more of these keywords is required to specify the Social Search product to order.

Permissible Purpose:
When the bureau for the Credit Report product is set to TransUnion or Experian, the Permissible Purpose type must be selected to indicate the purpose that each client's report will be used for: Employment, Tenant Screening, or Credit Transaction. This purpose is required by these bureaus and is passed to them when the reports are requested.

IMPORTANT NOTE: For all of the settings explained above, in order to utilize any of these, you must have an account set up with the selected bureau(s) and that account with the bureau(s) must be configured to allow the specific products and add-on products that you wish to order. Contact your credit bureau representative to ensure that you are ordering the correct products for your clients or your report requests may not be returned by the bureaus when requested.



TransUnion End User Subscriber Information for this Client:
Some TransUnion accounts require that you set up unique subscriber codes for each of your clients for which TransUnion reports are ordered. Contact your TransUnion representative to determine if this affects your clients, and this rep will provide you with each of your client's unique End User Subscriber codes if it does.

For each of your clients affected by TransUnion's requirement for End User Subscriber information, enter those codes provided by your rep in the ten fields at the bottom of this screen. If this doesn't affect your clients and codes are not entered here, then when TransUnion reports are ordered, your company's standard TransUnion subscriber codes will be used. These are set up under the "On-Line Services Research Processing" option on the Reports Menu in the main FRS application (FRSWIN.EXE).

To save time and keystrokes in setting up all of your clients with a unique set of Credit Bureau Settings, this option has been provided. If all or most of your clients order the same credit product(s) from the same credit bureau(s), then you can set one client up on this screen with the standard credit bureau settings. Then by selecting this button, all of the clients in your client table can be set to these standard settings in one shot. If some of your clients have slightly different credit bureau settings from this standard, you can edit those clients individually to adjust their unique credit bureau settings. The TransUnion End User Subscriber codes will not be modified by this process. If they apply, they will need to be entered in for each client individually.

For many more details on interfacing with the Credit Bureaus from FRS, refer to the **On-Line Services Research Processing** section in Chapter 3 of this manual.

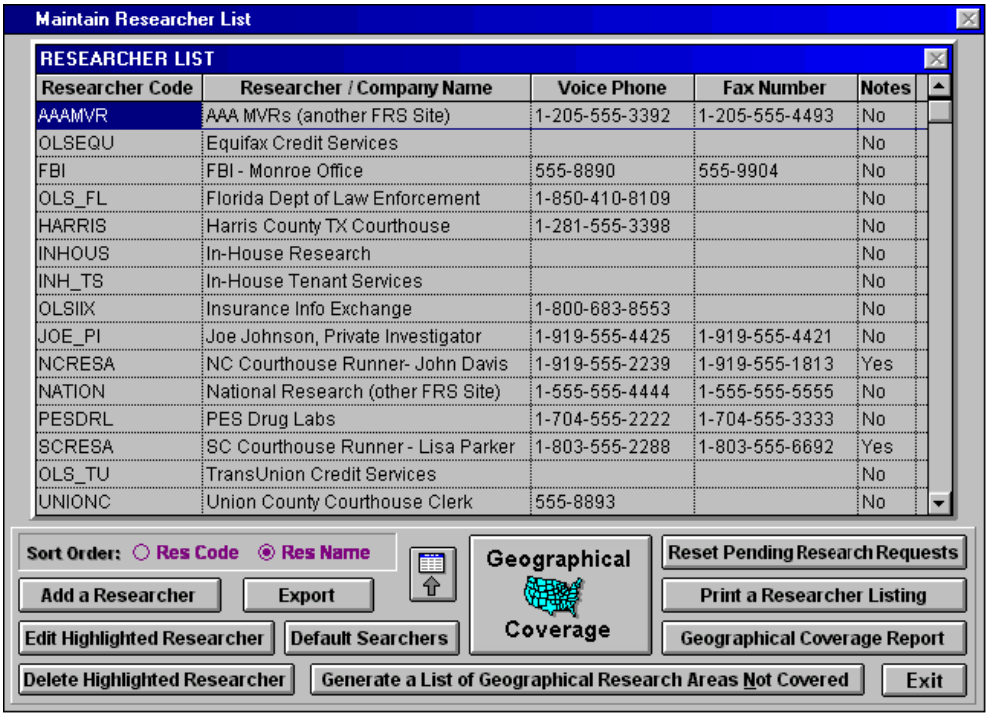
Accessing this option:

This option is available in two places:

FRS Manager – Management Utilities – System File / Table Maintenance – Maintain Researcher List

Main FRS Application – Utilities Menu – System File / Table Maintenance – Maintain Researcher List

Researcher List:
This scrolling list of your Researchers and Research Sources can be navigated by using the PgUp/PgDn or up/down arrow keys, by using the mouse with the scrollbar on the right, or by keying in the first several characters of the researcher name or researcher code for which you are searching, according to the "Sort Order:" that is set.



Sort Order:
This option allows you to set the order in which the Researcher List is sorted for viewing and for searching the list.

Add a Researcher: Choose this button to add a new researcher to the list. This option is detailed later in this chapter.

Edit Highlighted Researcher: To edit the details for a researcher, select a researcher in this list by placing the cursor on that line to highlight it and choose this button.

Delete Highlighted Researcher: To delete the details for a researcher, select a researcher in this list by placing the cursor on that line to highlight it and choose this button. It's important to remember that deleting a researcher from the list will also delete any Geographical Coverage Areas that you have assigned for the researcher. Also, *when a researcher is deleted, other areas in the system will be affected* such as the Researcher Assignment reports and options because they retain the researcher code for the researcher to which requests are sent and processed. When the entry is removed from this table, those options will no longer be able to indicate the researcher name associated with the codes because the reference has been removed from this table. Those reports and options will then identify requests sent to deleted researchers as "Researcher Not Found". **A better option for you** may be to un-assign all Geographical Coverage Areas for a researcher that you are no longer using, but retain the information in this table rather than deleting it.

Choose this option to define the profiles and coverage areas for the highlighted Researcher in the list. These Geographical Coverage Areas are used to drive the "One-Touch" Search List Distribution option and to define the coverage areas for your Researchers which are also FRS Connect users. The search requests that each researcher processes for you can be defined under this option and Search lists will automatically be printed, faxed or transmitted to the Researcher by choosing the "One-Touch" option, by dialing the FRS Connect Researcher or when the FRS Connect Researcher dials in to your FRS Connect Host Mode. *This option is covered in more detail later in this chapter.*

Note: Double-clicking on any of the Researchers in the list will also take you to the Geographical Research Coverage option for that Researcher.

Default Searchers: When setting up the Geographical Research Coverage Areas, you may assign the same jurisdiction to multiple researchers. When this is done and requests are ordered for those areas covered by these "duplicate researchers", then during the One-Touch Search List Distribution, the system will recognize that duplicate researchers are assigned and allow you to choose how to distribute these requests among the duplicate researchers. The system will randomly assign all of the current requests for the coverage area to one of the researchers and then allows you to take the total requests and split them up among the duplicate researchers if desired. The Default Searcher option will allow you to designate one researcher as the Default Searcher for each duplicate coverage area. The system will then assign all requests that have duplicate coverage to the default searcher first.

Export: Choose the "Export" button to export details for each of your researchers from the researcher list in a variety of spreadsheet, database and text file formats.

Reset Pending Research Requests: If some type of problem occurs during the execution of the One-Touch Search List Distribution option such as a faxmodem or printer failing after all search lists have been submitted, this option will allow you to reset that entire batch of requests so they can be re-distributed. When the One-Touch Search List Distribution is executed, all requests are distributed to the researchers, then a recap report is printed which is entitled "Flexible Research System One-Touch Search List Distribution Status Report". To reset all of the criminal, civil and MVR requests distributed during that One-Touch option, locate this report, obtain the exact date and time printed in the upper left-hand corner of that report, then choose this "Reset Pending Criminal Requests" button and enter that date and time to reset the pending requests.

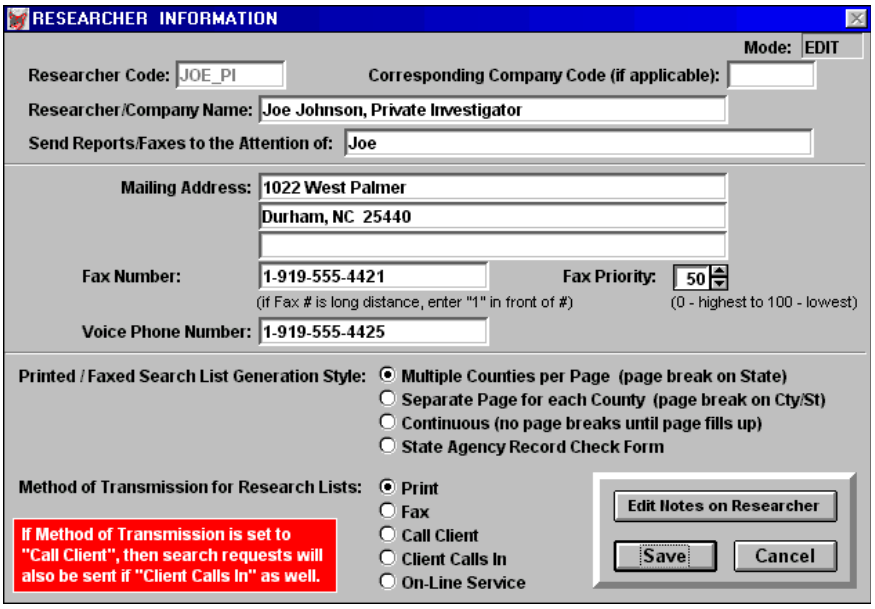
NOTE: If you absolutely can not locate the One-Touch Distribution Status Report for the distribution that you need to reset, then there is one other method available for obtaining that exact date and time. If you can identify one subject and the criminal or civil county for that subject which was included in the distribution, then you can edit the subject, then edit the criminal/civil results for that subject to display the Criminal/Civil History screen. On that screen, identify the state/county which was just distributed and highlight it in the list, then select the "Display/Reset Researcher Assigned to Highlighted Result" button. This will display the details for the distribution of this state/county and you can obtain the exact date and time of the distribution to enter into the Reset Pending Research Requests option.

Print a Research Listing: Select this button to print a report listing all of the researchers in this table. You will be presented with an options screen allowing you to specify the sort order for the listing and an option to choose from a list of additional information to include about each researcher in the list.

Geographical Coverage Report: This option will allow you to print a report of all of your Geographical Coverage Area assignments. You will be presented with the options to select the sort order for the listing (by Researcher or by Geographical Coverage Area) and an option to include or exclude your research costs for each area and researcher. Use this report to keep track of these assignments and to identify areas not covered.

Generate a List of Geographical Research Areas Not Covered: This is a valuable tool when defining all of your Geographical Coverage Area assignments. This feature will read through all of the subjects in your main Subject Table and compare the requests for each against your Geographical Coverage assignments. A report will then be generated which will show each area Not covered by your assignments. This will help you to finish assigning all research areas and profiles covered or to find a new research source for any areas not covered. All geographical research areas must be covered for the requests which you have received at any time in order to run the One-Touch Search List Distribution option. When running that option, the system will check all pending requests against the research coverage areas which you have assigned, and if any areas are found to not have coverage, then this exact report will be printed at that time.

This button is the "back to listing" button. Periodically, you may run into a situation where your cursor and screen focus gets kicked out of the scrolling list of researchers. In this case, selecting this button with place the focus and cursor back into the scrolling list of researchers in the top section of this screen.



Researcher Code:
The Researcher Code is required and must be unique.

Corresponding Company Code:
This is required if the Researcher is an FRS Connect client and you wish to send requests to and receive results from them via modem.

Researcher/Company Name:
This field is required.

Fax Number:
The Fax Number is required when the Method of Transmission is set to Fax.

Fax Priority:
This option allows you to set a default faxing priority for each researcher. The faxing priority is a number in the range of 0 (highest) to 100 (lowest). Faxes for the researcher will be submitted to the FRS Fax Server with this priority. The FRS Fax Server will send faxes out in priority order. The default for this field is 50, but if you have a researcher that you want to ensure gets their search lists faxed before others, you can decrease this priority for them.

Printed / Faxed Search List Generation Style: This will determine the style of Criminal/Civil Search Lists printed or faxed to the Researcher through the "One-Touch" Search List Distribution option when the Transmission Method of the Researcher is set to "Print" or "Fax". The differences between the first three styles are self-descriptive and the page break style is explained in parentheses beside each option. The fourth style, the State Agency form was designed for sending requests to state agencies such as police departments which serve as your research source.

NOTE: The third option under this selection (Continuous) yields the more efficient report using the fewest number of pages.

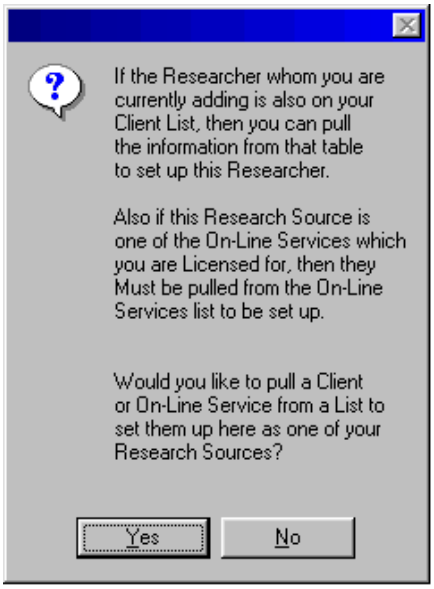
Method of Transmission for Search Lists: For Research Lists distributed through the "One-Touch" Search List Distribution method, the first two items here ("Print" and "Fax") specify how the Search Lists are output. If the Researcher is an FRS Connect client, then the "Call Client" option should be selected. If you only want a Researcher calling in to your Host Mode to pick up requests and send results, then the "Client Calls In" option should be selected. If the Research source is an On-Line Service, then and only then, should the fifth option "On-Line Service" be selected.

Edit Notes on Researcher: This button takes you to a freeform field where you can keep important notes and information about each of your researchers such as Federal ID numbers, cell phone numbers, etc.

Transmission Method Note
If the Method of Transmission is set to "Call Client", then search requests will also be sent if the "Client Calls In".

Turn to the next page for special notes on Adding New Researchers to the Researcher List

When a Researcher is first added, the following screen is displayed:



Important: If the Researcher that you are adding is an FRS Connect client, then "Yes" must be chosen here so that the researcher is added from the Client Table. This is the same table from which FRS Connect clients are assigned when they are set up for modem dialing.

So, basically, in order to communicate with an FRS Connect Researcher to send search requests by modem, the FRS Connect setup *and* the Researcher setup must be tied back to the Client's entry in the Client Table. This is required so that the system can keep all of the subject requests assigned to the client for research.

HELP: For a detailed step-by-step guide to setting up other FRS Connect sites in this system correctly to ensure full integration and smoother connectivity, turn to the section **Setting up Modem Communications between FRS Sites** in **Chapter 6**.

For **On-Line Services**, if you subscribe to any of those supported by FRS (and have purchased the license to use them in FRS), then you *must* choose "Yes" here in order to set them up as one of your Research sources (these can not be keyed in manually). After setting up an On-Line Service here, you must set the Geographical Coverage to match the type of profiles which you will be sending to the On-Line Service.

Selecting "Yes" on this screen for one of these two types of research sources (FRS Connect Sites or On-Line Services) will take you to a screen to allow you to choose from either the client list or the list of On-Line Services for which you are licensed. From that screen, you will be able to choose the client or service for which you wish to automate the setup as one of your research sources.

To set up other research sources to which you will be printing or faxing, choose "No" on the screen above and key in the information manually for your research source.

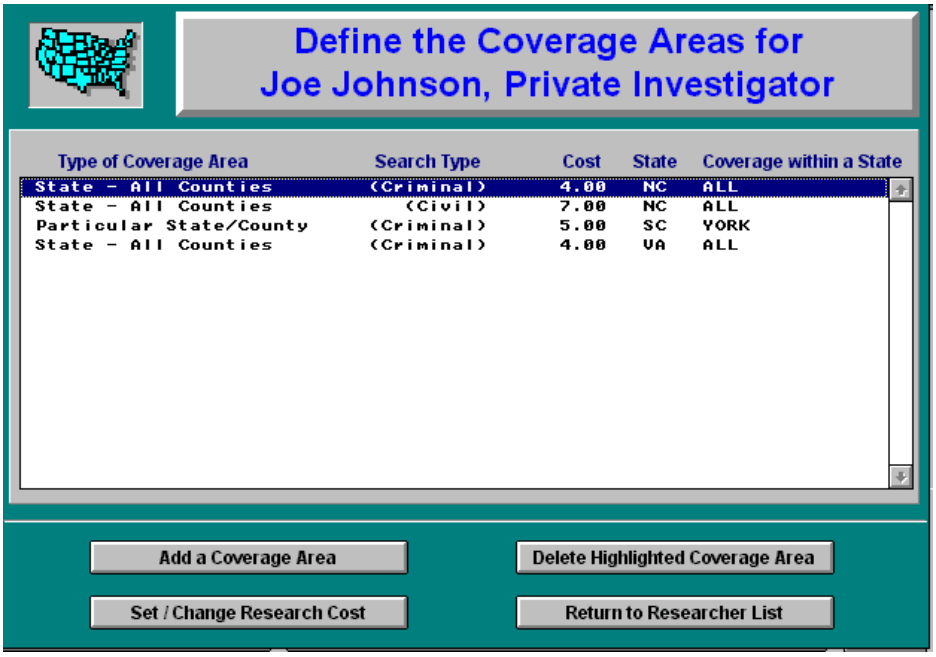
In-House Researchers:
Because you may do some or all of your research "In-House", the researcher list can be set up to accommodate this. You should add a researcher called "IN-HOUSE" (or something similar), and set the method of transmission for this researcher to "Print" so that during the One-Touch Search List Distribution, these requests will print out on your system's printers for performing the research within your office. Once in-house researcher(s) are added, you can assign the Geographical Coverage for the jurisdictions that will be researched by your in-house staff. You can elect to set up one in-house research source or several. If the research lists will be distributed among several people you can set up a separate research source for each user within your office to allow the research lists to automatically print out all subjects in the jurisdictions assigned to a specific person. You can also set these up for distribution by jurisdiction or process, rather than by user. You can name these multiple in-house research sources descriptively to help with search list distribution within your office each day. For example, if by user, you could name these In-House - Lisa, In-House-John, etc., or by jurisdiction, these could be named In-House - FL, GA & AL, In-House - CA, & WA, In-House - MVRs, etc.

After setting up any researchers or research sources, you will need to assign the Geographical Coverage Areas for the jurisdictions and types of searches that they will be covering for you. *This option is explained in more detail on the next page.*

Add a Coverage Area:
Choose this option to add an area of research covered by the researcher which you are setting up.

If you add a coverage area by mistake, or find a better source for a particular coverage area, then highlight that area in the list here and select the **Delete Highlighted Coverage Area** button.

To add or change the research cost assigned to an item in the list, highlight an item in the list and select the **Set/Change Research Cost** button.



The following Research Coverage Areas can be set up:

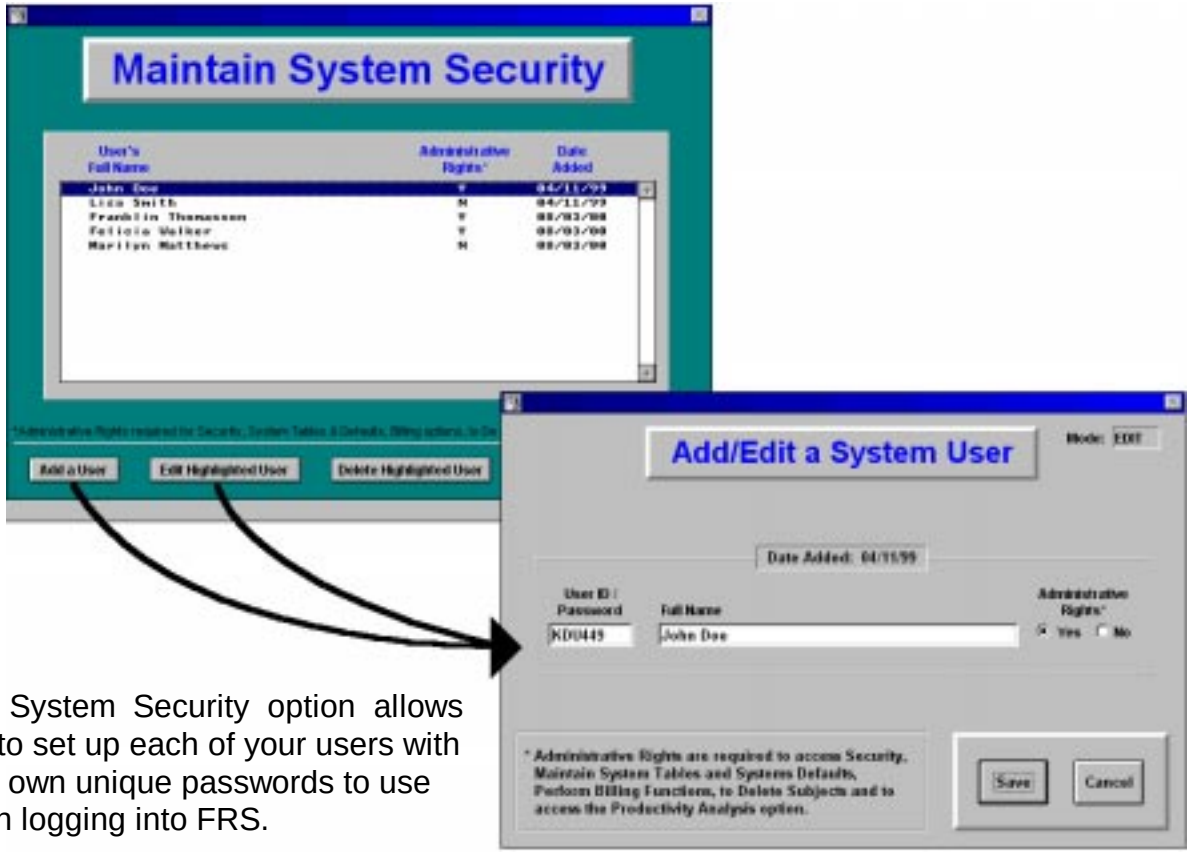
State - All Counties	(Criminal)	State - All Counties	(Civil)
Statewide	(Criminal)	Statewide	(Civil)
Particular State/County	(Criminal)	Particular State/County	(Civil)
Federal	(Criminal)	Motor Vehicle	
Credit Reports		Social Security # Trace	
Worker's Compensation		Professional License	
Education Verification		Employment Verification	

Any of the "Other Search Types" which you set up in the Other Search Types Table

Important Notes about the Geographical Coverage option:

- Particular State/County (criminal or Civil) will always have higher priority over State - All Counties. For example, if you assign the entire state of Georgia to Researcher A, and you assign Fulton County, GA to Researcher B, then Researcher B will always be sent all of the search requests for Fulton, GA, and Researcher A will get all of the other GA requests, but never Fulton County.
- Statewide refers to one search of the entire state. State-All Counties refers to any single county search which falls within the particular state (but again is over-ridden by Particular State/County in the same state)
- The assignments you make here will be used in three places within the system:
  1. They will drive the "One-Touch" Search List Distribution option to send search requests to researchers who have been designated with a transmission method of Print or Fax.
  2. They will determine which search requests are sent to FRS Connect researchers by modem when those "Clients Call In" or when you "Call Client".
  3. They will determine which search requests are sent to On-Line Services for which you are licensed.
- Two reports are provided from the Maintain Researcher List screen to keep track of all of the assignments made here and to identify coverage areas from your subject requests which are not covered by your Research Area assignments.
- Once the time is spent to initially set up these coverage areas, many, many hours can be saved by using the One-Touch Search List Distribution, FRS Connect Dialer, and the On-Line Services options to distribute all search requests with these valuable tools, using little human effort.
- Duplicate coverage of an area is allowed and a warning window will be displayed when you attempt to add an area that is already covered by another researcher to allow you to accept the duplicate assignment or cancel it. When assigning the same jurisdiction to multiple researchers, there is an option back on the Maintain Researcher List screen to assign a "Default Searcher" for the coverage area. The default searcher assignments come into play when running the One-Touch Search List Distribution. During "One-Touch", the system will recognize when duplicate researchers are assigned and allow you to choose how to distribute these requests among the duplicate researchers. First, the system will randomly assign all of the current requests for the coverage area to one of the researchers, then it will allow you to take the total requests and split them up among the duplicate researchers, if desired. The Default Searcher option will allow you to designate one researcher for each duplicate coverage area. The system will then assign all requests that have duplicate coverage to the default searcher first.

Accessing this option: FRS Manager – Management Utilities – System File / Table Maintenance – Security



The System Security option allows you to set up each of your users with their own unique passwords to use when logging into FRS.

Add a User or **Edit Highlighted User:** Choose the appropriate one of these buttons to add new users to the Security Table or edit existing users. Selecting either of these options will display the screen on the right above. Each user's name, User ID/Password and Administrative Rights setting must be entered. The User ID/Password is used to gain access into FRS and must be from three (3) to six (6) characters in length. The User ID/Passwords which you create for your users should be a random combination of letters and characters, should not be shared with anyone other than each particular user, and should be changed periodically to better protect against a security breach into your system. Each user can be set with or without Administrative Rights, which are explained in more detail later in this section.

Delete Highlighted User: With this option, a user can be deleted from the system. *We do not recommend using this option* because many system functions are tied to this user ID for identification and audit-tracking purposes. If an employee leaves your company, rather than deleting them from the user list, you should "edit" them in this table and change their password instead. By leaving them in the system, you will still be able to identify any work which they performed in the system, many years into the future, even though they are no longer there. Their use of the system could have lasting consequences, and it will be important to identify these situations after any employee has left your company.

Administrative Rights are explained on the next page.

Administrative Rights are required to gain access and perform the following functions:
- The entire FRS Manager application
- Delete Subjects
- Delete duplicate batches in C-Add (Connect-Add)
- Delete Faxes from the Fax Server Log
- Delete entries from the On-Line Services Error Log
- System File/Table Maintenance
- On-Line Services Setup

Administrative Rights should be reserved for managers, office administrators, and trusted technical staff. A user with Administrative Rights should be available during business hours in the event that system problems arise and troubleshooting procedures are required. When problems arise in the processing of your day to day activities, it is often necessary to use areas of the software only available from the FRS Manager in order to determine what the problem is and resolve it.

Non-administrative Rights limit the user's access to certain areas of the main FRS software. These are the rights which should be granted to your operations staff performing the daily work. Users with non-administrative rights will be able to perform all of the functions needed on a day to day basis for running your business. They will be able to add subjects, edit subjects, distribute the researcher lists and report results to clients. They will be able to generate reports available in the main software, monitor the fax log, use the FRS Connect and FRS Remote functions, process the online services requests, use the proofing utility and view the subject history.

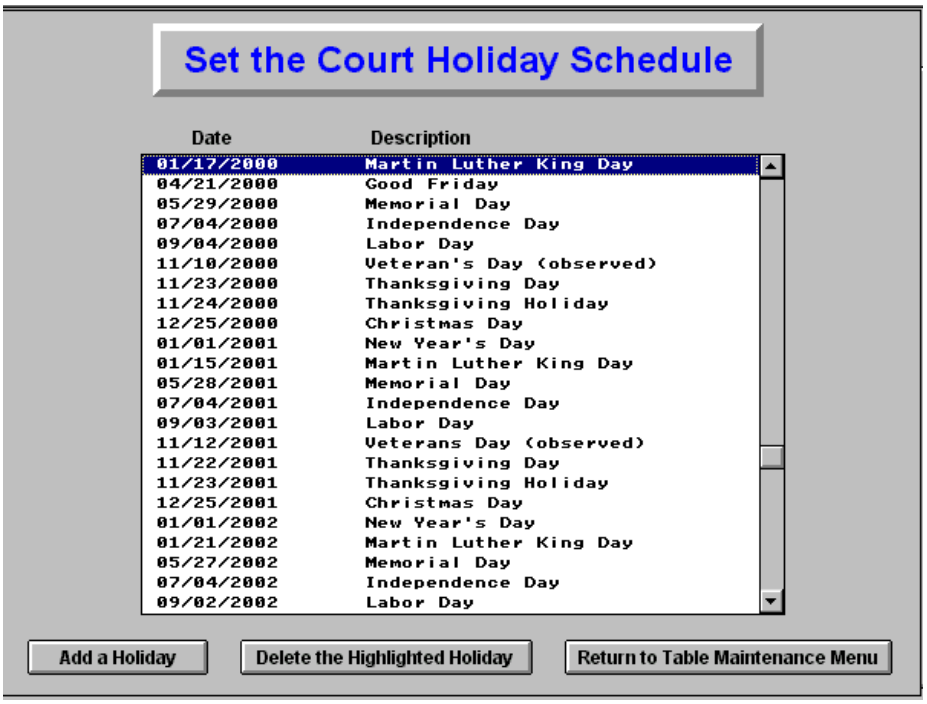
Note: To gain access to the "Security" option when you first get your software, use the confidential "Backdoor Password" on the single sheet which comes in your installation package. After using that to gain access to this option, set yourself and the other system users up here, then lock that sheet away for safekeeping, as that backdoor password absolutely can not be turned off for access to your system. If the wrong person obtains that backdoor password, the integrity of your system's security will be compromised.

A Final Note about Passwords and System Security:

It is important that each user has their own User ID/Password, always logs in under their uniquely assigned Login ID, and does not have knowledge of any other user's Login ID. The main reason for this is that the system tracks the actions of each user, and for accurate audit-tracking and future identification of the user who keyed certain information, each user must login as themselves only. Just as the name of this system option suggests, "Security" is an important part of the integrity of your software and operations, and special care should be taken in this area to maintain the best level of "Security". Passwords should be kept secret by each employee to which they are assigned, and all system passwords should be changed regularly for added security.

Accessing this option: FRS Manager – Management Utilities – System File / Table Maintenance – Holiday - Courts Closed Table

This table is provided in the system to maintain a list of the holidays in which the courts across the country will be closed. This information is utilized in the turnaround calculations throughout the system to ensure that your turnaround times are as accurate as possible. When you first receive your software, this table comes pre-loaded with the latest up-to-date court holiday schedules known. But each year, you will need to update this table manually by adding in the new court closing schedules to keep the table current at all times.



Add a Holiday: Select this option to add new holidays to the table. You will be presented with a screen allowing you to enter the exact date of the holiday/court closing day including the year, and your own description of that day for your own reference.

Delete the Highlighted Holiday: Highlight an item in the list and delete it if it was inadvertently entered, turns out not to be a court holiday, or if the date entered is incorrect.

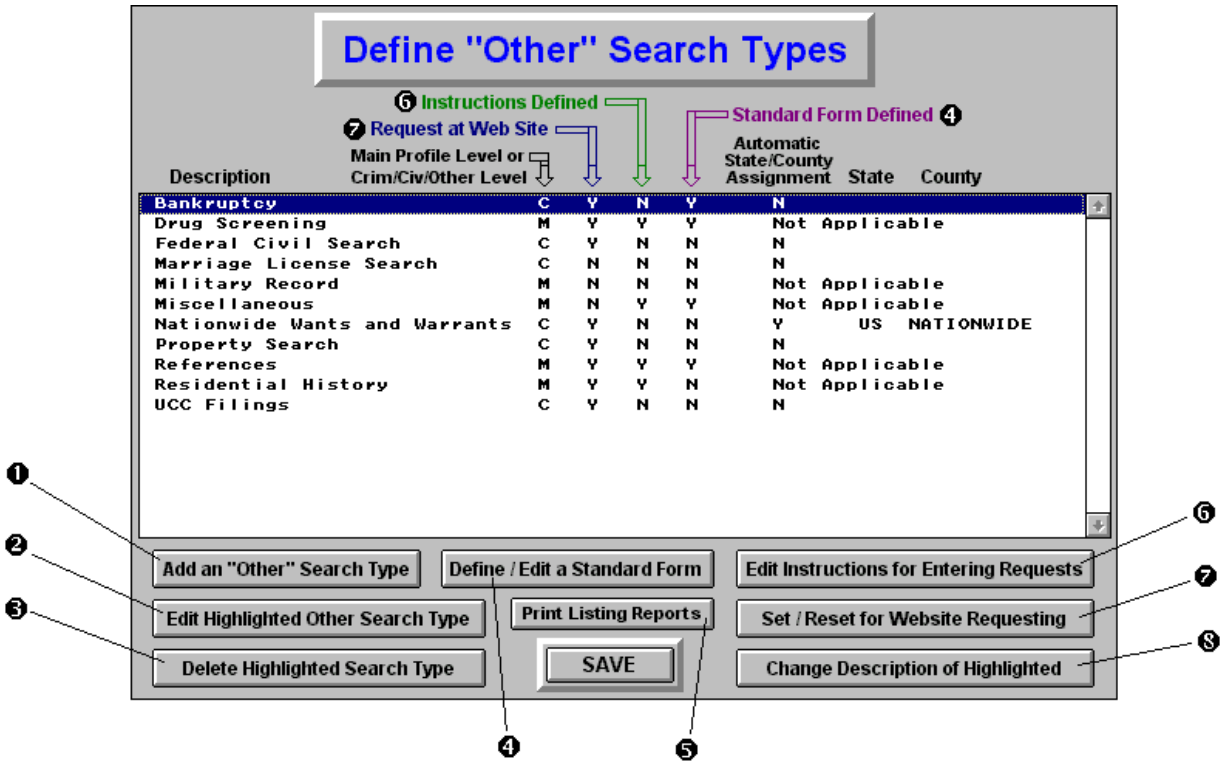
Turnaround Times:
FRS keeps track of turnaround times in many areas to allow you to track the efficiency of your business and your research sources. Turnaround time calculations take all regular business days into account and do not include weekends or any of the days included in the Holiday - Court Closings table covered above. These turnaround calculations are utilized and reported for you in the following areas within the system:

- To determine the color-coding on the Edit Subjects List
- Business Productivity Analysis screens and reports
- Overdue Pending Tracer lists
- Daily Activity Report
- Sales/Commission Report

Accessing this option: FRS Manager – Management Utilities – System File / Table Maintenance – Maintain Billing Codes Master List

This is one of the locations in the system for accessing the options provided for maintaining the system's Billing Master Lists. Please refer to **Chapter 4: Billing and Finance** for in-depth coverage of the Billing Master Lists and how they pertain to the entire billing process within FRS.

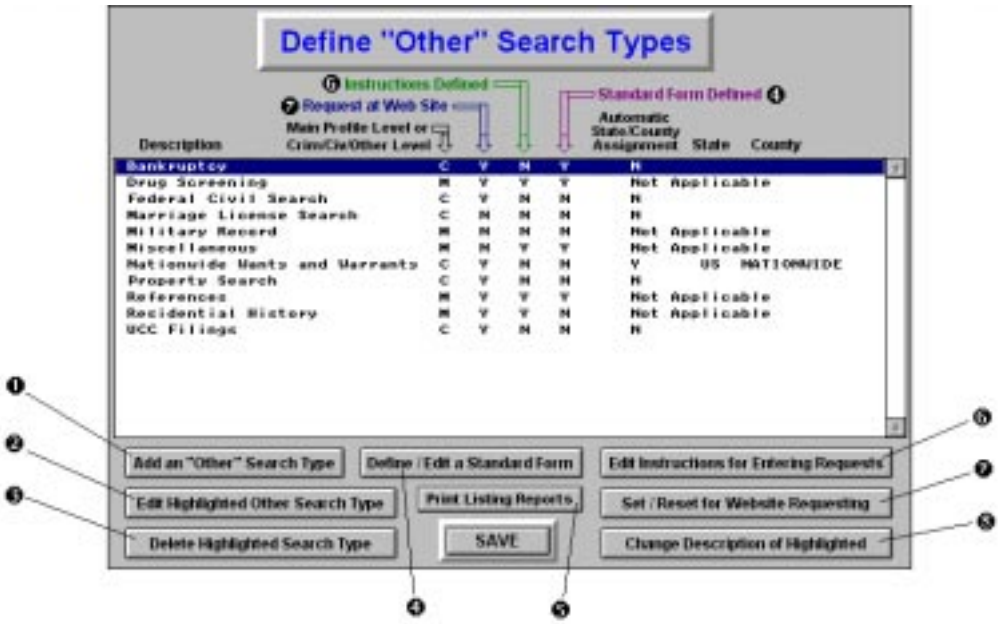
Accessing this option: FRS Manager – Management Utilities – System File / Table //Maintenance – Other Search Types



The **Other Search Types** feature is provided to allow you to define additional search types for the services you provide which fall outside of the nine main profiles already supported in the system of criminal, civil, motor vehicle check, credit report, social trace, workers comp, education, employment and professional license verification. You may create up to 40 Other Search Types for use in FRS.

There are two types of Other Search Types (OSTs) that can be defined and maintained here. The first type is the Criminal-Level OST. These are other searches that are done at the court-level and are processed in the system along with the criminal searches. This type of OST always has a state and county jurisdiction associated with it. The search requests are distributed on search lists like the criminal searches, the results are entered in and reported like the criminal searches, and are billed like the criminal searches. This is because they are based on a state/county jurisdiction, just like the criminal searches. Examples of these Criminal-Level OSTs would be Bankruptcy, Federal Civil, Marriage License, Property Search, and UCC Filings which are searched at the court level. Special searches such as Nationwide Wants and Warrants are also best processed as Criminal-Level OSTs. Please read the special topic later in this chapter on Nationwide Wants and Warrants about the suggested method of setting up and processing that search type in the system.

The second type of Other Search Types (OST) is the Main-Level OST. This is designed for other searches that should be processed like the other main-level profiles of employment, education, and professional license verifications. These OSTs are not driven by a jurisdiction. They will have different search criteria each time, but this type of OST has been designed to allow you to define the unique requirements for each of these Main-Level OSTs as needed. The search criteria for this type of OST and the results of the search are all entered into freeform fields, providing you with much flexibility in both of these areas. Examples of Main-Level OSTs would be Drug Screening, Residential History (Tenant Screening), and Reference Checks (Character/Professional/Personal). Please read the special topics later in this chapter on Reference Checks and Residential History.



❶ Choose this button to Add an "Other Search Type". This option is detailed later in this section.

❷ Choose this button to Edit an "Other Search Type" that is highlighted in the list. This option is detailed later in this section.

❸ Choose this button to delete an "Other Search Type" (OST) that is highlighted in the list. If an OST has been assigned to a subject in the main subject table, then the system will prevent you from deleting that OST, but will tell you the first subject to which the OST is assigned to allow you to research it and un-assign it if wanted.

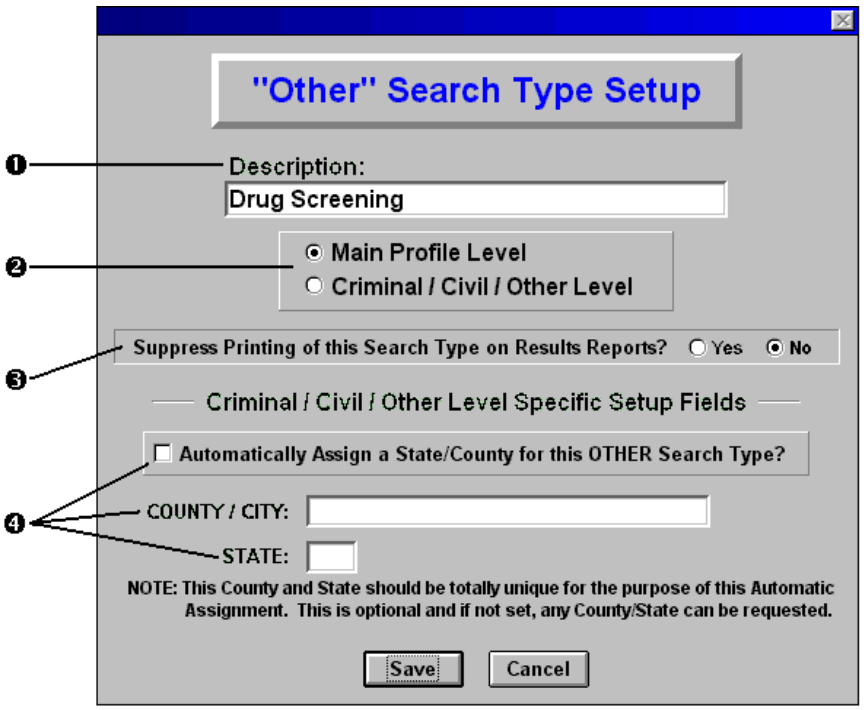
❹ To assist in entering the results for any of these OSTs, you can define a "Standard Form" which can be posted into the results field each time the particular OST is ordered and processed to provide a starting point for entering the results of the search. Standard paragraph type information or field labels can be entered in this standard form for posting at the time that results are keyed. Please read the special topics later in this chapter on Reference Checks and Residential History to see examples of how this option can be utilized.

❺ Select this button to print a variety of reports listing the Other Search Types defined in this table or the Other Search Types assigned to subjects within the system.

❻ Choose this button to enter a "set of instructions" about how to enter the search criteria for the highlighted OST. Since OSTs are processed with freeform fields, you have the flexibility of defining the required fields and information needed to process each OST. This option will allow you to write a customized set of instructions for the specific information needed to initiate each search type for a subject. These special instructions will be available for viewing on-screen within your FRS system by your data-entry and research staff and by your Remote clients in their FRS Remote software when entering new requests for each OST. These instructions are also applicable at your web site when you have licensed the FRS Web Application. These instructions are actually required for Main-Level OSTs which are set for "Website Requesting" ❼ and they serve as the only instructions to your web users on how to fill out and request each Main-Level OST at your web site. Please read the special topics later in this chapter on Reference Checks and Residential History to see examples of how this option can be utilized.

❼ This button will allow you to designate which OSTs are available to be ordered at your website if you have licensed the FRS Web Application. You may set as many of your Criminal-Level OSTs up for website requesting as you want. All of these will show up for ordering on the Criminal/Civil page of the website request wizard under the Search Type drop-down options. Up to three of the Main-Level OSTs can be set for ordering at your website and will appear on the General Information Request page at your site as checkboxes along with the other nine standard profiles. When any of these Main-Level OST checkboxes are checked on that General Information Request page, then the appropriate Main-Level OST order page will be displayed as your clients go through the request wizard. On each of these web pages, your clients will be prompted to enter the search criteria for each of the Main-Level OSTs they select according to instructions displayed on the web pages. These instructions are keyed in by you using the "Edit Instructions for Entering Requests" ❻ option detailed above.

❽ At any time, you can choose this button to change the description or rename an Other Search Type here and in all of the other tables where it is referenced throughout the system. This can even be used to change the case in which an OST was originally entered for nicer readability - for example "BANKRUPTCY" can be changed to "Bankruptcy".
IMPORTANT: All users must be out of the system in order to use this option because it affects many different system tables which will be in use.



❶ Enter the "Description" for the Other Search Type (OST). This description will be used to identify and reference this OST throughout the system on processing screens and on all reports associated with this OST, including your client's results reports. Once an OST has been added, the only way to change this description is with the "Change Description of Highlighted" button detailed on the previous page.

❷ This option allows you to select whether each OST is set and processed as a Main-Level OST or a Criminal-Level OST. These levels are explained in the previous pages of this section.

❸ If the OST is set as a Main-Level type, then this option is available to "Suppress the printing of this search type on Results Reports". This feature can be used to allow you to set up a Main-Level OST to be used in special billing situations or for special research situations where you will need to perform some research or maintain some notes for a client but not report the findings.

☞ For Example, to handle a unique billing situation where you want to charge for a criminal research package in a "by item" billing situation, you can set up three Main-level OSTs called "Criminal - 1 County", "Criminal - 2 County", and "Criminal - 3 County" and set this "Suppress Printing" option to "Yes". For each client, you can set their price for ordering each of these items to a special package price and under the "Item Billing"prices for the client, you can set the "Charge One Price for Unlimited Criminal/Civil Searches per Subject" to $0.00. Then, the system will not charge for each criminal county, but will instead charge the price you assign to these three special Main-Level OSTs. Then when a subject order is keyed in, one of these three special Main-Level OSTs can be assigned for the purpose of billing only and immediately set to "Complete".

☞ Another Example: You can set up a Main-Level OST called "Miscellaneous" and set this "Suppress Printing" option to "Yes". This Miscellaneous OST could be used for special research, special information or for any unique situation that you may need. By setting this option to "Yes", the results will not be included in the results reports to the clients. And, if needed, the price for the "Miscellaneous" Main-Level OST can be set to $0.00 for any client, or system-wide under the Item Billing Master List to prevent this search type from being billed to a client.

❹ If setting up a Criminal-Level OST, you can use this setting to have the system automatically assign pre-determined State and County descriptions to the State and County fields under the Criminal/Civil/Other order when this OST is selected for a subject. Please read the special topic on the Nationwide Wants and Warrants search later in this chapter for details on how to utilize this option.

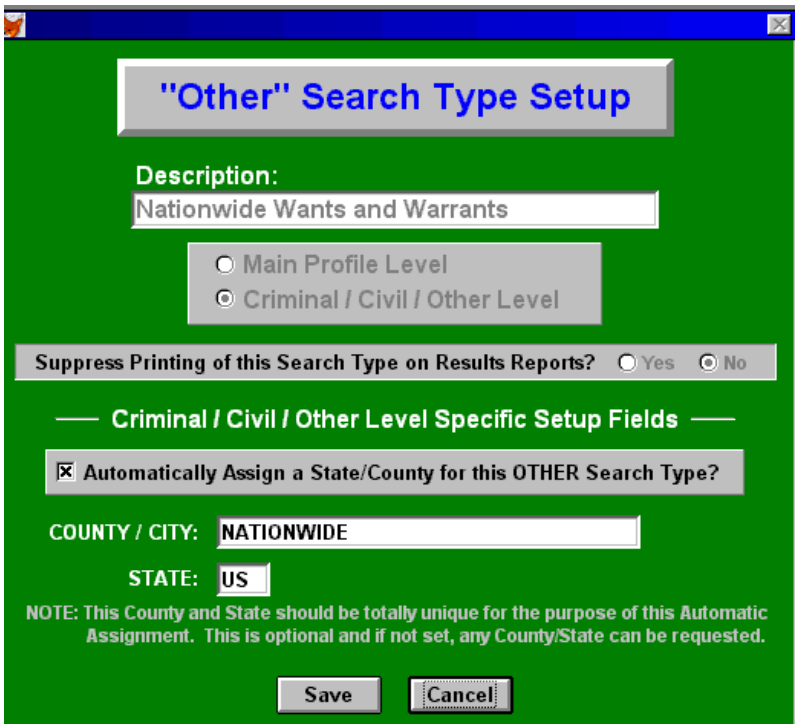
Notes on Setting up and Editing these Other Search Types:

- Option ❸ "Suppress Printing of this Search Type on Results Reports?" is only available for and applicable to Main-Level Other Search Types.
- Option ❹ "Automatically Assign a State/County for this Other Search Type?" is only available for and applicable to Criminal-Level Other Search Types.
- To enter a State and County in the fields at the bottom of this screen, the "Automatically Assign a State/County for this Other Search Type?" checkbox must be checked.
- An updated copy of the Other Search Types table is transmitted down to your FRS Remote clients with each phone call where results are transmitted back to them.

Other Search Type Applied Examples: This section provides several suggested uses for the Other Search Types within FRS.

Nationwide Wants and Warrants:

You can configure FRS to process Nationwide Wants and Warrants by setting up an Other Search Type like the example to the right.



It will need to be set as a Criminal-Level Other Search Type with the Description keyed in as "Nationwide Wants and Warrants" or as any other description you want to use for this search type.

By selecting this checkbox ☞ you have access to the two fields below it. In these fields, you can enter "NATIONWIDE" as the County/City and "US" as the State. This will instruct the system to automatically order a state/county of US/NATIONWIDE any time that this Other Search Type is ordered. Doing this will allow the Nationwide Wants and Warrants to flow through the system just like a regular county or Statewide criminal search and allow you to utilize all of the flexible system features which have been provided for the processing of criminal searches. These processing features are described below as they would pertain to this special search type:

- You can set up your research source for the Nationwide Wants and Warrants to have a geographical coverage area of US/NATIONWIDE.
- All of the Nationwide Wants and Warrants orders will be printed out onto one search list for this researcher each day during the One-Touch Search List Distribution with the state/county of US/NATIONWIDE.
- After the results are returned from your researcher, all of the No Records can be closed out quickly and efficiently using the "Set Multiples to No" option on the Edit Subjects List. Selecting this option and entering the State of "US" will bring up all of your Nationwide Wants and Warrant requests for closing out in the streamlined manner provided by the "Set Multiples to No" option.
- If Nationwide Wants and Warrant records are found, then you can select the subject(s) in the Edit Subjects List and choose the "Set Record to Yes" option. This will provide a screen for entering the search results. Since this is an "Other Search Type", you can use the "Define a Standard Form" feature (covered earlier in this chapter) for assistance with keying in the results of this search. An example of this Standard From might be:

```
An outstanding warrant was reported for this subject.

Jurisdiction:
Reporting Agency:
Date of Warrant:
Additional Comments:
```

- Billing for the Nationwide Wants and Warrants search type is as simple as setting up a package billing code or an Item Billing code for the "Nationwide Wants and Warrants (Other)" search type.

Reference Checks (Character, Professional, Personal, etc.):

You can configure FRS to process Reference Checks through the Other Search Types option. Set up a Main-Level Other Search Type (OST) and enter the name of the search type in the Description field. Reference Checks were designed for handling and processing as an OST to provide you with more flexibility in the naming of the search and in the shortcuts and unrestrictive abilities needed during the processing of Reference Checks. You can name this search type anything that you would like such as References, Reference Checks, Character References, Personal References, Professional References, etc. You can also set up multiple reference searches with different names to suit the needs of your clients and for the specific products you provide.

After adding your Reference Check OST, you can define a "Standard Form" (covered earlier in this chapter) to assist in the processing of the Reference Check. An example of a standard form for a reference check may be set up similar to the following.

```
Reference Name:
Phone Number:

Date and Time of Call:

How long have you known the applicant?

Do you consider the applicant to be trustworthy?

Would you re-hire the applicant if the opportunity presented
itself?


Researcher's comments:
----------------------
```

When the Reference Checks are processed and the results are keyed in by your staff, either during the reference calls or after, the Standard Form you define can be posted into the results field as the starting point for entering those results.

All Main-Level OSTs can be printed out on search lists during the One-Touch Search List Distribution process. If your Reference Checks are handled by your in-house staff, they can be set up as a researcher in your researcher list, assigned as the researcher for these Reference Checks, and each day, they can receive a printed search list with all of the pending reference checks to be processed. The person(s) performing the reference checks can work from the printed search list(s), pull up the subject for which the reference is being checked, and key right into the subject's results screen while conducting the check.

Residential History (aka Tenant Screening):

You can configure FRS to process Residential History verifications to handle any Tenant Screening services that your company provides as an Other Search Type (OST). Set up a Main-Level Other Search Type (OST) and enter the name of the search type in the Description. You can title this search Residential History, Residential Screening, Tenant Screening, etc. to handle the specific needs of the services that you provide.

After adding your Residential History OST, you can define a "Standard Form" (covered earlier in this chapter) to assist in the processing of the Residential History. An example of a standard form for a Residential History check may be set up similar to the following.

```
Name of Apartment Complex:
Address of residence:
Phone Number:
Landlord:

Date and Time of Call:


Number of years renting?

Number of months with late rent?

Number of Non-sufficient Funds?

Was the deposit returned?



Researcher's comments:
----------------------
```

When the Residential History checks are processed and the results are keyed in by your staff, either during the reference calls or after, the Standard Form you define can be posted in the results field as the starting point for entering those results.

All Main-Level OSTs can be printed out on search lists during the One-Touch Search List Distribution process. If your Residential History checks are handled by your in-house staff, they can be set up as a researcher in your researcher list, assigned as the researcher for these Residential History checks, and each day, they can receive a printed search list with all of the pending Residential History checks to be processed. The person(s) performing the Residential History checks can work from the printed search list(s), pull up the subject for which the Residential History is being checked, and key right into the subject's results screen while conducting the check.

The Flexible Research System maintains seven Lookup Tables. These tables cut down on much of the redundant data-entry by storing commonly used/keyed data in these tables for Lookup and applying into the appropriate fields when needed. There are two types of Lookup tables, Incremental Build and Pre-Built. Incremental Build tables will automatically add newly-entered information as the system is used. This information is then available for lookup and applying. Pre-Built tables are provided with valuable information that can also be modified by you as needed.

Each of these Lookup Table types is detailed below.

Incremental Build Lookup Tables:

These five tables are built using the data keyed into FRS as the system is used. This information is then available for lookup and pasting at any time thereafter.

Criminal Charges Table - When entering criminal results into the system, the Criminal Charges field is supported by this table. Users can Click on the [Lookup] button to pull a previously-entered Criminal Charge. If the Criminal Charge that the user needs is not available in the table, they can key in the new Criminal Charge and it will automatically be added to this table. It will then be available the next time it is needed, and any user can, at that time, look it up and paste it from this table.

Disposition Table - When entering criminal or civil results into the system, the Disposition field is supported by this table. Users can Click on the [Lookup] button to pull a previously-entered Disposition. If the Disposition that the user needs is not available in the table, they can key in the new Disposition and it will automatically be added to this table. It will then be available the next time it is needed, and any user can, at that time, look it up and paste it from this table.

Court Lookup Table - When entering criminal or civil results into the system, the Court Description field is supported by this table. Users can Click on the [Lookup] button to pull a previously-entered Court Description. If the Court Description that the user needs is not available in the table, they can key in the new Court Description and it will automatically be added to this table. It will then be available the next time it is needed, and any user can, at that time, look it up and paste it from this table.

Civil Case Type Lookup Table - When entering civil results into the system, the Civil Case Type field is supported by this table. Users can Click on the [Lookup] button to pull a previously-entered Civil Case Type. If the Civil Case Type that the user needs is not available in the table, they can key in the new Civil Case Type and it will automatically be added to this table. It will then be available the next time it is needed, and any user can, at that time, look it up and paste it from this table.

Employer Lookup Table - This table is handled differently from the other Incremental Build Tables. When Employment Verifications are processed for a subject, each time an individual employment verification is saved, the system compares the information for that employer against all of the employers in this table. If it is a new, unique employer, then it is added to the Employer Lookup Table. When entering new employment verification requests, the user can choose the

button and select a previously keyed employer from the list. This will pre-fill the employment verification request with the employer name, location, phone, fax and supervisor name using the information from the Employer Lookup Table. If a new employer is keyed into the employment verification that is not already in the table, then when that employment verification is saved, the new employer will be added to the table.

How Incremental Lookup Tables are Built On-The-Fly:

This information does not apply to the Employer Lookup Table.

When new information is entered into the fields as described above, new words and word groups are pulled out and placed into the tables for future lookup. When a large amount of information is entered, only the first part of that is pulled out and placed into the tables. Words are read from the beginning of a field until one of the following is encountered:

☞ a **comma** (**,**), a **slash** (/), or **a new line is begun** (where **<Enter>** was pressed).

All characters from the beginning of a field, up to the first occurrence of one of these items is captured and placed into a table, unless the phrase already exists in the table, so no duplicates will be maintained.

NOTE: The Incremental Lookup Tables can be modified manually through the Maintain Lookup Tables option covered later in this chapter to add new entries and delete any unwanted entries.

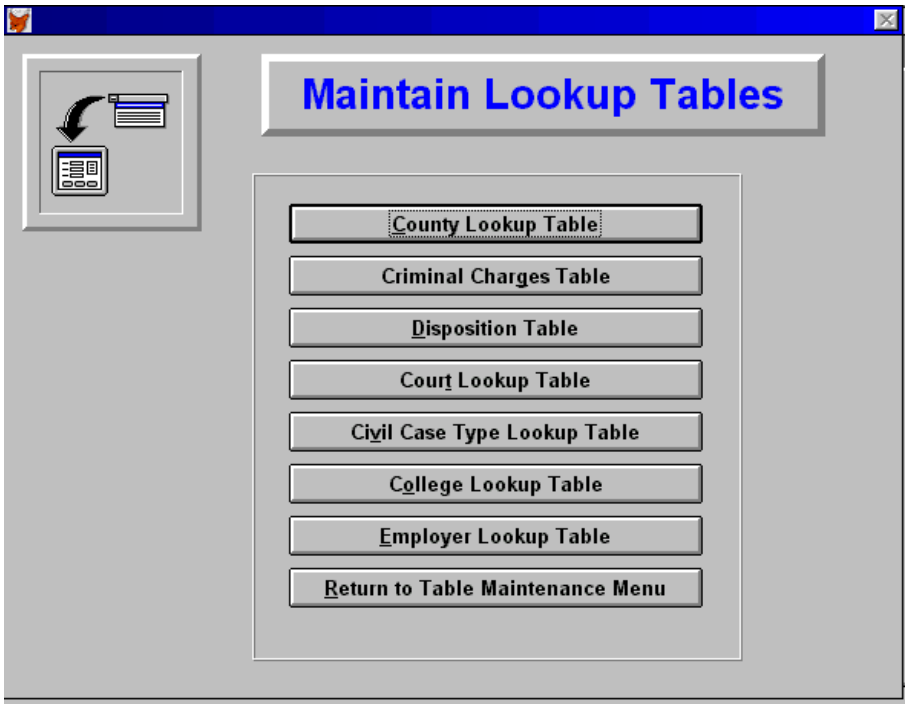
Pre-Built Lookup Tables:
These two tables are supplied with your new software installation and are already populated with information.
County Lookup Table - This is a table which comes pre-loaded with 45,000+ State and County records. It contains every zip code in the U.S. and each of the U.S. Territories, each of the states in Mexico and each of the provinces in Canada. This table is used when entering criminal and civil requests to look up the counties for research based on the zip code or city/state. It also includes some "Associated Counties" for certain zip codes which branch into more than one county.
College Lookup Table - This is a table which comes with more than 8100 colleges, universities, community colleges, technical and trade schools. For each of these schools, the city, state, zip, phone and some fax numbers are provided. This information is accessible from the Education Verification screen to allow you to look up a college and auto-fill the corresponding education verification fields for instant on-line access to this information to speed up the verification process.
NOTE: *Because all FRS clients do not provide education verifications, the College Lookup Table comes as an "add-on" option with FRS. If you have not yet purchased this add-on option, then this table will not be accessible from your system.*

NOTE: The Pre-Built Lookup Tables can be modified manually through the Maintain Lookup Tables option detailed below to add new entries and modify or delete any existing entries.

The "Maintain Lookup Tables" Menu:

Accessing this option: FRS Manager – Management Utilities – System File / Table Maintenance – Maintain Lookup Tables

From this menu you can gain access to each of these Lookup Tables to manually modify their entries. You can add new entries and delete entries. You can edit the entries in three of the seven tables. More details are provided below.



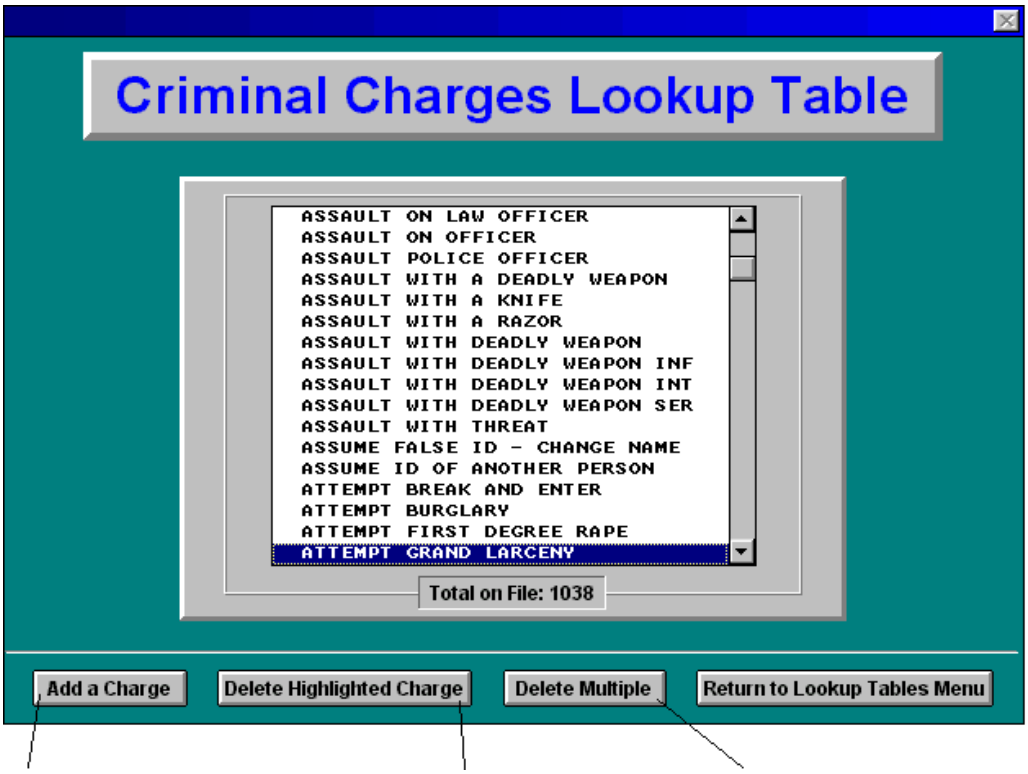
College Lookup Table
Employer Lookup Table
Choose either of these options to edit these two tables. You will be able to add new entries, delete any entries and edit any of the existing entries.

County Lookup Table
Select this option to maintain the County Lookup Table. You will be able to add new entries, delete any entries and edit any of the existing entries. When editing the County Table entries, you will have the option to edit "Associated Counties" for any zip code. The Associated Counties option allows you to set up additional counties for each zip code in those areas where a zip code expands into multiple counties. This option can be utilized when assigning counties for criminal and civil research to include these associated counties for research and provide you with a "Metro Search" option.

Criminal Charges Table
Disposition Table
Court Lookup Table
Civil Case Type Lookup Table

Each of these four tables are Incremental Build tables. They will grow in size due to the information that will be added to them through the normal use of the system. This may require periodic editing of these tables to clean up table entries which may make the lookup tables cumbersome to use in the criminal result entry sections of the system. You may also edit these tables to add any additional entries which you wish to be available for lookup when entering criminal results.

These four tables are edited using the same format. This format is detailed below. Although this example details the Criminal Charges Lookup Table, all four of these tables will have this same style of editing screens.



Choose this button to add a new entry to the lookup table.

Choose this button to delete the highlighed entry from the lookup table.

Choose this button to delete multiple entries from the lookup table. You will be taken to another screen with each of the table entries listed. From that screen you can select each entry that you wish to delete and put a checkmark beside it. Then when all desired entries have been checked, you can delete all of the selected entries in one shot.

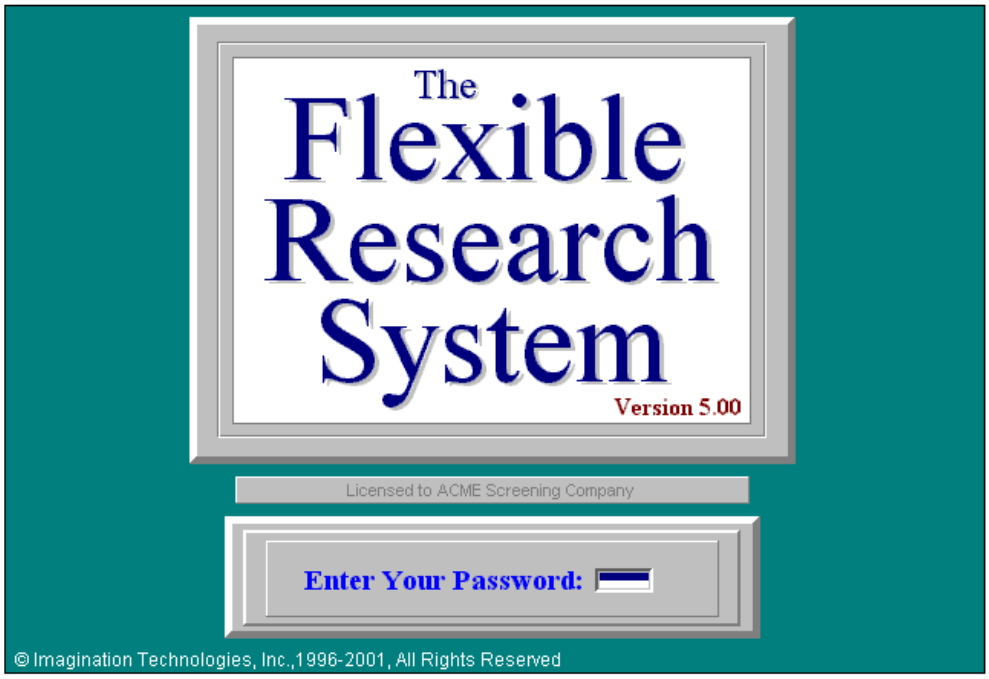
System Setup for the following options are covered elsewhere in this manual.

- Options for setting up and defining the system Billing Codes are covered in Chapter 4: Billing and Finance.
- Setup for FRS Connect sites to dial out and for calls to come in, modem setup, and user notification is covered in Chapter 6: Utilities.
- Setup for FRS Remote sites to dial in and special Remote site settings is covered in Chapter 6: Utilities.
- Setup for the FRS Fax Server and faxmodem setup is covered in Chapter 6: Utilities.
- Setup for the FRS Automation Server is covered in Chapter 6: Utilities.
- Setup for the FRS Web Site Server and Setup for the FRS Website Interface are covered in Chapter 6: Utilities.

Each of your daily system users will work in the main FRS application (FRSWIN.EXE) and should have a shortcut to this program set up on their desktop. Appendix C explains how to set up this shortcut on the user's workstations.

Logging into FRS Each Day:

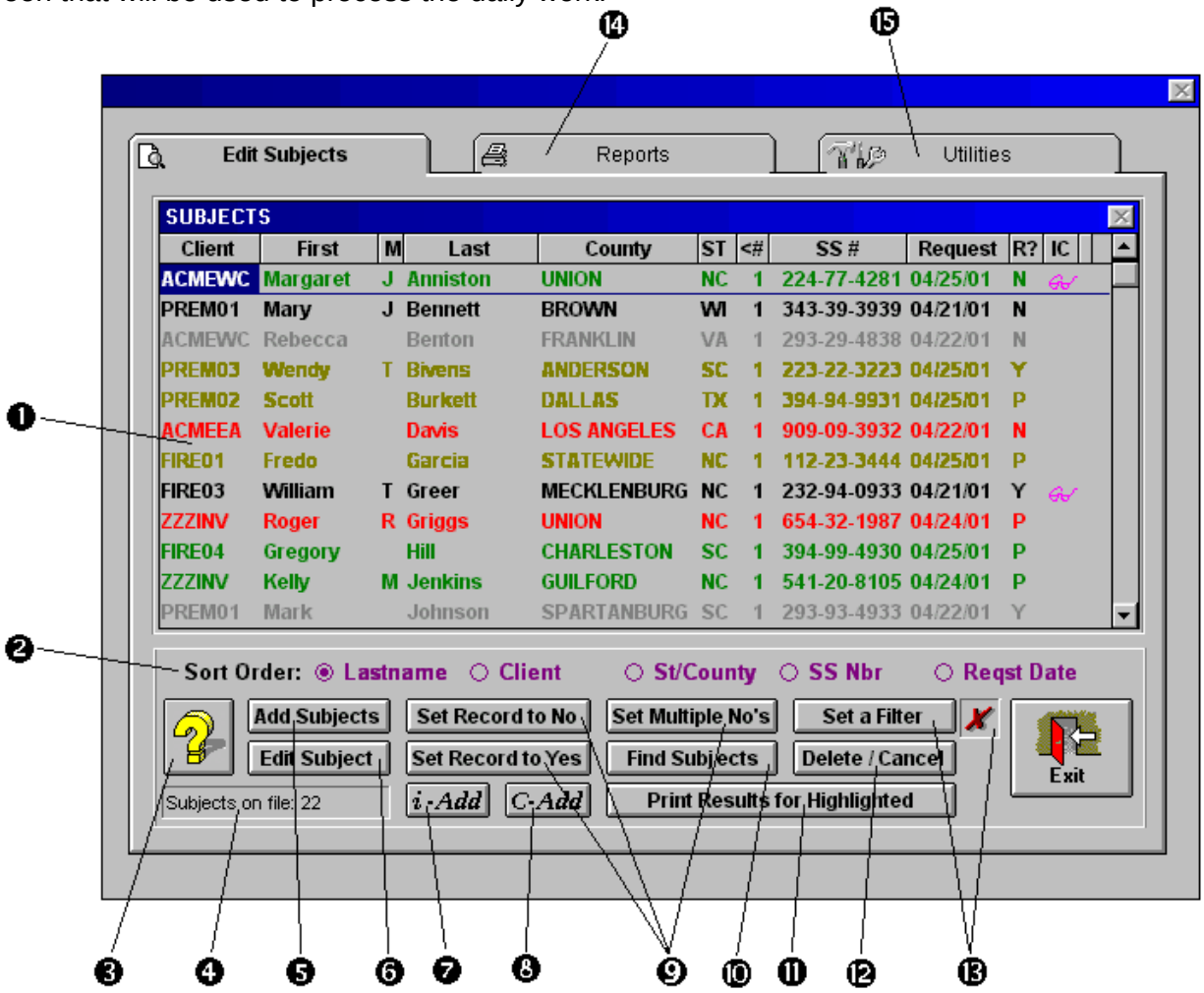
Each day, when the main FRS application is run, the following login screen is displayed.



Each system user will key in the User ID/Password assigned to them by a system administrator during the system setup process. If the wrong password is entered, after four unsuccessful attempts to log in, this screen and the program will close.

NOTE: Upon entering this screen, the focus of the screen will already be in the password field. The user should begin typing their password before pressing any other keys or clicking the mouse. Clicking the mouse in the password field may cause unnecessary spaces to be placed into the field and this will cause problems with password validation.

After successfully logging in to FRS, the "Edit Subjects" list will be displayed. This is the main screen that will be used to process the daily work.



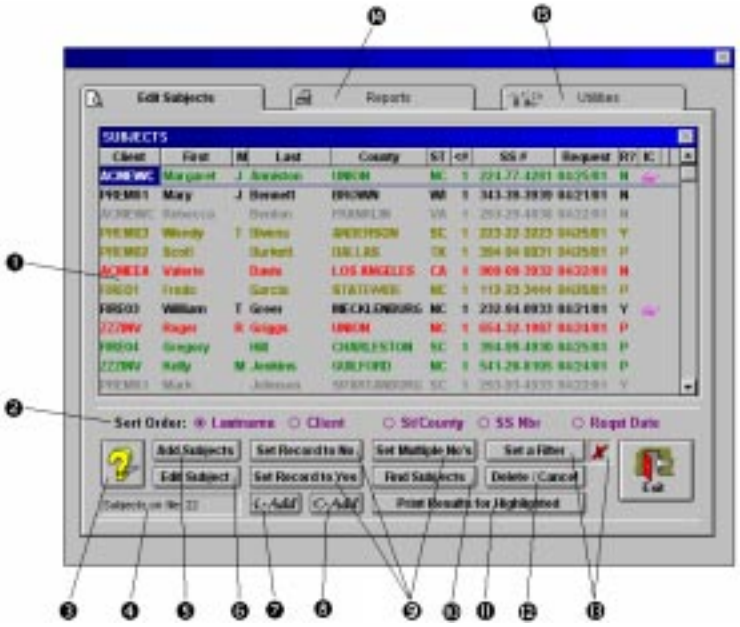
❶ This is the main subjects listing. This list can be navigated by using the PgUp/PgDn and up/down arrow keys, or with the mouse using the scrollbar on the right. This listing (like all listings in FRS) can be searched using Alpha-Search. This allows you to type the first few characters of the item for which you are searching and the listing will automatically scroll to that information. The Alpha-Search feature provides you with a one-second time frame to type the characters for which you will be searching. This time frame may require a short period getting used to this, however it will provide an extremely efficient means of searching the various lists in FRS.

Note: See the *Maintain General System Defaults* section of Chapter 2: System Setup for details about using the **Expanded "Edit Subjects" List** option to view additional subject columns in this list.

❷ The subject listing is displayed in the order set by this option, the "Sort Order:". You can click on either of the five radio buttons beside the "Sort Order:" label to change the order that the listing is sorted and the list will automatically switch to the new order. This Sort Order also affects the Alpha-Searching on this screen. When alpha-search characters are keyed, they will be searching the field in the list which is set by the "Sort Order" option at the time.

❸ To view a help screen with the latest details about the "Edit Subjects" screen, click on this help button This help screen will include detailed descriptions of each column of information, legends for the color-coding scheme and the icons displayed in the IC column and info about the push-button options at the bottom of the screen.

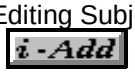
❹ This display will always show the total number of subjects in the main subject table at any time. Please note that this count does not include subjects that have been deleted. To get a totally accurate count, you should run the "Rebuild System Tables" option to purge any deleted records out of this table.



(continued from the previous page)

❺ Select this button to Add Subjects to the main subjects table here. This option is covered in greater detail later in this chapter in the section entitled "Adding and Editing Subjects".

❻ Select this button to Edit the Subject which is highlighted in the list. You can also double-click on the highlighted line with the left mouse button to edit a subject. This option is covered in detail later in this chapter in the section entitled "Adding and Editing Subjects".

❼ The "Internet-Add" or  button will import any requests which were keyed by your clients at your website. This option is only available when you have licensed the FRS Web Application and FRS Web Interface. The requests which are available here are retrieved from your website by the FRS Web Site (❼) Server. The system can be programmed to notify specified users whenever there are new requests to be imported here. See the *Notification* section under FRS Connect/FRS Remote in Chapter 6 - Utilities for more details. This option is covered in more detail later in this chapter in the section entitled "Internet Add (*i-Add*)".

❽ The "Connect-Add" or button will allow you to import any requests which have been received from your FRS Remote clients and FRS Connect clients, as well as any research results received from FRS Connect researchers. The system can be programmed to notify specified users whenever there are new requests or results which have been received by modem and are ready to be imported here. See the *Notification* section under FRS Connect/FRS Remote in Chapter 6 - Utilities for more details. This option is covered in more detail later in this chapter in the section entitled "Connect Add (*C-Add*)".

❾ These three buttons are provided to streamline the process of closing out the Criminal/Civil portions of a subject's background check. Select a subject in the list and highlight it. Then, you can choose the **Set Record to No** button to set the highlighted subject to "No Record". Or you can choose the **Set Record to Yes** button to bring up the appropriate screens to key in the results for the highlighted subject when a record has been found for that subject. The **Set Multiple No's** button will allow you to set a batch of subjects to "No Record" in one quick, easy step. If the selected subject does not have a Criminal/Civil/Other order but does have a **Motor Vehicle order**, then the **Set Record to No** and **Set Record to Yes** buttons will work for closing out the MVR order. The **Set Record to Yes** button will bring up the MVR summary field for the highlighted subject and allow you to key in that MVR information. If the **Set Record to No** button is selected for a highlighted subject with an MVR order, then the system will set that MVR summary to the special wording that has been entered in the system's Subject Editing Defaults under the "Wording for Auto-Closeout of MVR Clear (No) Records". This wording is set to "A Clear Driving Record was Found" when your software is first installed, but you can go to the Subject Editing Defaults and change this wording to any phrase which you choose.
NOTE: When an MVR *and* a Criminal/Civil/Other profile has been ordered for a subject, then the Criminal/Civil/Other request takes precedence and the MVR closeout options are not available. The **Set Multiple Nos** option is covered in more detail later in this chapter.

❿ The alpha-search capabilities of this list (explained on the previous page) provide the ability to search for subjects by name, SSN, client, St/County, or request date. The **Find Subjects** button presents a menu which provides additional searches into the main subjects table. This option allows you to search by a subject's Date-of-Birth, Reference Number, A.K.A.(s), Driver's License Number (when MVR ordered), Employer (when Employment Verification ordered), or by Educational Institution (when Education Verification ordered).

⓫ To print a quick results report for a subject, highlight a subject in the list and select this button. If the subject is not yet completed, a partial report can be generated. To print batches of results, refer to the "Report Results to Clients" section in this chapter.

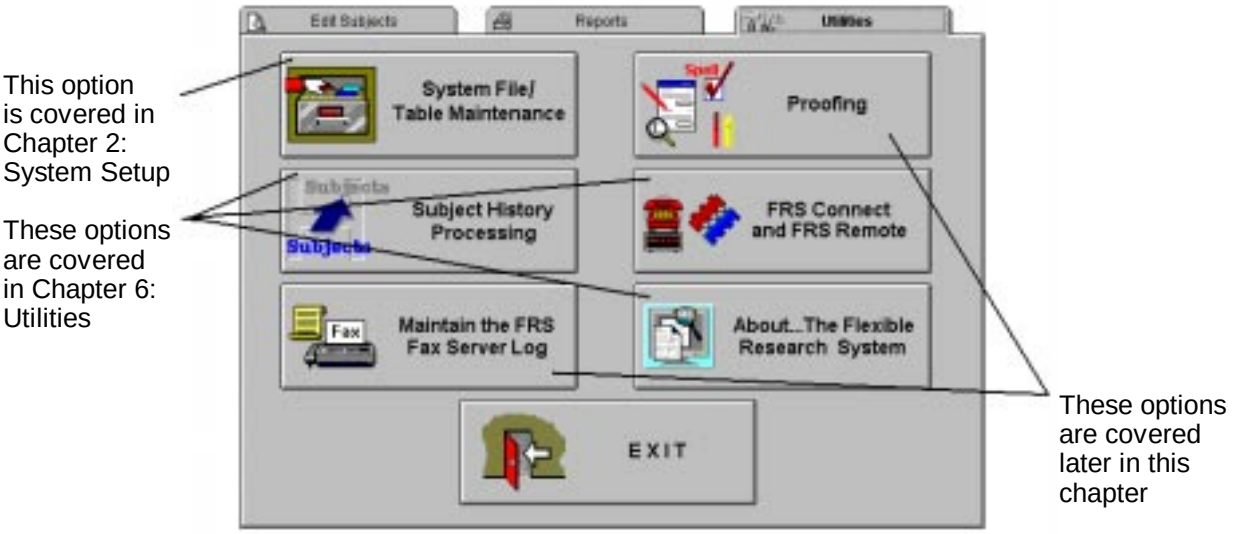
⓬ To delete a subject in the list, highlight the subject and select the **Delete/Cancel** button. System Administrator rights are required to delete subjects. There is also a feature under this option to "Delete an Entire Batch" of requests to handle a situation such as a client transmitting a duplicate batch of requests to you.

⓭ Choose the **Set A Filter** option to set a filter with a combination of up to 12 different pieces of subject information to allow you to view and process a subset of subject requests.

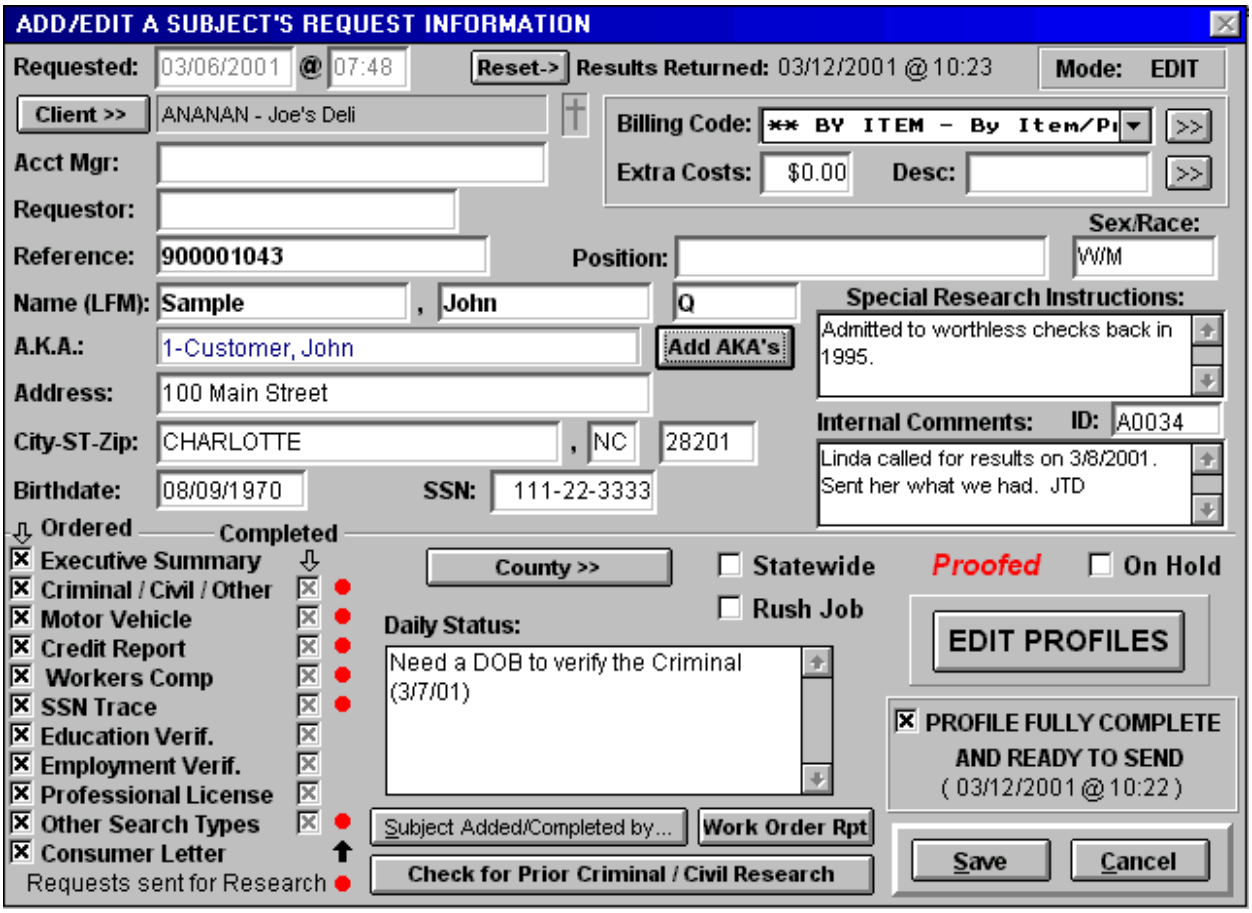
☞ When a filter has been set, a green checkmark is displayed next to the **Set A Filter** button. When no filter is set, a red X is displayed there. Any time that a filter is set, it can be cleared by choosing the **Set A Filter** button then choosing the No Filter button on the "Set a Subject Record Filter" screen.

⓮ Click on the Reports tab to access the Reports Menu.

⓯ Click on the Utilities tab to access the Utilities Menu.



Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject



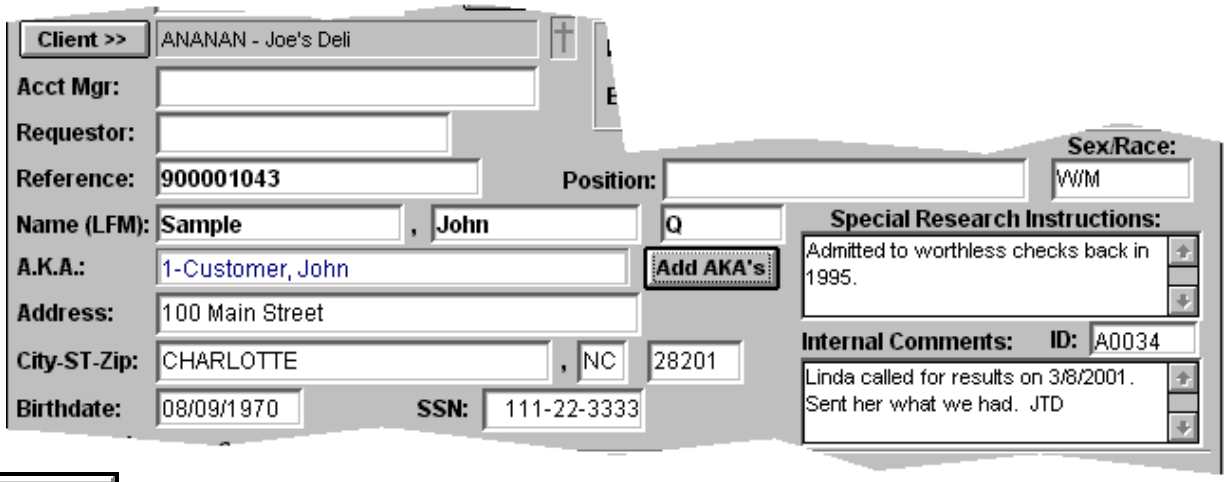
This screen represents "the processing center" for FRS, so this section of the manual will dissect this option in great detail for you.

Requested: The date and time requested are displayed here. When adding subjects, this date and time default to the system date and time on the workstation where the request is entered. When adding a subject, these fields are available for editing and can be changed from the default system time. Once a subject has been saved and you access a subject in "Edit" mode, the request date and time are "frozen" and these fields are disabled.

Reset – > and **Results Returned:** When the results are returned to the client, the returned date and time will be displayed here. After an individual subject's results have been returned, you can reset this returned date/time and the "sent" status by clicking on the **Reset – >** button so that the results can and will be re-sent.

Mode: When working with a subject, this setting will indicate whether you are in "Add" mode or "Edit" mode.

Entering the Details for a Subject



Client >> The client for which the subject has been requested is selected by clicking on this button. This will display the client lookup list in a view-only mode. Only the clients who are set as "current" will be displayed in this list and be available for assigning to subjects. The main client details can be viewed from the list as well as any notes which have been keyed for a client. When Special Instructions/Notes have been set for a client, they will be indicated on the client lookup list and above on the Add/Edit Subjects screen with a cross (†) next to the client name.

Acct Mgr: The Account Manager is optional but can be used internally to track the user assigned as accountable for a subject and/or it can be used to track Account Managers in your office for sales commissions purposes. This field can also be pre-filled by default for each subject by client as detailed in Chapter 2: System Setup under the *Maintain General System Defaults* & *Maintain Client List / Adding and Editing Clients* sections.

Requestor: The name of the person at the client site making the request can be optionally included here.

Reference: A reference number can be included here. The client can specify the reference number or this field can be used for your own internal reference numbers. In the *Maintain General System Defaults* section of Chapter 2: System Setup, a system feature is explained which will allow you to turn on an option and have the system generate a unique reference number for each subject added by setting the reference number to the system's internal work order number. When this option is used, the reference field will be disabled to prevent accidental deletion of the system-generated number. Another special setting can be utilized at the client level to require a reference number for any particular client. This is covered in the *Maintain Client List / Adding and Editing Clients* section of Chapter 2: System Setup.

Position (Second Reference Number): The name of this field can be changed to meet the specific needs of your company. It can be used as the Position field or it can be renamed under the *Maintain Subject Editing Defaults* option to serve a different purpose.

Name (LFM): Enter the subject's name in **L**ast, **F**irst **M**iddle order here. The first and last names are required. If you do not know the subject's name but only the SSN and are retrieving a Social Trace report to obtain the name and additional information, enter NAME UNKNOWN or something similar until the Social Trace has been retrieved and the correct name can then be entered here. If you are performing a background check on a company, such as a civil search, split the name of the company among the last, first and middle name fields.

A.K.A.: If the subject has AKA(s) or Alias(es), you can click on the **Add AKA's** button and enter up to three AKAs per subject. If you have more than three AKAs for a subject, you will have to enter the additional ones as additional subject requests or place them in the Special Research instructions field. When entered here, the AKAs are sent out on criminal/civil search lists for research. If you do not wish to have AKAs sent for criminal research, then they can be entered in the Internal Comments field on this screen or in the Additional Applicant Info fields under each subject's Employment, Education or Professional License verifications screens. You also have the option of not entering AKAs on this screen and instead entering them as separate subject requests. An option covered later in this section called "Duplicate Last Subject Record" was provided to help accommodate this method of entering AKAs. The AKA is printed on each subject's results reports when it is entered here. See Chapter 4: Billing and Finance for information on charging for AKAs.

Entering the Details for a Subject

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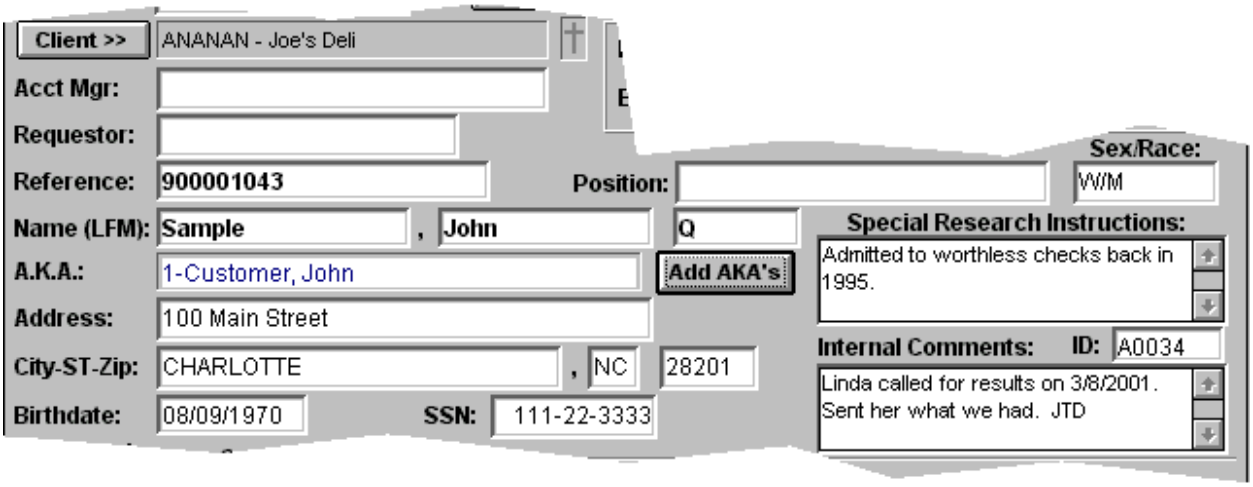


Sex/Race: This field can be used to enter the sex and or race of the applicant when provided. It is only ten characters in length, so abbreviations must be used. For example, White Male can be entered as W/M. This field is only required if you are licensed with the FDLE interface and a Florida Statewide search is requested.

Address: When the subject's address is provided, it should be keyed here. A full address is only required when a credit report, a "re-trace" type of social trace report, or a consumer letter has been requested for a subject.

City-ST-Zip: The subject's City, State and Zip should be entered here. The State is required for all subjects. All three of these fields are required when a credit report, a "re-trace" type of social trace report, or a consumer letter has been requested for a subject. When a Criminal/Civil/Other profile has been requested, the system will perform Automatic County Lookup, if desired. This feature requires either that the Zip Code or the City and State are entered here. See the *Automatic County Lookup* section later in this chapter for more details on this. If only a Criminal/Civil/Other profile has been ordered, the exact county that should be searched can be entered in the City field along with the State and that State/County (entered into the City field) will be assigned as the State/County to search.

Birthdate: The subject's date-of-birth should be entered here when known. If you do not know the year, then 1900 should be entered for the year (because no one born in 1900 would be screened in the 21st century) or you can enter the month and day in the Special Research Instructions field for including it on the search lists for the criminal researcher. A complete Birthdate is required for the following searches:

- a Florida Statewide if you are licensed for the FDLE interface
- a Colorado Statewide if you are licensed for the CBI interface
- a Motor Vehicle Search in certain states when you are licensed for the IIX interface

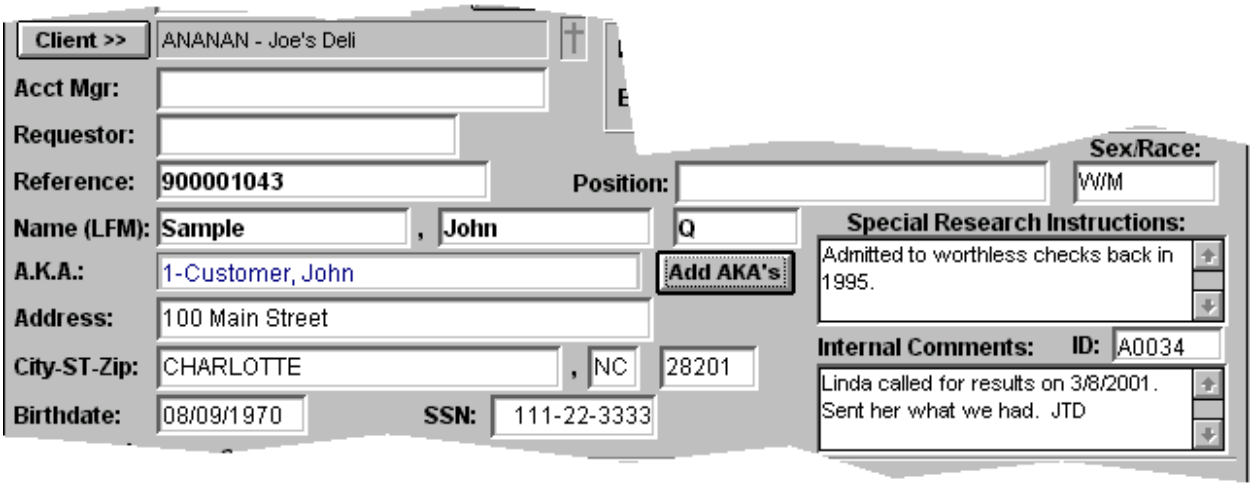
Note: The Birthdate of all subjects can be searched from the "Find Subjects" option on the Edit Subjects List.

SSN: The subject's Social Security Number is entered in this field. This field is required. If you do not know the SSN for a subject, then key in 999-99-9999.

Note: As soon as the SSN is entered, the system will compare the subject's SSN and Name to the main subject table, the subject history table and the subject archives table to identify any duplicate subjects. If a potential subject match is found, a screen is displayed with the potential match as well as the other closest matches in list form. A button on that screen will allow you to view the details of any of those possible matches for verification. If an exact match is found and the previous search included a criminal record, you can retrieve the Yes Records to pull them forward to the new search by using the "Check for Prior Criminal/ Civil Research" button which is explained later in the chapter.

Entering the Details for a Subject

(*continued from the previous page*)



Special Research Instructions: This field will allow you to type up to 150 characters of special instructions which will be communicated to the researcher performing the research on this subject. The Special Research Instructions are printed on the criminal and MVR search lists and pending tracer lists and also transmitted to other FRS Connect sites performing research for you.

Internal Comments: This field can be used internally to keep notes and tracking information on the research processing of each subject. These comments are only seen by the system users in your office and are never transmitted to FRS Remote or FRS Connect sites. The Internal Comments print on only one report, the Work Order Report, which is detailed later in this chapter. In cases where the Work Order Report is printed for the purpose of sending to a client, this field and others can be suppressed.

Note: When the Special Research Instructions or Internal Comments are filled out, a special eyeglasses or bomb icon is displayed in the IC column of the Edit Subjects List.

Internal ID: This is another internal field that can be used for any special purpose that you may need. It can be used for special billing purposes or tracking of special work assignments. It is only applicable when processing subjects from the Edit Subjects list and appears on no reports. It can be used as part of a filter setting when you choose to Set a Filter from the Edit Subjects list. When using the Expanded "Edit Subjects" List (see the *Maintain General System Defaults* section of Chapter 2: System Setup), the Internal ID field is available as a column on the Edit Subjects List and is one of the options for the Sort Order of this list.

Subject Field	Other Special Uses Throughout the System
Reference	Any client's Billing Lists can be sub-totaled by the Reference Some Business Productivity Analysis reports can be summarized by Reference The Reference field can be searched from the "Find Subjects" option on the Edit Subjects List
Position (2nd Reference Field)	Any client's Billing Lists can be sub-totaled by the Position (2nd Reference field) Some Business Productivity Analysis reports can be summarized by the Position (2nd Reference field)
Account Manager	Subjects can be filtered by the Account Manager from the "Set a Filter" option The Business Productivity Analysis can be filtered by the Account Manager The Sales Commission report can be generated by Account Manager

Setting the Billing Code to Charge for Each Subject

Chapter 4: Billing and Finance describes how to set up billing codes and item billing prices within your system. Those prices and billing codes are utilized on this screen to allow you to set up each subject for its own unique pricing needs.

❶ Each subject requires some type of billing code assignment. Like the example above, a billing code of **** BY ITEM** will instruct the system to read through the "per item" prices which you establish system-wide and by client to build the price for a search request based on the profiles ordered. You can also set up and assign Package Billing Codes here when you want to provide a package price for a subject's search request order. Click on the Billing Code drop-down field to choose the billing code to assign to the subject. The only options which will show up in the list are **** BY ITEM** and any Package Billing Codes which have been assigned a price for the client assigned to the subject. A Default Billing Code can be assigned for each client to always pre-populate this field for each new subject that is added. Details on this are covered in the *Maintain Client List / Adding and Editing Clients* section of Chapter 2: System Setup.

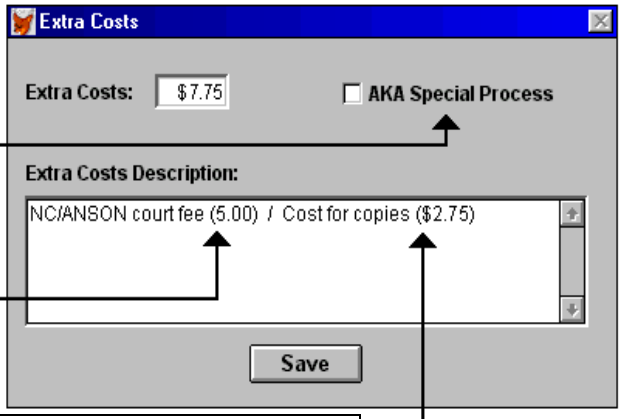
❷ This first [>>] button can be used to create a Package Billing Code on-the-fly when needed. Clicking on this button will take you to the screens which will allow you to enter a new package billing code, give it a descriptive name, and set the price to be charged to the current client for the package. This information will be saved into the appropriate billing tables for future use and this new package billing code will be assigned as the billing code for the current subject.

❸ This field can be used to charge any Extra Costs associated with the research for a subject. Descriptions of the extra costs can be keyed into the **Desc:** field. Using the Special Instructions/Court Fees table, the system can be programmed to automatically fill these extra costs fields with court fees when certain county and statewide jurisdictions are selected for criminal or civil research. These fields can also be manually modified to enter any type of Extra Costs for which you need to charge.

❹ This second [>>] button will take you to a larger editing screen to allow for better editing of the Extra Costs description and price:

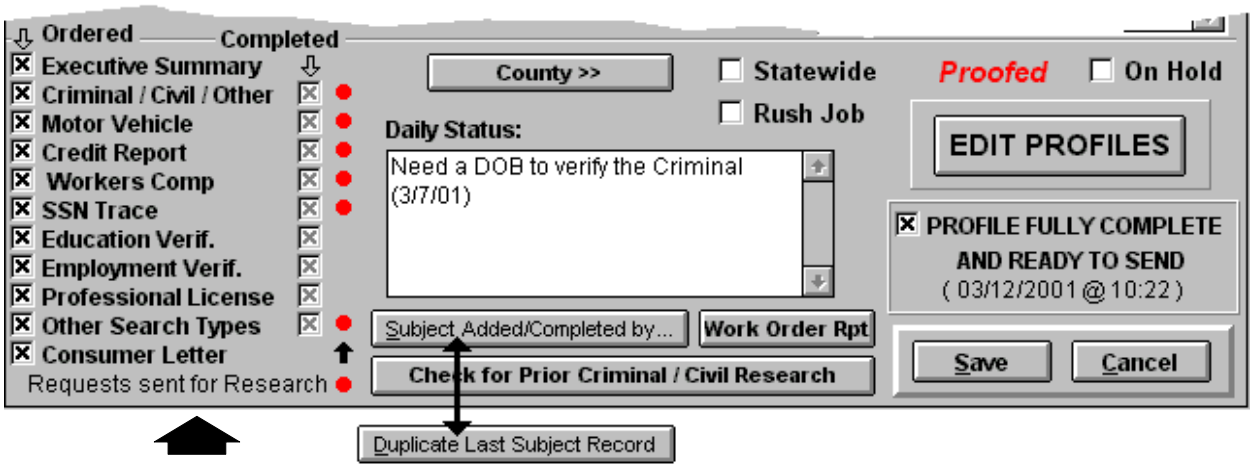
You can check this box to apply the AKA Special Process to this subject. This is covered further in the *Maintain General Defaults* section of Chapter 2.

Example of a system-added Extra Cost based on entries in the Special Instructions/Court Fees Table



Example of an Extra Cost that you can key into the Extra Costs field

Placing and Processing the Order for a Subject



Ordered and Completed : This section provides checkboxes for the different profiles available for searching. Click on the items in the Ordered column to order the searches. The Completed column is for viewing only on this screen and can be changed as needed under the "Edit Profiles" option shown here. The Ordered checkboxes can be pre-set for any order by client, by each client's package billing code assigned, or via a system-wide default profile order. To learn more about these options, look in the Index under "Default Profile Order".

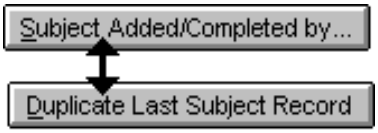
Requests Sent for Research: This column of red dots will indicate when each search type request has been sent out for research. The Employment, Education and Professional License verifications are not applicable for this option as they are normally performed in-house.

County >> Select this button to perform a "County Lookup" to assign State/County combinations to search when the Criminal/Civil/Other profile is requested. This button can be programmed to either take you to the County Lookup Table or to the Criminal History request screen. This setting is controlled under the "Maintain Subject Editing Defaults" screen. For a detailed explanation of how the county lookup process works when ordering the Criminal/Civil/Other profile, refer to the "Automatic County Lookup" section later in this chapter.

❑ **Statewide:** When this box is checked, it will be used by the county lookup option to order a criminal or civil Statewide search for the state entered into the address field on this screen. Refer to the "Automatic County Lookup" section later in this chapter for details about this entire process.

❑ **Rush:** If the subject request has been ordered from your client as a Rush Job, you can select this checkbox. The Rush setting will appear on the all search lists & pending tracer lists. **Note:** When the Rush checkbox is checked, a special clock or bomb icon is displayed in the IC column of the Edit Subjects List.

Daily Status: This field is used to record special information to report to the clients about the status of an on-going subject investigation. It can be used to indicate when additional information is needed on a subject such as a date-of-birth or to report other delays in processing a request. The contents of this field are printed on the Daily Status Report (covered in Chapter 5: System Reports) and the Subject Work Order report (covered on the next page).



This button is used for two different purposes depending upon the "mode" of the subject screen. In **Add Mode**, this button is the **Duplicate Last Subject Record** button and allows each user to duplicate the last subject they keyed in when similarities exist to reduce redundant data-entry. One place that this can be used is if you wish to enter AKAs as separate subjects, you can key in the first subject, save it, then select this button to duplicate the same information, then just change the subject name. In **Edit Mode**, this button functions as the **Subject Added/Completed by...** button and when selected will identify the user or source for the initial entry of the subject, the identity of the user or source that completed the subject within the system, and if the subject has been Proofed, the proofer will be identified here. **Note** that if a proofer is identified here, but it doesn't say *Proofed* in red next to the ❑ On Hold checkbox, then this indicates that the subject has been un-completed since the original "proofing" and has been set back to "un-proofed".

Placing and Processing the Order for a Subject

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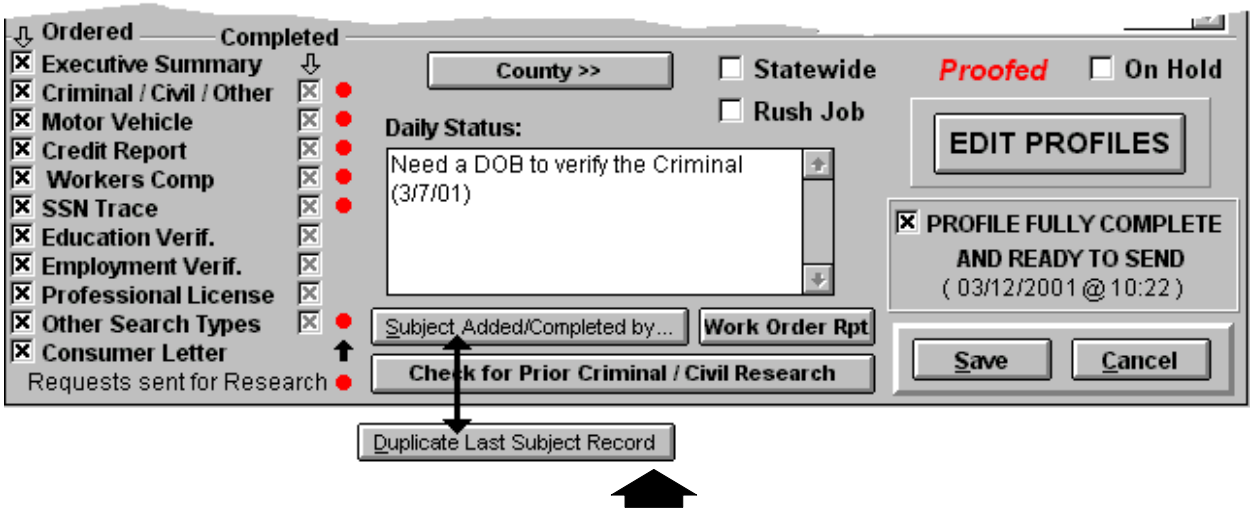
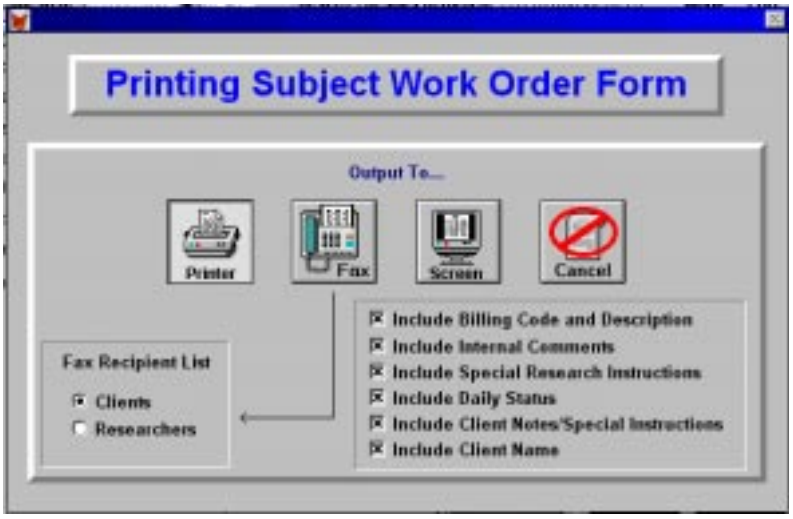


Work Order Rpt Select this button to print a Work Order Report which can be used internally to distribute work assignments or externally to send important information about a subject to a client. Since the Daily Status prints on this report, it can be used to send to a client when your investigation of a subject requires additional information. This report can also be previewed to the screen and used as a tool to view details about the entire subject's request order from the "Add/Edit Subjects" screen without going back to several different options under the Edit Profiles button. When the Work Order Report button is selected, the screen on the right appears, allowing you to configure the report and print it to the printer, send it out as a fax, or preview it to the screen.



Check for Prior Criminal/Civil Research This option will allow you to check any subject for prior research to determine if you have conducted a criminal or civil background check on them before. If criminal or civil records were found, this option will allow you to import those results into the new subject request to save the redundant data-entry of keying this information twice. When the SSN is entered for a subject, the system will check your system data to see if this is a duplicate subject. If it is a duplicate, and a criminal or civil record was found, this option will allow you to start the subject off with the records for which you are already aware.

Warning: Although this system will allow you to pull results forward from a previously investigated subject in order to save work for you, it is important that we remind you that Section 613(a)(2) of the Fair Credit Reporting Act states the following (paraphrased): A consumer reporting agency which furnishes a consumer report for employment purposes which contains "public information" and could likely have an adverse effect on the consumer's ability to obtain employment shall maintain strict procedures designed to insure that this information is complete and up to date.

Placing and Processing the Order for a Subject

(*continued from the previous page*)

Proofed : If you choose to use the system's "Proofing" feature, then after a subject request has been completed and proofed, the word "Proofed" will appear here in red. Proofing is totally optional and is explained in more detail later in this chapter.

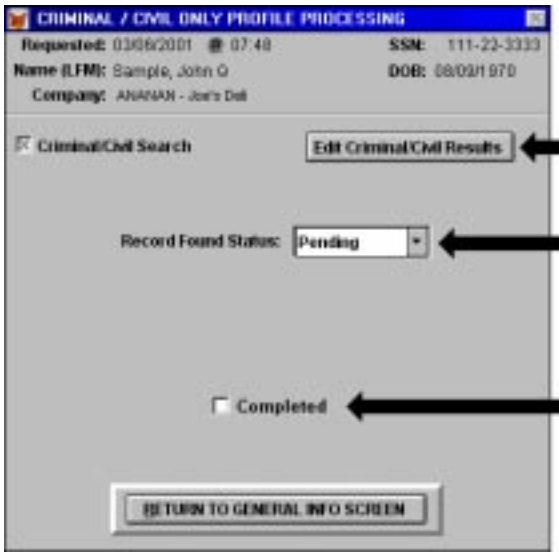
❑ **On Hold:** After a subject has been set as "Fully Completed", the subject request can be placed "On Hold" by checking this box. This feature can be used in situations where you are waiting on one additional piece of information in order to complete the research for a subject which may take several weeks to complete, such as one outstanding Employment Verification or a Military Record Verification. This will allow the turnaround clock to stop ticking for this subject, and subjects On Hold will ***not*** be moved to Subject Backup History. The "On-Hold" subjects will show up on the Edit Subjects List in a cyan (light blue) color for easy identification. When the final results do come in for an On-Hold subject, you can enter the results, take the subject off of the Hold status, and because new information will be entered, you will have to re-set the subject as "Fully Completed". Upon doing this, the system will recognize that the subject had been set as fully completed before, and prompt you with a screen allowing you to set the new completion date to the current date and time at that point, or to the prior date and time when it was originally set as completed and placed On Hold.

NOTE: When subjects are ***On-Hold,*** their results can still be delivered to clients and they will still be included in the billing process when their particular billing period and assigned client are invoiced.

EDIT PROFILES Select this button to process each of the individual profiles which were ordered for a subject. This option is explained in greater detail later in this chapter.

❑ **Profile Fully Complete and Ready to Send:** Once the research is complete for a subject, check this box to close out the subject. The system will perform a check to ensure that all of the required information is complete for each profile request for the subject, then it will set the subject to a fully completed status. If any information is missing, a window will be displayed alerting you of the needed information to complete the request. When successfully completed, the system will set the completion date to the current date and time and display that date/time right below this checkbox on the screen. If a subject is ever completed and then is later un-completed (by un-checking this box or forced by the system because of new information keyed), when the subject is re-set to completed, the system will recognize that the subject had been set as fully completed before, and prompt you with a screen giving you the option to set the new completion date to the current date and time, or to the prior date and time when it was originally set as completed.

From the Add/Edit Subjects Screen, click on the **EDIT PROFILES** button to process each of the individual profiles ordered for the subject.



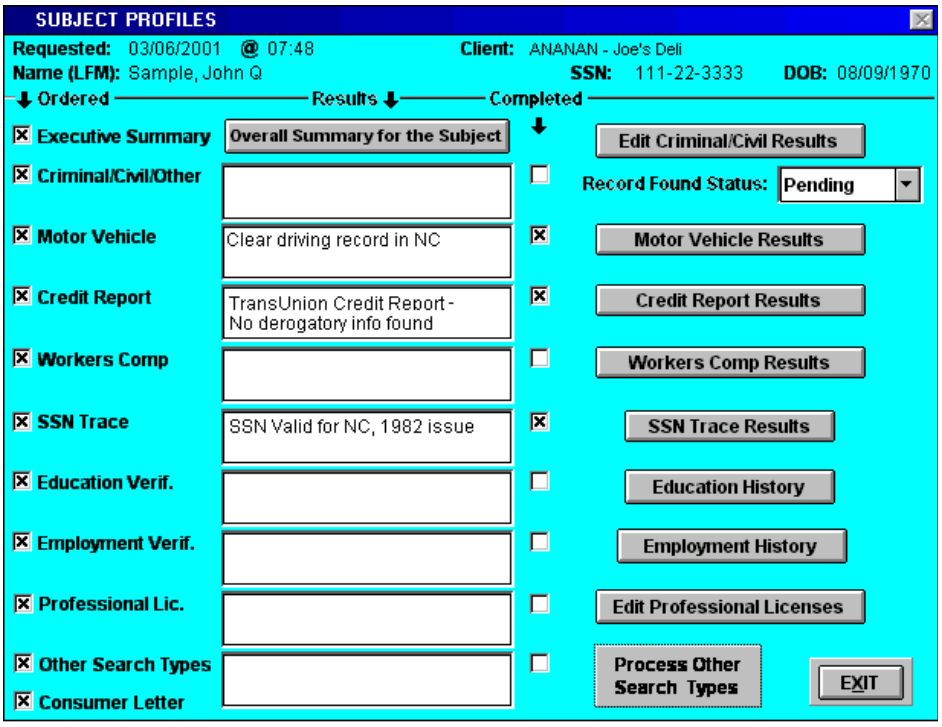
If only a Criminal/Civil/Other profile has been ordered, the Criminal/Civil Only Processing screen will be displayed.

Click this button to process the criminal/civil results as well as to manually key in jurisdictions to search

After the research is complete, the Record Found Status will be set here to one of the following:
Yes Record or **No Record** or **Incomplete**

When the entire Criminal/Civil/Other profile is complete, check this box to close out this portion of the research

If more than one profile is ordered, or a profile other than the Criminal/Civil/Other profile is ordered, this Subject Profiles screen is displayed when the **Edit Profiles** *button is selected.*



Additional profiles can also be ordered for the subject from here. These "Ordered" check -boxes correspond to the "Ordered" checkboxes on the "Add/Edit Subjects"

When the "Executive Summary" profile is ordered, the results to print in the Executive Summary section of the results reports must be entered here for each

As each of the "ordered" profiles are completed, they must be checked off in

Select the buttons here to process the research for each of the "ordered" profiles to enter request information, then the results. Each of these options is covered on the following

When the Criminal/Civil/Other profile is ordered for a subject, the "Add/Edit Subjects" screen is equipped with a very flexible County Lookup feature for assistance in automating the process of determining the criminal or civil jurisdictions to order for research. This lookup feature contains many facets which are explained in detail below.

On the "Add/Edit Subjects" screen, when the ❑ **Criminal/Civil/Other** checkbox has been selected, and the **Save** or **Edit Profiles** button is selected, the Automatic County Lookup feature is initiated to assign the first state/county jurisdiction for criminal or civil research. This process is performed in the following manner with each flexible option detailed:
Note: *As soon as one of these three steps below is satisfied and at least one jurisdiction has been added, the rest of the steps are ignored.*

- If the ❑ Statewide checkbox is checked, then a Statewide search is assigned for the subject's State which has been entered under the City-ST-Zip option on the "Add/Edit Subjects" screen. If a statewide search is not available for that particular state, a warning message is displayed, allowing you to turn off the ❑ Statewide checkbox or enter a different state.
- If the Default Search Type for the subject is an "Other Search Type", then the assigned default "Other Search Type" is checked in the Other Search Types table to see if it is set to "Automatically Assign a County and State". If so, then the request is set up for that particular Other Search Type and the county and state are assigned to those specified in the Other Search Types table.
- The system-wide default County Lookup Method (see the *Maintain General Defaults* section in Chapter 2: System Setup) is checked to determine whether your default method is set for Zip Code or City/State lookup to be performed first. Using this default lookup method, the County Lookup table is searched in the following manner:
  - ☞ If the default lookup method is set to "Zip Code first" and the subject's zip code was entered, then the zip code is used to look up the county in the table. If the zip code has not been entered for the subject, then the subject's city and state are used to look up the county.
  - ☞ If the default lookup method is set to "City/State first" and the subject's city *and* state were entered, then the city and state are used to look up the county in the table. If both the city and state have not been entered for the subject, then the subject's zip code is used to look up the county.

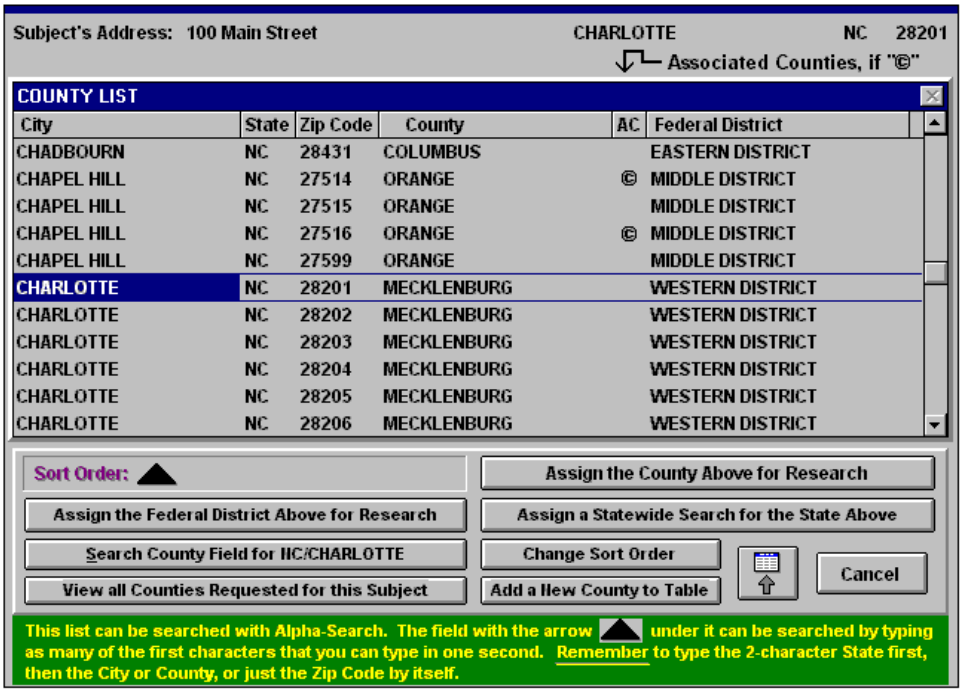
  When the county has been found using either of these methods, it is assigned as the jurisdiction to search for the subject. If multiple counties are found when the City/State method of lookup is used, then the system alerts the user that multiple counties were found and the county table is displayed, allowing the user to choose the correct county to assign for research.

Additional Notes on the County Auto-Assignment:

- **Criminal, Civil or Other for the Auto-Assigned Search County?:** This is determined by the search types which are set under the assigned client's default profile order. If the assigned client does not have a default profile order set, then the system-wide default profile order is used. If for some reason that is not set, the requests are defaulted to a felony and misdemeanor criminal search.
- The **Structured or Free-form Yes-Record Type** for the auto-assigned state/county is set according to the system-wide default setting under the "Subject Editing Defaults".
- Accurate entries in the subject's Cty-ST-Zip fields are not necessary. Therefore, the exact county which you want to search can be entered in the subject's City field and the system will auto-assign that county for research. This feature is designed for FRS sites that mainly perform wholesale criminal research. This feature will work in most cases except for certain situations in some states that have a totally unrelated city and county with the exact same name such as Richland County, SC, the home county of Columbia, SC and the city of Richland, SC in Oconee County, SC and Bowie County, TX, the home county of Texarkana, TX and the city of Bowie, TX in Montague County, TX. This feature should not be used when Credit or Social Trace reports are ordered, because the subject's exact address must be entered in the City-ST-Zip fields.
- To select the search county(s) yourself from the County Lookup Table, click on the **County >>** button.
  Note: This button can be programmed under the "Maintain Subject Editing Defaults" option to either take you to the County Lookup Table or to the Criminal History request screen.
- Any of the auto-assigned state/county requests can be deleted and replaced by going to Criminal/Civil History screen under the Edit Profiles button.
- Any time a state/county is assigned for research by any of these manual or automatic methods, the Court and Years Searched for the chosen state are automatically looked up and assigned to each state/county request.

The County Lookup Table is covered on the next page.

The County List always displays in State+City order. Select the **Change Sort Order** button to switch between State/City, Zip Code, and State/County order. The ▲ arrow will be displayed under the appropriate column to indicate the current Sort Order at all times. Alpha-Search can be used to locate items in this list according to the order that is set. NOTE: Remember to key the 2-character State first when searching under the State/City or State/County order.



To assign the highlighted **County** for research, either double-click with the left-mouse button on that county or choose the **Assign the County Above for Research** button. If the county selected has a © character in the "AC" column, then this indicates that there are "Associated Counties" assigned to the particular state/county within the selected zip code. Please see the *Maintain General Defaults* section in Chapter 2: System Setup for assigning one of three options to handle the assignment of these Associated counties.

To assign a **Statewide** search for the highlighted state in the list, choose the **Assign a Statewide Search for the State Above** button.

To assign a **Federal** Criminal search for the highlighted State and Federal District in the list, choose the **Assign the Federal District Above for Research** button.

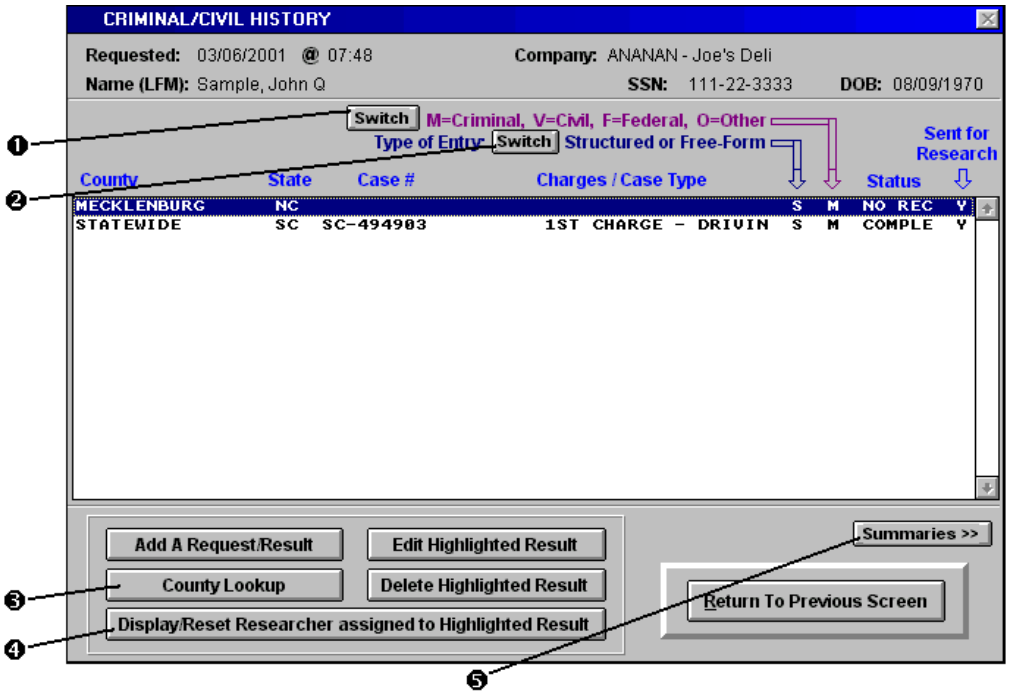
If you choose the **Search County Field for ?? / ???????** button, the Sort Order will switch to the State+County order and search the State and County columns for the data which was keyed into the City and State fields back on the "Add/Edit Subjects" screen.

Choose the **View all Counties Requested for this Subject** button to access the Criminal/Civil History screen for the listing of all criminal and civil jurisdictions ordered for the subject. This option is disabled when the County Lookup Table is called *from* that screen because at that point, choosing **Cancel** returns you to that screen.

To add a new county entry to this table on-the-fly, you can choose the **Add a New County to Table** button. If the user has "Administrator Rights", then access to this option is permitted. Otherwise, if the user does not have "Administrator Rights", access is only permitted if the special setting for this is set to "Yes" under the Maintain General Defaults option. County entries can also be added to the County Table under the Maintain Lookup Tables option in the FRS Manager (see Chapter 2: System Setup). This option is disabled when the County Lookup Table is called from the subject's Criminal/Civil History screen.

This button is the "back to listing" button. Periodically, you may run into a situation where your cursor and screen focus get kicked out of the scrolling list of counties. In this case, selecting this button will place the focus and cursor back into the scrolling list of counties in the top section of this screen.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Edit Criminal/Civil Results



Add a Request/Result Choose this button to add new criminal or civil jurisdiction requests to search. When adding results, use this option to add additional criminal or civil records when multiple "hits" are found.

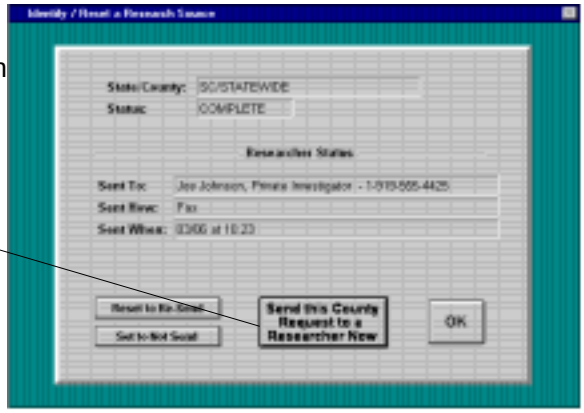
Edit Highlighted Result Choose this button after the research has been completed for the highlighted County and State when the status is "pending" to close out the request with the research results. You can also double-click on the highlighted county with the left mouse button to enter/edit a result.

❶ Choose this **Switch** button to switch the highlighted request/result type between criminal, civil, federal and other (criminal-level other search type). The editing screens for the results will change depending on the setting of this option.

❷ Choose this **Switch** button to switch the Type of Entry for the highlighted request/result between Structured and Free-Form. The editing screens for the results will change depending on the setting of this option.

❸ Select this button to display the County Lookup Table if you prefer to add requests directly from this table.

❹ This option will display the following screen ⇨ which will allow you to identify the who, the how, and the when on the research distribution information for each criminal/civil request. Options are also provided here to Reset a Request to Re-Send, Set a Request to Not Send to a researcher for any reason you wish, and the option to print this one request to a quick search list and send it to a researcher that you select.



❺ Select the "Summaries >>" option for access to a screen to provide editing of the following free-form fields for the subject: Criminal/Civil Executive Summary, Daily Status, Special Research Instructions, and Internal Comments.

Processing International Criminal Searches

The Criminal/Civil/Other County and State fields were designed to be very flexible to allow you to process criminal searches in any jurisdiction around the world. When the requested county and state fields are entered, the system checks and warns you if there is not a match in the County Lookup Table for your entries, but it allows you to over-ride this and save whatever you wish to enter there. This allows you to enter the word "STATEWIDE" in the county field, or "NATIONWIDE" in the county field and "US" in the state field to process a special Nationwide Wants and Warrants search.

With this flexibility, you can also order international searches by coming up with your own abbreviations and keywords to enter into the county and state field to handle these. For example, to order a search in Puerto Rico, you could enter "PR" in the requested State field. If you are searching a certain area in Puerto Rico, this could be specified in the requested County field. Or, if you are doing a search of all of Puerto Rico, any of the following could be entered in the County field: PUERTO RICO, STATEWIDE, TERRITORY-WIDE, COUNTRY-WIDE, etc.

The zip codes, counties and cities for all U.S. Territories are included in the County Lookup Table. Each of the different territories and their state abbreviations in the table are as follows:
PR - Puerto Rico
VI - Virgin Islands
AS - American Samoa
GU - Guam
PW - Palau
FM - Federated States of Micronesia
MP - Northern Mariana Islands
MH - Marshall Islands

This same concept can be utilized for Canada or Mexico. You can establish CN as the state to order a Canada search or MX to order a Mexico search. A Canada-wide search could be ordered as CANADA, CN. A Mexico-wide search could be ordered as MEXICO, MX.

Also for Canada or Mexico, you can set up the individual provinces or states as searches. The following entries are included in the County Lookup Table to help accommodate this.

Canadian Provinces

AB - ALBERTA	NF - NEWFOUNDLAND	NT - NORTHWEST TERRITORIES
BC - BRITISH COLUMBIA	NS - NOVA SCOTIA	PE - PRINCE EDWARD ISLAND
MB - MANITOBA	ON - ONTARIO	PQ - PROVINCE OF QUEBEC
NB - NEW BRUNSWICK	YK - YUKON	SK - SASKATCHEWAN

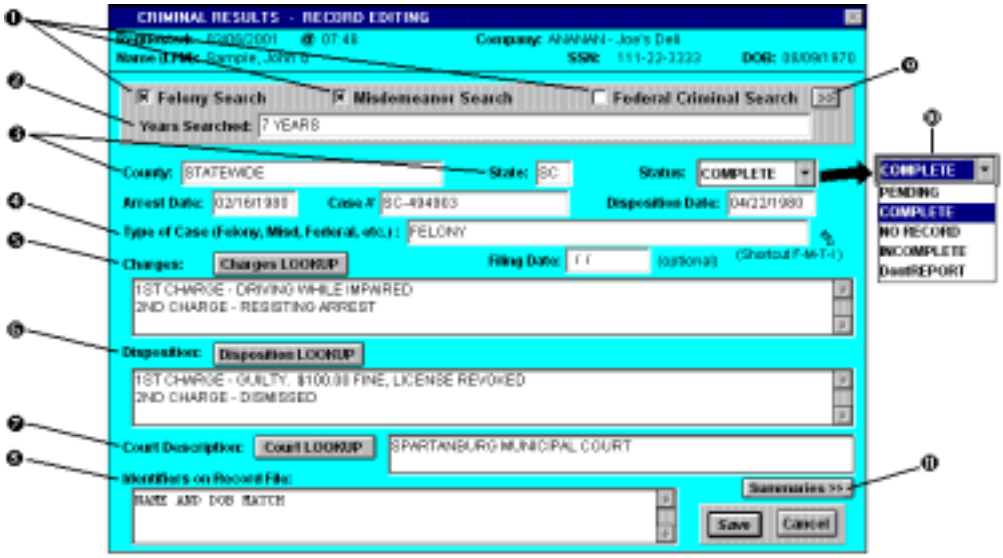
Mexican States

BJ - BAJA CALIFORNIA	BS - BAJA CALIFORNIA - SUR	
CP - CAMPECHE	CH - CHIAPAS	CI - CHIHUAHUA
CU - CAOHUILA DE ZARGOZA	CL - COLIMA	DF - DISTRITO FEDERAL
DG - DURANGO	EM - ESTADO MEXICO	GJ - GUANAJUATO
GR - GUERRERO	HG - HIDALGO	JA - JALISCO
MH - MICHOACAN	MR - MORELOS	NA - NAYARIT
NL - NUEVO LEON	OA - OAXACA	PU - PUEBLA
QA - QUERETARO	QR - QUINTANA ROO	SL - SAN LUIS POTOSI
SI - SINALOA	SO - SONORA	TA - TABASCO
TM - TAMAULIPAS	TL - TLAXCALA	VL - VERACRUZ-LLAVE
YC - YUCATAN	ZT - ZACATECAS	

You can set up your own abbreviations for the requested state field to handle any other countries as well. Just some possible ideas are:
UK - England, Great Britain, United Kingdom
FR - France
CH - China
JP - Japan
TW - Taiwan
EG - Eqypt
IS - Israel
VZ - Venezuela
BR - Brazil
CN - Canada (if you prefer to do a country-wide search rather than by province as explained on previous page)
MX - Mexico (if you prefer to do a country-wide search rather than by state as explained on previous page)

So, basically, the county and state fields can contain any values that you need to key for any special order as a request that you need to process. The only issues to be aware of is that you don't use a state abbreviation already in use in the United States, you don't use a county already in use, and that your staff is consistent on how these special orders are keyed in to the system. Then, you can set up item billing codes and researcher assignments based on these special values in the State and County fields and they will flow through the system just like the criminal requests for any U.S. state and county.

Entering and Editing Structured Criminal and Civil Results



❶ Select the type of search here. Felony and/or Misdemeanor searches are processed separately from Federal Criminal searches.

❷ This field is required for Yes and No Records. When a state/county is first requested, the Years Searched for the chosen state are automatically looked up and assigned.

❸ Enter the county and state to check here. These fields provide ultimate flexibility and do not always have to include a true U.S. state or county. To perform a Statewide search, you must enter the word STATEWIDE in the County field because every other section of the system is designed to handle statewides in this way. If you have some unique search type or area, it can be entered in the County field with a unique or standard entry in the State field. Then this unique area can be assigned to a researcher and for billing, and the system will process it as you wish.

❹ When entering results for "yes records", the Type of Case goes here. Shortcuts have been provided to allow you to enter only F,M,T or I in these fields and the system will expand these to Felony, Misdemeanor, Traffic and Infraction for you. Enter an uppercase F,M,T or I to generate an all-uppercase "FELONY" for example, or enter a lowercase f,m,t or i to generate a proper case "Felony" for example.

❺ When a "yes record" has been found, the Charges can be entered here. The "Charges Lookup" button can be selected to look up and retrieve previously keyed charges. If multiple charges are found, they can be entered like the example above, together, or multiple results records can be created for the same state, county and case #.

❻ The Disposition as well as any fines, costs, special instructions from the judge, etc. are entered here.

❼ This Court Description is required for Yes and No Records. When a state/county is first requested, the Court Description for the chosen state is automatically looked up and assigned. This can be over-written if a criminal record was found in a different court. The "Courts Lookup" button will assist in retrieving previously-keyed courts.

❽ The "Identifiers" field is used to communicate how the criminal record was verified to be a record for the subject for which it is being reported.

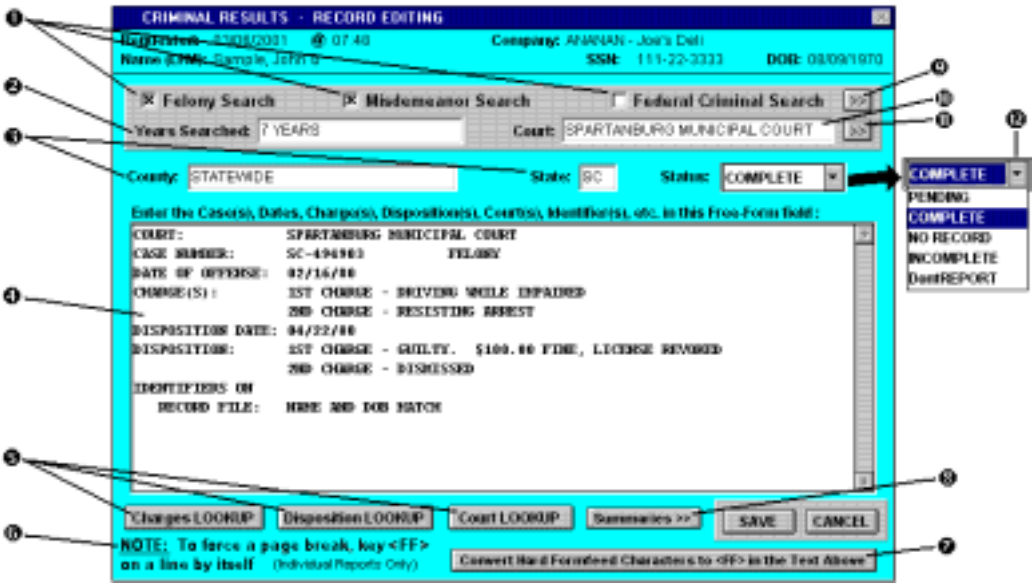
❾ To order a Federal Criminal Search from this screen, select the Federal Criminal Search checkbox, enter the State, then this button [>>] can be selected to look up and assign the Federal District from the list of Federal Districts for the selected state.

❿ The Status of each request/result can be selected from this drop-down menu:
- **Pending:** Set to this status when originally requested
- **Complete:** Set a result to this status when a "Yes Record" has been found
- **No Record:** Set a result to this status when "No" criminal or civil Record was found
- **Incomplete:** Set a request/result to this status when there is not enough information provided by the client to complete the search such as a needed date-of-birth. The result will be sent back to the client as Incomplete and will bill them for the search during the billing process. If they later provide the needed information, the search can be completed and re-set with the proper No Record or Complete (Yes Record) Status and returned.
- **DontREPORT:** This status is provided to allow you to enter "Yes Record" results found for a subject and retain that for your records, but not report to the client because it falls outside of the scope of results that you do report. If this status is set for a state/county request, either a corresponding No Record or Complete (Yes Record) result must also be entered to report to the client.

⓫ Select the "Summaries >>" option for access to a screen to provide editing of the subject's Criminal/Civil Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

NOTE: The Structured Entry screen for Civil results is similar to this screen with a few different fields.

Editing and Editing Free-Form Criminal, Civil, and Criminal-Level Other Search Type Results



❶ Select the type of search here. Felony and/or Misdemeanor searches are processed separately from Federal Criminal searches.

❷ This field is required for Yes and No Records. When a state/county is first requested, the Years Searched for the chosen state are automatically looked up and assigned.

❸ Enter the county and state to check here. These fields provide ultimate flexibility and do not always have to include a true U.S. state or county. To perform a Statewide search, you must enter the word STATEWIDE in the County field because every other section of the system is designed to handle statewides in this way. If you have some unique search type or area, it can be entered in the County field with a unique or standard entry in the State field. Then this unique area can be assigned to a researcher and for billing, and the system will process it as you wish.

❹ When entering results for "Yes Records", this "Free-Form" field allows you to enter those results in any format that you wish. Keystroke Macros can be used to build a standard form for inserting in this field with one keystroke to automate the same general information such as field labels, which would be keyed for every result. If you perform on-line research and can cut-and-paste the results from another system or the Internet, then you can paste those results into this field.

❺ The Charges, Disposition, and Court Lookup Tables can be accessed here to pull entries from them to post into the free-form results field. Any item pulled from these lookup tables will be appended to the end of the results field and will not be inserted into the point where your cursor is. You can use cut-and-paste to move them around within the free-form results field.

❻ The free-form results field can be manipulated to force a page break when printing the results reports (Individual Reports format only) by keying in the **<FF>** formfeed indicator at the desired page break location within the field. This is totally optional and without this, the system will generate a nice looking report with even page breaks.

❼ If you paste results into the free-form results field from other applications, hard formfeed or page-break characters may be embedded in those results and show up as a white square (□). This button will allow you to convert those hard formfeed characters to <FF> to control page breaks as explained in ❻ above.

❽ Select the "Summaries >>" option for access to a screen to provide editing of the subject's Criminal/Civil Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

❾ To order a Federal Criminal Search from this screen, select the Federal Criminal Search checkbox, enter the State, then this button [>>] can be selected to look up and assign the Federal District from the list of Federal Districts for the selected state.

❿ This Court Description is required for Yes and No Records. When a state/county is first requested, the Court Description for the chosen state is automatically looked up and assigned. This can be over-written if a criminal record was found in a different court. The "Courts Lookup" button will assist in retrieving previously-keyed courts.

⓫ This button [>>] next to the Court Description provides access to the Court Lookup table and can be selected to look up and assign the Court Description field when needed.

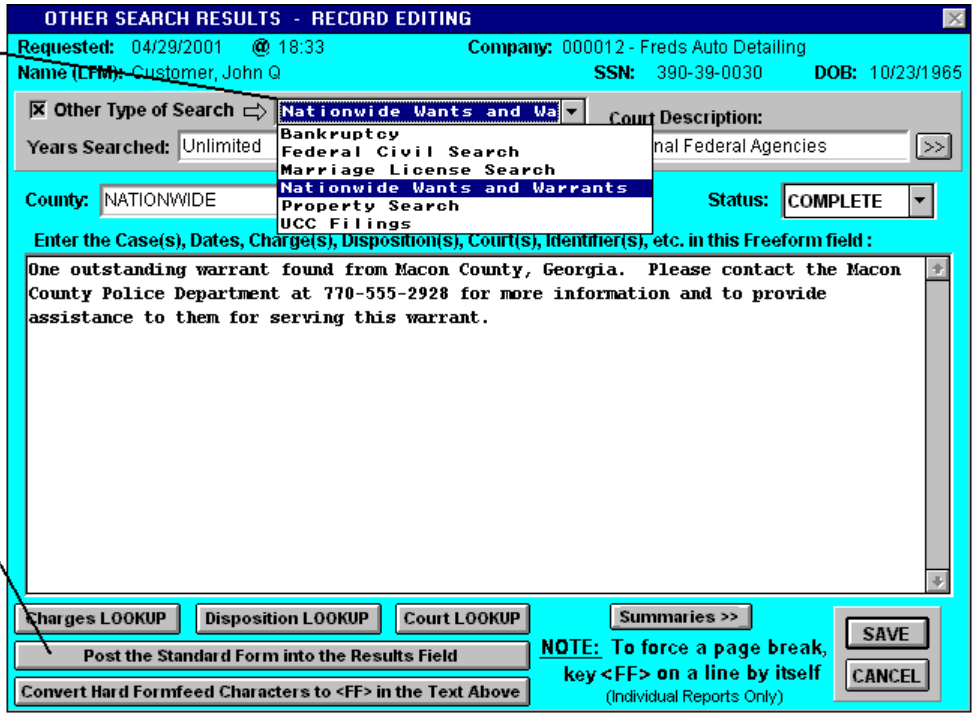
⓬ The Status of each request/result can be selected from this drop-down menu:
- **Pending:** Set to this status when originally requested
- **Complete:** Set a result to this status when a "Yes Record" has been found
- **No Record:** Set a result to this status when "No" criminal or civil Record was found

- **Incomplete:** Set a request/result to this status when there is not enough information provided by the client to complete the search such as a needed date-of-birth. Use the Free-Form Results field to indicate the reason that the search is incomplete. The result will be sent back to the client as Incomplete and will bill them for the search during the billing process. If they later provide the needed information, the search can be completed and re-set with the proper No Record or Complete (Yes Record) Status and returned.
- **DontREPORT:** This status is provided to allow you to enter "Yes Record" results found for a subject and retain that for your records, but not report to the client because it falls outside of the scope of results that you do report. If this status is set for a state/county request, either a corresponding No Record or Complete (Yes Record) result must also be entered to report to the client.

NOTES:

- The Free-Form Entry screen for Civil results is similar to this screen with a few different fields
- The Free-Form Entry screen for **Criminal-Level Other Search Types** is basically the same with a few different options detailed below

Choose the Other Search Type that you wish to order or process here. The drop-down list is driven by the Other Search Types (OST) table and includes all OSTs designated as Criminal-Level OSTs.



Under the Maintain Other Search Types Table option, you can define a "Standard Form" for any of the Other Search Types. This form allows you to key in standard information once, then post it into the Free-Form Results field by selecting this button to eliminate redundant data-entry.

NOTE: If a Criminal-Level Other Search Type is not set as part of the Default Profile Order for a client, then to set up one of these as a search request may involve the following steps:

1. Assign any County/State search. It will default to the default search type for the client which will most likely be criminal or civil.
2. Save the request and return to the Criminal/Civil History screen.
3. Highlight the request.
4. Choose this Switch button to switch the highlighted request/result type between criminal, civil, federal and other (criminal-level other search type) and set the request to "O" for Other Search Type.
5. Edit the request again and assign the Other Search Type that you want to search from the drop-down list.
6. Save the request one last time.

If this Other Search Type becomes the most common search type for a particular client, you can set the client's Default Profile Order to this setting to ease the ordering process for the criminal-level Other Search Type.

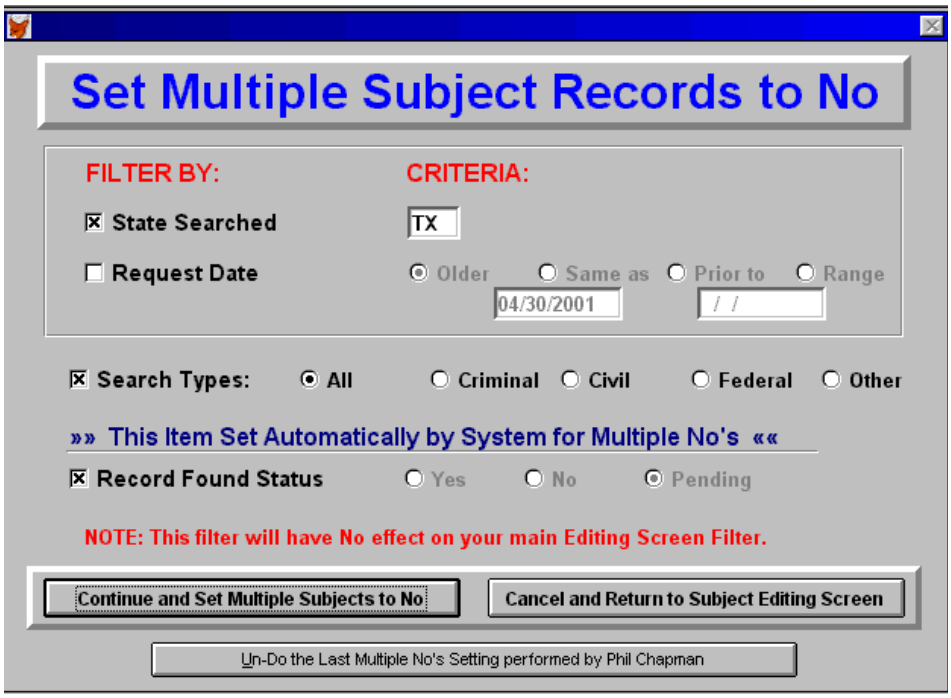
Closing Out Criminal and Civil Results

After the criminal and civil search lists have been distributed to the researchers and those results come back in, there are a variety of ways to close them out.

- The **Set Record to No** button on the "Edit Subjects List" screen can be used to set one subject to "No Record".
- The **Set Record to Yes** button on the "Edit Subjects List" screen can be used to set a subject to "Yes Record" and key in the results found for that subject.
- The **Set Multiple No's** button will allow you to set many subjects to "No Record" in one quick, easy step. This option is detailed below.
- You can also select the **Edit Subject** button on the "Edit Subjects List" screen and process the request this way. Select the **Edit Profiles** option, then the **Edit Criminal/Civil Results** option, then you will be presented with the Criminal/Civil History screen with a listing of each county or jurisdiction ordered for the subject. You can highlight a state/county request in this list, then choose Edit Highlighted Result to access the Criminal, Civil or Other Record Editing screen. Here, you can set the status to **No Record** or set it to a Status of **Complete** for a "Yes Record" then key in the results. If you have multiple hits, you can use the **Add a Request/Result** button to add additional cases or you can enter all of the hits into one results field, structured or free-form (see the screen samples on the three previous pages).

Set Multiple No's

Choosing this option from the Edit Subjects List will display the following screen:



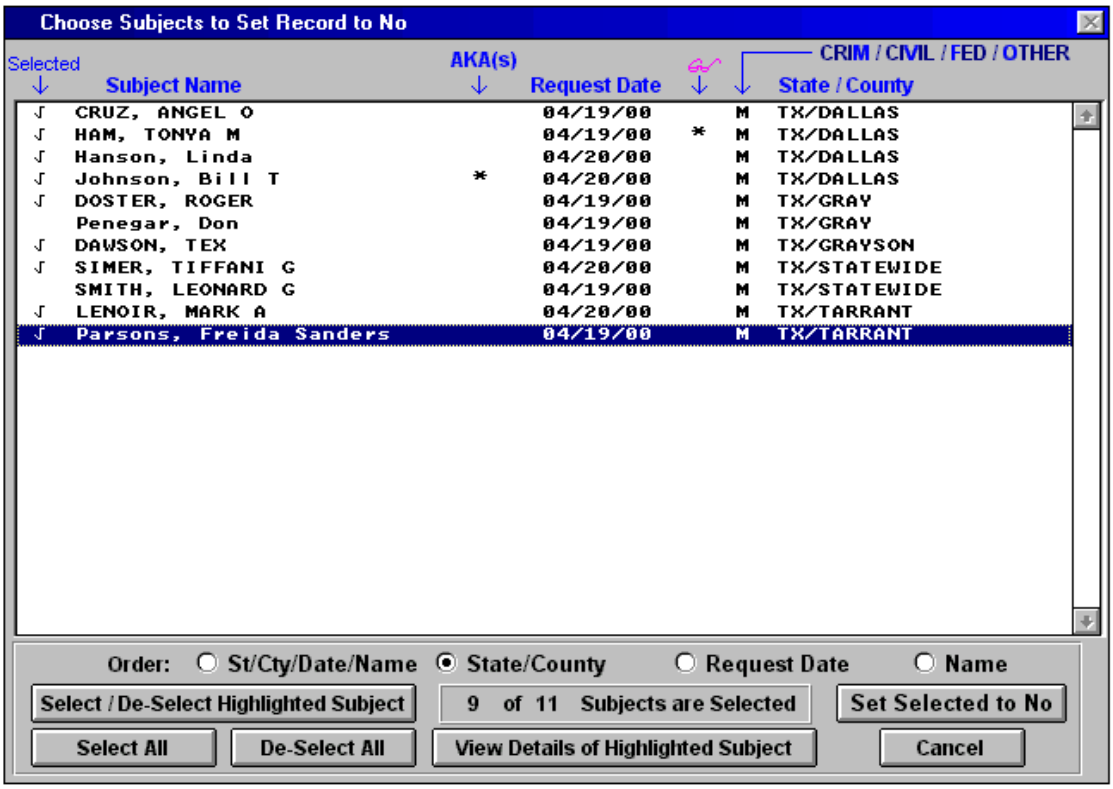
As Search Lists are returned with results, you should take each, and check the ❑ **State Searched** "Filter By:" checkbox, then enter the **State** represented on each Search List under the Criteria for the State Searched.

Click on the **Continue and Set Multiple Subjects to No** button to display the processing screen as displayed on the following page.

Note Regarding the Screen Above:
If a "Set Multiple No" option is ever executed accidentally and you wish to recover from it and "Un-Do" the changes, each user can select the **Un-Do the Last Multiple No's Setting performed by...** button above to correct any accidental operation.

Set Multiple No's

(*continued from the previous page*)



Now, all of the pending searches for the State you selected will be displayed. Using the returned search as your guide, go down the search list and select each of the subjects for the search state/county with a clear record and place a checkmark in the selected column. Checkmarks can be added/removed by any of the following methods:

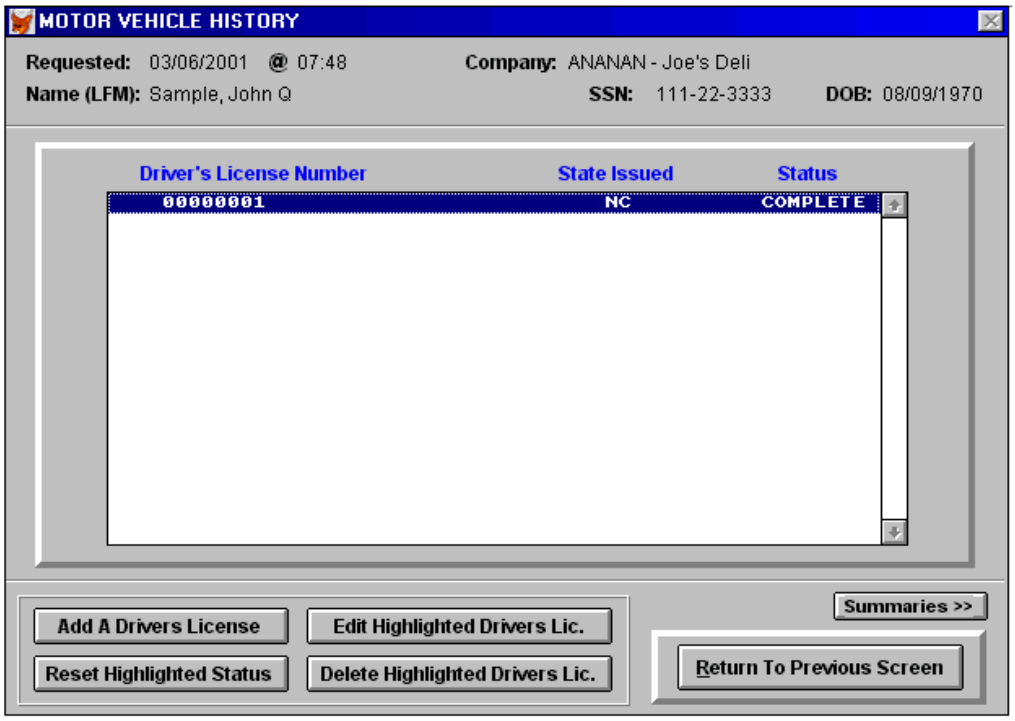
- Double-click on an item in the list
- Press <enter> on an item in the list, then press the down arrow to go to the next item
- Choose the **Select / De-Select Highlighted Subject** button

You can also choose the **Select All** button to select all items, then using one of the methods listed above, de-select only those for which a record was found.

After all of the subject/state/county items with clear records are selected, choose the **Set Selected to No** button.

Repeat this entire process for all of the search lists which are returned. Then, return to the Edit Subjects List, locate each of the subjects for which a "yes record" was found, highlight the subject, then select the **Set Record to Yes** button and key in the results for each.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Motor Vehicle Results



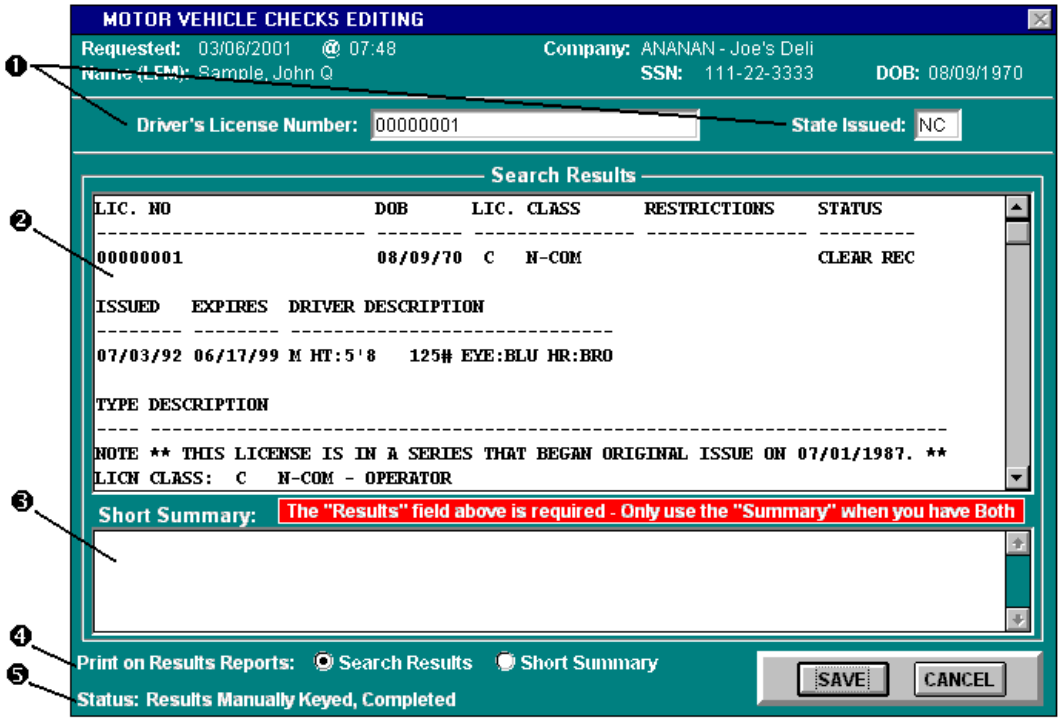
Add a Drivers License Choose this button to add a Drivers License Number and State to search.

Edit Highlighted Drivers Lic. Choose this button after the research has been completed for the highlighted Drivers License Number to enter the results and close out the request. You can also double-click on the highlighted Drivers License Number with the left mouse button to edit a result. The Motor Vehicle Check Results Editing screen is detailed on the next page.

Reset Highlighted Status Choose this button to reset the status of the highlighted Drivers License Number to a "Pending" status in a situation where you need it sent back out for research.

Delete Highlighted Drivers Lic. Choose this button in case you need to delete a Drivers License Number entry for any reason.

Summaries >> Select this button for access to a screen which provides editing of the subject's Motor Vehicle Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.



❶ When adding a Motor Vehicle request, enter the Drivers License Number and State Issued information then select the **SAVE** button.

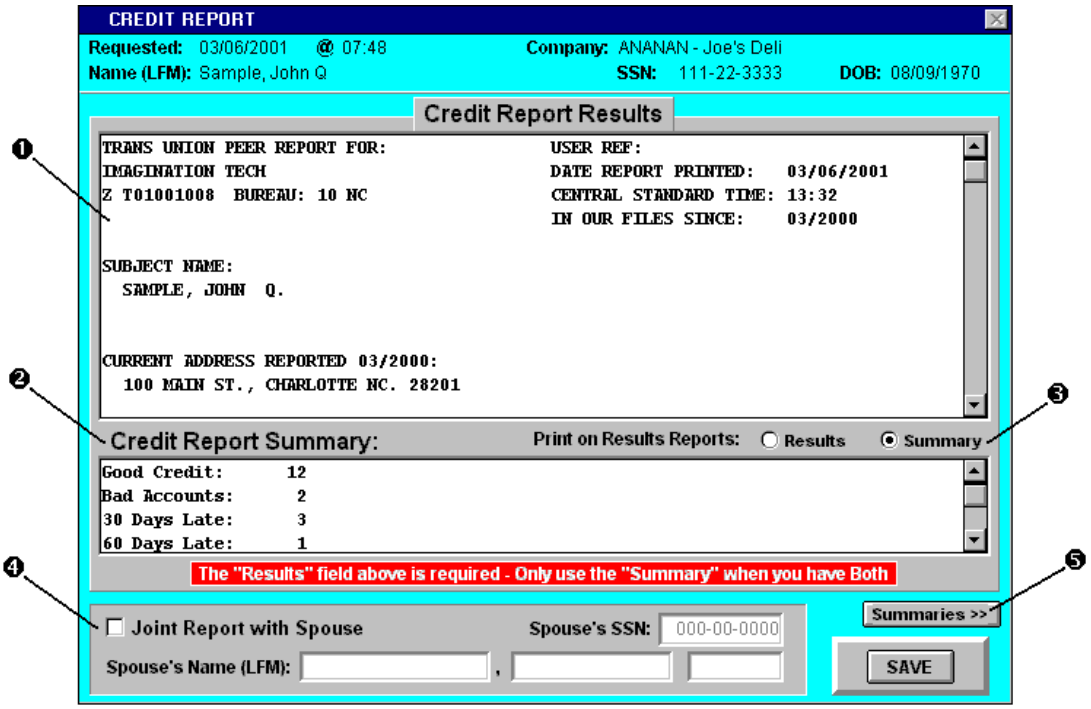
❷ When the results are returned, they can be keyed or "pasted" into this field from another program. If you utilize the Insurance Information Exchange On-Line Service module, then the results will be retrieved and placed here by the system.

❸ An optional "Short Summary" field is provided with each MVR request. This can be used in a situation where you retrieve results but key in a summary to report to the customer. Many states do not allow MVR results to be published onto the Internet, so the flexibility has been provided so that if you determine it to be legal, you may have the option of keying in an MVR summary here that can be published to your web site. If a "Short Summary" is keyed, the "Search Results" must also be keyed. The setting for option ❹ determines whether the "Search Results" or the "Short Summary" is printed on the results reports.
NOTE: It is your responsibility to determine the legality of any information which you choose to publish at your website.

❹ Select the option here to determine which of the two fields, "Search Results" or the "Short Summary" you wish to have printed on the results reports for this request.

❺ A detailed research status for the request is indicated here. When a request has first been entered, the status will be set to "Entered, Not Sent for Research". As it is delivered to a research source, this status field will indicate that. When a request has been completed, the source of the results and the completed status will be displayed here, like the example in the screen above.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Credit Report Results



The Credit Report profile is used to order any type of Credit or Employment Credit (Peer) Report for a subject. When ordering a Credit Report for a subject, all of the required information is input on the "Add/Edit Subjects" screen. The ❑ Credit Report checkbox is selected and all of the pertinent information for ordering the credit report is pulled from the general subject information such as subject name, SSN, and the subject's address. A complete subject address is required to order a Credit Report. The particular Credit or Employment Credit (Peer) report which will be ordered for a subject is set under the Credit Bureau settings in the Client List for the client to which each subject is assigned.

❶ When a Credit Report is ordered from a credit bureau through one of the On-Line Service interfaces, the results are stored here in this field.

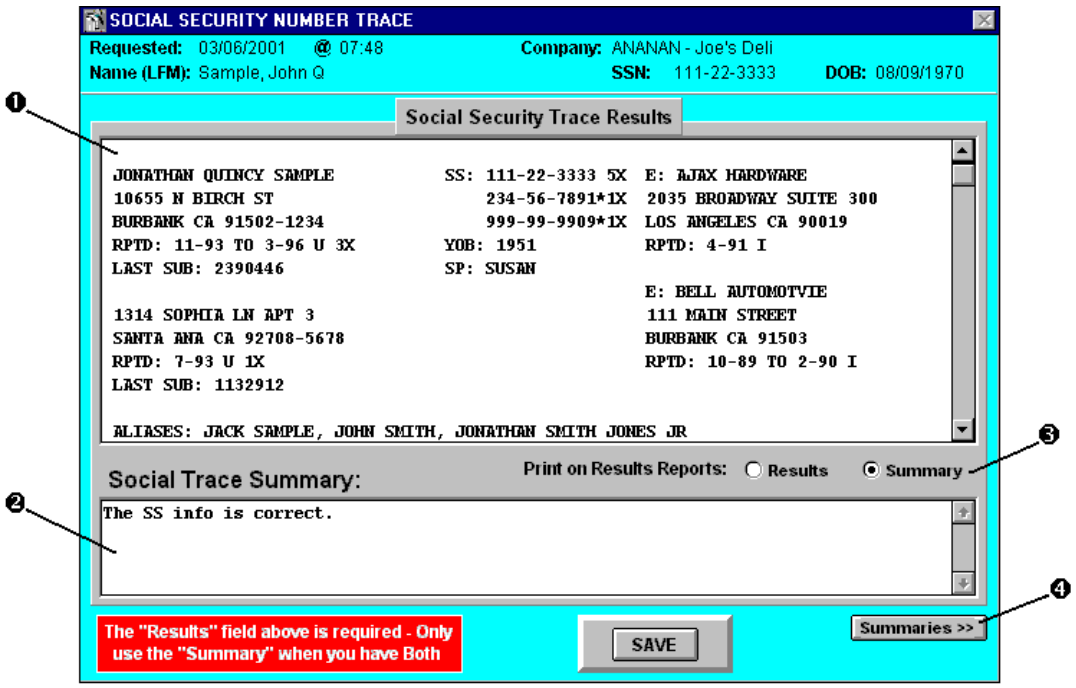
❷ An optional "Credit Report Summary" field is provided and can be used if you offer a service to your customers where you summarize the Credit Report Results for them. Also, the credit bureaus have stringent requirements regarding the publishing of credit report results onto the Internet, so the flexibility has also been provided with this "Summary" field so that if you determine it to be legal, you may have the option of keying in a Credit Report Summary here that can be published to your web site. The setting for option ❸ determines whether the "Credit Report Results" or the "Credit Report Summary" is printed on the results reports.
NOTE: It is your responsibility to determine the legality of any information which you choose to publish at your website and to determine the legality of summarizing credit report results as a service. This may qualify you as the "end user" of the credit reports and thus require disclosure of this to the credit bureau(s) from which you are purchasing these reports. Please contact your credit bureau representative for clarification on this issue.

❸ Select the option here to determine which of the two fields, "Credit Report Results" or the "Credit Report Summary" you wish to have printed on the results reports for this Credit Report request.

❹ For Tenant Screening purposes, a Joint Credit Report can be ordered for a subject to include their spouse's information. To order a Joint Credit Report, select the checkbox here, then enter the spouse's SSN and name. The SSN, first and last names are all required when a joint credit report is requested. If a joint credit report is requested, your credit bureau account must be set up to allow the ordering of joint credit reports. Joint Credit Reports are not permitted for Employment Credit Reports (Peer) so the Credit Bureau Settings in the Client List for the client assigned to any subject for which a Joint Credit Report is requested must be set to a standard Credit Report for a Tenant Screening permissible purpose.

❺ Select this button for access to a screen which provides editing of the subject's Credit Report Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – SSN Trace Results



The SSN Trace profile is used to order a Social Trace Report for a subject. When ordering a Social Trace Report for a subject, the only required information is input on the "Add/Edit Subjects" screen.

The ❑ SSN Trace Report checkbox is selected and all of the pertinent information for ordering the social trace is pulled from the general subject information such as subject name, SSN, and the subject's address. A complete subject address is not required to order most social trace products, but is for some of them. The particular Social Trace report product which will be ordered for a subject is set under the Credit Bureau Settings in the Client List for the client to which each subject is assigned.

❶ When a Social Trace Report is ordered from a credit bureau through one of the On-Line Service interfaces, the results are stored here in this field.

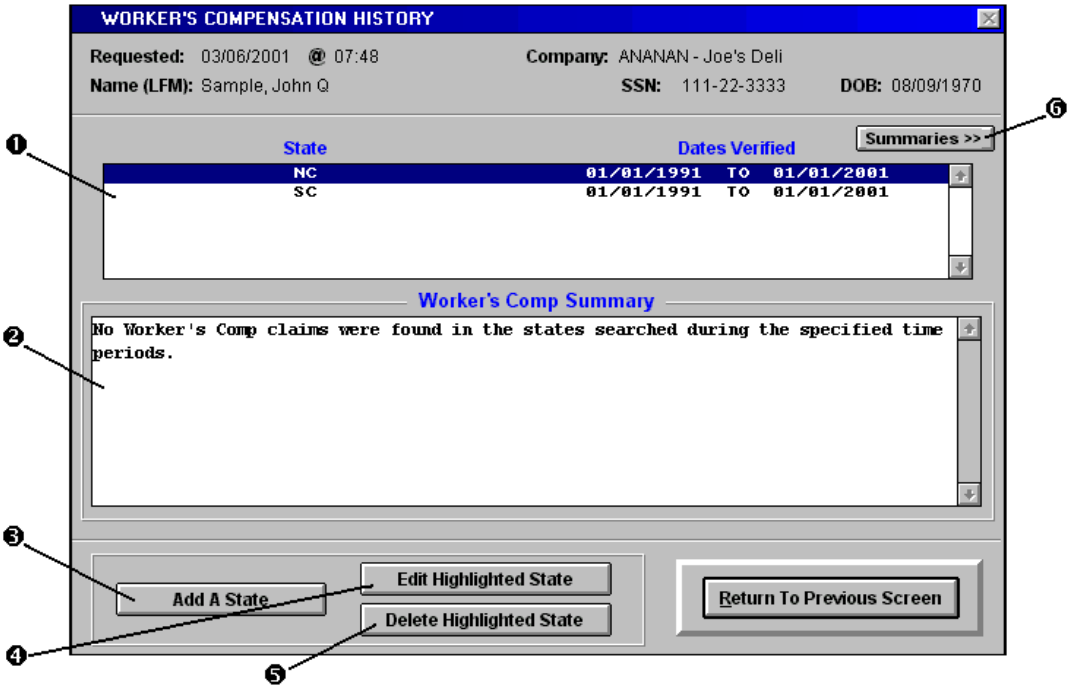
❷ An optional "Social Trace Summary" field is provided and can be used if you offer a service to your customers where you summarize the Social Trace Results for them. Also, the credit bureaus have stringent requirements regarding the publishing of Social Trace results onto the Internet, so the flexibility has also been provided with this "Summary" field so that if you determine it to be legal, you may have the option of keying in a Social Trace Summary here that can be published to your web site. The setting for option ❸ determines whether the "Social Trace Results" or the "Social Trace Summary" is printed on the results reports.

NOTE: It is your responsibility to determine the legality of any information which you choose to publish at your website and to determine the legality of summarizing Social Trace results as a service. This may qualify you as the "end user" of the Social Trace reports and thus require disclosure of this to the credit bureau(s) from which you are purchasing these reports. Please contact your credit bureau representative for clarification on this issue.

❸ Select the option here to determine which of the two fields, "Social Trace Results" or the "Social Trace Summary" you wish to have printed on the results reports for this Social Trace request.

❹ Select this button for access to a screen which provides editing of the subject's Social Trace Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Workers Comp Results

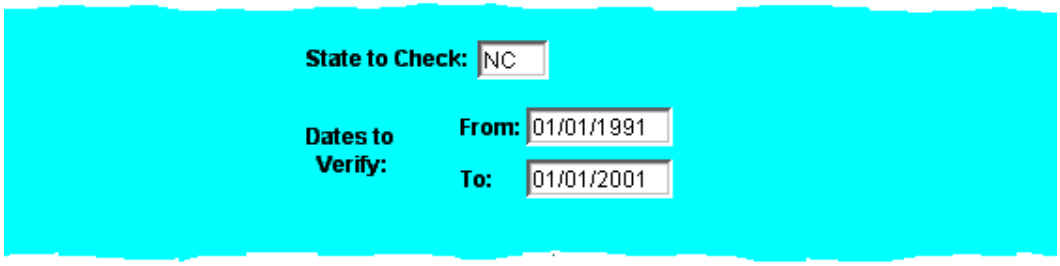


The Workers Comp profile is used to order one or more Workers Compensation Checks for a subject.

❶ This is the list of requested States and the optional Dates to Verify for the Workers Comp check(s).

❷ When the research has been completed, the results will be entered here.

❸ Select this button to Add a State to check for Workers Comp claims for the subject. A screen like the following is displayed.



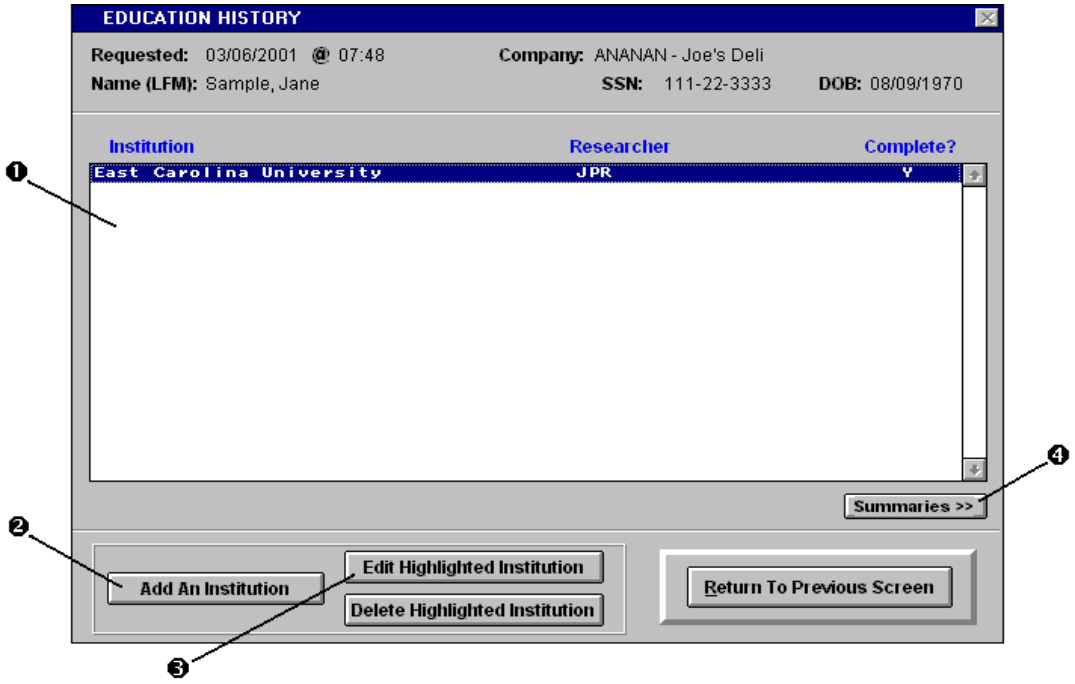
Enter the "State to Check". The "Dates to Verify" may be entered, but are optional. Multiple states may be added and checked.

❹ Select this button to edit the highlighted state for any reason, such as to change the Verification Dates.

❺ Select this button to delete the highlighted state for any reason, such as to cancel a particular search.

❻ Select this button for access to a screen which provides editing of the subject's Workers Comp Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Education History

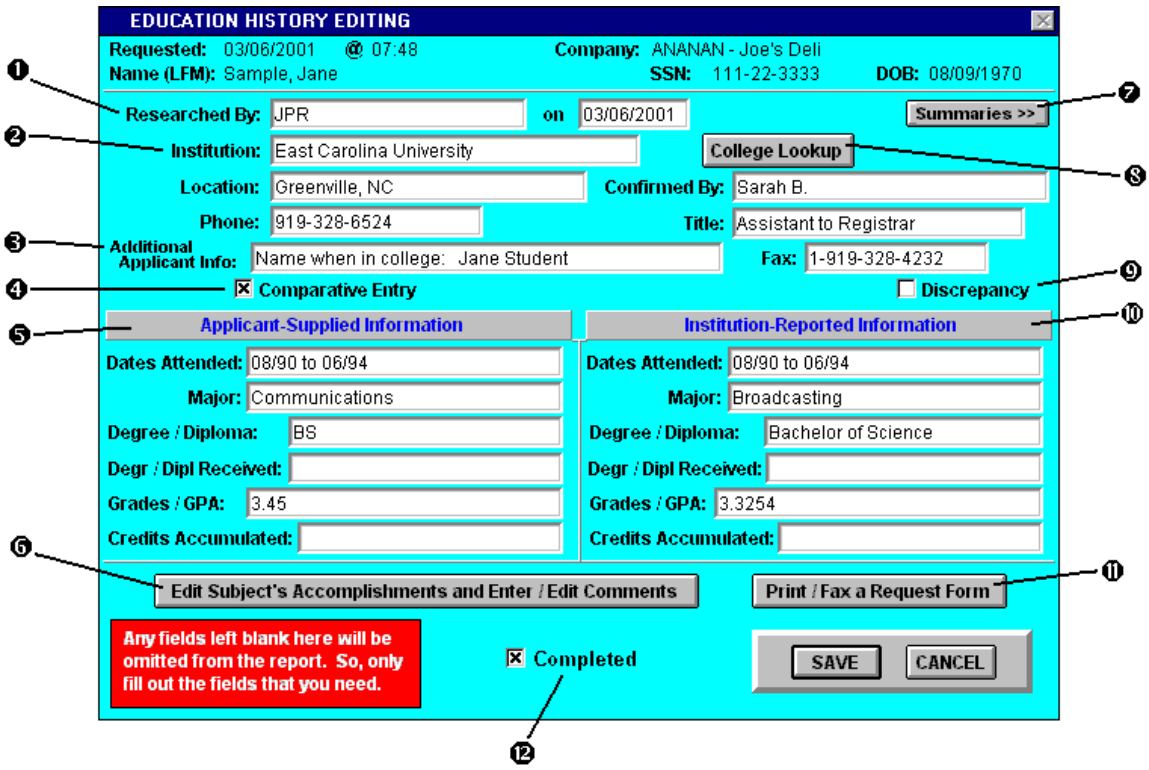


❶ This is the list of requested Schools to verify.

❷ Select this button to add a school to check for the subject.

❸ Select this button to Edit the requested school and process the verification. This option is covered in detail on the next page.

❹ Select this button for access to a screen which provides editing of the subject's Education Verification Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.



❶ Enter the researcher's name or initials here. This is the person performing the verification. An option can be set under the General System Defaults to have this field automatically populated with the name of the user entering the request or with the Account Manager assigned to the subject. This field can be used to sort and page-break by researcher on the Education Search Lists when they are generated.

❷ Enter the name of the school or Institution here. This can also be populated from the College Lookup option explained in ❽ on the next page.

❸ Use this field to provide additional information about the applicant such as an AKA for their name while attending the school. This field will show up on the Request Form ⓫ which can be faxed to the school's registrar. The AKAs entered on the "Add/Edit Subjects" screen will also be printed on this form, but this field has been provided if you wish to include additional information here for the Education Verification and to include AKAs which you do not want to include on the criminal search lists (the AKAs at the subject level are included on all criminal and civil search lists).

❹ ➢ When performing an Education Verification, select this option to do a "Comparative Entry" where the applicant supplies information ❺ and the researcher verifies that information ❿ to allow you or your client to compare the information.

➢ With this option selected, each of the fields under these two columns (❺ & ❿) must have one-to-one entries. For instance, if the applicant has supplied the "Major", then there must be a corresponding entry under the "Institution-Reported" column for the verified "Major". So, for any field that has been filled out, and the corresponding field beside it is not known, you can enter "N/A", "Unknown", etc. to allow the verification to be completed. All of these fields are not required, so only use the fields for which you have information to report.

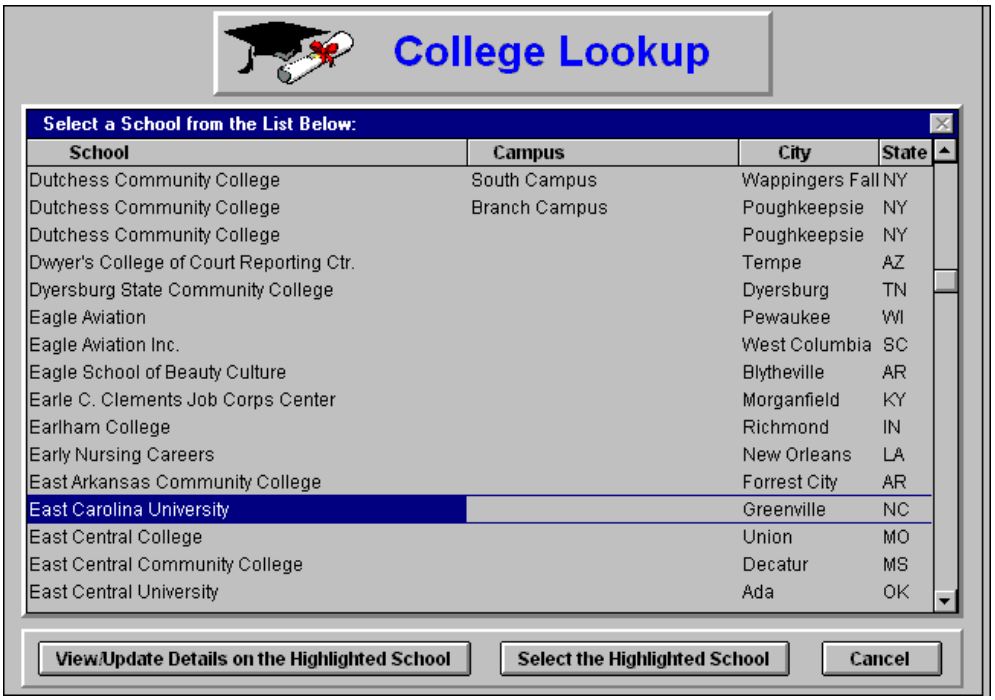
➢ If the information is not provided by the applicant and you only wish to report what was reported by the school, then do not select the Comparative Entry checkbox. The fields under the "Applicant-Supplied Information" ❺ heading will only be accessible when this "Comparative Entry" checkbox is selected.

❺ If the applicant has supplied any of this information for verification, enter it here. See ❹ above for a detailed explanation of the use of the "Applicant-Supplied Information" fields.

❻ Select this button for access to an additional screen which will allow you to enter free-form information on the Applicant-Supplied and Institution-Reported "Accomplishments" while in school. Fields are also provided here for free-form entry of the "Researcher's Comments" and the "Institution's Comments". These fields can be used to key in and report any additional information not covered by the fields in the screen above.

❼ Select this button for access to a screen which provides editing of the subject's Education Verification Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

❽ Choose the **College Lookup** button to display the College Lookup Table with more than 8100 universities, colleges, community colleges, technical and trade schools. These schools can be selected from this list and the Institution, Location, Phone and Fax (when available) fields on the Education History Editing screen will be populated.



This list is driven by alpha-search, so in order to find a school, key in the first couple of characters to search for the school (see **Tip:** below). Once found, the school can be selected from this table by double-clicking on the school in the list or by highlighting it and choosing the "Select the Highlighted School" button. To view and/or update the details for a school, highlight a school and choose the "View/Update Details on the Highlighted School" button.

Tip: Because the alpha-search is limited to the number of characters that can be typed within one second, you will find it hard to locate the school that you want if it starts with "University", as well as some others. To assist here, back on the "Education History Editing" screen, if you will go ahead and type in the name of the school in the "Institution:" field, then when the **College Lookup** button is selected, it will display with that school already highlighted in the list.

Note: The College Lookup Table is provided as an Add-On Interface and will only be enabled if you are licensed for this option.

❾ If a "discrepancy" is discovered during the Education Verification, you can select this checkbox to help keep track of the discrepancies.

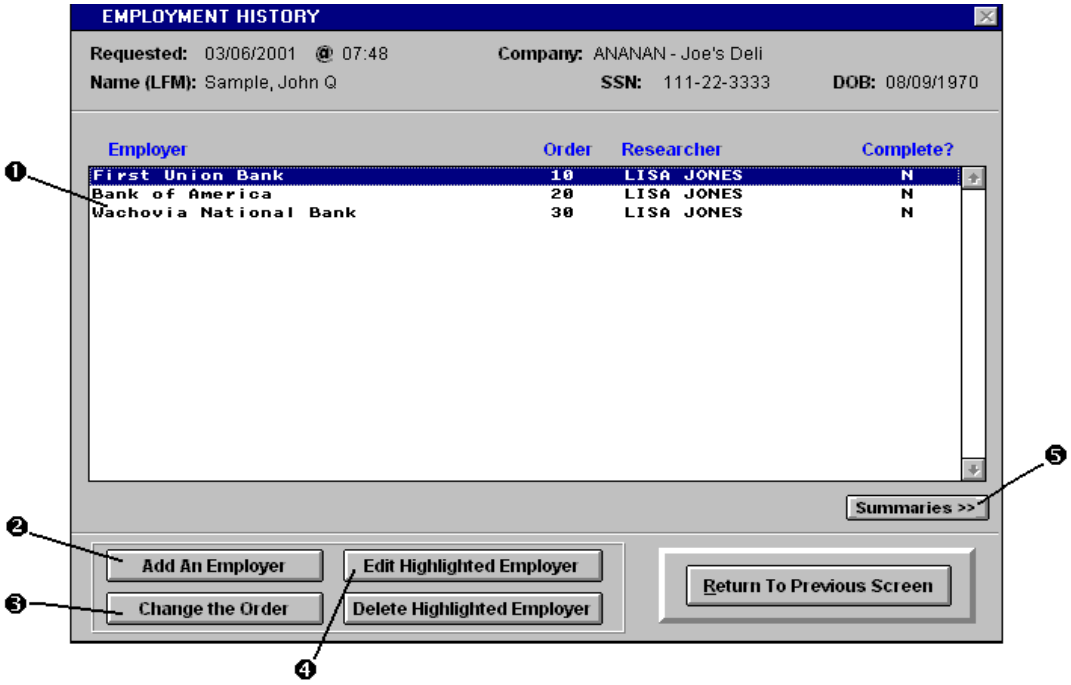
❿ As the Education History is verified, key in that information in these fields. See ❹ on the previous page for a detailed explanation of the use of the "Institution-Reported Information" fields.

⓫ Choose the **Print/Fax a Request Form** button to generate a Request Form that includes the subject's education history information which you are attempting to verify and can be faxed or mailed to the school's registrar. Feel free to print out a sample of this to view the details and format of this form. In order to submit the form to the FRS Fax Server, the school's fax number must be included on the Education History Editing screen.

⓬ Once the Education History Verification has been completed, you will need to check this box to close it out so that the entire subject can be closed out and so that the results can be delivered to the client.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Employment History

The Employment Verification option is a very flexible and elaborate feature of the system. Please read this section for a full understanding of all of the facets of this option. Make sure to read the *Additional Notes on Processing Employment Verifications* topic at the end of this section, as it addresses many of the common issues and questions which arise during the processing of Employment Verifications.



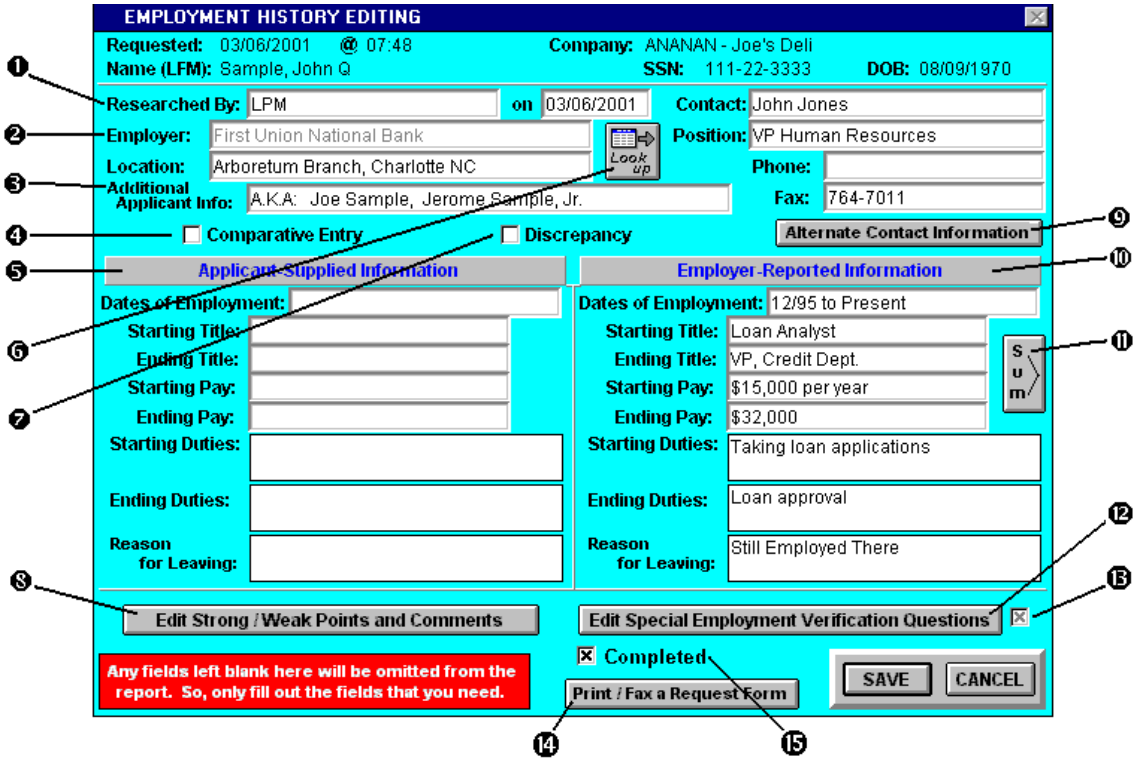
❶ This is the list of requested Employers to verify.

❷ Select this button to add an Employer to check for the subject. There is no limit to the number of employers that can be verified for a subject, so add as many as needed from this screen.

❸ Highlight an Employer in the list and select this button to change the order in which that Employer is displayed for this subject. A screen will be displayed, allowing you to set the "Order" field to any number between 1 and 99. This order will be used to allow you to customize the sorting of each employer for this subject and this sort order will be carried over to the results reports to allow you to specify the order that the list of employers is printed out for delivery to your client.

❹ Select this button to Edit the highlighted Employer and process the verification. This option is covered in detail on the next page.

❺ Select this button for access to a screen which provides editing of the subject's Employment Verification Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.



❶ Enter the researcher's name or initials here. This is the person performing the verification. An option can be set under the General System Defaults to have this field automatically populated with the name of the user entering the request or with the Account Manager assigned to the subject. This field can be used to sort and page-break by researcher on the Employment Search Lists when they are generated.

❷ Enter the name of the Employer here. This can also be populated from the Employer Lookup Table (see option ❻ below). When Special Employment Verification Questions (see ⓬ and ⓭ below) have been set up and assigned to an Employment Verification, this Employer field becomes disabled and can no longer be edited. This is because the special employment verification questions are tied back to the particular employer name, so it is "frozen" to prevent it from being changed and thus losing those special questions.

❸ Use this field to provide additional information about the applicant, such as AKAs. This field will show up on the Request Form ⓮ which can be faxed to the company's HR department. The AKAs entered on the "Add/Edit Subjects" screen will also be printed on this form, but this field has been provided if you wish to include additional information here for the Employment Verification and to include AKAs which you do not want to include on the criminal search lists (the AKAs at the subject level are included on all criminal and civil search lists).

❹ ➢ When performing an Employment Verification, select this option to do a "Comparative Entry" where the applicant supplies information ❺ and the researcher verifies that information ❿ to allow you or your client to compare the information.

➢ With this option selected, each of the fields under these two columns (❺ & ❿) must have one-to-one entries. For instance, if the applicant has supplied the "Dates of Employment", then there must be a corresponding entry under the "Employer-Reported" column for the verified "Dates of Employment". So, for any field that has been filled out, and the corresponding field beside it is not known, you can enter "N/A", "Unknown", etc. to allow the verification to be completed. All of these fields are not required, so only use the fields for which you have information to report.

➢ If the information is not provided by the applicant and you only wish to report what was reported by the employer, then do not select the Comparative Entry checkbox. The fields under the "Applicant-Supplied Information" ❺ heading will only be accessible when this "Comparative Entry" checkbox is selected.

❺ If the applicant has supplied any of this information for verification, enter it here. See ❹ above for a detailed explanation of the use of the "Applicant-Supplied Information" fields.

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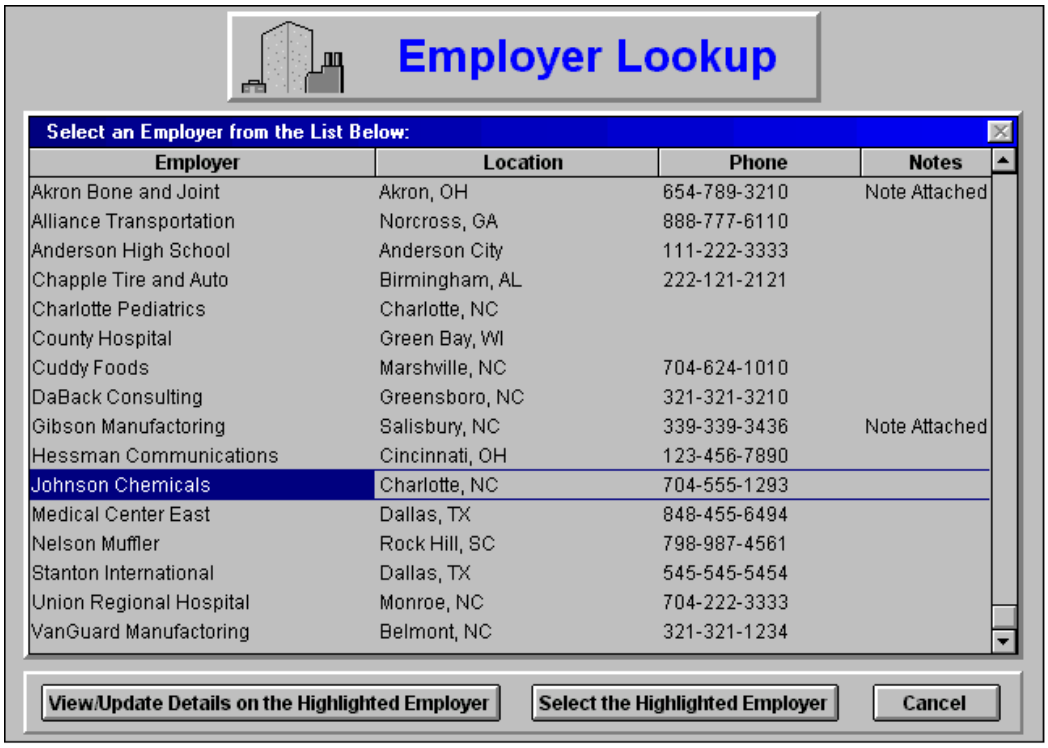
❻ Choose the **Lookup** button to display the Employer Lookup Table which is one of the "Incremental Build" Lookup Tables. As each Employment Verification is processed within the system, the employer's information is saved to this table, allowing you to look them up at a later date and retrieve the employer details when needed. Entries into this table can also be manually entered and modified from the Maintain Lookup Tables option in the FRS Manager. These employers can be selected from this list and the Company Name, Location, Phone and Fax fields on the Employment History Editing screen will be populated.



This list is driven by alpha-search, so in order to find an employer, key in the first couple of characters to search for the company name (see **Tip:** below). Once found, the employer can be selected from this table by double-clicking on the company in the list or by highlighting it and choosing the "Select the Highlighted Employer" button. To view and/or update the details for a employer, highlight one and choose the "View/Update Details on the Highlighted Employer" button.

Tip: Back on the "Employment History Editing" screen, if you go ahead and type in the name of the requested employer in the **Employer:** field, then when you select the **Lookup** button, the list will first be displayed with *that* employer (or the closest match) already highlighted.

❼ If a "discrepancy" is discovered during the Employment Verification, you can select this checkbox to help keep track of the discrepancies.

❽ Select the **Edit Strong / Weak Points and Comments** button for access to an additional screen which will allow you to enter free-form information regarding the verification. Fields are provided here for free-form entry of the applicant's "Strong Points", "Weak Points", "Researcher's Comments" and the "Employer's Comments". These fields can be used to key in and report any additional information not covered by the general entry fields in the Employment History Editing screen.

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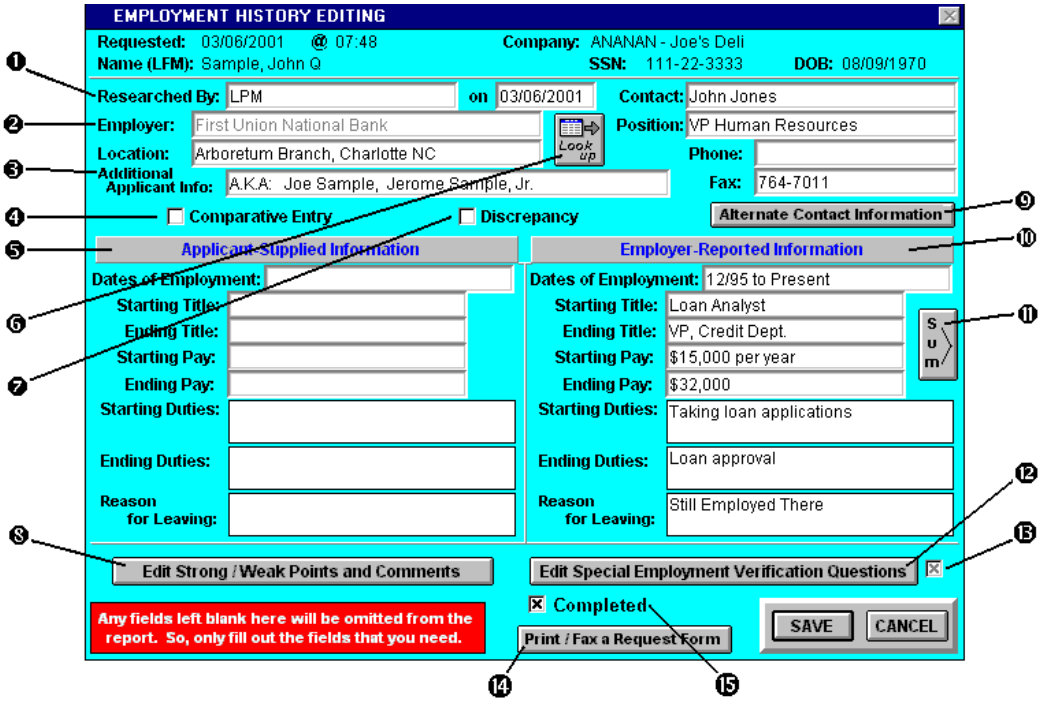


❾ Select the **Alternate Contact Information** button for access to an additional screen which will allow you to enter an alternate contact for verifying this employment if one exists.

❿ As the Employment History is verified, key in that information in these fields. See ❹ (two pages back) for a detailed explanation of the use of the "Employer-Reported Information" fields.

⓫ Select this button for access to a screen which provides editing of the subject's Employment Verification Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

⓬ Choose this button to assign and process a set of Special Employment Verification Questions for this Employer. These special questions can be tailored for a particular occupation, position, or client. For details on setting up these questions, refer to the *Maintain System Defaults* section in Chapter 2: System Setup.

➢To process these special questions, you will choose a "Set of Questions" from the drop-down list and the pre-defined questions will be displayed in the list below that. Pre-defined multiple choice answers will also be available for each question. To toggle through each of these multiple choice answers, you can either double-click on a question with the left mouse button, or press <enter> on a highlighted question. When all answers have been set, choose the **Save** button.

⓭ When Special Employment Verification Questions are assigned to an Employment Verification, this checkbox will have an "X" in it. Otherwise, it will be blank. To un-assign a set of Special Employment Verification Questions from any Employment Verification, select the button ⓬ then change the "Set of Questions" to "NO SPECIAL SET OF QUESTIONS".

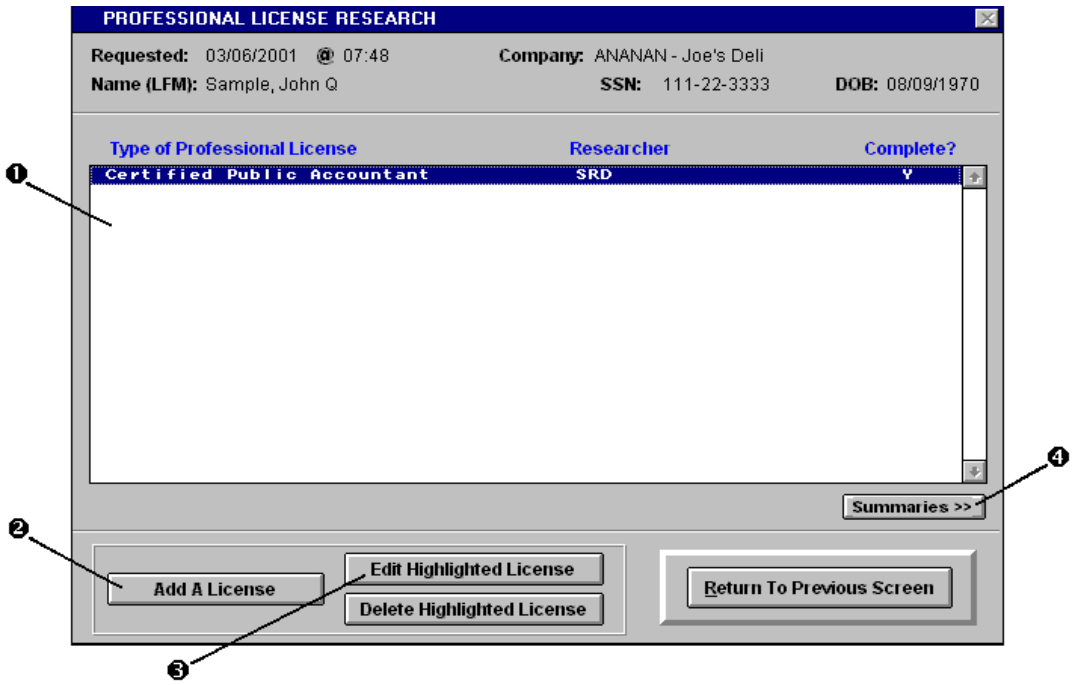
⓮ Choose the **Print/Fax a Request Form** button to generate a Request Form that includes the subject's employment information which you are attempting to verify and can be faxed or mailed to the employer's HR department. Feel free to print out a sample of this to view the details and format of this form. In order to submit the form to the FRS Fax Server, the employer's fax number must be included on the Employment History Editing screen.

⓯ Once the Employment History Verification has been completed, you will need to check this box to close it out so that the entire subject can be closed out and so that the results can be delivered to the client.

Additional Notes on Processing Employment Verifications

- When the Save button is pressed on the Employment History Editing screen, the employer information is added to or updated in the Employer Lookup Table
- If you do not want to verify a subject's "current employer", then it should not be keyed into the system as a request. The system will bill for all employment verifications ordered if the subject's billing code is set to "** By Item". An alternative if you assign the subject with a Package Billing Code could be to key the current employer in, immediately close it out as "completed" and key something like CURRENT EMPLOYER: DO NOT CALL!!! into the "Additional Applicant Info" field.
- Many tools are provided for processing employment verifications. You have the standard, pre-defined fields under the "Employer-Reported Information" heading. You have the option of defining and utilizing the "Special Employment Verification Questions" with multiple-choice answers which can be selected while processing the verification. You also have the ability to key in free-form information under the "Edit Strong / Weak Points and Comments" option.
- To enter special questions with variable-length essay-like answers, you should use the Employer's Comments field under the "Edit Strong / Weak Points and Comments" option. You can even define Keystroke Macros to pre-fill this comments field with the standard questions to ask.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Edit Professional Licenses

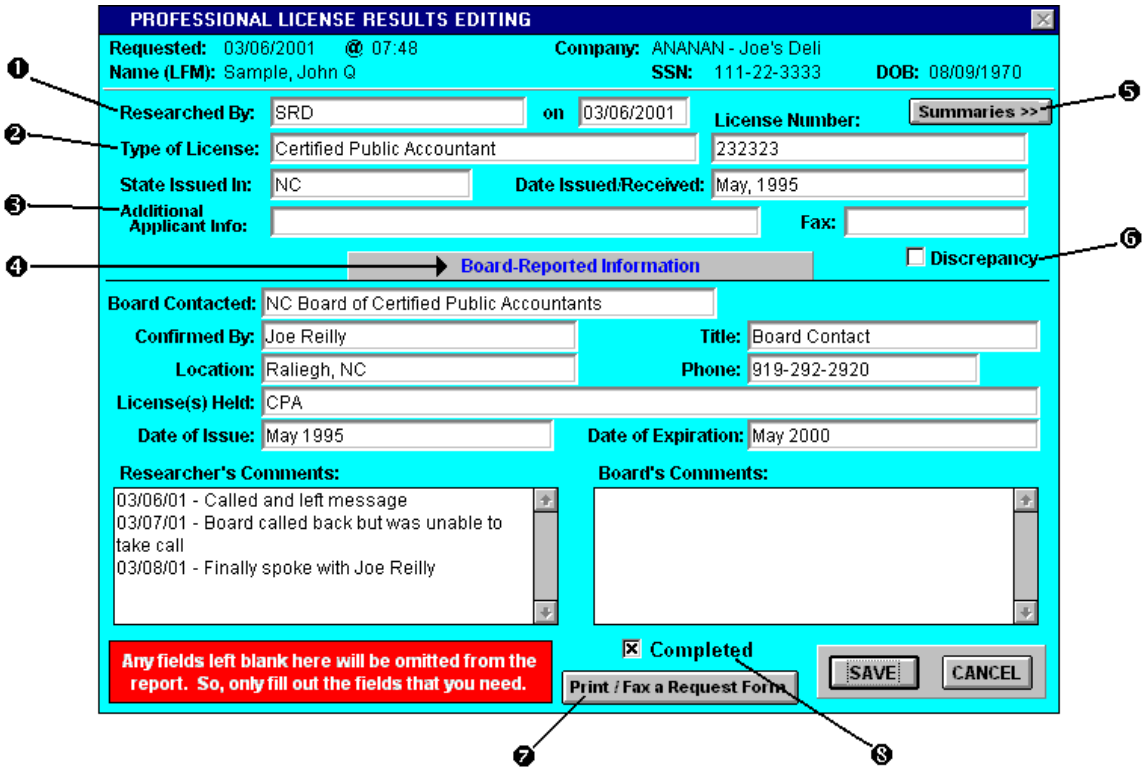


❶ This is the list of requested Professional Licenses to verify.

❷ Select this button to add a Professional License to check for the subject.

❸ Select this button to Edit the requested license and process the verification. This option is covered in detail on the next page.

❹ Select this button for access to a screen which provides editing of the subject's Professional License Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.



❶ Enter the researcher's name or initials here. This is the person performing the verification. An option can be set under the General System Defaults to have this field automatically populated with the name of the user entering the request or with the Account Manager assigned to the subject. This field can be used to sort and page-break by researcher on the Professional License Search Lists when they are generated.

❷ Enter the Type of License, License Number, State Issued and Date Issued here in this section.

❸ Use this field to provide additional information about the applicant, such as AKAs. This field will show up on the Request Form ❼ which can be faxed to the licensing board. The AKAs entered on the "Add/Edit Subjects" screen will also be printed on this form, but this field has been provided if you wish to include additional information here for the Professional License Verification and to include AKAs which you do not want to include on the criminal search lists (the AKAs at the subject level are included on all criminal and civil search lists).

❹ Enter the information which the licensing board reports in this section. All of these fields are not required and only the fields for which information is entered will be printed on the results report.

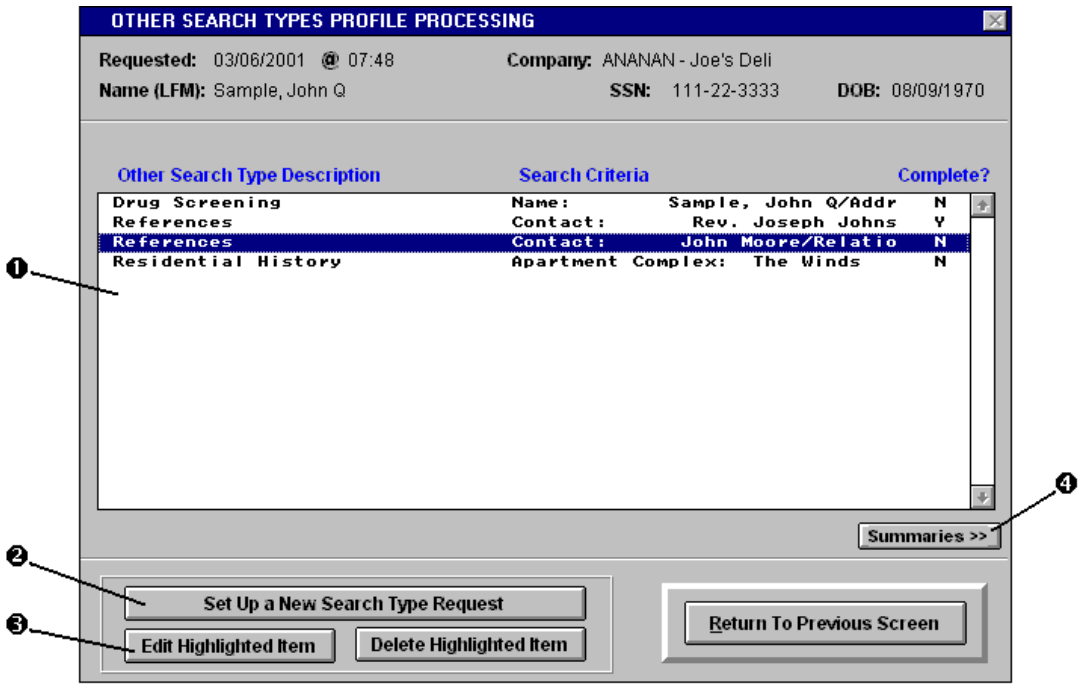
❺ Select this button for access to a screen which provides editing of the subject's Professional License Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

❻ If a "discrepancy" is discovered during the Professional License Verification, you can select this checkbox to help keep track of the discrepancies.

❼ Choose the **Print/Fax a Request Form** button to generate a Request Form that includes the subject's license information which you are attempting to verify and can be faxed or mailed to the licensing board. Feel free to print out a sample of this to view the details and format of this form. In order to submit the form to the FRS Fax Server, the board's fax number must be included on the screen above.

❽ Once the Professional License Verification has been completed, you will need to check this box to close it out so that the entire subject can be closed out and so that the results can be delivered to the client.

Accessing this option: Main FRS Application – Edit Subjects List – Add Subjects *or* Edit Subject – Edit Profiles – Process Other Search Types



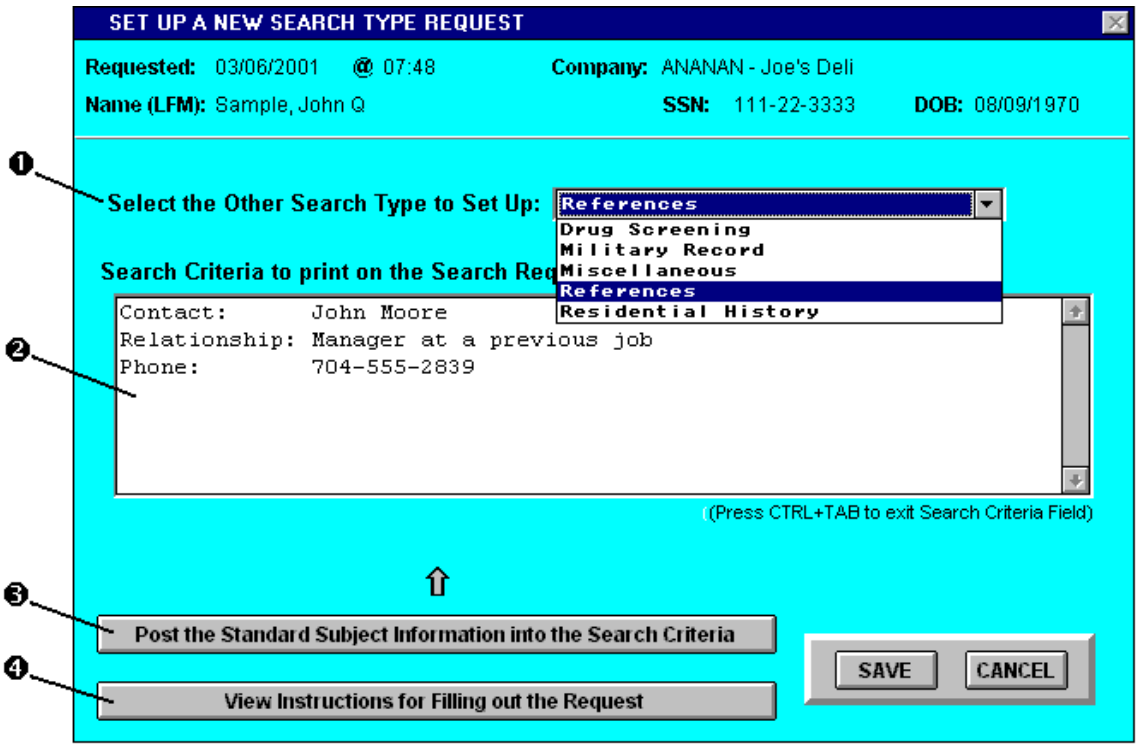
❶ This is the list of requested Main-Level Other Search Types to verify. This list is unlimited and can contain as many different Other Search Types as you have defined. Multiple copies of any particular Other Search Type can also be set up and processed, such as the two "References" in the example above.

❷ Select this button to add a Main-Level Other Search Type to process for the subject. The screen for setting up a new Main-Level Other Search Type is detailed on the next page

❸ Select this button to Edit the requested Other Search Type and process the verification. This option is covered in detail later in this section.

❹ Select this button for access to a screen which provides editing of the subject's Main-Level Other Search Type Executive Summary, Daily Status, Special Research Instructions, and Internal Comments free-form fields.

Setting Up a New Other Search Type Request



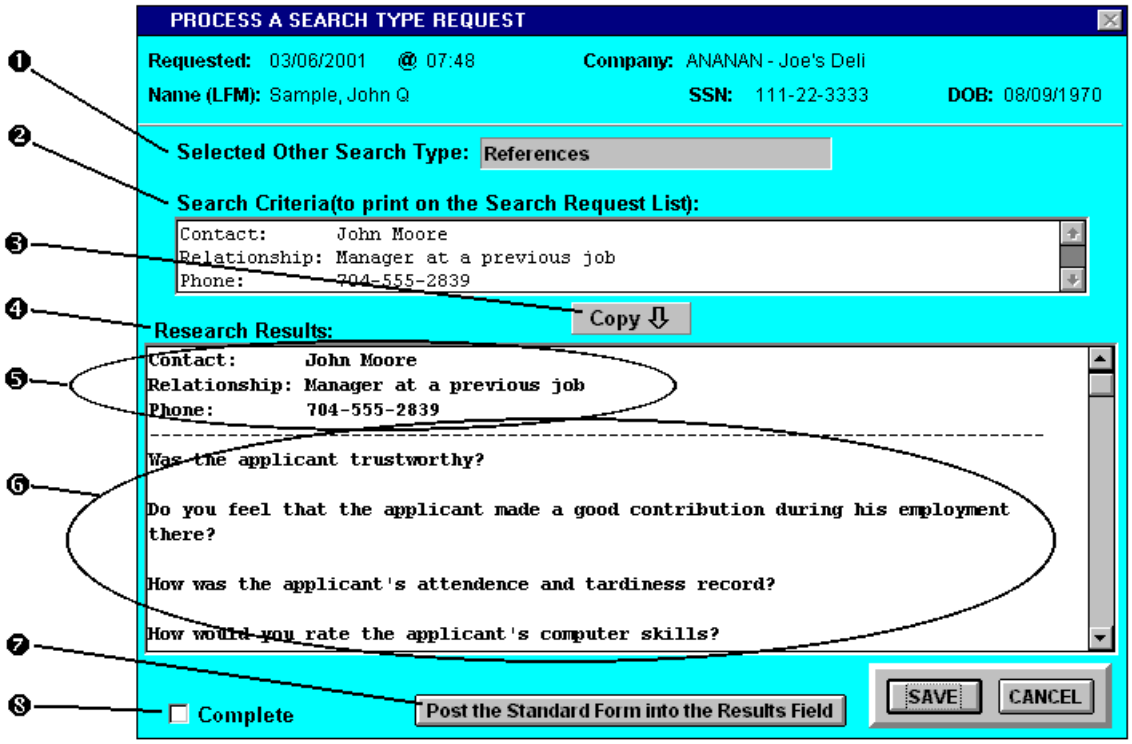
❶ Choose the "Other Search Type" from this drop-down list. This list is driven by the Main-Level Other Search Types defined in the Other Search Types table (see the *Other Search Types* section in Chapter 2: System Setup).

❷ Enter the Search Criteria here for performing the search on the requested Other Search Type. This will probably be different for each of the Other Search Types which you process, so this free-form field has been provided to allow you to utilize this option in any way that you may need. You may set up your own internal procedures and requirements to process each Other Search Type as needed. The instructions which can be displayed in option ❹ below can assist in documenting and communicating these internal procedures. The button under option ❸ described below may assist you in setting this Search Criteria. The Search Criteria entered here will be printed on the Main-Level Other Search Types "Search Lists" for this request.

❸ Selecting this button will post the standard subject information which was keyed on the "Add/Edit Subjects" screen into the Search Criteria field ❷. The subject's information which will be posted with this option includes the subject's Name, SSN, DOB, Address, Sex/Race and any Special Research Instructions. This is optional but if you choose to utilize it to set up the search criteria for a particular Other Search Type, it is available.

❹ When defining the Main-Level Other Search Types, a set of instructions can be defined to explain how to enter the Search Criteria and fill out the request. When these instructions have been defined, this button will be enabled. When selected, this option will display a window with these instructions to provide assistance in setting up the request. When instructions have not been set up for the Other Search Type chosen in ❶ above, this button will be disabled.

Processing the Results for an Other Search Type Request



❶ The selected "Other Search Type" being processed will be displayed here.

❷ The Search Criteria which was entered when the request was initially set up will be displayed here.

❸ Select this **Copy** button if you wish to include the information from the Search Criteria in the results reported to the client. To begin the processing of the results for an Other Search Type by including this Search Criteria, select this button and the Search Criteria info which has been entered will be pasted into the Research Results field (see ❺ in the screen above).

❹ Enter the Research Results to report to the client in this field. This free-form information is the only thing that will be printed for each Other Search Type on the results reports, so utilize the free-form flexibility of this field to include any information that you need to report to the client. This may include the Search Criteria which was used to define the search request initially, so option ❸ was provided to allow you to first pre-fill this field with that information as in section ❺ in the screen example above.

❺ This is an example of how the **Copy** button ❸ has been used to insert the Search Criteria into the Research Results field to begin the results reporting process. The criteria will be pasted into that field at the end of any text which has already been keyed. To place it into the top of the Research Results field like this example, then the **Copy** button should be utilized before any results are entered. If copied later, you will need to cut-and-paste this information from the bottom of the field into the top section if so desired.

❻ This is an example of a results "form" which can be created and posted in using the option explained in ❼ below. In this example, the standard questions which are asked during a Reference interview can be pre-defined and posted in each time a subject's reference is checked.

❼ For each Other Search Type, a "Standard Form" can be defined with the common information, questions, or field labels which must be typed in each time results reports are keyed in for the Other Search Type. When a standard form has been defined for the Other Search Type which you are processing, this button will be enabled and can be selected to post the standard form into the "Research Results" field like the example ❻ in the screen above. When there is no "Standard Form" defined for the selected Other Search Type, then this button will be disabled.

❽ Once the Other Search Type has been completed, you will need to check this box to close it out so that the entire subject can be closed out and so that the results can be delivered to the client.

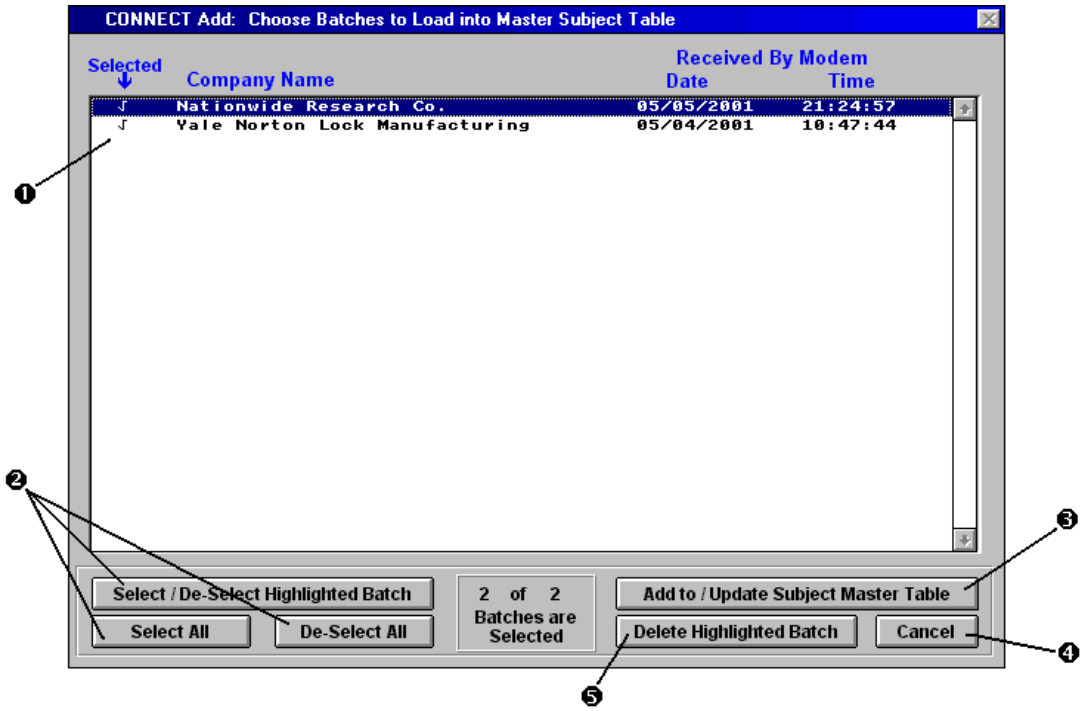
For more details on setting up a Main-Level Other Search type and setting up any of these features, please refer to the *Other Search Types* section in Chapter 2: System Setup.

Accessing this option: Main FRS Application – Edit Subjects List – ***C-Add***

Any of the following can come in through modem via the FRS Connect feature either by your staff dialing to these sites or by these sites dialing in to your's through your FRS Host Mode:

- Requests from your clients running your FRS Remote software
- Requests from other FRS Connect sites ordering criminal, civil or MVR research from you
- Results from other FRS Connect sites providing criminal, civil or MVR research for you

When any of this information is ready to be loaded, you can select the C-Add or "Connect-Add" button on the Edit Subjects List to import them into your subject table. If there is any information waiting to be loaded, the following screen will be displayed.



❶ Each un-processed batch of requests or results which have been received by modem will be listed here. This example shows how requests from a client (Yale Norton Lock Manufacturing) and results from a researcher (Nationwide Research Co.) can both be queued up and waiting to be processed at the same time.

❷ Use these buttons to select the batch or batches to load into the main subjects table. You can also double-click on an item with the left mouse button or press <enter> on a highlighted item to select and de-select it. When an item is selected to load in, there will be a checkmark in the "Selected" column. You can either select and load all batches in at once, or if you prefer, you can select only one at a time, then re-run this option to select another.

❸ Once all of the desired batches have been selected and have a checkmark beside them, choose this button to load the batches into and update the subject table. The process which results from selecting this button is documented on the next few pages.

❹ To cancel the process and load batches in at another time, choose this button.

❺ On the rare occasion that you need to delete a batch, this button can be used. Only users with system administrator's rights can delete batches. A batch should only be deleted if you are absolutely sure that it is a duplicate batch from a client who has had some type of modem communications problem and has sent you a batch of requests twice. To be on the safe side, if you suspect a duplicate batch of requests, you can go ahead and load it in, then if you determine that it is a duplicate batch, you can use the "Delete/Cancel" button on the Edit Subjects List to delete an entire batch of unwanted requests which have loaded in. If you suspect a duplicate batch of *results*, then go ahead and load them because it doesn't hurt anything to load results more than once. (*continued on the next page*)

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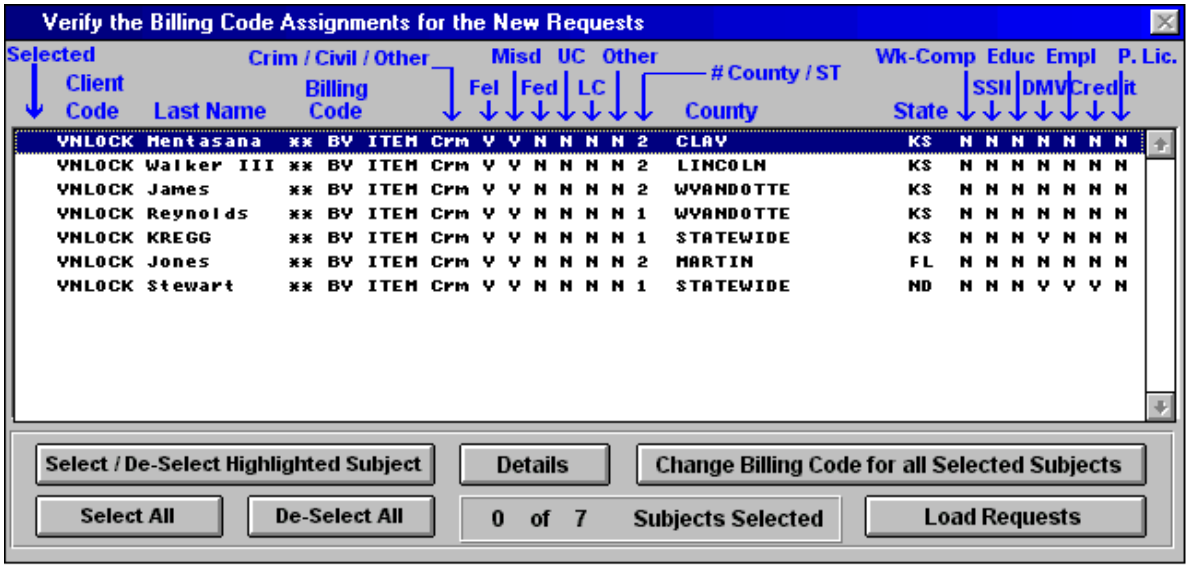
Add to / Update Subject Master Table - Choosing this button will perform the following processes:

☞ If new Requests are being loaded, the following screen will be displayed:



This screen is used to set the Billing Codes for the new requests. The "Billing Code" column will be pre-set with the Default Billing Code for each client as set under the Client List. The full order details of each request are displayed to allow you to change the billing code as needed according to the order. You can also choose the **Details** button to view more elaborate details of the order for any highlighted request. To change the billing code for a request or group of requests, select the requests you want to change using the "Select..." buttons or with the left mouse button or pressing <enter> within the list to place checkmarks in the "Selected" column. Then choose the **Change Billing Code for all Selected Subjects** to display a screen with all of the valid billing codes for the selected client where you can choose the new billing code to assign. Once all billing codes have been set as desired, choose the **Load Requests** button.

TIP: If most of your billing is done "By Item", and you have set each client in your Client List to a Default Billing Code of "** By Item", when this screen is displayed you can usually just select the Load Requests button and move on.

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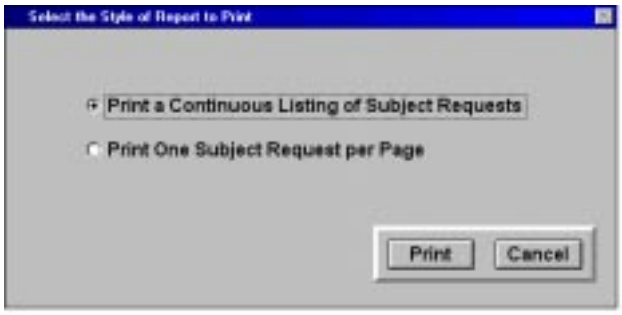
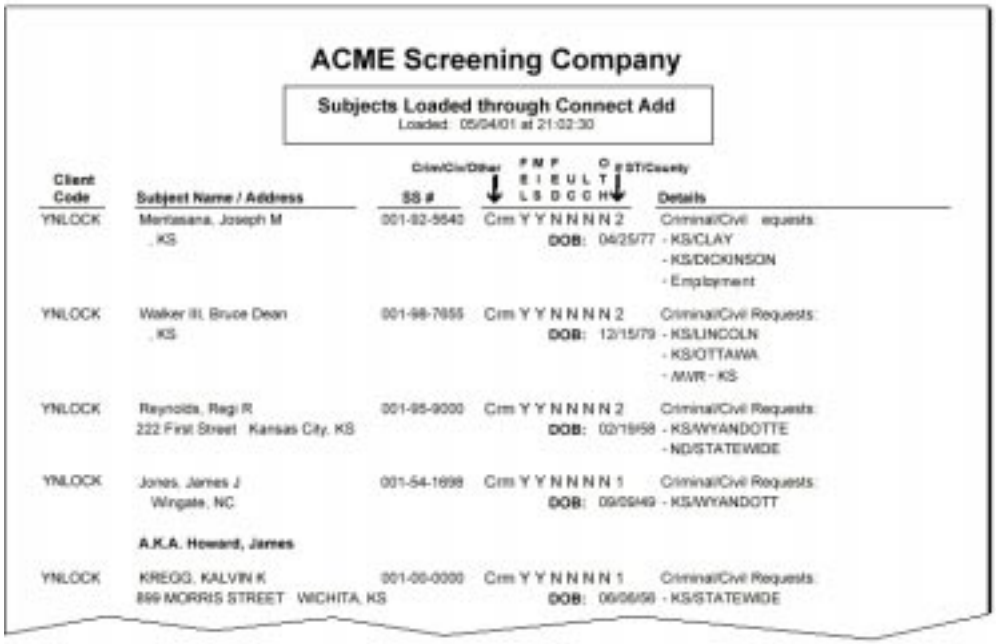
A screen like this one will be displayed to indicate how many "Requests" and "Results" were loaded during this C-Add process and prompt to see if you wish to print a report with a listing of the "Requests" which were just received.

If you choose "Yes" to print the listing of "Requests" just received, then the following screen is displayed to allow you to select from two styles for this report.



You can choose the first style here to print a continuous listing of these requests for your records, or you can choose the second style to "Print One Subject Request per Page" if you wish to use these as work orders to hand out to your staff to begin the research process.

A sample of the first style of this report is displayed below.



ACME Screening Company

Subjects Loaded through Connect Add
Loaded: 05/04/01 at 21:02:30

Client Code	Subject Name / Address	SS #	Crim/Civ/Other	F M F E I E U L T L S D C C H	O # ST/County	Details
YNLOCK	Mentasana, Joseph M , KS	001-92-5540	Crm	Y Y N N N N 2	DOB: 04/25/77	Criminal/Civil equests: - KS/CLAY - KS/DICKINSON - Employment
YNLOCK	Walker III, Bruce Dean , KS	001-98-7655	Crm	Y Y N N N N 2	DOB: 12/15/79	Criminal/Civil Requests: - KS/LINCOLN - KS/OTTAWA - MWR - KS
YNLOCK	Reynolds, Regi R 222 First Street Kansas City, KS	001-95-9000	Crm	Y Y N N N N 2	DOB: 02/19/58	Criminal/Civil Requests: - KS/WYANDOTTE - ND/STATEWIDE
YNLOCK	Jones, James J Wingate, NC	001-54-1698	Crm	Y Y N N N N 1	DOB: 09/09/49	Criminal/Civil Requests: - KS/WYANDOTT
	A.K.A. Howard, James					
YNLOCK	KREGG, KALVIN K 899 MORRIS STREET WICHITA, KS	001-00-0000	Crm	Y Y N N N N 1	DOB: 06/06/56	Criminal/Civil Requests: - KS/STATEWIDE

(*continued on the next page*)

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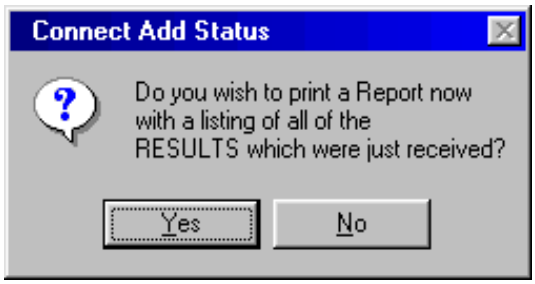
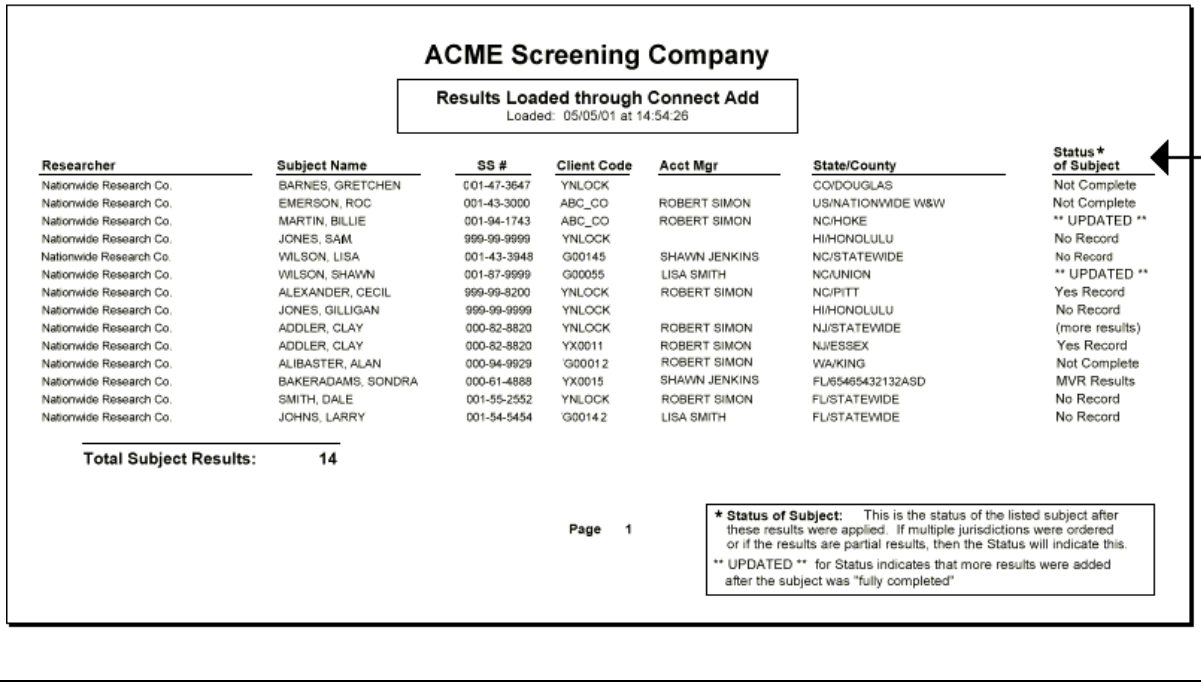
☞ If new Results are being loaded, the following screen will be displayed:



If you choose "Yes" to print this report, one similar to the following is printed:



ACME Screening Company

Results Loaded through Connect Add
Loaded: 05/05/01 at 14:54:26

Researcher	Subject Name	SS #	Client Code	Acct Mgr	State/County	Status * of Subject
Nationwide Research Co.	BARNES, GRETCHEN	001-47-3647	YNLOCK		CO/DOUGLAS	Not Complete
Nationwide Research Co.	EMERSON, ROC	001-43-3000	ABC_CO	ROBERT SIMON	US/NATIONWIDE W&W	Not Complete
Nationwide Research Co.	MARTIN, BILLIE	001-94-1743	ABC_CO	ROBERT SIMON	NC/HOKE	** UPDATED **
Nationwide Research Co.	JONES, SAM	999-99-9999	YNLOCK		HI/HONOLULU	No Record
Nationwide Research Co.	WILSON, LISA	001-43-3948	G00145	SHAWN JENKINS	NC/STATEWIDE	No Record
Nationwide Research Co.	WILSON, SHAWN	001-87-9999	G00055	LISA SMITH	NC/UNION	** UPDATED **
Nationwide Research Co.	ALEXANDER, CECIL	999-99-8200	YNLOCK	ROBERT SIMON	NC/PITT	Yes Record
Nationwide Research Co.	JONES, GILLIGAN	999-99-9999	YNLOCK		HI/HONOLULU	No Record
Nationwide Research Co.	ADDLER, CLAY	000-82-8820	YNLOCK	ROBERT SIMON	NJ/STATEWIDE	(more results)
Nationwide Research Co.	ADDLER, CLAY	000-82-8820	YX0011	ROBERT SIMON	NJ/ESSEX	Yes Record
Nationwide Research Co.	ALIBASTER, ALAN	000-94-9929	G00012	ROBERT SIMON	WA/KING	Not Complete
Nationwide Research Co.	BAKERADAMS, SONDRA	000-61-4888	YX0015	SHAWN JENKINS	FL/65465432132ASD	MVR Results
Nationwide Research Co.	SMITH, DALE	001-55-2552	YNLOCK	ROBERT SIMON	FL/STATEWIDE	No Record
Nationwide Research Co.	JOHNS, LARRY	001-54-5454	G00142	LISA SMITH	FL/STATEWIDE	No Record

Total Subject Results: 14

Page 1

*** Status of Subject:** This is the status of the listed subject after these results were applied. If multiple jurisdictions were ordered or if the results are partial results, then the Status will indicate this.

** UPDATED ** for Status indicates that more results were added after the subject was "fully completed"

IMPORTANT: The "Status of Subject" Column shows the status of the subject after each particular result was posted. If a subject has multiple criminal/civil jurisdictions ordered, then this "Status" will indicate the entire status of the subject after this one result was posted. The possible status values which will displayed in this column are:

Not Complete - The particular result was posted but because of other outstanding jurisdictions, this subject is still incomplete

No Record - The particular result is the last criminal/civil result for this subject and the whole status is "No Record"

Yes Record - The particular result is the last criminal/civil result for this subject and a "Yes Record" was found for one of the criminal/civil jurisdictions ordered for this subject, but not necessarily the one under the "State/County" column

(more results) - More results will follow for this subject, like in the example of "Addler, Clay" above where two results are returned

**** UPDATED **** - This Status indicates that more results were added for a subject which was previously completed and closed out in your system prior to loading these results in and should be investigated to ensure

(*continued on the next page*)

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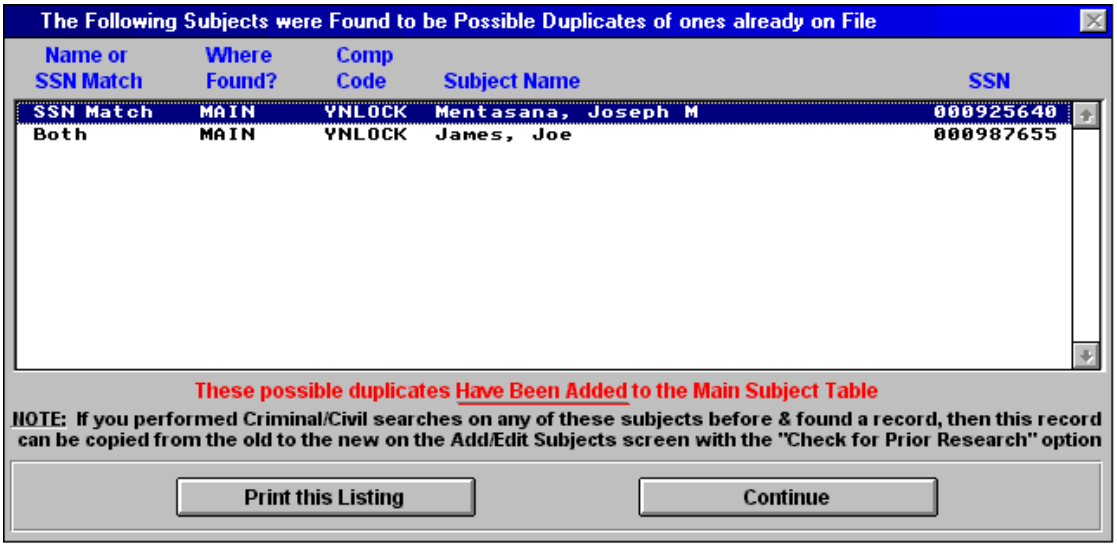
Finally, if new Requests are loaded in, each will be checked by SSN and Name to determine if any are duplicates of subjects already in the Main Subject Table or in Subject Backup History. If any duplicates are found, a screen like the following will be displayed to allow you to verify the duplicates and act accordingly. The list can be printed by choosing the **Print this Listing** button to provide a hard-copy report to assist you with the research of these possible duplicates.



NOTE: If criminal/civil searches were performed on any of these duplicate subjects before and a record was found, then any of these records can be copied from the original search subjects to the new by using the “Check for Prior Research” button located on the Add/Edit Subjects screen.

Notification when Connect-Add (*C -Add*) Batches are Ready to be Loaded

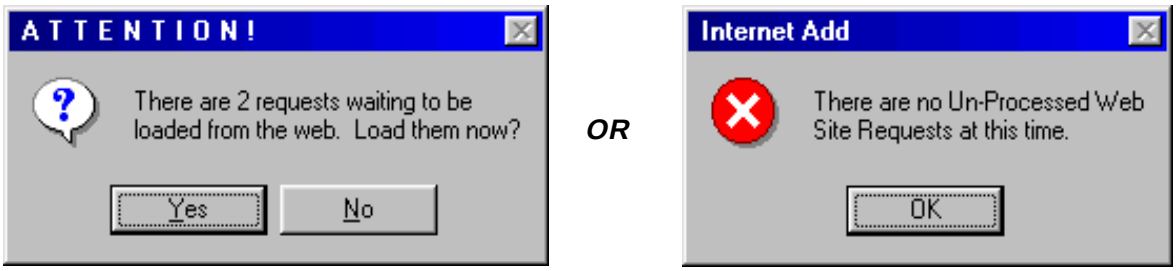
Please see the *FRS Connect Setup* section in Chapter 6: Utilities for information on setting up users who can be notified any time new information has been received by modem and is waiting to be loaded with this option.

Accessing this option: Main FRS Application – Edit Subjects List – ***i -Add***

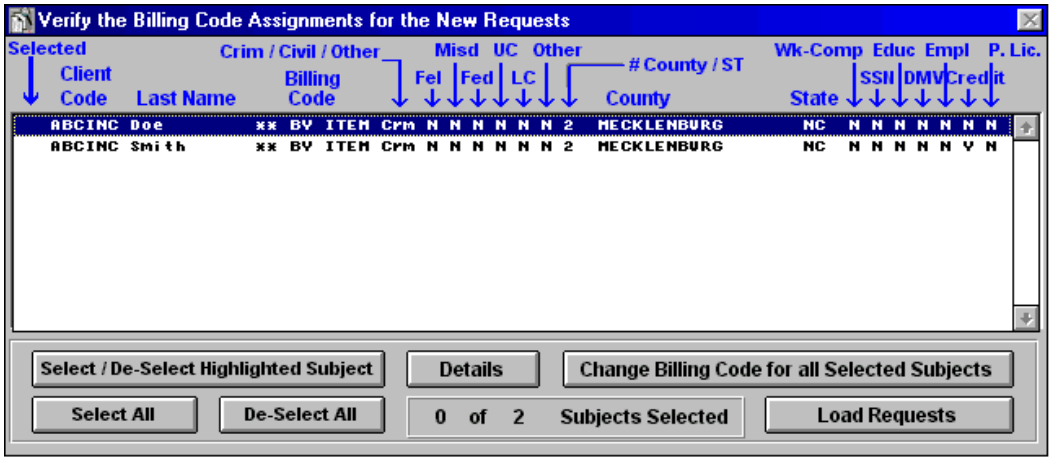
If you are licensed for the FRS Web Application and FRS Website Interface, when the FRS Web Site Server retrieves client requests from your web site, they can be imported into your Master Subject Table with this option.

NOTE: The FRS Website Server can also be configured to automatically load the web requests to the Master Subject Table, thus not requiring the use of this option. This manual Internet-Add option is provided to give you more control in loading and knowing which requests are coming in from your web site with detailed reports as well. For information on how to configure the FRS Website Server for either of these options, see the *FRS Web Server* section in Chapter 6: Utilities.

Select the ***i -Add*** or "Internet-Add" button on the Edit Subjects List to import the web requests into your subject table. You will see either of the following options:



If the option on the left above is displayed, select "Yes" to continue and load in the web requests. The requests will be added to the master subject table then the following screen will be displayed.



This screen is used to set the Billing Codes for the new requests. The "Billing Code" column will be pre-set with the Default Billing Code for each client as set under the Client List. The full order details of each request are displayed to allow you to change the billing code as needed according to the order. You can also choose the **Details** button to view more elaborate details of the order for any highlighted request. To change the billing code for a request or group of requests, select the requests you want to change using the "Select..." buttons or with the left mouse button or pressing <enter> within the list to place checkmarks in the "Selected" column. Then choose the **Change Billing Code for all Selected Subjects** to display a screen with all of the valid billing codes for the selected client where you can choose the new billing code to assign. Once all billing codes have been set as desired, choose the **Load Requests** button.

TIP: If most of your billing is done "By Item" and you have set each client in your Client List to a Default Billing Code of "** By Item", when this screen is displayed, you can usually just select the Load Requests button and move on.

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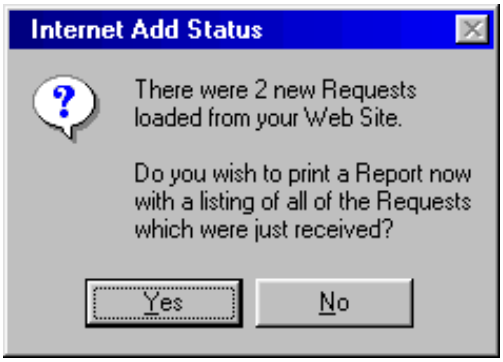
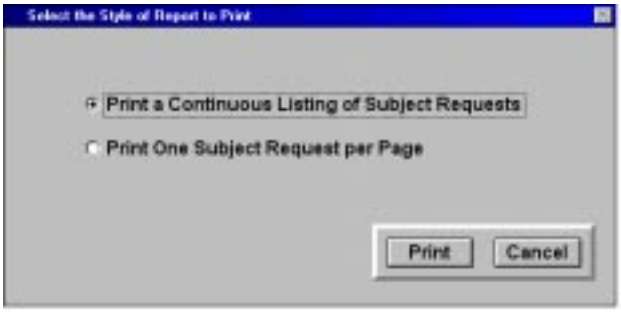
Next, a screen similar to this one will be displayed to indicate the number of new requests that were loaded from your web site.

You will also be given the opportunity to print a report listing all of the requests which were just imported.

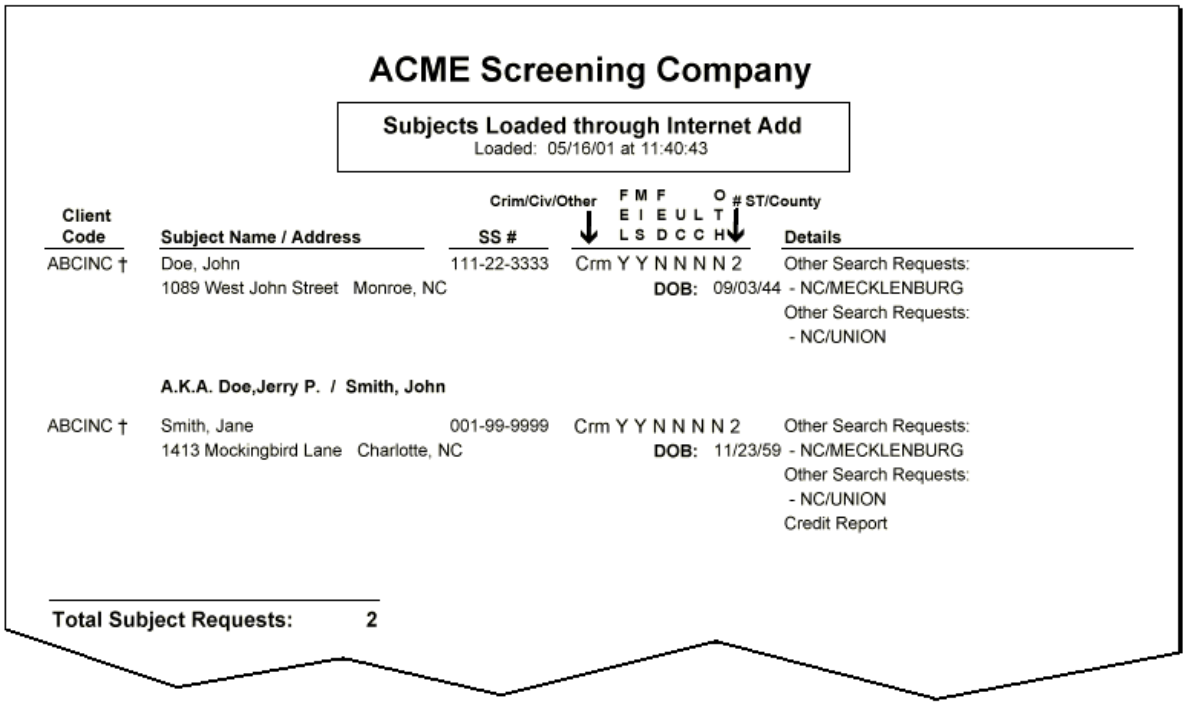


If you choose "Yes" to print the listing of "Requests" just received, then the following screen is displayed to allow you to select from two styles for this report.



You can choose the first style here to print a continuous listing of these requests for your records, or you can choose the second style to "Print One Subject Request per Page" if you wish to use these as work orders to hand out to your staff to begin the research process.

A sample of the first style of this report is displayed below.



ACME Screening Company

Subjects Loaded through Internet Add
Loaded: 05/16/01 at 11:40:43

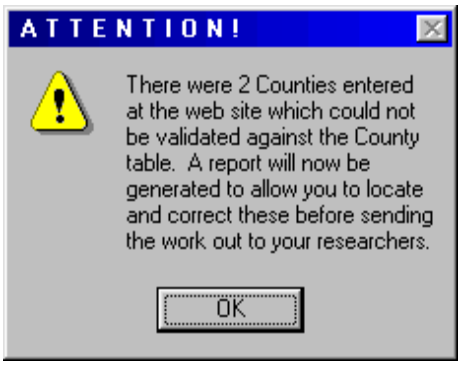
Client Code	Subject Name / Address	SS #	Crim/Civ/Other	F E L	M I S	F E D	U L C	T C H	O T H	# ST/County	Details
ABCINC †	Doe, John 1089 West John Street Monroe, NC	111-22-3333	Crm	Y	Y	N	N	N	N	2	Other Search Requests: **DOB:** 09/03/44 - NC/MECKLENBURG Other Search Requests: - NC/UNION
	A.K.A. Doe,Jerry P. / Smith, John										
ABCINC †	Smith, Jane 1413 Mockingbird Lane Charlotte, NC	001-99-9999	Crm	Y	Y	N	N	N	N	2	Other Search Requests: **DOB:** 11/23/59 - NC/MECKLENBURG Other Search Requests: - NC/UNION Credit Report

Total Subject Requests: 2

(*continued on the next page*)

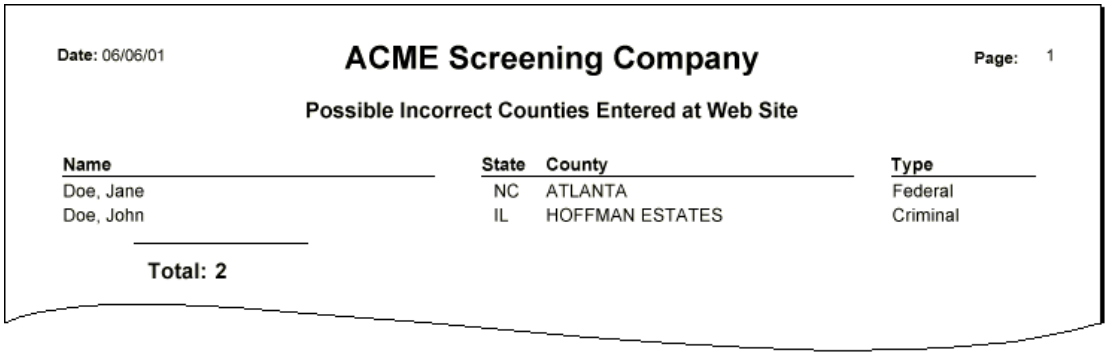
(*continued from the previous page*)

Next, the system will verify each of the new Criminal/Civil state/county requests against the county lookup table. If any counties or federal districts could not be validated against that table, then a message like the one to the right will be displayed.



If any of your clients enter a city as the county to search, a city or county as the federal district to search, or misspell the county or federal district requested, this report will bring it to your attention immediately so that corrections can be made to the new requests before they are distributed to your researchers.

Click the OK button and a report similar to this will be printed:



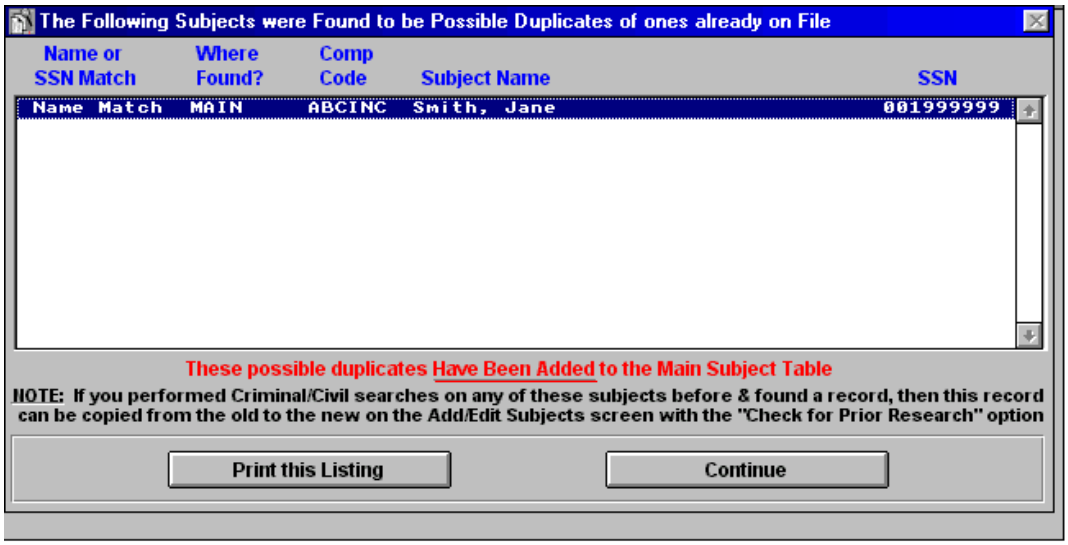
Date: 06/06/01 **ACME Screening Company** Page: 1

Possible Incorrect Counties Entered at Web Site

Name	State	County	Type
Doe, Jane	NC	ATLANTA	Federal
Doe, John	IL	HOFFMAN ESTATES	Criminal

Total: 2

Finally, when the new Requests are loaded in, each will be checked by SSN and Name to determine if any are duplicates of subjects already in the Master Subject Table or in Subject Backup History. If any duplicates are found, a screen like the following will be displayed to allow you to verify the duplicates and act accordingly. The list can be printed by choosing the **Print this Listing** button to provide a hard-copy report to assist you with the research of these possible duplicates.



NOTE: If criminal/civil searches were performed on any of these duplicate subjects before and a record was found, then any of these records can be copied from the original search subjects to the new by using the "Check for Prior Research" button located on the Add/Edit Subjects screen.

Notification when Internet-Add (*i -Add*) Requests are Ready to be Loaded

Please see the *FRS Connect Setup* section in Chapter 6: Utilities for information on setting up users who can be notified when new requests have been retrieved from your website and are waiting to be loaded with this option.

Accessing this option: Main FRS Application – Reports Menu Tab – Print / Generate Search Lists & Tracer Reports

When subject requests have been entered, this option will be used to distribute all search requests to the appropriate research sources.

❶ This option is the centerpiece of the system's search list distribution features. It should be used for all search list distribution to ensure that the most efficient and most reliable research distribution methods are utilized. This option is covered in detail on the next page.

❷ Use this option to generate daily tracer lists to send to researchers for following up on late research. This option is covered in detail later in this section.

❸ These options are provided for backward-compatibility with previous versions of FRS only. It is strongly recommended that you use option ❶ **"One-Touch" Automatic Search List Distribution** for processing all search lists. Each of these individual options are built into the automation of option ❶.

❹ The Employment, Education and Professional License verifications are not handled by option ❶ **"One-Touch" Automatic Search List Distribution**. This is to allow you to use this feature to generate these three types of search lists with a variety of flexible options each day and adopt those options as needed each time these reports are generated. This option is covered in detail later in this section.

❺ If there is an active filter set from the Edit Subjects List when you select the "Print/Generate Search Lists" option, you will be prompted to retain that filter and only distribute subjects which meet that filter criteria with the options here or to clear that filter and distribute all pending requests. This option will display a red "X" when there is not a filter in effect, or a green checkmark here when a set filter is retained.

❻ These three settings can be changed to affect the content on the search lists and tracer lists. The default settings for these are controlled by the Search Lists Defaults under the Maintain System Defaults option in the FRS Manager, but can be changed here with each generation of Search Lists or Tracer Lists.
Tip: If your researchers are having problems reading the subject names on your faxed search lists, then set the third option here, "Convert Subject Names to All Caps on Crim Search Lists?" to "Yes".

❼ This option is provided for backward-compatibility with previous versions of FRS only. If you choose to use the individual search list options ❸, you should use this button to assign the appropriate researcher to the search list that you are generating.

Tip: By selecting the **Research List Lookup** button, your non-administrative staff can view the details and special notes about each researcher.

One-Touch Automatic Search List Distribution

This is a very valuable feature of FRS which can save many hours of labor each day. By assigning the Geographical Research Coverage Areas for all of your research requests to each of your Researchers on the Researcher List, you can distribute all of your daily Search Lists with "One Touch"!

The first step to using this feature is to set up each of your Researchers and research sources in the Researcher List. The Researcher List can be found under the System File/Table Maintenance menu which is located on the Utilities Menu of both the main FRS application and the FRS Manager.

The second step is to assign the Geographical Coverage Areas for each of these Researchers defined in the first step. The "One-Touch" feature uses these assignments to read through the pending requests in your subject list and will distribute these requests to the appropriate researchers.

Note: See the *Researcher List* section of Chapter 2: System Setup for details on setting up your Researchers and their Geographical Coverage Areas.

Once each of these items has been completely set up, the majority of the configuration work has been done, and the third step of running the "One-Touch" Search List Distribution option is all that is left to do. This step can be run multiple times each day to get your search requests distributed to the appropriate researchers.

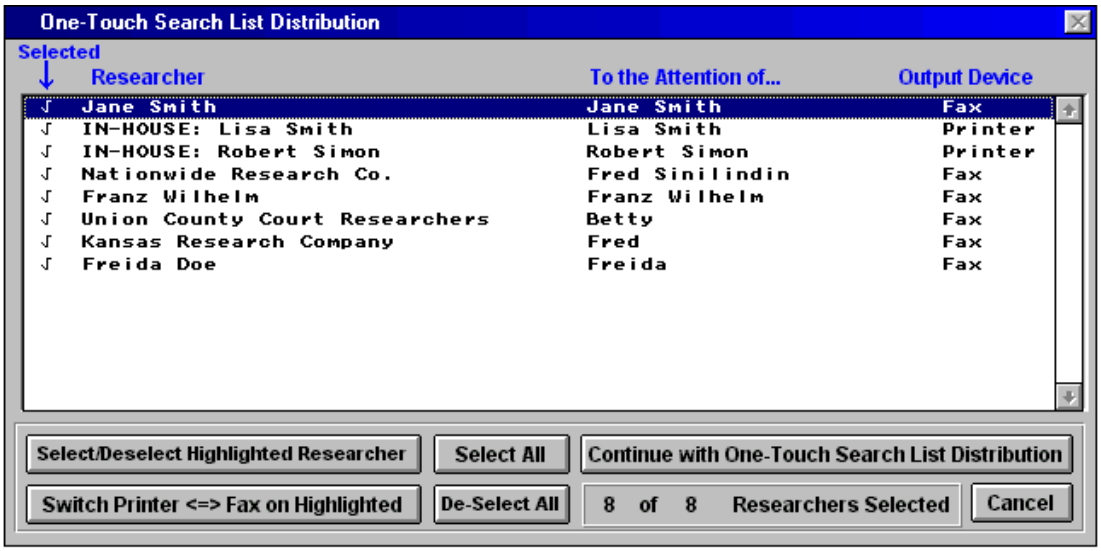
The "One-Touch" Search List Distribution is accessed from the "Generate Search Lists" option on the Reports Menu by choosing the following button:

Turn to the next page for details on how this entire process works.

One-Touch Search List Distribution - How It Works:

1. First, follow the directions above to set up the Researchers and their Coverage Areas.
2. Then, choose the ↘

   button to generate the search lists with "One-Touch".
3. When this option is selected, the system will first read through all of the pending requests in your list of subject requests to verify that they are all covered by your research coverage assignments. If any are not covered, a report of the unassigned coverage areas will be printed, and the One-Touch option will halt until all pending coverage areas are assigned.
4. Once it gets past this point, this option will read through each pending request, which will be assigned to the appropriate researcher. If duplicate researchers have been assigned to any coverage areas which are pending at the time, then the Duplicate Researcher Coverage screens are displayed for processing. See the *Processing Duplicate Researcher Coverage* topic later in this section for details.
5. A list of the researchers which are assigned to the coverage areas for each pending request is displayed.



   Each researcher for which pending requests were found is displayed in this list. A checkmark is automatically placed in the "Selected" column for each researcher so that all are selected. The "Output Device" is automatically set to the "Method of Transmission" defined for each researcher in the system's Researcher List. Using the buttons on this screen, you may change the "selected" researchers, but if any are de-selected, all pending requests will not be delivered. The "Output Device" can also be switched by highlighting a researcher and choosing the **Switch Print <==> Fax on Highlighted** button. Once the settings are set as you wish, choose the **Continue with One-Touch Search List Distribution** button.

   Note: Only researchers set up with a Transmission Method of "Printer" or "Fax" will be displayed here. The other types of research sources (Call Client, Client Calls In and On-Line Service) are covered on the next page.

6. Search lists will be generated for each of the selected researchers from the list. Those set with an Output Device of "Fax" will be sent to the FRS Fax Server and each set to "Printer" will be printed out to the default printer. The "style" of search list which will be generated for each researcher is based on the "Printed/Faxed Search List Generation Style" setting for each researcher under the system's Researcher List option.
7. After all search lists have been printed and faxed, the "One-Touch Search List Distribution Status Report" will print which details the researchers to which search lists were just distributed. This report provides further instructions for any search requests which need to be distributed by modem to FRS Connect Researchers as well as On-Line Services and require further report generation. A sample of this report is provided on the next page.

(*continued from previous page*)

❶ Details of the search lists which were just printed and faxed are detailed in this section of the report

❷ Details on additional steps which need to be taken to complete the entire pending search distribution. Follow these instructions on this Status Report very carefully to ensure that all research requests are processed in the fastest, most efficient manner.

❸ Instructions for delivering search requests to researchers who are set with a Transmission Method of "Client Calls In" or "Call Client"

❹ Instructions for processing Education, Employment and Prof. License verifications

❺ Instructions for On-Line Services to access and complete some pending research

Date: 05/07/01
Time: 10:30:54

ACME Screening Company

Page: 1

Flexible Research System "One-Touch" Search List Distribution Status Report

The Following Search Lists were Printed / Faxed:

Researcher	Method	Crim / Civ	# Requests	Requests: SSN	CRED	DMV	WCMP	OST
IN-HOUSE: Lisa Smith	Print	Y	23	N	N	N	N	N
IN-HOUSE: Robert Simon	Print	N		N	N	Y	N	N
Nationwide Research Co.	Faxed	Y	3	N	N	N	N	N
Jane Smith	Faxed	Y	10	N	N	N	N	N
Franz Wilhelm	Faxed	Y	21	N	N	N	N	N
Union County Court Researchers	Faxed	Y	1	N	N	N	N	N
Kansas Research Company	Faxed	Y	1	N	N	N	N	N
Freida Doe	Faxed	Y	59	N	N	N	Y	N

These steps must also be taken to complete the distribution of all pending search requests:

There are 2 Researchers with requests, which are set up with a Transmission Method of "Call Client". To send the assigned requests to these researchers, run the FRS Connect "Dial Mode" and choose the **button and each of the following researchers will be dialed at one time.**

Dial All Researchers

Nebraska Research
South Dakota Court Searchers

NOTE: There are 1 Researchers with requests, set up with a Transmission Method of "Client Calls In". If you set these clients to "Call Client" then you can go ahead and send their requests now, and their requests will also be sent to them any time they may "Call In" as well.

There are Incomplete Employment and/or Education and/or Professional License Verifications at this time. Choose the "Employment / Education / Prof License" option on the "Print / Generate Search Lists" screen for a set of flexible options for generating the search lists for these profiles.

There are pending requests at this time which are assigned to 3 of your On-Line Services. To process these assigned requests, you should go to the "Reports" Menu, choose the "On-Line Services Processing" option, then run the following On-Line Services options:

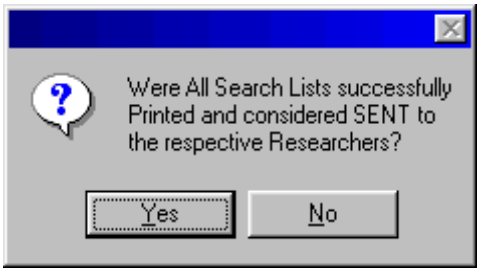
Equifax Credit Services
Experian Credit Services
Insurance Info Exchange

Processed by: Lisa Jones

END OF REPORT

Note: ❸, ❹ and ❺ are each covered in more detail under individual topics later in the section.

8. Last, a message will pop up which will ask you if you want to set the printed and faxed search requests as "sent to a researcher". After all of the "printed" lists have successfully printed and the above report comes off as the last print job, then you should choose "Yes" for this question in order to set the pending requests as "sent" so that they will not be sent again.

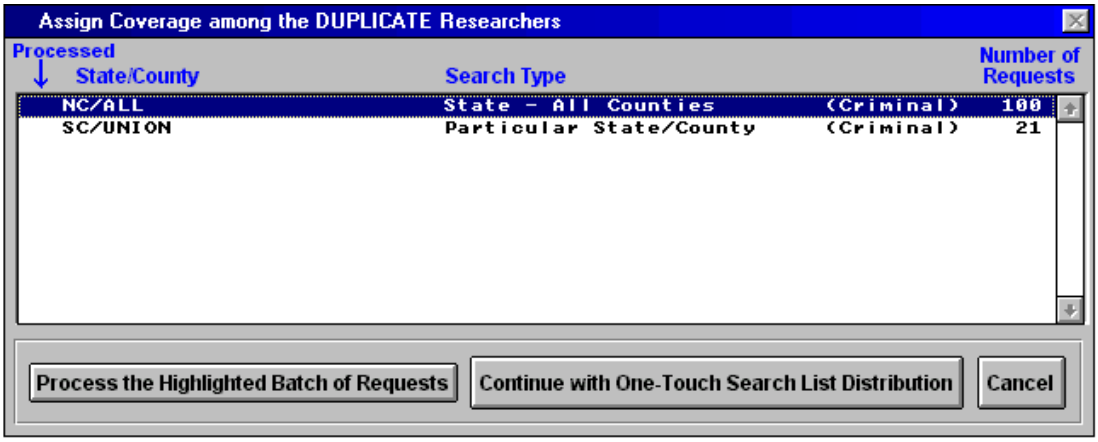


Note: There is an option to handle this in one of two different ways. This question can be prompted after each search list is printed/faxed or just once at the end of all search list distribution. This option is set under the "Maintain Search List Defaults" feature located under "Maintain System Defaults" in the FRS Manager.

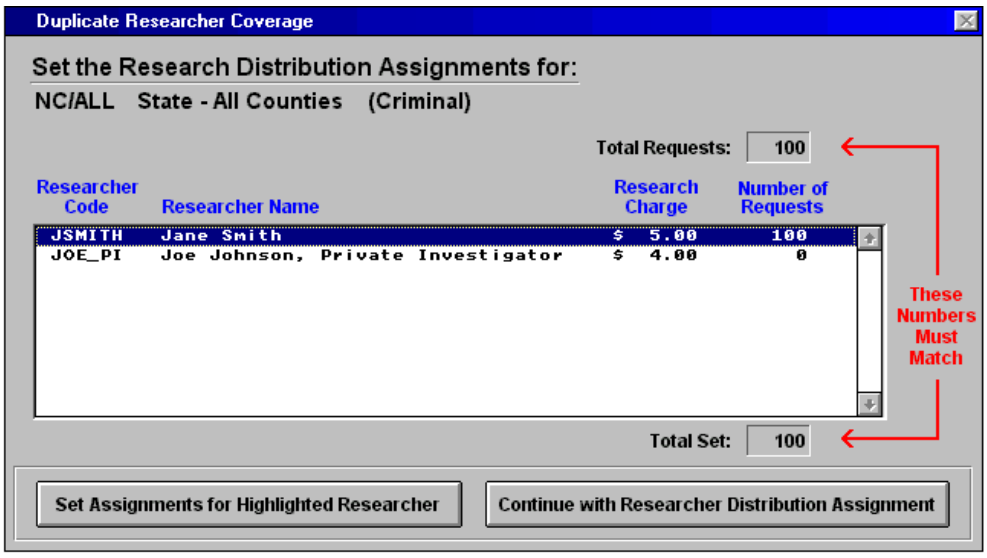
Tip: If some type of faxmodem or printing problem prevents this batch of search lists from being delivered successfully, if you keep the copy of the above report, this will allow you to reset the entire batch using the "Reset Pending Research Requests" option explained in the *Maintain Researcher List* section of Chapter 2: System Setup.

Processing Duplicate Researcher Coverage

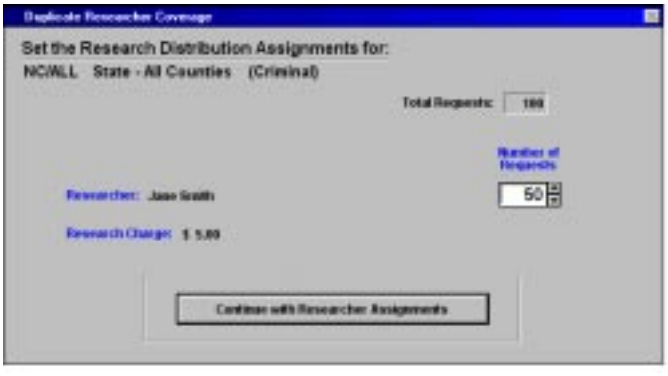
Under the "Maintain Researcher List" option, duplicate research coverage areas are allowed when setting up each of your research sources. When the "One-Touch" Search List Distribution option is executed, if any of the pending requests fall within any of these duplicate coverage areas, then a screen like the following is displayed.



In this example, two areas have duplicate researchers assigned. To process these, you will need to highlight each of the duplicate coverage areas and for each, press <enter>, double-click on the highlighted area, or select the **Process the Highlighted Batch of Requests** button. For the explanation of this feature, we will take the first area in the list, NC/ALL (State of NC, All Counties within the State) for which there are 100 pending requests. When the **Process the Highlighted Batch of Requests** button is selected, the following screen is displayed showing that two researchers have been assigned to this coverage area.



The system pre-assigns all of the requests for this area to one of the researchers assigned to it. The system will randomly assign one of the researchers unless you have a "Default Searcher" assigned to the area under the "Maintain Researcher List" option. To allow all 100 requests to be sent to Jane Smith, then simply choose the **Continue with Researcher Distribution Assignment** button, leaving all 100 assigned to her. In this example, we are going to split the 100 requests evenly between the two researchers, so with Jane Smith highlighted, we will choose the **Set Assignments for Highlighted Researcher** button and the following screen is displayed.

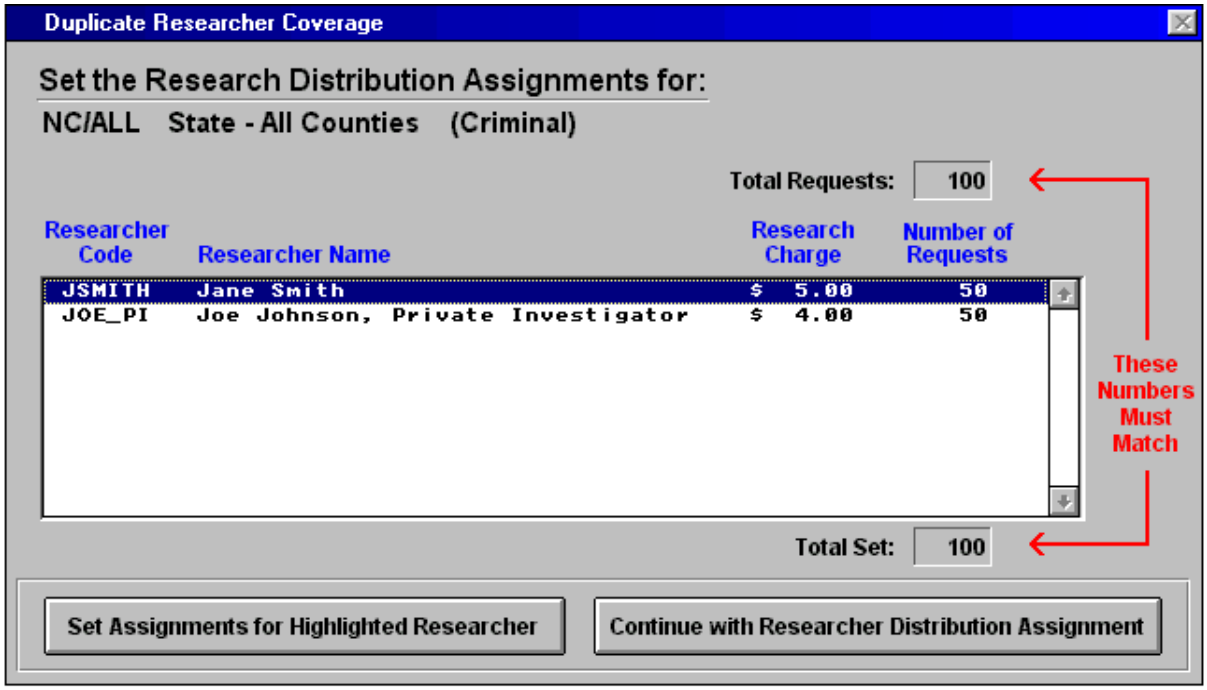


Under the "Number of Requests" spinner-type field, we can key in or click on the spinner arrows and decrease this number from 100 to 50 then click on the "Continue..." button.

Next, we would pull up Joe Johnson, the other researcher and increase his requests from 0 up to 50.

(*continued on the next page*)

Now, after these assignments have been changed for NC/State - All Counties, the following screen will reflect this. Click on the **Continue with Researcher Distribution Assignment** button to continue with the One-Touch Search List Distribution process and deliver all requests.

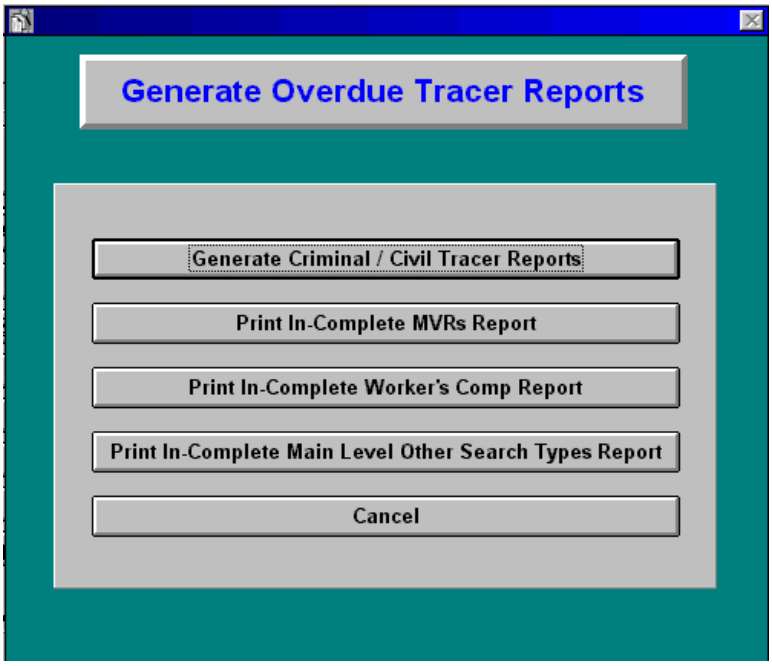


NOTES:

- Requests for duplicate coverage areas do not have to be split evenly between researchers like in this example. You can break them out in any way that you wish and you can leave all requests assigned to the one researcher if you wish, or switch them all from the one researcher assigned to the other researcher.
- When processing these, before you can continue, the “Total Requests” and the “Total Set” in the screen above must match.
- See the *Maintain Researcher List* option in Chapter 2: System Setup for details on setting up your researchers, assigning the geographical coverage areas and setting up “Default Searchers” for duplicate coverage areas so that the requests will first be assigned to the Default Searcher for an area.

Overdue Tracer Reports

This option allows you to generate overdue tracer lists for pending research requests to track those requests which are not being returned by your researchers in a timely manner. Choose the "Generate Overdue Tracer Reports" option from the "Print/Generate Search Lists" screen and the following menu is displayed.

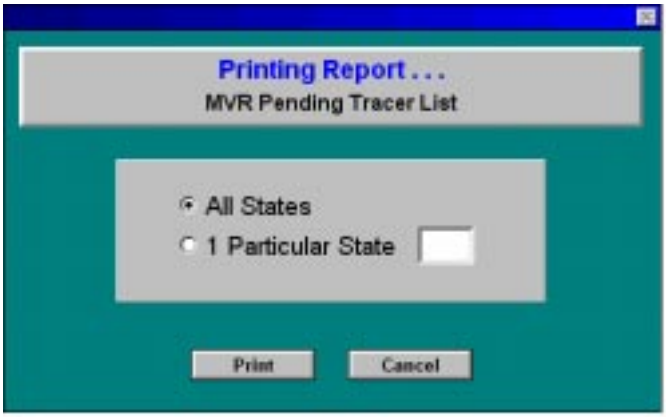


Generate Criminal / Civil Tracer Reports

Selecting this report option will allow you to generate tracer lists of outstanding, overdue criminal and civil requests for all of your criminal/civil researchers. This option is covered in more detail on the next page.

Print In-Complete MVRs Report

This option will allow you to generate an MVR Tracer Report for all of the in-complete MVR requests. This report can be generated for All States or for One Particular State. After selecting this option, the following screen will be displayed.



From this screen, you can select the "All States" option to generate a listing of all in-complete MVR requests ordered for any jurisdiction. Select the second option of "1 Particular State" and enter the state abbreviation in the field next to that option to generate a listing of all in-complete MVR requests ordered for the particular state that you enter.

Then, choose the **Print** button to continue and print the report, or select the **Cancel** button to exit this option.

Print In-Complete Worker's Comp Report

This option will allow you to generate a report with all of the in-complete Worker's Comp requests.

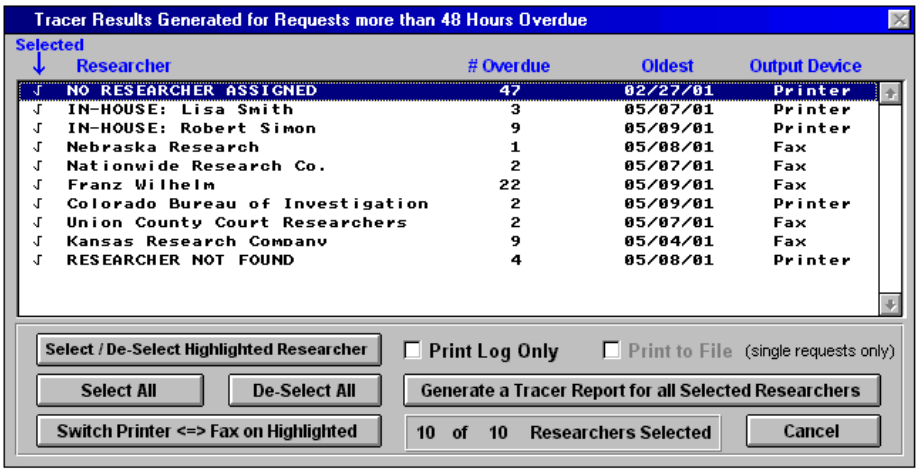
Print In-Complete Main Level Other Search Types Report

This option will generate a listing all ordered Main-Level Other Search Types which are outstanding and not yet completed.

Generate Criminal / Civil Tracer Reports

You can select whether to generate tracer reports for All of your Researchers or pick One Particular Researcher. The number of "Hours Overdue" can be set to allow you to define your own standards for late work. By Default, the report title is set to O V E R D U E S E A R C H REQUESTS, however, this title can be changed with each report generation.

After setting the options as needed, select the **Continue** button. The system will read through all criminal and civil requests, determine those overdue by more than the Hours Overdue setting and group them by researcher. A screen like the following will then be displayed.



The Output Device will be set to "Fax" for each researcher that has their fax number defined in the Researcher List, otherwise, this will be set to "Printer". You can use the **Switch Printer <=> Fax on Highlighted** button to change any of these settings.

All researchers are initially "Selected". You can double-click on any item or use the "Select" and "De-Select" buttons to change any of these.

❑ Print Log Only

Choose this option to only generate and print a listing of the information shown in the top section of this screen (researchers, # overdue, oldest and output device) and not actually generate the Tracer Lists for the researchers.

When all of the researchers that you want to receive Tracer Lists have been selected and all options are set as desired, choose the **Generate a Tracer Report for all Selected Researchers** button to generate them. If the Output Device is set to "Printer" then the reports will be printed on the default printer. If the device is set to "Fax", then the researcher's report will be submitted to the FRS Fax Server for processing.

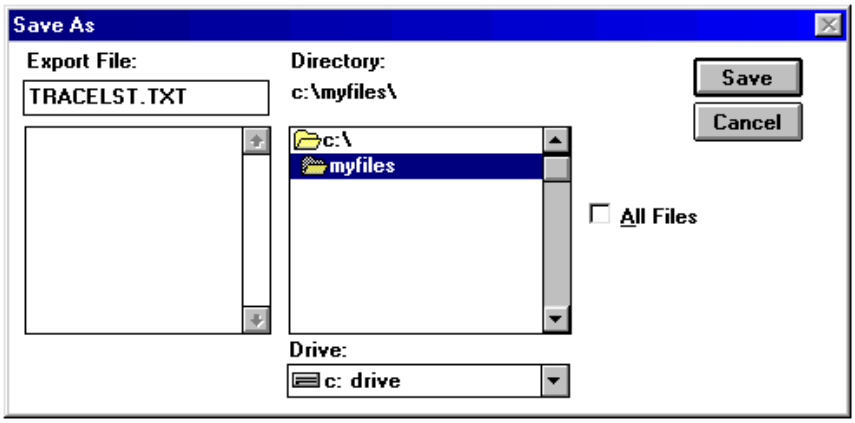
NOTES:

- If an item shows up in the list above as "NO RESEARCHER ASSIGNED" then the requests under this "researcher" could be listed here for a variety of reasons: 1) The requests were not sent out using the "One-Touch" Search List Distribution option, but were instead sent using the manual Criminal / Civil Search Lists options without a researcher assigned and "Yes" was selected when asked to set the requests as "sent" to the researcher, 2) Additional "yes records" were entered for a subject and the subject is still open and not closed out, 3) The original "Pending" request from the Criminal/Civil History screen for a subject was deleted - this request record tracks the researcher to which the request was sent for research, or 4) For some reason, a subject's criminal or civil requests have not been sent out for research within the last "Hours Overdue" period.

NOTES (continued):

- If an item shows up in the list above as "RESEARCHER NOT FOUND" then this indicates a researcher to which requests were sent has been deleted from the Researcher List. For this reason, it is recommended that researchers not be deleted from this list, but instead only have their Geographical Coverage Areas unassigned.
- For either of these situations ("NO RESEARCHER ASSIGNED" or "RESEARCHER NOT FOUND"), you can print out these Tracer Lists to investigate each subject to determine which of the supplied reasons caused this to happen. You can then make any adjustments to your system or your internal procedures to correct any problems found. When editing and researching any of the subjects in these lists, on the Criminal/Civil History screen for each subject, you can choose the "Display / Reset Researcher Assigned to Highlighted Result" button for details on the assignment.

Emailing Tracer Lists: To email a Tracer List to a researcher, select the one researcher in the list illustrated on the previous page and place a checkmark beside that researcher's name, ensuring that all other researchers are de-selected. When only one researcher is selected, the ❑ **Print To File** checkbox will become enabled. Check the "Print to File" box then select the **Generate a Tracer Report for all Selected Researchers** button. Next, the Windows "Save As..." dialog window will be displayed:



Select a drive, directory (folder), and Export File filename to save the export Tracer List text file. You can **not** save export files into the main FRS folder, so you should use or set up a separate folder such as the MyFiles folder on the C:\ drive to save the exported Tracer Lists. Then you will be able to keep them all in one place, have an ongoing record of the Tracer Lists emailed out, and always know which folder to look in when adding the text files as attachments (explained below).

NOTE: See Appendix H for more details about using this "Save As..." Dialog window.

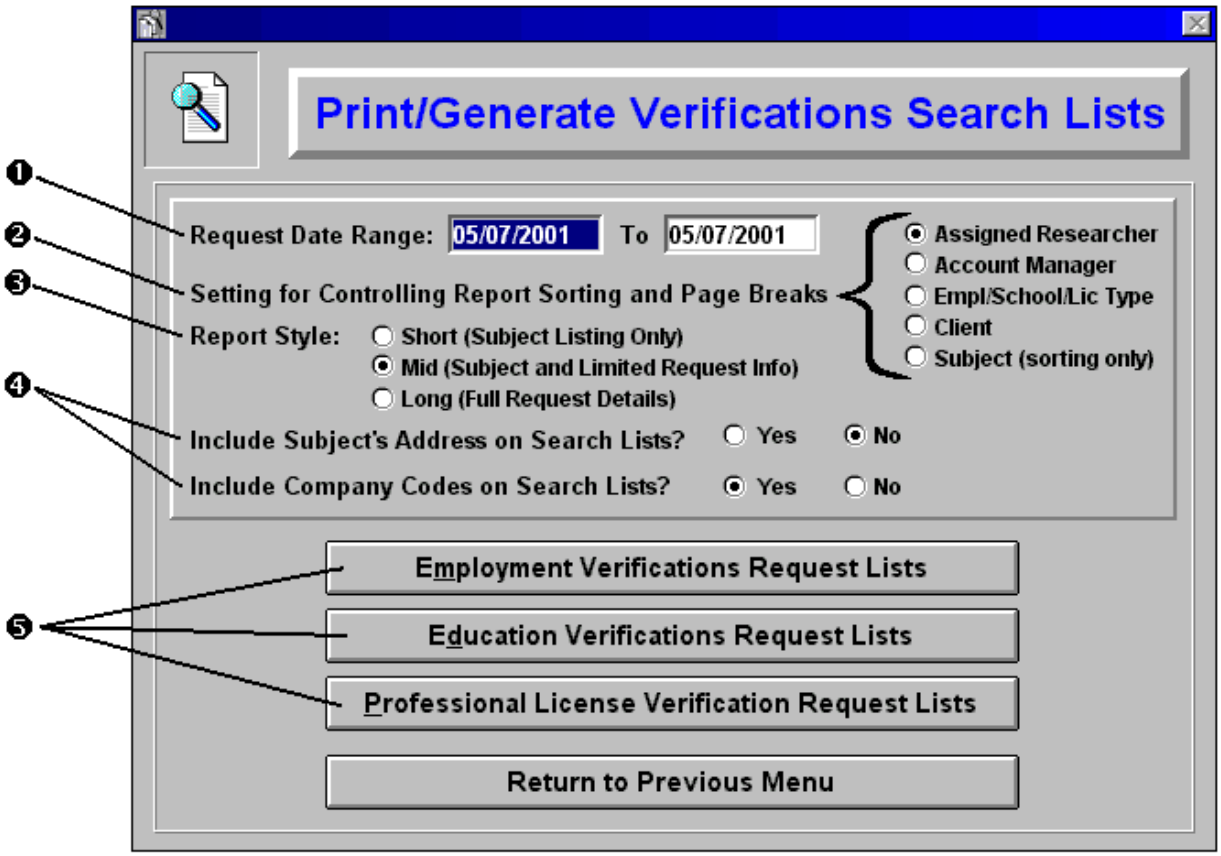
Once you have named the filename and folder above and selected the **Save** button, the subjects in the Tracer List will be exported to that text file.

Now, as your last step, send an email message to the researcher and attach this newly created export file to the email. With a .TXT extension, your researcher will be able to view it with Notepad, Word, or any type of text editor or word processor.

Employment / Education / Professional License Search Lists

This option allows you to generate search lists for your Employment, Education and Professional License requests with a variety of flexible report generation options. Rather than put these search lists into the whole "One-Touch" process, we chose to provide this option as an on-demand option which you can choose as needed and generate these search lists the specific way that you need each time.

When you choose the "Education / Employment / Prof Licenses" option from the "Print/Generate Search Lists" screen, the following is displayed.



❶ Select the Range for the subject's requested dates to include in the search lists.

❷ Select the type of report sorting and page break option from the list of the five on the right. This will allow you to break the reports out for distribution by Assigned Researcher or Account Manager, or by the Employer Names, School Names or Professional License type. You can also break them out by Client or select Subject (sorting only) to have them all print on continuous pages sorted by the subject's last name.

❸ You can set the Report Style to Short, Mid or Long. The Short style includes a single line listing for each subject only. The Mid style includes the single line listing plus the name of the Employer/School/License Type as well as the assigned researcher and the account manager. The Long style includes all of the details for each verification as well.

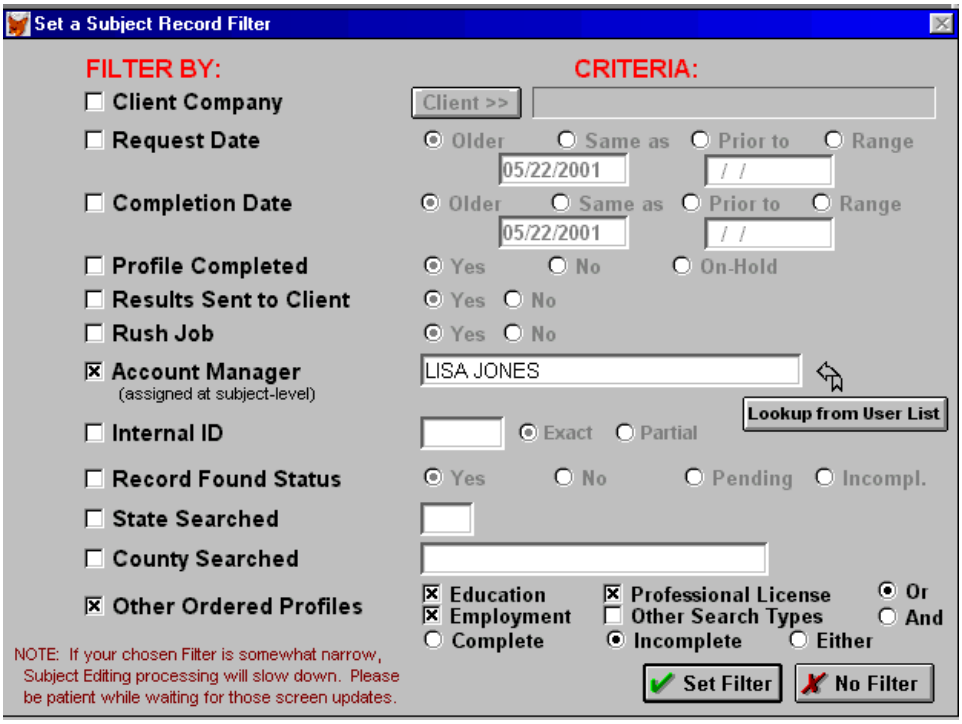
❹ These settings will allow you to control whether the subject's address and the client codes are included on the listings.

❺ Once you have selected all of your settings, choose one of these three buttons to generate the type of report you want. You can return to this screen and generate all three reports if needed.

When these reports are generated, they do *not* set the individual verification requests as "sent" to the researcher. You will need to develop your own internal procedures for generating these reports, perhaps once per day, using a one-day "Request Date Range" criteria. Or, if you usually set the Report Sorting and Page Break option ❷ to "Assigned Researcher", you can generate the reports as often as possible, so that each researcher in your office will have an up-to-date list of the verifications assigned to them. Only In-Complete verifications are included on these search lists, so as verifications are completed, they will no longer appear on these lists.

There is an alternative method to processing Employment, Education and Professional License verifications right in the system without printing search lists or this method can be used in conjunction with the printed search lists. This solution involves setting a Filter from the Edit Subjects List and working the list within that filtered subset of subjects for processing these verification profiles.

From the Edit Subjects List, choose the Set a Filter button. A screen like the following will be displayed.



You can select ❑ **Other Ordered Profiles** at the bottom and then select Education, Employment, and/or Professional Licenses as the filter "Criteria:". You can set any combination of these and if you choose the "Incomplete" status with them, then only the incomplete profiles will be included in the filter for you to work with.

You can also select any combination of the other "Filter By:" options such as ❑ **Account Manager** like in the example above. If you assign each subject an account manager (which can be done automatically by the system) then each account manager can set a filter here to work on the verifications for their accounts.

Then when the ✔ Set Filter button is selected, a filter will be set in the Edit Subjects List to only include subjects which meet your criteria. You can then work through the list of filtered subjects and process the verification requests for each.

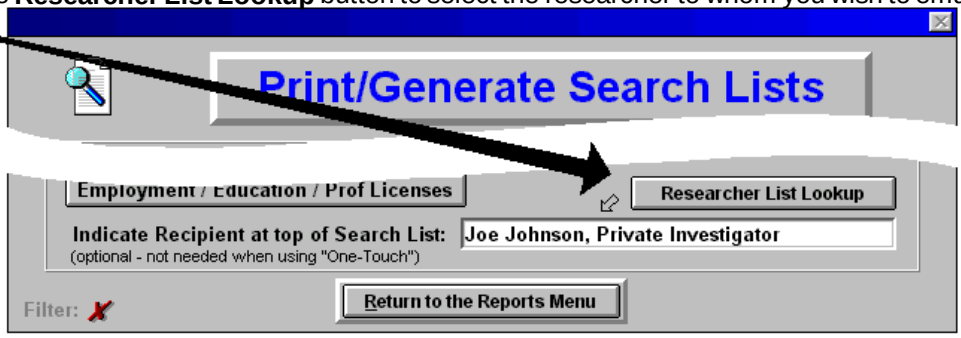
Emailing Criminal / Civil Search Lists

Criminal and Civil Search Lists can be exported to an ASCII text file format for emailing to your researchers. This process involves several manual steps and falls outside of the "One-Touch" Search List Distribution option. These steps are covered for you here. (Note: If this procedure is performed, it should be done prior to performing the "One-Touch" Search List Distribution).

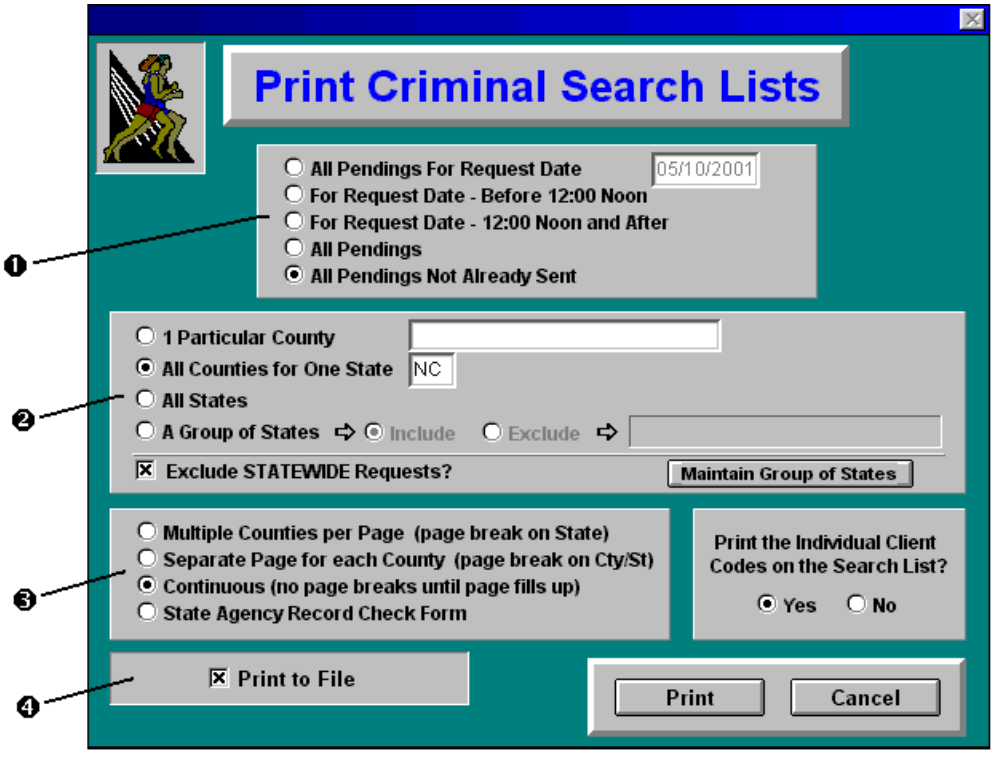
A. In the main FRS application, choose the Reports Menu Tab, then the "Print / Generate Search Lists & Tracer Reports" option.

B. On this screen, use the **Researcher List Lookup** button to select the researcher to whom you wish to email the search list.

To ensure that the accurate tracking of your search requests will not be compromised, DO NOT skip this step.



C. Next, select the **Criminal / Civil Search Lists** option and the following screen will be displayed.



❶ Select the status criteria for the requests here. If this procedure is used in conjunction with the "One-Touch" Search List option, then to match the "One-Touch", you should select "All Pendings Not Already Sent" here.

❷ Select the geographical criteria here to send requests for the areas that the particular researcher covers for you. If multiple states are covered, you can use the **Maintain Group of States** option. If only certain counties are covered within a particular state by the researcher and you cannot use a combination of the options here to generate the search list, then you might have to generate multiple search list export files and attach them all when emailing to the researcher.

❸ This option has no effect on exporting search lists to text files because a continuous list is generated with no page breaks.

❹ This option ***must*** be selected in order to export an ASCII text file of the search requests.

➢ After selecting all of the criteria here, select the **Print** button to continue.

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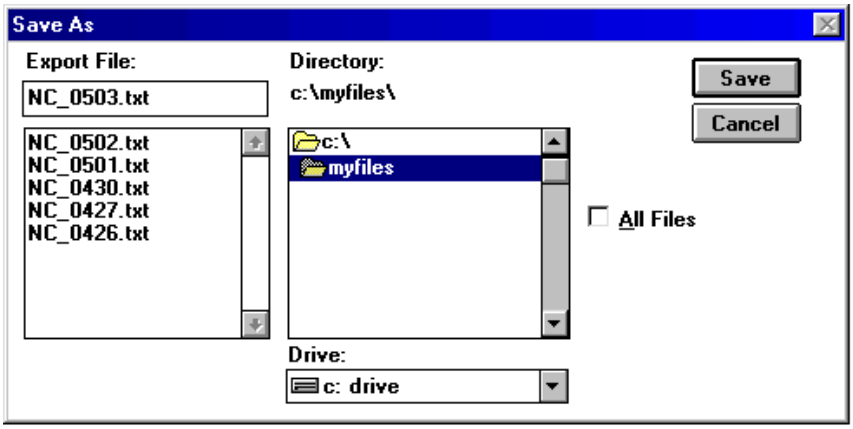
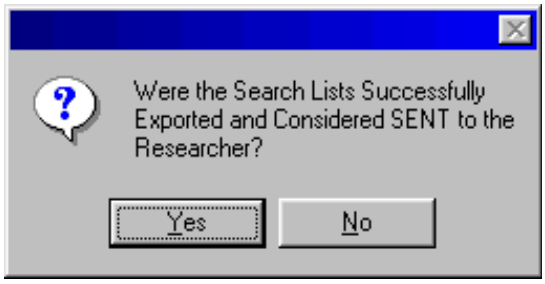
D. The following dialog window is displayed to allow you to select the folder and filename to save the export file of search list requests.



E. Select a drive, directory (folder), and Export File name to save the exported Search List text file. You can **not** save export files into the main FRS folder, so you should use or set up a separate folder such as the MyFiles folder on the C:\ drive to save the exported Search Lists. Then you will be able to keep them all in one place, have an ongoing record of the Search Lists emailed out, and always know which folder to look in when adding the text files as attachments (explained below).

NOTE: See Appendix H for more details about using this "Save As..." Dialog window

F. Once you have named the filename and folder above and selected the **Save** button, the search requests will be exported to that text file. The following window will then be displayed.



If there were no problems creating the export file, you have made note of the filename and folder where it was created, and the only method in which you wish to send these requests to the researcher is by emailing this export file, then you should choose "Yes" here to set those requests as "sent" to that researcher. If you did not select a researcher on Step B of this process, then a different warning screen will be displayed here instead, so you should always make sure to select the intended researcher in step B.

G. Now, as your last step, send an email message to the researcher and attach this newly created export file to the email. With a .TXT extension, your researcher will be able to view it with Notepad, Word, or any type of text editor or word processor.

Tracking and Resetting Research Requests

The system is equipped with many tools to help you keep track of the status and location of research requests. When the system is used as described in this manual, each time that an item is sent out for research, the system records who, when and how that item was sent to allow you to keep track of your research assignments.

The Overdue Tracer lists described previously in this section will track overdue search requests. Many features are also available in the system for checking the research delivery status of individual requests. These options are described below along with details on how to reset search requests to be delivered again.

Criminal/Civil/Other Requests

To check a subject's criminal or civil county request to determine if it has been sent to a searcher for research, to whom it was sent, and when it was sent, do the following:

1. In the main FRS application, in the Edit Subjects List, find the subject in question
2. Edit that subject
3. Choose "Edit Profiles", then "Edit Criminal/Civil Results"
4. Find the county or other jurisdiction in the Criminal/Civil History screen and highlight it
5. Select the **Display/Reset Researcher assigned to Highlighted Result** button
6. This will display the "Identify / Reset a Research Source" screen which allows you to identify to whom the search request was sent, when it was sent and by which delivery method. You will also be able to reset the request to send it again and/or print a quick search list containing that one request directly from this screen.

Motor Vehicle Requests

To check a subject's motor vehicle drivers license request to determine if it has been sent to a searcher for research, to whom it was sent, and when it was sent, do the following:

1. In the main FRS application, in the Edit Subjects List, find the subject in question
2. Edit that subject
3. Choose "Edit Profiles", then "Motor Vehicle Results"
4. Find the drivers license request in the Motor Vehicle History screen and highlight it
5. Select the "Edit Highlighted Drivers Lic." button
6. This will display the "Motor Vehicle Checks Editing" screen. In the lower left-hand corner of that screen, the "Status:" field will indicate the status of the request/result and details about the research source if pending and the completion method if completed.
7. To reset an MVR request to Pending status for delivery again, for an alternate research source, or for any other reason, return to the Motor Vehicle History screen, highlight the drivers license request in the list and choose the "Reset Highlighted Status" button.

Note: When any ordered profile for a subject has been sent for research, there will be a red dot next to that order in the lower left hand corner of the "Add/Edit Subjects" screen.
Note: If some type of problem occurs during One-Touch Search List Distribution, you can reset an entire batch of requests with the "Reset Pending Research Requests" option explained in the *Maintain Researcher List* section of Chapter 2: System Setup.

Resetting Credit Report or SSN Trace Requests

To reset a subject's completed Credit Report or SSN Trace request to be retrieved from a credit bureau again, the following steps are required.

1. In the main FRS application, in the Edit Subjects List, find the subject in question
2. Edit that subject
3. Choose "Edit Profiles", then "Credit Report Results" *or* "SSN Trace Results"
4. Delete out any and all results currently in the "Credit Report Results" *or* "Social Security Trace Results" field
5. Select the "Save" button to return to the "Subject Profiles" screen
6. Back on the "Subject Profiles" screen, if the checkbox in the "Completed" column next to the "Credit Report" *or* "SSN Trace" order option (depending upon the profile you are resetting) has an **X** in it, then click on that checkbox to remove the **X**.
7. Choose "Exit" to return to the "Add/Edit Subjects" screen and verify that there is not a red dot next to the profile you just reset in the lower left-hand corner. If not, then the next time the appropriate credit bureau is dialed, the Credit Report *or* Social Trace will be retrieved for you.

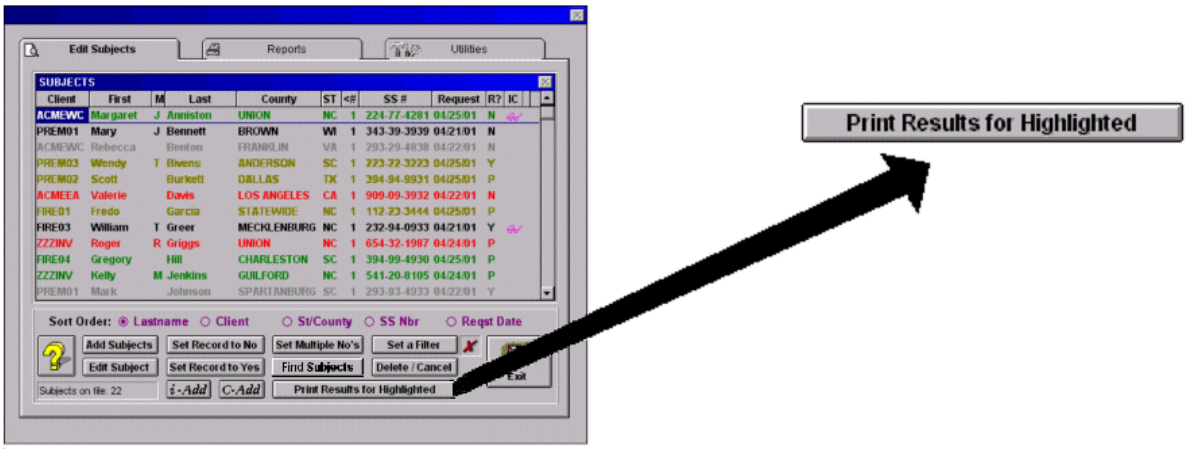
Results can be returned to clients as partial results and when fully completed. There are four methods to deliver results to your clients and each of these is covered in this section of the manual. Special notes are included throughout regarding the delivery of completed results and partial results, as well as many special delivery options available to you.

The four methods of results delivery are:

- Results Delivery by Subject
- Results Delivery by Client
- "One-Touch" Delivery of All Completed, Un-Delivered Results ⇦**Recommended over 1st Two Options**
- Results Delivery by Modem

Results Delivery by Subject

This option is available at any time from the Edit Subjects List.



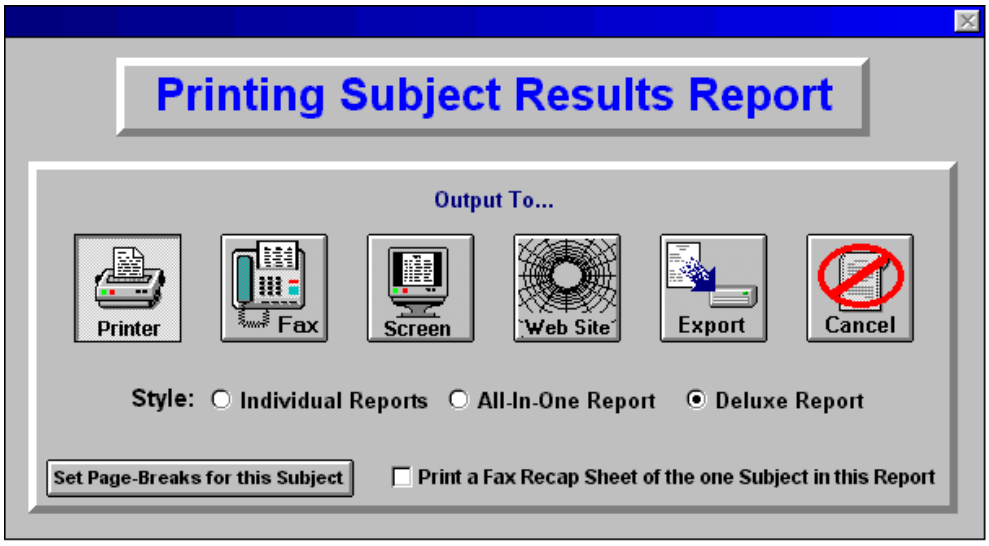
To print the results for one subject, simply highlight the subject in the list and choose the button illustrated above. The following screen will then be displayed.

Each of the possible profiles for the selected subject are displayed here. If some profiles were not ordered for the subject, then they will be "greyed-out" on this screen. Each ordered profile will also initially be selected with an **X** next to the name of the profile. To de-select a requested profile to only print certain results, click on the corresponding checkbox to de-select it. If partial results are being printed, then the Executive Summary checkbox is always disabled. When the Individual Reports style is selected (see next page), a Partial Summary report will print for each in-complete subject, regardless of whether the Executive Summary was ordered for the subject.

When printing the results for one subject only, this checkbox can be selected to print a "Supplemental Report Heading" if you want to indicate to your clients that you are sending results supplemental to ones previously sent for the subject.

Choose the **Print** button to continue

This screen is displayed next ☞

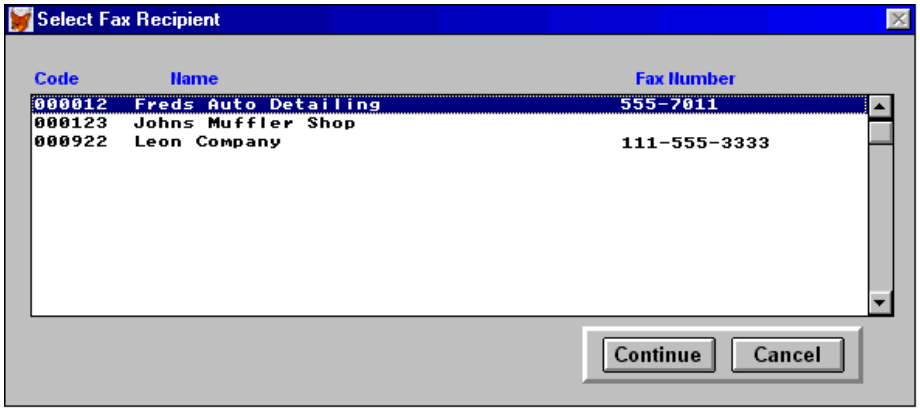


Output To...
Choose the output device for the report here. You can choose to print it to the printer. You can choose "Fax" to submit it to the FRS Fax Server. You can choose "Screen" to preview the report to the screen. If you are licensed for the FRS Web Application, you can choose "Web Site" to submit it for publishing to your web site by the FRS Automation Server (to generate the Adobe PDF file) and the FRS Web Site Server (for delivery to your web site). You can choose "Export" to export the results report to an 80-column wide ASCII-formatted text file. Choose "Cancel" if you do not wish to print the report at this time.

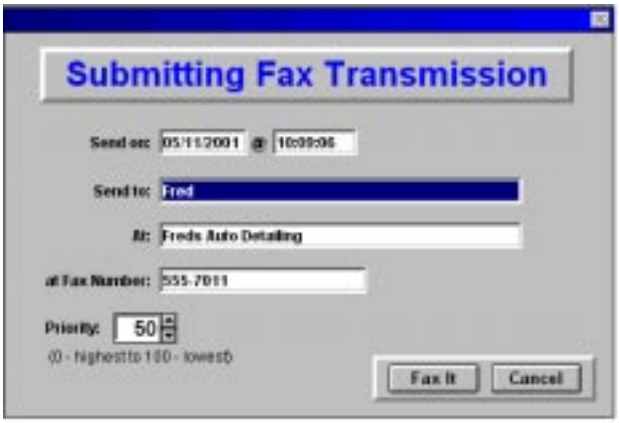
If you choose to preview the report to the **screen**, then after previewing, you will be returned to this screen to allow you to choose one of the other output devices to actually deliver the report. At that point you can choose one of these other output devices or choose "Cancel" if you do not wish to deliver it right then.

If you choose to print the report to the **printer**, then the Windows Printer Selection dialog is displayed so that you can choose the printer that you wish to have these report(s) sent to. If you want to choose the default printer, make sure that the default printer option is selected in that window, then choose the OK button.

If you choose the **Fax** output option, then the following screen is displayed to allow you to pick the fax recipient.



The client to which you are sending will be pre-selected in the list. Select the recipient then choose **Continue**. If there is not a fax number in the "Fax Number" column for a recipient, like Johns Muffler Shop here, then the fax number was not entered for the client in the client list.



After picking the fax recipient, this confirmation screen will be displayed. The current date and time will be set for the first two fields, but you can change these if you want to schedule the fax for later delivery. The "Priority" field can also be changed. The default setting for this will be pulled from the client's priority as set under the Client List. Decrease it to a lower number to move up the priority for quicker delivery, or increase the number to a higher setting to lower the priority and allow other fax jobs to send before this one.

When you select the **Fax It** button, the results report will be sent to the FRS Fax Server for delivery.

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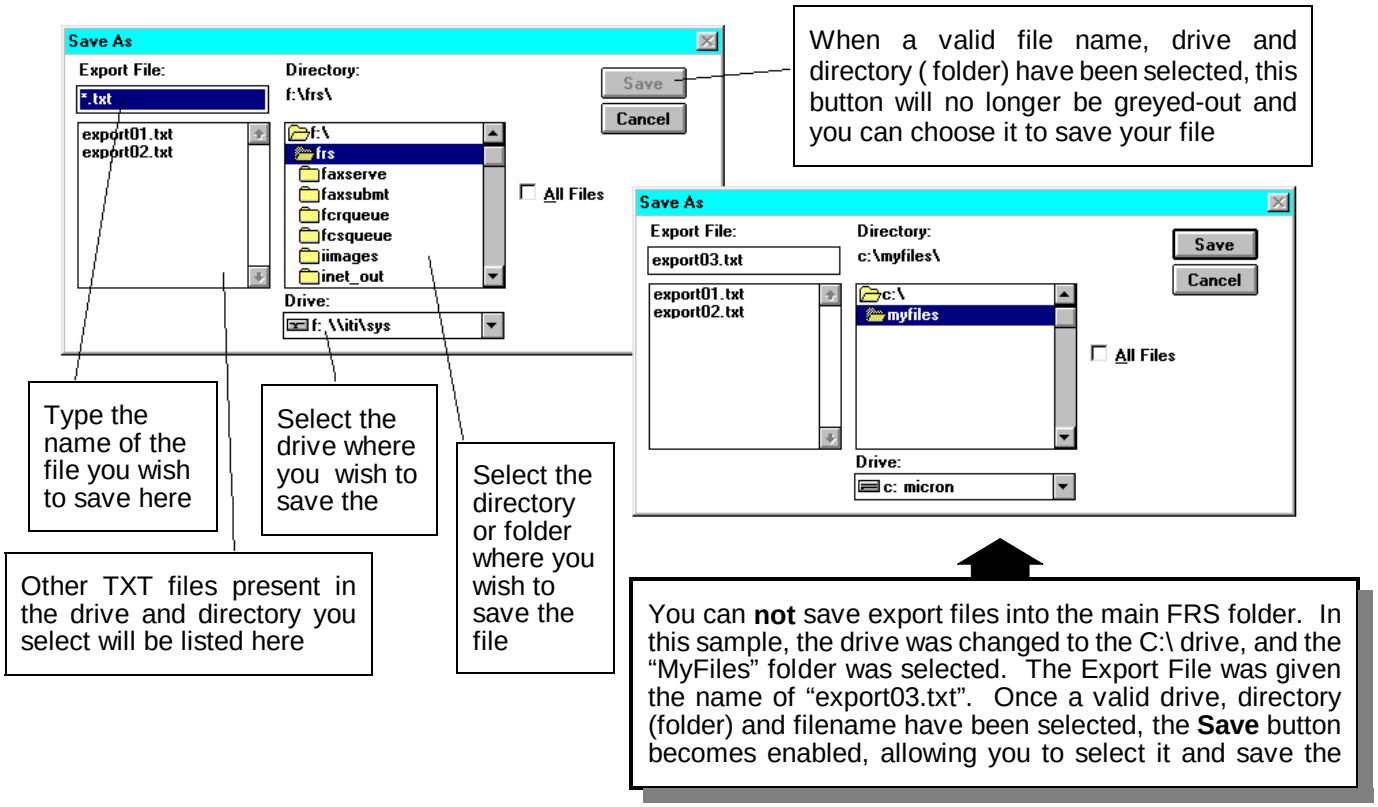
If you choose the **Export** output option, you will be presented with a standard Windows "Save As..." dialog box to select the filename and path to which you will save the exported results report file. This "Save As..." dialog window is just like one you may experience in Microsoft Word or Excel and it allows you to select the path and filename of the new export file which you wish to create.



Note: See Appendix H for more details about using this "Save As..." Dialog window

Emailing Results: Make a note of the folder and filename to where you exported these results. If your client wishes to have the results emailed to them, you can send them an email message and include this file as an attachment.

Note: After the results are delivered by one of these output options (other than "screen"), you will be prompted to set the subject as "sent" to the client. When you send the final results for a subject, you should choose "Yes" for this prompt, so the system will set the results as sent. This will record the subject's "Returned" date and time which can be viewed in the Add/Edit Subjects screen and will turn the completed subject from grey to black in the color-coded Edit Subjects List.

Tip: To set a subject as delivered or returned to the client without actually printing or faxing a report, choose the Export output option and export it to a file such as JUNK.TXT somewhere on your hard drive. The system will prompt you to set the results as "sent" and you can choose "Yes" to set them as sent. You can delete the JUNK.TXT file, or leave it there and overwrite it each time you need to perform this process.

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Style:

Choose from one of the three results report styles. Under the Results Reporting and Delivery Defaults option within the Maintain System Defaults in the FRS Manger, there is an option to set a default Results Report Style which will be selected here by default each time a user starts the system. There is also an option there to force the style to one of the three available reports and not allow this style to be changed, thus standardizing your company's result report style.

TIP: You should first experiment with these three different report styles to determine the one which is best suited for your company, then you can standardize your choice by using the settings under the System Defaults which are described above. ***OR*** You can choose to send different report styles to each of your clients depending upon the style which suits each of them best. Leaving this option available to be changed each time results are generated will allow the user to choose the results report style according to the client.

NOTE: Each of the three results report styles are detailed in the *FRS Results Report Style Samples section* later in this chapter.

Set Page-Breaks for this Subject - This is part of the system's "Proofing" feature. If you are printing results to the "All-In-One" or "Deluxe Report" style, you can choose this option to set the page-breaking between report sections. This option is provided at this point so you can set the page-breaks with this option, preview the report to the "Screen", then if adjustments are necessary, you can select this button again then preview back to the screen to re-check your changes. When the report's page-breaking is set as desired, you can send the report to the printer, fax or web site.
Note: This option is only available when printing the results for one subject at a time. It is also available under the full "Proofing" module (see the *Proofing* section later in this chapter).

❑ Print a Fax Recap Sheet of the one Subject in this Report

The FRS Fax Transmittal Recap report is a listing of the subject(s) which were sent in a batch of results. It comes at the end of the batch as a "trailer" or "recap" sheet, so your clients will know that this is the last sheet to expect in a faxed batch of results. It is intended for use as a confirmation of the subjects which were included in the batch of results and lists all of the subjects in the batch. Your clients can use this list to confirm that all intended results reports were received successfully.

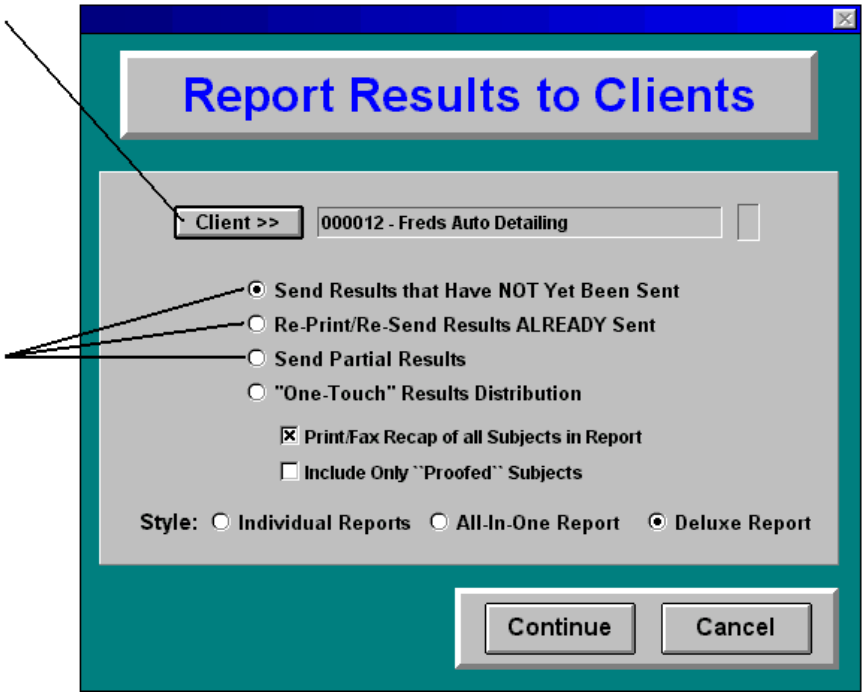
When this checkbox is checked, this Fax Recap sheet will be included with the report as a fax trailer sheet. This option has been provided here to allow a Fax Recap to be provided with results printed for one subject, since a Fax Recap is also provided under the "Report Results to Clients" option on the Reports Menu when many more subjects are sent in a batch.

This option is set as "not checked" when the main FRS application is first run by each user. If it is checked with an **X** during a user's FRS session, then it will stay checked until it is un-checked or until FRS is exited. Likewise, if set or retained as un-checked, it will stay that way until FRS is exited.

Results Delivery by Client

Accessing this option: Main FRS Application – Reports Menu Tab – Report Results to Clients

Click on this button to choose the client to which you wish to send results. You will be presented with the Client Lookup screen which will allow you to choose a client, view the details for any client, and view the Special Instructions and Notes for a client. If Special Notes exist for the chosen client, a cross (†) will be displayed on this screen to the right of the Client.



When sending to one client, choose one of these three buttons. To deliver completed results which have not yet been sent, choose the first option here. If you ever need to "re-send" results to a client, choose the second option. The third option is provided if you want to send a batch of Partial Results to a client.

Style:
Choose from one of the three results report styles. Under the Results Reporting and Delivery Defaults option within the Maintain System Defaults in the FRS Manger, there is an option to set a default Results Report Style which will be selected here by default each time a user starts the system. There is also an option there to force the style to one of the three available reports and not allow this style to be changed, thus standardizing your company's result report style.

TIP: You should first experiment with these three different report styles to determine the one which is best suited for your company, then you can standardize your choice by using the settings under the System Defaults which are described above. ***OR*** You can choose to send different report styles to each of your clients depending upon the style which suits each of them best. Leaving this option available to be changed each time results are generated will allow the user to choose the results report style according to the client.

NOTE: Each of the three results report styles are detailed in the *FRS Results Report Style Samples section* later in this chapter.

❑ Print / Fax Recap of all Subjects in Report

The FRS Fax Transmittal Recap report is a listing of the subject(s) which were sent in a batch of results. It comes at the end of the batch as a "trailer" or "recap" sheet, so your clients will know that this is the last sheet to expect in a faxed batch of results. It is intended for use as a confirmation of the subjects which were included in the batch of results and lists all of the subjects in the batch. Your clients can use this list to confirm that all intended results reports were received successfully.

When this checkbox is checked, the Fax Recap sheet will be included with the results reports as a fax trailer sheet. This option is initially "checked" with an **X** when the main FRS application is first run by each user. If un-checked during a user's FRS session, then it will stay un-checked until checked again or FRS is exited.

❑ Include only "Proofed" Subjects

If this box is checked, then only subjects which have been "Proofed" from the Proofing option (covered later in this chapter) will be returned to the clients here. If you are not using the FRS Proofing feature then you should not check this box or your results may never be returned.

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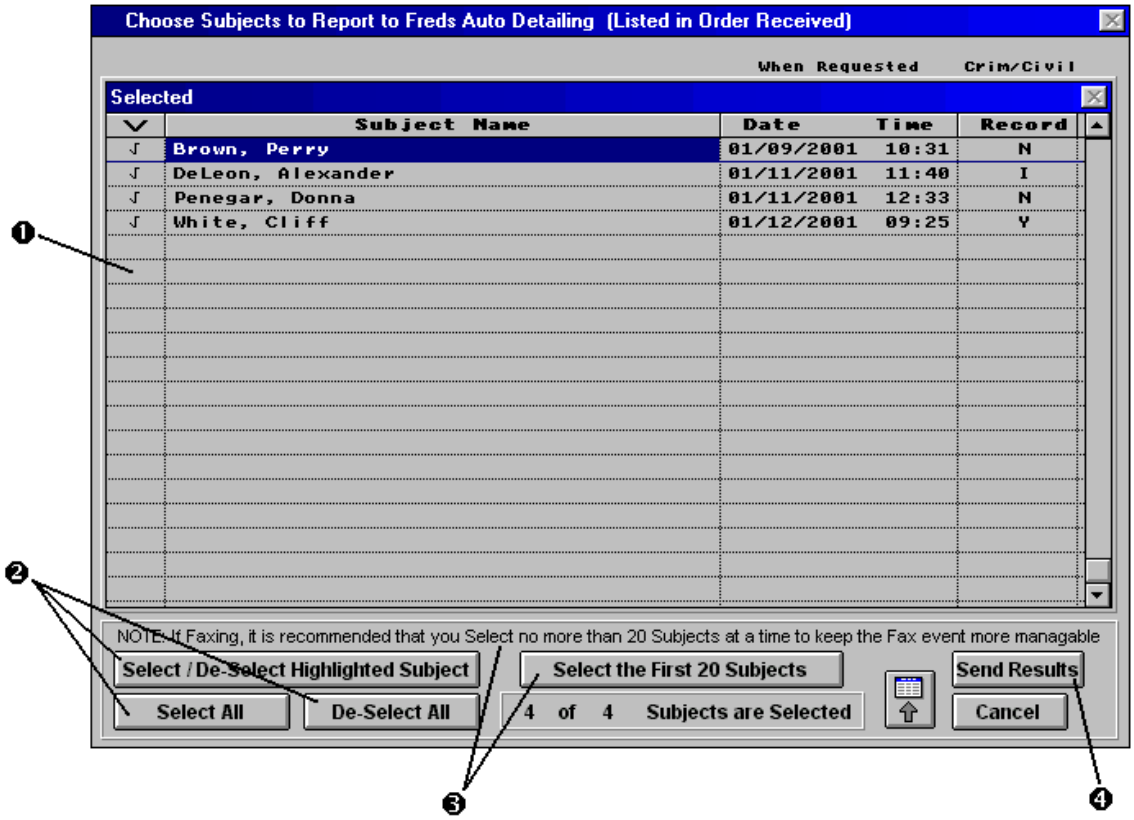
After each of the settings is chosen from the "Report Results to Clients" screen on the previous page, click on the **Continue** button to continue with the process of delivering results. The following screen will then be displayed.



❶ The subjects for results delivery will be listed here. The subjects in this list will match the criteria defined on the previous screen. This list will only include the subjects ordered by the Client which was selected on the previous screen, and this client name is listed in the title bar of this screen for your reference. This subject list is also dependant upon which "type" of results (Not Yet Sent, Already Sent, Partial) option was selected on the previous screen. If that type was "Not Yet Sent" or "Partial", then the Date and Time Requested will be displayed in the third column above. If the "Already Sent" option was selected, then this column will display the date and time that the results were initially "sent".

❷ Use these buttons to select the subject(s) to deliver to the client. You can also double-click on a subject with the left mouse button or press <enter> on a highlighted subject to select and de-select it. When a subject is selected to report, there will be a checkmark in the "Selected" column.

❸ This Note is provided with the recommendation that if you are faxing results, in order to keep the fax event more manageable, you fax no more than 20 subjects at a time. This is to help keep the fax job at a size which will be handled better by the FRS Fax Server and more importantly, the client's receiving fax machine. The larger the fax job is, the more of a load is placed on the equipment which lessens the likelihood of success on the first try. To aid in submitting faxes in this recommended quantity, the **Select the First 20 Subjects** button has been provided to pick exactly 20 subjects when more than 20 are listed here for delivery.

❹ Once all of the desired subjects have been selected and have a checkmark beside them, choose this button to Send the Results. The rest of the results delivery process is documented on the next page.

This button is the "back to listing" button. Periodically, you may run into a situation where your cursor and screen focus get kicked out of the scrolling list of subjects. In this case, selecting this button will place the focus and cursor back into the scrolling list of subjects in the top section of this screen.

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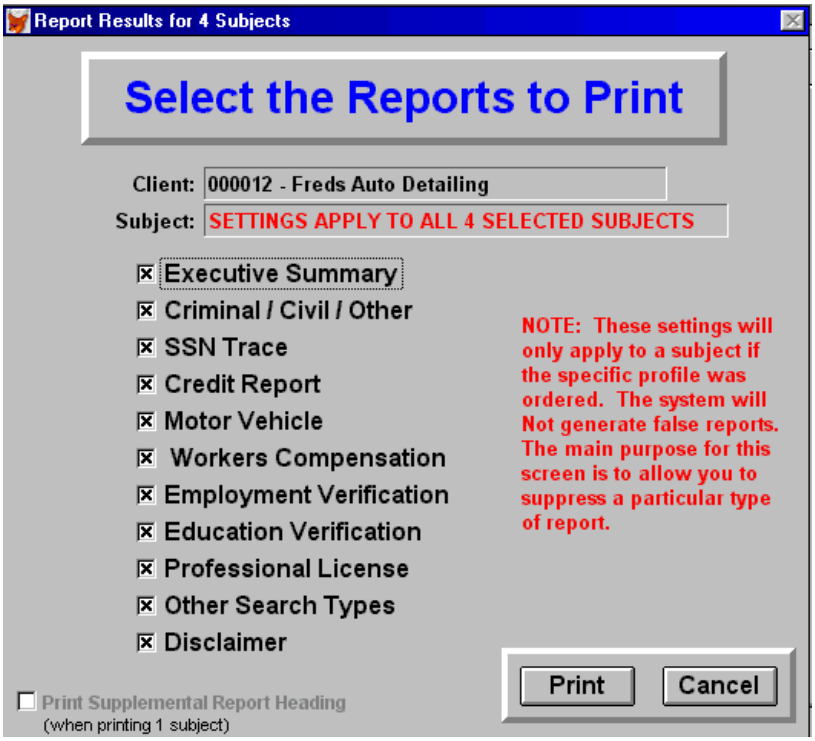
When the **Send Results** button is selected from the previous screen, the screen illustrated to the right is displayed.



When more than one subject is being delivered, these checkboxes are provided to allow you to control the type(s) of reports which are included. Each checkbox here is initially checked and any of these can be un-checked before sending the results. The main purpose of this option is to allow you to suppress a certain type of report for all subjects being delivered, such as the SSN Traces or Credit Reports. The "Note:" on the right side of this screen reminds you that these checkboxes only affect a subject's reports if the particular profile was ordered for them. For example, for the four subjects selected here, if Cliff White did not have an Education Verification ordered for him, then the system will not include an Education report for Cliff even though all eleven checkboxes are checked here.

❑ Print Supplemental Report Heading

If only one subject was selected on the previous screen, this checkbox can be selected to print a "Supplemental Report Heading" if you want to indicate to your clients that you are sending results supplemental to ones previously sent for the subject. If more than one subject is being delivered, this checkbox will be greyed-out and disabled.

Print Choose this button to continue and deliver the results.

Cancel Choose this button to cancel the delivery of the results.

Turn to the next page for details on choosing the output device.

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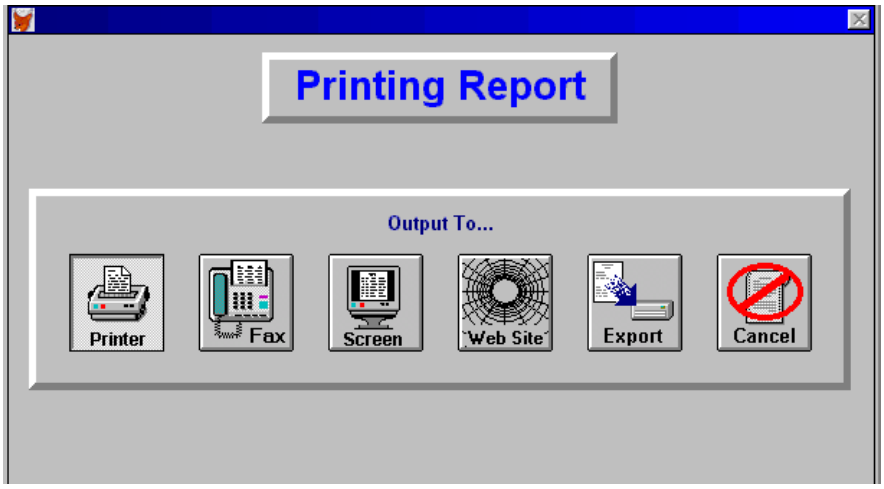
Finally, the following screen is displayed.

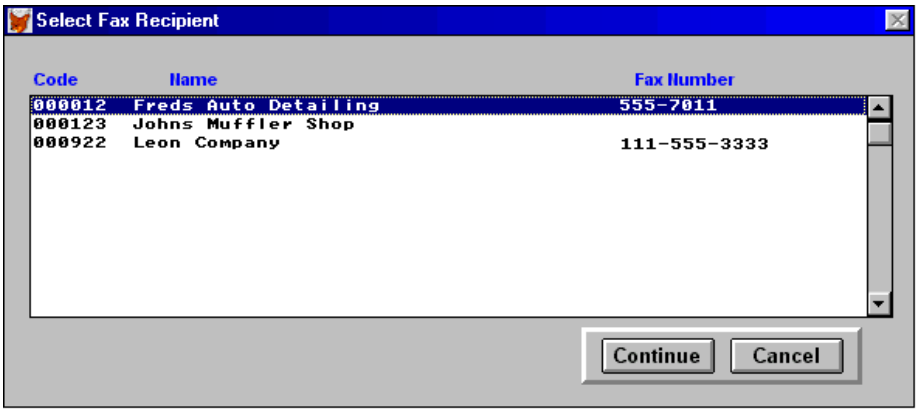


Choose the output device for the reports here. You can choose to print them to the printer. You can choose "Fax" to submit them to the FRS Fax Server. You can choose "Screen" to preview the reports to the screen. If you are licensed for the FRS Web Application, you can choose "Web Site" to submit them for publishing to your web site by the FRS Automation Server (to generate the Adobe PDF files) and the FRS Web Site Server (for delivery to your web site). You can choose "Export" to export the results reports to an 80-column wide ASCII-formatted text file. Choose "Cancel" if you do not wish to print the reports at this time.

If you choose the **Screen** output option, then the results reports will be displayed to the screen for you to preview. Viewing to the screen will not set the results as "sent" to the client. You will have to pick one of the other output devices in order to actually send the results out and be prompted to set the results as "sent". Once a subject's results have been set as "sent", they will change from the grey color to black in the Edit Subjects List for the color-coding identification of which subjects have been sent to the client.

If you choose to print the report to the **Printer**, then the Windows Printer Selection dialog is displayed so that you can choose the printer that you wish to have these report(s) sent to. If you want to choose the default printer, make sure that the default printer option is selected in that window, then choose the OK button.

If you choose the **Fax** output option, then the following screen is displayed to allow you to pick the fax recipient.



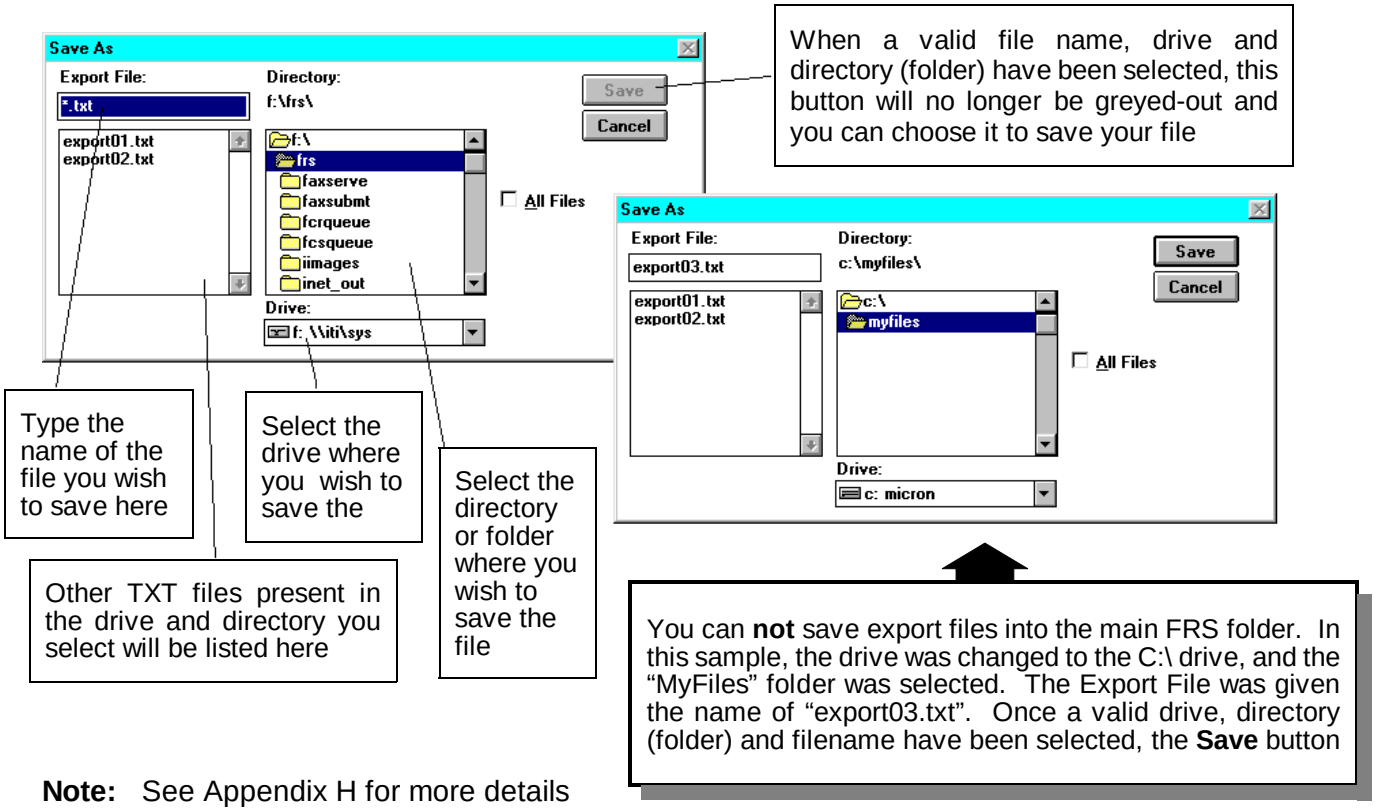
The client to which you are sending will be pre-selected in the list. Select the recipient then choose **Continue**. If there is not a fax number in the "Fax Number" column for a recipient, like Johns Muffler Shop here, then the fax number was not entered for the client in the client list.

After picking the fax recipient, the confirmation screen on the left will be displayed. The current date and time will be set for the first two fields, but you can change these if you want to schedule the fax for later delivery. The "Priority" field can also be changed. The default setting for this will be pulled from the client's priority as set under the Client List. Decrease it to a lower number to move up the priority for quicker delivery, or increase the number to a higher setting to lower the priority and allow other fax jobs to send before this one.

When you select the **Fax It** button, the results reports will be sent to the FRS Fax Server for delivery.

(*continued from previous page*)

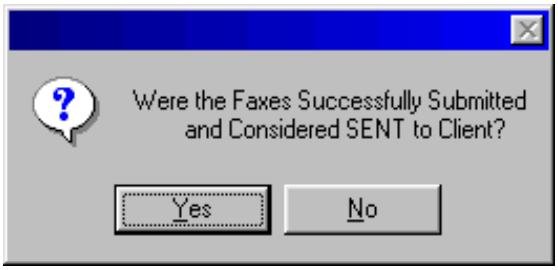
If you choose the **Export** output option, you will be presented with a standard Windows "Save As..." dialog box to select the filename and path to which you will save the exported results report file. This "Save As..." dialog window is just like one you may experience in Microsoft Word or Excel and it allows you to select the path and filename of the new export file which you wish to create. When more than one subject has been selected for delivery, the results for all of them will be exported into this one text file.



Note: See Appendix H for more details about using this "Save As..." Dialog window

Emailing Results: Take note of the filename and folder to which you export these results. Then if your client wishes to have their results emailed to them, you can send them an email message and include this file as an attachment.

After the results reported have been delivered or submitted by an output method other than "screen", a prompt like the following is displayed.



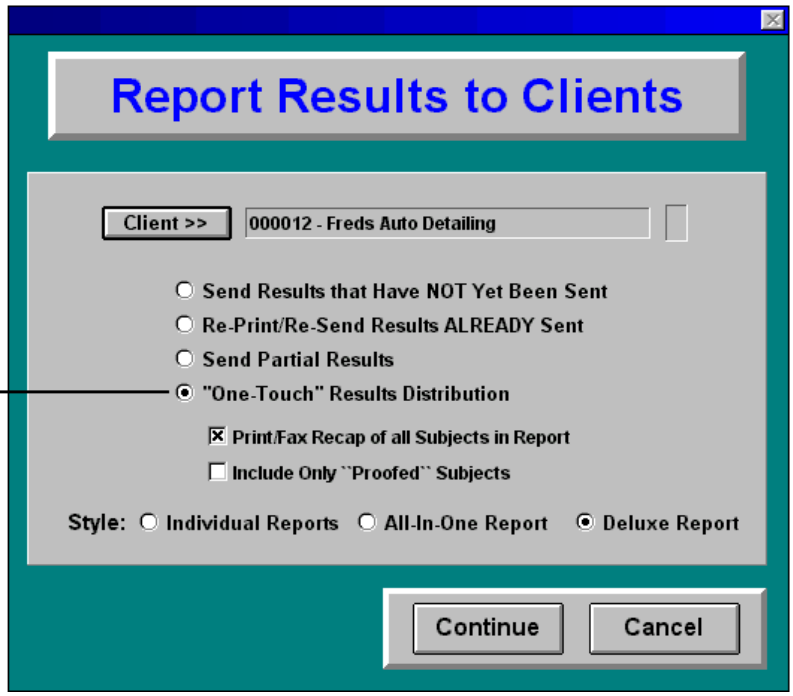
Check to ensure that all reports were printed or submitted successfully, then choose "Yes" for this prompt so that the system will set the results as sent. This will record the "Returned" date and time for the subject which can be viewed in the Add/Edit Subjects screen and will turn the completed subject from grey to black in the color-coded Edit Subjects List.

Tip: To set a batch of a client's subjects here as delivered or returned to the client without actually printing or faxing the reports, choose the Export output option and export the results to a file such as JUNK.TXT somewhere on your hard drive. The system will prompt you to set the results as "sent" and you can choose "Yes" to set them as sent. You can delete the JUNK.TXT file, or leave it there and overwrite it each time you need to perform this process.

"One-Touch" Results Delivery of All Completed, Un-Delivered Results

Accessing this option: Main FRS Application – Reports Menu Tab – Report Results to Clients

Using the "One-Touch" method of reporting results to your clients is the recommended method. It is the fastest, most efficient manner for delivering results and this feature handles the entire process for you.



✳ **"One-Touch" Results Distribution**
Select this fourth option to begin the "One-Touch" process. The "Client" is not applicable here because the "One-Touch" option will include all of your non-modem clients.

Style:

Choose from one of the three results report styles. Under the Results Reporting and Delivery Defaults option within the Maintain System Defaults in the FRS Manger, there is an option to set a default Results Report Style which will be selected here by default each time a user starts the system. There is also an option there to force the style to one of the three available reports and not allow this style to be changed, thus standardizing your company's result report style.

TIP: You should first experiment with these three different report styles to determine the one which is best suited for your company, then you can standardize your choice by using the settings under the System Defaults which are described above. ***OR*** You can choose to send different report styles to each of your clients depending upon the style which suits each of them best. Leaving this option available to be changed each time results are generated will allow the user to choose the results report style according to the client.

NOTE: Each of the three results report styles are detailed in the *FRS Results Report Style Samples section* later in this chapter.

❑ Print / Fax Recap of all Subjects in Report

The FRS Fax Transmittal Recap report is a listing of the subject(s) which were sent in a batch of results. It comes at the end of the batch as a "trailer" or "recap" sheet, so your clients will know that this is the last sheet to expect in a faxed batch of results. It is intended for use as a confirmation of the subjects which were included in the batch of results and lists all of the subjects in the batch. Your clients can use this list to confirm that all intended results reports were received successfully.

When this checkbox is checked, the Fax Recap sheet will be included with the results reports as a fax trailer sheet. This option is initially "checked" with an **X** when the main FRS application is first run by each user. If un-checked during a user's FRS session, then it will stay un-checked until checked again or FRS is exited.

❑ Include only "Proofed" Subjects

If this box is checked, then only subjects which have been "Proofed" from the Proofing option (covered later in this chapter) will be returned to the clients here. If you are not using the FRS Proofing feature then you should not check this box or your results may never be returned.

(*continued on the next page*)

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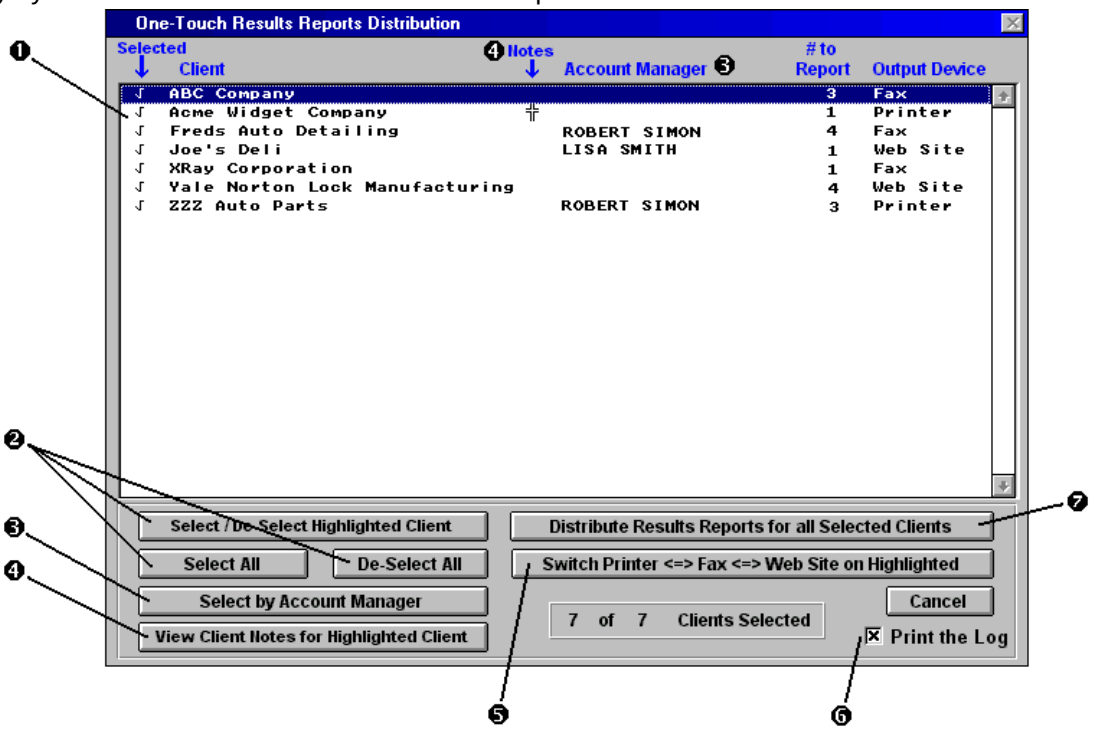
After each of the recommended settings is chosen from the "Report Results to Clients" screen on the previous page, click on the **Continue** button. The system will read through all of the completed subjects in the system and identify all that have not yet been delivered. It will group these by client, then display a screen like the following with all of the clients who have subjects ready to be delivered. FRS Connect and FRS Remote clients who are set in the Client List with a Results Delivery Method of "Call Client" or "Client Calls In" will not be included in this list. Delivery of the results for these clients is covered in the "Results Delivery by Modem" section covered later in this chapter.



❶ Each of the clients with results ready for delivery will be listed here. They will all be initially selected with a checkmark in the "Selected" column. On the right side of this list, the "# to Report" column will list the number of subjects to report for each client and the Output Device column will be pre-filled by the Results Delivery Method set up for each client under the Client List. The Output device can be changed with the button described in ❺ below.

❷ Using these three buttons, you may change the "Selected" clients, but if any are de-selected, the results ready to be returned to them will not be delivered. You can also double-click on a client in the list with the left mouse button or press <enter> on a highlighted client to select or de-select it. Each client selected to report will have a checkmark in the "Selected" column.

❸ The Account Manager for each client is displayed in this list. If you wish to assign each client in the Client List with their account manager, then each account manager in your office can use this option to deliver each of their client's results each day. With the **Select by Account Manager** button, you can select all of the clients assigned to a particular account manager.
NOTE: To select only the clients for one or more account managers, you will first need to de-select all of the selected clients in the list. You can use the **De-Select All** button to do this.

❹ The "Notes" column will include a cross (╬) for each client who has Special Instructions/Notes defined at the Client List. To view the Notes for one of these clients indicated with the cross, highlight the client in the list and select the **View Client Notes for the Highlighted Client** button.

❺ To switch the "Output Device" for the highlighted client, choose this button. The Output Device will switch between "Printer", "Fax" and "Web Site". "Fax" will only be displayed as an output device if the particular client has the fax number entered for their entry in the Client List. The "Web Site" option will only display for clients defined in the Client Lists as a "Web Client".

❻ When an **X** has been placed in this checkbox, after all of the results have been printed and distributed, the "One-Touch" Results Reporting Log report will be printed with a summary of all of the clients to which results were distributed. This report will also include any further action(s) required to deliver outstanding results. A sample of this report is shown on the next page.

❼ When all of the desired clients have been selected, choose this button to complete the distribution.

Next, the system will process and deliver the results for each of the selected clients. Those selected with an Output Device of "Printer" will be printed to the default printer and those with an Output Device of "Fax" will be submitted to the FRS Fax Server for processing. If you are licensed for the FRS Web Application, any clients set with an Output Device of "Web Site" will be submitted to the FRS Automation Server which will generate the results reports and submit them to the \INET_OUT folder under the main FRS folder. From here, your Adobe Acrobat Distiller will convert these reports to PDF files and the FRS Web Site Server will move them to your web site where your clients will be able to view them.

When all of the results have been delivered, the "One-Touch" Results Reporting Log report will be printed. A sample of this report is shown below.

Date: 05/12/01
Time: 13:38:40

ACME Screening Company

Page: 1

"One-Touch" Results Reporting Log

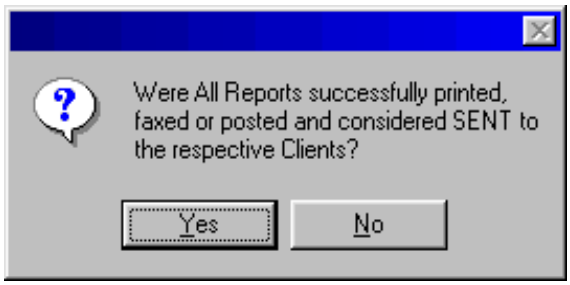
Client	Account Manager	# Results	Output Device
ABC Company		3	Fax
Acme Widget Company		1	Printer
Freds Auto Detailing	ROBERT SIMON	4	Fax
Joe's Deli	LISA SMITH	1	Web Site
XRay Corporation		1	Fax
Yale Norton Lock Manufacturing		4	Web Site
ZZZ Auto Parts	ROBERT SIMON	3	Printer
Total for this report: 7		17	

The Following FRS Connect and FRS Remote Clients also have Results Ready:
Johns Muffler Shop

END OF REPORT

Note the section at the bottom of this report entitled "The Following FRS Connect and FRS Remote Clients also have Results Ready:" As the title suggests, each of you FRS Remote and FRS Connect clients with results ready for delivery will be listed here. The FRS Remote Clients should be dialing into your FRS Host Mode to retrieve their results. For your FRS Connect clients (other sites using FRS which are ordering criminal, civil or MVR research from you"), you can either dial into their Host Modes to deliver the results and pick up more requests, or they can dial into your Host Mode. For more details on this, please see the next section entitled "Results Delivery by Modem".

After the report above is printed, the following window will be displayed:

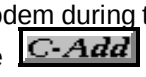


Check to ensure that all reports were printed and submitted successfully, then choose "Yes" for this prompt, so the system will set the results as "sent". This will record the "Returned" date and time for each subject which can be viewed in the Add/Edit Subjects screen and will turn the completed subject from grey to black in the color-coded Edit Subjects List.

Warning: Selecting "No" at this prompt will require re-delivery of all of the results just delivered.

Results Delivery by Modem

For the clients which are set under the Client List with a "Results Delivery Method" of "Call Client" or "Client Calls In", their results will be delivered by modem. This can be done by calling the client via the FRS Connect **Dial Mode - Make Outgoing Calls** option under the FRS Connect and FRS Remote option on the Utilities Menu in the main FRS application. This can also be done by setting up the **FRS Host Mode** to run on a workstation to allow your FRS Remote and FRS Connect clients to dial in to you. It is recommended that you set up the FRS Host Mode (which is covered in detail in Chapter 6: Utilities) and instruct all of your FRS Remote clients to dial in to you each day. Regarding FRS Connect Sites (other FRS sites with which you are doing business to perform criminal, civil or MVR research, or sites that are performing this research for you), you must work out your own deal with them regarding communications and whether they will call you, you will call them, or calls will be made each way.

When these connections are made with your FRS Remote and Connect clients, whether by Dial Mode or Host Mode, if the clients are set properly under the Client List with a "Results Delivery Method" of "Call Client" or "Client Calls In", then with each modem connection, any completed results which have not yet been delivered to the client will be transmitted by modem during the call. These calls will also include new requests from the clients which can be loaded from the 

or "Connect-Add" button on the Edit Subjects List.

For more details on the FRS Connect and FRS Remote options, see Chapter 6: Utilities.

Partial Results

Partial Results for any subject can be delivered to the client. When Partial Results are printed, the system will not prompt you to set the results as "Sent" to the client. This only happens when Fully Completed subjects are printed. For the different results delivery methods within FRS, Partial Results are handled in the following ways.

Results Delivery by Subject:
When subjects are selected from the Edit Subjects List and printed via the **Print Results for Highlighted** button, completed or in-complete (partial) subjects can be printed. When subjects which are not Fully Completed are selected here, then the report that is generated contains partial results.

Results Delivery by Client:
When you select the **Report Results to Clients** option from the Reports Menu in the main FRS application, the criteria screen is the next screen displayed. The third criteria option on that screen, after choosing the client, is the ❍ **Send Partial Results** option. Choose this option and the Continue button, then the list generated will include any in-complete (partial) subjects for the selected client. From this list, you can choose which of the partial results you wish to send to the client.

"One-Touch" Delivery of All Completed, Un-Delivered Results :
Currently, this option only delivers Fully Completed subjects, and no Partial Results.

Results Delivery by Modem:
Partial Results can be set for delivery to your FRS Remote Clients and your FRS Connect Clients independently. The options for each are explained below.
FRS Connect Sites: To control whether or not partial results will be delivered to FRS Connect clients for non-fully completed subjects, see the default setting under:
FRS Manager -- Management Utilities -- Maintain System Defaults – Maintain Results Reporting and Delivery Defaults – Send Partial Results to FRS Connect sites when they dial in? ❍ Yes ❍ No
FRS Remote Sites: To control whether or not partial results will be delivered to FRS Remote clients for non-fully completed subjects, see the default setting under:
FRS Manager -- Management Utilities -- Create FRS Remote Diskette Sets/CDs – Set the Profiles/Research Services which you will provide for Remote Clients – ❑ Allow Remote Sites to Retrieve Partial Results

NOTE: Partial Results are handled differently with each of the three system Report Styles. If "Individual Reports" are delivered, then the Executive Summary report is replaced by a Partial Summary report with partial statuses for each of the ordered profiles. If the "Deluxe" or "All-In-One" report style is delivered, then the partial statuses of in-complete profiles are reported within each profile section on these reports as "still pending".

History of Results Reported

Every batch of results reports which are delivered, whether by subject, client, modem or One-Touch, are recorded in the system for checking and researching under the Results Reporting History. See the *Results Reporting History section* in Chapter 6: Utilities for more information on this feature.

Resetting Results for Re-Delivery to Clients

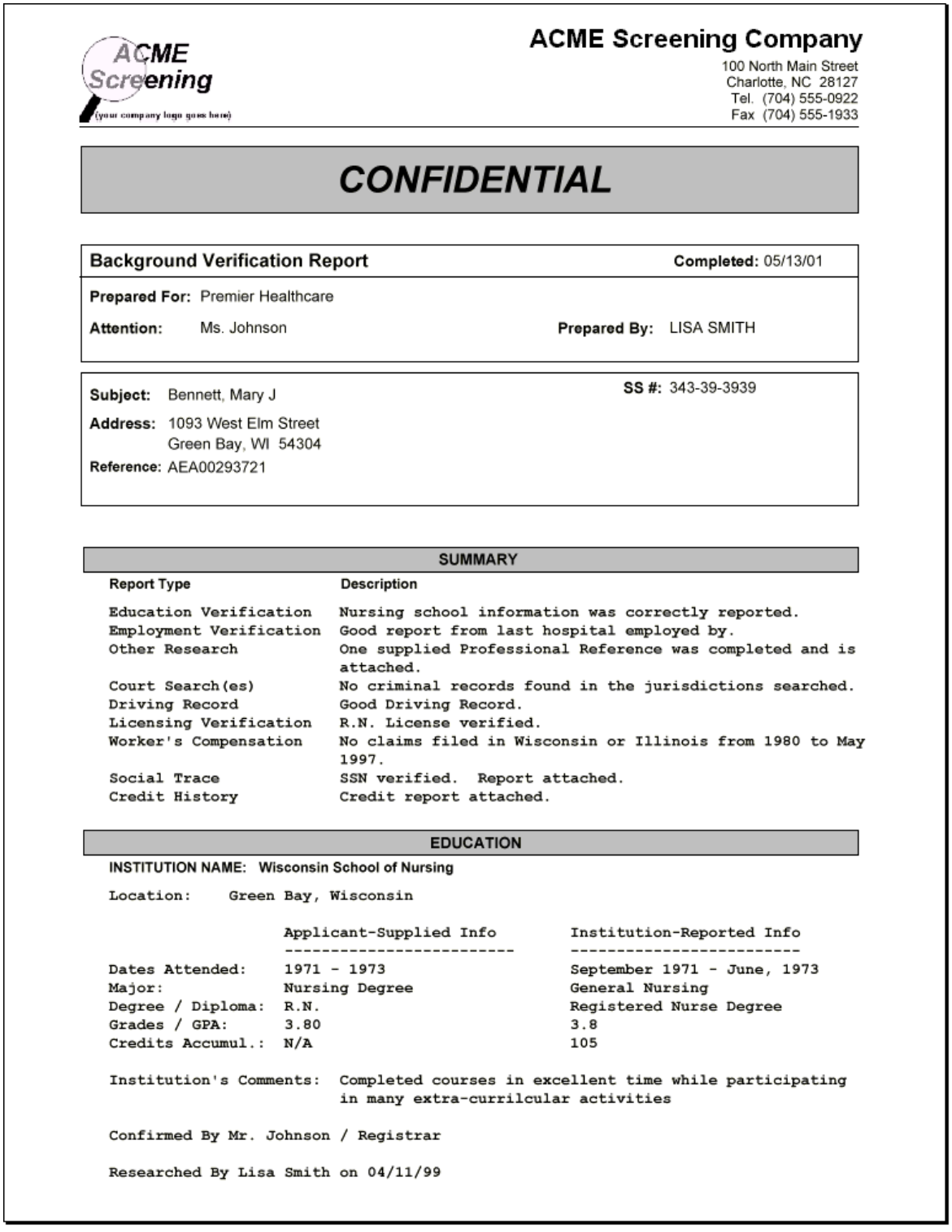
There are several ways to reset results to be delivered again to clients after the initial delivery. These options are discussed below.

- To re-deliver a previously delivered subject's results, you can either highlight the subject in the Edit Subjects List and choose the "Print Results for Highlighted" button or choose the "Report Results to Clients" option and choose the "Re-Print/Re-Send Results Already Sent" option.
- To reset a completed subject's results as "not sent", so they will show up in the Edit Subjects List in grey rather than black, and so the results will be delivered the next time that you "Report Results to Clients" or if they are an FRS Remote or Connect client, the next time they dial in to get results, you can use the following option. When you edit the subject from the Edit Subjects List and the "Add/Edit Subjects" screen is displayed for them, in the top center portion of that window, there is a **Reset->** button next to the date and time that their results were returned to them. Choose this button and the subject's results will be set as un-delivered and will change from black to grey in the Edit Subjects List.
- For FRS Connect and FRS Remote clients, there is one additional feature for resetting their results for re-delivery through a modem connection with them. This option is accessed by doing the following:
  1. In the main FRS application, select the Utilities Menu tab.
  2. Choose the "FRS Connect and FRS Remote" option.
  3. Select one of the following options: "Host Mode History of Incoming Calls..." or "History of Outgoing Calls", whichever is most appropriate for the communications method used with the client for which you are resetting results.
  4. Highlight the client and choose the "Reset Some Results to Re-Send to the Highlighted Client" button.
  5. Choose a subject or multiple subjects using the many sorting, locating, and resetting options in this feature to reset some results and they will be delivered to the client again the next time that the two of you connect by modem.

FRS Results Report Style Samples

The **Deluxe Report** is the report style which has the most flexibility and can be customized in several ways within FRS. This is the only results report style which can include your company's logo. You can also change the report title ("Background Verification Report" below) and change the order in which the profile results are displayed in the report. To change any of these report settings for the Deluxe Report, go to:

FRS Manager -- Management Utilities -- Maintain System Defaults – Maintain Results Reporting and Delivery Defaults – Deluxe Report Setup button



ACME Screening
(your company logo goes here)

ACME Screening Company
100 North Main Street
Charlotte, NC 28127
Tel. (704) 555-0922
Fax (704) 555-1933

CONFIDENTIAL

Background Verification Report **Completed:** 05/13/01

Prepared For: Premier Healthcare

Attention: Ms. Johnson **Prepared By:** LISA SMITH

Subject: Bennett, Mary J **SS #:** 343-39-3939

Address: 1093 West Elm Street
Green Bay, WI 54304

Reference: AEA00293721

SUMMARY

Report Type	Description
Education Verification	Nursing school information was correctly reported.
Employment Verification	Good report from last hospital employed by.
Other Research	One supplied Professional Reference was completed and is attached.
Court Search(es)	No criminal records found in the jurisdictions searched.
Driving Record	Good Driving Record.
Licensing Verification	R.N. License verified.
Worker's Compensation	No claims filed in Wisconsin or Illinois from 1980 to May 1997.
Social Trace	SSN verified. Report attached.
Credit History	Credit report attached.

EDUCATION

INSTITUTION NAME: Wisconsin School of Nursing

Location: Green Bay, Wisconsin

	Applicant-Supplied Info	Institution-Reported Info
Dates Attended:	1971 - 1973	September 1971 - June, 1973
Major:	Nursing Degree	General Nursing
Degree / Diploma:	R.N.	Registered Nurse Degree
Grades / GPA:	3.80	3.8
Credits Accumul.:	N/A	105

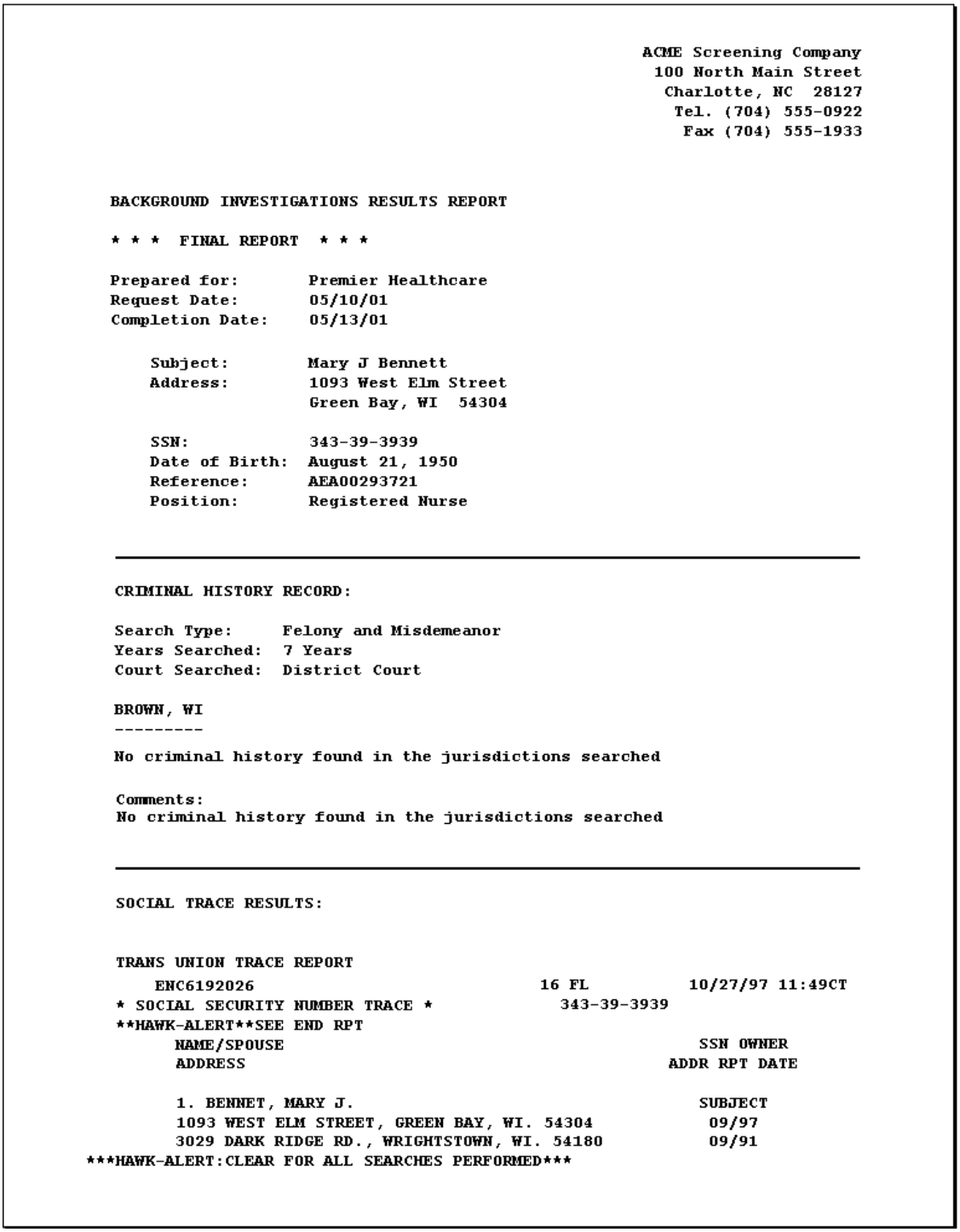
Institution's Comments: Completed courses in excellent time while participating in many extra-currilcular activities

Confirmed By Mr. Johnson / Registrar

Researched By Lisa Smith on 04/11/99

The **All-In-One Report** is a report style which, like the Deluxe Report, provides all of the results in one continuous report for all of the profiles ordered for a subject. The All-In-One report prints as an 80-column report in a fixed-pitch courier font so that all of the columns of information line up evenly. This is also the style of results report that is generated when the "Export" option is used to export results reports. This report can also be set up to include an Executive Summary report from the Individual Report Style (see next page) to be included with the report, or the executive summary profile descriptions can be included as comments within the body of the report in each profile section. The default setting which controls this Executive Summary format with the All-In-One report can be found at:

FRS Manager -- Management Utilities -- Maintain System Defaults – Maintain Results Reporting and Delivery Defaults – Print an Executive Summary Report along with printed All-In-One Reports?



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BACKGROUND INVESTIGATIONS RESULTS REPORT

* * * FINAL REPORT * * *

Prepared for: Premier Healthcare
Request Date: 05/10/01
Completion Date: 05/13/01

Subject: Mary J Bennett
Address: 1093 West Elm Street
Green Bay, WI 54304

SSN: 343-39-3939
Date of Birth: August 21, 1950
Reference: AEA00293721
Position: Registered Nurse

CRIMINAL HISTORY RECORD:

Search Type: Felony and Misdemeanor
Years Searched: 7 Years
Court Searched: District Court

BROWN, WI

No criminal history found in the jurisdictions searched

Comments:
No criminal history found in the jurisdictions searched

SOCIAL TRACE RESULTS:

TRANS UNION TRACE REPORT
ENC6192026 16 FL 10/27/97 11:49CT
* SOCIAL SECURITY NUMBER TRACE * 343-39-3939
HAWK-ALERTSEE END RPT
NAME/SPOUSE SSN OWNER
ADDRESS ADDR RPT DATE

1. BENNET, MARY J. SUBJECT
1093 WEST ELM STREET, GREEN BAY, WI. 54304 09/97
3029 DARK RIDGE RD., WRIGHTSTOWN, WI. 54180 09/91
HAWK-ALERT:CLEAR FOR ALL SEARCHES PERFORMED

The **Individual Reports** are the results report style where the results are delivered as a collection of individual reports for each profile ordered. There are approximately 12 different reports which make up the collection of Individual Results Reports. Several of these are illustrated below.

ACME Screening Company
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Charlotte, NC 28127
Tel: (704) 555-0922
Fax: (704) 555-1933

EXECUTIVE SUMMARY

For Premier Healthcare

Applicant: Bennett, Mary J
1093 West Elm Street
GREEN BAY, WI 54304
Reference: AEA00293721
SSN: 343-39-3939
Requested: 05/10/01

Background Items Ordered	Result	Status
Criminal History Record	No criminal records found in the jurisdictions searched	Completed
SSN/Address Verification	SSN verified. Report attached	Completed
Credit Report	Credit report attached	Completed
Motor Vehicle Report	Good Driving Record	Completed
Workers Comp Report	No claims filed in Wisconsin or Illinois from 1960 to May 1997	Completed
Employment Verification	Good report from last hospital employed by	Completed
Education Verification	Nursing school information was correctly reported	Completed
Professional Licenses	R.N. License verified	Completed
Other Search Types	One supplied Professional Reference was completed and is attached	Completed

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Fax: (704) 555-1933

CRIMINAL HISTORY RECORD

Client: Premier Healthcare
Reference: AEA00293721
Request Date: 05/10/01
Returned: 05/13/01

CRIMINAL HISTORY RECORD REQUESTED ON:
Last Name: Bennett
First Name: Mary
Middle: J
Date of Birth: August 21, 1950
SSN: 343-39-3939

Search Area: BROWN, WI

Search Type: Felony and Misdemeanor
Court Searched: District Court
Years Searched: 7 years

NO FELONY OR MISDEMEANOR RECORD FOUND IN THE JURISDICTIONS SEARCHED

END OF REPORT

ACME Screening Company

SOCIAL SECURITY VERIFICATION

Client: Premier Healthcare
Reference: AEA00293721
Request Date: 05/10/01
Returned: 05/13/01

SOCIAL SECURITY VERIFICATION REQUESTED ON:
Name: Bennett, Mary J
SSN: 343-39-3939 **DOB:** 08/21/50

END OF REPORT

ACME Screening Company
100 North Main Street
Charlotte, NC 28127
Tel: (704) 555-0922
Fax: (704) 555-1933

EDUCATION CONFIRMATION REPORT

Applicant: Bennett, Mary J **DOB:** 08/21/50
SSN: 343-39-3939
Client: Premier Healthcare
Requested: 05/10/01 **Returned:** 05/13/01

Institution: Wisconsin School of Nursing
Green Bay, Wisconsin

	Applicant-Supplied Information	Institution-Reported Information
Dates Attended:	1971 - 1973	September 1971 - June, 1973
Major:	Nursing Degree	General Nursing
Degree / Diploma:	R.N.	Registered Nurse Degree
Grades / GPA:	3.80	3.8
Credits Accumulated:	N/A	105

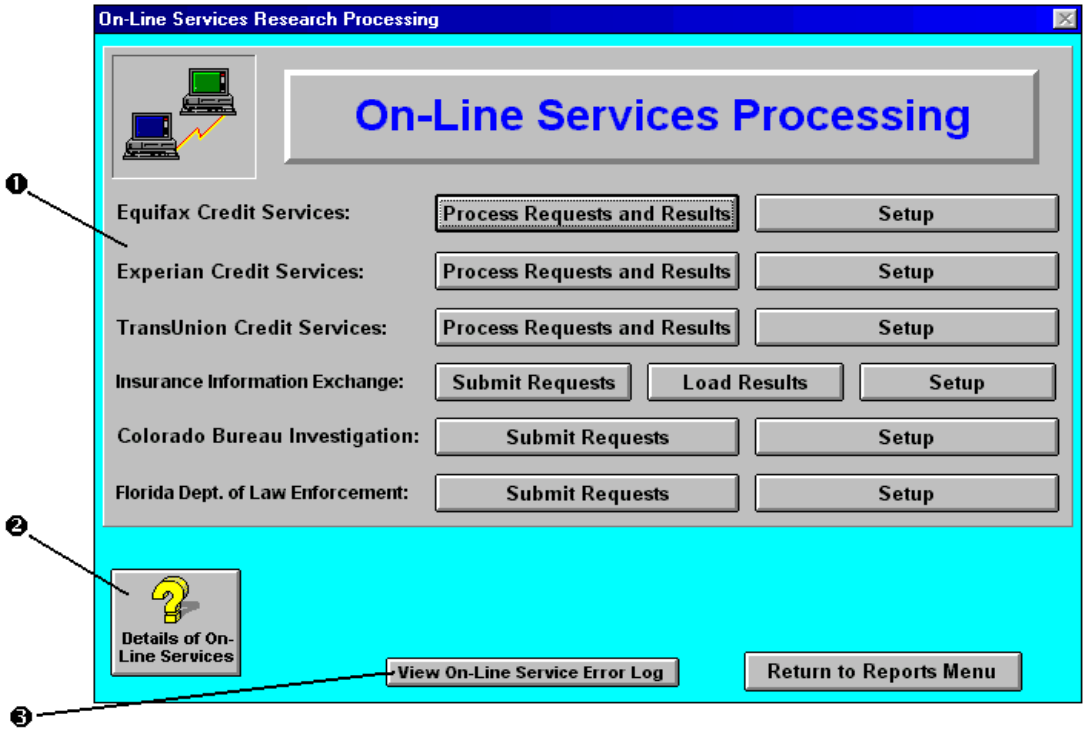
Institution's Comments: Completed courses in excellent time while participating in many extra-curricular activities

Confirmed By: Mr. Johnson
Registrar

Researched By: Lisa Smith on 04/11/99

END OF REPORT

Accessing this option: Main FRS Application – Reports Menu Tab – On-Line Services Research Processing



❶ Each of the available On-Line Service interfaces will be listed here. Each of these is optional with FRS and each interface requires a separate add-on license to utilize it. Choose the **Setup** button next to any of these services to set up the interface to work for your company, then the button(s) on the left to process the On-Line Services each day to send requests and retrieve results. Each of these services are covered in more detail later in this section. If any of the services in the screen above are greyed-out and disabled, then this indicates that you are not licensed to utilize that particular interface. Please contact our sales department for information about adding any of these interfaces to your system.

❷ For the latest up-to-date details on the On-Line Services available, choose this button. The information here also includes contact information for the companies providing each of these services. You may need to contact them to get signed up for the services they provide before you can utilize the interfaces here.

❸ If any problems occur when processing requests and results through these interfaces, you can choose the **View On-Line Services Error Log** button here for a detailed explanation of the problem that occurred and tips for correcting the problem in your system to allow you to retrieve the information that you are attempting to access.

Notes on Setting up and Using On-Line Services:

- After setting up an On-Line Service through its Setup option above, you will need to add the On-Line Service as a research source in the Researcher List. You will also need to set up each product requested from each On-Line Service under the Geographical Coverage Areas for each On-Line Service in the Researcher List. See the *Maintain Researcher List / Add/Edit a Researcher* section of Chapter 2: System Setup for more details on this.
- The particular credit bureaus and the credit and social trace products which are ordered for a subject are assigned to each subject's client under the Credit Bureau Settings for each client in the Client List. See the *Maintain Client List / Credit Bureau Settings* section of Chapter 2: System Setup for more details on this.
- The Social Trace and Credit Reports can be set up for Automatic, unattended Retrieval for each of the credit bureaus for which you are licensed through the **FRS Automation Server**. See the *FRS Automation Server* section of Chapter 6: Utilities for more details on this.

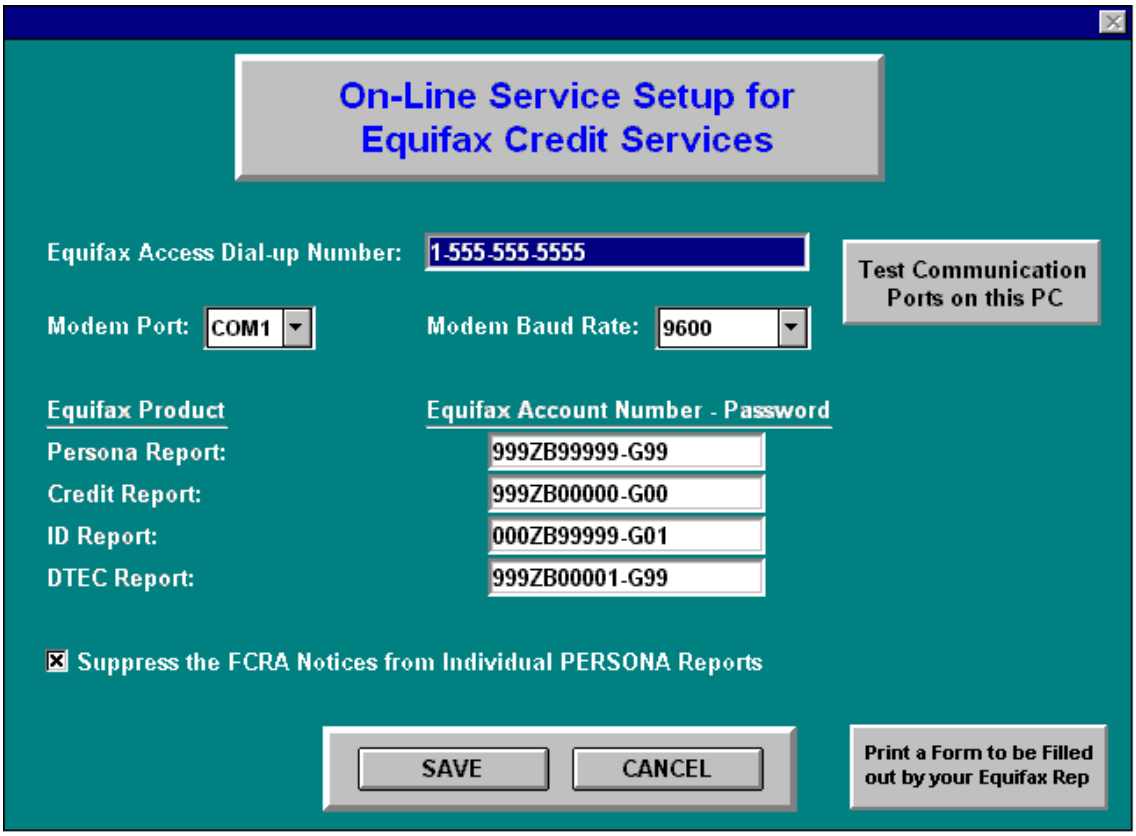
Equifax Credit Services

This interface provides real-time, instantaneous processing of Social Security Trace and Credit Report requests and results. This option will take all of the pending Social Trace and Credit Report requests designated in the system for retrieval from Equifax and dial into Equifax, submit those requests and capture the results which are retrieved in the same call and save the results under the appropriate subjects. The results can then be printed and/or viewed under the Edit Profiles option for each subject.

Equifax Products Processed: ID Report, DTEC Report, Persona and Credit Reports

How this process works in FRS: When you choose the Equifax **Process Requests and Results** button, all pending Social Security Trace requests, Persona and Credit Report requests designated for processing at Equifax are submitted to Equifax in one easy step. In the same phone call, the Social Trace and Credit Report results are returned from Equifax. FRS automatically takes those reports and posts them into the appropriate results fields within FRS for each subject. This interface then sets the particular Trace, Persona or Credit Report profile to the Completed Status, ready to send to your clients. The Social Trace and Credit Report will fax or print right out of FRS along with the other results with your letterhead on it. This interface is very quick and efficient, and requires no data entry on your part.

Setup:



Here, you will set up the required information to dial in and interface with Equifax to process the requests. The top section of this screen allows you to set up the communications information for interfacing with Equifax. The bottom section allows you to enter your Equifax-supplied account number and password information for each product that you will be ordering from Equifax. You may need to seek the assistance of your Equifax Rep in obtaining these account numbers and passwords. Please note that you can only order Equifax products that your account with them has been set up to allow you to order.

For assistance in setting this up, choose the **Print a Form to be Filled out by your Equifax Rep** button. This will print a form with all of the required fields from this screen that you can fax to your Equifax Rep for assistance in setting up this interface for your specific Equifax account(s).

Note: A step-by-step guide of the process which occurs during the interface with any of the credit bureaus is covered later in this section under the *Interfacing with a Credit Bureau* topic.

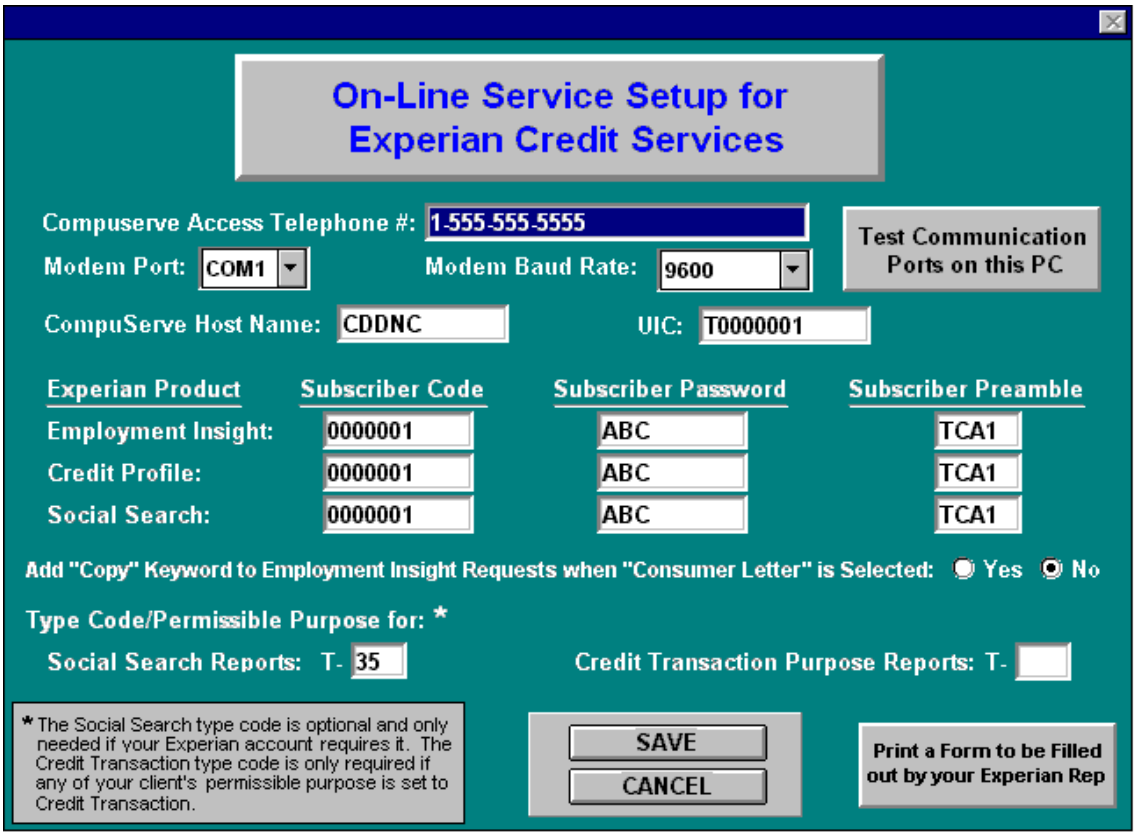
Experian Credit Services

This interface provides real-time, instantaneous processing of Social Security Trace and Credit Report requests and results. This option will take all of the pending Social Trace and Credit Report requests designated in the system for retrieval from Experian and dial into Experian, submit those requests and capture the results which are retrieved in the same call and save the results under the appropriate subjects. The results can then be printed and/or viewed under the Edit Profiles option for each subject.

Experian Products Processed: Social Search, Employment Insight and Credit Profile reports

How this process works in FRS: When you choose the Experian **Process Requests and Results** button, all pending Social Search Trace requests, Employment Insight and Credit Profile requests designated for processing at Experian are submitted to Experian in one easy step. In the same phone call, the Social Trace and Credit Report results are returned from Experian. FRS automatically takes those reports and posts them into the appropriate results fields within FRS for each subject. This interface then sets the particular SSN Trace or Credit Report profile to the Completed Status, ready to send to your clients. The Social Trace and Credit Report will fax or print right out of FRS along with the other results with your letterhead on it. This interface is very quick and efficient, and requires no data entry on your part.

Setup:



Here, you will set up the required information to dial in and interface with Experian to process the requests. The top section of this screen allows you to set up the communications information for interfacing with Experian. The bottom section allows you to enter your Experian-supplied subscriber code, password and preamble information for each product that you will be ordering from Experian. You may need to seek the assistance of your Experian Rep in obtaining these subscriber codes and passwords. Please note that you can only order Experian products that your account with them has been set up to allow you to order.

For assistance in setting this up, choose the **Print a Form to be Filled out by your Experian Rep** button. This will print a form with all of the required fields from this screen that you can fax to your Experian Rep for assistance in setting up this interface for your specific Experian account(s).

Note: A step-by-step guide of the process which occurs during the interface with any of the credit bureaus is covered later in this section under the *Interfacing with a Credit Bureau* topic.

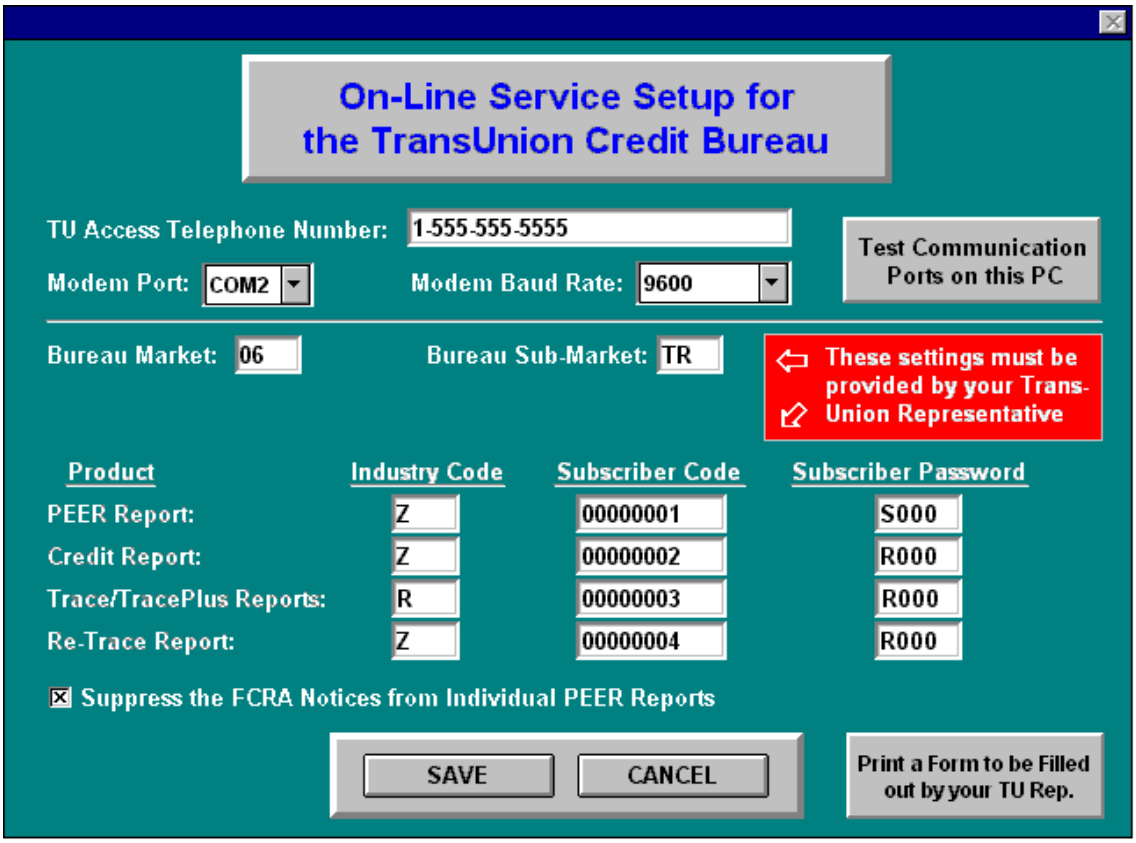
Trans Union Credit Services

This interface provides real-time, instantaneous processing of Social Security Trace and Credit Report requests and results. This option will take all of the pending Social Trace and Credit Report requests designated in the system for retrieval from Trans Union and dial into Trans Union, submit those requests and capture the results which are retrieved in the same call and save the results under the appropriate subjects. The results can then be printed and/or viewed under the Edit Profiles option for each subject.

Trans Union Products Processed: Trace, Trace Plus, Re-Trace, PEER and Credit Reports

How this process works in FRS: When you choose the Trans Union **Process Requests and Results** button, all pending Social Security Trace requests, PEER and Credit Report requests designated for processing at Trans Union are submitted to Trans Union in one easy step. In the same phone call, the Social Trace and Credit Report results are returned from Trans Union. FRS automatically takes those reports and posts them into the appropriate results fields within FRS for each subject. This interface then sets the particular Trace, PEER or Credit Report profile to the Completed Status, ready to send to your clients. The Social Trace and Credit Report will fax or print right out of FRS along with the other results with your letterhead on it. This interface is very quick and efficient, and requires no data entry on your part.

Setup:



Here, you will set up the required information to dial in and interface with Trans Union to process the requests. The top section of this screen allows you to set up the communications information for interfacing with Trans Union. The bottom section allows you to enter your Trans Union supplied subscriber information for each product that you will be ordering from Trans Union. You may need to seek the assistance of your Trans Union Rep in obtaining these subscriber codes and passwords. Please note that you can only order Trans Union products that your account with them has been set up to allow you to order.

For assistance in setting this up, choose the **Print a Form to be Filled out by your TU Rep** button. This will print a form with all of the required fields from this screen that you can fax to your Trans Union Rep for assistance in setting up this interface for your specific Trans Union account(s).

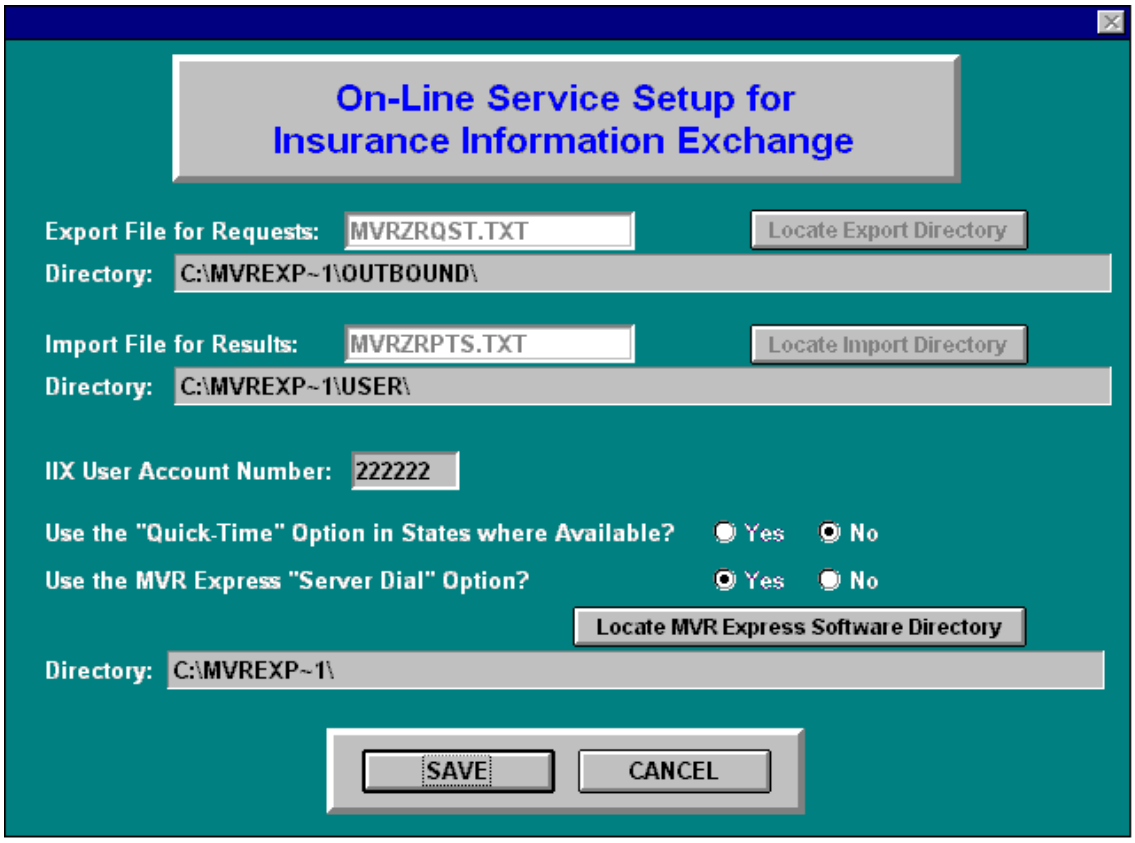
Note: A step-by-step guide of the process which occurs during the interface with any of the credit bureaus is covered later in this section under the *Interfacing with a Credit Bureau* topic.

Insurance Information Exchange

This interface provides access to the Insurance Information Exchange (IIX) for requesting Motor Vehicle checks. This option will take the Motor Vehicle requests for each state designated in the system for retrieval from IIX and dial into this service using IIX's MVR Express software package, submit those requests then retrieve and process the results when they are returned several hours or days later. The results will be imported back in and matched back up to the appropriate subjects. The results can then be printed and/or viewed under the Edit Profiles option for each subject.

How this process works in FRS: When you choose the Insurance Information Exchange (IIX) **Submit Requests** button, all pending MVR requests for the states assigned to IIX under the Geographical Coverage Areas for IIX are submitted to IIX through IIX's MVR Express software's Server Dial feature. In the same process, if any IIX results are available for previously submitted requests, then you will be prompted to load those results in. FRS automatically takes those results and posts them into the appropriate results fields within FRS for each subject. This interface then sets the Motor Vehicle profile to the Completed Status, ready to send to your clients. The MVR Results will fax or print right out of FRS along with the other results with your letterhead on it. This interface is very quick and efficient, and requires no data entry on your part.

Setup:



Here, you will set up the required information to dial in and interface with IIX through their MVR Express software. Using the "Server Dial" feature of the IIX MVR Express software is highly recommended. Follow these steps for setting up this interface.

1. Install the MVR Express software provided by IIX onto your system
2. Choose the "Yes" radio button next to the 'Use the MVR Express "Server Dial" Option?' question above
3. Click on the Locate MVR Express Software Directory and point to the drive and folder where you installed the MVR Express software in step 1. Both of the file and directory fields at the top will be filled in for you.
4. Enter your IIX User Account Number in the field for it on the screen above

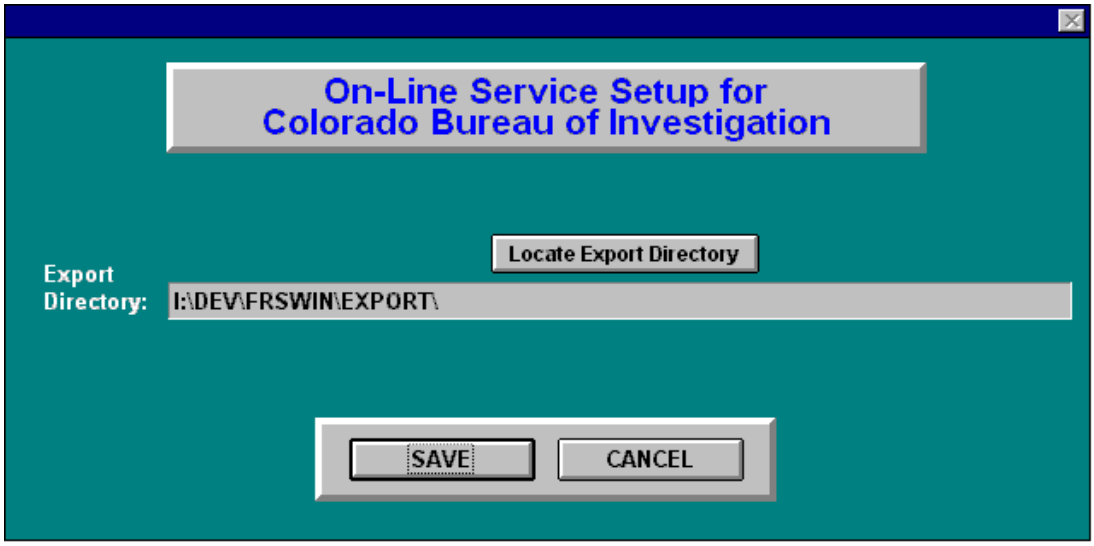
NOTE: For assistance in obtaining the MVR Express software and in setting it up, your support ***must*** come from Insurance Information Exchange.

Colorado Bureau of Investigation

This interface creates a customized file containing Colorado criminal requests for transmission to the Colorado Bureau of Investigation (CBI). This interface will place your pending Colorado criminal requests into this file in the unique format required by CBI. A third-party communications software package will be required to transmit this request file to CBI.

How this process works in FRS: When you choose the Colorado Bureau of Investigation (CBI) **Submit Requests** button, all pending criminal and civil requests for the states assigned under the Geographical Coverage Areas for CBI are exported into a specially formatted file required by CBI for requests being transmitted to them. This file will then need to be transmitted to CBI using some type of communications software program outside of FRS. ProComm Plus or the Windows Hyperterminal may work, but you should check with the CBI for their recommendations. At the time of this writing, no interface is provided for importing the results back in from CBI. These results should be entered back in using the **Set Multiple Nos** and **Set Record to Yes** options accessible from the Edit Subjects List. Depending upon the format of the results sent back to you from CBI, if they can be opened in a word processor or text editor such as Notepad, you can probably cut-and-paste the "Yes Record" results into free-form criminal results fields for the appropriate subjects.

Setup:



The only information required to set up the CBI interface is to identify the Export Directory (folder) where the CBI export files will be created each day. Select the **Locate Export Directory** button in the screen above and a dialog window will be displayed allowing you to choose the Export Directory (which must be created prior to trying to locate it here). The main FRS folder can not be selected as the Export Directory, so we recommend that you create a folder under the main FRS folder like the \EXPORT in the example above, or create one somewhere else on your system. Then, you can "locate" that folder here.

When you choose the Colorado Bureau Investigation **Submit Requests** button, all pending criminal and civil requests for the states assigned under the Geographical Coverage Areas for CBI are exported into the "Export Directory" selected in the screen above. The file created in that folder each day will be in the format of:

"CO"+{date digits only}+".TXT" **Ex:** The file created on May 21, 2001 would be: CO052101.TXT

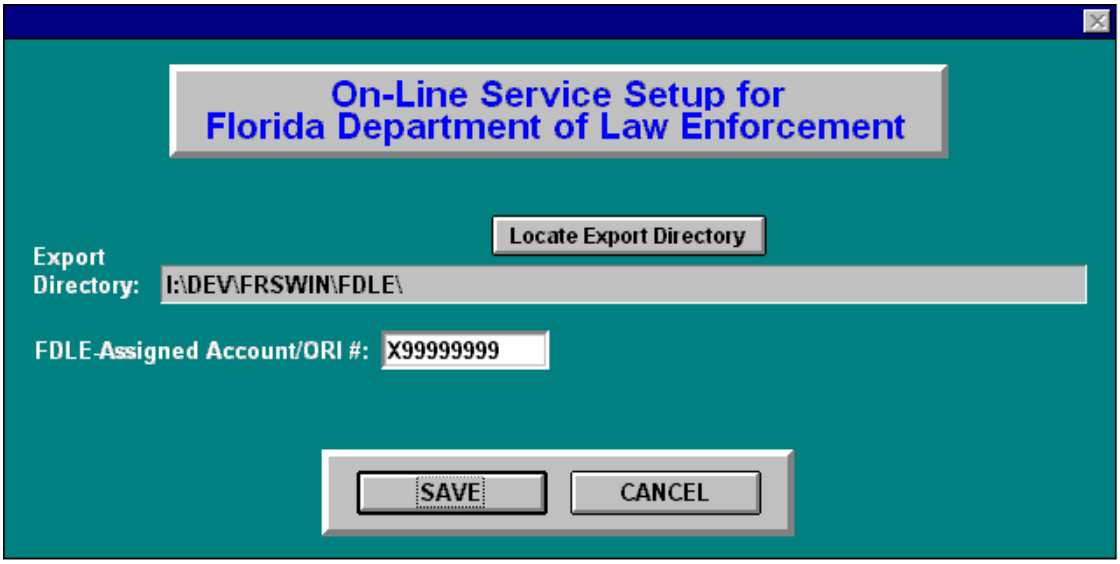
Each time that this option is selected, if a file for that date already exists, a warning will be displayed. A set time for each day should be established and the Colorado Bureau Investigation **Submit Requests** button should only be selected once per day at this time. A window like the one to the right will be displayed reminding you of the export directory and file name that should be sent to the Colorado Bureau of Investigation using a third-party communications software package as described above. You should select the "Yes" button in this window to prevent duplicate requests from being sent to CBI. Then, your last step is to transmit that file to CBI using the communications software package that they recommend.

Florida Department of Law Enforcement

This interface creates a customized file containing Florida criminal requests for transmission to the Florida Department of Law Enforcement (FDLE). This interface will place your pending Florida criminal requests into this file in the unique format required by FDLE. A third-party communications software package will be required to transmit this request file to FDLE.

How this process works in FRS: When you choose the Florida Department of Law Enforcement (FDLE) **Submit Requests** button, all pending criminal and civil requests for the states assigned under the Geographical Coverage Areas for FDLE are exported into a specially formatted file required by FDLE for requests being transmitted to them. This file will then need to be transmitted to FDLE using some type of communications software program outside of FRS. ProComm Plus should work, but you should check with the FDLE for their recommendations. At the time of this writing, no interface is provided for importing the results back in from FDLE. These results should be entered back in using the **Set Multiple Nos** and **Set Record to Yes** options accessible from the Edit Subjects List. Depending upon the format of the results sent back to you from the FDLE, if they can be opened in a word processor or text editor such as Notepad, you can probably cut-and-paste the "Yes Record" results into free-form criminal results fields for the appropriate subjects.

Setup:



The only information required to set up the FDLE interface is to enter the Account/ORI Number assigned to you by the FDLE and to identify the Export Directory (folder) where the FDLE export files will be created each day. Select the **Locate Export Directory** button in the screen above and a dialog window will be displayed allowing you to choose the Export Directory (which must be created prior to trying to locate it here). The main FRS folder can not be selected as the Export Directory, so we recommend that you create a folder under the main FRS folder like the \FDLE in the example above, or create one somewhere else on your system. Then, you can "locate" that folder here.

When you choose the Florida Department of Law Enforcement **Submit Requests** button, all pending criminal and civil requests for the states assigned under the Geographical Coverage Areas for FDLE are exported into the "Export Directory" selected in the screen above. The file created in that folder each day will be in the format of "your FDLE Account/ORI #" with an extension of ".S01", ".S02", ".S03", etc. indicating the file creation number for that day. The first for each day will have an extension of ".S01", then if others are created the same day, their extension will be ".S02", ".S03", etc.

A window like the one to the right will be displayed informing you of the export directory and file name that should be sent to the Florida Department of Law Enforcement using a third-party communications software package as described above. You should select the "Yes" button in this window to prevent duplicate requests from being sent to the FDLE. Then, your last step is to transmit that file to the FDLE using the communications software package that they recommend.

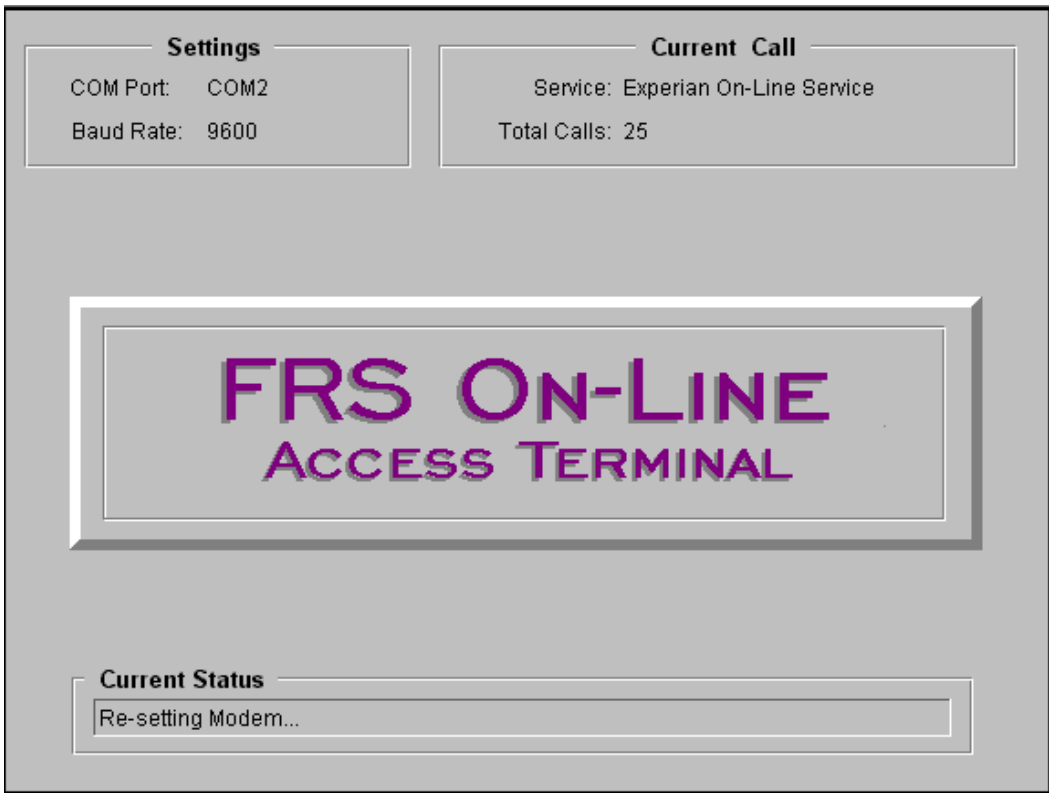
Interfacing with a Credit Bureau

This section explains the process of interfacing with any of the three credit bureaus - Equifax, Experian, or Trans Union. These instructions apply to any and all of these three bureaus.

Before you may interface with a credit bureau, you must ensure that the following items have been set up.

1. You have an account set up with the particular credit bureau.
2. You are licensed to run the particular credit bureau interface here in FRS.
3. You have gone through and completed the **Setup** option for the credit bureau on the "On-Line Services Processing" screen.
   Important Note on the Modem used for Dialing: Although each credit bureau setup screen provides a place to specify the COM port to use when dialing, on the workstation where the dialing is taking place, if the "Modem Port Settings for Dial Mode" option has been invoked under the "FRS Connect Setup" option, then that modem port will take precedence and be used to dial the credit bureau instead.
4. You have added the credit bureau as a research source in the Researcher List and set up the Social Trace and Credit Report items under the Geographical Coverage Areas for this On-Line Service researcher source. See the *Maintain Researcher List / Add/Edit a Researcher* section of Chapter 2: System Setup for more details on this.
5. You have assigned the particular credit bureau and the credit and social trace products under the Credit Bureau Settings for each applicable client in the Client List. See the *Maintain Client List / Credit Bureau Settings* section of Chapter 2: System Setup for more details on this.
6. For the clients set up in step 5 above, you have at least one in-complete subject in the main subject list which has the SSN Trace and/or Credit Report profile ordered. The SSN Trace and/or Credit Report profile must be in "Pending" status, not be filled in with results, and not yet sent for research (no red dot next to the ordered profile on the Add/Edit Subjects screen).

Choose the **Process Requests and Results** button for the credit bureau on the "On-Line Services Processing" screen. The system will read through all of the pending subjects in the main subjects list to determine if any meet the criteria for ordering from the selected credit bureau. If so, the FRS On-Line Access Terminal screen will be displayed.



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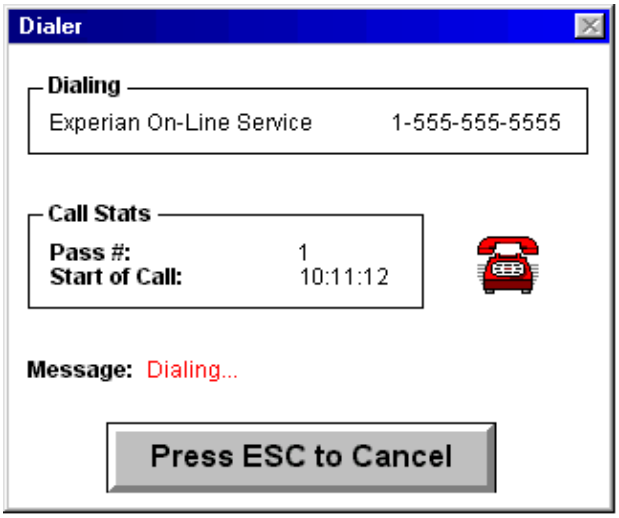
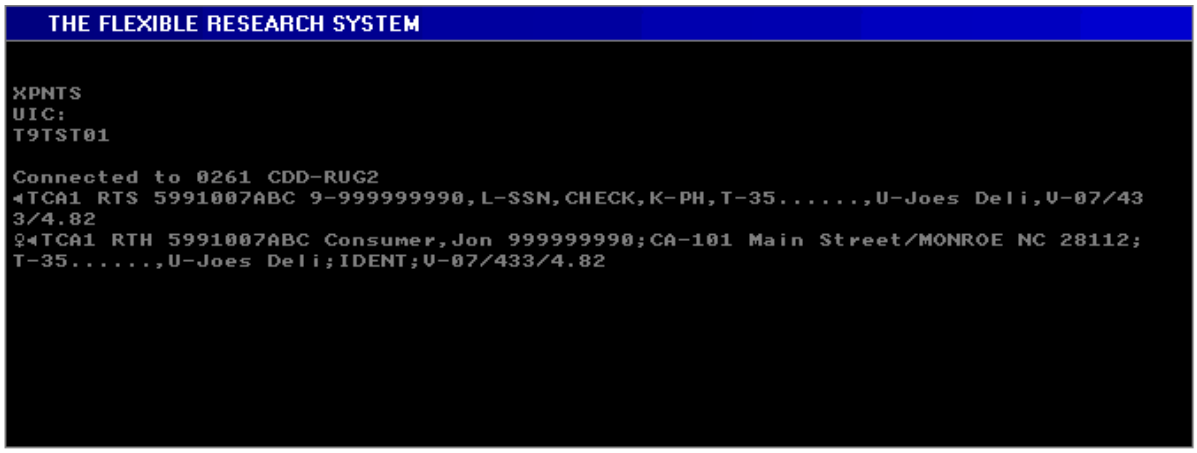
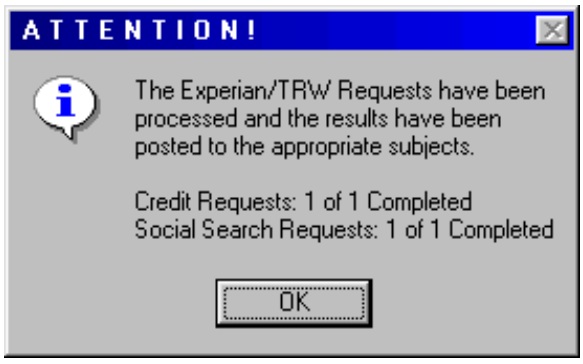
The modem is reset, then the Dialer is initiated to dial into the credit bureau.



Once the connection is made, the "Terminal Window" is displayed and the social trace and/or credit report requests are processed.



When all requests have been completed, a message window is displayed indicating the status of the results which were retrieved and a count for each type of report processed.



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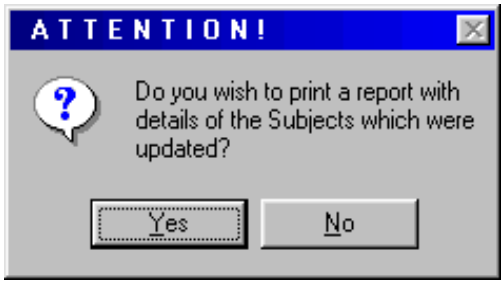
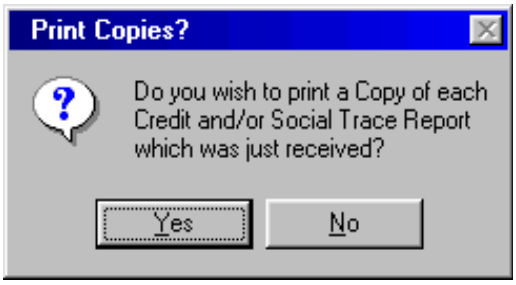
Next, the following window will display allowing you the option to print a listing of the subjects who were just processed and whether a credit report and/or social trace was just retrieved for them.

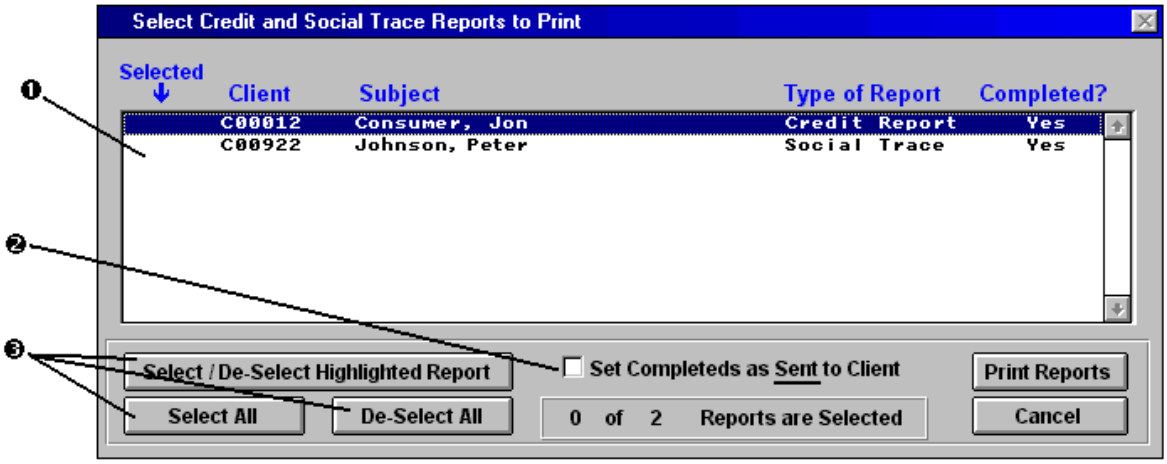


If you choose "Yes" for this option, a listing report will be generated and you will have the option of printing it to the printer or previewing it to the screen.

Then, you will be provided with the option to go ahead and print a copy of each social trace and/or credit report which was retrieved during that process.



If you choose "Yes" for this option, a screen like the one below will be displayed allowing you to select the reports to print.



❶ Each of the subjects for which a report was just retrieved will be listed here. The "Type of Report" column will indicate whether a Credit Report or a Social Trace was retrieved for each subject. The "Completed?" column will indicate "Yes" if all of the profiles have now been completed for the subject and it has been set to "Fully Completed". If this column displays "No" then either 1) there are other outstanding profiles for the subject which must be completed before the entire subject can be set as completed, or 2) a setting for "Automatically closing out subjects as fully completed when On-Line Service Results are returned" under the System Defaults is set to "No". See the Note: below for more details on this setting.
Note: See the *Maintain Results Reporting and Delivery Defaults* section of Chapter 2: System Setup for details on the setting to Automatically Close out Subjects when these reports are retrieved, if these profiles are the last to be processed for a subject.

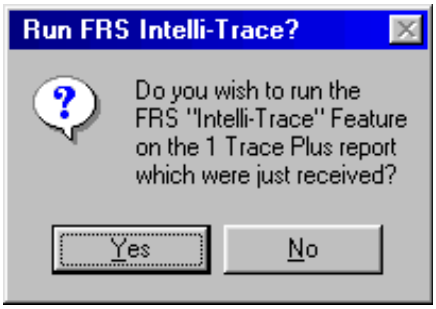
❷ For the subjects which have "Yes" in the "Completed?" column, if you check this ❑ **Set Completeds as Sent to Client** box, then when you print the reports from this screen, the system will set these subjects as "Sent" to the client for you which will change them from grey to black in the Edit Subjects List.
Warning: If other profiles were ordered for a subject, the results for those will not print out from this screen, so setting the results as "sent" here for a subject with other profiles may prevent full delivery of all results to the client.

❸ All of the subjects on this screen will initially be "un-selected". In order to print the social trace and/or credit reports for subjects from this screen, you must first "select" the subjects whose reports you wish to print. You can use these three buttons to select these subjects. You can also double-click on a subject in the list with the left mouse button or press <enter> on a highlighted subject to select or de-select it. Each subject selected to print will have a checkmark in the "Selected" column.

When all of the subjects have been selected which you wish to print, select the **Print Reports** button and each report will be printed to the printer. To cancel printing at this point, choose the **Cancel** button.

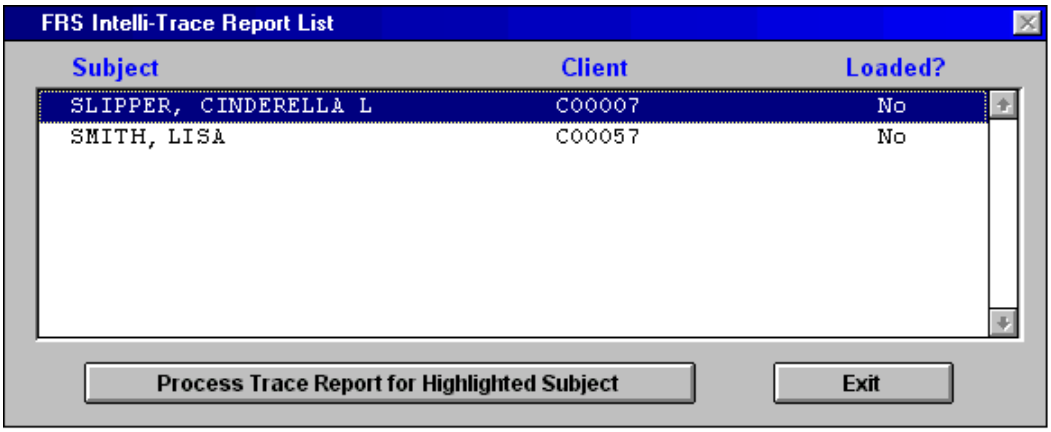
(*continued on the next page*)

If Trans Union was the credit bureau called and any "Trace Plus" reports were ordered or if Equifax was the credit bureau called and any "ID Report" products were ordered, then the message displayed here on the right will be displayed.

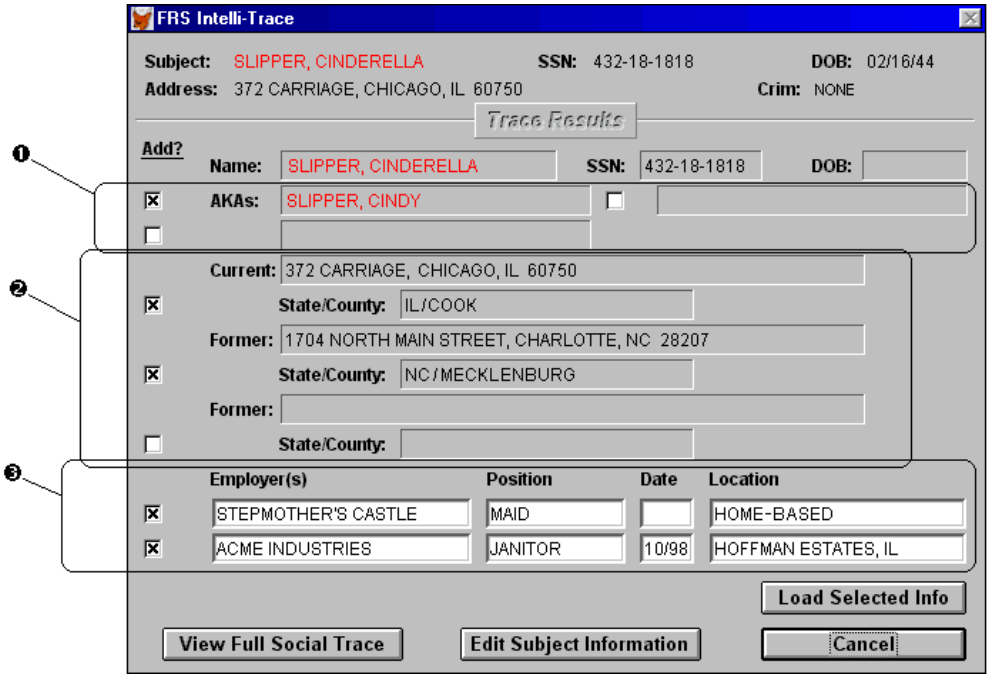


The **FRS Intelli-Trace** is a special feature which will *intelligently* read through the *trace* report products mentioned above and extract research information that the client might want you to verify and populate the subject's profile requests automatically for you.

If you choose "Yes" on this option, a screen like the one to the right is displayed.



Each of the subjects for which a Trans Union "Trace Plus" or Equifax "ID Report" was retrieved will be displayed here. For any of these, you can double-click on the subject or you can highlight the subject and select the **Process Trace Report for Highlighted Subject** button. You will be taken to a screen like the one below and if you complete it, the "Loaded?" column in the screen above will be changed to "Yes".



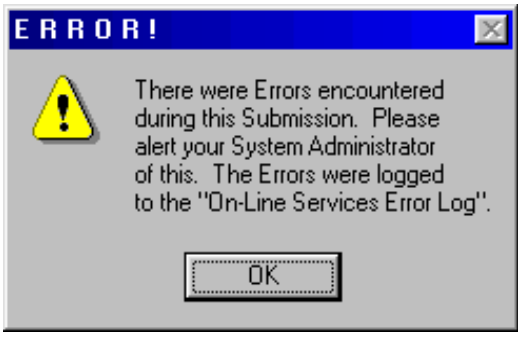
The system will read through the social trace report and extract any ❶ AKAs found for the subject and will look up the current and any former addresses listed to identify ❷ current and past State/Counties where the subject has lived. If any ❸ employers have been reported for the trace report, they also will be listed here.

To select any of this information regarding the subject to load in as requests for verification, place an **X** in the checkboxes next to the items you wish to load. When at least one checkbox has been selected, you can choose the **Load Selected Info** button to add the selected information to the subject's profile request.

To view the full Social Trace report from which this information was extracted, select the **View Full Social Trace** button. If you wish to view or modify the subject's Name, Address, City, State, Zip, Birthdate, SSN, Internal Comments or Special Research Instructions based on information obtained from the Social Trace report here, select the **Edit Subject Information** button.

(*continued on the next page*)

Finally, if any errors occurred during this process that would have prevented the retrieval of any of the requested social trace or credit report results, the following message will be displayed.



If this happens, you should click the **OK** button, then select the **View On-Line Service Error Log** button back on the "On-Line Services Processing" screen to investigate the errors which occurred so that they can be corrected in your system data to allow you to dial again and retrieve the results that you need.

The **On-Line Services Error Log** is covered in full detail on the next page.

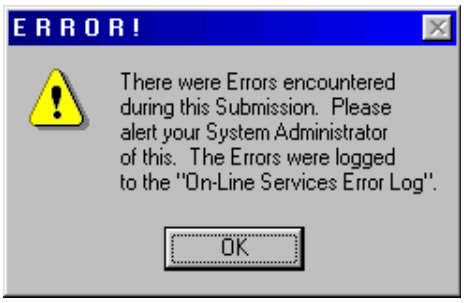
NOTE:
This topic, **Interfacing with a Credit Bureau** has detailed all of the steps required to request Social Trace and Credit Reports manually several times per day. The **FRS Automation Server** can be configured and run unattended on a dedicated workstation to automatically retrieve social trace and credit reports throughout the day, from any of the credit bureaus for which you are licensed and have an account set up.

Social Trace reports and Credit Reports can be configured for auto-retrieval separately, so the following guidelines are provided to help you determine if either or both of these options are right for your operations.
Credit Reports: If you do *not* have the need for a printed listing of all credit reports processed and also do *not* have the need to print each credit report out as it is received back, then Credit Reports *are* a prime candidate to be set up to run on the FRS Automation Server.
Social Trace Reports: If you do *not* have the need for a printed listing of all social trace reports processed, you do *not* have the need to print each social trace report out as it is received back, and you do *not* need to run the FRS Intelli-Trace option on your retrieved social trace reports, then Social Trace Reports *are* a prime candidate to be set up to run on the FRS Automation Server.

See the *FRS Automation Server* section of Chapter 6: Utilities for more details on this labor-saving application.

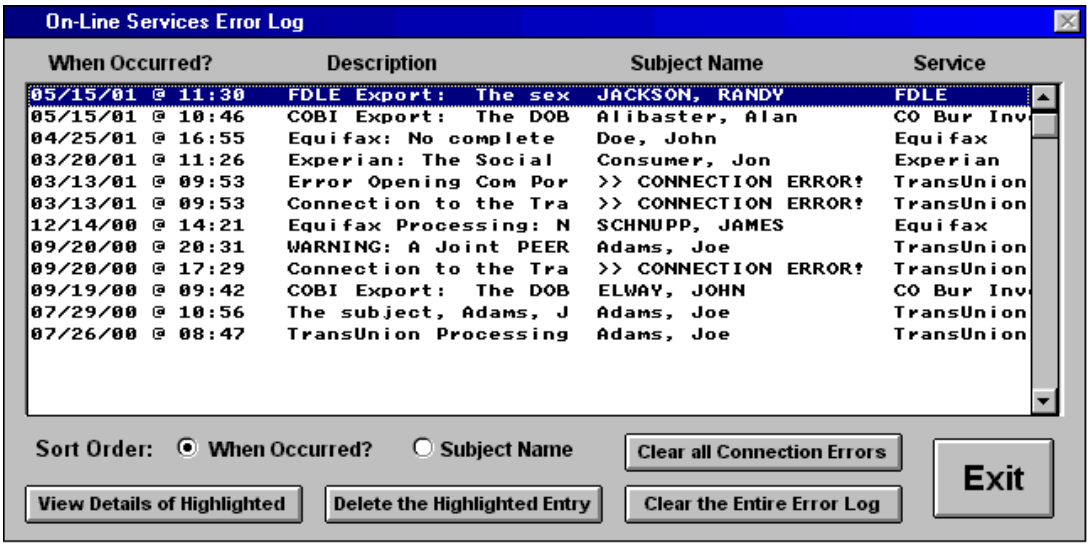
On-Line Services Error Log

If any errors or problems occur when processing requests through any of the On-Line Services, a message window like the following will be displayed alerting you of these problems.

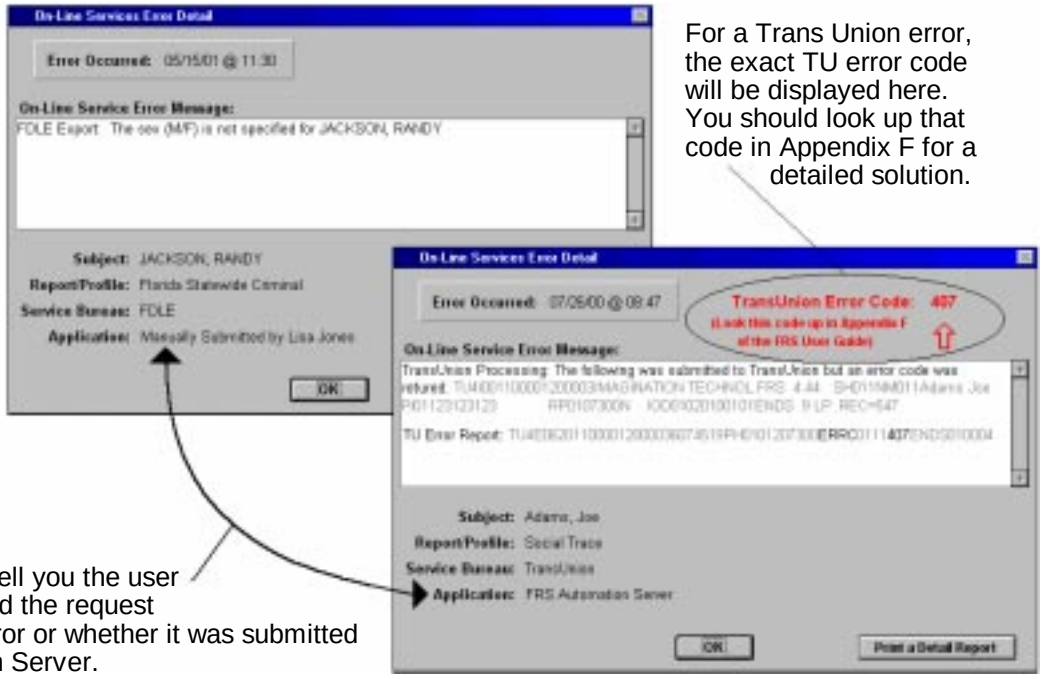


When you choose the **View On-Line Service Error Log** button on the "On-Line Services Processing" screen, the screen below is displayed.

Any errors which have occurred during the processing of On-Line Services will be listed here. The list initially displays in the "When Occurred?" Sort Order and the item at the top of the list is the most recent. To research a subject for whom the results are not being retrieved as desired from an On-Line Service, change the Sort Order to "Subject Name" and search for the subject by last name.



To research an error in the list and view the exact details of the error, double-click on an item in the list or select the **View Details of Highlighted** button. Examples of the details screens are illustrated on the right.



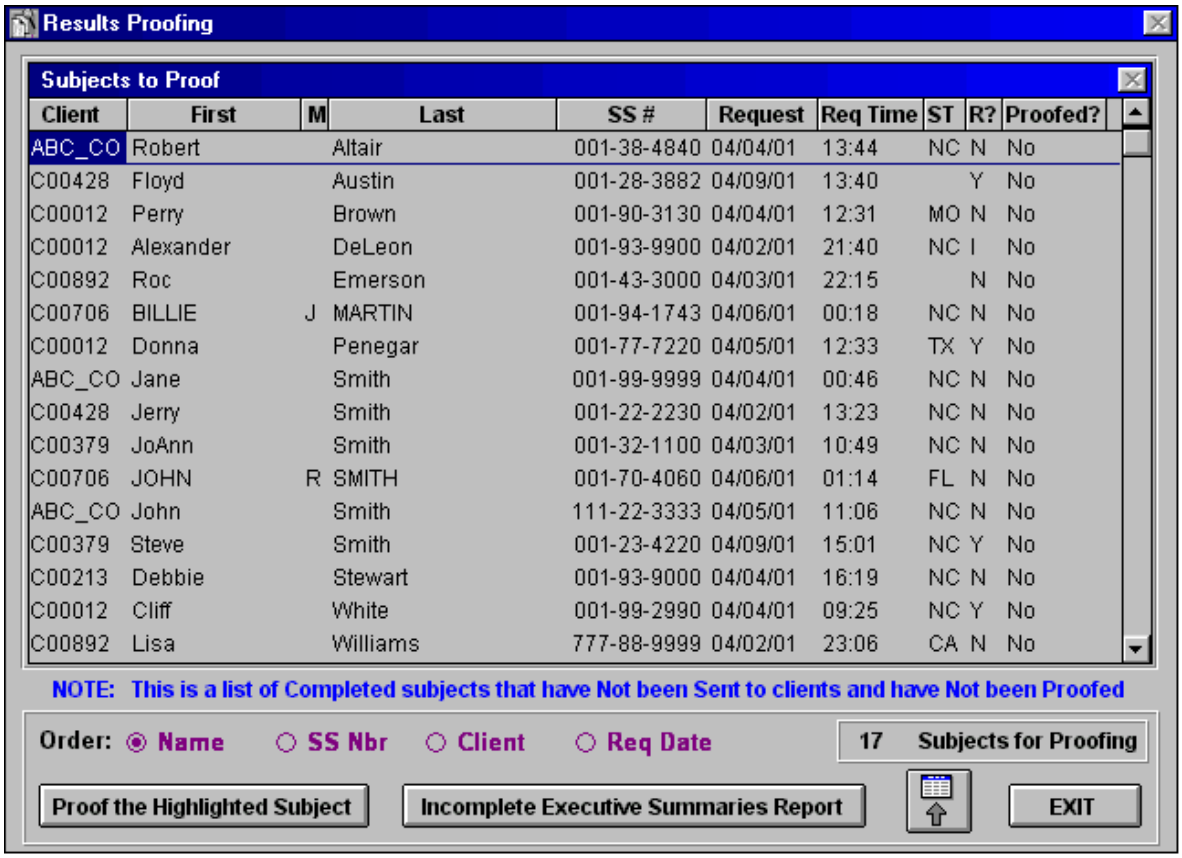
For a Trans Union error, the exact TU error code will be displayed here. You should look up that code in Appendix F for a detailed solution.

The "Application:" will tell you the user who manually submitted the request which resulted in an error or whether it was submitted by the FRS Automation Server.

Accessing this option: Main FRS Application – Utilities Menu Tab – Proofing

The Proofing features of FRS are optional and will allow you to proof each completed subject prior to returning the results to your clients. The proofing module provides spell-checking and page-break controls for your results reports and the controls to prevent delivery until results have been proofed. These features are all covered in this section of the manual.

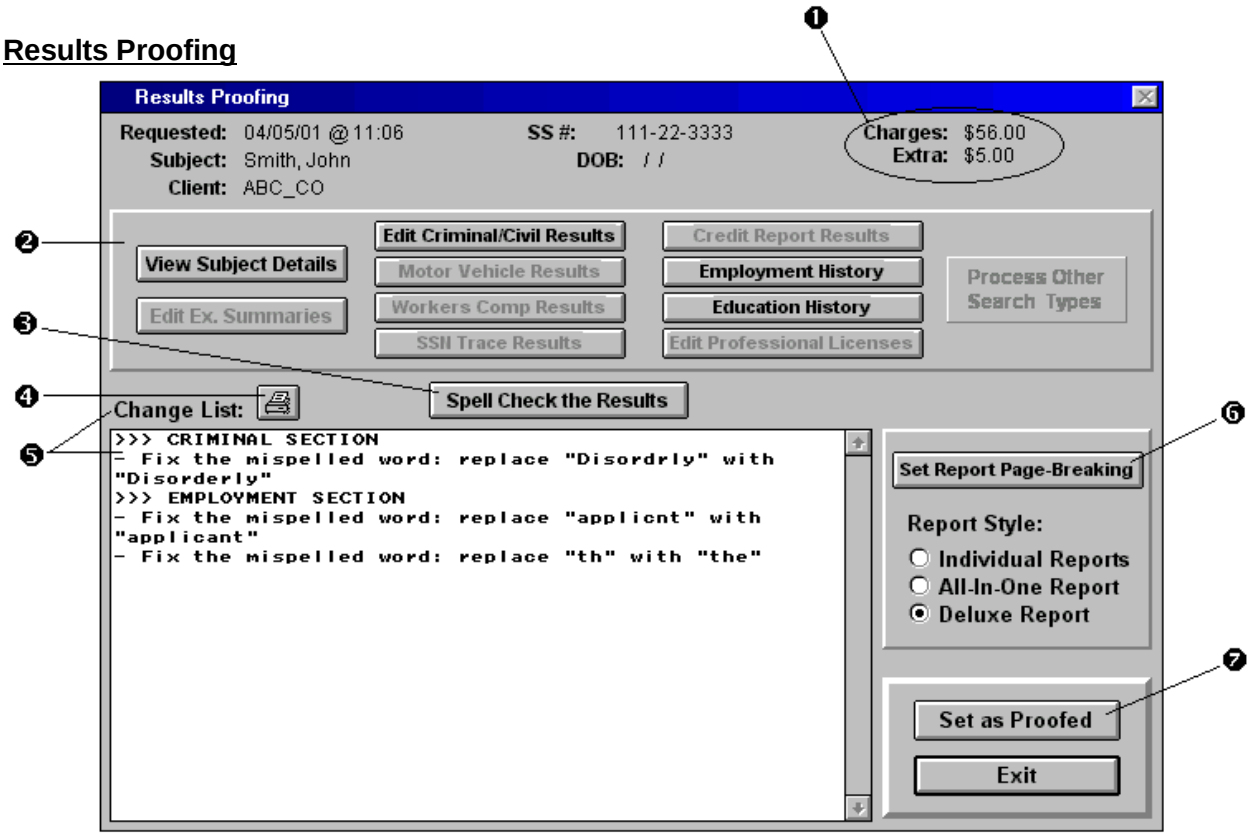
Selecting the "Proofing" option from the Utilities Menu in the main FRS application will display the following screen with a listing of all completed subjects that have not been sent to clients and have not yet been proofed.



You can highlight any of the subjects in the listing and double-click on the item or you can select the **Proof the Highlighted Subject** button to access the Results Proofing screen for the subject. This option is covered in more detail beginning on the next page.

Incomplete Executive Summaries - This button will provide access to an option which will allow you to generate a report listing all of the In-Complete subjects for whom the Executive Summary report has been ordered, but all of the Executive Summary fields have not been filled out. This report will be grouped by client and can be used to go back through your subject listing and finish up the executive summary information to complete and close out these subjects.

Results Proofing



Proofing the Subject Billing Charges

The charges for the subject are displayed here ❶ for verification of accurate billing during the proofing stage. You can select the **View Subject Details** button as well as any of the other "Edit" buttons for the individual profiles to verify what was ordered for the subject and the billing code which has been set to ensure that the correct charges have been calculated. If they are found to be incorrect, you will need to change either the subject's billing code or the client's pricing under the Billing Functions in the FRS Manager, or both.

Spell-Checking and Correcting the Results Presentation

The FRS Spelling Checker is different from most of the spell-checking programs you may have used. The results for a subject are stored in up to 20 different databases and are pulled together into one report on-the-fly. A rendition of this results report is spell-checked to help you identify misspelled words, but unlike a word processor where you change the misspelled words right in the document, this report rendition is not a permanent document, so the corrections are added to a "Change List" ❺. After the report has been completely spell-checked, print the "Change List" by clicking on the printer icon ❹. You can then go into each of the results sections using the "Edit" buttons ❷ and make the changes needed to correct the misspelled words identified on the "Change List". These changes will be permanently saved for the subject. After utilizing the optional "Report Page-Breaking" options described below, you can choose the **Set as Proofed** button ❼ and the subject will be registered in the system as "Proofed".

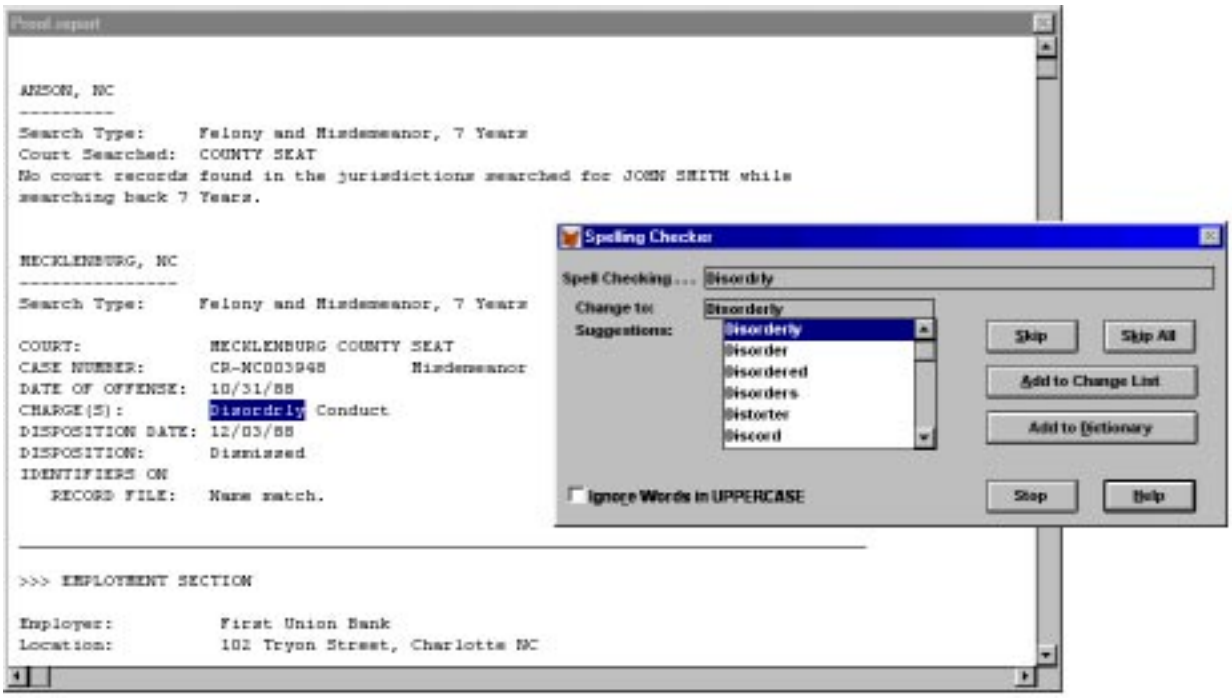
Once a subject has been proofed, the word "***Proofed***" will be displayed in red on the Add/Edit Subjects screen and the "Subject Added/Completed by...." button can be selected to identify the "proofer". Also, the results will be released for delivery if you have any of the following system controls set to only deliver "proofed" subjects:

❑ Include Only "Proofed" Subjects under the Report Results to Clients option
❑ Don't Deliver Results until "Proofed" for FRS Connect Clients under the Results Reporting & Delivery Defaults
❑ Don't Deliver Results until "Proofed" for FRS Remote Clients under the Results Reporting & Delivery Defaults

Report Page-Breaking

This option will allow you to preview the final printed report for a subject and add additional lines where needed to force the report to page-break differently to prevent certain profile sections from splitting between pages. This only applies to the Deluxe and All-In-One report styles and is explained in more detail later in this section.

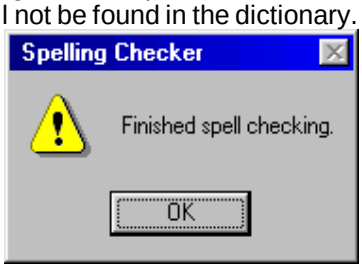
The Proofing Module Spelling Checker



As explained on the previous screen, the FRS Spelling Checker is different from most of the spell-checking programs you may have used. When you choose the **Spell-Check the Results** button on the Results Proofing screen, a rendition of the results report image for the subject is generated and displayed like in the example above on the left. The spell-checking of the report will begin immediately, and the "Spelling Checker" dialog window is displayed like the one on the right above. When a possibly misspelled word is encountered, it will be highlighted in the report like the word "Disordrly" above. Using the Spelling Checker dialog window, you can choose any of the buttons to perform a variety of functions.

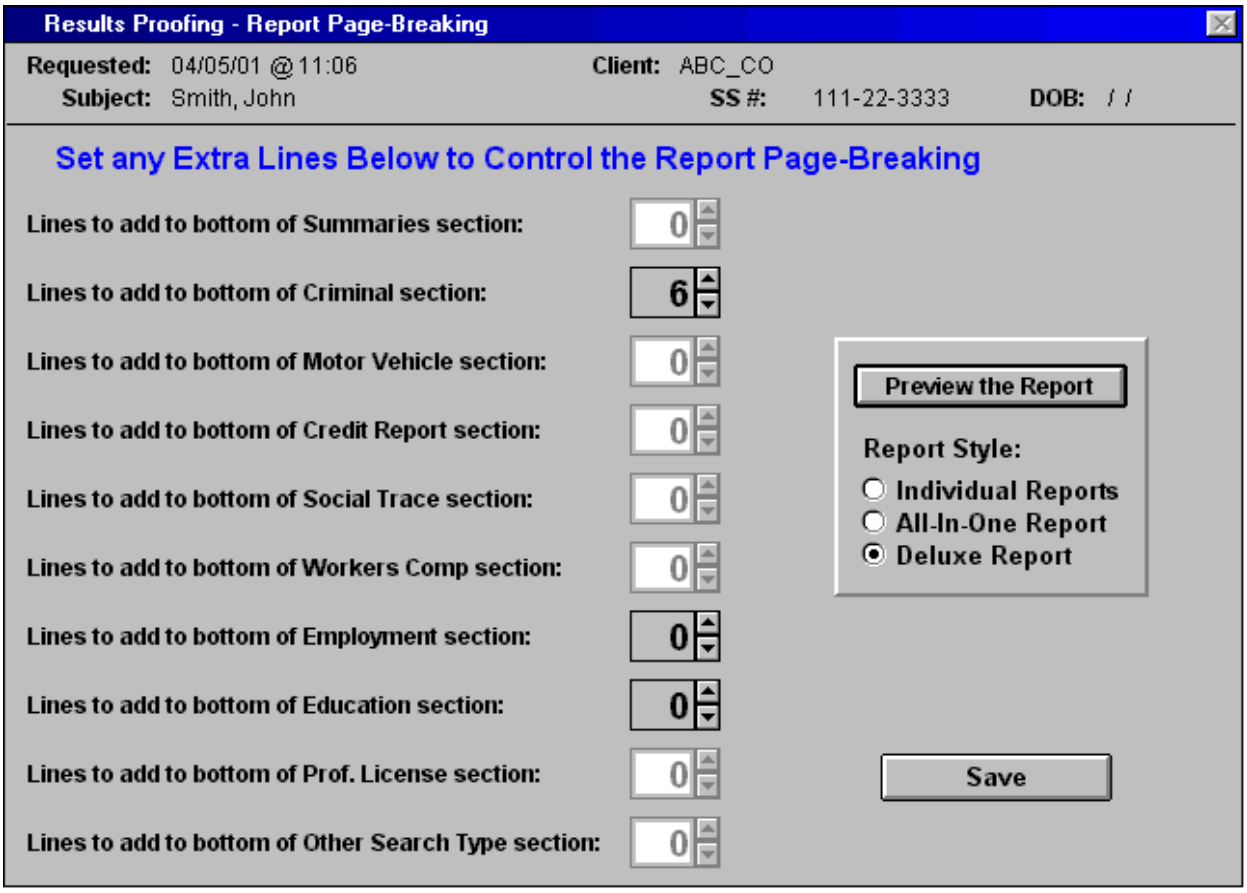
- A list of suggested spellings for the highlighted word, if any are found, will be listed on the left in the dialog window.
- You can accept the highlighted word, highlight another in the list and press <enter> or double-click it with the left mouse button, or you can type a different word into the **Change to: [ ]** box.
- Choose the Add to Change List button to add the word in the **Change to: [ ]** box to the "Change List". As explained on the previous page, the "Change List" will track all of the changes which you wish to make to the subject's results for processing back on the Results Proofing screen.
- If the highlighted word is not found in the dictionary, but is a common word which you use regularly in reporting research results, you have the option of adding that word to the dictionary by selecting the **Add to Dictionary** button. Once added to the dictionary, the word will no longer show up as misspelled the next time that it is encountered by anyone using your system.
- To skip the highlighted word and accept it, choose the **Skip** button.
- To skip this and all further occurrences of the highlighted word, choose the **Skip All** button.
- Choose the **Stop** button to stop the Spelling Checker process.
- Choose the **Help** button to display a detailed help screen on how to use the Spelling Checker dialog window.
- ❑ **Ignore Words in Uppercase** - Check this box and the Spelling Checker will ignore any words which are in the report as all uppercase. This option is helpful when spell-checking a credit report or social trace which is usually all uppercase and includes a lot of abbreviations which will not be found in the dictionary.

When the Spelling-Checker has completely gone through the entire report, a window like the one to the right will be displayed. At this point, click **OK** and you will be returned to the Results Proofing screen where you can view the "Change List" which was created during the spell-checking process and "Edit" the results to make the corrections.



Proofing the Results Report and Controlling the Page Breaks

Select the **Set Report Page-Breaking** button from the Results Proofing screen and a screen like the following will be displayed:



The numeric spinner field will be enabled for each profile ordered for the subject. For any profiles not ordered, the numeric spinner will be disabled and will be greyed-out. These numeric fields can be adjusted to add lines to the bottom of a profile section ordered for the purpose of forcing the next profile section down to add additional spacing or to push the next section to the next page.

Select the **Report Style** which will be delivered to the client then choose the **Preview the Report** button to view a report sample to the screen. When previewing this report, you can determine which sections need additional lines added in order to format the report for delivery as desired then you can return to this screen to adjust those numeric values then preview the report again.

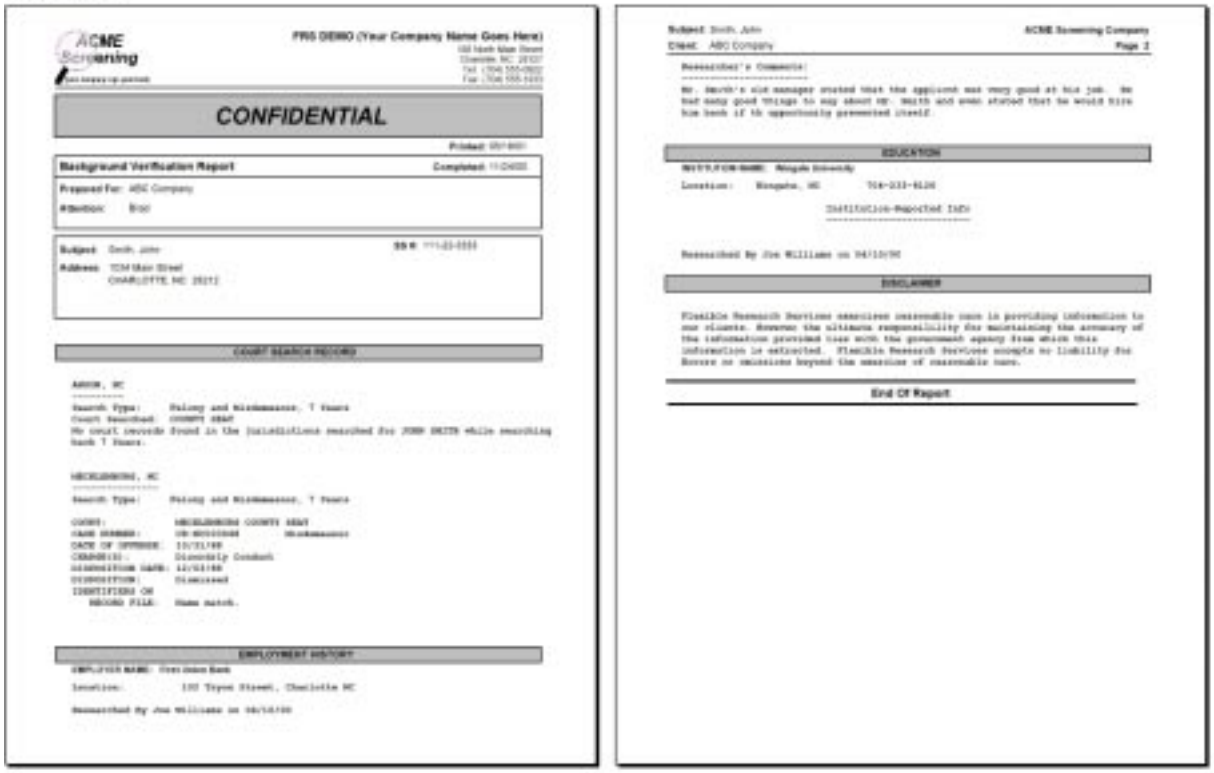
Notes on Setting the Report Page-Breaking

- This feature is optional and provided for your use in proofing results reports only if you wish to use it.
- This feature does not apply to the Individual report style, only to the Deluxe and All-In-One reports.
- These settings will be saved for all future deliveries of each subject's results.
- This option is also available when printing a subject's results from the **Print Results for Highlighted** button on the Edit Subjects List

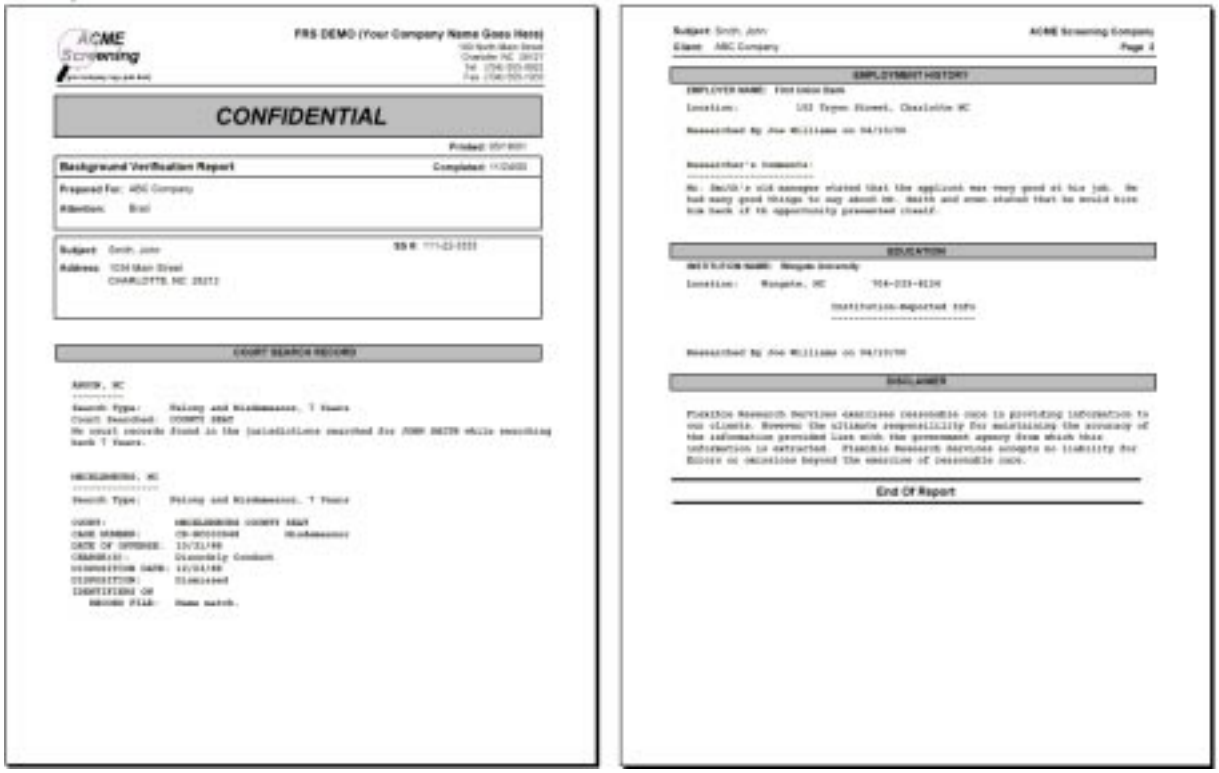
Report samples of how this feature is used are provided on the next page.

Example #1 below shows the Deluxe Report sample after spell-checking and *before* setting the page-breaking. In this sample, the Employment History starts at the bottom of page 1 and finishes on page 2. We want to force the Employment History section to start at the top of page 2, so in the screen on the previous page of this manual, we set the **Lines to add to bottom of Criminal section** to "6" to add 6 blank lines to the criminal section, which is the section just prior to the Employment History section. This forces the Employment History section to the top of the next report page as illustrated in Example #2 below.

Example #1



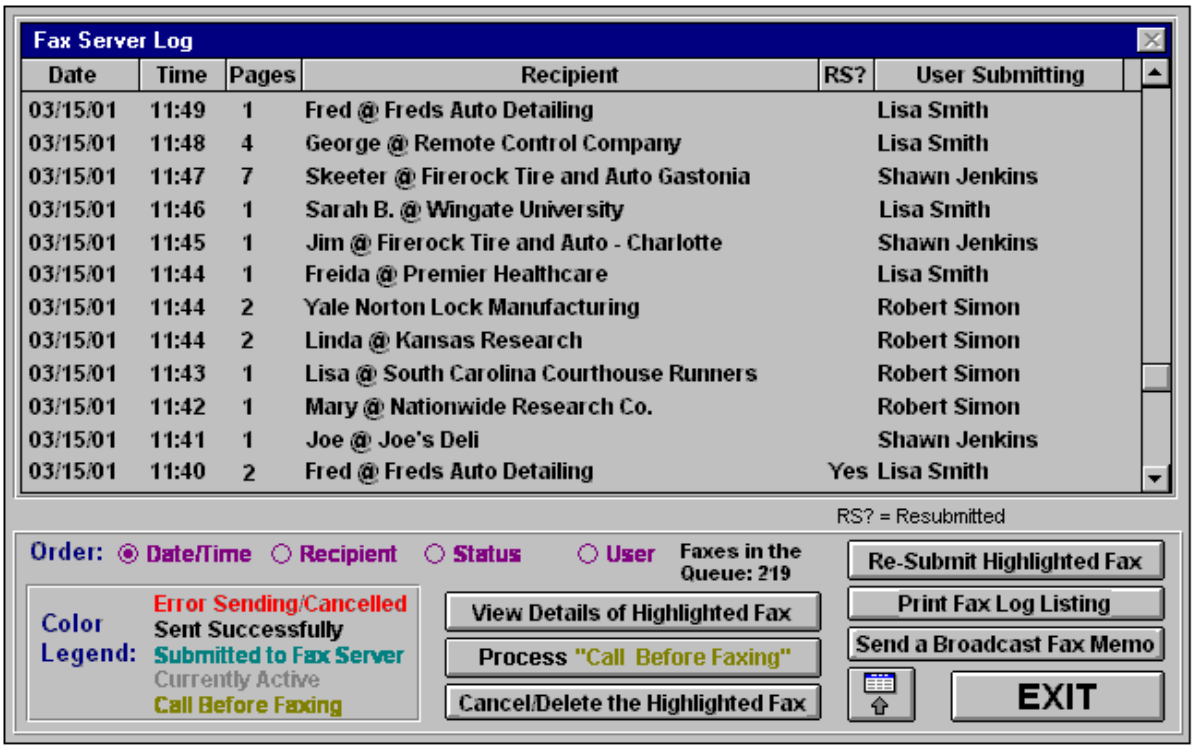
Example #2



Accessing this option: Main FRS Application – Utilities Menu Tab – Maintain the FRS Fax Server Log

System reports can be submitted to the FRS Fax Server from many areas within FRS. Some of the most common reports submitted daily are the results reports and search lists. Almost all of the system reports can be directly submitted to the FRS Fax Server from any workstation, and the FRS Fax Server will take care of delivering the reports through faxmodems for every workstation on the network. See the *FRS Fax Server* section in Chapter 6: Utilities for details on setting up and configuring the FRS Fax Server.

The Maintain FRS Fax Server Log is accessible in the main FRS application by all users for checking the status of submitted fax jobs and handling and processing these fax jobs in a variety of ways which are all explained in this chapter.



This list will initially come up in Date/Time order with the most recent faxes at the top. The **Order:** can be changed to help you process the entire fax log or locate a particular fax.

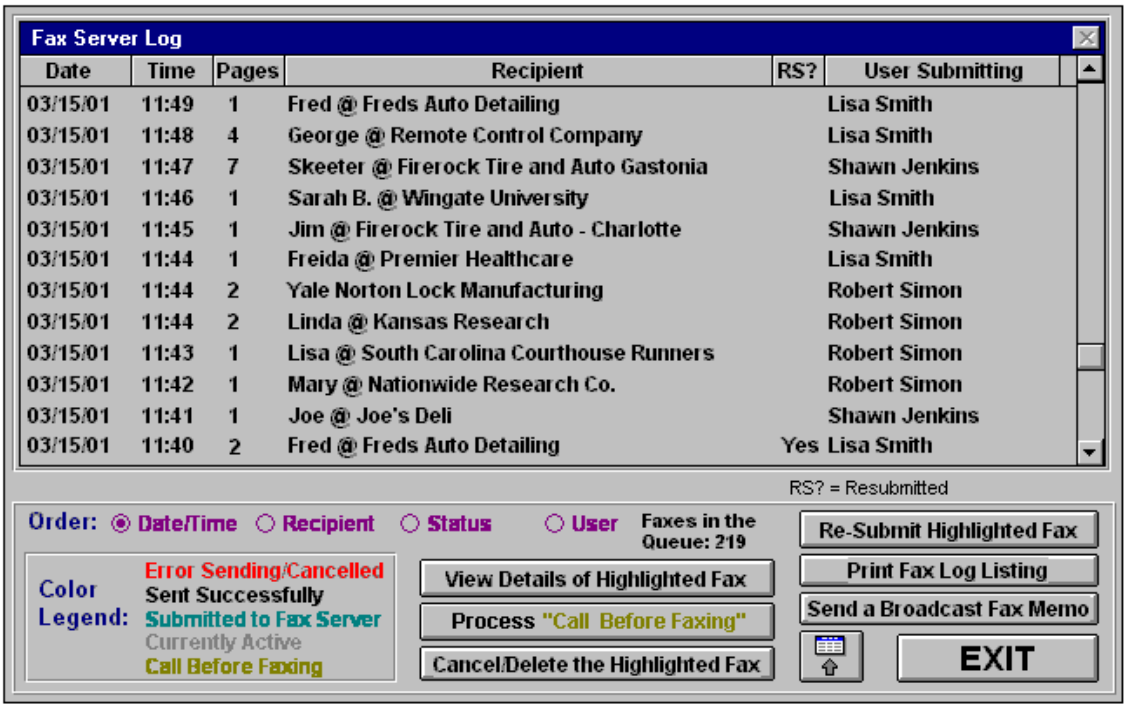
Color Legend:
Each fax in the list will be color-coded for quick, visual identification of the status.
- Faxes which encountered an error in sending or were canceled will be displayed in RED
- Faxes which were sent successfully will be displayed in BLACK
- Faxes which have been submitted to the Fax Server and are waiting to be processed will be in CYAN (light blue)
- Faxes which are currently active and being processed by the Fax Server will be in DARK GREY
- Faxes which are on hold and waiting for someone to "call the recipient before faxing" will be in YELLOW

View Details of Highlighted Fax
Choose this button to view all of the details for the highlighted fax. You can also press <enter> or double -click on a fax in the list to access this option. This option is explained in more detail later in this section.

Process "Call Before Faxing"
Faxes which have been submitted for clients who have the ❑ **Call This Client Before Faxing Results** box checked will show up in the list in YELLOW. Choose this button to display the details for calling this client to get approval to send the fax on to the client. This option is covered in more detail later in this section.

(*continued on the next page*)

(*continued from the previous page*)



Cancel/Delete the Highlighted Fax

Choose this button to cancel or delete the highlighted fax in the list. This option will be handled as follows:

- If the status of the fax is "Submitted to the Fax Server", then the Fax Server will be instructed to cancel the fax before sending it. Faxes in this status can be canceled by any system user.
- If the status of the fax is "Currently Active", then the Fax Server will be instructed to make every attempt to cancel the sending fax in progress. Faxes in this status can be canceled by any system user.
- If the status of the fax is "Call Before Faxing", then this option will delete the fax and remove it from the fax log to "cancel" it before submitting it to the Fax Server. Faxes in this status can only be canceled/deleted by a System Administrator.
- If the fax is complete and in "Error" or "Successfully Sent" status, then this option will delete this record of the fax and remove it from the fax log. Faxes in these two statuses can be only be deleted by a system administrator.

NOTE: The FRS Fax Server will automatically purge faxes out of this log after they have been in the log for a user-defined number of days. This setting is covered in the *Maintain Faxing Defaults/Setup* in Chapter 2: System Setup

Re-Submit Highlighted Fax

If a fax fails with an "Error", depending upon the nature of that error, this button can be used to re-submit that fax to the Fax Server to attempt delivery again. If there was a problem when the fax was originally generated, it most likely will need to be submitted again from scratch, but the system will alert you of this when this button is selected if that is the case. For common problems such as "busy signal" or "no answer"at the receiving fax machine, this option will allow you to re-submit the fax. If the fax has previously been "re-submitted", then you will not be allowed to re-submit it again. You will instead need to look in the list, locate the last re-submission for the fax and check the status of it. It may turn out that the fax was successfully sent the last time it was attempted.

Print Fax Log Listing

This option will allow you to print out fax log listings based on a variety of criteria. You will be able to specify a date range, an optional setting of the user who submitted the faxes, and the "sent" status.

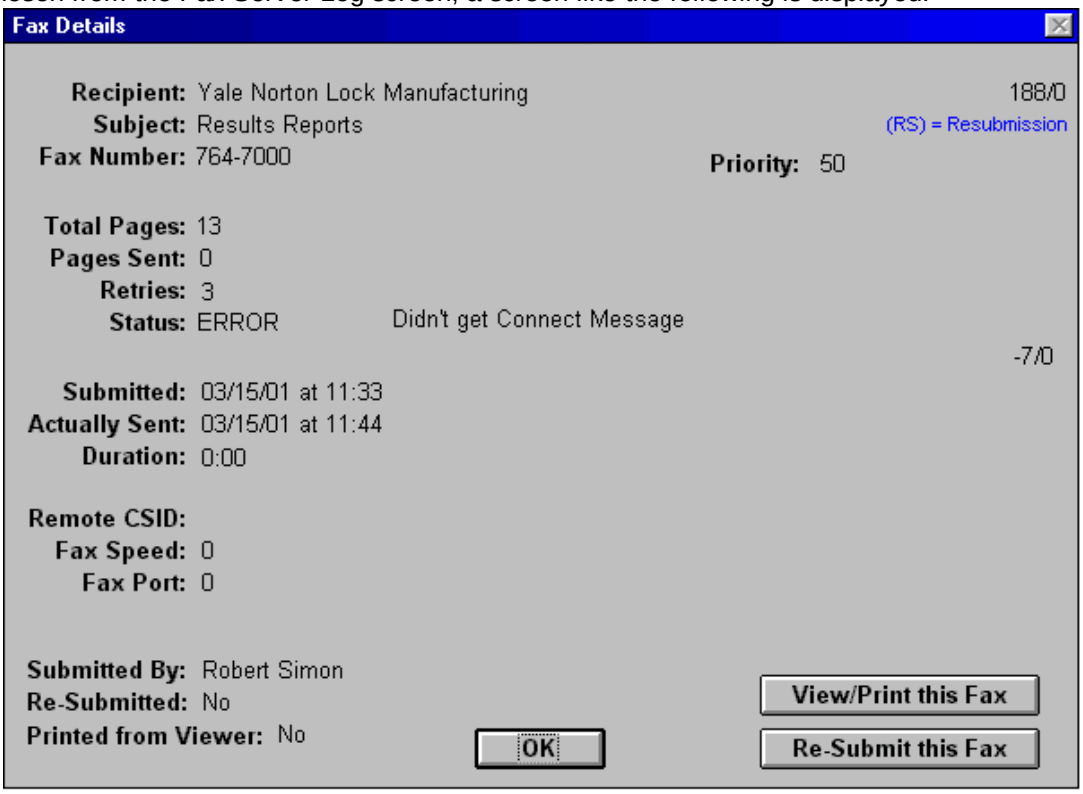
Send a Broadcast Fax Memo

This option will allow you to send a broadcast fax to all of the clients in your client list or all of the researchers in your researcher list. This option can be used to broadcast important information to these groups directly through the FRS Fax Server. This option is covered in more detail later in this section.

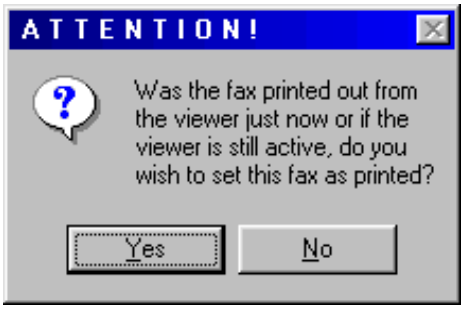
View Details of Highlighted Fax

When this button is chosen from the Fax Server Log screen, a screen like the following is displayed.

All of the details about the fax are displayed here. If an error was encountered while delivering the fax, the **Status:** field will indicate "ERROR" and a description of the error will be displayed out beside the Status, such as the "Didn't get Connect Message" to the right. Refer to the *Fax Server Errors* section of Chapter 7:Troubleshooting for a detailed guide to resolving any errors that are displayed on this screen.



View/Print this Fax Choose this button to view the fax pages which were sent or submitted for sending on this fax job. This option requires that the Kodak or Wang imaging component is installed on the workstation from which you are trying to view the fax. One of these imaging components comes with the Windows operating system that you have installed. If you get an error message stating that you do not have this component installed, refer to the *Fax Server Errors* section of Chapter 7: Troubleshooting for instructions on loading this onto your system. When the image viewer is displayed, you will be able to view all pages of the fax, zoom in and out on the fax image, and select the printer icon to print the report. After exiting from the fax image viewer the following question will be displayed ==========>



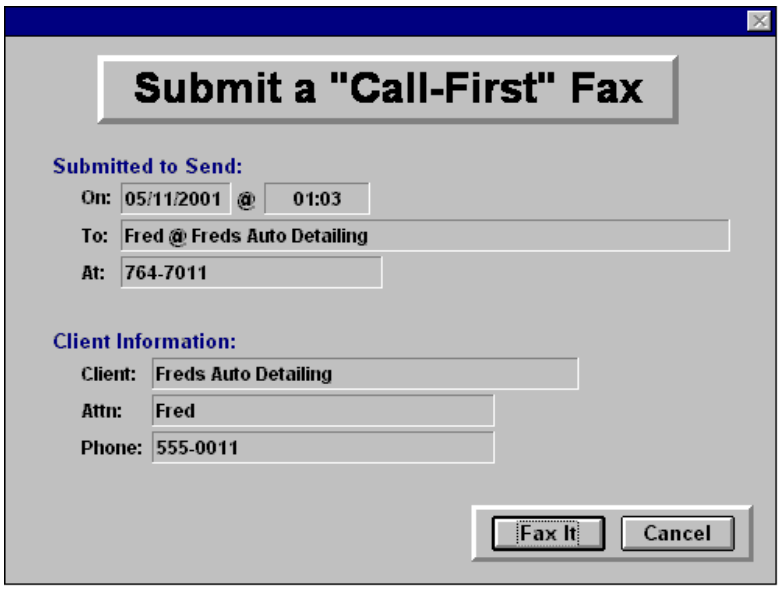
if you printed the report from the viewer, then choose "Yes" to this question. This will be indicated later when you display the screen above next to the **Printed from Viewer:** field to allow you to keep track of fax images which are printed out from here.

Re-Submit this Fax If a fax fails with an "Error", depending upon the nature of that error, this button can be used to re-submit that fax to the Fax Server to attempt delivery again. If there was a problem when the fax was originally generated, it most likely will need to be submitted again from scratch, but the system will alert you of this when this button is selected if that is the case. For common problems such as "busy signal" or "no answer" from the receiving fax machine, this option will allow you to re-submit the fax. If the fax has previously been "re-submitted", then you will not be allowed to re-submit it again. You will instead need to look in the list and locate the last re-submission for the fax and check the status of it. It may turn out that the fax was successfully sent the last time it was attempted.

Note: The numbers on the right side of the **Fax Details** window such as the 188/0 and -7/0 will not be useful to you. They are only provided in case one of our technical support specialists needs you to read these to them during the research of a problem or issue during a support call.

Process "Call Before Faxing"

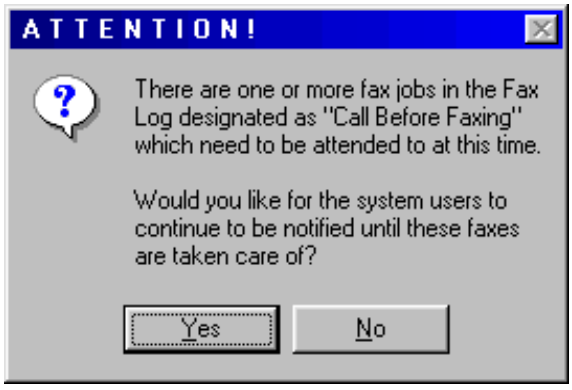
Faxes which have been submitted for clients who have the ❑ **Call This Client Before Faxing Results** box checked will show up in the Fax Server Log in YELLOW. A system user should periodically check the Fax Server Log and process these faxes. When the YELLOW faxes are found in the log, each should be highlighted, and the **Process "Call Before Faxing"** button should be selected to display the details for calling this client to get approval to send the fax. When this button is selected, a screen like the following is displayed.



Under the **Submitted to Send:** section of this screen you can see the information on the original fax submission. In the **Client Information:** section you can find the details on the fax recipient and the voice phone number to call in order to get approval to forward the fax on. If you reach the client successfully by phone and get approval to send the fax on, then choose the **Fax It** button and the fax will be submitted to the FRS Fax Server with the highest priority of "0" so that it is sent immediately. If the client can not be reached, then choose the **Cancel** button, the fax will remain in the Fax Server Log in "Call Before Faxing" / YELLOW status and you can try the client later.

When a fax is submitted to the Fax Server Log in "Call Before Faxing" status, a flag is set in your system to indicate that at least one of these faxes exists in the Fax Server Log. Each time that any of the following options are selected from the Edit Subjects List by any system user, the system will check for this flag indicator to see if any of the faxes in the Fax Server Log are in "Call Before Faxing" status:

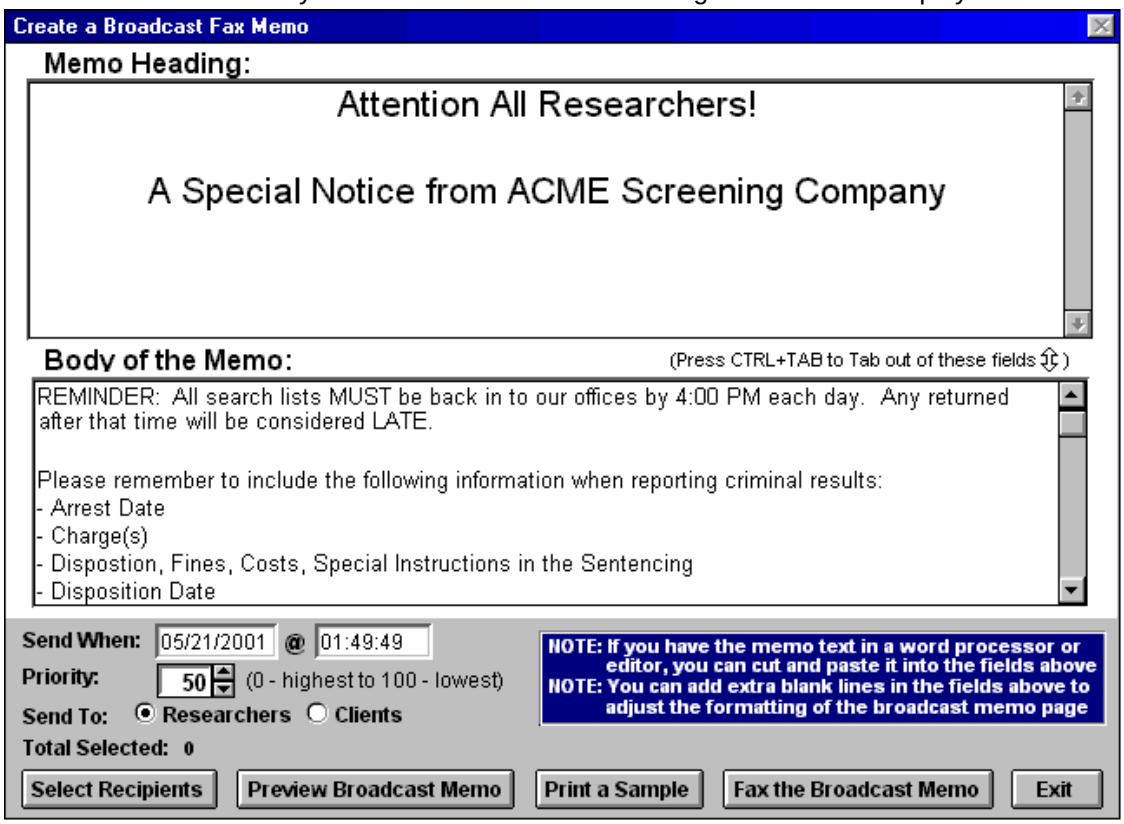
- Add Subjects
- Edit Subject
- C-Add
- Set Record to No
- Set Multiple Nos
- Delete/Cancel
- Set a Filter
- Print Results for Highlighted



If so, a message window like the one on the right will be displayed alerting the user of this. One or more users, or all users should be designated to take care of the processing of these faxes. The "No" button will delete the flag which causes this message to be displayed, but as soon as another "call before faxing" fax is submitted, this message will be displayed again when any of these options are selected. Once all of these faxes have been cleared from the Fax Server Log, this message will no longer be displayed.

Send a Broadcast Fax Memo

You can select this option from the Fax Server Log to send a broadcast fax to all of the clients in your client list or all of the researchers in your researcher list. The following screen will be displayed.



Enter a heading in the **Memo Heading** section regarding the purpose for your memo. This heading will print centered at the top of the broadcast memo in the Arial Bold 18 point font. Enter the main information you wish to communicate in the **Body of the Memo** section. This will print on the broadcast memo in the Arial Regular 12 point font. Your company letterhead with your logo (if you have your logo defined under the Results Reporting and Delivery Defaults) will print at the top of the broadcast memo.

Notes:

- If you have your memo text already keyed into a word processor or text editor, then you can "copy" it from there and paste it into either of these fields above with the CTRL+V key combination
- You can add extra blank lines in either of these fields to adjust the formatting of your broadcast memo for easier readability
- To emphasize a word in the broadcast memo, you can enter it using all upper-case letters

You can change the date and time next to **Send When:** to schedule the broadcast fax to be sent at any time you wish. This can be used to schedule the broadcast to go out after hours when the rates are cheaper and/or to send the fax to a group so they will have it in their hands the next morning. Remember that the FRS Fax Server *must* be running at the time you specify for the faxes to go out or they will not be delivered.

Use the **Send To:** option to determine whether you wish to send the broadcast memo to your Researchers or to your Clients. Then choose the **Select Recipients** button to display your entire Researcher or Client List and select all of the recipients to which you wish to send the fax.

Select the **Preview Broadcast Memo** button to preview a sample of the memo that you are creating on the screen. Select the **Print a Sample** button to print a sample of the memo which you have created.

When everything is set on this screen as desired, select the **Fax the Broadcast Memo** button and a copy of this memo will be submitted to the FRS Fax Server for each of the recipients that you choose. The delivery of these can be monitored in the Fax Server Log according to the date and time you specify to send.

Chapter 4: Billing and Finance

The Billing features in the Flexible Research System were designed with the utmost flexibility to allow for the varied billing requirements of all FRS clients. To provide this needed flexibility, there are many facets to the system billing features. These features are covered in great detail in this chapter.

Billing Considerations for Invoicing Clients as they Require

The flexibility which has been designed into the FRS billing module allows for many different ways that your clients can be invoiced. Please read and consider the following before setting up your clients in the Client List to ensure that you will be able to bill them in the manner which they require.

- If a client has one location and the invoices will be sent to that location, then you should set the client up in the Client List normally
- If a client has one location, but the invoices will be sent to a separate location, then set the client up normally, but use the "separate billing address" fields to enter the address where the invoices should be mailed.
- If a client has multiple locations, then there are several ways to set the client up and bill them:
  1. You can set up each location separately as multiple clients in the client list with no "separate billing address". The invoices will be sent to the individual locations.
  2. You can set up each location separately as multiple clients and set the "separate billing address" for each of them to one central location to have invoices mailed to the client's headquarters.

  Note: For option 1 or 2 above, you can use the "Master Invoice" option when generating invoices. This option will generate individual invoices for all of the selected clients then generates one Master Invoice with all of those individual invoice totals combined and totaled for the entire chain. To assist with selecting a group of clients for billing at one time, you can assign all of the client locations for one company to the same Billing Type Group when setting them up under the Client List. Then, when doing their billing, you will be able to select all of these clients by choosing their assigned Billing Type Group, utilize the "Master Invoice" option, and bill all of these clients together. All of these special features such as the Billing Type Groups and the Master Invoice are covered later in this chapter.

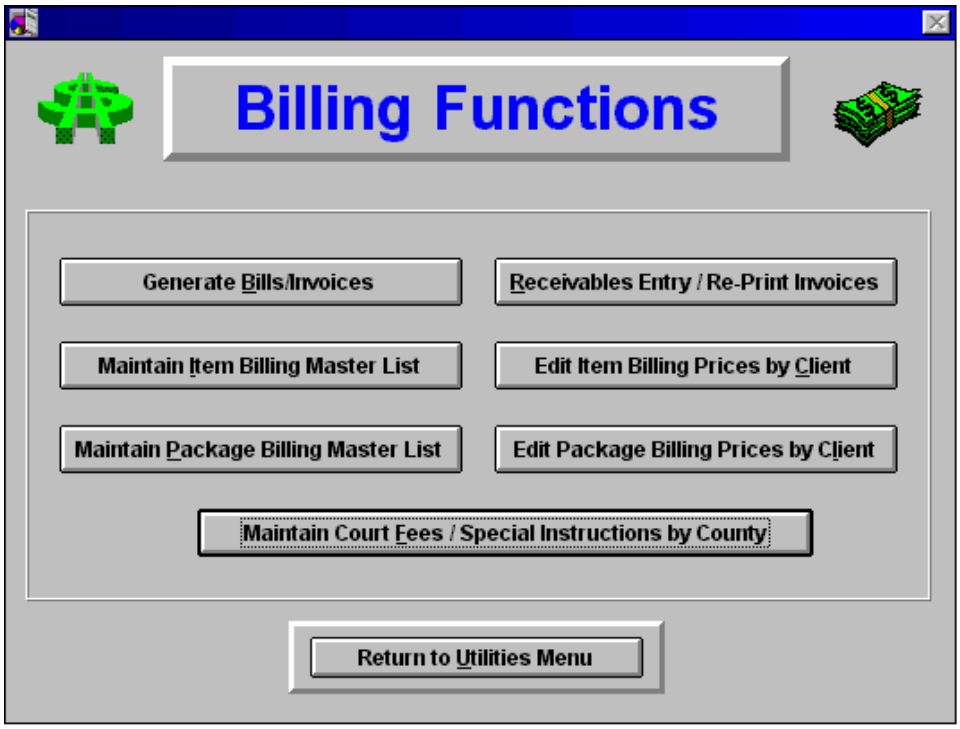
  3. You can set up an entire chain as one client in the client list and for each subject being ordered, you can specify the individual location making the request in the subject's Reference field or Reference #2 field (originally set as the "Position" but can be changed under system defaults to "Dept/Location" or something similar). This will allow you to generate one invoice for the whole chain which can be sub-totaled by either the Reference or Reference #2 field.

  Note: If you choose to set up a client as described in option 3 above, a few limitations will exist. You will not be able to send FRS Remote software to each location, only one. All results will be sent to one location unless they are manually sorted and hand-faxed to individual locations.

Package Billing and Item Billing

FRS allows you to set up Package Billing Codes to which you can assign customized prices by client. You can also set Item Billing Codes to charge your client "a-la-carte" prices "by item" for each individual profile ordered for a subject. When each subject is entered or imported into the system, the subject's billing code is set to either "** BY ITEM" or is set to one of the package billing codes assigned to the client. This billing code will determine the price charged for each subject. See the *Setting the Billing Code to Charge for Each Subject* section in Chapter 3: Processing Subject Requests and Results for details on assigning each subject's billing code. Details about setting up the billing codes and prices in your system are provided later in this chapter. After reading all of the information in this chapter on how to set up and define the billing codes, reading the final *Summary of FRS Billing Features* section in this chapter will provide you with a very clear picture on how to use these aspects of the system.

Accessing this option: FRS Manager – Management Utilities – Billing Functions



Generate Bills/Invoices: This option will allow you to generate invoices monthly, weekly, semi-monthly, etc. This option has been designed to provide you with the flexibility to bill your clients the way that you need to at the specific intervals that your billing policies demand.

Maintain Item Billing Master List: This option will allow you to define your standard prices to charge for individual profile searches. These prices will be charged for subjects assigned with a billing code of "**BY ITEM" unless a client-specific price is defined under the "Edit Item Billing Prices by Client" option explained below.

Maintain Package Billing Master List: This option will allow you to define and set up billing packages to assign to subjects to charge the client for the research. Only the package names and descriptions are defined with this option. The prices for each of the package billing codes defined here must be assigned through the "Edit Package Billing Prices by Client" option in order to utilize a package price for any client.

Maintain Court Fees / Special Instructions by County: This option will allow you to assign court fees which will automatically be applied to a subject's "Extra Costs" field when the corresponding counties are ordered for a subject.

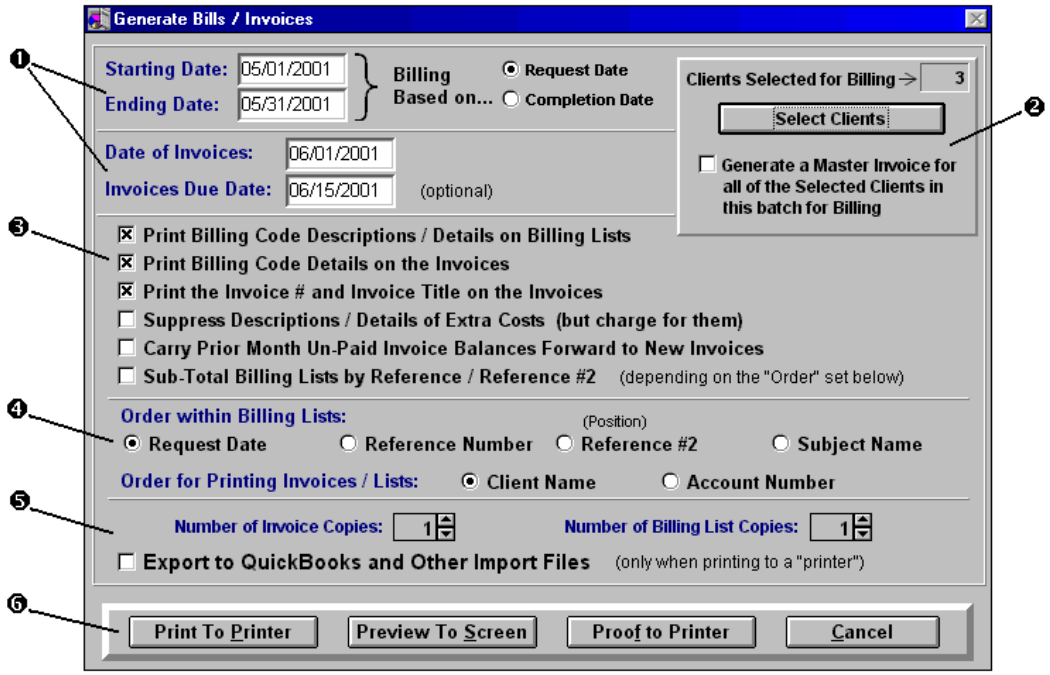
Receivables Entry / Re-Print Invoices: This option will display a list of all invoices generated through the system and allow you to enter payments as they are made for tracking your receivables. You can also re-print invoices from this option if you have the Invoice Images option set to "Yes" under the Billing/Invoice Defaults.

Edit Item Billing Prices by Client: This option will allow you to customize the Item Billing prices for clients who have special prices outside of the standard item billing prices defined under the "Maintain Item Billing Master List".

Edit Package Billing Prices by Client: This option will allow you to assign client-specific prices to the package billing codes defined under the "Maintain Package Billing Master List" option.

Each of these options is covered in detail on the following pages

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Generate Bills/Invoices



❶ Billing Date Criteria

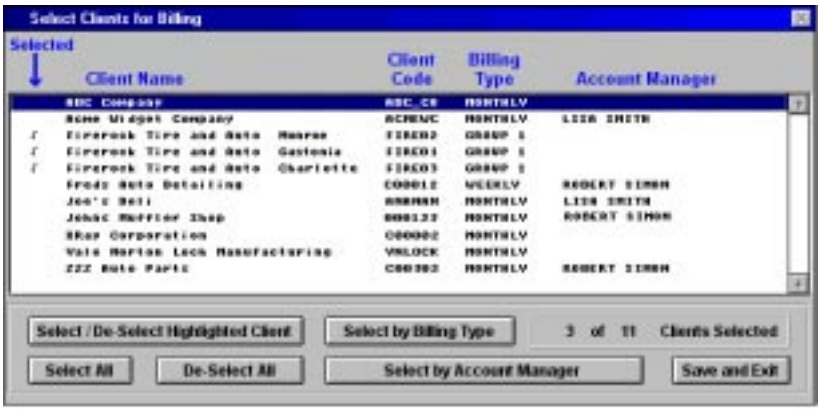
In this section, you will specify the **Starting** and **Ending Dates** of the period for which you wish to bill. You can specify any desired date range to bill monthly, weekly, semi-monthly or even daily. This can be done at any time but it is **important** to understand that you **must** bill for subjects ***before*** they are moved to Subject Backup History. Billing can be based on each subject's **Request Date** or **Completion Date**. Under a setting in the Billing/Invoice Defaults, you can choose the default setting for this field and you can set a control there to standardize your business on one or the other. This is strongly recommended because switching back and forth between Request and Completion dates will either cause some subjects to be double-billed or not billed at all.

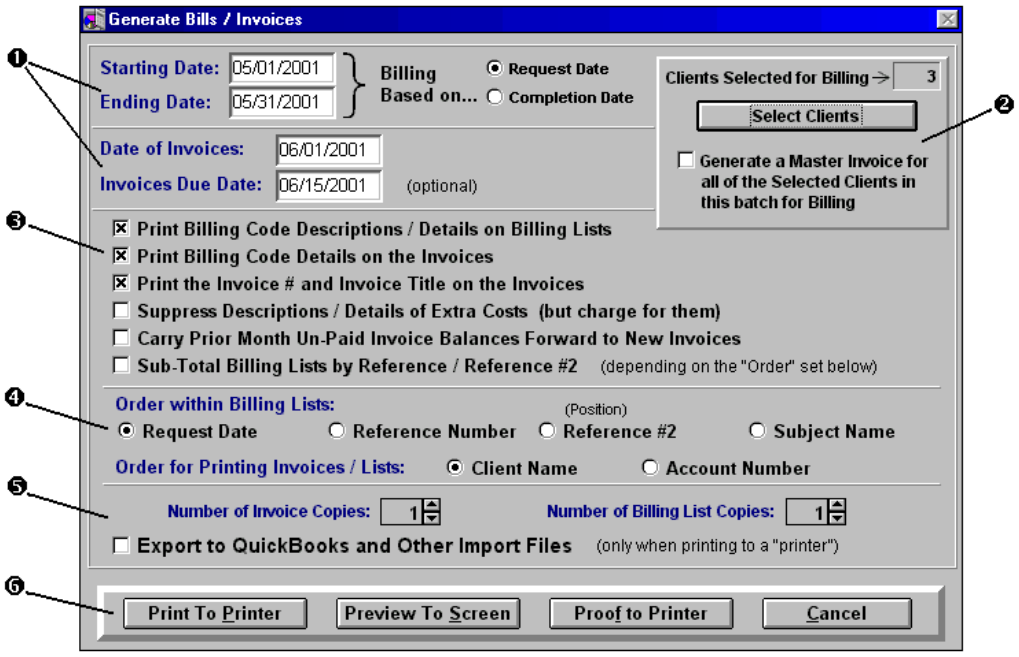
The **Date of Invoices** field allows you to specify the date to place on each invoice. This field will default to the current date, but may be changed. For example, if you get busy and don't get an opportunity to generate your invoices until the 5th of the month, you can set this field to the 1st of the month if you prefer to have your invoices dated on the 1st day of each month. The **Invoices Due Date** can be entered and it will print on the invoice when it has been entered. This field is optional and does not have to be specified.

❷ Client Selection Criteria

In this section, you will specify the list of **Clients** for which you wish to bill. You can bill all clients at one time or bill clients in groups to help manage the billing process for a large client base. Each client can be assigned to a "Billing Type Group" under the Client List to help facilitate billing by groups. To select the clients to bill for, choose the **Select Clients** button and a screen like the following is displayed.

From this screen, you can select All of your clients using the **Select All** button. You can select clients individually by choosing the **Select/De-Select Highlighted Client** button or by double-clicking or pressing <enter> on a highlighted client in the list. You can select groups of clients according to their Billing Type Group assignment by choosing the **Select by Billing Type** button and you can select clients according to their assigned Account Manager by choosing the **Select by Account Manager** button. These last two selections are additive, and they will add selections to the ones previously made, so in





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❷ Client Selection Criteria (continued)

order to bill only for a specific group, you should first choose the **De-Select All** button to clean the slate. After selecting the clients for which you wish to bill, the total number will be displayed here in the upper right-hand corner next to **Clients Selected for Billing –>**. The last setting in this section of the screen is the ❑ **Master Invoice** option. When this checkbox is selected, an invoice will be generated for all of the "selected clients". Then, at the end of the process, a "Master Invoice" will be generated which includes a line item for each of the selected clients and their individual invoice totals, with a final total at the end for all of the selected clients combined. This Master Invoice option can be used in situations where you have many locations for one chain of stores to provide invoice totals as needed by the client.

NOTE: When performing Billing within FRS, for each client selected, there are two documents which can be produced. The first document is the **Billing List** which provides the details for each subject being billed. The second is the actual **Invoice** which shows counts and totals for each package billing code and each individual area billed for the subjects with"By Item" billing codes. Displayed on the the Invoice will be the invoice total, the invoice date and the due date. Your letterhead and company logo can be printed at the top of this invoice, along with the client's mailing address, or "separate billing address" when defined for a client.

❸ Special Billing Settings

These special billing settings have been provided to allow as much flexibility as possible in generating the billing lists and invoices.

❑ **Print Billing Code Descriptions / Details on Billing Lists:** When this option is checked, the complete billing details will be included on the billing list for each subject which includes each profile requested and the criminal and civil jurisdictions searched.

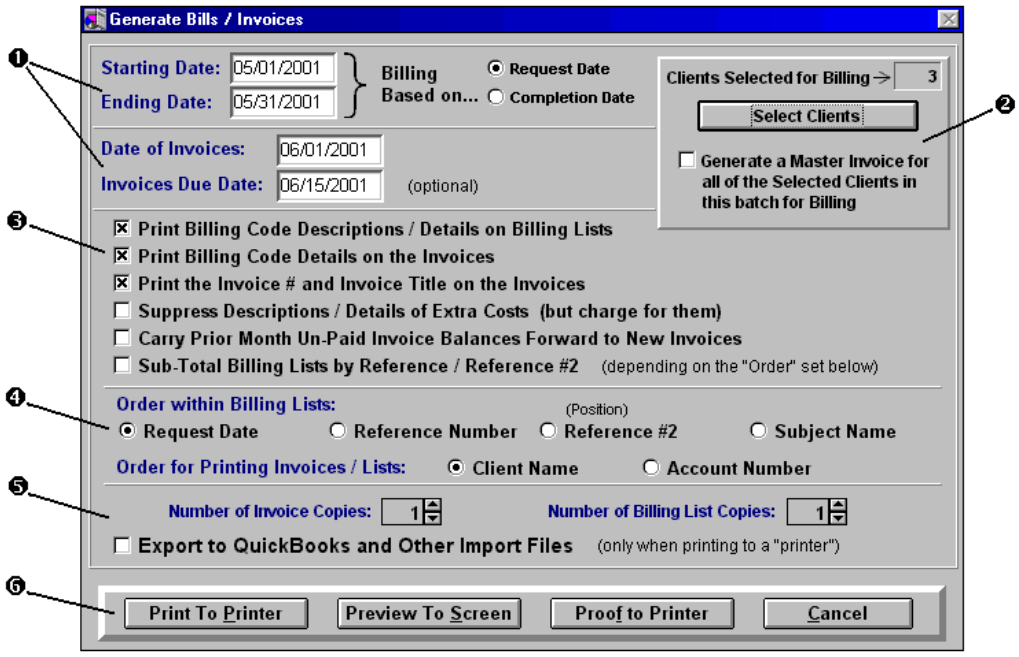
❑ **Print Billing Code Details on the Invoices:** When this option is checked, the individual line item counts, descriptions and totals are included on the invoices. When not checked the invoices will only include one total price with no details.

❑ **Print the Invoice # and Invoice Title on the Invoices:** When this option is checked, the title INVOICE and the Invoice number will print at the top of each invoice. Un-check this box to suppress these.

❑ **Suppress Descriptions / Details of Extra Costs:** When this option is checked, the billing lists and invoices will make no reference to any of the Extra Costs charged for a subject. The Extra Costs will be added to the standard price for each item, still billing for them, but not indicating that there were Extra Costs to the clients.

❑ **Carry Prior Month Un-Paid Invoice Balances Forward to New Invoices:** When this option is checked, any outstanding balances for each client generated will be printed on the new invoices as past due balances. To use this option, it is imperative that all past invoice payments are entered into the "Receivables Entry" option as they are received, or "paid" balances will show up when this box is selected.

❑ **Sub-Total Billing Lists by Reference / Reference #2:** When this box is checked, the billing lists will sort and sub-total by the "reference" order chosen in ❹ below. This is explained further on the next page.



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❹ Sort and Sub-Total Order

In this section you can specify the **Order for the Billing Lists** to specify the order of each item which prints within these lists. This can be used in combination with the ❑ **Sub-Total Billing Lists by Reference / Reference #2** option described on the previous page. If you choose the Reference or Reference # 2 order here and check the **Sub-Total...** box, then the billing lists will sort and sub-total by the specified reference number. This allows you to type in special information in the chosen reference field for each subject as they are added if a client has requested these details on their billing lists. As an example, the name of the Reference #2 field can be changed system-wide under the Subject Editing Defaults option from "Position" to something like "Location". You can then use this field to specify a location for each subject ordered for a particular client, then the combination of these two options will allow you to sub-total the reports by "Location" for your client.

The **Order for Printing Invoices / Lists** will allow you to specify whether you want all invoices and billing lists to be printed in "Client Name" order or by the "Account Number" which you can optionally define for each client when setting them up in the Client List.

❺ Copies and Export Options

In this section you can specify the **Number of Invoice Copies** and the **Number of Billing List Copies** to generate for each of the selected clients. Either of these numbers can be zero but both can not be zero unless you select the ❑ **Export...** option. The ❑ **Export to QuickBooks and Other Import Files** option can be selected to export the billing information to files which can be imported or analyzed with other applications. This option is covered in more detail later in this section.

❻ Printing Options

After selecting all of the different options for your billing, choose the **Print to Printer** button to print your billing lists and/or invoices. If you prefer to print a batch for proofing only, then you can select the **Proof to Printer** button. This will generate a batch of Billing Lists and/or Invoices (depending upon the "Number of Copies" specified for each) and print them to your printer, but will not record them as actual invoices in the Receivables Table and will not create Invoice Images. If you prefer to preview them to the screen to check for accuracy, then you can select the **Preview to Screen** button. Choose **Cancel** at any time to cancel the billing process but once you select the **Print to Printer** option, the billing process will begin and can not be interrupted until it has completed.

(*continued on the next page*)

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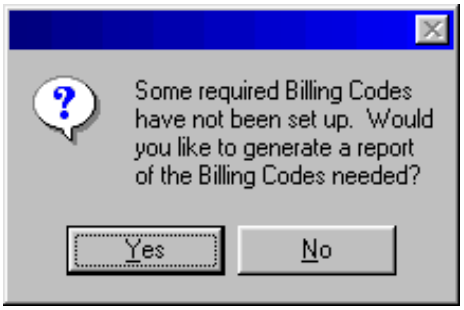
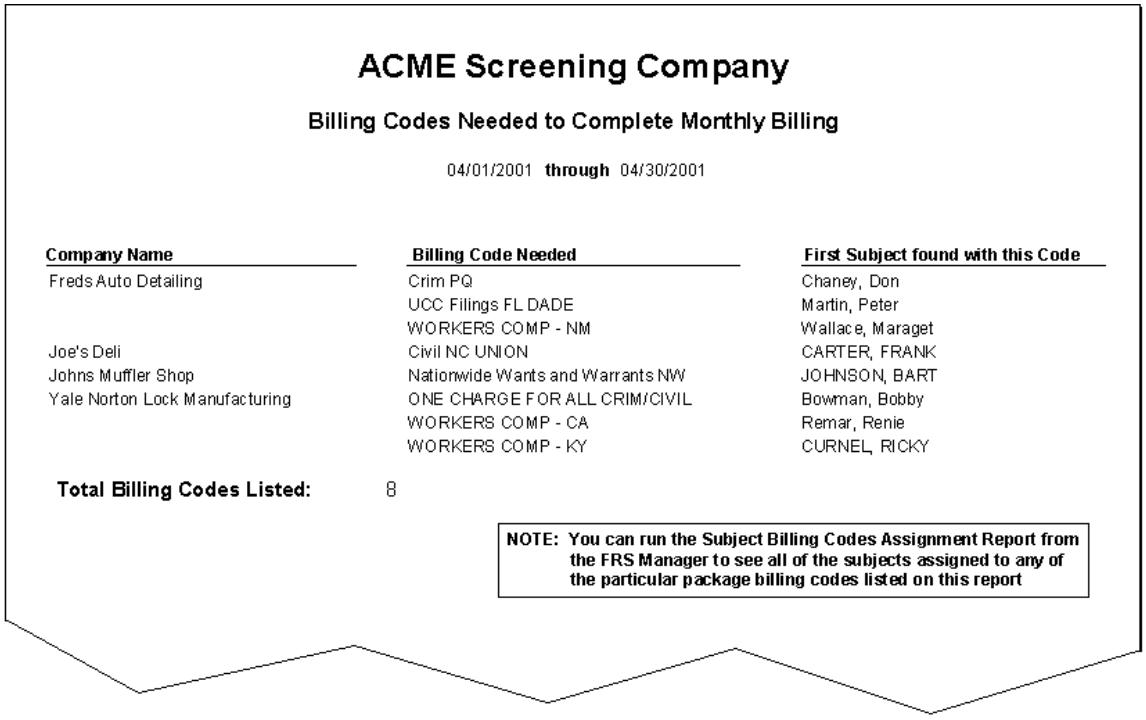
When **Print to Printer, Proof to Printer** or **Preview to Screen** are selected, the system will read through all of the subjects within the billing date range and check to ensure that billing codes have been set up for all subject orders within the date range. If any incomplete billing codes are found, you will be given the option to print the "Billing Codes Needed" report.



You should choose "Yes" here and print that report then use the information to set up any additional billing codes which may be needed to allow the billing process to proceed. An example of this report is displayed below with tips for resolving the undefined billing codes problem.



ACME Screening Company

Billing Codes Needed to Complete Monthly Billing

04/01/2001 **through** 04/30/2001

Company Name	Billing Code Needed	First Subject found with this Code
Freds Auto Detailing	Crim PQ	Chaney, Don
	UCC Filings FL DADE	Martin, Peter
	WORKERS COMP - NM	Wallace, Maraget
Joe's Deli	Civil NC UNION	CARTER, FRANK
Johns Muffler Shop	Nationwide Wants and Warrants NW	JOHNSON, BART
Yale Norton Lock Manufacturing	ONE CHARGE FOR ALL CRIM/CIVIL	Bowman, Bobby
	WORKERS COMP - CA	Remar, Renie
	WORKERS COMP - KY	CURNEL, RICKY

Total Billing Codes Listed: 8

NOTE: You can run the Subject Billing Codes Assignment Report from the FRS Manager to see all of the subjects assigned to any of the particular package billing codes listed on this report

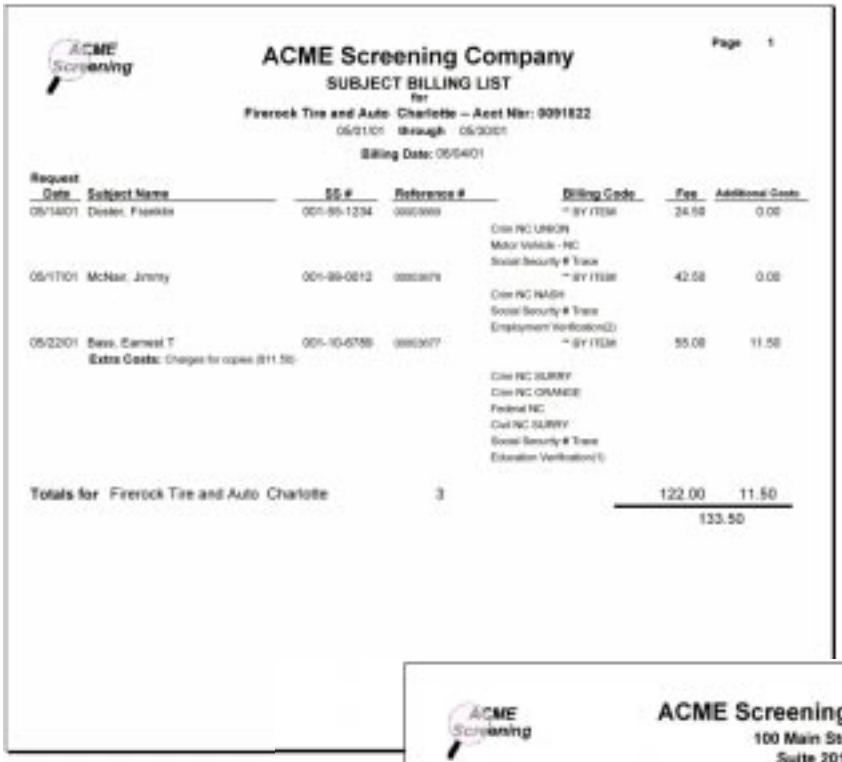
When the "Billing Codes Needed" report prints, use it as a guide to determine and set the additional billing codes which will be required to complete the billing process for your clients. The "Billing Code Needed" column lists the particular package billing code or "by item" profile and area. Explanations for some of these examples are:

- **Crim PQ:** A price is needed for a Criminal search in the state of "PQ" (Province of Quebec in Canada)
- **Workers Comp - NM:** A price is needed for a Workers Comp Check in the state of "NM" (New Mexico)
- **Civil NC UNION:** A price is needed for a Civil search in the state of "NC", the county of "Union". If the price for a Civil search anywhere in the state of "NC" is the same, then a price can be set for "Civil NC - State - All Counties or if a county price is needed, you should set up a price for the particular county of Union, NC.
- **One Charge for All CRIM/CIVIL:** This indicates that the Criminal/Civil order for this subject can not be calculated because one or more of the ordered jurisdictions or the Criminal/Civil/Other request details can not be validated against the item prices tables. You should research the entire order for the subject listed under the "First Subject Found with this Code" column to determine what was ordered for Criminal/Civil/Other and add any of the needed jurisdiction codes to the Item Billing Codes tables.

Research each of these billing codes using the Billing Code, Company Name, and First Subject listed in the report to add the needed ones to the billing code tables so your billing can be completed.

Billing Lists and Invoices

When all of the needed billing codes have been defined, then the Print to Printer option will generate Invoices and Billing Lists for the selected clients according to the Billing settings. Below are samples of the subject Billing List and Invoice using the standard settings for billing.



ACME Screening Company

Page 1

SUBJECT BILLING LIST

for

Firerock Tire and Auto Charlotte – Acct Nbr: 0091822

05/01/01 through 05/30/01

Billing Date: 05/04/01

Request Date	Subject Name	SS #	Reference #	Billing Code	Fee	Additional Costs
05/14/01	Dester, Franklin	001-55-1234	[illegible]	** BY ITEM Crim NC UNION Motor Vehicle - NC Social Security # Trace	24.50	0.00
05/17/01	McNair, Jimmy	001-99-0012	[illegible]	** BY ITEM Crim NC NASH Social Security # Trace Employment Verification(2)	42.50	0.00
05/22/01	Bass, Earnest T Extra Costs: Charges for copies (811.50)	001-10-6789	[illegible]	** BY ITEM Crim NC SURRY Crim NC ORANGE Federal NC Civil NC SURRY Social Security # Trace Education Verification(1)	55.00	11.50
Totals for Firerock Tire and Auto Charlotte			3		122.00	11.50
					133.50	

ACME Screening Company

100 Main Street

Suite 201

Monroe, NC 28112

Tel. (704) 555-1111 Fax (704) 555-2222

INVOICE

Attn: Linda Reaves
Firerock Tire and Auto
1000 PGA Boulevard
Greensboro, NC 27405

Billing for the Location at:
P.O. Box 7768
Charlotte, NC 28210

Acct Number #: 0091822

Date:	Invoice #:	Amount Due:	Due Date:	Page #
06/04/01	FIRE03060401-1	$133.50	07/01/01	1

For Applicant Profiles Completed for Time Period of 05/01/01 to 05/30/01

Civil NC:	1	Completed @ $ 8.00	Per Search	$8.00
Crim NC:	4	Completed @ $ 7.50	Per Search	$30.00
Education Verification:	1	Completed @ $ 12.00	Per Search	$12.00
Employment Verification:	2	Completed @ $ 15.00	Per Search	$30.00
Federal NC:	1	Completed @ $ 15.00	Per Search	$15.00
MVR - NC:	1	Completed @ $ 12.00	Per Search	$12.00
SSN Trace:	3	Completed @ $ 5.00	Per Search	$15.00
TOTAL ADDITIONAL COSTS				$11.50
			TOTAL DUE:	$133.50

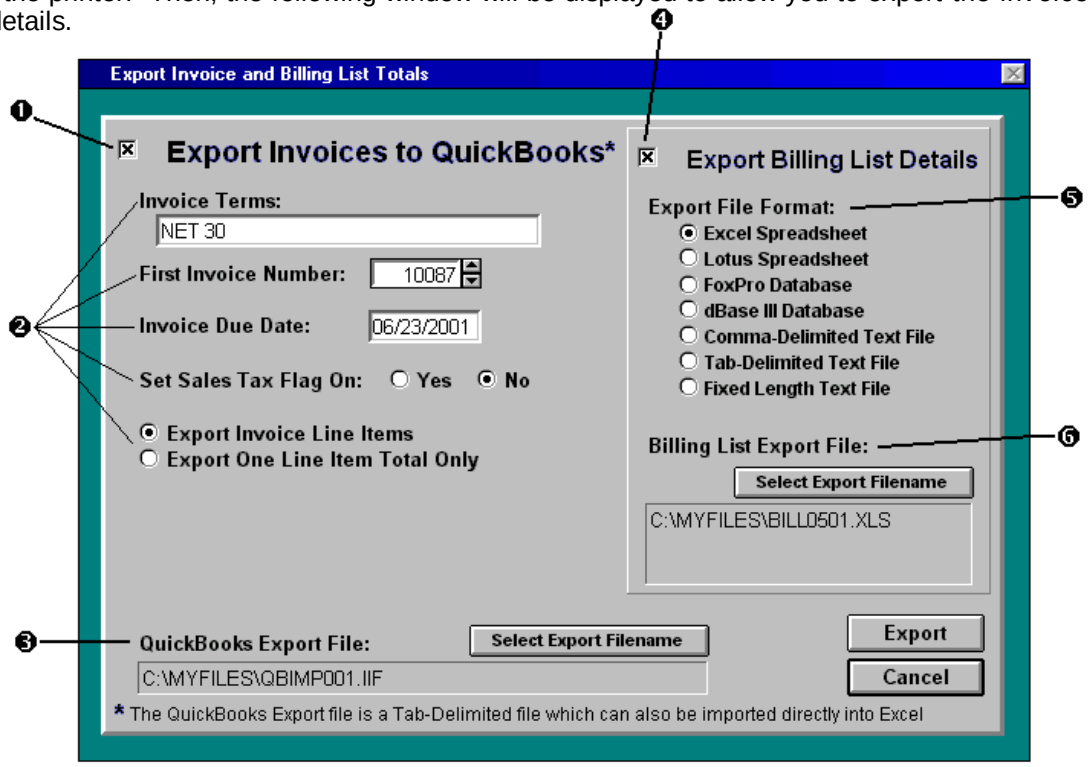
Federal ID # 1919191919 *** Terms are Net 30 Days ***

The FRS-Generated Invoice is composed of the Client Code (6 characters) *plus* the Date the invoice is generated (with slashes removed) *plus* the invoice generation number (-1, -2, -3, etc.) in case multiple versions are generated in the same day.

A standard "Note" to print on the bottom of each invoice can be defined under the "Maintain Billing/ Invoice Defaults" option in the FRS Manager and can include any information you wish to print here.

Exporting Financial Information for use in Other Applications

When generating bills and invoices, if you select the ❑ **Export to QuickBooks and Other Import Files** checkbox, you can export the invoice totals and details to a variety of file formats for analyzing or importing into other applications. When this checkbox is checked and the **Print to Printer** option is chosen from the "Generate Bills/Invoices" screen, the system will generate all of the specified billing lists and invoices and print them to the printer. Then, the following window will be displayed to allow you to export the invoice totals and/or details.



Exporting Invoice Totals

❶ Check this box if you wish to create an export file of the invoice totals which will contain all of the clients selected for billing. This export file will be in tab-delimited format and it has been designed to import directly into QuickBooks as Invoice entries which can be printed or re-printed from QuickBooks and can be utilized there to allow you to use the features of QuickBooks for tracking the receivables and generating many of the other financial reports in that software package. Since this file is a standard tab-delimited file, it can also be utilized with other programs such as Excel. To open this file in Excel, use the import wizard to import a standard "tab-delimited" file.

❷ Each option here allows you to set some special parameters for the export file. If you are going to import the file into QuickBooks, you should determine the next available invoice number and set it here under the **First Invoice Number**. If you set the **Sales Tax Flag** to "Yes", then the export file will not actually calculate tax but will include settings in the export file which indicate to QuickBooks that tax should be calculated based on the tax table settings in QuickBooks. The other settings here are self-explanatory.

❸ Select the name of the Export file you will be creating. You can save this to any folder that you wish except for the main FRS folder. When the **Select Export Filename** button is selected, the standard Windows "Save As..." dialog will be displayed. For details on using this dialog, refer to Appendix H.

Exporting Billing List Details

❹ Check this box if you wish to create an export file of the details which are printed on the Billing Lists for each of the clients selected for billing. The file layout and the fields included are detailed on the next page.

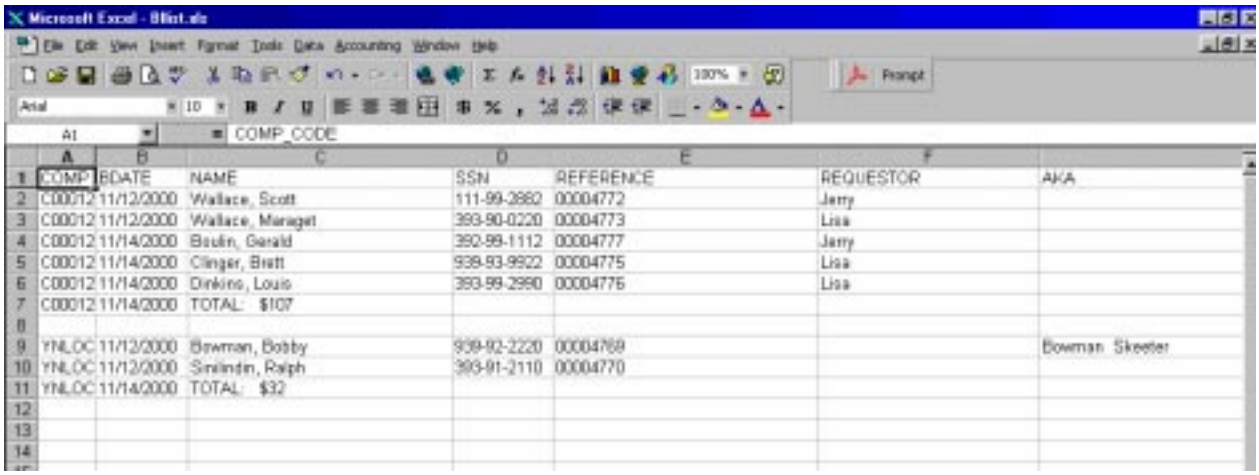
❺ This export file can be created in a variety of spreadsheet, database, and ASCII text file formats. Select the format which you wish to export from this list.

❻ Select the name of the Export file you will be creating. You can save this to any folder that you wish except for the main FRS folder. When the **Select Export Filename** button is selected, the standard Windows "Save As..." dialog will be displayed. For details on using this dialog, refer to Appendix H.

The File Layout for the Billing List Export File

Field Name	Length	Special Format Notes
Client Code	6	
Billing Date	10	MM/DD/YYYY
Subject Name*	30	Last, First Middle
Subject SSN	11	999-99-9999
Subject Reference	30	
Subject Requestor	25	
Subject AKA(s)	68	Up to 3 names which have been entered
Billing Code	10	
Billing Charges	10	9999999.99
Extra Costs	10	9999999.99
Extra Costs Description	100	
Billing Details	200	

* The billing list file will be in Client Code then Billing Date order. When the Client Code changes, the client's "TOTAL" line will be inserted in the "Subject Name" field. This is illustrated in the spreadsheet sample below.



	A	B	C	D	E	F	
1	COMP	BDATE	NAME	SSN	REFERENCE	REQUESTOR	AKA
2	C00012	11/12/2000	Wallace, Scott	111-99-2882	00004772	Jerry	
3	C00012	11/12/2000	Wallace, Margot	393-90-0220	00004773	Lisa	
4	C00012	11/14/2000	Boulin, Gerald	392-99-1112	00004777	Jerry	
5	C00012	11/14/2000	Clinger, Brett	939-93-9922	00004775	Lisa	
6	C00012	11/14/2000	Dinkins, Louis	393-99-2980	00004776	Lisa	
7	C00012	11/14/2000	TOTAL: $107				
8							
9	YNLOC	11/12/2000	Bowman, Bobby	939-92-2220	00004769		Bowman Skeeter
10	YNLOC	11/12/2000	Smilindn, Ralph	393-91-2110	00004770		
11	YNLOC	11/14/2000	TOTAL: $32				
12							
13							
14							

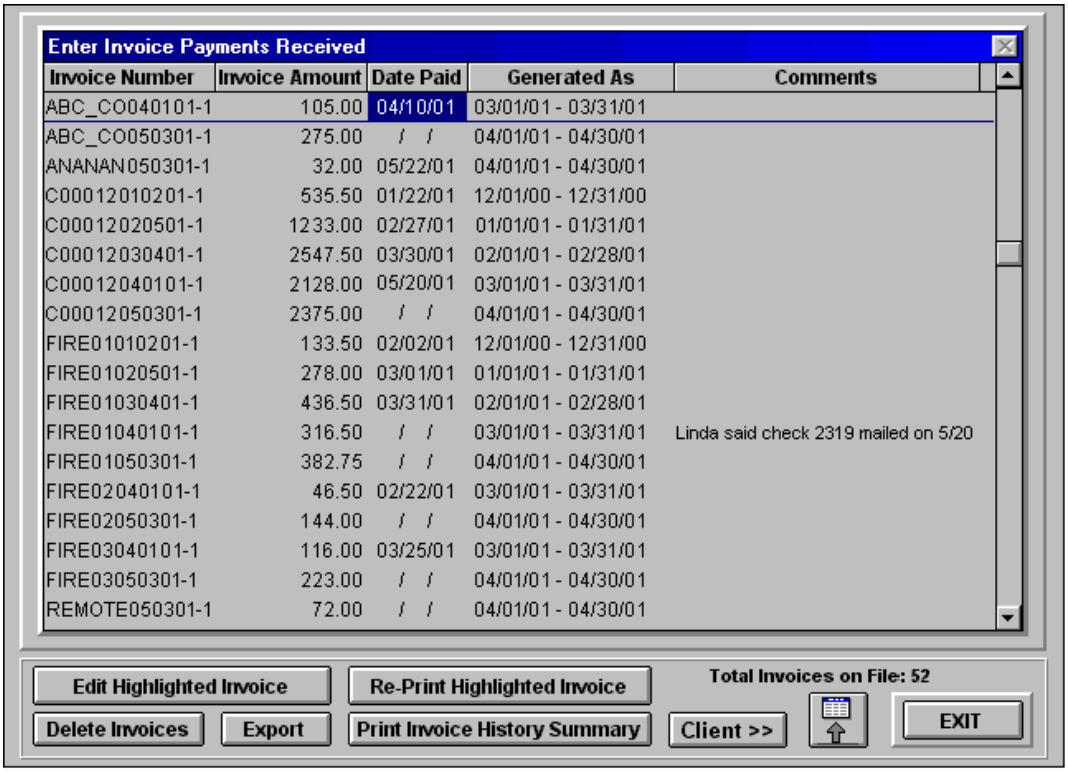
Importing an FRS QuickBooks Export File into QuickBooks

1. Open the QuickBooks program
2. Set the QuickBooks "Company" (see the Important Note below)
3. Choose the "File" option from the drop-down menu
4. Choose the "Import" option from the File Menu
5. Locate and select the QuickBooks Export file which was created in FRS. It should have an .IIF extension.
6. Now, you should have new Invoice Entries in QuickBooks for the "Company" into which you imported the file.

Important Note: When first testing with this option, you should generate a QuickBooks import file out of FRS and set up a "dummy company" in QuickBooks into which you should first import these invoices, to keep from corrupting your production accounting data. The FRS import file was developed and is generated according to standard QuickBooks specifications and may not be suitable for all of your accounting needs. Therefore, it is very important that you test this interface to a dummy company set up in your QuickBooks software to ensure that it imports to your satisfaction prior to applying it into your company's actual QuickBooks account.

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Receivables Entry / Re-Print Invoices

This option displays a listing of each of the invoices generated in the system. This option can be used to enter invoice payments for receivables tracking and reprinting invoices when the correct default setting is turned on prior to generating invoices. (also see the *Past Due Reports* section later in this chapter)



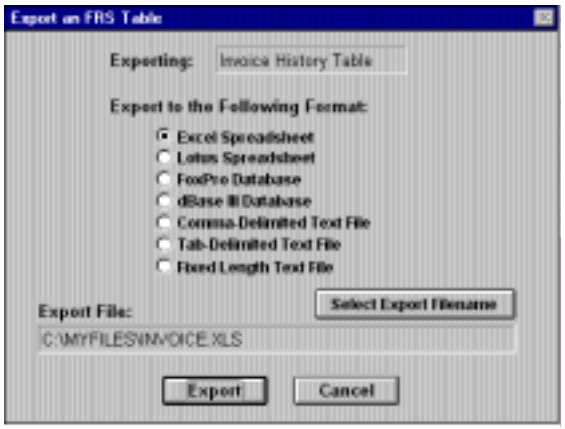
Edit Highlighted Invoice: Choose this option to enter a payment or Comments for the highlighted invoice. You can also double-click or press <enter> on a highlighted invoice to access this option which is explained in more detail on the next page.

Delete Invoices: Select this option to delete the highlighted invoice or a batch of invoices and/or the invoice images. This option is explained in more detail later in this section.

Re-Print Highlighted Invoice: Highlight an invoice and choose this option to re-print the invoice and billing list to the printer or view them to the screen. An invoice can only be re-printed if the Billing/Invoice Default to "Create Invoice Images" is set to "Yes" before the invoice is generated.

Print Invoice History Summary: Choose this option to print a report of the invoice history. This report can also be accessed from the FRS Manager "Management Reports" menu and is covered in more detail in the *Invoice History Summary* section later in this chapter.

Export: Choose this button to export this invoice listing into one of the formats listed in the Export screen on the right. See the *Receivables/Invoice History Export* topic later in this section for more details.



Choose the **Client >>** button to look up a client code, view details on a client, and if a client is selected, locate their invoices in the listing.

This button is the "back to listing" button. If you run into a situation where your cursor and screen focus gets kicked out of the scrolling list of invoices, click on this button to place the focus and cursor back into the list.

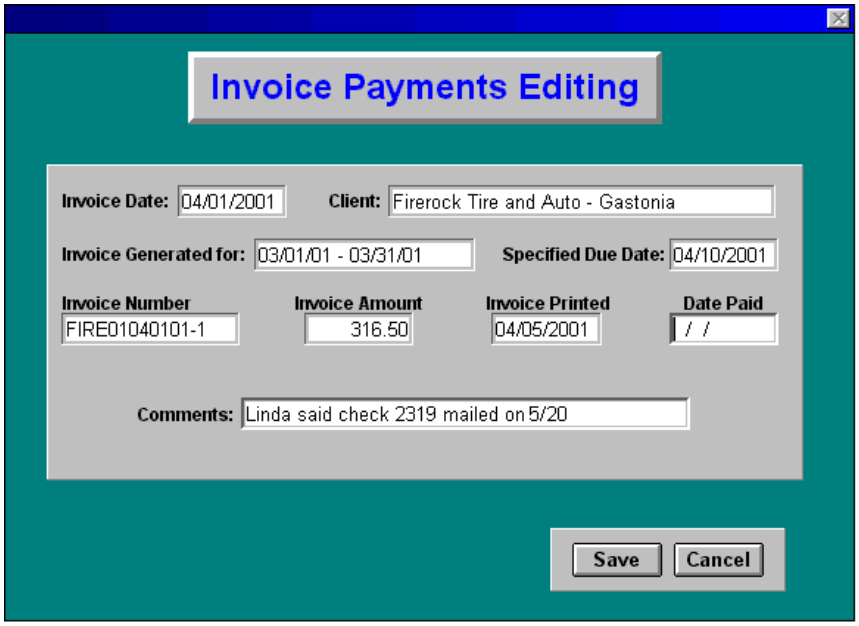
Edit the Highlighted Invoice

When this option is selected from the Receivables Entry invoice listing, the following screen is displayed:

When the invoice has been paid, enter the **Date Paid** in the screen on the right.

If the invoice has not been paid on time, you can use the **Comments** field to keep notes on the collections progress.

Note: The FRS-Generated Invoice is composed of the Client Code (6 characters) *plus* the Date the invoice is generated (with slashes removed) *plus* the invoice generation number (-1, -2, -3, etc.) in case multiple versions were generated in the same day.



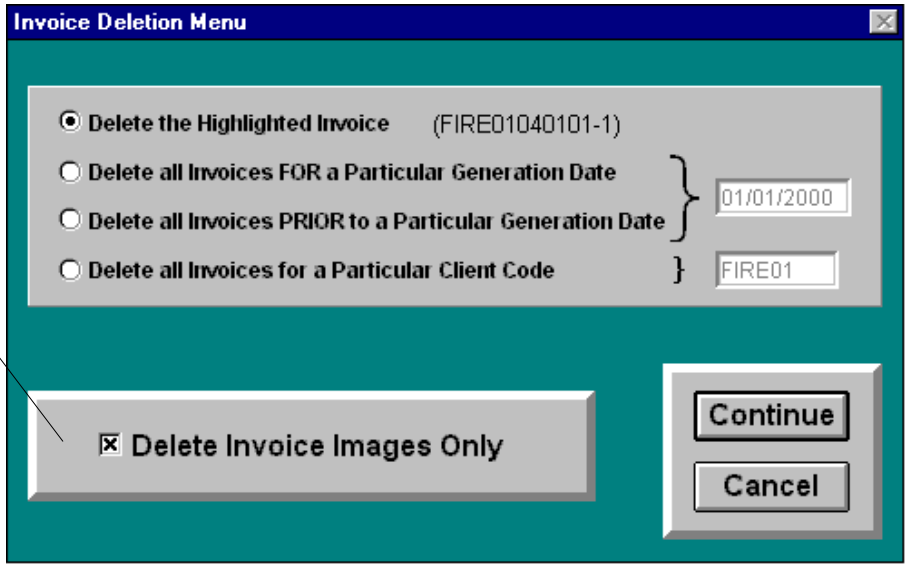
Delete Invoices

When this option is selected from the Receivables Entry invoice listing, the following screen is displayed:

Choose from one of the four flexible options here for deleting the one highlighted invoice or a batch of invoices.

Place an **X** in this box to **Delete the Invoice Images Only** and leave the invoice items in the listing. Remove the **X** from this box and the invoice listing items as well as the invoice images will be deleted.

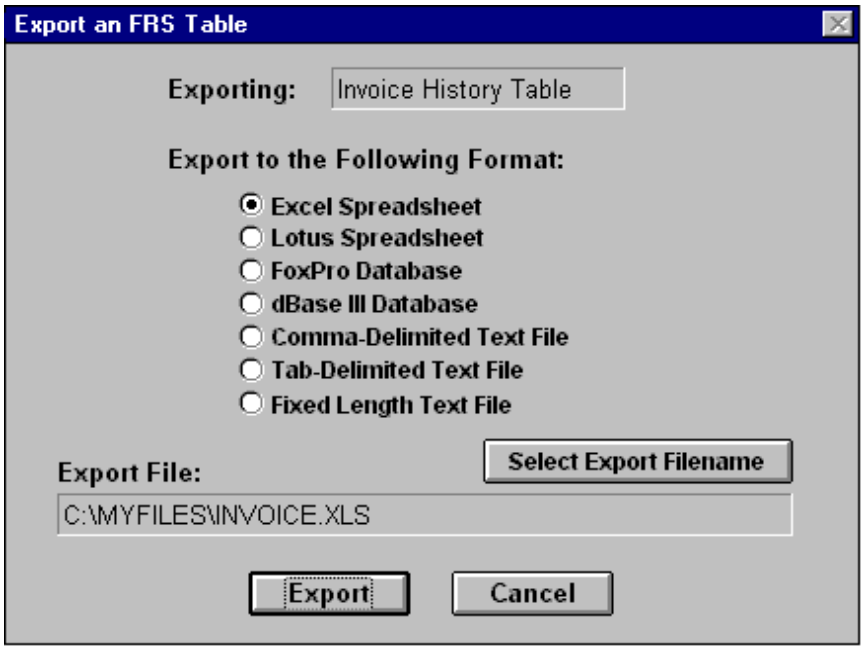
After selecting the invoice deletion settings, choose the **Continue** button to perform the deletion(s) or choose the **Cancel** button if you do *not* wish to delete any invoices.



Warning: If you wish to delete the Invoice Images at some time to recover disk space, checking the box above will allow this. But it is strongly recommended that you do not delete invoice entries from this table because they can not be recovered! These entries drive the Invoice History Summary report and deleting these entries will affect your ability for historical tracking of your gross sales. Remember also that deleting the Invoice Images will prevent you from reprinting these in the future if needed.

Receivables / Invoice History Export

When the Export button is selected from the Receivables Entry / Re-Print Invoices screen, the Export dialog below is displayed.

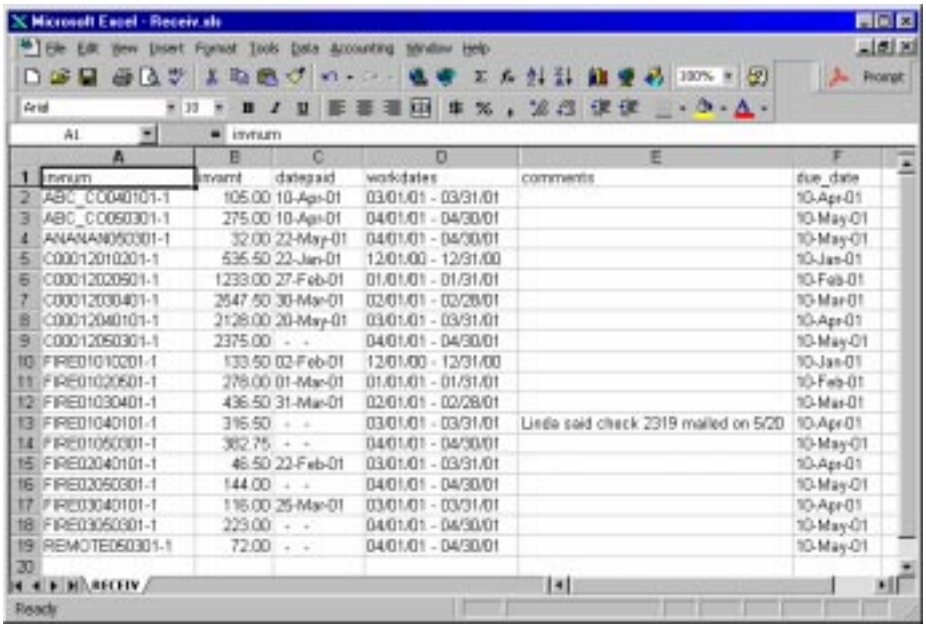


Select the Export Format from the list of the seven available formats. Choose the **Select Export Filename** button and the standard Windows "Save As..." dialog will be displayed, allowing you to choose the folder and export filename to save. See Appendix H for more details about using this "Save As..." Dialog window.

Once the Export file has been created, you may import or open it in the appropriate application for the format you chose to export. This file may be used to interface with other accounting packages if so desired, but we do not support this. We simply provide the export option. You will need to hire a consultant to perform any additional programming or interfacing needed to use this exported data in any of your other software applications.

One last piece of information which we will provide here to assist you or your consultant is the layout and explanation of this export file format.

Turn to the next page for explanations of each of these columns.



(*continued from the previous page*)

Microsoft Excel - Receiv.xls

File Edit View Insert Format Tools Data Accounting Window Help

Arial 10 100% Prompt

A1 = invnum

	A	B	C	D	E	F
1	invnum	invamt	datepaid	workdates	comments	due_date
2	ABC_CO040101-1	105.00	10-Apr-01	03/01/01 - 03/31/01		10-Apr-01
3	ABC_CO050301-1	275.00	10-Apr-01	04/01/01 - 04/30/01		10-May-01
4	ANANAN050301-1	32.00	22-May-01	04/01/01 - 04/30/01		10-May-01
5	C00012010201-1	535.50	22-Jan-01	12/01/00 - 12/31/00		10-Jan-01
6	C00012020501-1	1233.00	27-Feb-01	01/01/01 - 01/31/01		10-Feb-01
7	C00012030401-1	2547.50	30-Mar-01	02/01/01 - 02/28/01		10-Mar-01
8	C00012040101-1	2128.00	20-May-01	03/01/01 - 03/31/01		10-Apr-01
9	C00012050301-1	2375.00	- -	04/01/01 - 04/30/01		10-May-01
10	FIRE01010201-1	133.50	02-Feb-01	12/01/00 - 12/31/00		10-Jan-01
11	FIRE01020501-1	278.00	01-Mar-01	01/01/01 - 01/31/01		10-Feb-01
12	FIRE01030401-1	436.50	31-Mar-01	02/01/01 - 02/28/01		10-Mar-01
13	FIRE01040101-1	316.50	- -	03/01/01 - 03/31/01	Linda said check 2319 mailed on 5/20	10-Apr-01
14	FIRE01050301-1	382.75	- -	04/01/01 - 04/30/01		10-May-01
15	FIRE02040101-1	46.50	22-Feb-01	03/01/01 - 03/31/01		10-Apr-01
16	FIRE02050301-1	144.00	- -	04/01/01 - 04/30/01		10-May-01
17	FIRE03040101-1	116.00	25-Mar-01	03/01/01 - 03/31/01		10-Apr-01
18	FIRE03050301-1	223.00	- -	04/01/01 - 04/30/01		10-May-01
19	REMOTE050301-1	72.00	- -	04/01/01 - 04/30/01		10-May-01
20						

RECEIV

Ready

The Invoice Number is composed of the following:
pos 1-6: Client Code
pos 7-12: month, day and year of invoice creation date
pos 13: always a dash
pos 14: 1, 2, 3, etc. to indicate the invoice generation number for that client on that day.

The amount of the Invoice

The date the invoice was paid if it has been paid

The date range of the billing period for which the invoice was generated.
pos 1-8: starting date
pos 12-19: ending

Any collection comments which have been keyed will be listed in this

The due date which was specified when the invoices were generated will be listed here (if a due

Notes:

- The field layout detailed above will be the same no matter which of the export formats you choose.
- Selecting one of the "text file" export formats (comma-delimited, tab-delimited or fixed length) will produce a standard ASCII text file which can be used by most programmers to read through and extract the information which you will need to interface with other software applications.
- The length of each of the fields in this file are:
  - > Invoice Number: Character 14
  - > Invoice Amount: Numeric 8 99999.99 format
  - > Date Paid: Date type 8
  - > Work Dates: Character 20
  - > Comments: Character 30
  - > Due Date: Date type 8

FRS Billing Codes

There are two types of prices and billing codes in FRS: *Package Billing Codes* and *Item Billing Codes*.

Package Billing Codes can be set up and used with clients for whom you provide a package price for your services. The price charged for a subject that has been assigned a package billing code will be the price assigned to the package billing code under the **Edit Package Billing Prices by Client** on the "Billing Functions" menu. The first step is to choose the **Maintain Package Billing Master List** option and set up each of the different packages that your company offers and for which you will be billing your clients. Under this option you will define 10-character package billing codes and a 30-character description for each. No prices will be set under this option. Your next step will be to choose the **Edit Package Billing Prices by Client** option, select each client for whom you will be assigning package billing codes, and set the actual price for each billing code which may be assigned to the client in order to set the price that they will be charged.

Item Billing Codes can be set up and used for clients to whom you wish to charge "a-la-carte" prices "by item" for each individual profile ordered for a subject. The price charged for subjects assigned with a billing code of "** BY ITEM" will be based on the total of the prices for each item ordered for a subject using the prices assigned to each of those items under the **Maintain Item Billing Master List** or the **Edit Item Billing Prices by Client** options. For each "item", if there is an exception price for the item set "by client", then that price will be used. If there is not a customized price "by client", then the price from the Item Billing Master List will be used. If an item price for the ordered item is not found there, then that item will appear on the "Billing Codes Needed" report, explained earlier in this chapter, and an item price will need to be assigned for this item in your system.

Extra Costs: Each subject has an "Extra Costs" field which can be used to charge for additional fees and costs which fall outside of the Item and Package codes. Court fees, costs for copies, and rush fees are examples of fees and charges which could be entered on a per subject basis as needed.

Court Fees can be handled in one of two ways.
1. For charging to subjects assigned with the "** BY ITEM" billing code, the court fees can be built into the item price you set for each county.
2. You also have the option of setting up Court Fees through the **Maintain Court Fees / Special Instructions by County** option to have the court fees automatically assigned to the Extra Costs for subjects with the particular counties ordered. This option will break the court fees out separately and document them for you in the "Extra Costs" Description which can be printed on the Billing Lists to specifically show these charges.

Special Notes about Court Fees:

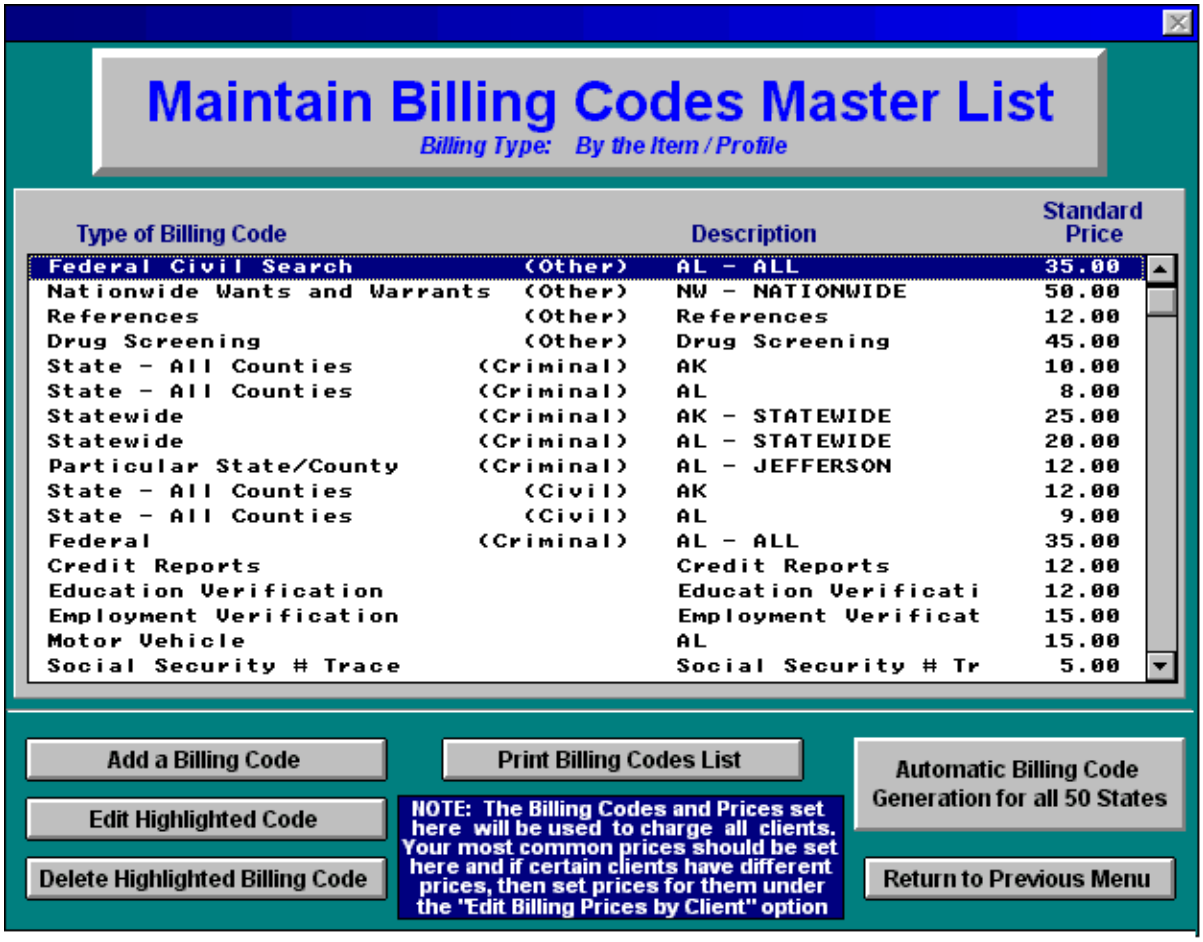
- When Court Fees are calculated for a subject, if the ❑ **Charge A.K.A.s Requested for Criminal/Civil Searches, Except States of:** checkbox on the "Edit Item Billing Prices by Client" screen for the assigned client has an **X** in it, then the calculated court fees will be multiplied to include any requested AKAs for the subject. If the court fees are for a state within the list of states included with that option (**...Except States of:** _____), then those court fees are not charged for the AKA(s).
- To waive the charging of Court Fees for a client, there is an option under the "Billing/Default Order" tab when editing a client from the Client List of "Charge Court Fees as Extra Costs for this Client?" which can be set to "No".

These options are detailed on the following pages to assist you in setting up your billing codes:

- Maintain Item Billing Master List
- Edit Item Billing Prices by Client
- Maintain Package Billing Master List
- Edit Package Billing Prices by Client
- Maintain Court Fees / Special Instructions by County

Maintain Item Billing Master List

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Maintain Item Billing Master List



Add a Billing Code: Choose this option to add new billing codes to the master list. This option is covered in more detail on the next page.

Edit Highlighted Code: Choose this option to change the price for the highlighted billing code. You can also access this option by double-clicking or pressing <enter> on the highlighted billing code.

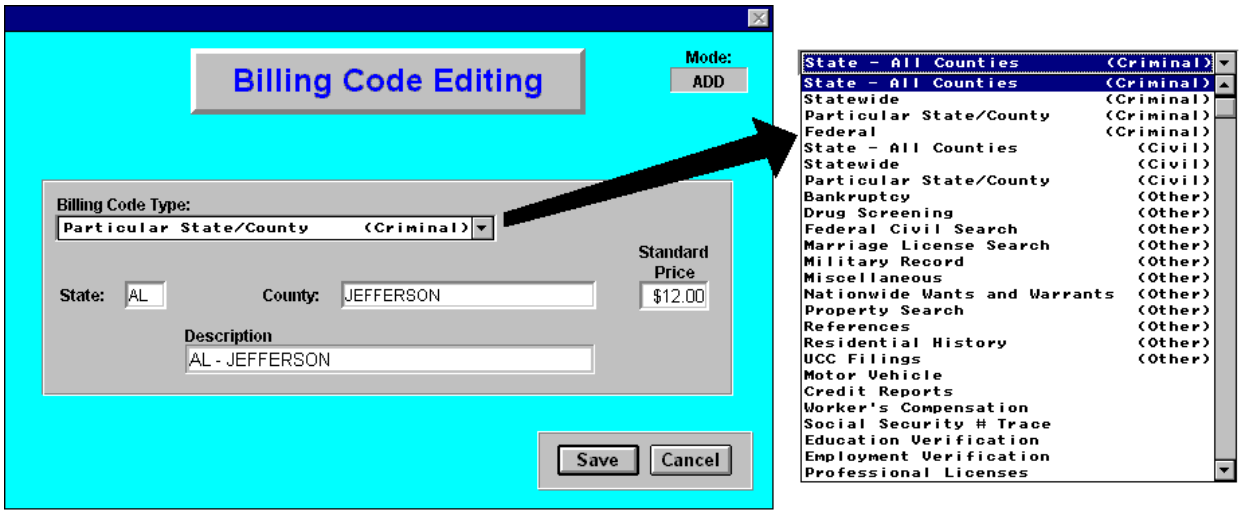
Delete Highlighted Billing Code: Choose this option to delete or remove the highlighted billing code from the master list. The system will check to determine if the billing code is in use and assigned to any clients, then warn you if it is. Then you will have the option to remove the billing code from the master list and from each of the assigned clients, or cancel the deletion.

Print Billing Codes List: This option will allow you to print a report of the list above.

Automatic Billing Code Generation for all 50 States: This option will allow you to generate Criminal, Civil, MVR and Workers Comp billing codes for all 50 states and assign one set price. This option is covered in more detail later in this section.

NOTE: The billing codes and prices set here in the Item Billing Master List will be used to charge all clients. Your most common prices should be set here. If certain clients have different prices, then you will set those "exception" prices under the "Edit Billing Prices by Client" option covered in the next section.

Add a Billing Code to the Item Billing Master List



Select the **Billing Code Type** from the drop-down list as displayed on the left above. Your list will look like this one, except that the Other Search Types (Other) will be different depending on the Other Search Types which you have defined in your system.

If the selected Billing Code Type is Criminal, Civil, Criminal-Level Other, Motor Vehicle, or Worker's Compensation, then the **State** field is enabled and the state must be specified.

If the selected Billing Code Type is one of the Particular State/County, Federal (Criminal), or one of the Criminal-Level Other Search Types, then the **County** field is enabled and the county must be specified. If the Billing Code Type is Federal (Criminal), or one of the Criminal-Level Other Search Types, then you can enter "ALL" in the county field to cover any and all selections in the specified state for those search types.

Enter the **Standard Price** to charge for the billing code you are defining. A price is required for every defined Billing Code Type except for the Other Search Types. A price of $0.00 is allowed for Other Search Types only if needed to allow you to include a report at no charge or for special billing considerations.

The **Description** field will display a summary based on the other entries on this screen and is a view-only field.

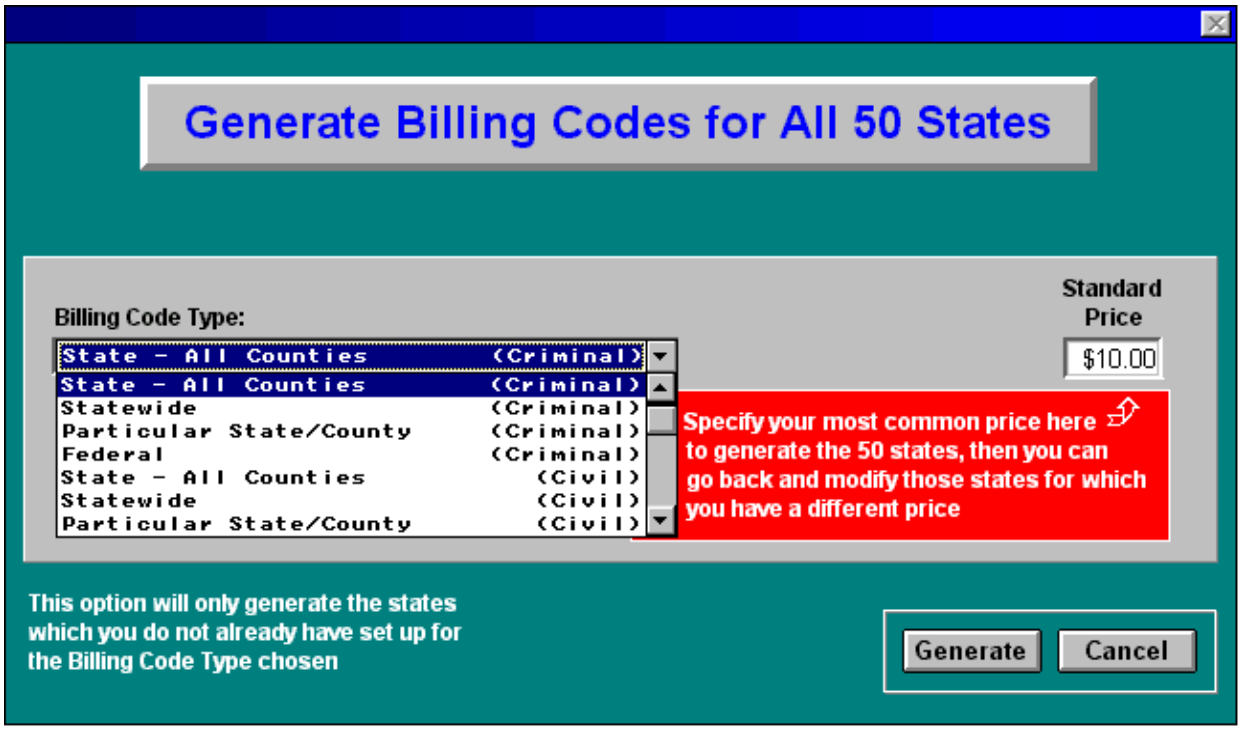
Important Notes about Setting Up these Billing Code Types and their Affect on Billing:

- Particular State/County (criminal or Civil) will always have higher priority over State - All Counties. For example, if you assign a price to the entire state of Georgia at $10.00, and you assign a price of $12.00 to Fulton County, GA, then requests for Fulton, GA will always be billed at $12.00 and any other county in Georgia will be billed at $10.00.
- Statewide refers to one "Statewide" search of the entire state. State-All Counties refers to any single county search which falls within the particular state (but again is over-ridden by Particular State/County in the same state).
- Other Search Types must be defined in the Other Search Types Table prior to setting up the billing code to charge for them in "Item Billing".
- The profiles appear in the Billing Code Type drop-down list in the following order:
  - Criminal
  - Civil
  - Other Search Types
  - All of the other Main-Level Profiles

Automatic Billing Code Generation for all 50 States

This option can be used to generate item billing codes which are based on an entire state quickly for all 50 states. For each item billing code generated here, if you charge the same price for each state, then this option will be very helpful. If you do not charge the same price for every state, then read on for suggestions on utilizing this feature to assist in generating these billing codes at one price and adjusting the price for certain states.

When this option is selected from the "Maintain Item Billing Master List", the following screen is displayed.



Select a **Billing Code Type** from the drop-down list for which you wish to generate billing codes for each of the 50 states not yet assigned. Only the following item billing code types are available to set up with this option:

- State - All Counties (Criminal)
- Statewide (Criminal)
- State - All Counties (Civil)
- Statewide (Civil)
- Motor Vehicle Checks
- Workers Comp Checks
- Any of your Criminal-Level Other Search Types

Enter a **Standard Price** to set for each of the 50 states. If you do not want to set all 50 states to one price, then enter the most common price here and set all 50. Then, when you return to the "Maintain Item Billing Master List", you can use the "Edit Highlighted Code" option and change the prices for the certain states there.

After setting both of these options, choose the **Generate** button. A billing code of the selected type will be generated for all of the 50 states. If any of the 50 states already have been set up and assigned for the selected Billing Code Type, then that price will not be generated or over-written by selecting this option.

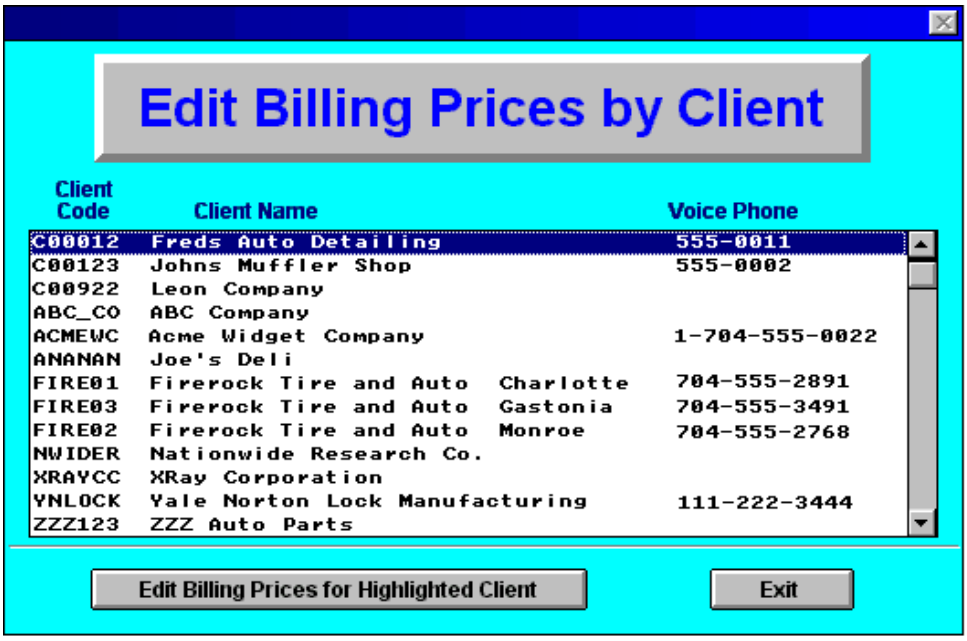
Edit Item Billing Prices by Client

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Edit Item Billing Prices By Client

After you have defined your "item" billing codes in the Item Billing Master List as explained in the previous sections, you can use this option to define customized prices for any client who will be charged "exception" prices outside of the standard prices from the master list.

The way this option works is that you first define the item billing codes in the Item Billing Master List. Then you access this option and choose a client from the list below. The second screen below is then displayed, allowing you to pull selected billing codes from the Master List to set the client's exception prices for those items.

When the "Edit Item Billing Prices By Client" option is selected from the "Billing Functions" menu, the following screen is displayed.

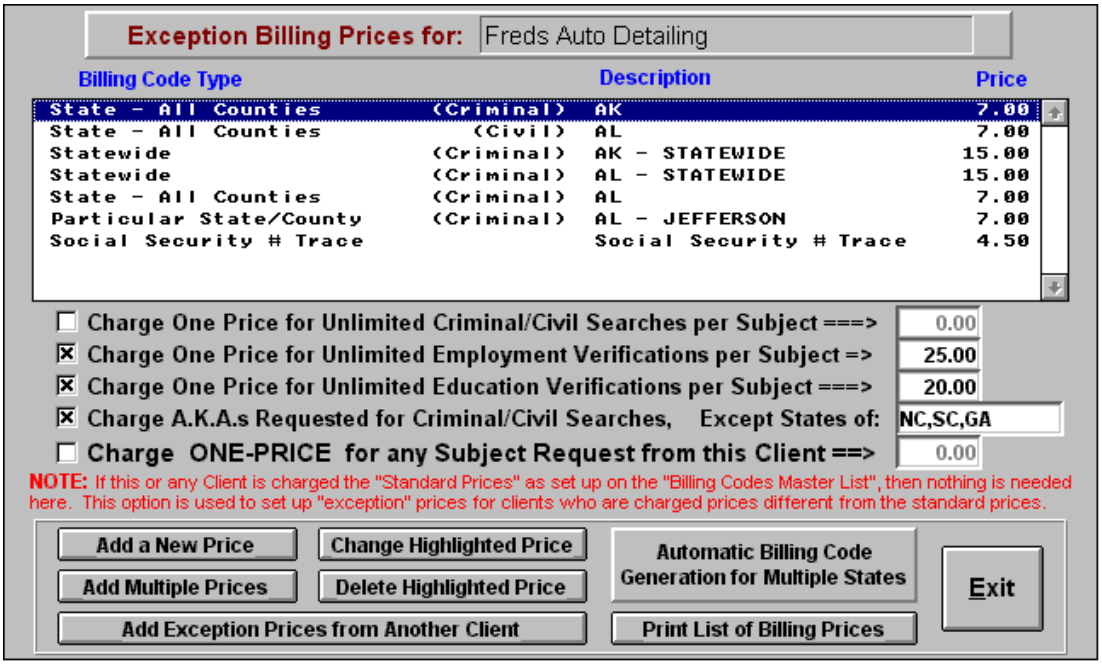


Choose a client from this list and select the **Edit Billing Prices for Highlighted Company** button or you can double-click or press <enter> on the highlighted client in the list. A screen like the following will be displayed.

The options on this screen are detailed on the next page.

Note: The screen to the left can also be accessed for each client through the Client List by choosing the **Edit Item Billing Prices** button

Edit Item Billing Prices by Client (*continued from previous page*)



In the scrolling list, the billing codes which have been assigned from the Item Billing Master List with "exception" prices for this client will be displayed.

To add a new exception price, choose the **Add a New Price** button. This will display a screen with a drop-down list of all of the items which have been set up in the Item Billing Master List except for those already assigned as exception prices in the screen above. You will be able to scroll through that list and choose a billing code type then set the exception price for this client. It will be added to the scrolling list above.

In addition to this option to add new prices individually, the following options have been provided as shortcuts to help you quickly add exception prices as efficiently as possible and are covered in the pages which follow.

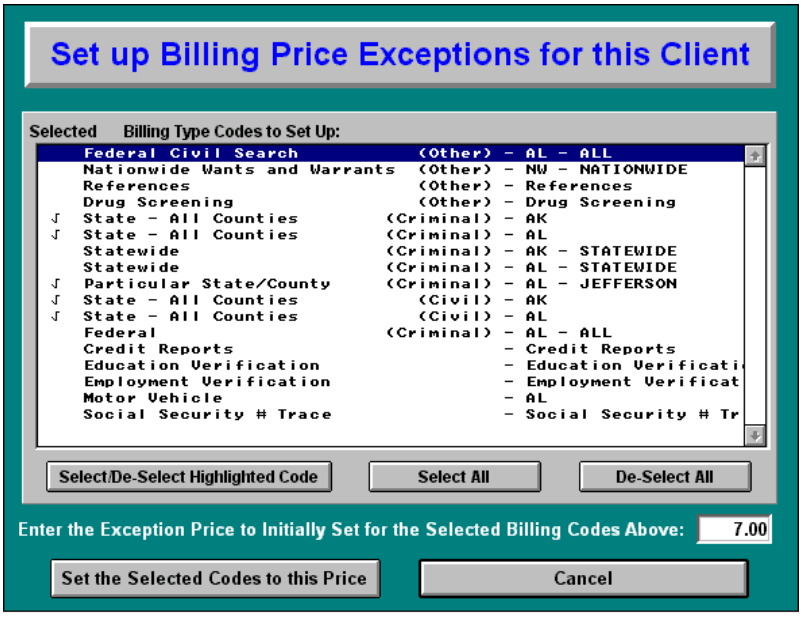
- **Add Multiple Prices**
- **Add Exception Prices from Another Client**
- **Automatic Billing Code Generation for Multiple States**

To add multiple billing code types at the same price, choose the **Add Multiple Prices** button. A screen like the following will be displayed.

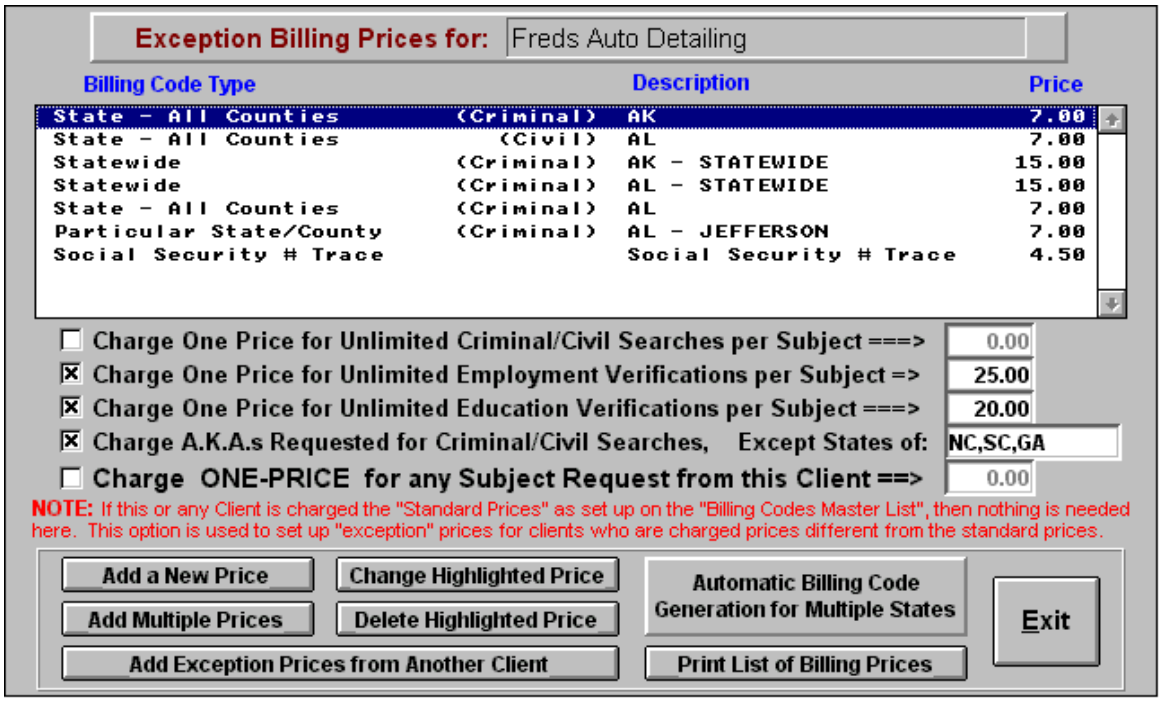
This will display a listing of all of the items which have been set up in the Item Billing Master List except for those already assigned as exception prices in the screen above.

You can select multiple items using the three "Select" buttons or by double-clicking or press <enter> on items in the list. When an item has been selected, there will be a checkmark beside the item.

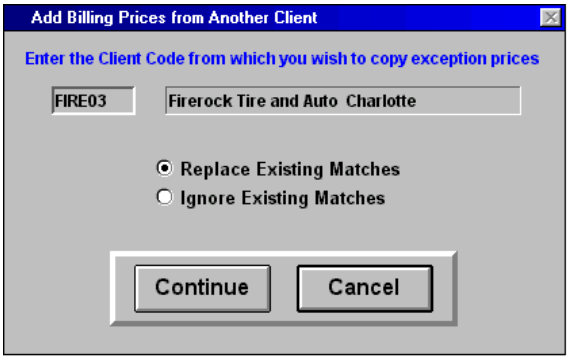
When all desired items have been selected, key in the Exception Price and choose the **Set the Selected Codes to this Price** button. This will add each of the selected items to the exception prices list for the client at the price set here.



Edit Item Billing Prices by Client (*continued from previous page*)



Another feature to help speed the setting of a client's exception prices is the **Add Exception Prices from Another Client** option. After you have set one client to a standard set of exception prices, you can use this feature to set other clients to the same prices, then make any needed adjustments. When selecting this button, the following screen is displayed.



Enter the **Client Code** for the client from which you wish to copy the exception prices. Chose the **Replace Existing Matches** option to overwrite any prices that have already been set up for the current client if matches exist for the client's exception prices being pulled in. Or, choose the **Ignore Existing Matches** option to leave the current client's prices alone if matches are encountered.

After setting these two options, choose the **Continue** button and add all of these exception prices in one shot.

Choose the **Change Highlighted Price** button to change the price for the highlighted billing code in the scrolling list. You can also change the price by double-clicking or pressing <enter> on the highlighted billing code.

Choose the **Delete Highlighted Price** option to delete the highlighted billing code and exception price in the scrolling list. This will remove the exception price and start charging this client the standard price from the Item Billing Master List for the billing code that you delete.

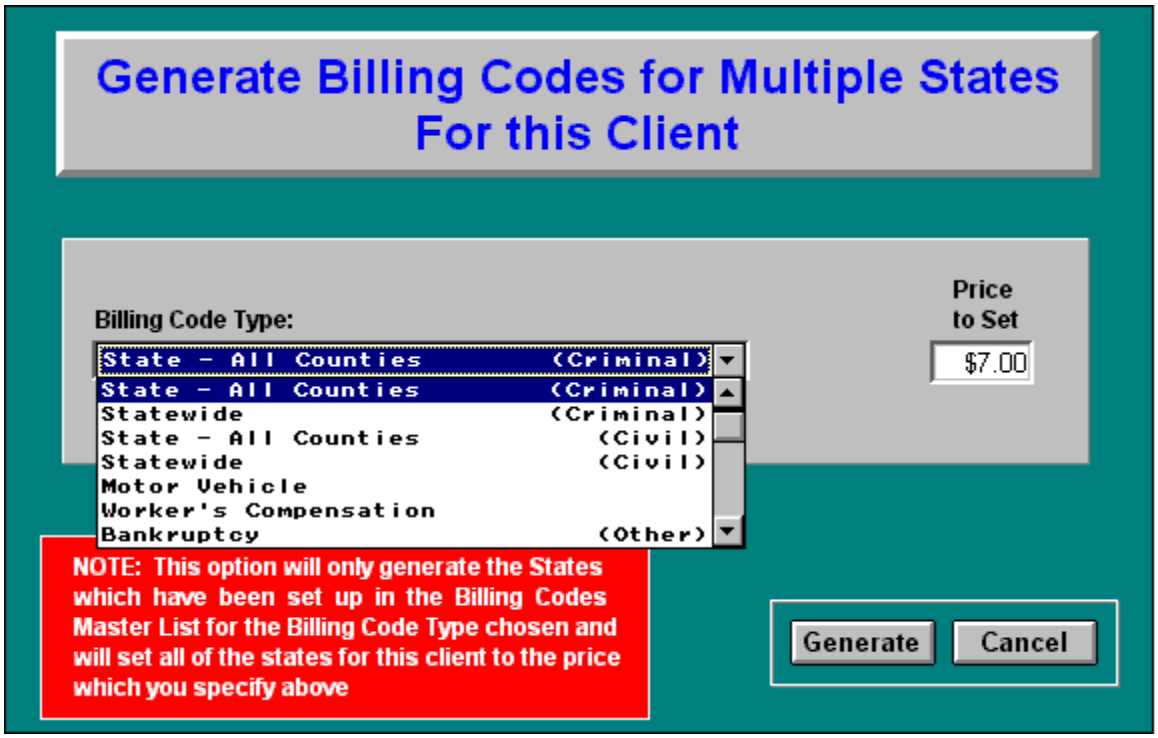
Choose the **Print List of Billing Prices** button to print a listing with details for the exception prices set up for this particular client or for all of your clients.

Another feature to help speed the setting of a client's exception prices is the **Automatic Billing Code Generation for Multiple States** button. This option is detailed on the next page.

Edit Item Billing Prices by Client (*continued from previous page*)

➢ **Automatic Billing Code Generation for Multiple States**

This option can be used to add all of the billing codes for a certain billing code type from the Item Billing Master List and set all of these to the client's exception price in one step. This option will pull all of the billing codes for the type you request for any and all of the 50 states *if they are set up* on the Item Billing Master List. For each item billing code generated here, if you charge the same price for each state, then this option will be very helpful. If you do not charge the same price for every state, then read on for suggestions on utilizing this feature to assist in generating these billing codes at one price and adjusting the price for certain states.



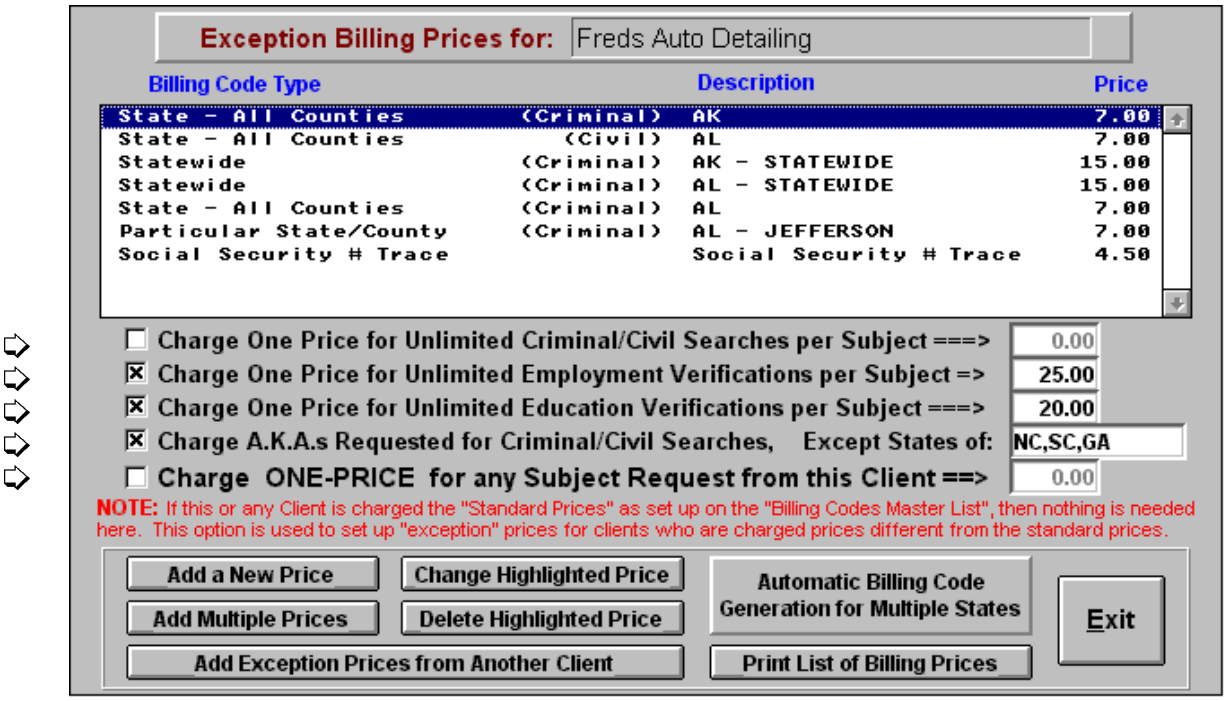
When this option is selected from the Item "Exception Billing Prices" screen, the screen above is displayed. Select a **Billing Code Type** from the drop-down list for which you wish to generate billing codes for each of the 50 states which have been assigned on the Item Billing Master List and not yet assigned for this client. Only the following item billing code types are available to set up with this option:

- State - All Counties (Criminal)
- Statewide (Criminal)
- State - All Counties (Civil)
- Statewide (Civil)
- Motor Vehicle Checks
- Workers Comp Checks
- Any of your Criminal-Level Other Search Types

Enter the **Price to Set** for billing codes added. If you do not want to set all of the states to one price, then enter the most common price here, set all of the states assigned in the master list, then back on the Item "Exception Billing Prices" screen for the client, choose the "Change Highlighted Price" option and change the price for the billing codes generated for the states which you wish to set a different price than the price generated here.

After setting both of these options, choose the **Generate** button. A billing code of the selected type will be generated for all of the states which are set on the Item Billing Master List. If any of the states already have been set up and assigned to this client for the selected Billing Code Type, then that price will be updated and replaced with the price specified on the screen above.

Edit Item Billing Prices by Client (*continued from previous page*)



Finally, the special "Charge" fields, indicated by the arrows ➪ above, can be utilized to assist with special billing situations for certain clients.

❑ **Charge One Price for Unlimited Criminal/Civil Searches per Subject:** Check this box and enter a price here if you wish to charge a client one set price no matter how many criminal, civil, or criminal-level other search types are ordered for a subject. This option was designed to allow you to utilize the "Item Billing" features to accommodate a package billing type situation when you want to charge a particular client a standard price no matter how many criminal/civil jurisdictions are requested per subject.

❑ **Charge One Price for Unlimited Employment Verifications per Subject:** Check this box and enter a price here if you wish to charge a client one set price no matter how many Employers are verified for a subject. This option was designed to allow you to utilize the "Item Billing" features to accommodate a package billing type situation when you want to charge a particular client a standard price no matter how many Employment Verifications are requested per subject.

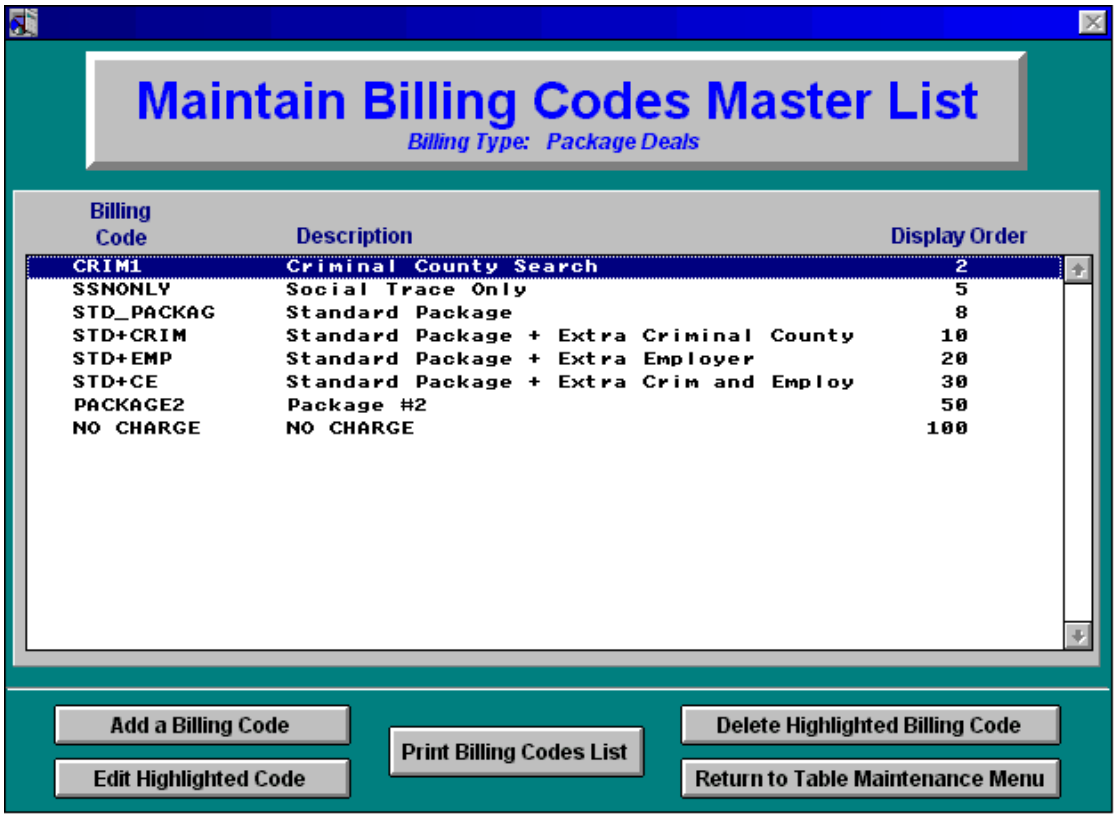
❑ **Charge One Price for Unlimited Education Verifications per Subject:** Check this box and enter a price here if you wish to charge a client one set price no matter how many Schools are verified for a subject. This option was designed to allow you to utilize the "Item Billing" features to accommodate a package billing type situation when you want to charge a particular client a standard price no matter how many Education Verifications are requested per subject.

❑ **Charge A.K.A.s Requested for Criminal/Civil Searches, Except States of:** Check this box if you wish to have the criminal and civil charges calculated and added for each AKA entered for subjects assigned with the "** BY ITEM" Billing Code. The price will be based on the calculated price for the criminal and civil requests according to the individual jurisdictions or the ❑ Charge One Price for Unlimited Criminal/Civil Searches option if checked. The number of AKAs entered for the subject, from 1 to 3, is multiplied by the criminal/civil charges and added to the subject's total. To exclude this option for certain states such as your home state or other states where you are not charged for AKAs by your researcher, enter up to 4 states in the field at the end of this option, separated by commas.

❑ **Charge ONE-PRICE for any Subject Request from this Client:** If you wish to over-ride all system "Item Pricing" settings and simply charge One Price for each and every subject request for a client, then check this box and enter that "one price" in the field next to this option.

Maintain Package Billing Master List

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Maintain Package Billing Master List



Add a Billing Code: Choose this option to add new billing codes to the master list. This option is covered in more detail on the next page.

Edit Highlighted Code: Choose this option to change the billing code Description or Display Order. The Billing Code can not be changed after being added because it must remain constant throughout the system. You can also access this option by double-clicking or pressing <enter> on the highlighted billing code.

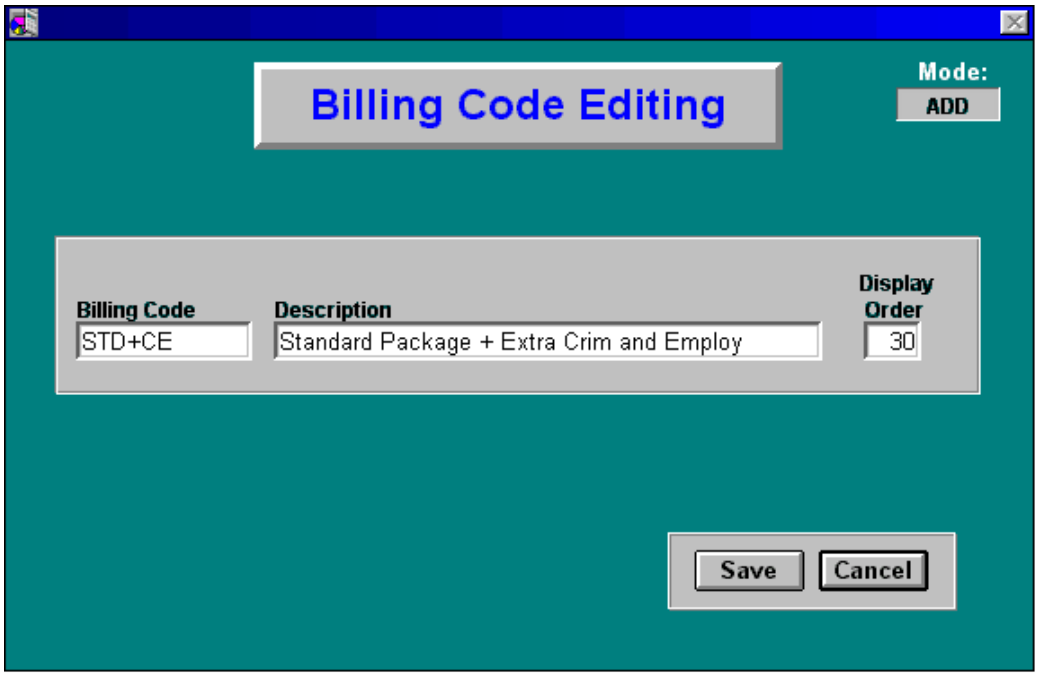
Delete Highlighted Billing Code: Choose this option to delete or remove the highlighted billing code from the master list. The system will check to determine if the billing code is in use and assigned to any clients and/or subjects, then warn you if it is. Then you will have the option to remove the billing code from the master list and from each of the assigned clients, or cancel the deletion.

Print Billing Codes List: This option will allow you to print a report of the list above.

Notes:

- There are no set rules as to how you must define and name your package billing codes and descriptions. This option provides the flexibility to create billing codes with the unique descriptions that your company needs. The screen above only provides examples of how your package billing codes could be named.
- The Package Billing Code is a 10-character code which is used to reference the item throughout the system. Once a package billing code has been added, the 10-character code can not be changed.
- The 40-character Description is used throughout the system to describe the purpose for each billing code.
- The Display Order is used to sort and display the different billing codes in the specific order you need. This field can be changed with the “Edit Highlighted Code” option as often as needed to help you set the display order so that the most common billing codes will be listed at the top when selecting them for a client, or can be placed in any type of order that you wish.

Add a Billing Code to the Package Billing Master List



Enter a unique **Billing Code** in the field here. The Package Billing Code is a 10-character code which is used to reference the item throughout the system. Once a package billing code has been added, the 10-character code can not be changed.

Enter the 40-character **Description** which is used throughout the system to describe the purpose for the billing code. This field can be changed later if desired.

Enter a value from 0 to 999 for the **Display Order**. The Display Order is used to sort and display the different billing codes in the specific order you need in the Billing Code drop-down list for choosing and assigning at the subject level. This field can be changed later if needed.

Select the **Save** button to save the billing code after completing all three fields, or the **Cancel** button to cancel the addition of the billing code.

NOTE: As you see, no prices are set here in the Package Billing Master List. Only the particular Package Billing Codes are defined here. In order to utilize any of these for a particular client, then the price must be assigned under the "Edit Package Billing Prices by Client" option for the client. That option is explained beginning on the next page.

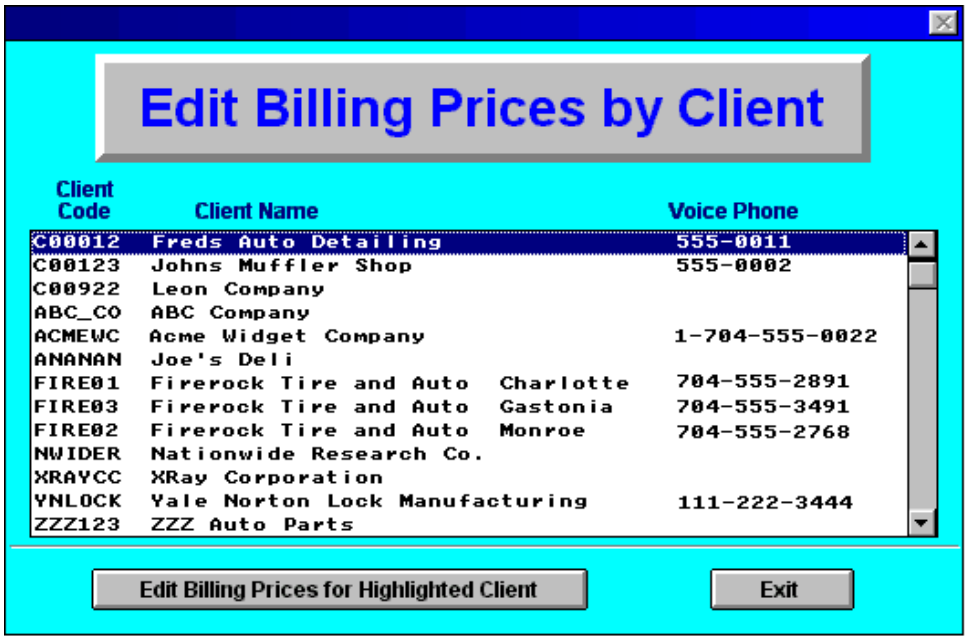
Edit Package Billing Prices by Client

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Edit Package Billing Prices By Client

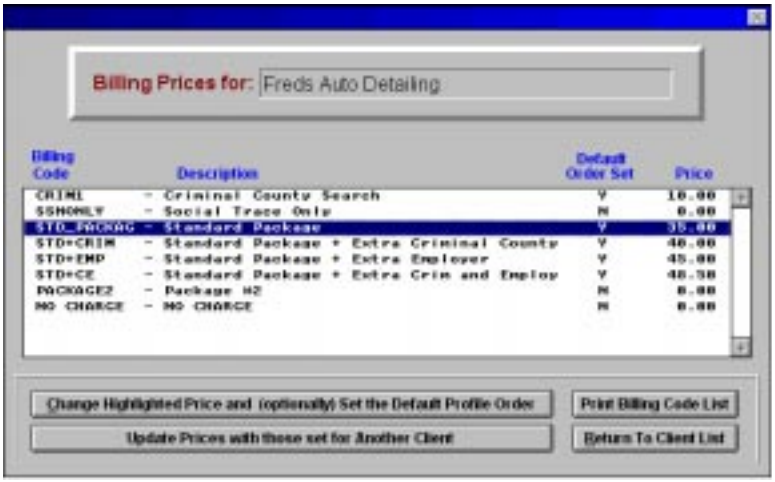
After you have defined your "Package" billing codes in the Package Billing Master List as explained in the previous section, you can use this option to assign package prices for any client. Since no prices were set up in the Package Billing Master List, the only way to utilize any of these package billing codes is to assign prices to the codes you wish to use for each client with this option.

The way that this option works is that you first define the Package Billing Codes in the Package Billing Master List. Then you access this option and choose a client from the list below. The second screen below is then displayed, allowing you to assign prices to only the selected billing codes from the Master List for packages that a particular client might order to set the client's prices for those packages.

When the "Edit Package Billing Prices By Client" option is selected from the "Billing Functions" menu, the following screen is displayed.



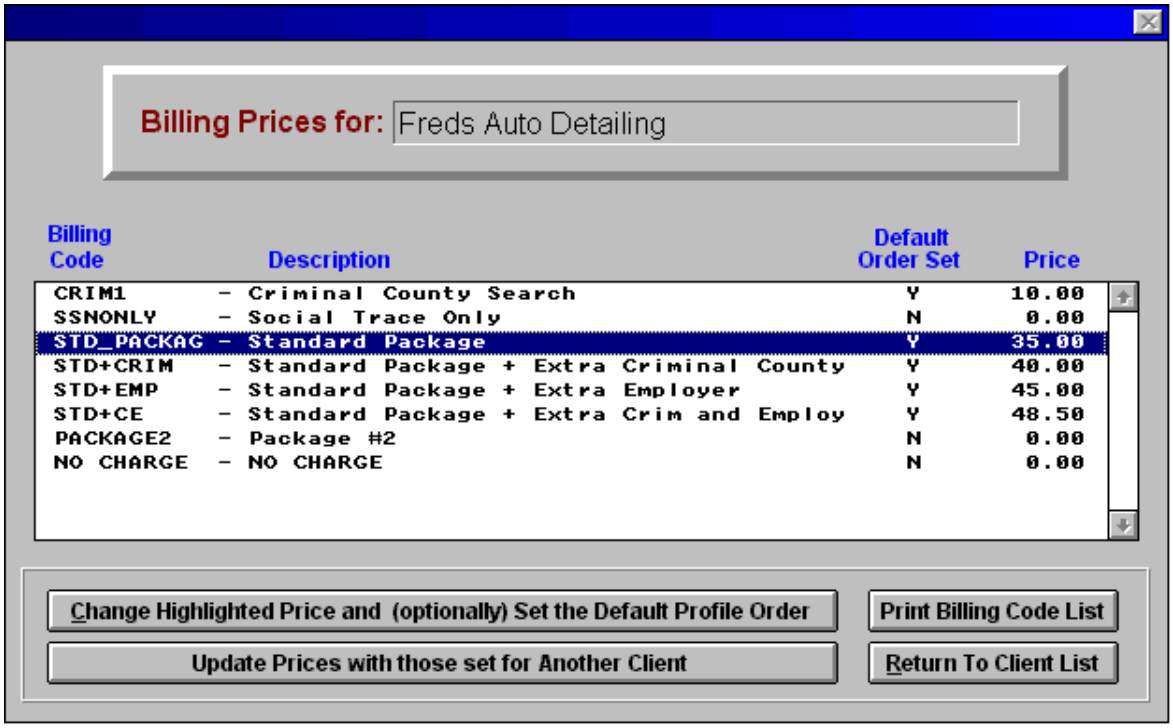
Choose a client from this list and select the **Edit Billing Prices for Highlighted Company** button or you can double-click or press <enter> on the highlighted client in the list. A screen like the following will be displayed.



The options on this screen are detailed on the next page.

Note: The screen to the left can also be accessed for each client through the Client List by choosing the **...Package Billing** button

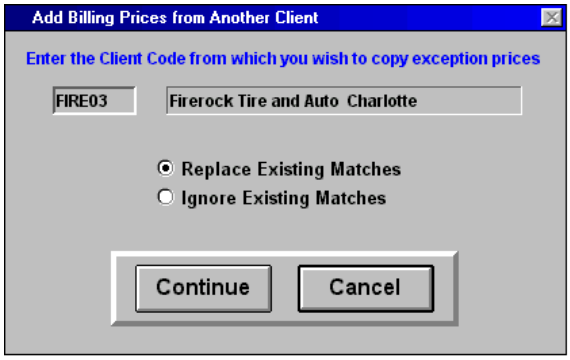
Edit Package Billing Prices by Client (*continued from previous page*)



The prices for each of these Package Billing Codes is initially set to $0.00 for each client. To utilize and assign any of these to a client, you will need to access this screen and set the price for the packages that you wish to utilize. When subjects are entered for a client, only the package billing codes which have been assigned a price on this screen will appear in the Billing Code drop-down list at the subject level.

To change, set, or remove a price for a billing code in the list, highlight the code and choose the **Change Highlighted Price and (optionally) Set the Default Profile Order** button. This will allow you to assign or zero-out the price. You will also have the option of setting a "Default Profile Order" for the package billing code for this client so that any time the particular package billing code is assigned to a subject for this client, the profile order checkboxes will automatically be checked. This option is also accessed by double-clicking or pressing <enter> on a highlighted code. This option is explained in more detail on the next page.

A feature to help speed the setting of a client's package billing prices is the **Update Prices with those set for Another Client** option. After you have set one client to a standard set of package billing prices, you can use this feature to set other clients to the same prices, then make any needed adjustments. When selecting this button, the following screen is displayed.



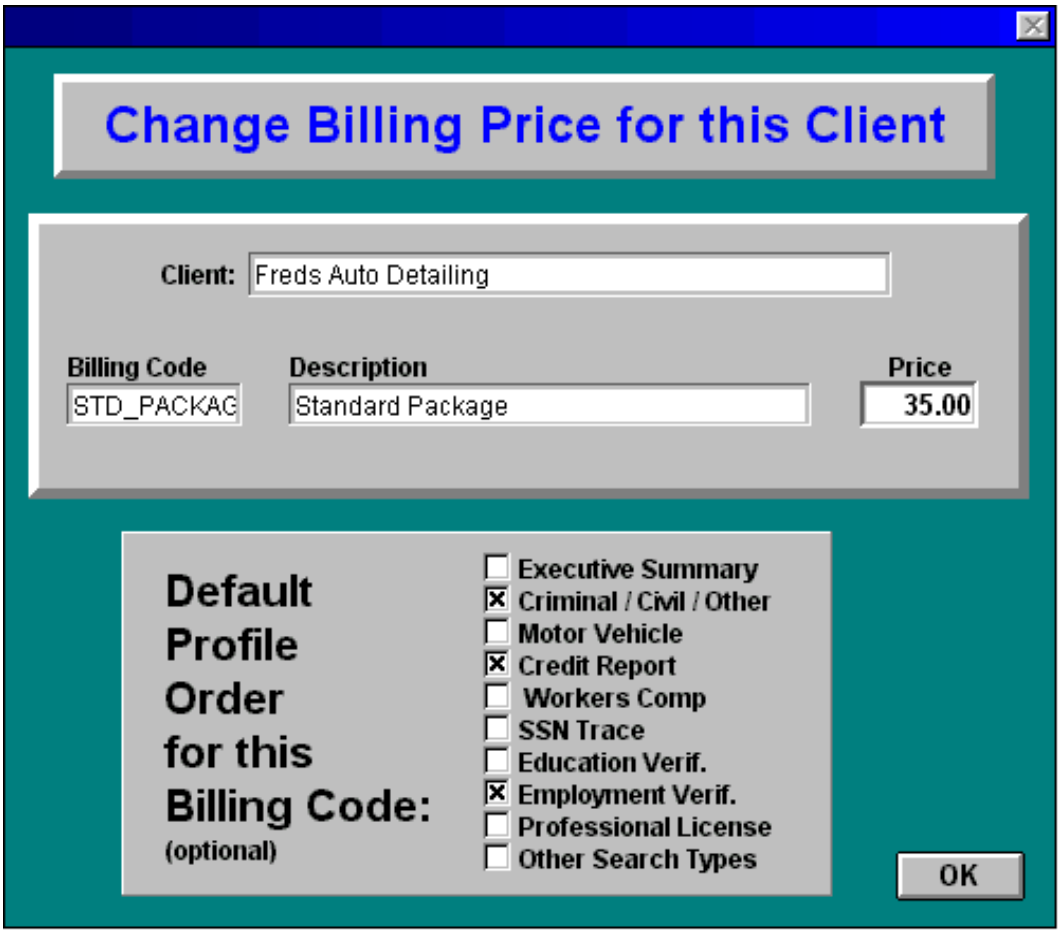
Enter the **Client Code** for the client from which you wish to copy the package billing prices. Choose the **Replace Existing Matches** option to overwrite any prices that have already been set up for the current client if matches exist for the client's package billing prices being pulled in. Or, choose the **Ignore Existing Matches** option to leave the current client's prices alone if matches are encountered.

After setting these two options, choose the **Continue** button and set all of these package billing prices in one shot.

Choose the **Print Billing Code List** button to print a listing with details for the package billing prices set up for this particular client or for all of your clients.

Package Billing: Change Highlighted Price and Set the Default Profile Order

When this option is selected from the "Edit Billing Prices by Client" screen, the following screen is displayed.



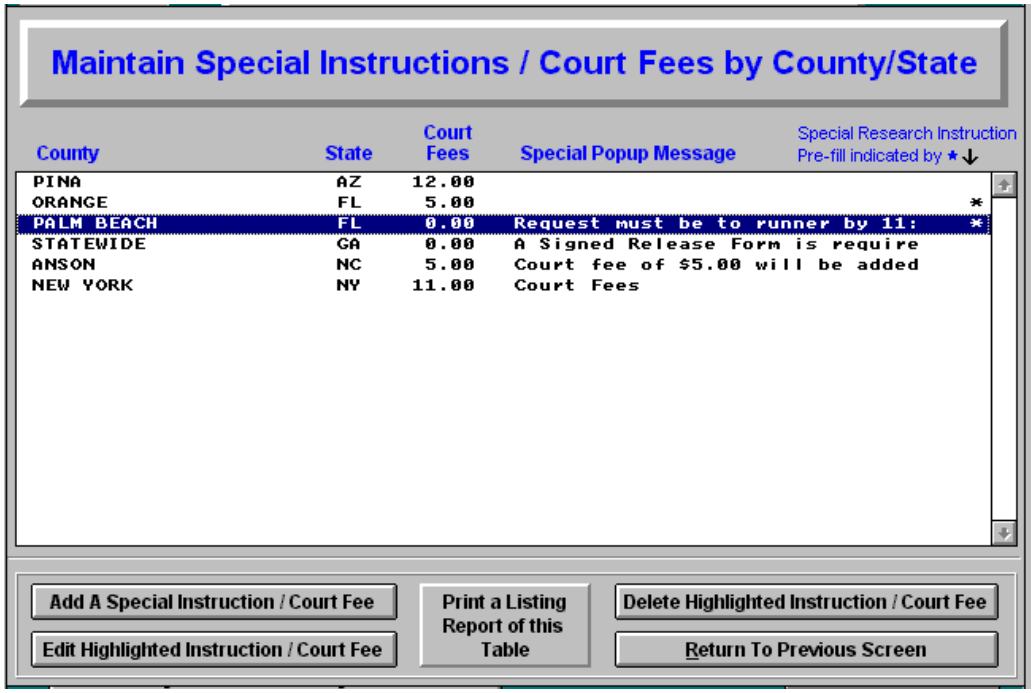
Under the **Price** field, set the price to charge this client when this billing code is assigned to a subject. To turn off or dis-allow a billing code from being assigned to a subject, then set this price to $0.00.

You also have the option of setting the **Default Profile Order** for the billing code. You can place an **X** in each checkbox which makes up the full order to match the package billing code for this client. Like in the example above, each client's "Standard Package" order may be different, so this option can be customized for each client. The Default Profile order is not required, and all of these checkboxes can be left blank, allowing you to set the order each time a subject is entered, allow the client-level Default Profile Order to pre-check these profiles on the "Add/Edit Subjects" screen, or allow the system-level Default Profile Order to be used.

Click the **OK** button after setting the price and any checkboxes as desired to save the package billing code settings for this client.

Maintain Court Fees / Special Instructions by County

Accessing this option: FRS Manager – Management Utilities – Billing Functions -- Maintain Special Instructions / Court Fees by County



This option allows you to assign three special processes to State/Counties ordered by your clients:

1. Special Instructions can be defined which will automatically be posted into a subject's Special Research Instructions field when the particular state/county is ordered.
2. A Special Popup Message can be defined which will pop up and alert the data entry operator of this special information when the particular state/county is ordered.
3. Court Fees can be set up which will automatically be added to a subject's Extra Costs when the particular state/county is ordered.

Note: Option 3 (Court Fees) will be discussed here. Refer to Chapter 2: System Setup for details on the first 2 options.

- Select the "Add a Special Instruction/Court Fee" button to add a Court Fee for a state/county.
- Select the "Edit Highlighted Instruction/Court Fee" button to edit the Court Fee for the highlighted state/county.
- Select "Delete Highlighted Instruction/Court Fee" to delete the special processes for the highlighted state/county.
- Select the "Print a Listing Report of this Table" for a report detailing all of the special processes and Court Fees set up for all state/counties in your system.

You may enter one, two or all three of these special processes to any state/county. If no court fee is applicable for a state/county, then leave the court fee amount as $0.00. If a Court Fee is needed for performing a Statewide search, then enter the word "Statewide" in the County field, enter the state and the Court Fee amount.

Special Notes about Court Fees:

- **Important:** When Court Fees are added here, they are not retroactive. They will only be added to the Extra Costs field of subjects with the particular state/county(ies) ordered when those subjects are added or edited after the Court Fees have been established here. If you have already begun to use your system prior to setting up Court Fees, it is recommended that you wait and set up Court Fees on the last day of a billing period.
- When Court Fees are calculated for a subject, if there is an **X** in the ❑ **Charge A.K.A.s Requested for Criminal / Civil Searches, Except States of:** checkbox on the "Edit Item Billing Prices by Client" screen for the assigned client, the calculated court fees will be multiplied by the # of requested AKAs for the subject. If the court fees are for a state within the list of states with that option (**...Except States of:** _____), those court fees are not charged for the AKA(s).
- To waive the charging of Court Fees for a client, there is an option under the "Billing/Default Order" tab when editing a client from the Client List of "Charge Court Fees as Extra Costs for this Client?" which can be set to "No".

Summary of FRS Billing Features

As you can see from the preceding sections of the manual, the billing features in FRS are very flexible to allow you to bill each of your clients in the specific manner needed.

Each subject can be assigned the billing code of "** BY ITEM" from the Billing Code drop-down list in the "Add/Edit Subjects Screen", and the Item Billing Codes will be used to calculate the price for the subject. Also, a subject can be assigned with a Package Billing Code. The only package billing codes which will be displayed in the Billing Code drop-down list for a subject will be the ones which include a price under the Edit Package Billing Prices by Client option for the subject's assigned client. The "Extra Costs" field for each subject can be used to handle additional charges, and the "Court Fees" table can be set up to automatically place court fees in the Extra Costs field as needed.

Special Notes about the FRS Billing Options:

- When setting up the Item Billing Master List, if you will determine your most standard prices and set them up there, then you will only have to create "exception" prices for those clients who are charged prices different from your standard prices in the Master List.
- For "Item Billing" price assignment, the hierarchy for checking and assigning criminal and civil pricing is performed in the following manner:
  1. If ❑ Charge One Price for Unlimited Criminal/Civil Searches per Subject is checked under Edit Item Billing Prices by Client for the assigned client, then this price will be assigned, otherwise...
  2. If the requested State/County is assigned with an exception price as a "Particular State/County" for the client under Edit Item Billing Prices by Client, otherwise...
  3. If the requested State/County is assigned as a "Particular State/County" under the Item Billing Master List, otherwise...
  4. If the requested State is assigned with an exception price under "State - All Counties" for the client under Edit Item Billing Prices by Client, otherwise...
  5. If the requested State is assigned under "State - All Counties" in the Item Billing Master List, otherwise...
  6. The State/County will appear on the "Billing Codes Needed" report.
- For Item Billing, Particular State/County (criminal or Civil) will always have higher priority over State - All Counties. For example, if you assign a price to the entire state of Georgia at $10.00, and you assign a price of $12.00 to Fulton County, GA, then requests for Fulton, GA will always be billed at $12.00 and any other county in Georgia will be billed at $10.00.
- For Item Billing, Statewide refers to one "Statewide" search of the entire state. State-All Counties refers to any single county search which falls within the particular state (but again is over-ridden by Particular State/County in the same state).
- Other Search Types must be defined in the Other Search Types Table prior to setting up the billing code to charge for them in "Item Billing".
- When assigning a subject with "Package Billing Codes", you can use the Extra Costs field to handle additional costs such as AKA charges and other items which fall outside of the package. Or, you can create derivations of your standard packages to include the extra costs.
  For Example:
  - Standard Package
  - Standard Package + 1 AKA
  - Standard Package + 2 AKAs
  - etc.
- If you need to handle billing for clients with multiple branches or locations, refer to the first page of this chapter for an explanation of the different ways to handle billing for these clients.
- See the "Special Billing Options" section on the next page for important notes about handling special billing situations.

Special Billing Options

No Charges:

- To perform a subject search at "No Charge", then you can set up a "NO CHARGE" package billing code (see the screen samples in the "Maintain Package Billing Master List" section earlier in this chapter) which can be assigned to a subject if you wish to not charge the client for the search for any reason such as a re-check, a subject which took too long to process, or any type of "free" search offering.
- To set an entire client up as "No Charge", edit that client in the Client List and set their Billing Type group to NO-CHARGE under the Billing/Default Order tab. When this option is set for a client, then an invoice and billing list can be generated for the client detailing all of the subjects and research performed for them, but all of the charges and totals will show up as $0.00. This option was designed to allow you to set up new potential clients and provide a few "free" searches for them to test out your services. After performing the free searches, if they choose to use your services full time, then you can change the Billing Type group back to something other than NO-CHARGE. If you still need to provide those first test subjects at "no charge", then see the bulleted item above about how to set individual subjects to "No Charge".

Issuing a "Credit":

- A "credit" can be issued to any client by keying in a new "dummy" subject with a SSN of 999-99-9999 and a first and last name of something like "CREDIT ISSUED". Set the Billing Code to a "NO CHARGE" package billing code (see first bullet at top of this page) then **enter a negative number in the "Extra Costs" field** for the amount of the credit you wish to give the client. You can use the "Extra Costs Description" field to enter a description or explanation for the reason that the "credit" is being issued. All of this information will be displayed on the client's Billing List and the negative amount will be subtracted from the invoice total.

Proofing Invoices and Billing Lists:

The following procedures can be used to proof your invoices and billing lists each billing period to make any corrections or adjustments to your charges prior to generating the final invoices and billing lists to send to your clients. The first option below is more cumbersome, but saves on paper and printer toner. The second and third options are easier to work with, but require printing an entire set of billing lists to look through on paper.

☞ **Proofing Option 1:**

1. Choose the "Generate Bills / Invoices" option from the Billing Functions menu in the FRS Manager
2. Enter the billing date range, select the clients, and adjust any of the other billing settings. If you only wish to proof the Billing Lists, then set the "Invoice Copies" option to zero. If you only wish to proof the Invoices, then set the "Billing List Copies" to zero.
3. Choose the **Preview to Screen** button and each of the Billing Lists will be displayed to the screen for you to review, then each Invoice will be displayed to the screen for your review. Use the Zoom option in the screen previewer to zoom in for easier readability and use the scroll bar on the right to scroll down through each report. You will be presented with an option to set the interval to pause in between reports, and after every report is displayed to the screen, at your specified interval, a pop-up window will display to provide you with the chance to cancel the preview.
4. After proofing these, if no changes are needed with your billing codes or subject's extra costs fields, if you go straight back into the "Generate Bills / Invoices" option, your settings should still be set and you can choose the **Print to Printer** option to create your invoices and billing lists.

☞ **Proofing Option 2:**

1. Choose the "Generate Bills / Invoices" option from the Billing Functions menu in the FRS Manager
2. Enter the billing date range, select the clients, and adjust any of the other billing settings. If you only wish to proof the Billing Lists, then set the "Invoice Copies" option to zero. If you only wish to proof the Invoices, then set the "Billing List Copies" to zero.
3. Choose the **Proof to Printer** option which will actually print out the Billing Lists and/or Invoices to paper so that you and your staff can check through them more comfortably at your desk. The **Proof to Printer** option is different from the **Print to Printer** option in that it generates the same printed reports, but it does not record the invoice totals into the Receivables Table and it does not generate Invoice Images.
4. If changes are needed to billing codes or any subject's extra costs fields, then make those changes and re-generate and re-print the invoices and billing lists, this time choosing the **Print to Printer** option to generate the actual Billing Lists and Invoices to send to your clients, and to record them as actual, historical invoices in the system.

(*continued on the next page*)

(*continued from the previous page*)

☞ **Proofing Option 3:**

1. Choose the "Generate Bills / Invoices" option from the Billing Functions menu in the FRS Manager
2. Enter the billing date range, select the clients, and adjust any of the other billing settings. If you only wish to proof the Billing Lists, then set the "Invoice Copies" option to zero. If you only wish to proof the Invoices, then set the "Billing List Copies" to zero.
3. Choose the **Print to Printer** option to actually print out the Billing Lists and/or Invoices to paper so that you and your staff can check through them easier at your desk. You can either mark on them where changes may be necessary or not mark on them at all, so that if they check out, you can send those copies on to your clients.
4. If changes are needed to billing codes or any subject's extra costs fields, then make those changes and re-generate and re-print the invoices and billing lists. The first batch of invoices which were generated were saved into the Invoice Receivables entry, **SO**, *before* generating another batch of invoices, you should select the Receivables Entry/Re-Print Invoices option and "Delete all Invoices for a Particular Generation Date" and enter the date of the first invoices which were generated to remove them from the Invoice History/Receivables table since you will not actually be sending that batch of invoices out. If you save and send out some of those invoices and re-generate only a few, you should still go in and delete the few invoices that you will be reprinting from the Receivables table first.

Note: The Financial Activity and Subject Billing Code Assignment Reports may also help with proofing your subjects for billing. Each of these is covered later in this chapter.

The following Reports are available in FRS to assist with the financial tracking of your business operations.

- Financial Activity Report
- Invoice History Summary
- Past Due Reports
- Client Sales/Commission Report
- Research Assignment Reports
- Subject Billing Code Assignments Report

Each of these reports is detailed in the remaining pages of this chapter.

Special Notes on FRS Financial Reports

- **Gross Sales:** Gross Sales can be determined in two ways. The "Financial Activity Report" will provide the total sales summarized by client and/or detailed by subject for a specified time period. One drawback to this report when using it for gross sales is that it only includes subject requests in the main subject table. Once subjects have been moved to Subject Backup History, they will no longer be included on this report. *Therefore*, the second option may be more appropriate to provide your gross sales figures. The "Invoice History Summary" report will provide the archived invoice totals for a time period and can include any time period for which you have invoice totals recorded and have not deleted them from the Receivables/Invoice History table.

- **Resolving Researcher's (Vendors) Invoices:** When your researchers (vendors) send invoices to you for the research they have performed for your company, the "Research Assignment Report" can be used to generate the research assignments for one or all of your researchers. These reports can then be used to verify the accuracy of those invoices when the Research Assignment Report is generated for the same time period as the researcher's invoices. You may have to look a little closer at the requests from the beginning and end of the month because you may send a request on the last day of a month, but the researcher may research it and list it for the first day of the next month. It may even help to generate your Research Assignment Report for a different date range to better correspond to the researcher's invoice. For example, if the researcher invoice includes search requests for April 1st through April 30th, you might want to generate your Researcher Assignment Report for March 31st through April 29th. You may still need to carefully hand-check the requests from the beginning and the end of the month.

  In order for this report to be the most useful to you, make sure that all search lists are generated through the "One-Touch" Search List Distribution option and that each of your researcher's coverage areas have the "costs" for their services set there.

- **Generating Researcher (Vendor) Statements to Determine Fees Owed:** If your researchers (vendors) do not send invoices to you, you can generate the "Research Assignment Report" for one or all of your researchers to determine the amount that you owe each for the research that they have performed for you during a specified period. In order for this report to be the most useful to you, make sure that all search lists are generated through the "One-Touch" Search List Distribution option and that each of your researcher's coverage areas have the "costs" for their services set there.

Financial Activity Report

Accessing this option: FRS Manager – Management Reports – Financial Activity Report

This option will allow you to print a report with the financial activity for a specified billing period. A Filter can be set to include only selected subject requests on the report. This report can be used to determine Gross Sales, but this report will only include subjects in the main subject table, and does not include those which have been moved to Subject Backup History. When this option is selected, the following screen will be displayed.

Choose the **Set a Filter** button to display the Filter Screen if you wish to choose a subset of subjects to include in the report. When a filter has been set, a green checkmark is displayed next to the **Set A Filter** button. When no filter is set, a red X is displayed there. Any time that a filter is set, it can be cleared by choosing the **Set A Filter** button then choosing the No Filter button on the "Set a Subject Record Filter" screen.

Select the ❍ **Request Date** or the ❍ **Completion Date** option to determine the type of date range the report will be based upon. Enter the **Range** of dates to include in the report.

Note: If the Request Date or Completion Date criteria is selected on the Filter screen, then the date settings on the screen above must be set to match the date filter or the desired results will not be achieved.

Choose the **Report Format** to include only summary information for each company in the report or the full details for each subject within the date range and filter, if set.

Place an **X** in the ❑ **Export to Text File** checkbox to export this report to an ASCII text file rather than print, preview, or fax it. The text file which is created can be imported into a spreadsheet or other program for further analysis of your financial data or it can be attached to an email message if needed.

After selecting each of the desired settings, choose the **Continue** button.

Financial Activity Report (*continued from previous page*)

The system will read through all of the subjects within the specified date range and filter to check and ensure that billing codes and prices have been set up for all subject orders within the selected subject criteria. If any incomplete billing codes are found, you will be given the option to print the "Billing Codes Needed" report. This report is covered in the "Generate Bills/Invoices" section earlier in this chapter. Refer to that section for a sample of that report and for an explanation of how to use it to complete the needed billing code/prices setup.

If the ❑ **Export to Text File** checkbox was checked, then the standard Windows "Save As..." dialog will be displayed allowing you to choose a filename and folder to save the text file. For details on using this dialog, refer to Appendix H. Otherwise, the following screen will be displayed to allow you to choose the "output" device.

Choose the output device and the report will be created on that device.

A sample of the Financial Activity Report is displayed below.

Date: 06/02/2001 **Page:** 1

ACME Screening Company

FINANCIAL ACTIVITY REPORT

Requested: 05/01/2001 **through** 05/31/2001

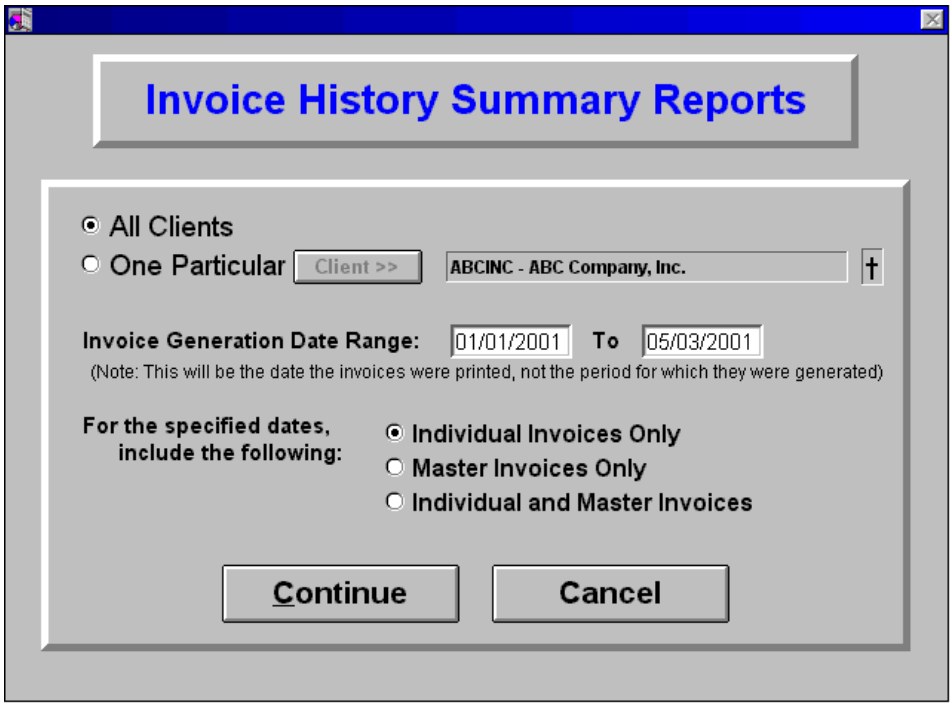
Subject	Billing Code	Fully Complete	Date Requested	Date Returned	Price	Extra Costs
Client: Freds Auto Detailing						
Johnson, Peter	** BY ITEM	☒	05/05/01	05/05/01	13.00	0.00
Freeman, Claude	** BY ITEM	☒	05/06/01	05/06/01	13.00	0.00
Smith, Peter	** BY ITEM	☒	05/06/01		13.00	0.00
Marsh, Bob	** BY ITEM	☒	05/21/01	05/21/01	25.00	0.00
Best, Joe	** BY ITEM	☐	05/24/01		108.00	0.00
Customer, John Q	** BY ITEM	☐	05/29/01		2.00	0.00
Johnson, Paulie	** BY ITEM	☐	05/31/01		25.00	0.00
Totals for Freds Auto Detailing	7	3			199.00	0.00
						199.00
Client: ABC Company, Inc.						
Doe, John	** BY ITEM	☒	05/06/01	05/06/01	26.00	0.00
Williams, Kyle	** BY ITEM	☐	05/22/01		23.00	3.00
Totals for ABC Company, Inc.	2	1			49.00	3.00
						52.00

Invoice History Summary

Accessing this option: This option can be accessed from two places in the system
FRS Manager – Management Reports – Invoice History Summary
FRS Manager – Management Utilities – Receivables Entry -- Invoice History Summary

This option will allow you to print a report with the Invoice History for a specified time period. This report can be used to determine Gross Sales for a time period and will include all of your invoice history since you began to use the FRS system, provided that you haven't deleted any of the invoice history.

When this option is selected, the following screen will be displayed.



Choose **All Clients** or you can generate the report for **One Particular Client**, and select that client with the **Client >>** button. If a cross (†) is displayed next to the currently selected client, then that client has special instructions/notes which can be viewed by selecting the **Client >>** button, then choosing the **View Notes on Highlighted Clients** button from the Client Lookup screen.

Enter the **Invoice Generation Date Range**. An important thing to understand about this date range is that it applies to the date that the invoices were generated, not the billing period for which they were generated. In the example above, the user wanted to see the gross sales for January through April, 2001. Since April's invoices weren't generated until May 3, 2001, the ending date in the range was specified as 05/03/2001.

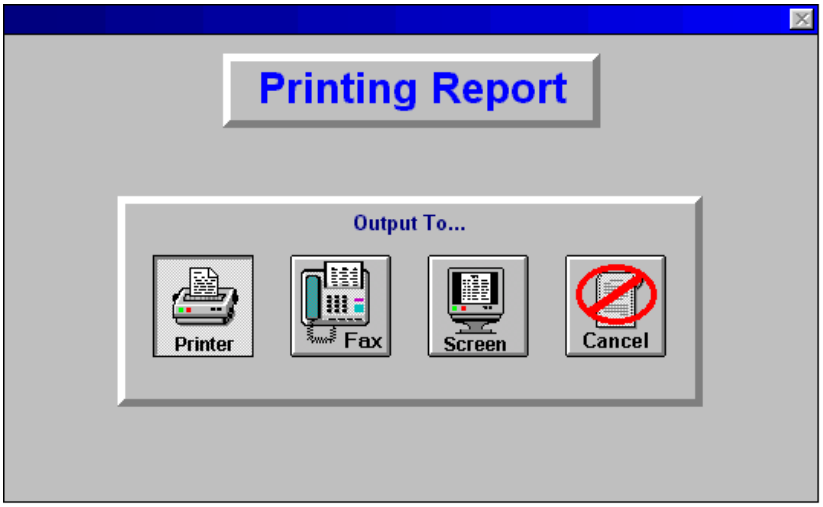
Select whether to include ❍ **Individual Invoices Only,** ❍ **Master Invoices Only** or both the ❍ **Individual and Master Invoices.** Please note that including Individual and Master Invoices will duplicate some totals, because a Master Invoice is simply an informational invoice which recaps the totals from a batch of individual invoices.

After selecting each of the desired settings, choose the **Continue** button.

(*continued on the next page*)

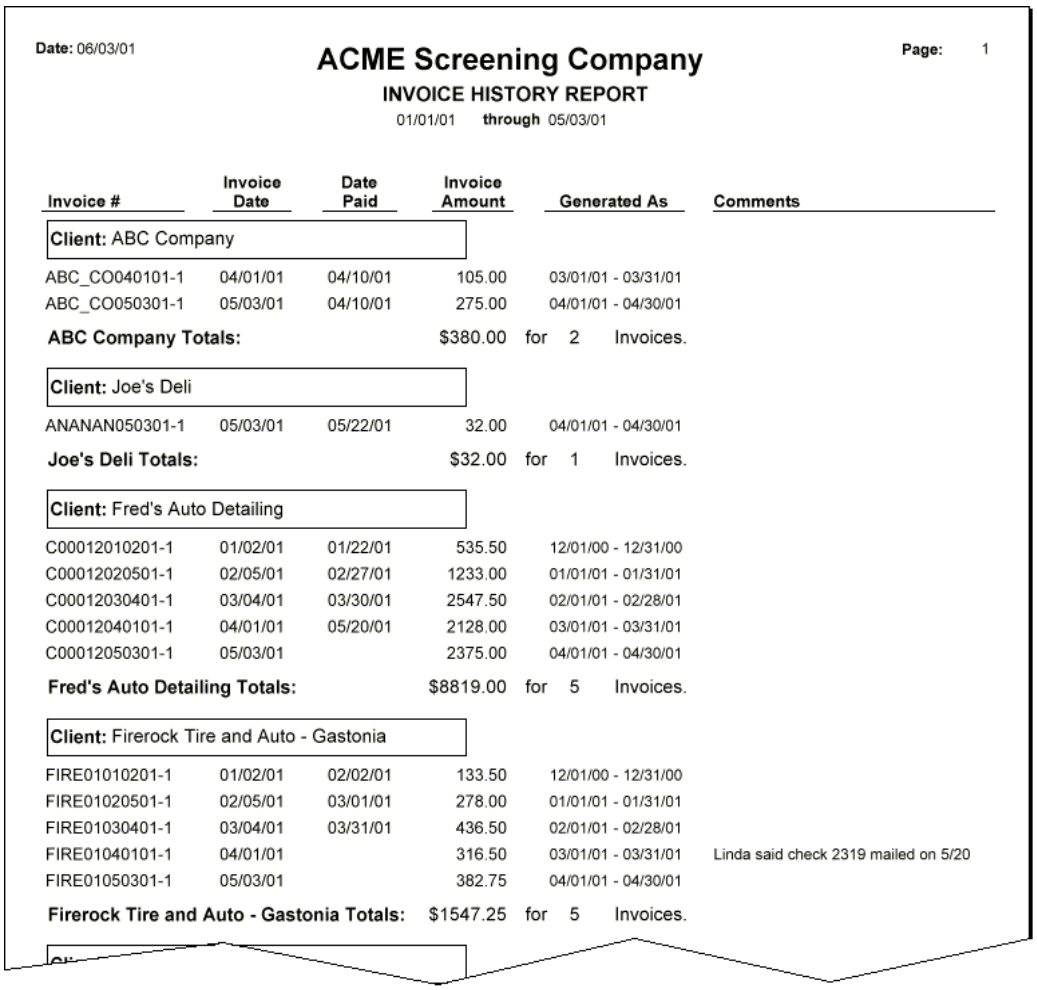
Invoice History Summary (*continued from previous page*)

The following screen will be displayed to allow you to choose the "output" device.



Choose the output device and the report will be created on that device.

A sample of the Invoice History Summary is displayed below.



Date: 06/03/01 Page: 1

ACME Screening Company

INVOICE HISTORY REPORT

01/01/01 **through** 05/03/01

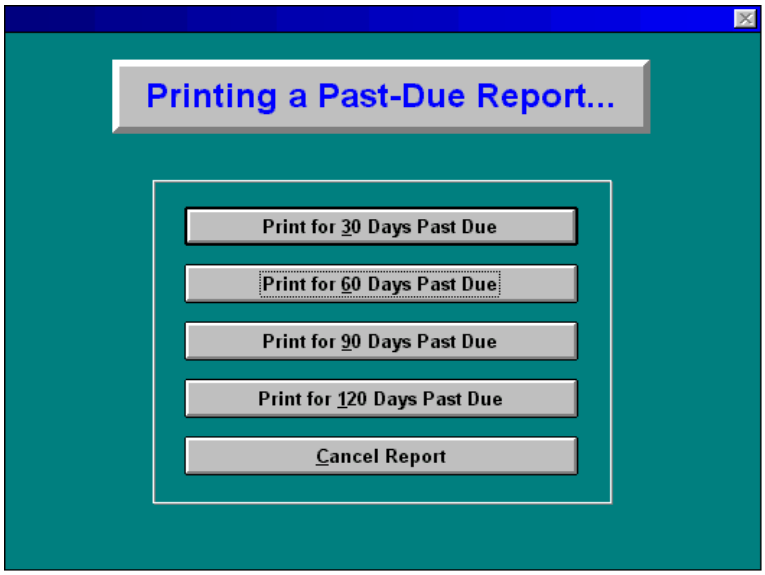
Invoice #	Invoice Date	Date Paid	Invoice Amount	Generated As	Comments
Client: ABC Company					
ABC_CO040101-1	04/01/01	04/10/01	105.00	03/01/01 - 03/31/01	
ABC_CO050301-1	05/03/01	04/10/01	275.00	04/01/01 - 04/30/01	
ABC Company Totals:			$380.00	for 2 Invoices.	
Client: Joe's Deli					
ANANAN050301-1	05/03/01	05/22/01	32.00	04/01/01 - 04/30/01	
Joe's Deli Totals:			$32.00	for 1 Invoices.	
Client: Fred's Auto Detailing					
C00012010201-1	01/02/01	01/22/01	535.50	12/01/00 - 12/31/00	
C00012020501-1	02/05/01	02/27/01	1233.00	01/01/01 - 01/31/01	
C00012030401-1	03/04/01	03/30/01	2547.50	02/01/01 - 02/28/01	
C00012040101-1	04/01/01	05/20/01	2128.00	03/01/01 - 03/31/01	
C00012050301-1	05/03/01		2375.00	04/01/01 - 04/30/01	
Fred's Auto Detailing Totals:			$8819.00	for 5 Invoices.	
Client: Firerock Tire and Auto - Gastonia					
FIRE01010201-1	01/02/01	02/02/01	133.50	12/01/00 - 12/31/00	
FIRE01020501-1	02/05/01	03/01/01	278.00	01/01/01 - 01/31/01	
FIRE01030401-1	03/04/01	03/31/01	436.50	02/01/01 - 02/28/01	
FIRE01040101-1	04/01/01		316.50	03/01/01 - 03/31/01	Linda said check 2319 mailed on 5/20
FIRE01050301-1	05/03/01		382.75	04/01/01 - 04/30/01	
Firerock Tire and Auto - Gastonia Totals:			$1547.25	for 5 Invoices.	

Past Due Reports

Accessing this option: FRS Manager – Management Reports – Past Due Reports

This option will allow you to generate past due reports for tracking and assistance with the collections of invoices which haven't been paid on time. There are many conditions which affect this report, so please read the "Important Notes about Past Due Reports" topic below.

When this option is selected, the following screen will be displayed.



Choose one of the report options from the menu above, depending upon the number of days past due which you wish to track. The system will read through the invoice history to determine if any unpaid invoices were invoiced during the following periods.

30 Days Past Due Report: 30 to 59 days from current date
60 Days Past Due Report: 60 to 89 days from current date
90 Days Past Due Report: 90 to 119 days from current date
120 Days Past Due Report: 120 to 1000 days from current date

If any invoices match the corresponding criteria, then the report will be generated. Otherwise, a message window will be displayed to indicate that no invoices are overdue for the specified time period.

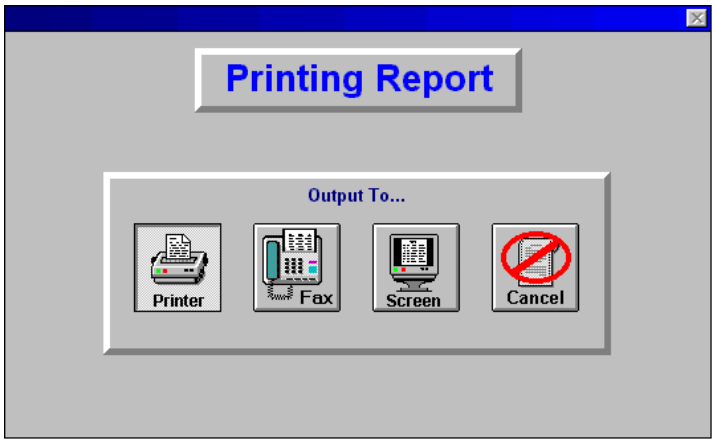
Important Notes about Past Due Reports

- The Invoice Due Date which can optionally be entered when generating invoices is not applicable when determining these past due invoices. This is based on the invoice date instead since the due date is not required during invoice generation.
- Each report includes only the invoices created during the date ranges explained above. Each report is non-exclusive. For example, the 60 Days Past Due Report will not include those 30 days past due also.
- These reports are based on the Invoice History table and are driven by the Receivables Entry option. As invoice payments are received in your office, they should be entered under the Receivables Entry option in FRS. If received payments are not entered here, then they will show up on the past due reports erroneously.

(*continued on the next page*)

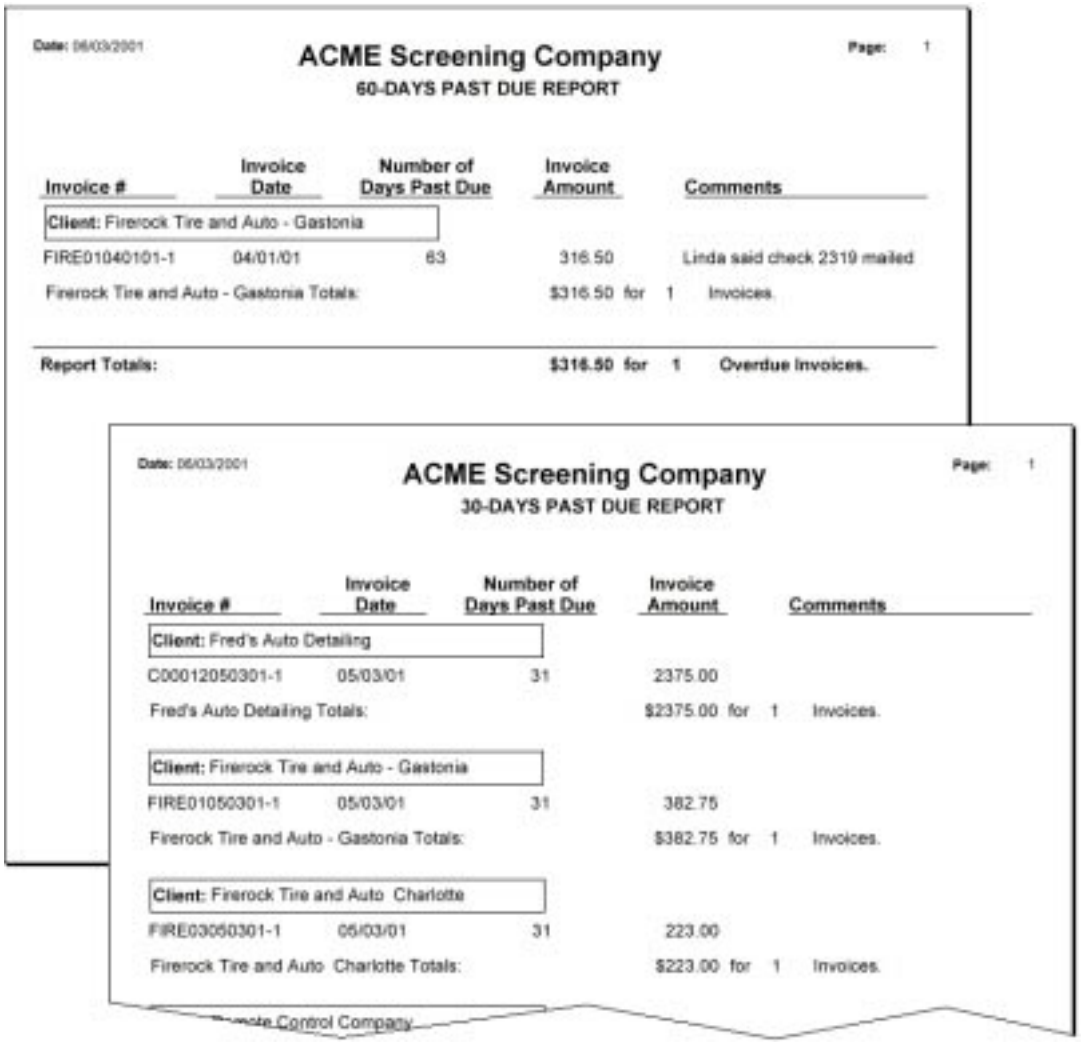
Past Due Reports (*continued from previous page*)

The following screen will be displayed to allow you to choose the “output” device.



Choose the output device and the report will be created on that device.

Samples of the 60 Days and 30 Days Past Due Reports are shown below.



Date: 06/03/2001 Page: 1

ACME Screening Company
60-DAYS PAST DUE REPORT

Invoice #	Invoice Date	Number of Days Past Due	Invoice Amount	Comments
Client: Firerock Tire and Auto - Gastonia				
FIRE01040101-1	04/01/01	63	316.50	Linda said check 2319 mailed
Firerock Tire and Auto - Gastonia Totals:			$316.50 for 1	Invoices.
Report Totals:			**$316.50 for 1**	**Overdue Invoices.**

Date: 06/03/2001 Page: 1

ACME Screening Company
30-DAYS PAST DUE REPORT

Invoice #	Invoice Date	Number of Days Past Due	Invoice Amount	Comments
Client: Fred's Auto Detailing				
C00012050301-1	05/03/01	31	2375.00	
Fred's Auto Detailing Totals:			$2375.00 for 1	Invoices.
Client: Firerock Tire and Auto - Gastonia				
FIRE01050301-1	05/03/01	31	382.75	
Firerock Tire and Auto - Gastonia Totals:			$382.75 for 1	Invoices.
Client: Firerock Tire and Auto Charlotte				
FIRE03050301-1	05/03/01	31	223.00	
Firerock Tire and Auto Charlotte Totals:			$223.00 for 1	Invoices.

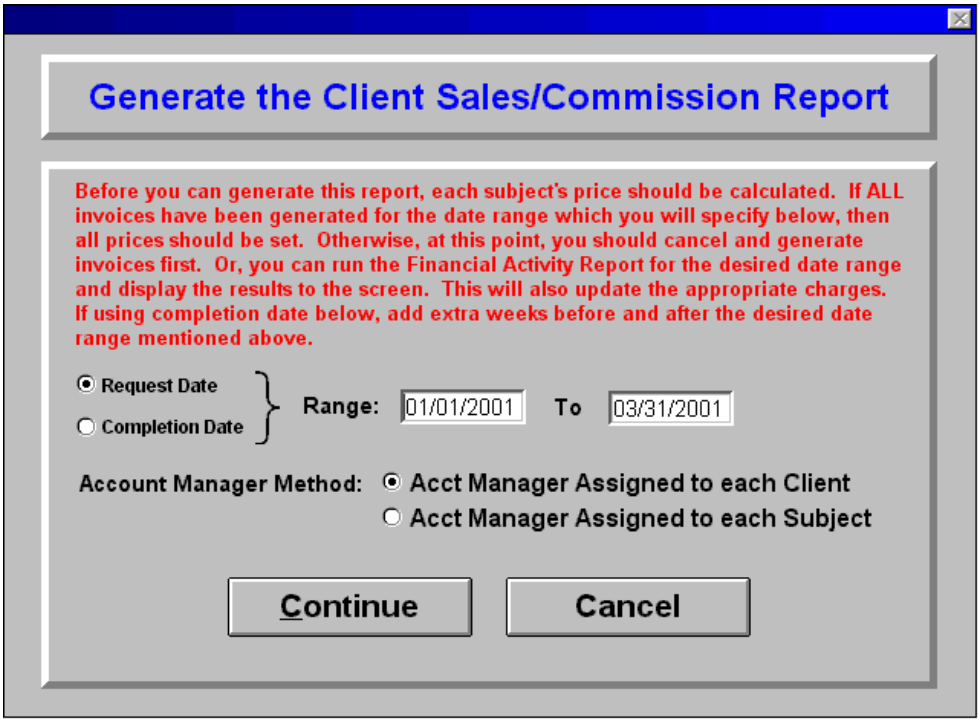
Remote Control Company

Client Sales/Commission Report

Accessing this option: FRS Manager – Management Reports – Client Sales/Commission Report

This option will allow you to print a report which can take your gross sales for a time period and list them sorted and broken out by their assigned Account Manager. Only the sales totals and turnaround averages are provided on this report for you. You can print this report, then take it and apply your sales commission percentage to these totals manually to determine the amount of sales commissions to pay your account managers.

When this option is selected, the following screen will be displayed.



Important: As the message states in the screen above, before you can generate this report, each subject's price for the specified date range must be calculated. If you have recently generated and delivered invoices for the specified date range, then these prices should be set. Otherwise, the simplest way to do this is to first run the Financial Activity Report (covered earlier in this chapter) for the same date range and date type (request or completion), then display that report to the screen. This will take care of generating the appropriate prices for each subject, so this report can be accurately generated.

Select the ❍ **Request Date** or the ❍ **Completion Date** option to determine the type of date range the report will be based upon. Enter the **Range** of dates to include in the report.

Choose the **Account Manager Method.** You can have the report generate the totals based on the Account Manager as assigned to each client in the Client List or to each Account Manager as assigned at the subject level.

After selecting each of the desired settings, choose the **Continue** button.

(*continued on the next page*)

Client Sales/Commission Report (*continued from previous page*)

The following screen will be displayed to allow you to choose the output device.

Choose the output device and the report will be created on that device.

A sample of the Client Sales/Commission Report is displayed below.

Date: 04/03/01 **Page:** 1

ACME Screening Company

Client Sales/Commission Report

Requested: 01/01/01 **through** 03/31/01

Account Manager	Client	Subject Requests	Sales	Average Turnaround
	Yale Norton Lock Manufacturing	8	$200.50	58:55
Totals for		**8**	**$200.50**	**58:55**
FELICIA WALKER	ABC Company, Inc.	3	$78.00	34:00
Totals for FELICIA WALKER		**3**	**$78.00**	**34:00**
FRANKLIN THOMASSON	Firerock Tire and Auto Monroe	1	$38.00	41:29
FRANKLIN THOMASSON	Firerock Tire and Auto Charlotte	9	$216.00	49:23
Totals for FRANKLIN THOMASSON		**1**	**$254.00**	**44:21**
LISA SMITH	Joe's Deli	3	$229.00	23:40
Totals for LISA SMITH		**3**	**$229.00**	**23:40**
ROBERT SIMON	Freds Auto Detailing	41	$1047.00	103:01
Totals for ROBERT SIMON		**41**	**$1047.00**	**103:01**
Totals for this Report:		**65**	**$1808.50**	**120:59**

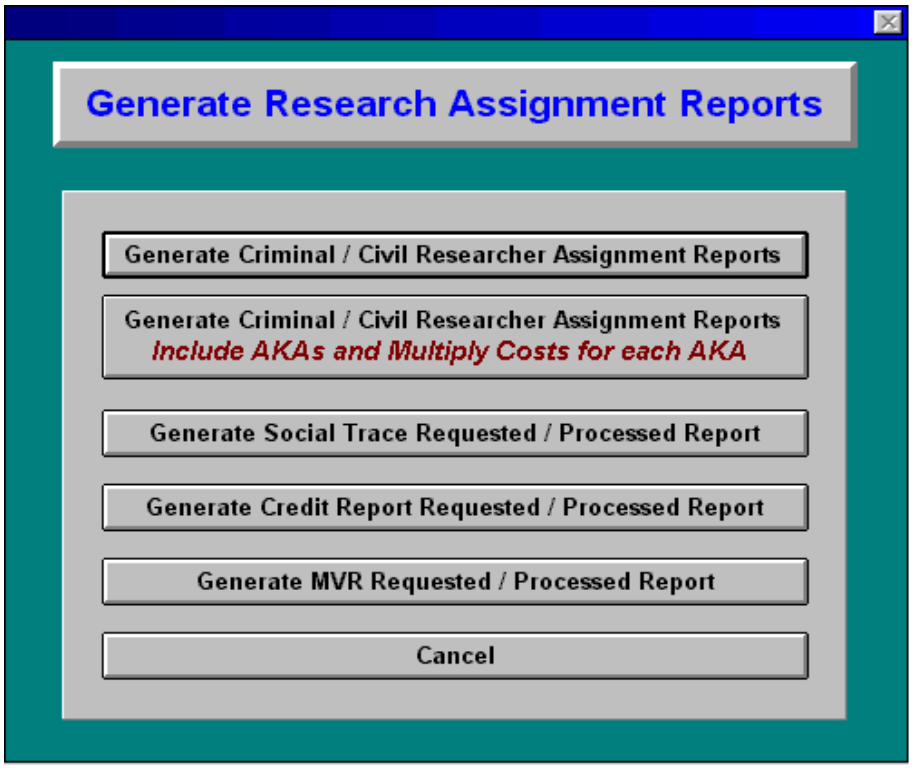
Note: Like the client "Yale Norton Lock Manufacturing" above, if clients or subject requests (depending upon the Account Manager method selected) do not have an Account Manager assigned, they will show in this report with a blank Account Manager.

Research Assignment Reports

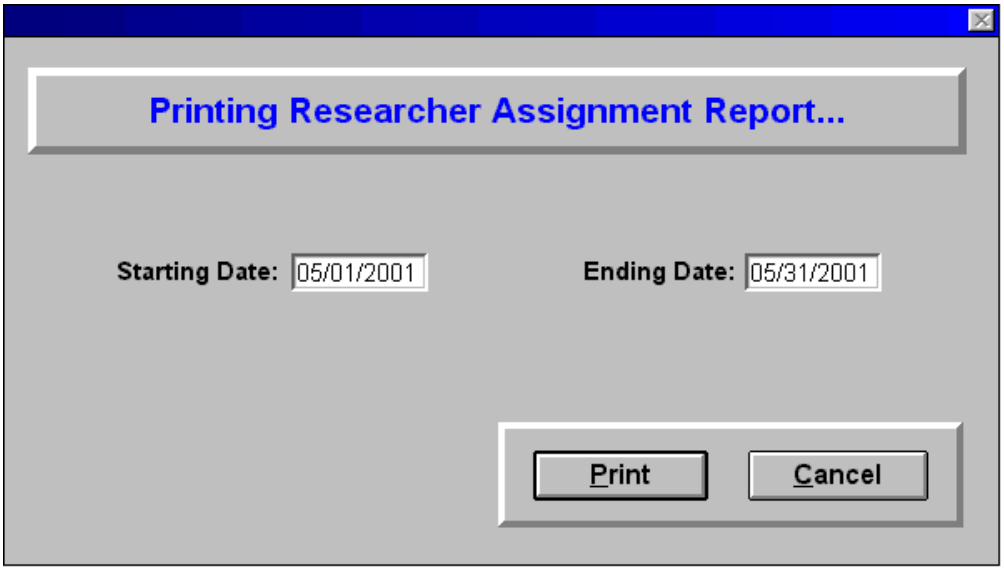
Accessing this option: FRS Manager – Management Reports – Research Assignments

This is a collection of reports which can be generated to list the research sources for profile requests which have been sent out of the system for research. As explained in a previous topic "Special Notes on FRS Financial Reports" earlier in this section of chapter 4, these reports can be used to help resolve researcher's (vendors) invoices or can be used to generate researcher (vendor) statements to determine fees owed to them.

When this option is selected, the following menu is displayed.



Selecting any of these options will generate Researcher Assignment reports for the profile requests specified in the title of each option. Each selected report will first display the following screen for you to enter the date range of requests to include in the report.

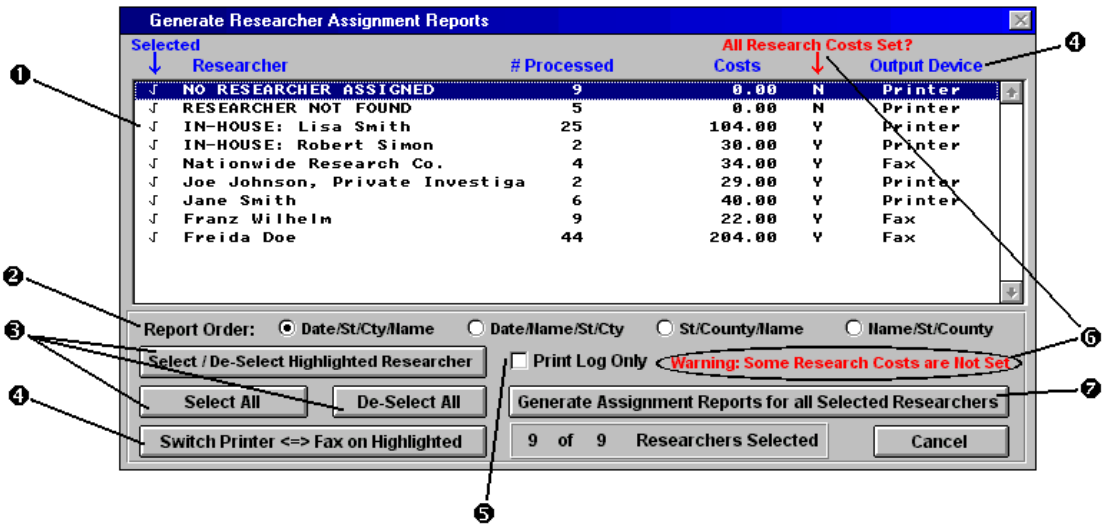


Enter the date range for which you wish to generate the report then choose the **Print** button

Research Assignment Reports (*continued from previous page*)

- **Criminal/Civil Research Assignment Reports**
- **Criminal/Civil Research Assignment Reports (Include AKAs and Multiply Costs for each AKA)**

When either of these two Research Assignment Report options is selected, the date range screen (shown at the bottom of the previous page) is displayed and the date range for the report is entered. The system then reads through the subject requests (in the main subject table only) and sorts them out by the assigned researcher. Then the following screen is displayed.



❶ The list of the researchers with assignments within the specified time period is displayed here. Each is initially selected with a checkmark in the first column.

❷ The **Report Order** can be specified to indicate the order that each assigned request will print on the report.

❸ Use these buttons to select the researcher or researchers for which you wish to print the report. You can also double-click on an item in the list with the left mouse button or press <enter> on a highlighted item to select or de-select it. When a researcher is selected to report on, there will be a checkmark in the "Selected" column.

❹ In the **Output Device** column, the device (either "printer" or "fax") will be pre-selected based upon the "Method of Transmission" set for each of the researchers under their setup information in the Researcher List. To switch the "Output Device" for the highlighted researcher, select the **Switch Printer <=> Fax on Highlighted** button.

❺ Place an **X** in the **Print Log Only** checkbox if you prefer to print the listing above rather than the individual Researcher Assignment reports.

❻ If any of the costs have *not* been set up under the Geographical Coverage Areas for some researchers, then a "Warning" will be displayed at the bottom of this screen. The "All Research Costs Set?" column will indicate which researchers have missing costs set up for one or more of their coverage areas. If these indicators appear here, then to provide more accurate reports, you should cancel and go to the Researcher List and complete the "Costs" for each researcher's coverage area.

❼ When each researcher for which you wish to report has been selected, choose this button to generate the Research Assignment reports and deliver them via the device selected in the "Output Device" column for each. The reports will be printed or faxed, then a log will be printed listing each Research Assignment report generated.

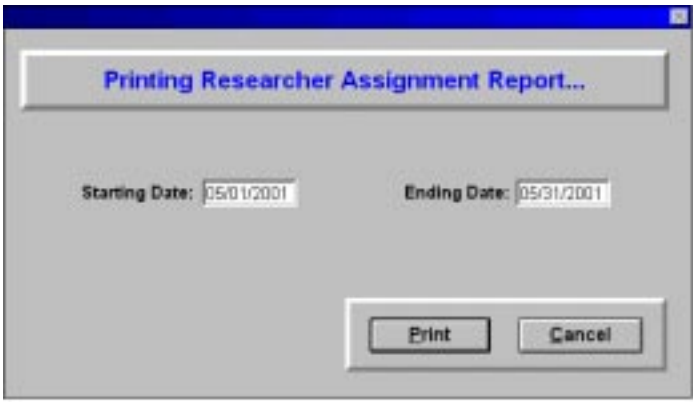
NOTES:

- If an item shows up in the list above as "NO RESEARCHER ASSIGNED" then the requests under this "researcher" could be listed here for a variety of reasons: 1) The requests were not sent out using the "One-Touch" Search List Distribution option, but were instead sent using the manual Criminal / Civil Search Lists options without a researcher assigned and "Yes" was selected when asked to set the

requests as "sent" to the researcher, 2) Additional "yes records" were entered for a subject and the subject is still open and not closed out, 3) The original "Pending" request from the Criminal/Civil History screen for a subject was deleted - this request record tracks the researcher to which the request was sent for research, or 4) For some reason, a subject's criminal or civil requests have not been sent out for research.

- If an item shows up in the list above as "RESEARCHER NOT FOUND" then this indicates a researcher to which requests were sent has been deleted from the Researcher List. For this reason, it is recommended that researchers not be deleted from this list, but instead only have their Geographical Coverage Areas unassigned.
- For either of these situations ("NO RESEARCHER ASSIGNED" or "RESEARCHER NOT FOUND"), you can print out these Research assignment reports and investigate each subject on these lists. There, you can determine which of the supplied reasons here under these "Notes:" caused these subjects to show up on either of these lists and make any adjustments to your system or your internal procedures to correct any problems found. When editing and researching any of the subjects in these lists, on the Criminal/Civil History screen you can choose the "Display / Reset Researcher Assigned to Highlighted Result" button for details on the assignment.

- **Generate Social Trace Requested / Processed Report**
- **Generate Credit Report Requested / Processed Report**
- **Generate MVR Requested / Processed Report**



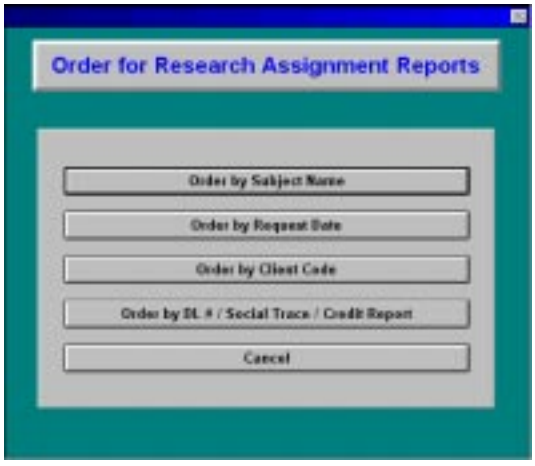
When either of these three Research Assignment Report options are selected, the date range screen is displayed and the date range for the report is entered.

The system then reads through the subject requests (in the main subject table only) to determine if there are any requests for the type of report and date range selected.

If not, an error message is displayed to indicate this. Otherwise, the Output Device selection screen is displayed.

Select the output device to which you wish to generate the report.

Next, the following menu screen is displayed.



From this menu, choose the order for which you wish to have the research assignments print on this report. The first three options are based on standard subject information.

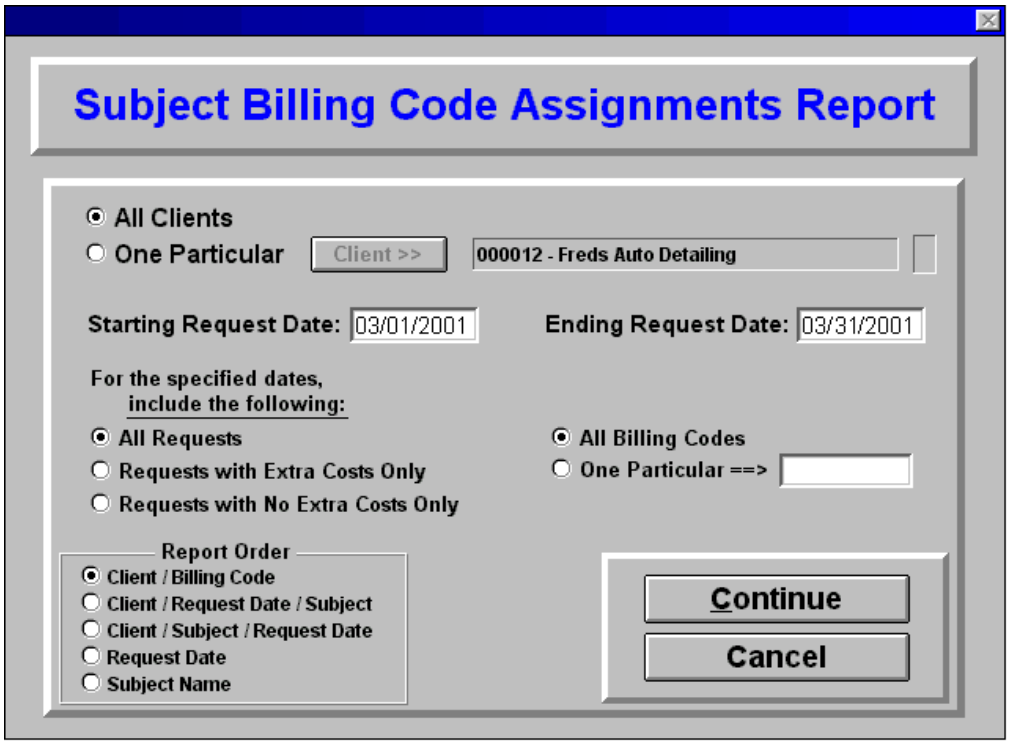
The fourth option is specialized based on the type of Research Assignment report being generated. If the Social Trace or Credit Report Assignment report is selected, the fourth option will sort the report contents by the default order of subject name. If the MVR Assignment report is selected and this fourth sort order option is selected, the report will be sorted by Drivers License State/Drivers License Number.

Subject Billing Code Assignments Report

Accessing this option: FRS Manager – Management Reports – Subject Billing Code Assignments Report

This option will allow you to print a report detailing each of the Billing Codes assigned to subjects for a certain billing period. This report has been designed to assist you in researching the billing code assignments for your subjects for a variety of purposes. If you wish to remove a package billing code, but will first need to find all of the subjects assigned with that particular billing code then this report will help. You can use this report for any other type of investigation or tracking of the billing code assignments at the subject level.

When this option is selected, the following screen will be displayed.



Choose **All Clients** or you can generate the report for **One Particular Client**, and select that client with the **Client >>** button. If a cross (†) is displayed next to the currently selected client, then that client has special instructions/notes which can be viewed by selecting the **Client >>** button, then choosing the **View Notes on Highlighted Clients** button from the Client Lookup screen.

Enter the **Starting** and **Ending Request Date Range**. This date applies to the request dates for the subjects to be included on this report.

Several other options are provided to allow flexibility in generating this report as needed. These are the options to include **All Requests**, or to select subject requests based on the **Extra Costs** associated with each. The report can be generated for **All Billing Codes**, or you can select to only have **One Particular** Billing Code filtered out for the report.

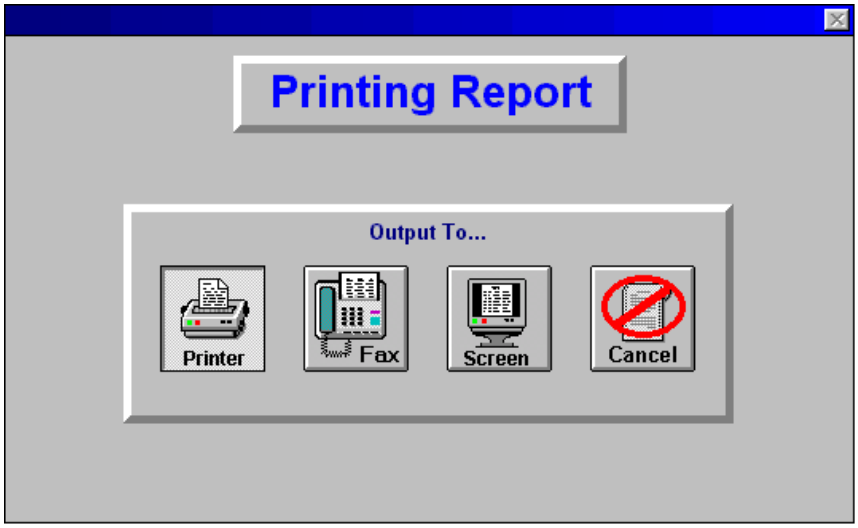
Lastly, you can specify the **Report Order** for the items listed in the report.

After selecting each of the desired settings, choose the **Continue** button.

(*continued on the next page*)

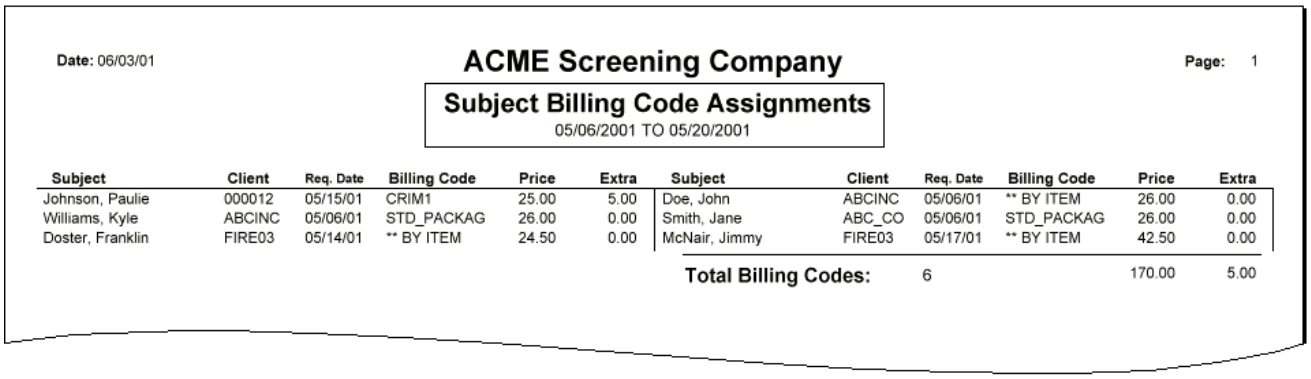
Subject Billing Code Assignments Report (*continued from previous page*)

The following screen will be displayed to allow you to choose the “output” device.



Choose the output device and the report will be created on that device.

A sample of the Subject Billing Code Assignments Report is displayed below.



Date: 06/03/01 Page: 1

ACME Screening Company

Subject Billing Code Assignments

05/06/2001 TO 05/20/2001

Subject	Client	Req. Date	Billing Code	Price	Extra	Subject	Client	Req. Date	Billing Code	Price	Extra
Johnson, Paulie	000012	05/15/01	CRIM1	25.00	5.00	Doe, John	ABCINC	05/06/01	** BY ITEM	26.00	0.00
Williams, Kyle	ABCINC	05/06/01	STD_PACKAG	26.00	0.00	Smith, Jane	ABC_CO	05/06/01	STD_PACKAG	26.00	0.00
Doster, Franklin	FIRE03	05/14/01	** BY ITEM	24.50	0.00	McNair, Jimmy	FIRE03	05/17/01	** BY ITEM	42.50	0.00
						Total Billing Codes:		6		170.00	5.00

Chapter 5: System Reports

The following system reports are available in FRS for tracking the research performed by your company and reporting to your clients. In this chapter, each of the following will be discussed.

- Daily Activity Report
- Daily Status Report
- Consumer Letters
- Business Productivity Analysis
- Creating Labels
- Complete Listing of System Reports

Daily Activity Report

Accessing this option: Main FRS Application – Reports Menu Tab – Daily Activity Report

This option will allow you to print a report with the daily activity of subject requests for a specified time period. A Filter can be set to include only selected subject requests on the report. This report can be used to track search requests ordered and report them to your clients when needed. This report only includes subjects in the main subject table, and does not include those which have been moved to Subject Backup History.

When this option is selected, the following screen will be displayed.

Choose the **Set a Filter** button to display the Filter Screen if you wish to choose a subset of subjects to include in the report. When a filter has been set, a green checkmark is displayed next to the **Set A Filter** button. When no filter is set, a red X is displayed there. Any time that a filter is set, it can be cleared by choosing the **Set A Filter** button, then selecting the No Filter button on the "Set a Subject Record Filter" screen.

Enter the Request **Starting Date** and **Ending Date** Range to include in the report.

Note: If the Request Date criteria is selected on the "Filter" screen, then the date settings on the screen above must be set to match the request date filter or the desired results will not be achieved.

Choose the criteria for determining the **Turnaround Time** within the report.

Place an **X** in the ❑ **Export to Text File** checkbox to export this report to an ASCII text file rather than print, preview, or fax it. The text file which is created can be imported into a spreadsheet or other program for further analysis of your subject data or it can be attached to an email message if needed.

After selecting each of the desired settings, choose the **Continue** button.

Daily Activity Report

(*continued from previous page*)

If the ❑ **Export to Text File** checkbox was checked, then the standard Windows "Save As..." dialog will be displayed allowing you to choose a filename and folder to save the text file. For details on using this dialog, refer to Appendix H. Otherwise, the following screen will be displayed to allow you to choose the "output" device.

Choose the output device and the report will be created on that device.

A sample of the Daily Activity Report is displayed below.

ACME Screening

ACME Screening Company
DAILY ACTIVITY REPORT
05/01/01 **through** 05/31/01

Page: 1
Date: 06/04/01

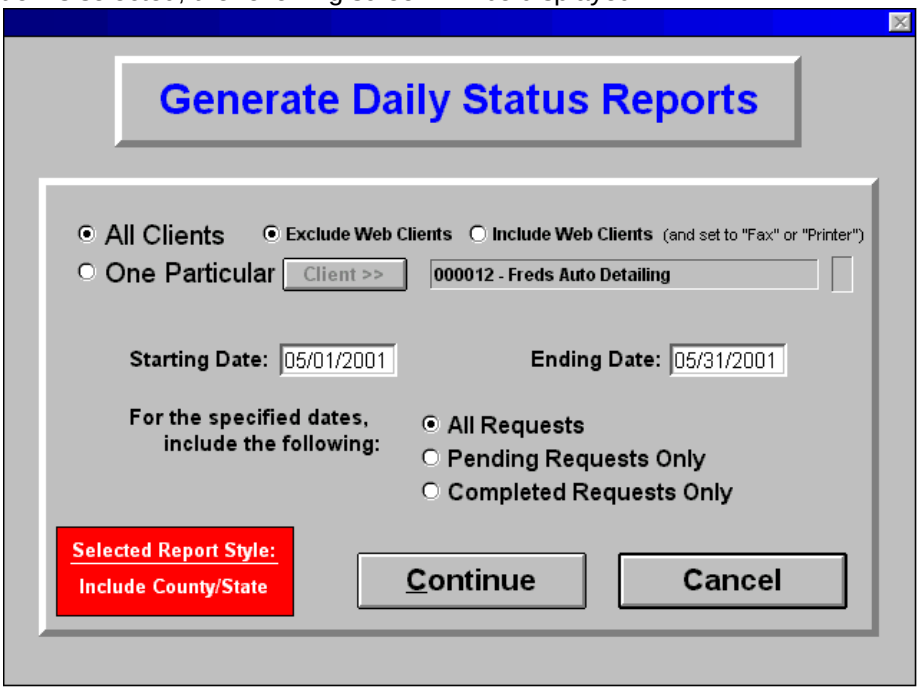
Subject	Req. Date	SS#	DOB	Reference	Fully Compl.	Crim/ Civil	Record?	MVR	Wkrs Comp	Credit	SSN Trace	Educ	Empl	Prof Lic	Other Srch Types	Date Returned	Turnaround Time
Client: Freds Auto Detailing																	
Johnson, Paulie	05/15/01	334-44-4221	02/04/22		☐	☒		☐	☐	☐	☐	☐	☐	☐	☐		
Totals for Freds Auto Detailing		1	**Complete:**	0													
Client: ABC Company, Inc.																	
Doe, John	05/06/01	111-22-3333	09/03/44		☐	☒		☐	☐	☐	☐	☐	☐	☐	☐		
Smith, Jane	05/06/01	001-99-9999	11/23/59		☒	☒	✓	☐	☐	☐	☐	☐	☐	☐	☐	05/08/01	36:41
Williams, Kyle	05/06/01	019-11-9919	09/03/44		☒	☒		☐	☐	☐	☐	☐	☐	☐	☐	05/08/01	33:10
Totals for ABC Company, Inc.		3	**Complete:**	2													
Client: Firerock Tire and Auto Charlotte																	
Doster, Franklin	05/14/01	001-55-1234		00003669	☐	☒		☒	☐	☐	☒	☐	☐	☐	☐		
McNair, Jimmy	05/17/01	001-99-0012		00003679	☐	☒	✓	☐	☐	☐	☒	☐	☒	☐	☐		
Bass, Earnest T	05/22/01	001-10-6789		00003677	☐	☒		☐	☐	☐	☒	☒	☐	☐	☐		
Totals for Firerock Tire and Auto Charlotte		3	**Complete:**	0													
Client: Yale Norton Lock Manufacturing																	
Bonham, Brenda T	05/04/01	555-00-0000	06/06/56		☒	☒		☐	☐	☐	☐	☐	☐	☐	☐	05/09/01	60:21
Carter, Fredia	05/04/01	393-99-2200		00003698	☐	☐		☒	☐	☐	☐	☐	☐	☐	☐		
Conners, Kalvin K	05/04/01	555-00-0000	06/06/56		☐	☒		☐	☐	☒	☐	☒	☐	☐	☐		
Griffin, Frances	05/04/01	393-99-2200			☐	☐		☒	☐	☐	☐	☐	☐	☐	☐		
Haskins, Larry	05/04/01	555-00-0000	06/06/56		☒	☒	✓	☐	☐	☒	☐	☒	☐	☐	☒	05/10/01	84:24
James, Joe	05/04/01	393-99-2200		00003698	☐	☐		☒	☐	☐	☐	☐	☐	☐	☐		
Jones, James J	05/04/01	222-54-1698	12/12/69	123456789	☐	☒		☐	☐	☐	☐	☐	☐	☐	☐		
Keffer, Steven	05/04/01	393-99-2200			☐	☐		☒	☐	☐	☐	☐	☐	☐	☐		
Kiker, Cletus	05/04/01	555-00-0000	06/06/56		☐	☒		☐	☐	☐	☐	☐	☐	☐	☐		

Daily Status Report

Accessing this option: Main FRS Application – Reports Menu Tab – Daily Status Report

This option will allow you to generate Daily Status Reports for any of your clients to report the status of search requests for a specified time period. There is a free-form Daily Status field available for each subject on the Add/Edit Subjects screen where you can enter special status messages that can be communicated back to your clients by using this report. For those subjects with no special Daily Status entered, the system will generate a daily status for them when this report is generated. The criteria for this system-generated daily status is explained later in this section. This report only includes subjects in the main subject table, and does not include those which have been moved to Subject Backup History.

When this option is selected, the following screen will be displayed.



Choose **All Clients** or you can generate the report for **One Particular Client**, and select that client with the **Client >>** button. If a cross (†) is displayed next to the currently selected client, then that client has special instructions/notes which can be viewed by selecting the **Client >>** button, then choosing the **View Notes on Highlighted Clients** button from the Client Lookup screen.

Note: If you are licensed for the FRS Web Application and FRS Website Interface, then for any of your clients set with a Transmission Method of "Website Posting", the **Exclude** or **Include Web Clients** setting above will determine whether or not these Web Clients will be included when "All Clients" is selected in this screen. You can also manually generate a Daily Status Report for any of your web clients to print or fax by selecting them using the "One Particular Client" option.

Enter the **Starting** and **Ending Date** Range. This will determine the subjects to include on the report, which will be those subjects requested within this specified date range.

Select whether to include ❍ **All Requests,** ❍ **Pending Requests Only** or ❍ **Completed Requests Only.**

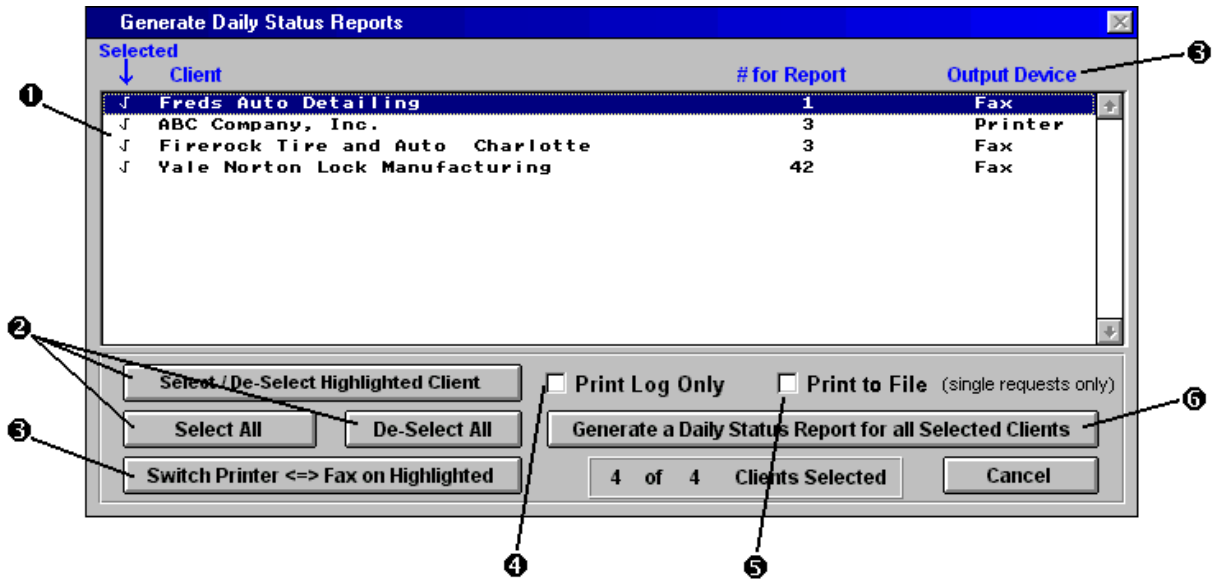
The **Selected Report Style** is displayed in the lower left-hand corner of this screen. There are two Daily Status Report Styles to choose from, and these are covered in the *Maintain General System Defaults* section of Chapter 2: System Setup.

After selecting each of the desired settings, choose the **Continue** button.

Daily Status Report

(*continued from previous page*)

The system reads through the subject requests (in the main subject table only) and sorts them out by the client. The following screen is then displayed.



❶ The list of clients with requests ordered within the specified time period is displayed here. Each is initially selected with a checkmark in the first column.

❷ Use these buttons to select the client or clients for which you wish to generate a Daily Status Report. You can also double-click on a client in the list with the left mouse button or press <enter> on a highlighted client to select or de-select it. When a client is selected to generate a report, there will be a checkmark in the "Selected" column.

❸ In the **Output Device** column, the device (either "printer" or "fax") will be pre-selected based on the "Method of Transmission" set for each of the clients under their setup information in the Client List. To switch the "Output Device" for the highlighted client, select the **Switch Printer <=> Fax on Highlighted** button.

❹ Place an **X** in the ❑ **Print Log Only** checkbox if you prefer to print the listing above rather than the individual Daily Status Reports.

❺ If only one of the clients is "selected" in the list above, then the ❑ **Print to File** checkbox will become enabled. If you place an **X** in this checkbox, then the one selected client's Daily Status Report can be exported to an ASCII text file rather than printed, previewed, or faxed. The text file which is created can be imported into a spreadsheet or other program for further analysis of your subject data or it can be attached to an email message if needed and emailed to a client. When this box is checked, the standard Windows "Save As..." dialog will be displayed allowing you to choose a filename and folder into which the text file will be saved. For details on using this dialog, refer to Appendix H.

❻ When each client for which you wish to report has been selected, choose this button to generate the Daily Status Reports and deliver them via the device selected in the "Output Device" column for each. The reports will be printed or faxed, then a log will be printed listing each Daily Status Report generated.

NOTES:

- If you are licensed for the FRS Web Application and FRS Website Interface, the Daily Status Report can be configured for generation once per hour by the FRS Automation Server for delivery to your web site for all of the clients set up with a Transmission Method of "Website Posting". See the *FRS Automation Server* section of Chapter 6: Utilities for more information on this feature.
- Reminder: If you are licensed for the FRS Web Application and FRS Website Interface, then any of the clients set with a Transmission Method of "Website Posting" will not be included when "All Clients" is selected to generate the Daily Status Reports. You can manually generate a Daily Status Report for your web clients to print or fax by selecting them using the "One Particular Client" option.

(*continued on the next page*)

NOTES: (continued from the previous page)

- When the free-form Daily Status field has been filled out for a subject, that information will print in the "Status" column for the subject on the Daily Status Report. If this field is blank for a subject, then the system will generate a "status" for each subject according to the following guidelines:

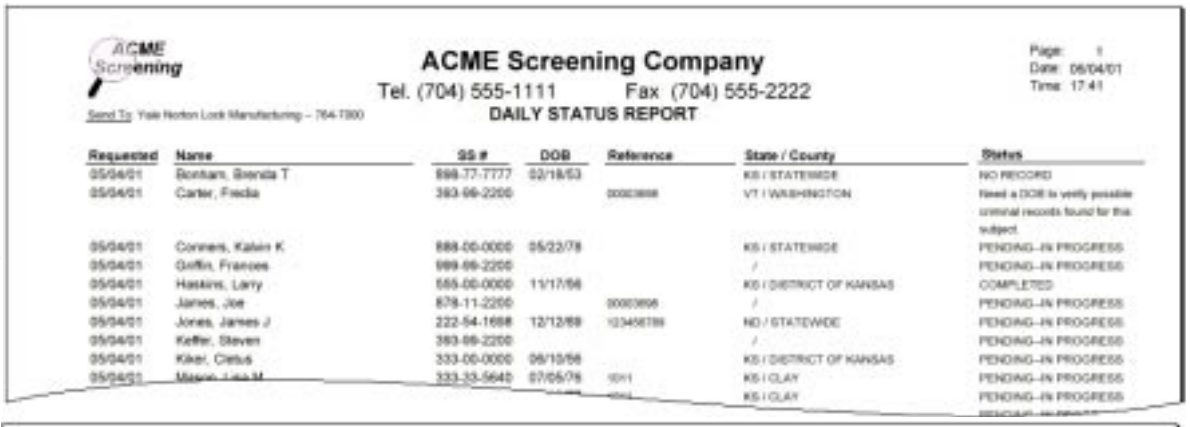
  For Subjects with a Criminal/Civil Research Request Only
  - If the subject is in "Pending" Status
    - For subject requests that were received on the date the report is generated
      > The status will be set to "RECEIVED–IN PROGRESS"
    - For subject requests were received on a date prior to the date the report is generated
      > The status will be set to "PENDING–IN PROGRESS"
  - If the subject has been set to "No Record", the status will reflect "NO RECORD"
  - If the subject has been set to "Yes Record"
    - If the subject's results have been "sent" to the client
      > The status will be set to "RECORD FOUND—RPT SENT"
    - If the subject's results have not been delivered to the client
      > The status will be set to "RECORD FOUND"
  - If the subject's status is "Incomplete", the status will be set to "ADDITIONAL INFO NEEDED"

  For subjects with requests that include more than Criminal/Civil only, or any profile besides Criminal/Civil
  - If the subject is set to "Fully Complete"
    - If the results have been delivered to the client
      > The status will be set to "COMPLETED—RPT SENT"
    - If the results have not been delivered to the client
      > The status will be set to "COMPLETED"
  - If the subject has not yet been completed
    - For subject requests that were received on the date the report is generated
      > The status will be set to "RECEIVED–IN PROGRESS"
    - For subject requests were received on a date prior to the date the report is generated
      > The status will be set to "PENDING–IN PROGRESS"

- There are two different Daily Status "Report Styles" which are set under the "Maintain General System Defaults" explained in Chapter 2: System Setup. Samples of these two Report Styles are displayed below.

Style 1: Short Status Description (Include County/State)

This style was designed for wholesale criminal providers

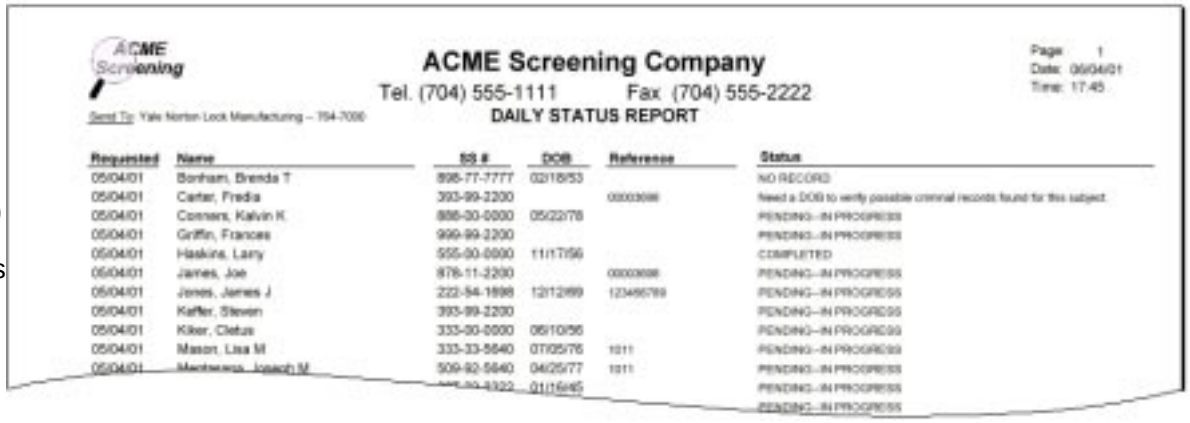


ACME Screening Company
Tel. (704) 555-1111 Fax (704) 555-2222
DAILY STATUS REPORT

Requested	Name	SS #	DOB	Reference	State / County	Status
05/04/01	Bonham, Brenda T	898-77-7777	02/18/53		KS / STATEWIDE	NO RECORD
05/04/01	Carter, Freda	393-99-2200		00003698	VT / WASHINGTON	Need a DOB to verify possible criminal records found for this subject
05/04/01	Conners, Kalvin K	888-00-0000	05/22/78		KS / STATEWIDE	PENDING--IN PROGRESS
05/04/01	Griffin, Frances	999-99-2200			/	PENDING--IN PROGRESS
05/04/01	Haskins, Larry	555-00-0000	11/17/56		KS / DISTRICT OF KANSAS	COMPLETED
05/04/01	James, Joe	876-11-2200		00003698	/	PENDING--IN PROGRESS
05/04/01	Jones, James J	222-54-1698	12/12/69	123456789	NO / STATEWIDE	PENDING--IN PROGRESS
05/04/01	Keffer, Steven	393-99-2200			/	PENDING--IN PROGRESS
05/04/01	Kiker, Cletus	333-00-0000	06/10/56		KS / DISTRICT OF KANSAS	PENDING--IN PROGRESS
05/04/01	Mason, Lisa M	333-33-5640	07/05/76	1011	KS / CLAY	PENDING--IN PROGRESS
					KS / CLAY	PENDING--IN PROGRESS

Style 2: Long Status Description (Exclude County/State)

This style was designed for full screening providers



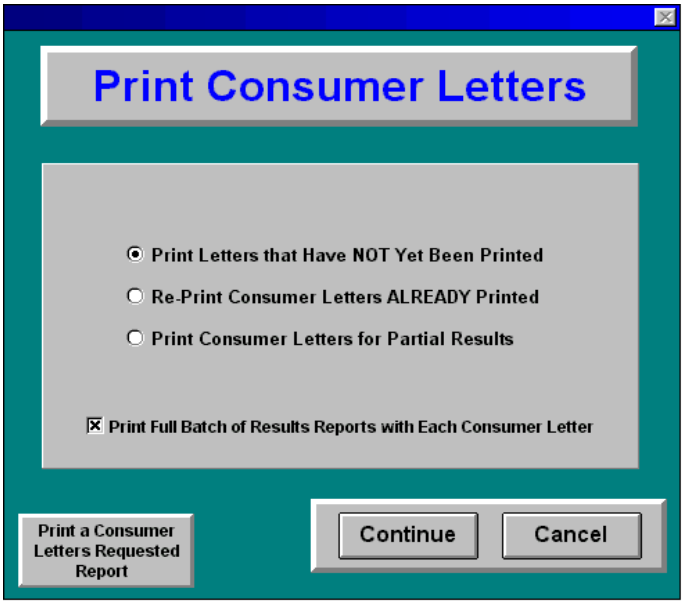
ACME Screening Company
Tel. (704) 555-1111 Fax (704) 555-2222
DAILY STATUS REPORT

Requested	Name	SS #	DOB	Reference	Status
05/04/01	Bonham, Brenda T	898-77-7777	02/18/53		NO RECORD
05/04/01	Carter, Freda	393-99-2200		00003698	Need a DOB to verify possible criminal records found for this subject
05/04/01	Conners, Kalvin K	888-00-0000	05/22/78		PENDING--IN PROGRESS
05/04/01	Griffin, Frances	999-99-2200			PENDING--IN PROGRESS
05/04/01	Haskins, Larry	555-00-0000	11/17/56		COMPLETED
05/04/01	James, Joe	876-11-2200		00003698	PENDING--IN PROGRESS
05/04/01	Jones, James J	222-54-1698	12/12/69	123456789	PENDING--IN PROGRESS
05/04/01	Keffer, Steven	393-99-2200			PENDING--IN PROGRESS
05/04/01	Kiker, Cletus	333-00-0000	06/10/56		PENDING--IN PROGRESS
05/04/01	Mason, Lisa M	333-33-5640	07/05/76	1011	PENDING--IN PROGRESS
05/04/01	Montesano, Joseph M	509-92-5640	04/25/77	1011	PENDING--IN PROGRESS
					PENDING--IN PROGRESS
					PENDING--IN PROGRESS

Consumer Letters

Accessing this option: Main FRS Application – Reports Menu Tab – Consumer Letters

To assist in maintaining compliance with the Fair Credit Reporting Act (FCRA) § 606. Disclosure of investigative consumer reports [15 U.S.C. § 1681d], the **Consumer Letters** option has been provided in this system. To order a Consumer Report for a subject, place an **X** in the ❑ **Consumer Letter** checkbox on the Add/Edit Subjects screen. To print the Consumer Letters for those subjects which have been selected to receive one, choose this option from the Reports Menu in the main FRS application. The following screen will be displayed.



Select one of the main options:

❍ **Print Letters that Have NOT Yet Been Printed**: This option will select all subjects for which a Consumer Letter has been requested, is fully complete, and has not been printed.

❍ **Re-Print Consumer Letters ALREADY Printed** This option will select all subjects for which a Consumer Letter has been requested, is fully complete, and has Already been printed.

❍ **Print Consumer Letters for Partial Results** This option will select all subjects for which a Consumer Letter has been requested, but is not yet complete.

❑ **Print Full Batch of Results Reports with Each Consumer Letter**
When an **X** is present in this checkbox, a full set of results reports will print out for each subject selected to receive a Consumer Letter.

Select the desired settings explained above then choose the **Continue** button. The rest of the process is detailed on the next page.

Print a Consumer Letters Requested Report

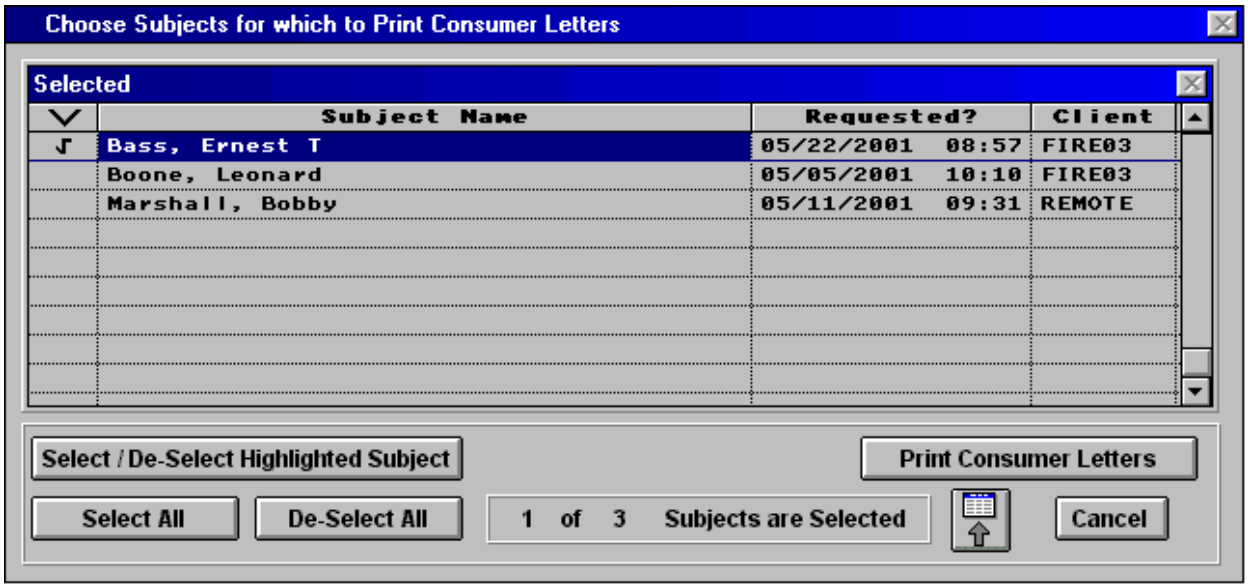
Select this button to print a report listing all of the Consumer Letters which have been requested and generated out of your system for a specified time period.

(*continued on the next page*)

Consumer Letters

(*continued from previous page*)

When the **Continue** button is selected, the system will check for any Consumer Letter Requests which match your selected criteria. If any subjects match that criteria, a list like the following will be displayed.



Select the subject or subjects for whom you wish to print Consumer Letters by placing a checkmark in the "Selected" column, then choose the **Print Consumer Letters** button.

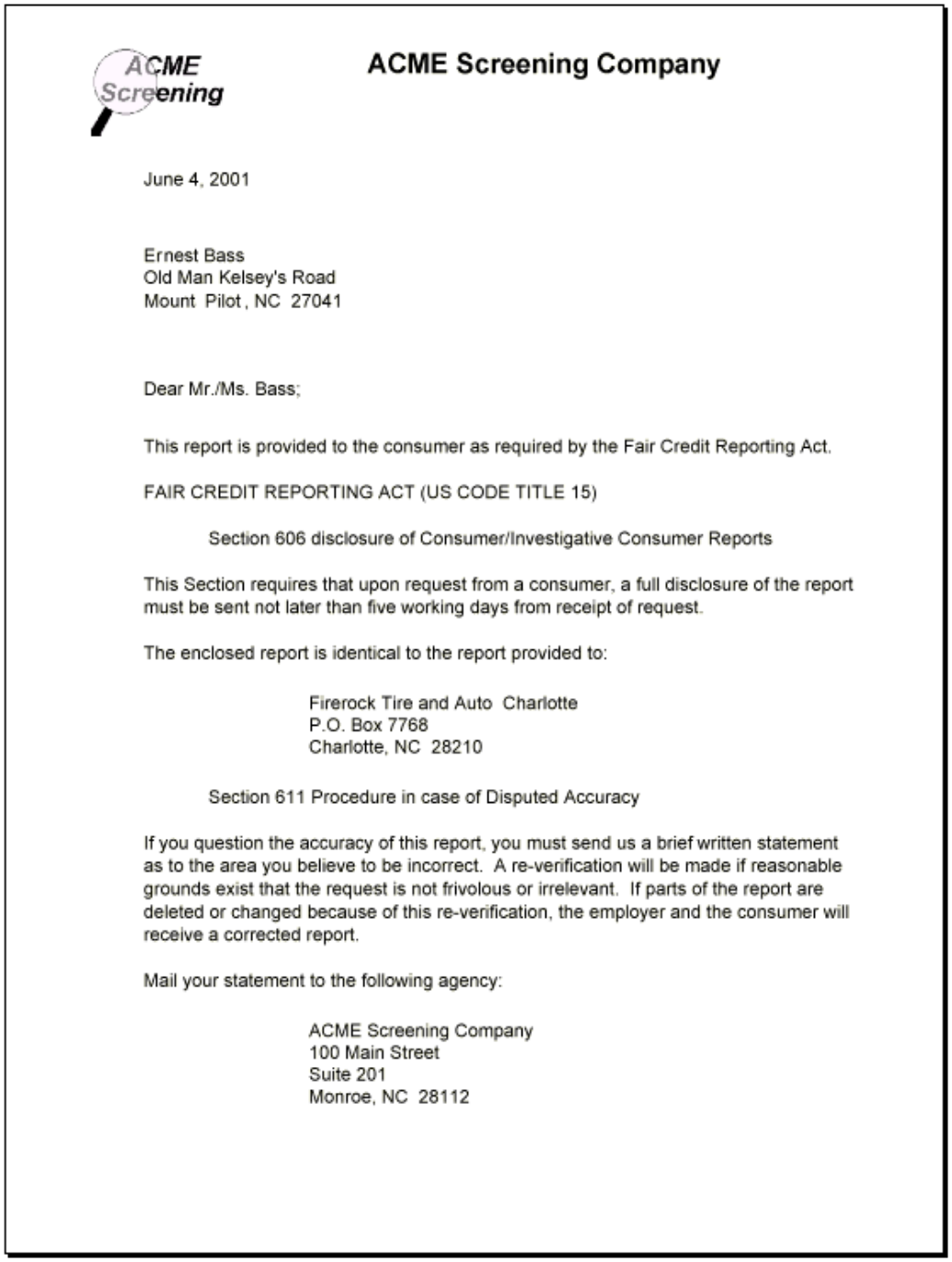
If the ❑ **Print Full Batch of Results Reports with Each Consumer Letter** checkbox is checked on the first Consumer Letters settings screen, a window like the following will be displayed to allow you to specify which results reports to print.

Choose the **Print** button to continue and print the Consumer Letter(s) and corresponding results reports. The printer selection screen will be displayed, allowing you to select the printer to which you wish to print the reports. The Consumer Letters will always print to the printer. There is no option available for sending Consumer Letters to the screen or fax.

A sample of the printed Consumer Letter is shown on the next page.

Consumer Letters

(*continued from previous page*)



ACME Screening Company

June 4, 2001

Ernest Bass
Old Man Kelsey's Road
Mount Pilot, NC 27041

Dear Mr./Ms. Bass;

This report is provided to the consumer as required by the Fair Credit Reporting Act.

FAIR CREDIT REPORTING ACT (US CODE TITLE 15)

Section 606 disclosure of Consumer/Investigative Consumer Reports

This Section requires that upon request from a consumer, a full disclosure of the report must be sent not later than five working days from receipt of request.

The enclosed report is identical to the report provided to:

Firerock Tire and Auto Charlotte
P.O. Box 7768
Charlotte, NC 28210

Section 611 Procedure in case of Disputed Accuracy

If you question the accuracy of this report, you must send us a brief written statement as to the area you believe to be incorrect. A re-verification will be made if reasonable grounds exist that the request is not frivolous or irrelevant. If parts of the report are deleted or changed because of this re-verification, the employer and the consumer will receive a corrected report.

Mail your statement to the following agency:

ACME Screening Company
100 Main Street
Suite 201
Monroe, NC 28112

Notes:

- The body of the Consumer Letter can be changed. See the *Maintain Consumer Letter, Disclaimers & FCRA Notices* section in Chapter 2: System Setup for more details.
- The full text of the Fair Credit Reporting Act (FCRA) can be found at the following website:
  > http://www.ftc.gov/os/statutes/fcra.htm
  You should thoroughly check the FCRA to determine if and when the creation and delivery of Consumer Letters is applicable to your business.

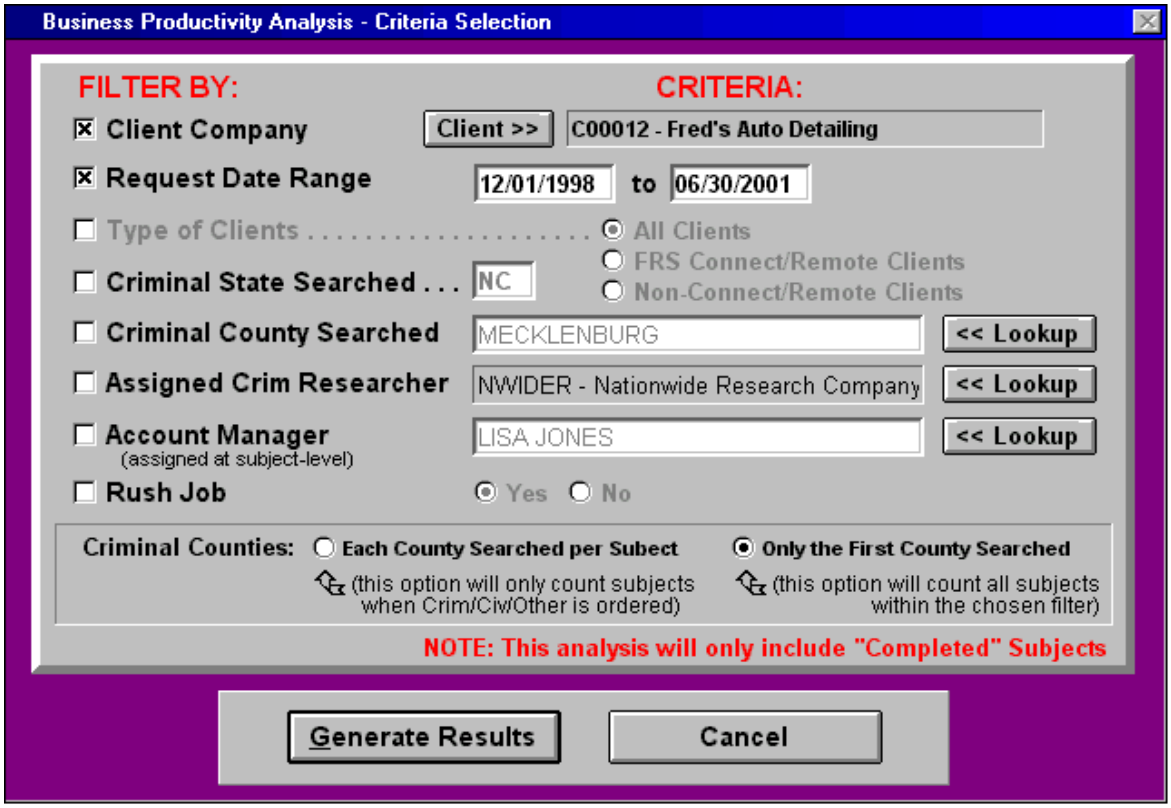
Business Productivity Analysis

Accessing this option: FRS Manager – Management Reports – Business Productivity Analysis

The Business Productivity Analysis option is a very powerful tool designed to provide detailed insights into your company's business productivity in the areas of turnaround, hit ratios, and volume. There are also features under this option to track the "type" of requests and different profiles being ordered by your clients.

All of your subject requests can be filtered for this process using a variety of different criteria. This is the only reporting tool in FRS which allows you to report on the subjects in your main subject table as well as those in Subject Backup History. The results can be summarized by client, researcher, date, month/year, state, county, and more to provide you with a very useful tool for analyzing the operations of your research or screening business. The summarized results of this analysis can also be graphed as explained later in this section.

When the Business Productivity Analysis option is selected in the FRS Manager, the following screen is displayed.

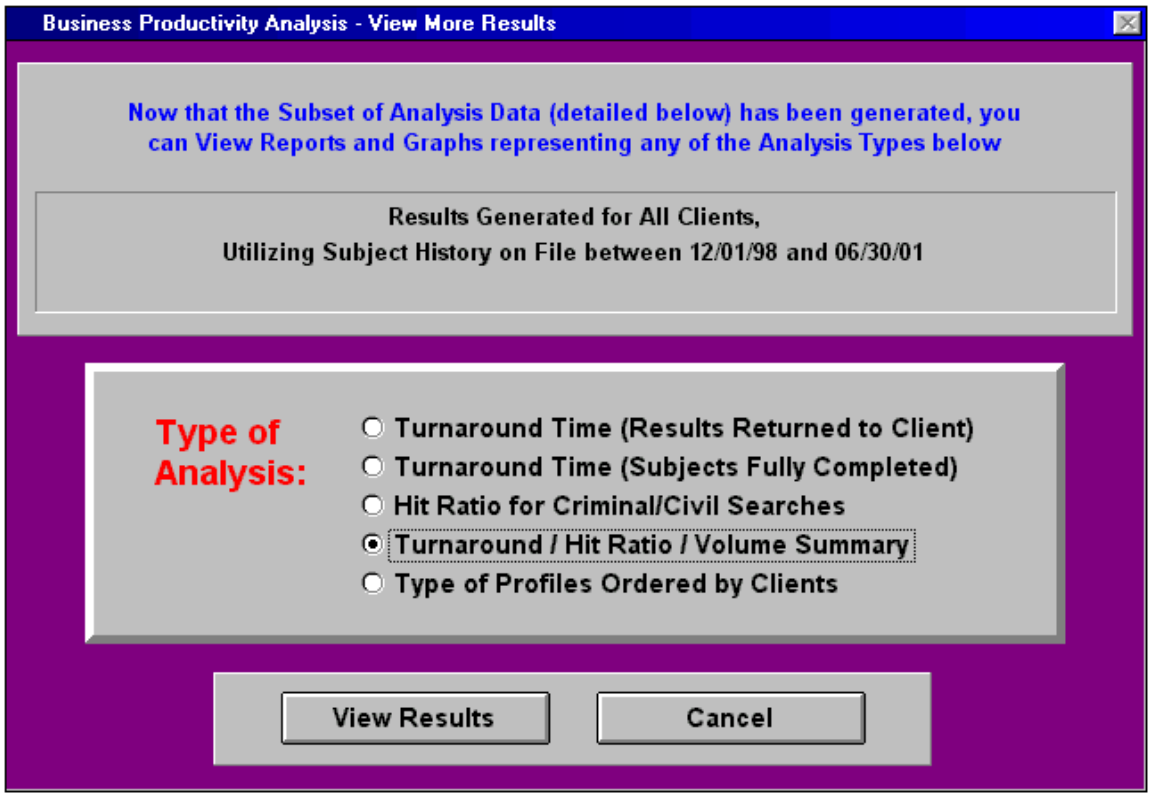


Choose the **Filter By** options and corresponding **Criteria** to generate the Business Productivity reports using any unique combination of information that you need.

- The **Request Date Range** can go back as far as your oldest request in the system, even back into the Subject Backup History.
- The **Criminal Counties** filter allows for a great deal of flexibility. Select the first option (Each County Searched per Subject) to run reports and gain indepth details on the criminal and civil side of your operations and gage the performance of your criminal civil researchers. Select the second option (Only the First County Searched) when you want to view analysis based on a wide array of profiles ordered by your clients. **Note** that the **first option** will *only count* subjects with the Criminal/Civil/Other profile ordered and the **second option** will *count all* subjects within the chosen filter.
- **Please Note:** This analysis will only include **Completed** Subjects.

Once the Filter Criteria is selected, choose the **Generate Results** button. The system will read through the subjects which meet the filter criteria and create summary data sets in memory. When the selected filter criteria includes a large subset of data, this process can take some time to complete. Therefore, a status window will be displayed in the upper right-hand corner of the screen to keep you informed of the progress as this data is summarized.

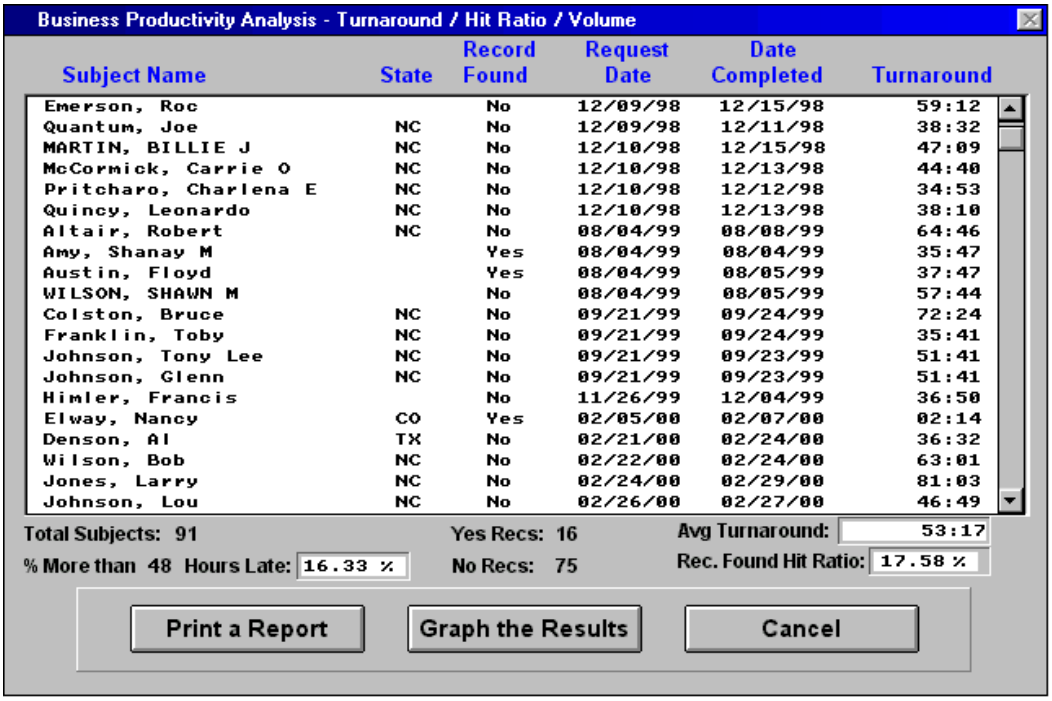
When the data summarization has completed, the screen below will be displayed. Keep in mind that at this point, you can view any of these report options based on the subset of analysis data with little or no wait now that the data has been summarized.



Choose one of the options under **Type of Analysis** then select the **View Results** button. The first four options are pretty similar, so the most comprehensive of these, the **Turnaround / Hit Ratio / Volume Summary** will be covered in this manual, as well as the **Type of Profiles Ordered by Clients** option.

Turnaround / Hit Ratio / Volume Summary

Select the **Turnaround / Hit Ratio / Volume Summary** option then choose the **View Results** button. A summary screen like the following will be displayed.



Each of the "completed" subjects that match the filter criteria will be displayed in the scrolling list above. In the lower section of this screen you will find very pertinent information with counts for the Total Subjects and the number of Yes Records and No Records. Also displayed on this screen are the Average Turnaround time, the Record Found Hit Ratio percentage, and the percentages of requests which took more than 48 Hours (the number that you have set in the system to turn a request RED) to complete.

Choose the **Print a Report** button to access many report printing options with further summaries of this data, or choose the **Graph the Results** button to generate graphs of these summaries. When the **Print a Report** button is selected, the following menu will be displayed.

For **Printing a Report**, when you select a report option from the menu, the following selection screen will be displayed allowing you to choose the output device for the report.

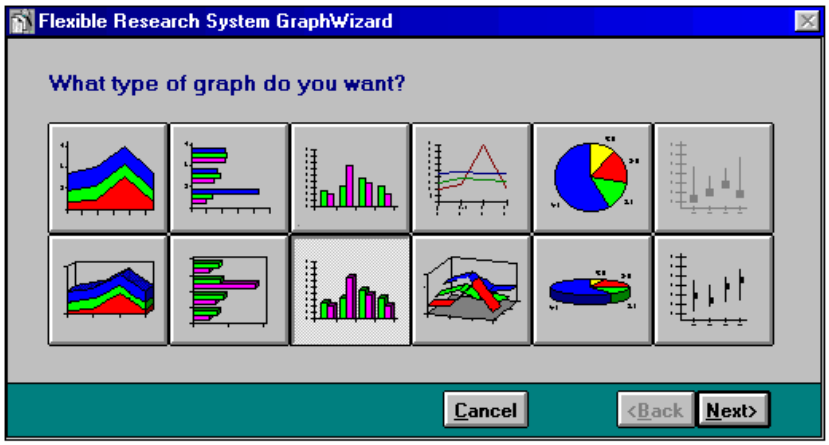
Select an option here to generate the summary report.

The option to **Graph the Results** is explained on the next page.

Turnaround / Hit Ratio / Volume Summary

(*continued from previous page*)

When the **Graph the Results** button is selected, you will select a report summary option from the report menu displayed at the bottom of the previous page, then the **FRS Graph Wizard** will be initiated.



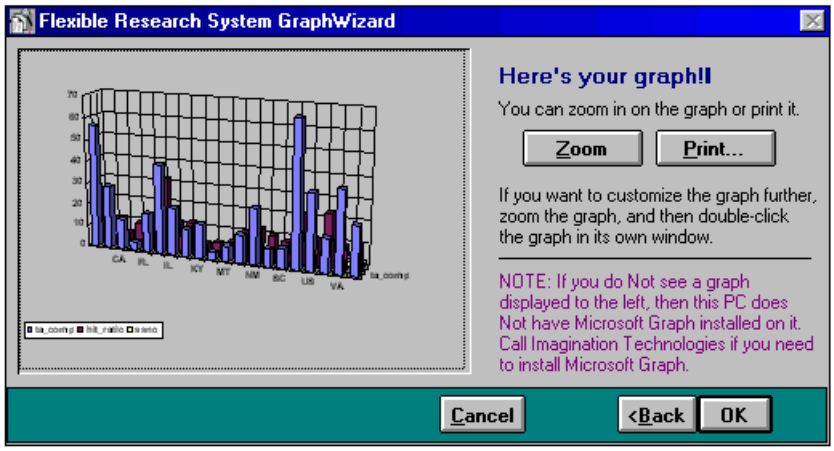
Choose the type of graph you wish to create then select the **Next** button.

The top row of buttons here will generate 2-dimensional graphs while the bottom row will generate 3-dimensional graphs.

Follow the prompts in the FRS Graph Wizard to generate a graph, then the final screen in the wizard will be displayed.

Your graph will be displayed here. Choose the **Zoom** button to zoom in on the graph and it will be displayed in its own window (like the next screen sample below). Select the **Print** button to print the graph.

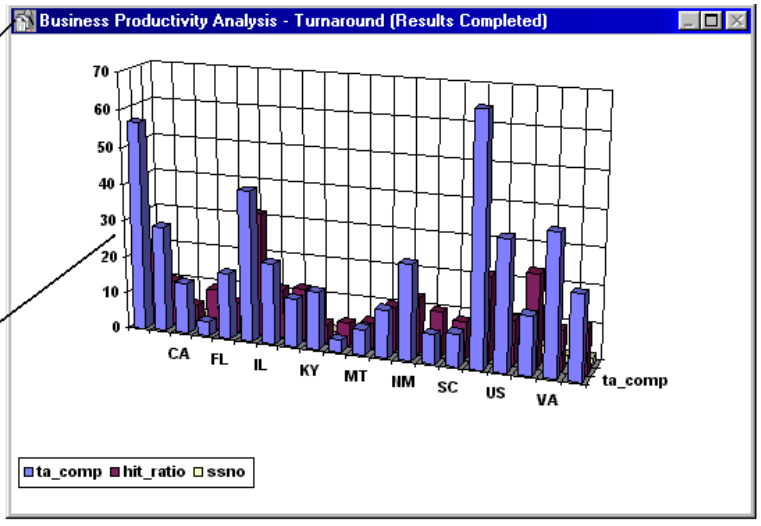
If a graph is not displayed in this screen, then your workstation does not have the Microsoft Graph 5.0 runtime version installed. This software is shipped with FRS and can be installed on any of your workstations. See **Appendix A** for instructions on installing the graph component.



Graph Zoom Window:

Double-click on this icon to close this window when you are finished viewing and manipulating this graph.

Double-click on the graph itself to customize the graph further.

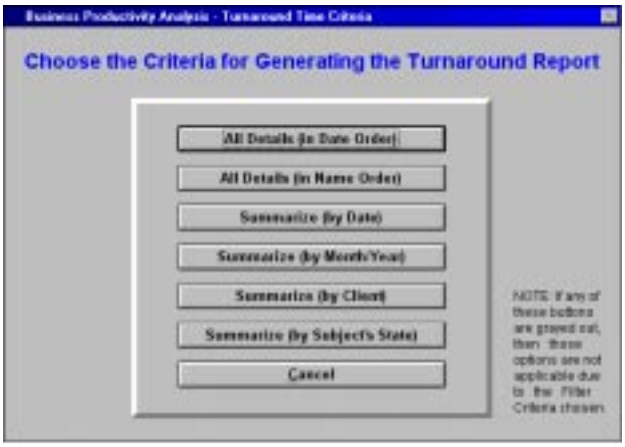


- **Turnaround Time (Results Returned to Client)**
- **Turnaround Time (Subjects Fully Completed)**
- **Hit Ratio for Criminal/Civil Searches**

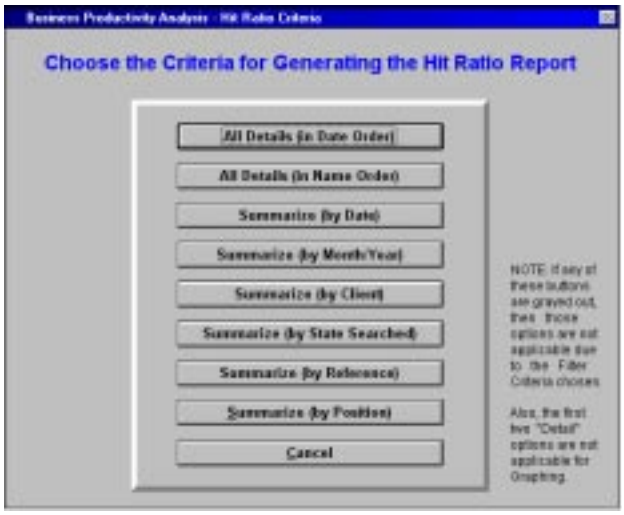
The three analysis types listed above are processed like the Turnaround / Hit Ratio / Volume Summary analysis type (covered on the two preceding pages) with a few differences which are described below.

The Report and Graph options are different for these analysis types. They also include the ability to print the details from this analysis. The Hit Ratio report can be summarized by the Reference and Reference #2 (Position) fields. Other differences are illustrated in the menu samples below.

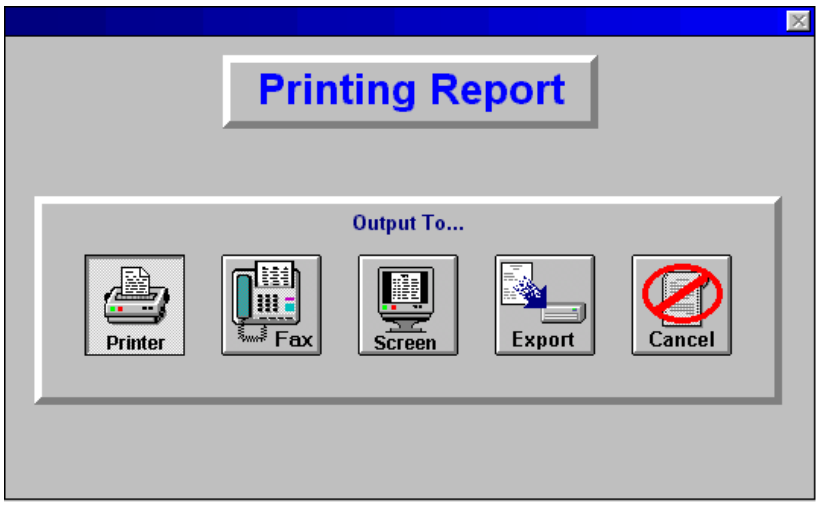
Turnaround Print/Graph Options:



Hit Ratio Print/Graph Options:

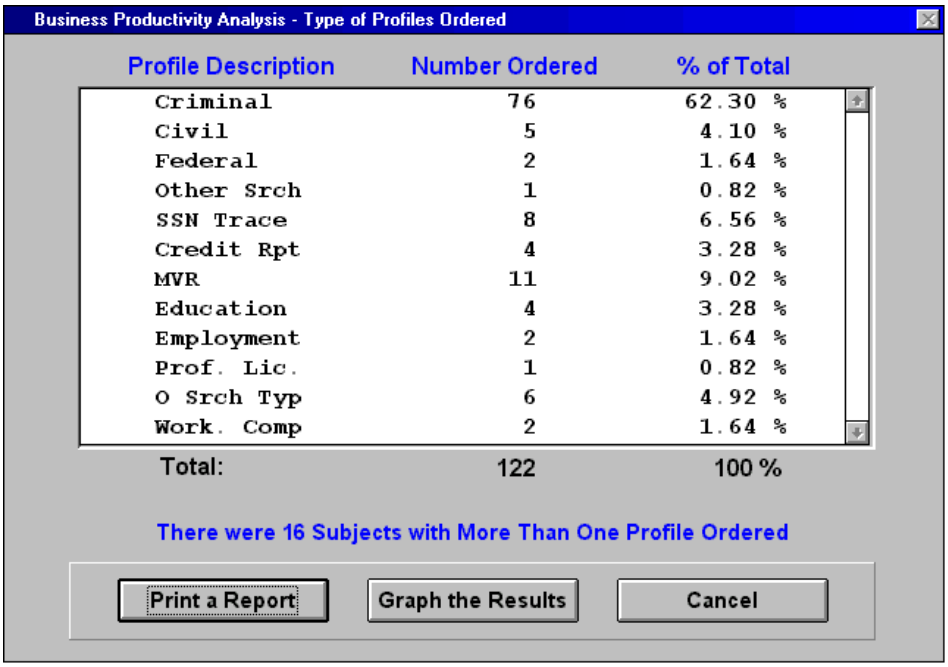


Another important difference is the ability to Export the results of the analysis with these analysis types. When an option is selected from the menus above, the following output selection screen is displayed.

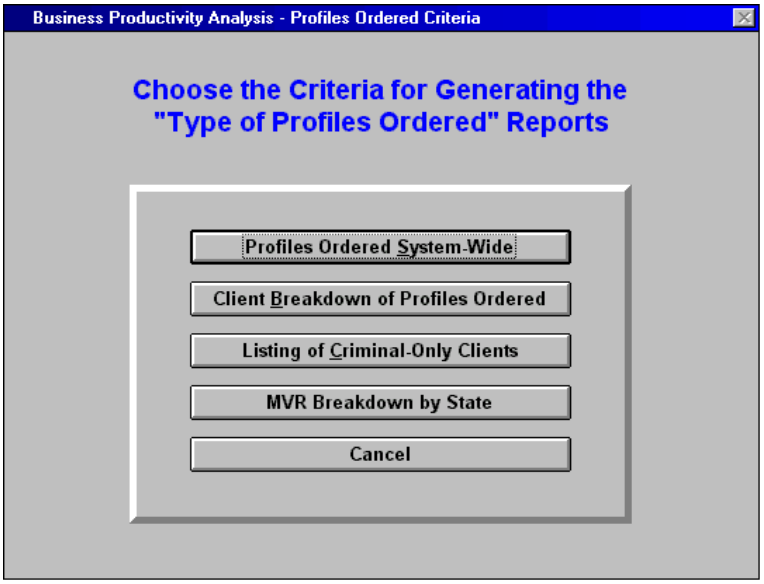


Type of Profiles Ordered by Clients

Select the **Type of Profiles Ordered by Clients** "Type of Analysis" option then choose the **View Results** button. A summary screen like the following will be displayed.



This screen will show you the breakdown by profiles ordered for the subjects which meet your filter criteria for analysis. Choose the **Print a Report** button for many options to print reports with further summaries of this data. The following menu is displayed.



You can select any of these report options and send the reports to the printer, screen, or fax.

Choose the **Graph the Results** button to generate a graph of the breakdown displayed in the screen at the top of this page.

Special Analysis Reports

With the Business Productivity Analysis feature, the following special reports can be generated based on your research data.

Researcher Performance Report:

1. Select the desired filter criteria and make sure to select the first option (Each County Searched per Subject) under the **Criminal Counties** filter option.
2. Select the **Turnaround / Hit Ratio / Volume Summary** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **Summarize by Researcher** or **Summarize by Researcher / State /County** option.

Client Volume Breakdown Report (method 1):

1. Select the desired filter criteria and make sure to select the second option (Only the First County Searched) under the **Criminal Counties** filter option.
2. Select the **Turnaround / Hit Ratio / Volume Summary** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **Summarize by Client** option.

Client Volume Breakdown Report (method 2):

1. Select the desired filter criteria and make sure to select the second option (Only the First County Searched) under the **Criminal Counties** filter option.
2. Select the **Type of Profiles Ordered by Clients** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **Client Breakdown of Profiles Ordered** option.

Criminal/Civil Volume Breakdown Report:

1. Select the desired filter criteria and make sure to select the first option (Each County Searched per Subject) under the **Criminal Counties** filter option.
2. Select the **Turnaround / Hit Ratio / Volume Summary** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **Summarize by State/County** option.

Criminal/Civil-Only Client Listing:

1. Select the desired filter criteria and make sure to select the first option (Each County Searched per Subject) under the **Criminal Counties** filter option.
2. Select the **Type of Profiles Ordered by Clients** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **Listing of Criminal-Only Clients** option.

State/County Request Breakdown by Client:

1. Select the desired filter criteria and make sure to select the first option (Each County Searched per Subject) under the **Criminal Counties** filter option.
2. Select the **Turnaround / Hit Ratio / Volume Summary** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **Summarize by Client/State/County** summary.

MVR Breakdown by State:

1. Select the desired filter criteria and make sure to select the second option (Only the First County Searched) under the **Criminal Counties** filter option.
2. Select the **Type of Profiles Ordered by Clients** option under "Type of Analysis".
3. Choose **Print a Report**, then select the **MVR Breakdown by State** summary.

The Flexible Research System does not contain a feature for creating labels. The export options available for the key information will allow you to create your own labels from the FRS data. The Client List, Researcher List, and Daily Activity Report can be exported out of the system into file formats which can be utilized in other programs for creating labels.

Several scenarios are explained below to assist you in creating labels. We can provide assistance in exporting the FRS and this documentation will provide suggestions for how to use that data.

This is the extent of the support that we can provide in this area. If you need additional assistance with the creation of labels, refer to the documentation or manufacturer for the software that you are using, or hire a consultant to assist you.

Mailing Labels from your Client List:
Refer to the *Maintain Client List* option covered in Chapter 2: System Setup. There is an Export option available to export the Client List in a variety of spreadsheet, database and text file formats. When using this option, refer to Appendix H for details on using the Windows "Save As..." dialog. Once you have exported the Client List into a file, it can be imported into another software program which has the capabilities of label printing or mail merge. This can be done in most word processing programs such as Microsoft Word or WordPerfect, but *we do not support these applications or this process.*

Mailing Labels from your Researcher List:
Refer to the *Maintain Researcher List* option covered in Chapter 2: System Setup. There is an Export option available to export the Researcher List in a variety of spreadsheet, database and text file formats. When using this option, refer to Appendix H for details on using the Windows "Save As..." dialog. Once you have exported the Researcher List into a file, it can be imported into another software program which has the capabilities of label printing or mail merge. This can be done in most word processing programs such as Microsoft Word or WordPerfect, but *we do not support these applications or this process.*

Folder Labels for your Subjects:
If you need to create folder labels for each of your requested subjects for any reason, this can probably be accomplished by exporting the Daily Activity Report each day to a text file. Refer to the Daily Activity Report section earlier in this chapter regarding the "Export to Text File" option. Each day, a filter can be set to export the Daily Activity Report to a text file. That file can then be imported into a spreadsheet program like Microsoft Excel and use the "Import Wizard" to break the report columns out into spreadsheet columns. The Excel spreadsheet you create could possibly be utilized in a word processing program such as Microsoft Word or WordPerfect to create labels. This is merely a suggested use for this purpose and *we do not support these applications or this process.*

There are more than 100 individual system reports in FRS. Only a few of those have been covered here in this chapter. Below, you will find a complete listing of all of the other FRS system reports and where they are covered in this manual.

- **Billing Code Assignment Report** - Chapter 4: Billing and Finance
- **Billing Codes Needed Report** - Chapter 4: Billing and Finance
- **Billing Lists** - Chapter 4: Billing and Finance
- **Broadcast Fax Memo** - Chapter 3: Processing Subject Requests and Results
- **Business Productivity Analysis (32 Different Report Variations)** - Chapter 5: System Reports
- **Client Billing Exception Price List (Package Prices)** - Chapter 4: Billing and Finance
- **Client Billing Exception Price List (by Item)** - Chapter 4: Billing and Finance
- **Client Codes in Use Report** - Chapter 2: System Setup
- **Client Details Report** - Chapter 2: System Setup
- **Client Listing Report** - Chapter 2: System Setup
- **Client Sales Commission Report** - Chapter 4: Billing and Finance
- **Consumer Letter** - Chapter 5: System Reports
- **Consumer Letter Request Report** - Chapter 5: System Reports
- **Credit Reports Search List** - Chapter 3: Processing Subject Requests and Results
- **Criminal/Civil Overdue Tracer List** - Chapter 3: Processing Subject Requests and Results
- **Criminal/Civil Search Lists - No Page Breaks** - Chapter 3: Processing Subject Requests and Results
- **Criminal/Civil Search Lists - Page Break on County/State** - Chapter 3: Processing Subject Requests...
- **Criminal/Civil Search Lists - Page Break on State** - Chapter 3: Processing Subject Requests...
- **Criminal/Civil Search Lists - State Agency Record Check Form** - Chapter 3: Processing Subject...
- **Daily Activity Report** - Chapter 5: System Reports
- **Daily Status Report (2 different styles)** - Chapter 5: System Reports
- **Daily Status Log** - Chapter 5: System Reports
- **Education Fax Request Form** - Chapter 3: Processing Subject Requests and Results
- **Education Verifications Search List** - Chapter 3: Processing Subject Requests and Results
- **Employment Fax Request Form** - Chapter 3: Processing Subject Requests and Results
- **Employment Verifications Search List** - Chapter 3: Processing Subject Requests and Results
- **Equifax Setup Form** - Chapter 3: Processing Subject Requests and Results
- **Experian Setup Form** - Chapter 3: Processing Subject Requests and Results
- **FRS Fax Server Fax Log Listing** - Chapter 3: Processing Subject Requests and Results
- **Fax Transmittal Recap Confirmation Report** - Chapter 3: Processing Subject Requests and Results
- **Financial Activity Report** - Chapter 4: Billing and Finance
- **Geographical Areas Not Covered** - Chapter 2: System Setup
- **Geographical Coverage Report** - Chapter 2: System Setup
- **Incomplete Executive Summaries Report** - Chapter 3: Processing Subject Requests and Results
- **Invoice** - Chapter 4: Billing and Finance
- **Invoice History Summary** - Chapter 4: Billing and Finance
- **MVR Search Lists** - Chapter 3: Processing Subject Requests and Results
- **MVR Tracer List** - Chapter 3: Processing Subject Requests and Results
- **Main-Level Other Search Types Search List** - Chapter 3: Processing Subject Requests and Results
- **Main-Level Other Search Types Tracer List** - Chapter 3: Processing Subject Requests and Results
- **Master Billing Code Price List (Package Billing Codes)** - Chapter 4: Billing and Finance
- **Master Billing Code Price List (by Item)** - Chapter 4: Billing and Finance
- **Master Invoice** - Chapter 4: Billing and Finance
- **On-Line Service Results Posted back to Subjects** - Chapter 3: Processing Subject Requests...
- **On-Line Services Error Detail Report** - Chapter 3: Processing Subject Requests and Results
- **One-Touch Results Reporting Log** - Chapter 3: Processing Subject Requests and Results
- **One-Touch Search List Distribution Status Report** - Chapter 3: Processing Subject Requests...
- **Other Search Types Table Listing** - Chapter 2: System Setup
- **Past Due Reports** - Chapter 4: Billing and Finance
- **Possible Duplicate Subjects Loaded Through Connect-Add** - Chapter 3: Processing Subject...
- **Possible Duplicate Subjects Loaded Through Internet-Add** - Chapter 3: Processing Subject Requests..
- **Possible Incorrect Counties Entered at Web Site Report** - Chapter 3: Processing Subject Requests...

- **Professional Licenses Fax Request Form** - Chapter 3: Processing Subject Requests and Results
- **Professional Licenses Search List** - Chapter 3: Processing Subject Requests and Results
- **Remote Software User Manual** - Chapter 6: Utilities
- **Research Assignment Report** - Chapter 4: Billing and Finance
- **Researcher Assignment Log** - Chapter 4: Billing and Finance
- **Researcher Table Listing Report** - Chapter 2: System Setup
- **Results Reporting History Detail Report** - Chapter 6: Utilities
- **Results Reports - All-In-One Report Style** - Chapter 3: Processing Subject Requests and Results
- **Results Reports - Deluxe Report Style** - Chapter 3: Processing Subject Requests and Results
- **Results Reports - Individual Reports Style (11 different individual reports)** - Chapter 3: Processing...
- **Results Reports - Criminal "No Record" Listing Report** - Chapter 3: Processing Subject Requests...
- **Results Reports - Full Page Disclaimer Report** - Chapter 3: Processing Subject Requests and Results
- **Search List Batches sent Via FRS Connect** - Chapter 6: Utilities
- **Social Security Trace Search List** - Chapter 3: Processing Subject Requests and Results
- **Special Instructions/Court Fee Assignments Table Listing** - Chapter 2: System Setup
- **Subject Audit Trail** - Chapter 6: Utilities
- **Subject Backup History Listing** - Chapter 6: Utilities
- **Subject Requests Loaded Through Connect-Add** - Chapter 3: Processing Subject Requests...
- **Subject Requests Loaded Through Internet-Add** - Chapter 3: Processing Subject Requests and Results
- **Subject Results Loaded Through Connect-Add** - Chapter 3: Processing Subject Requests and Results
- **Subject Work Order Form** - Chapter 3: Processing Subject Requests and Results
- **Trans Union Setup Form** - Chapter 3: Processing Subject Requests and Results
- **Workers Comp Search List** - Chapter 3: Processing Subject Requests and Results
- **Workers Comp Tracer List** - Chapter 3: Processing Subject Requests and Results

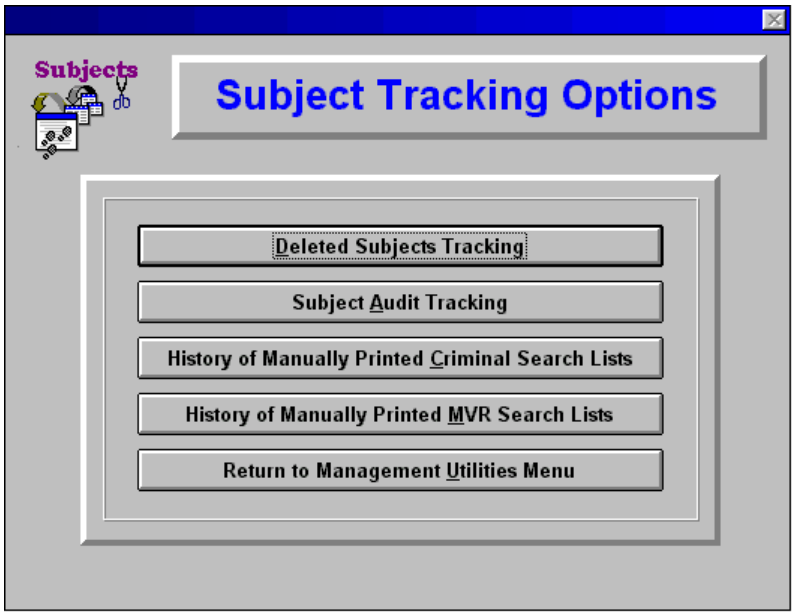
Tip: Check the Index in the back of this manual for the names of these reports to find the exact page numbers where these reports are covered.

NOTE: Most of the reports in FRS are available to “Preview to the Screen”. For any report that you encounter in the system, if you are unsure what it looks like and what information it contains, feel free to select it and preview it to the screen to learn more about it.

Deleted Subjects Tracking and Audit Tracking Menu

Accessing this option: FRS Manager – Management Utilities – Deleted Subjects Tracking & Subject Audit Tracking

This option has been provided to help you track several processes which are performed by your staff to assist in researching any problems associated with the processing of subjects. When this option is selected, the following menu is displayed.



Deleted Subjects Tracking: Select this option to view a list of the subjects which have been deleted from the main subject table. This option is detailed on the next page.

Subject Audit Tracking: Select this option to view a complete Audit Trail of every process performed on any of the subjects in your main subject table. This option is covered in detail later in this section.

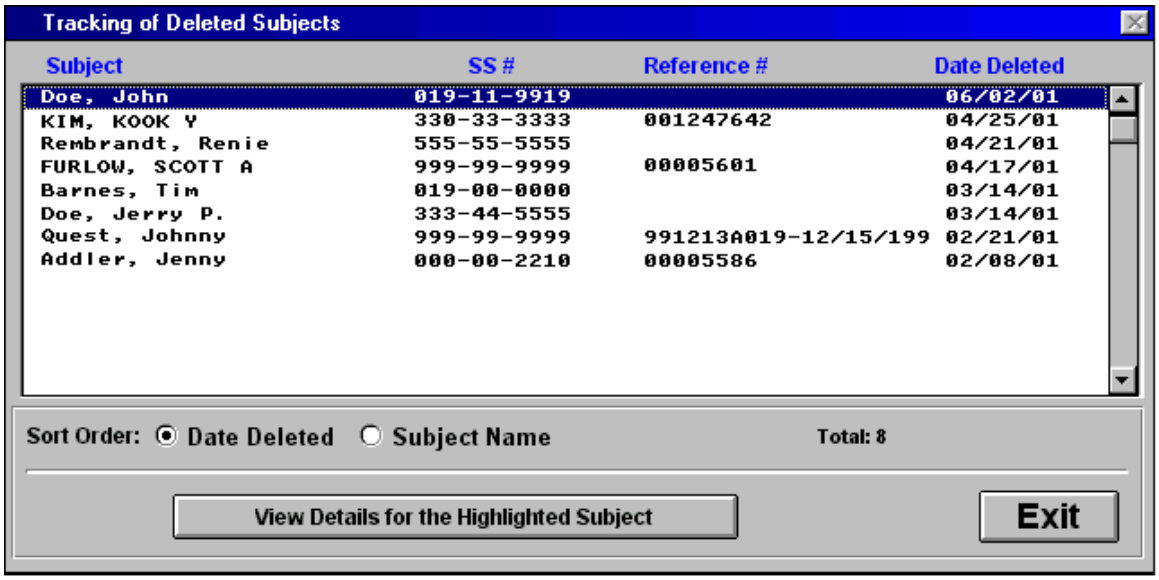
History of Manually Printed Criminal Search Lists: This option will help you investigate problems associated with the distribution of criminal and civil search requests to your researchers. The One-Touch Search List Distribution option is recommended for sending search lists to your researchers. There is a manual option called "Criminal/Civil Search Lists" which is provided for backward compatibility with previous versions of FRS. This manual option is not recommended over the "One-Touch" option because if it is not used properly, the research source for criminal and civil requests can show up as "NO RESEARCHER ASSIGNED" under the "Display Researcher..." option in a subject's Criminal/Civil History screen, on the Overdue Tracer Lists, and on the Researcher Assignment Reports. To prevent this manual option from being used improperly and limiting your ability to track the assigned researcher for all criminal search requests, the **History of Manually Printed Criminal Search Lists** option was provided to allow you to identify the users that are utilizing this option and causing requests to be set as "NO RESEARCHER ASSIGNED". This option is covered in more detail later in this section.

History of Manually Printed MVR Search Lists: This option allows you to investigate problems associated with the distribution of MVR search requests to your researchers. The manual option of "Motor Vehicle Request List" is provided for backward compatibility, but is not recommended over the "One-Touch" option because if it is not used properly, the research source for MVR requests can show up as "Printed on an MVR Search List" throughout the system without indicating the assigned researcher. To prevent this manual option from being used improperly and limiting your ability to track the assigned researcher for all MVR search requests, the **History of Manually Printed MVR Search Lists** option was provided to allow you to identify any users utilizing this option and causing requests to be tracked improperly. This option is covered in more detail later in this section.

Deleted Subjects Tracking

Accessing this option: FRS Manager – Management Utilities – Deleted Subjects Tracking & Subject Audit Tracking – Deleted Subjects Tracking

This option displays a listing of all of the subjects which have been deleted out of your main subjects table.



Each of the subjects that have ever been deleted from your main subjects table will be listed here. The **Sort Order** of this list can be switched between the Date Deleted and Subject Name to assist in locating a subject deletion that you may be trying to find in this list.

Select the **View Details for the Highlighted Subject** button to display a screen with the details for any item in this list. You can also double-click or press <enter> on an item in this list to display the details. In addition to the information for each subject provided in the list above, this detail screen will also include:

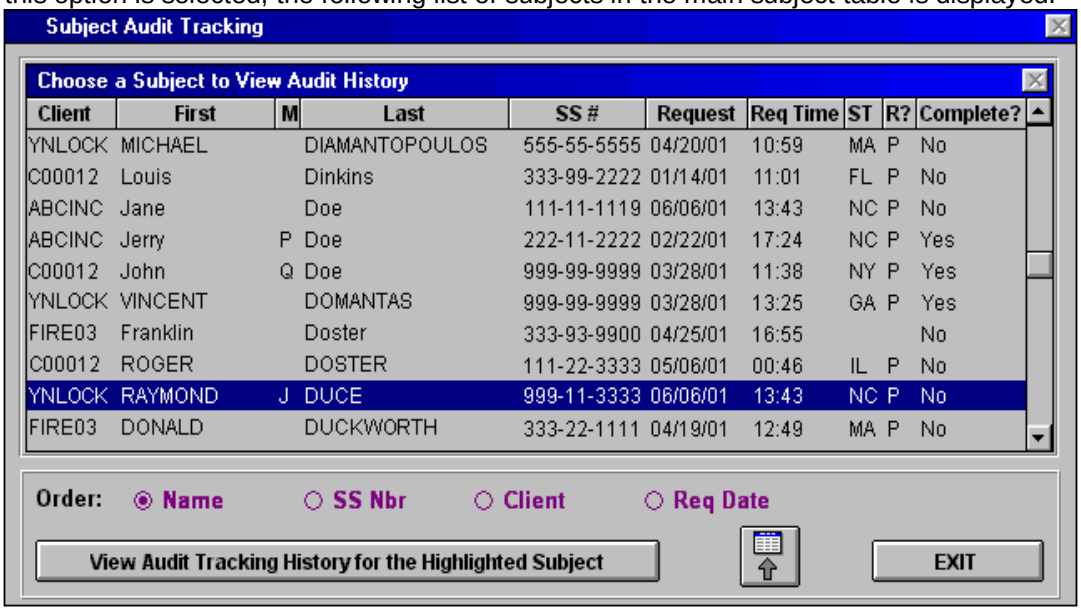
- The exact date and time that the subject was deleted
- The name of the user who deleted the subject
- The exact date and time that the subject was originally added to the main subject table
- The identification of the source of the original request when it was added (who keyed it or how it was imported)
- The Client originally assigned to the subject
- Whether the subject was fully completed or not when it was deleted

Subject Audit Tracking

Accessing this option: FRS Manager – Management Utilities – Deleted Subjects Tracking & Subject Audit Tracking – Subject Audit Tracking

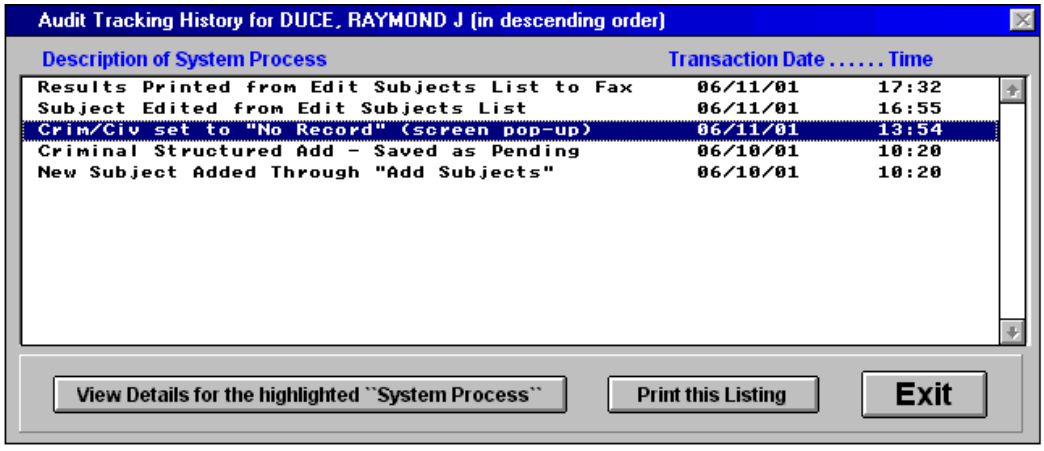
The system maintains an audit trail for every subject with a record of each system process performed for the subject. This will allow you to track the processing history of each subject and identify the source of any problems associated with the research for a subject.

When this option is selected, the following list of subjects in the main subject table is displayed.



This list of subjects is very similar to the main Edit Subjects List. It can be navigated with "Alpha-Search" to locate subjects by Name, SSN, Client or Request Date according to the **Order:** that is set.

Once a subject is located, choose the **View Audit Tracking History for the Highlighted Subject** button to view the audit trail for the highlighted subject. You can also double-click on a highlighted subject to view the audit trail. A screen like the following will be displayed.

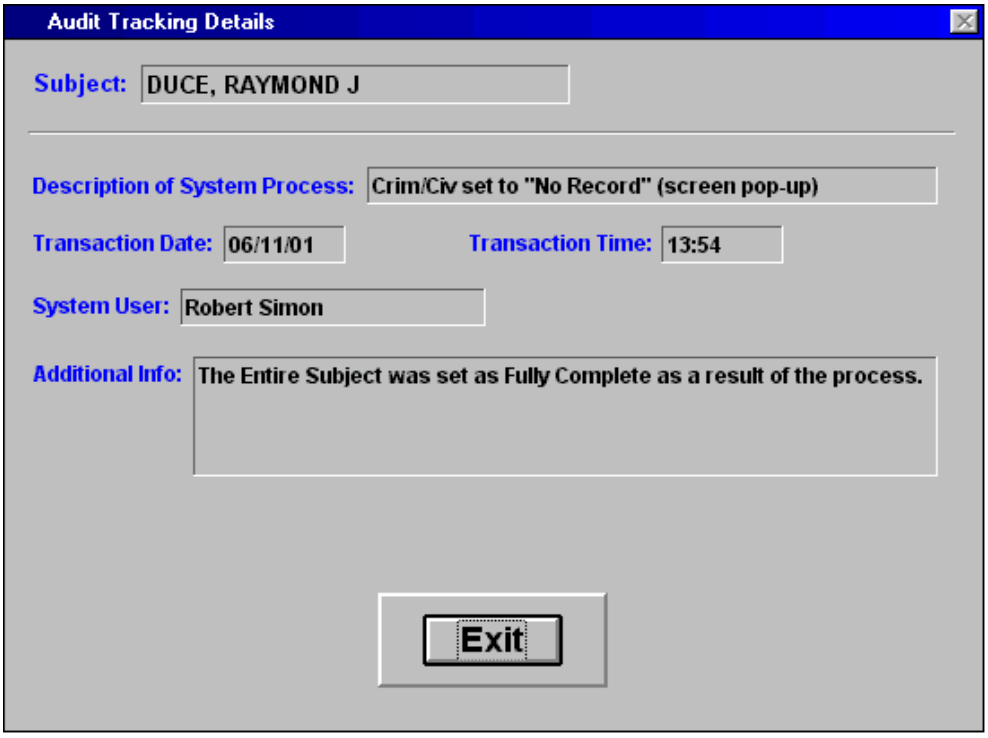


Each process in the audit trail for the subject is displayed here in descending order by date and time. You can scroll through the list and view the descriptions, dates, and times of the processes. To view more details for one of these items, highlight it and double-click on the item with the mouse or press <enter>, or you can choose the **View Details for the Highlighted "System Process"** button. Choose the **Print this Listing** button to print the list to the printer to have a hard-copy that you can research and discuss with the members of your staff involved.

Subject Audit Tracking

(*continued from previous page*)

When the **View Details for the Highlighted "System Process"** button is selected from the "Audit Tracking History" screen, a detail screen similar to the following is displayed.



From this screen you can identify the **System User** responsible for each individual process, the exact **Transaction Date** and **Time**, and any **Additional Info** to show more details about the process.

Click on the **Exit** button to return to "Audit Tracking History" for the subject.

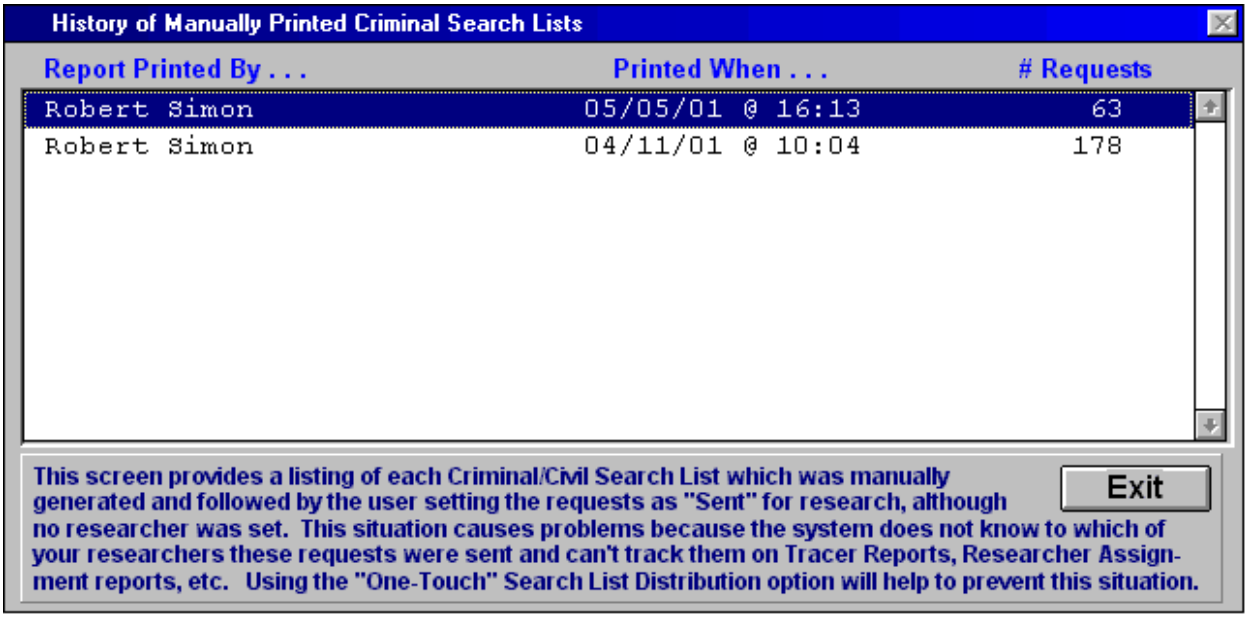
History of Manually Printed Criminal Search Lists

Accessing this option: FRS Manager – Management Utilities – Deleted Subjects Tracking & Subject Audit Tracking – History of Manually Printed Criminal Search Lists

The One-Touch Search List Distribution option is recommended for use to send search lists to your researchers. There is a manual option called "Criminal/Civil Search Lists" which is provided for backward compatibility with previous versions of FRS. This manual option is not recommended over the "One-Touch" option because if it is not used properly, the research source for criminal and civil requests can show up as "NO RESEARCHER ASSIGNED" under the "Display Researcher..." option in the Criminal/Civil History screen for a subject, on the Overdue Tracer Lists, and on the Researcher Assignment Reports.

To prevent this manual option from being used improperly and limiting your ability to track the assigned researcher for all criminal search requests, the **History of Manually Printed Criminal Search Lists** option was provided to allow you to identify the names of any users that are utilizing this option and causing requests to be set as "NO RESEARCHER ASSIGNED".

When this option is selected, if any criminal/civil search lists have been printed from the manual option of "Criminal/Civil Search Lists" on the "Print/Generate Search Lists" menu, and the responsible user failed to first assign a researcher before generating the lists, a list like the following will be displayed.



You can use the information in the list to instruct your system users not to generate these manual criminal search lists, and instead use the "One-Touch" Search List Distribution option to distribute lists to researchers by the correct, most efficient, and most effective method.

Click on the **Exit** button to exit from this option and return to the "Subject Tracking Options" menu.

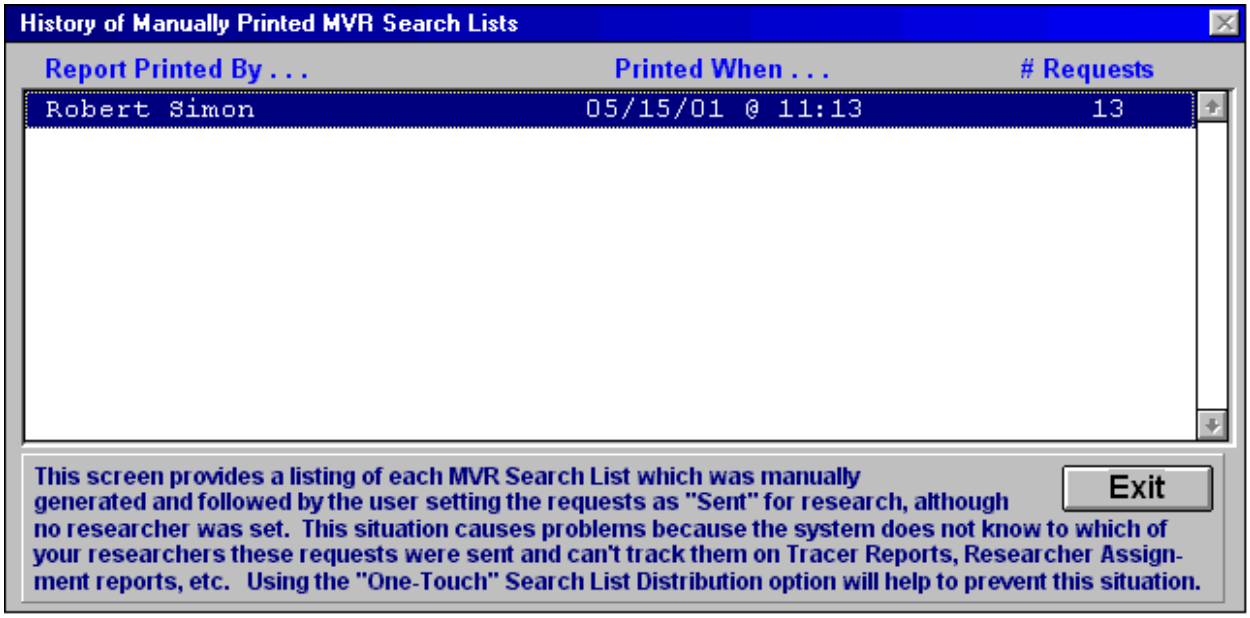
History of Manually Printed MVR Search Lists

Accessing this option: FRS Manager – Management Utilities – Deleted Subjects Tracking & Subject Audit Tracking – History of Manually Printed MVR Search Lists

The One-Touch Search List Distribution option is recommended for use to send search lists to your researchers. There is a manual option called "Motor Vehicle Request List" which is provided for backward compatibility with previous versions of FRS. This manual option is not recommended over the "One-Touch" option because if it is not used properly, the research source for MVR requests can show up as "Printed on an MVR Search List" throughout the system without indicating the assigned researcher.

To prevent this manual option from being used improperly and limiting your ability to track the assigned researcher for all MVR search requests, the **History of Manually Printed MVR Search Lists** option was provided to allow you to identify the names of any users utilizing this option and causing requests to be tracked improperly.

When this option is selected, if any MVR request lists have been printed from the manual option of "Motor Vehicle Request List" on the "Print/Generate Search Lists" menu, and the responsible user failed to first assign a researcher before generating the lists, a list like the following will be displayed.



You can use the information in the list to instruct your system users not to generate these manual MVR search lists, and instead use the "One-Touch" Search List Distribution option to distribute lists to researchers by the correct, most efficient, and most effective method.

Click on the **Exit** button to exit from this option and return to the "Subject Tracking Options" menu.

Accessing this option: Main FRS Application – Utilities Menu Tab – Subject History Processing

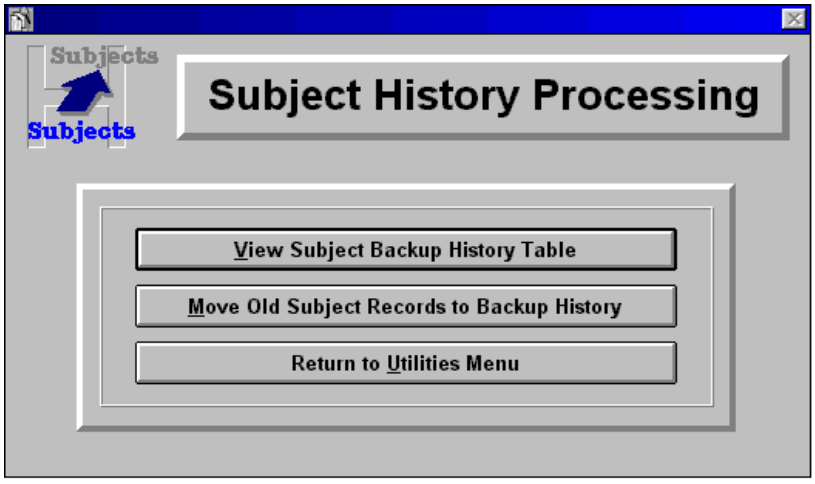
After using the system for several months, you should move some of your subjects to Subject Backup History. By moving these to history, the subjects in your main subject table can be processed faster. This will also get the old, completed records out of your way so that you won't have to continue to weed through them in your daily subject processing. The old, moved subjects in Subject Backup History will still be available for researching, viewing, and reprinting when necessary.

Only subjects which have been billed to your clients should be moved to history. The system will only move "fully completed" subjects to history, but it is your responsibility to ensure that the subjects that are being moved have been invoiced. Once a subject has been moved to Subject Backup History, *it **can not** be invoiced through the system*. Also, completed subjects which have been set as ☒ **On Hold** will not be moved to history.

The option to **Move Old Subject Records to Backup History** below should be utilized on a month-by-month basis. The recommended use for this option is to move subjects to backup history one month after they have been invoiced to give your clients 30 days to review their invoices and bring any possible billing problems to your attention and allow you to correct them and re-generate invoices if needed. A recommended scenario for using this option on a monthly basis would be as follows (using January, February, and March only as examples):

- On March 1st, generate invoices for 02/01 through 02/28
- On March 2nd, move all completed subjects to backup history which were requested prior to 01/31, provided that there are no problems or questions with the January billing

When this option is selected from the Utilities Menu in the main FRS application, the following menu is displayed.

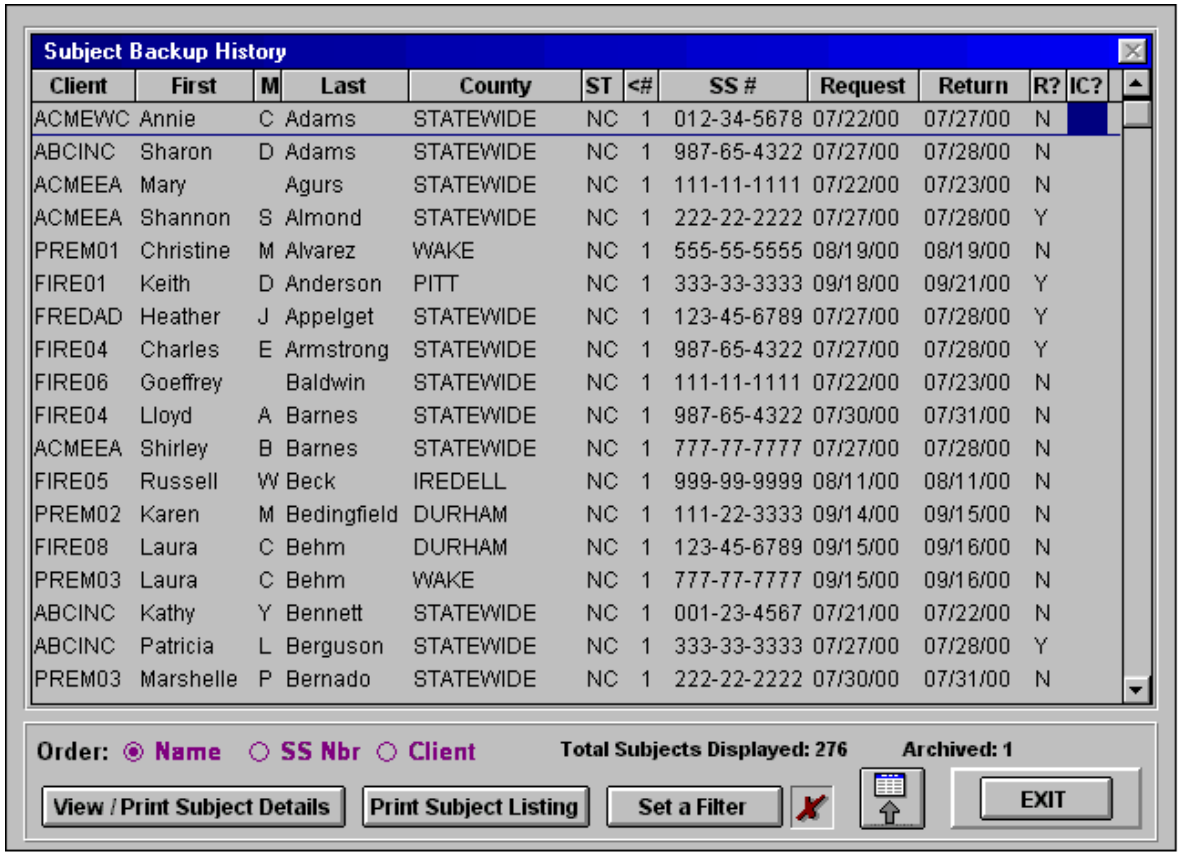


Select the first option, **View Subject Backup History Table** when you need to research any subjects which have been moved to Subject Backup History. This option is covered in more detail on the next page.

Select the second option, **Move Old Subject Records to Backup History** once a month to move subjects to this table as described in the descriptions above. This option is covered in more detail later in this section.

View Subject Backup History Table

When this option is selected from the "Subject History Processing" menu, the following screen is displayed.



The list of subjects in history is very similar to the main Edit Subjects List. It can be navigated with "Alpha-Search" to locate subjects by Name, SSN or Client, according to the **Order:** that is set.

Choose the **View / Print Subject Details** button to display a view-only screen with the subject details for the highlighted subject. You can also double-click on a highlighted subject to view the details. From the subject details screen, you will have the option to view, print, fax, or export the subject results.

Select the **Print Subject Listing** button to print a report listing all of the subjects in this list or those within the specified filter when a filter is set (see *Set a Filter* below).

Choose the **Set A Filter** option to set a filter with a combination of up to 12 different pieces of subject information to allow you to view and process a subset of subjects in this list.

☞ When a filter has been set, a green checkmark is displayed next to the **Set A Filter** button. When no filter is set, a red X is displayed there. Any time that a filter is set, it can be cleared by choosing the **Set A Filter** button then choosing the No Filter button on the "Set a Subject Record Filter" screen.

Warning: When you have many subjects in the Subject Backup History table, setting a narrow filter can take an extremely long time. When setting a filter under these circumstances, please be patient. This can even take an entire hour or half-an-hour. You might want to perform this after hours or on a workstation that is not in use. If you set a filter and it is taking a long time, appears to be locked up, and Windows indicates that the Flexible Research System application is [Not Responding], this most likely is not true and it is just taking a long time to set the filter as described above. Again, please be patient, and do not reboot or re-start the workstation until you have given this process at least two hours, or you run the risk of corrupting and losing your valuable system data.

Move Old Subject Records to Backup History

Warning: Due to the intense data manipulations involved in this process of moving results to Backup History, there is always a chance of potential problems. Therefore, it is STRONGLY recommended that you make a brand new backup of your system data just prior to performing this operation. If this is not done and problems occur during this process, you run a very good chance of LOSING some of this subject information permanently. So, please make a full system data backup prior to moving subjects to Backup History.

When this option is selected from the "Subject History Processing" menu, the following screen is displayed.

Important: The subjects that you move to history must already be billed to the respective clients. If a non-billed subject is moved to history here, there is NO WAY to bill for them later through this system. Make sure that all clients have been billed for any subjects that you wish to move.

The **Check to Ensure that All Clients have been Invoiced** option will allow you to run a check to verify that all of the subjects for a particular time period have been invoiced. If any data appears to be questionable, this option will indicate where you need to check within the system to be sure.

Important: All other Users must be out of the system and the Host Mode program, the FRS Fax Server, the FRS Automation Server and the FRS Web Site Server must be shut down in order to perform this operation or problems will definitely be encountered. Without ensuring that the other users are out and these other applications are shut down, you run the risk of losing data or only having partial results moved to backup.

Enter the date under the **Move All Records with Request Dates Older than ==>** prompt to indicate the request date of the oldest record that you want to retain in the main subject table.

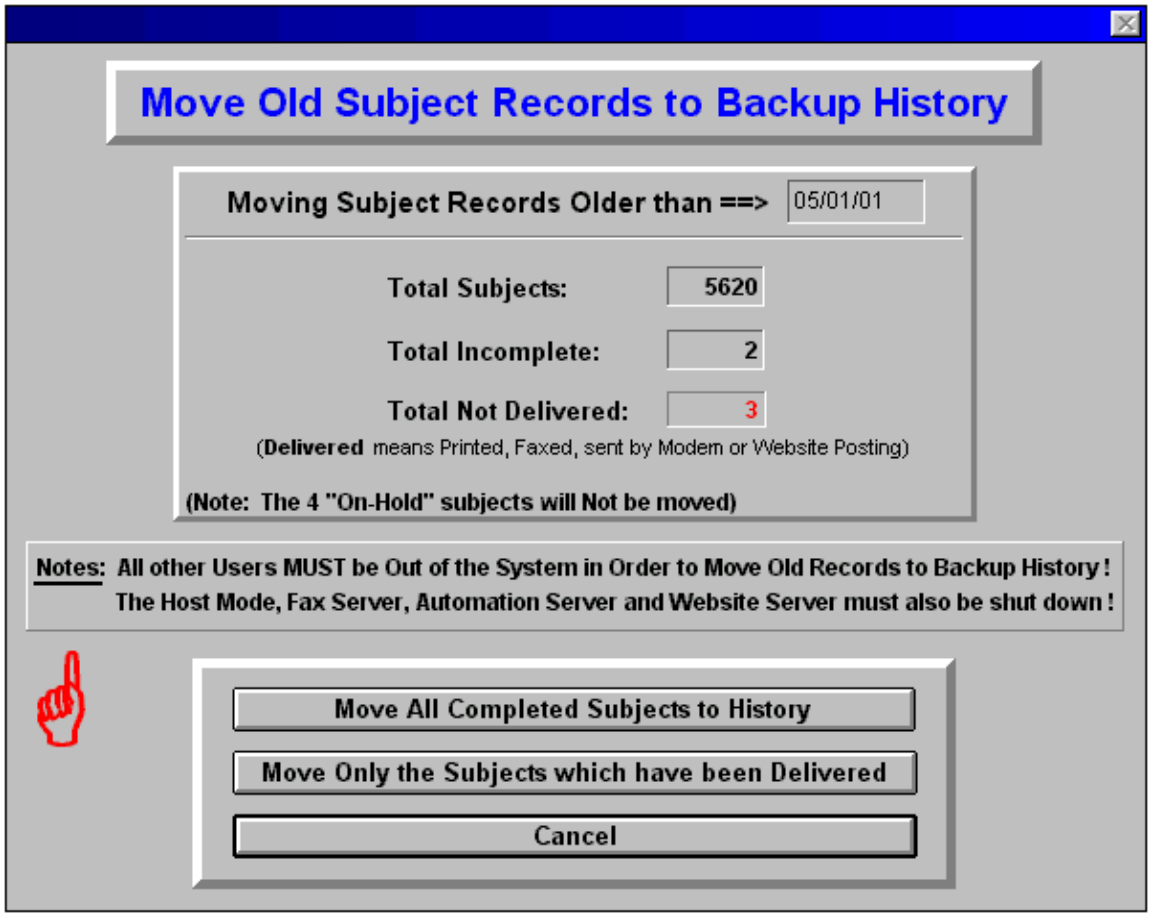
Note: Any completed subjects which are in **On-Hold** status will *not* be moved to history with this process.

Choose the **Continue** button to move on to the next step.

Move Old Subject Records to Backup History

(*continued from previous page*)

The system will perform calculations to determine the subjects affected by the proposed move and will then display them in the screen below.



If a number shows up next to **Total Not Delivered** above, this indicates that some of the subject results within the date range that you have requested to move have not been delivered to the clients. In this case, you will have the choice to **Move All Completed Subjects to History**, you can **Move Only the Subjects which have been Delivered**, or you can choose the **Cancel** button to return to the main Edit Subjects List and deliver the outstanding results to your clients.

If all of the subject results within the date range that you have requested have been delivered, then choose the **Move All Completed Subjects to History** option.

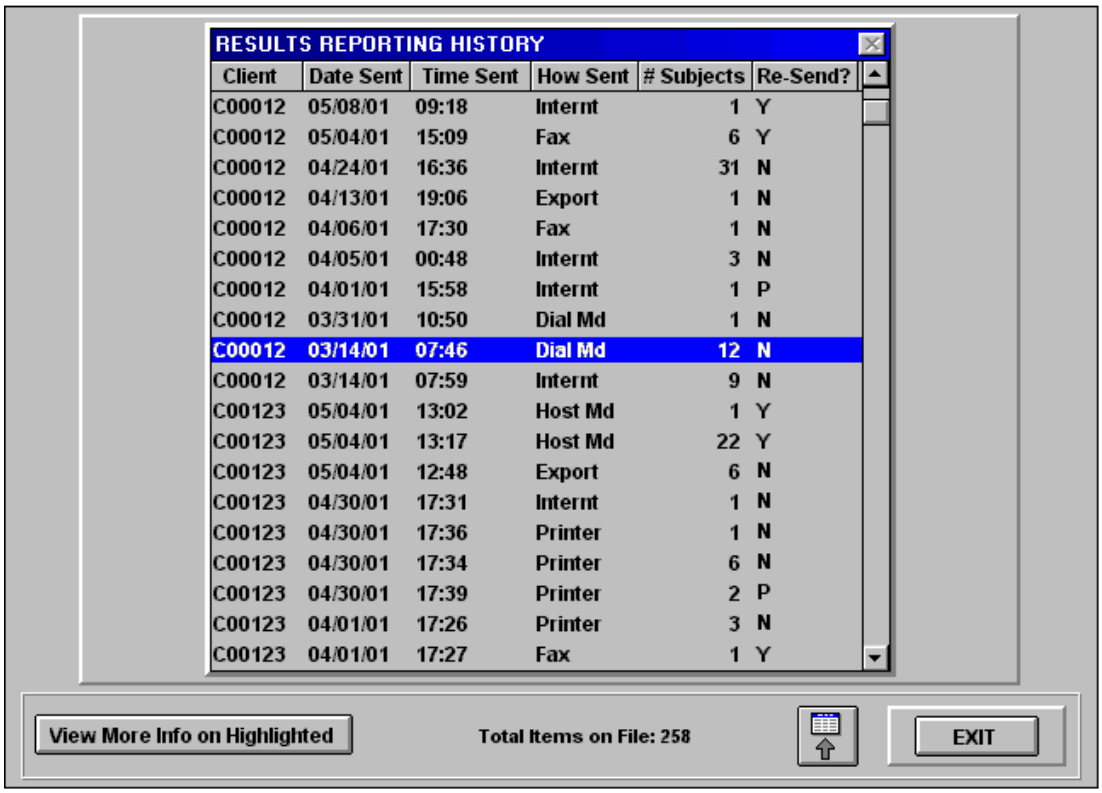
Depending on which of the "Move" options you select, only the "completed" subjects will be moved to history. If any subjects are completed and set as **On-Hold**, they will not be moved. The **Note:** in the top section above will indicate how many subjects are in On-Hold status.

The system will move all of the specified subjects to the Subject Backup History table and remove them from the main subject table. It is **very important** at this point to have all of the other users out of the system and have the FRS Host Mode, FRS Fax Server, FRS Automation Server, and FRS Web Site Server shut down, or you will encounter problems when moving subjects to history and could lose data.

Once the subject results have been moved to history, they will be accessible from the **View Subject Backup History** option for researching, viewing and printing.

Accessing this option: FRS Manager – Management Reports – Results Reporting History

Every time that results are delivered to your clients through one of the many available methods, the process is recorded here to allow you to research this information at any time. When this option is selected within the FRS Manager, a list like the following is displayed.



Every batch of results delivered from your system will be listed here. The list will be in order by the Client Code, then the most recent date to assist you in finding the batches that you wish to research and verify. This list is driven by alpha-search, so you can type the first couple of characters in the client code to quickly locate the results you are searching for.

The **Date Sent** and **Time Sent** columns will indicate when the results were delivered. The **How Sent** column will indicate the method by which each batch of results were delivered. The possible abbreviations for this column are:

- **Printer** - Results were printed out on a printer
- **Fax** - Results were submitted to the FRS Fax Server for delivery
- **Dial Md** - Results were delivered by dialing a site and transmitting by modem
- **Host Md** - Results were delivered by modem when the client dialed in through your Host Mode
- **Internt** - Results were submitted to the FRS Web Site Server for posting at your web site
- **Export** - Results were exported to an ASCII text file (for possible delivery by email)

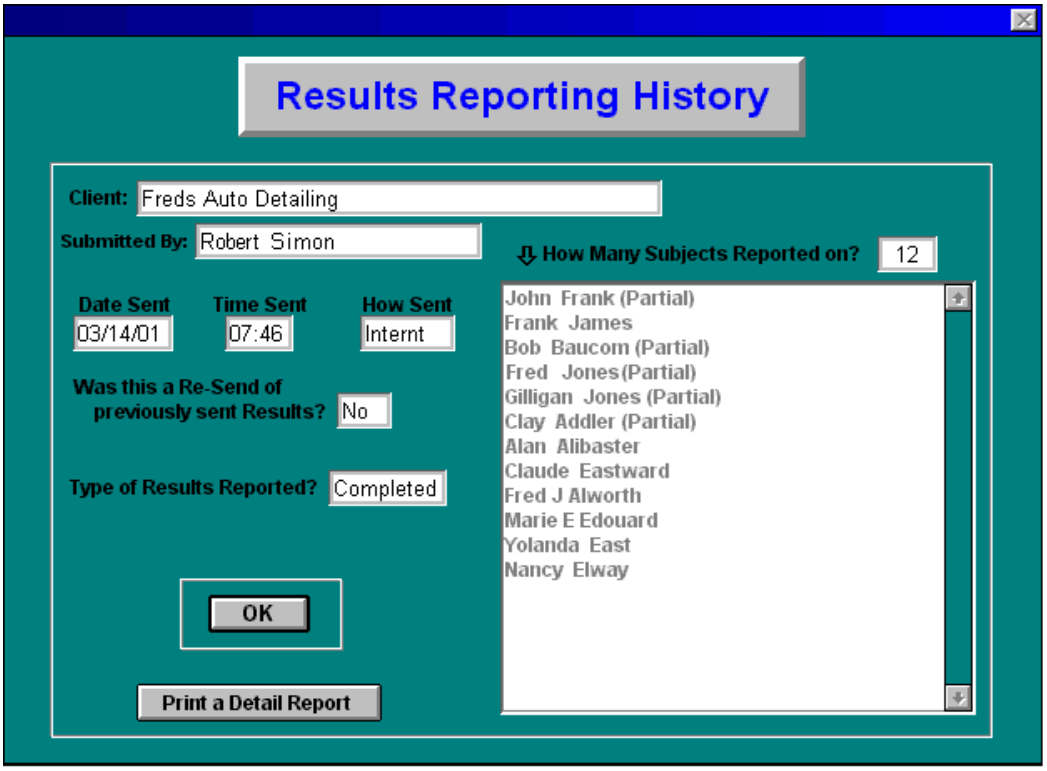
The **# Subjects** column indicates how many subjects were delivered in each batch. The **Re-Send?** Column indicates whether the batch was a re-send of previously delivered subjects. "Y" means Yes, "N" means No and "P" indicates that Partial results were sent.

Choose the **View More Info on Highlighted** button to view the exact details and the list of names in one of these batches. You can also double-click on a highlighted item to view the details. This option is detailed on the next page.

This button is the "back to listing" button. If you run into a situation where your cursor and screen focus gets kicked out of the scrolling list of results reporting history, click on this button to place the focus and cursor back into the list.

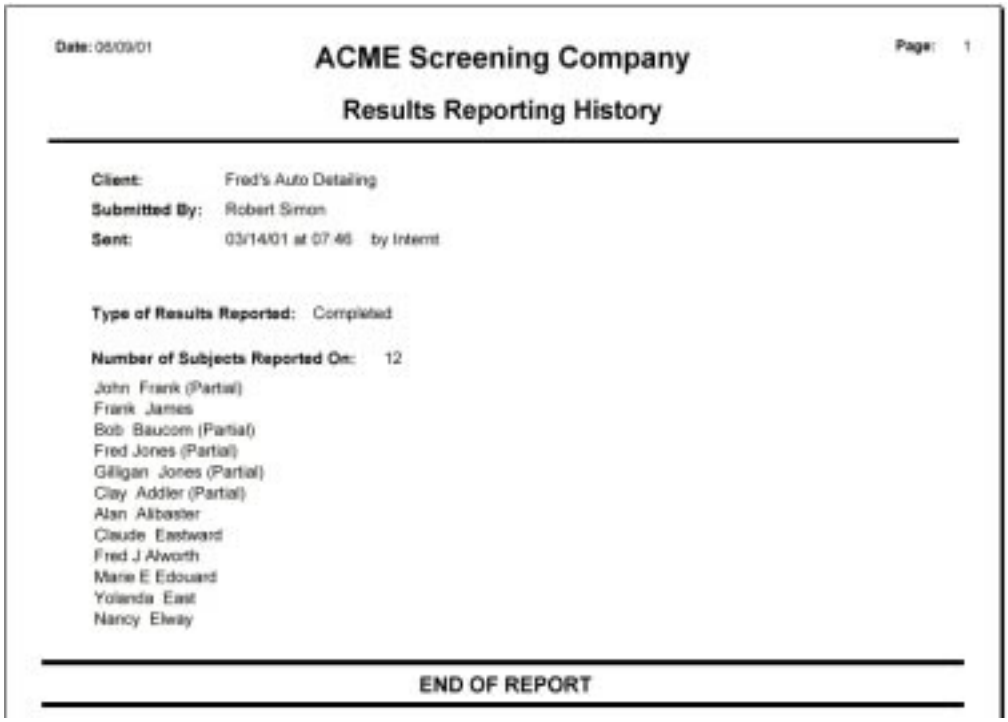
View More Info on Highlighted

Selecting this option from the Results Reporting History listing will display a screen like the following.



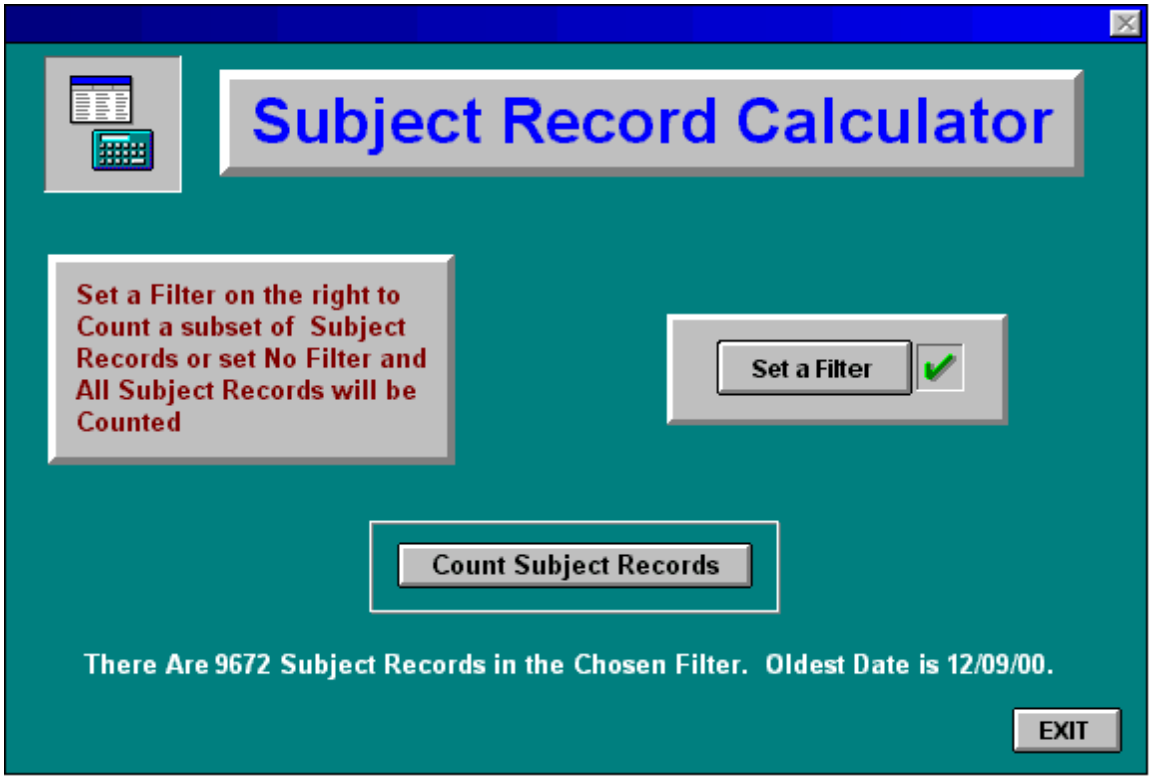
This screen will display the same information as each row in the Results Reporting History listing along with the **User who Submitted the Batch**, the **Type of Results Reported**, and a **scrolling list of the subjects delivered** in the batch.

Choose the **Print a Detail Report** button to print a report like the following with these details.



Accessing this option: FRS Manager – Management Utilities – Subject Record Calculator

This option is provided to allow you to quickly get some counts on the number of subjects in your main subject table. A filter can be set to count the number of subjects requested using any combination of 12 filter criteria options.



Choose the **Set A Filter** option to set a filter with a combination of up to 12 different pieces of subject information to allow you to get the count on a subset of subjects in this list.

☞ When a filter has been set, a green checkmark is displayed next to the **Set A Filter** button. When no filter is set, a red X is displayed there. Any time that a filter is set, it can be cleared by choosing the **Set A Filter** button then choosing the No Filter button on the "Set a Subject Record Filter" screen.

After setting a filter, or going without one, choose the Count Subject Records button and the system will determine the count of subjects and the date of the oldest subject within your request and display this information in the bottom of the window like the example above.

An Applied Example:

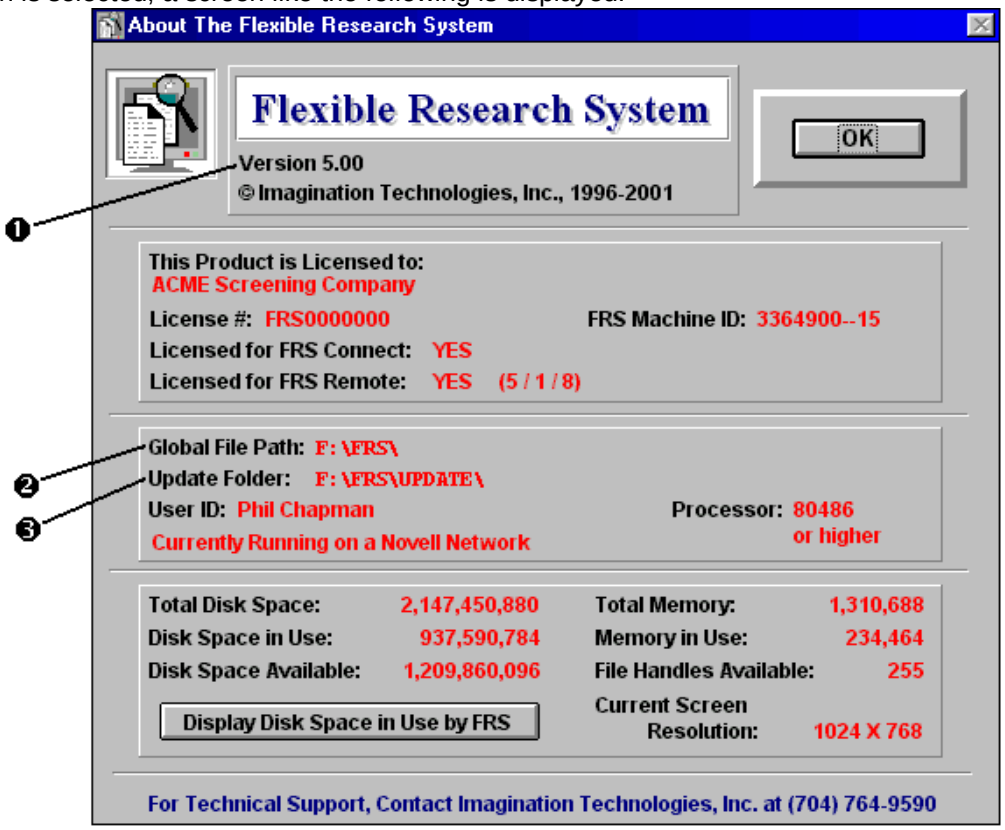
An example of how this option can be used would be if you wish to determine the number of subjects requested for a particular client during a two-month period.

1. You would first choose the **Set A Filter** button
2. Under the filter screen, select the ❑ Client Company filter and pick the client from the list
3. Under the filter screen, also choose the ❑ Request Date filter and enter a Range of dates
4. Set that filter then return to the screen above and choose the **Count Subject Records** button

Note: If you need to obtain counts (volumes) that include subjects which have been moved to Subject Backup History, then select the Business Productivity Analysis option covered in Chapter 5: System Reports.

Accessing this option: Main FRS Application – Utilities Menu – About...The Flexible Research System

This option is provided to allow you to obtain version and technical information about your system. When this option is selected, a screen like the following is displayed.



❶ Your system's current **Version #** is displayed here. During a support call, you may be asked to identify your version of FRS. This version number is also displayed on the login screen where you enter your User ID/Password to gain entry to the FRSWIN.EXE and FRSMGR.EXE programs. Periodically, you should check your system's version number, then go to the Technical Support section of our web site to determine if you are running the latest version of FRS and download a newer version if one exists.

❷ The **Global File Path** identifies the folder/directory where your FRS application is installed. If you need to set shortcuts to other FRS applications and are unsure where your FRS system is installed in relation to the drive letters and folders on your workstation, then you can access this screen and identify that path here.

❸ The **Update Folder** is the folder where emailed and downloaded update files should be placed in order to install an FRS update. See the "Updating your FRS System" topic later in this chapter for more details on this.

Display Disk Space in Use by FRS:

Select this button to display a screen like the one on the right which will indicate approximately how much disk space is being used by your FRS system with a breakdown of how it is being used.

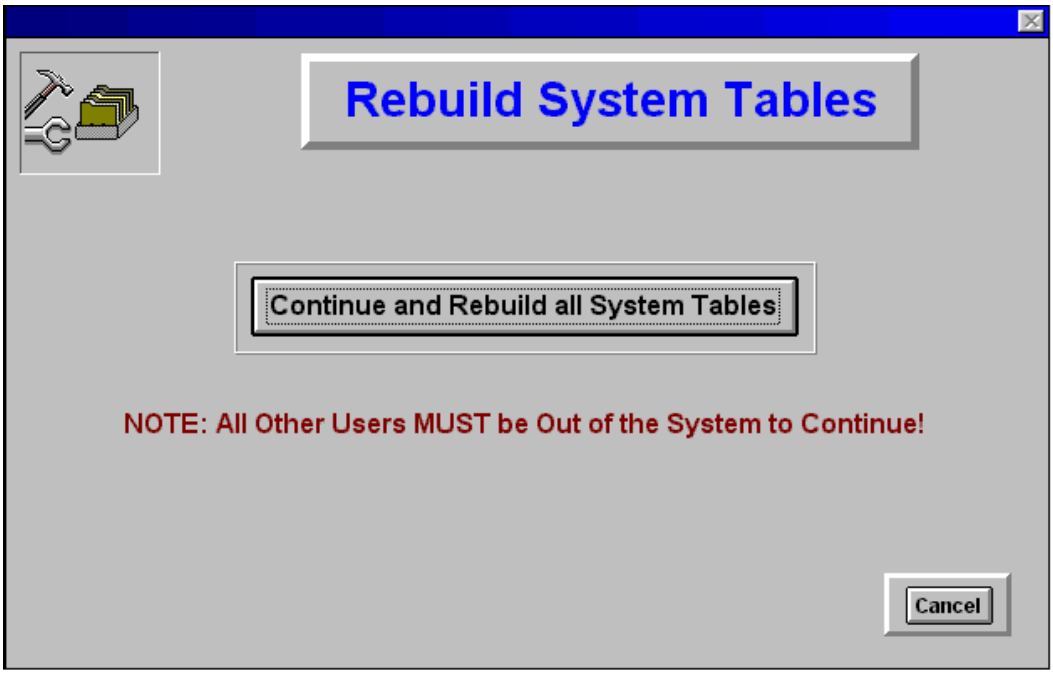
Accessing this option: This option is accessed from two places:

- FRS Manager – Management Utilities – Rebuild System Tables
- The FRSFIX.EXE Standalone Application ⇦ **Preferred Method**

To ensure that your system tables and indexes are performing at their peak in efficiency, these options have been provided to rebuild the system tables. We strongly recommend running the FRSFIX application at least twice per week to ensure the efficiency of your FRS system operations. Running this application at the beginning or end of each week and then in the middle of the week is a good strategy. As your volume increases, it may become wise to run FRSFIX daily to ensure optimal system performance.

When errors occur during the use of FRS, certain errors will indicate that a system table, index or memo file is corrupted and you will be instructed to run this option. Running the FRSFIX.EXE standalone application is the preferred method for rebuilding system tables and indexes because the FRSFIX program has been designed with additional features to attempt a recovery when tables or memo files have been corrupted. Your system administrators should set shortcuts on their desktops to the FRSFIX.EXE program to run as needed when these errors occur and periodically during the week to prevent any errors of this type. See Appendix C for instructions on setting up a shortcut to this program.

When either of these options are selected, the following screen is displayed.



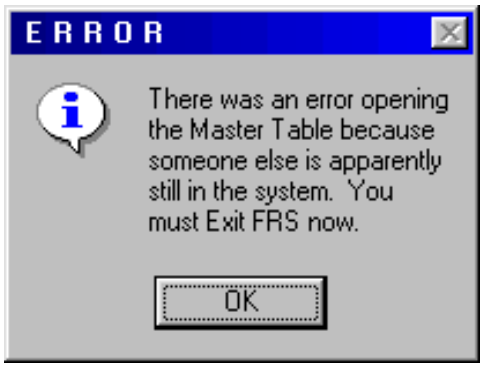
You must ensure that all other users are out of the system and that the FRS Host Mode, FRS Fax Server, FRS Automation Server and FRS Web Site Server are shut down before running this option. After verifying that each user is out of the system and all of the FRS Server Applications are closed, choose the **Continue and Rebuild System Tables** button.

The system will go through and rebuild each of your system tables and indicate the progress as it continues. When the process is complete, a message window like the one to the right will be displayed. Click OK at this point, then the other users can go back into FRS and the standalone applications can be re-started.

Turn to the next page for information on how to handle problems encountered during this process.

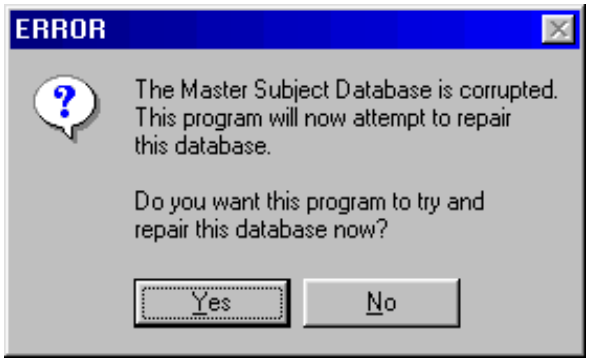
Possible Problems Encountered while Rebuilding System Tables

If any problems are encountered during the rebuild process, you may encounter message windows similar to those below.

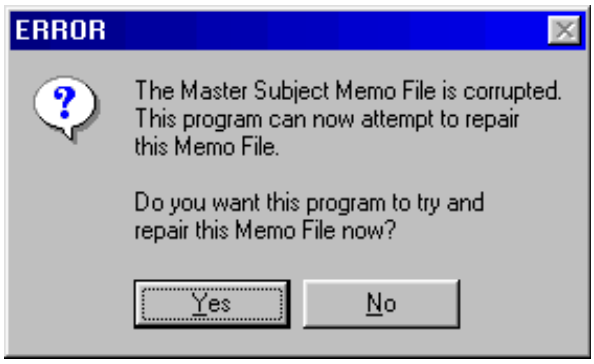


An error message like this indicates that someone else is still in FRS or you have an FRS program running in the background on the workstation where you are running the rebuild program.

Investigate and determine who is in an FRS program and get them out. If you absolutely cannot find anyone in the system and this error keeps occurring each time you run this option, then the next step is to reboot every workstation and have the original user at each log back in. If this is done, and this problem still occurs when you run this option, then the file is apparently locked by your file server and the only way to correct the problem is to log all users out of the network and reboot your file server.



OR



Error messages similar to these will be displayed when any data corruption is encountered. You should select the **Yes** option here and allow the FRSFIX program to attempt to repair your data in these situations. The system will attempt the repair and will provide a status message regarding the success of the repair.

Important: Any time you encounter repair messages like these two, *you should re-run FRSFIX and verify that it will run all the way through without any error messages at least once* to ensure that the data corruption was successfully repaired. If you can *not* get all the way through FRSFIX without any error messages, then your data is corrupted beyond repair and you must restore all of the data from a system backup. System backups are **very important** for the protection of your business and are covered in great detail in the next section.

If your system crashes and you lose the information contained within, **your business could be seriously affected!** We strongly recommend that you back up your system files every day. To determine which directory needs to be backed up, go to the Utilities Menu in the main FRS application and access the "About...the Flexible Research System" option. On this screen, the **Global File Path** will indicate the directory where your system programs and files are contained. This directory should be backed up every day!

Note: The "About...the Flexible Research System" option is covered earlier in this chapter.

You can use tape, Zip Drives, or CD-ROM to back up your system files. You should use two sets of disks, tapes, or CDs and alternate the sets every other day. By doing this, if any of your backup media becomes corrupted or doesn't take the backup as needed, you can go back to the previous day's backup and only lose one day's worth of work. We also recommend that a trusted member of your staff be assigned to take the alternate, unused tape, disks, or CDs home with them each evening in case of fire, flood, or other disaster in your office, then bring them back in the next day to be used for backup, and take the other piece of media home that night. Basically, alternate the backup copy they take home each night. You can also store the alternate backup in a fire-proof safe.

It is imperative that you perform backups as described above. We do not support system backups, backup hardware, or your backup software. We provide the guidelines here, but it is your responsibility to choose your backup method and establish the backup procedures. If you are unsure how to handle this, you may wish to hire a consultant to assist with installing the needed hardware and developing your internal backup procedures. Imagination Technologies will not be responsible or liable for the loss of any data. It is up to your company to perform these backups and to be responsible for maintaining good backup procedures.

Disaster Recovery is not covered under your software licensing or maintenance agreement and if Imagination Technologies has to get involved with assisting in recovering your system or system files, this work will be billed at a rate of $100 per hour or higher.

FRS Files to Back Up

It is important that you understand that once you have installed FRS from the initial installation CD, you should not install it again from that CD. If you do, all of your system data will be overwritten with blank tables and be lost. FRS is updated quarterly. Therefore, after the first quarterly update has been installed, your initial installation CD is totally obsolete. You should retain that CD to register a machine to run the Fax Server and install the FRS Graph Component, but do not ever reinstall FRS from that CD.

Because of the quarterly updates, if you ever need to reinstall FRS, your full system backup is your version to reinstall. Therefore, it is recommended that you backup the entire FRS folder and all of its sub-folders each time you perform a backup. The FRS program files and support files are only 75 MB in size, but the system data files will grow to hundreds and thousands of megabytes in size. By backing up the entire FRS folder and its sub-folders, in the case of any emergency or system crash, you simply restore this backup to its original location, or even to a new server if necessary, and your full FRS system is back in place without the trouble of piecing it back together from multiple backups.

If you are interested in learning more about the files and folders which make up the Flexible Research System, refer to Appendix D: FRS Program Files and Folders.

Important Notes about Backing Up the FRS System

- Never re-install FRS from the installation CD. Always restore from a full system backup in the case of a system crash or emergency. The reason for this is explained on the previous page.
- Most backup software programs will not back up open files. If your backup software is of this type and you run any of the FRS Server Applications (Host, Fax Server, Automation Server and Web Site Server) at night when your backup is performed, then these applications must first be shut down before performing the backup. See the *FRS Server Applications Startup and Shutdown Options* section later in this chapter for system features built into the Server Application programs to assist in the automation of shutting these applications down and automatically restarting them as part of your backup process. It is imperative that these applications be shut down if this is required by your backup software, or your most important data files will not get backed up.
- When establishing your backup procedures, whether this is done internally or by a consultant, make absolutely sure that you and your staff fully understand the proper "restore" procedures in the event of an emergency. If you use a consultant to set up your backup hardware and procedures, make sure that he or she provides you with the necessary training on how to restore from your backup.
- See *Appendix D: FRS Program Files and Folders* for more details about the programs and data files which comprise the FRS system as well as the folders where these files are located.

A Supplemental Backup to your main Backup Procedures

In addition to a full, solid backup procedure as explained previously in this section, the following suggested process can be used as a "backup" to your main backup procedure in case you need to restore data files quickly for any reason.

1. Create a folder in the root of the hard drive on one or more workstations called FRBACKUP.
2. Create a DOS Batch file called FRBACKUP.BAT with the following commands in it:
   ```
   copy <drive>\<directory>\*.dbf C:\FRBACKUP\*.* /Y
   copy <drive>\<directory>\*.cdx C:\FRBACKUP\*.* /Y
   copy <drive>\<directory>\*.fpt C:\FRBACKUP\*.* /Y
   ```
   (where <drive>\<directory> will be substituted with the drive letter and directory where your FRS system is installed).
3. Then, once (or several times) each day, get all users out of FRS and on one of the workstations where the C:\FRBACKUP folder was created, run the FRBACKUP.BAT file from the DOS prompt or from the Start - Run option. This will create a backup of all of your system data onto the hard drive of one of your workstations for quick data recovery if ever needed.

Notes about this Supplemental Backup Procedure

- This in no way is suggested to replace a full, solid backup procedure as described previously in this chapter. This is only a suggested idea to help supplement the main backup.
- This suggestion is provided here just for your information. We can not support this or any of your backup procedures. If you do not know how to create and/or run a DOS batch file, then hire a consultant to assist you.
- If you run this batch file on a workstation which does not have the C:\FRBACKUP folder created, you will experience errors.

Good backup procedures will help provide the cure for a system crash or other disaster. Some of these disasters can be prevented with a little planning when you utilize Uninterruptible Power Supplies (UPS) which are covered on the next page.

Uninterruptible Power Supplies (UPS)

Another disaster can occur if a power outage or power surge is encountered. Data can be lost or corrupted if this happens. Therefore, it is strongly recommended that you purchase Uninterruptible Power Supplies (UPS) for your main keying workstations and especially for your file server (if running on a network) and your Web Site Interface server. A UPS can give you from 10 to 120 minutes (depending upon the model purchased) of backup power to save your information and allow your users to exit the system gracefully in the event of a power outage.

An inexpensive UPS can be purchased for around $100 which will give you 10-15 minutes of emergency power and save your data during such an emergency. If your office is in an area with power problems or where rolling blackouts are implemented, the investment in UPS's is strongly recommended.

New updates to FRS are provided several times per year, usually once per quarter. We have several methods for delivering these updates:

- We can send them by email
- They can be downloaded from the "Support" area at our web site
- We can deliver them by modem into your FRS Connect "Host" machine
- We can mail the update on a CD

As we move forward, we are looking to constantly improve the "Support" area at our web site and suggest this option as the quickest, most efficient method for you to receive system updates.

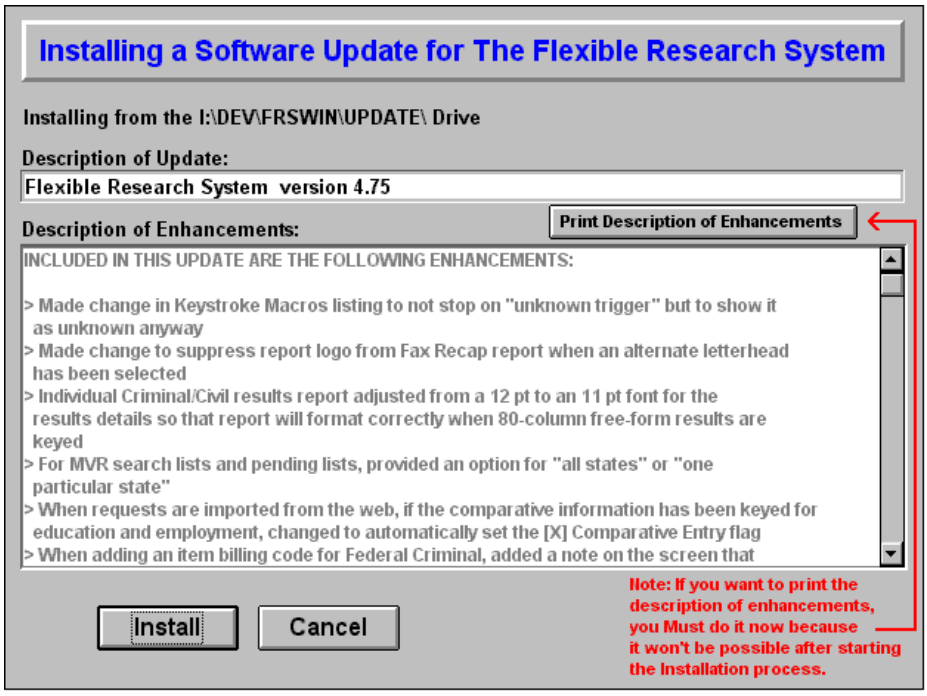
All updates, regardless of the method in which you receive them, are loaded using the **FRSUPDAT.EXE** program found in your main FRS folder. We recommend that the system administrator in your office who will be responsible for loading system updates creates a shortcut to the FRSUPDAT.EXE program right on his or her desktop for easier access when needed. See Appendix C for instructions on setting up a shortcut to this program.

Instructions are provided below for installing an update using each of these methods.

Emailed Updates:

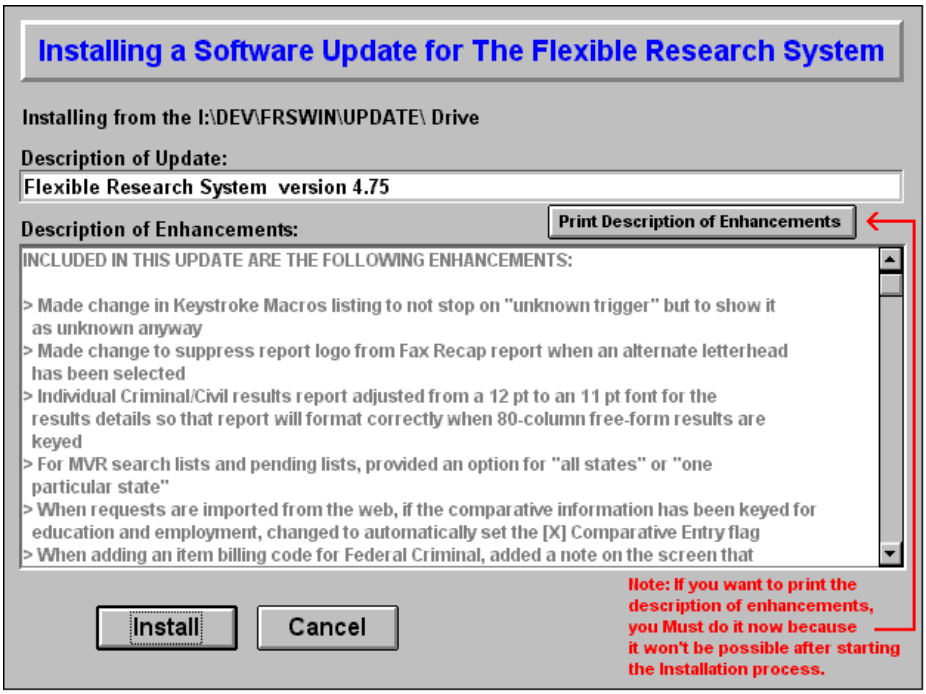
If an update is emailed to you, you will receive an attached file named FUPDATE.FRU.

1. Save the attached file into the \UPDATE folder under your main FRS folder. You can access the "About...The Flexible Research System" option (covered earlier in this chapter) to help you identify your **Update Folder** to determine the exact drive, path, and folder into which this file should be saved.
2. Exit out of all FRS applications and get all of the other system users out of FRS as well.
3. Shut down the FRS Host Mode, FRS Fax Server, FRS Automation Server and FRS Web Site Server if they are running.
4. Run the FRSUPDAT.EXE program. You will be presented with several warning screens. Make sure you follow the instructions on those screens.
5. Next, the update installer program will automatically recognize that you have an update file in the update folder and will display a screen like the following to begin the installation of the update.
6. Select the **Print Description of Enhancements** button to print a copy for your records, then select the **Install** button to perform the installation of the update.
7. Follow any instructions presented, then when the update installation is complete, a message window will be displayed to indicate success or failure. If any errors are encountered during the installation process, turn to **Chapter 7: Troubleshooting** and follow the instructions there on how to troubleshoot "Installation and Update Problems".



Updates Downloaded from our Web Site:

1. Determine your current version of FRS. See the topic earlier in this chapter entitled "About...The Flexible Research System" for details on how to determine your software version number.
2. Go to the "Support" section of our web site at www.imagination-technology.com and log in with the User ID and Password which our office has provided to you.
3. Go to the "Downloads" section and determine the version you need to download based on the version you are currently running.
4. Download the appropriate file into the \UPDATE folder under your main FRS folder. You can access the "About...The Flexible Research System" option (covered earlier in this chapter) to help you identify your **Update Folder** and determine the exact drive, path, and folder into which this file should be downloaded and saved.
5. Exit out of all FRS applications and get all of the other system users out of FRS as well.
6. Shut down the FRS Host Mode, FRS Fax Server, FRS Automation Server and FRS Web Site Server if they are running.
7. Run the FRSUPDAT.EXE program. You will be presented with several warning screens. Make sure you follow the instructions on those screens.
8. Next, the update installer program will automatically recognize that you have an update file in the update folder and will display a screen like the following to begin the installation of the update.
9. Select the **Print Description of Enhancements** button to print a copy for your records, then select the **Install** button to perform the installation of the update.
10. Follow any instructions presented, then when the update installation is complete, a message window will be displayed to indicate success or failure. If any errors are encountered during the installation process, turn to **Chapter 7: Troubleshooting** and follow the instructions there on how to troubleshoot "Installation and Update Problems".



Installing Updates Transmitted by Modem into your Host Machine:

This is an old method of update delivery which we rarely use now with the current broadband options available. But, in the case that we have transmitted an update into your Host machine, the following instructions will explain how to install it.

1. Exit out of all FRS applications and get all of the other system users out of FRS as well.
2. Shut down the FRS Host Mode, FRS Fax Server, FRS Automation Server and FRS Web Site Server if they are running.
3. Run the FRSUPDAT.EXE program. You will be presented with several warning screens. Make sure you follow the instructions on those screens.
4. Next, the update installer program will automatically recognize that you have an update file in the update folder and will display a screen like the one above to begin the installation of the update.
5. Select the **Print Description of Enhancements** button to print a copy for your records, then select the **Install** button to perform the installation of the update.

(*continued on the next page*)

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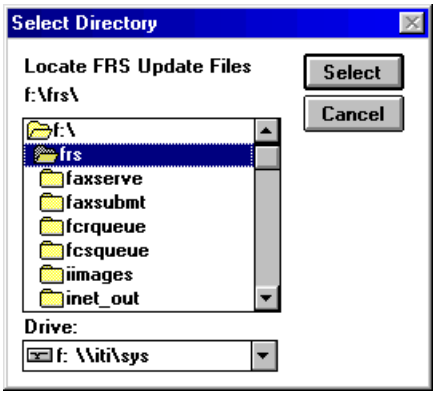
6. Follow any instructions that are presented, then when the update installation is complete, a message window will be displayed to indicate success or failure. If any errors are encountered during the installation process, turn to **Chapter 7: Troubleshooting** and follow the instructions there on how to troubleshoot "Installation and Update Problems".

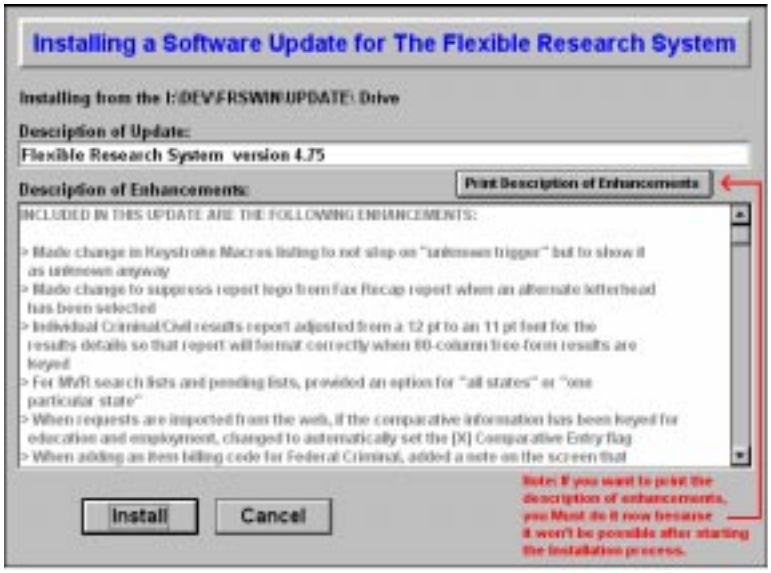
Loading an Update from CD:

If an update CD has been mailed to you, follow these instructions for installing it.

1. Exit out of all FRS applications and get all of the other system users out of FRS as well.
2. Shut down the FRS Host Mode, FRS Fax Server, FRS Automation Server and FRS Web Site Server if they are running.
3. Insert the CD into your CD-Rom drive.
4. Run the FRSUPDAT.EXE program. You will be presented with several warning screens. Make sure you follow the instructions on those screens.
5. Next, the update installer program will display the following screen.
6. Select the **Install From Other Drive** button and a dialog window like the one below will be displayed to allow you to choose the location of your CD-Rom drive.



7. Select the drive letter for your CD-Rom drive from the **Drive:** drop-down list. If the correct drive letter is selected and your FRS Update CD is properly loaded into the CD-Rom drive, a screen like the following will be displayed:
8. Select the **Print Description of Enhancements** button to print a copy for your records, then select the **Install** button to perform the installation of the update.
9. Follow any instructions presented, then when the update installation is complete, a message window will be displayed to indicate success or failure. If any errors are encountered during the installation process, turn to **Chapter 7: Troubleshooting** and follow the instructions there on how to troubleshoot "Installation and Update Problems".

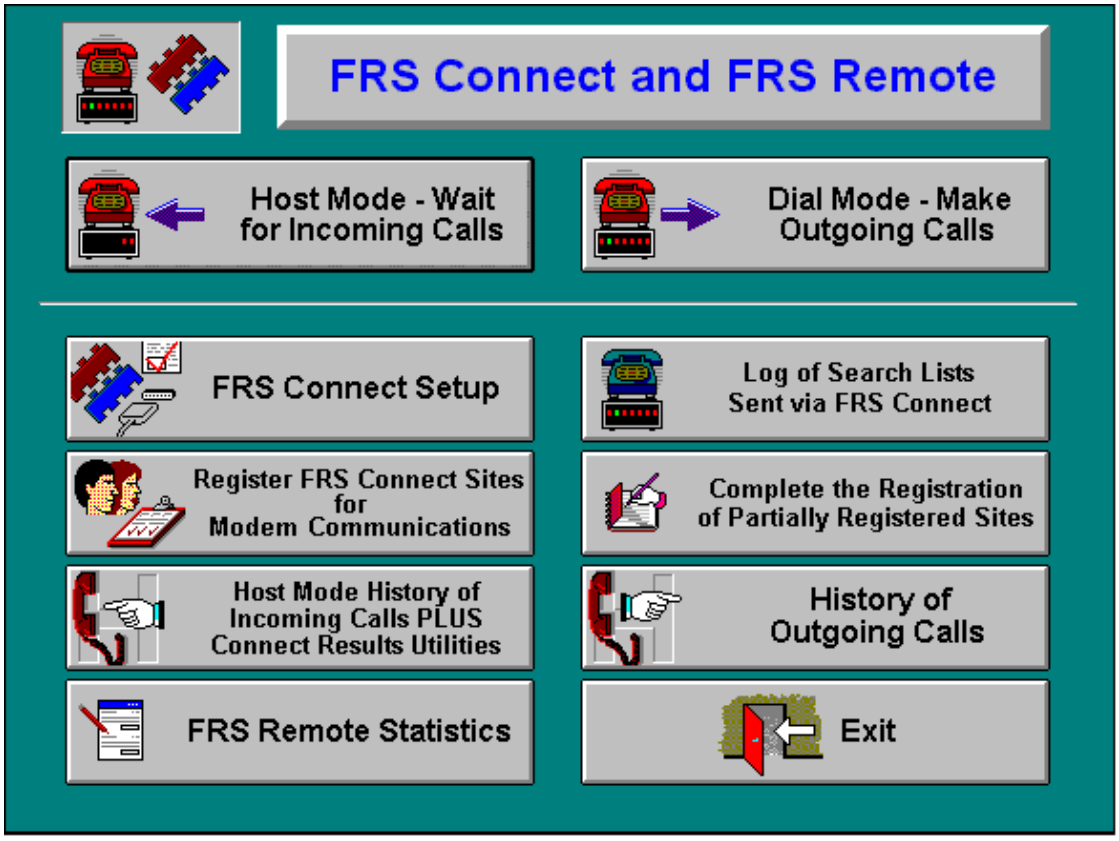


FRS Connect: This term refers to the ability of your FRS system to communicate with other FRS sites running the same software for the purpose of sending and receiving requests and results on a wholesale level.

FRS Remote: This term refers to the mini FRS software package which you can send to your clients to allow them to enter requests, dial into your Host machine and transmit those requests to you, and during the same call, their results will be transmitted down to them.

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote

This menu provides most of the tools for managing and processing your FRS Connect and FRS Remote clients and FRS Connect researchers.



The first two options here are provided to facilitate communication between you and your clients and other FRS Connect researchers.

The rest of the options are provided for the setup process of interfacing with these sites and for tracking the work that has been transmitted between your site and theirs.

Each of these options is explained in more detail beginning on the next page and are discussed in the order in which you should utilize them to properly set up and implement your modem communications options within the system.

FRS Connect Setup

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – FRS Connect Setup

In the upper-right hand corner of this screen, your company's unique **FRS Connect Site Identifier** will be displayed. This site identifier must be provided to other FRS Sites with whom you wish to communicate by modem. The other sites will in turn, provide you with their unique site identifier so that you can set up their company for interfacing with your FRS system. The only way that two FRS sites can communicate with each other is when each site sets the other up to allow communication. If you set up a communications interface with another FRS site, and later wish to discontinue those communications, you can simply un-assign them from your system and they will no longer be able to gain access to your Host machine.

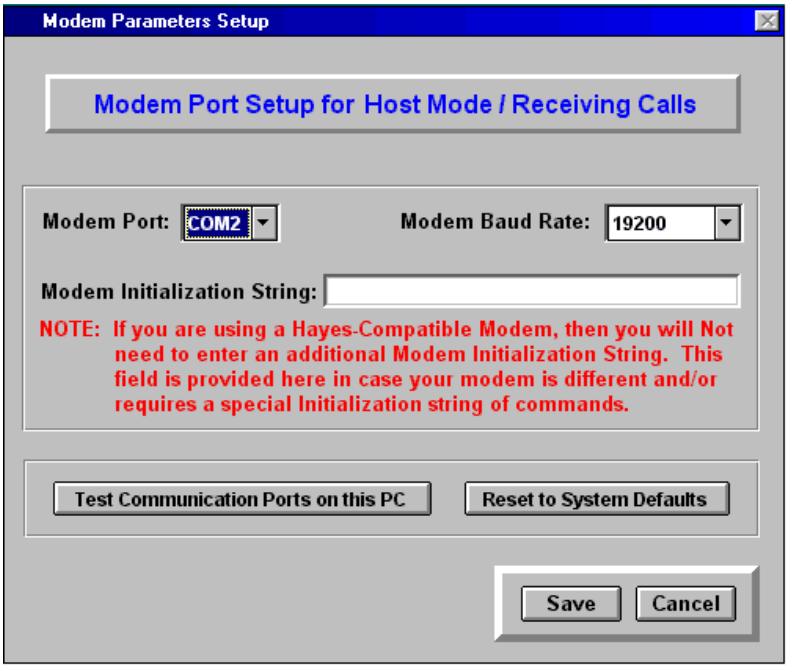
In the middle of the screen above are two phone numbers which you need to set up to facilitate communications with other FRS Connect sites and your FRS Remote clients. Please read the information regarding the two phone numbers required in these fields and enter them.

The two buttons for **Modem Port Setup** must be accessed from each workstation or server for which you wish to configure a modem port for communications. The settings for these options are stored on each workstation's hard drive. To configure a workstation to run in "Host Mode" to receive incoming calls from your clients and any other FRS Connect sites which will be doing research for you, select the **Modem Port Setup for Host Mode** button while running this program on the workstation which will serve as your FRS Connect Host machine. To configure a workstation for "Dialing" other FRS Connect sites, from that workstation, choose the **Modem Port Setup for Dial Mode** button. These options are covered in more detail on the next page.

The **Set Up the List for Notifying Users...** button will allow you to designate users in your office to be notified any time there is new information (requests or results) which has been received by modem and needs to be loaded into your system using the C-Add button on the Edit Subjects List. There are important notifications which are handled by this option and these are detailed further in the "Notification" section later in this chapter, where this option is covered more fully.

Modem Port Setup

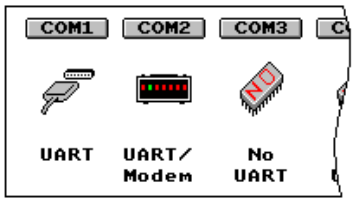
Whether you choose the **Modem Port Setup for Host Mode** option or the **Modem Port Setup for Dial Mode** option from the "FRS Connect Setup" feature, a screen like the following is displayed.



The **Modem Baud Rate** is hard-set to 19200 bps. Since FRS and the FRS Remote software compresses all data transmitted between sites, the average connection time between sites is 45 seconds. Increasing the baud rate even up to 56K would only shave about 5 seconds off of the total call length, because a majority of that time is spent with modem handshaking. For this reason, to help ensure consistent connections between sites with the fewest number of problems and aggravation, all sites are set to 19200 and connect successfully 99% of the time as a result.

Select the Com port assignment of your **Modem Port** from the drop-down list. If you do not know the com port assignment for the modem port on the workstation you are configuring, there are two methods available to determine what it is.

1. Select the **Test Communication Ports on this PC** button to let the system check through each of the possible modem ports on your system and identify which one(s) have a modem attached. A window similar to the following will be displayed:



In this example, COM1 shows a com (communications) port with cable and the label **UART**. This indicates that there is a com port present here, but no modem attached. COM2 shows a picture of a modem and the label **UART / Modem**. This indicates that there is a modem attached to this com port. COM3 shows a chip with the word "No" on it and the label **No UART**. This means a communications port is not present at all here.

When a COM port shows up with a picture of a modem here, then that is the COM port which you need to assign for the workstation on which you are running the test. If no modem picture shows up, either 1) you do not have a modem installed, 2) the modem is an external modem and it is turned off, or 3) another communications program is running on your workstation and has the modem in use. In the case of the latter problem, you must find the other communications program that is running and terminate it in order for FRS to be able to access and use the modem.

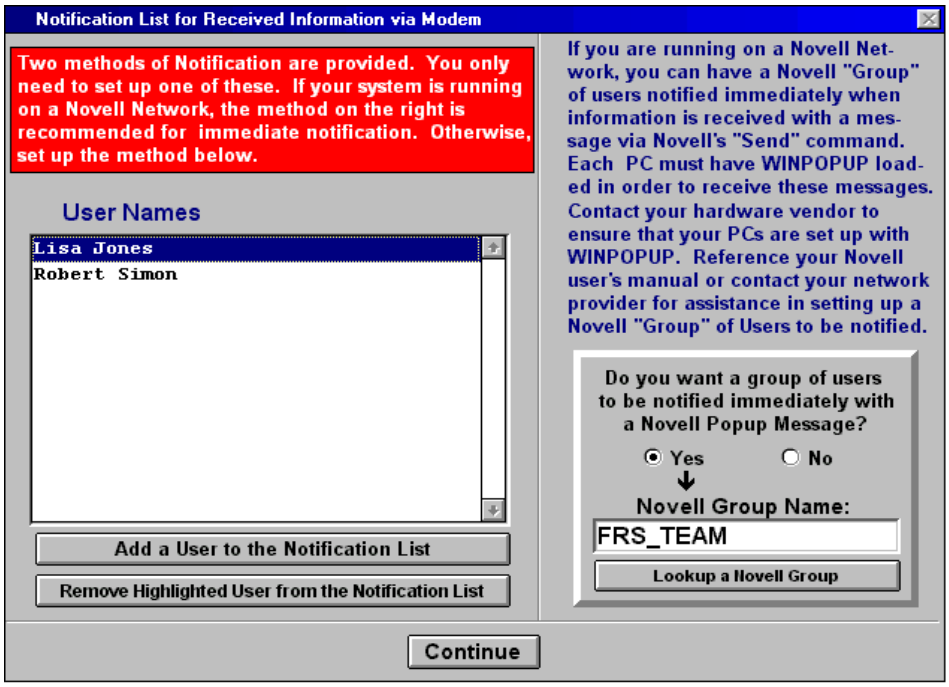
2. To check the system settings for a modem set up on a workstation, click on the Start button and choose the "Settings" option. From the Settings Menu, select the "Control Panel" option. From the Control Panel window, double-click on the "Modems" icon. Your system modem(s) will be listed there. Highlight the modem that you wish to utilize and click on the "Properties" button. This will display a screen which will indicate the Com Port where your modem is installed. If no modems are displayed under this option, then you will need to contact your hardware systems provider to have one installed or for troubleshooting the modem if you feel that you do have a modem installed on this workstation.

The **Modem Initialization String** is normally not needed, but one specific to your modem can be keyed in this field if you are having any problems with your modem communications between sites. Each modem will have it's own unique string of characters for resetting the modem prior to each call and you should refer to your modem's manual or technical support for the initialization string to reset your particular modem. Since we recommend 3Com/US Robotics modems, the initialization string to reset that brand is: **AT&F1**

Notification

From the "FRS Connect Setup" screen, you can choose the option of **Set Up the List for Notifying Users when Modem Information is Received**. This option will allow you to set up a group of system users to be notified when new requests or results are received by modem from FRS Connect or FRS Remote sites, so that they can be loaded in from the Edit Subjects List using the **C-Add** (Connect-Add) option.

When this option is selected, a screen like the following is displayed.



If your system is running on a Novell network, then you can use the option on the right to assign each user to a Novell Group, and assign that group to be notified with a popup message when any new information has been received by modem. You must first establish a Novell Group using the Novell administrator's software and assign the users that you wish to this group. Then, select the ❍**Yes** radio button on this screen, then you can choose the **Lookup a Novell Group** button and assign that Novell Group here. Please read the instructions on the right-side of this screen illustration for further details about setting up the Novell method.

If you are *not* running on a Novell network or just wish to utilize the alternate notification method, then ensure that the ❍ **No** radio button is selected under the Novell section on the right above, then choose the **Add a User to the Notification List** on the left above. This will allow you to choose users directly from your User List to assign as the users to be notified. Users can later be removed from this notification list by highlighting them in the list and selecting **Remove Highlighted User from the Notification List**.

Note: To use the second option here, you must first set up each of your system users in the *Security* option which is covered in Chapter 2: System Setup.

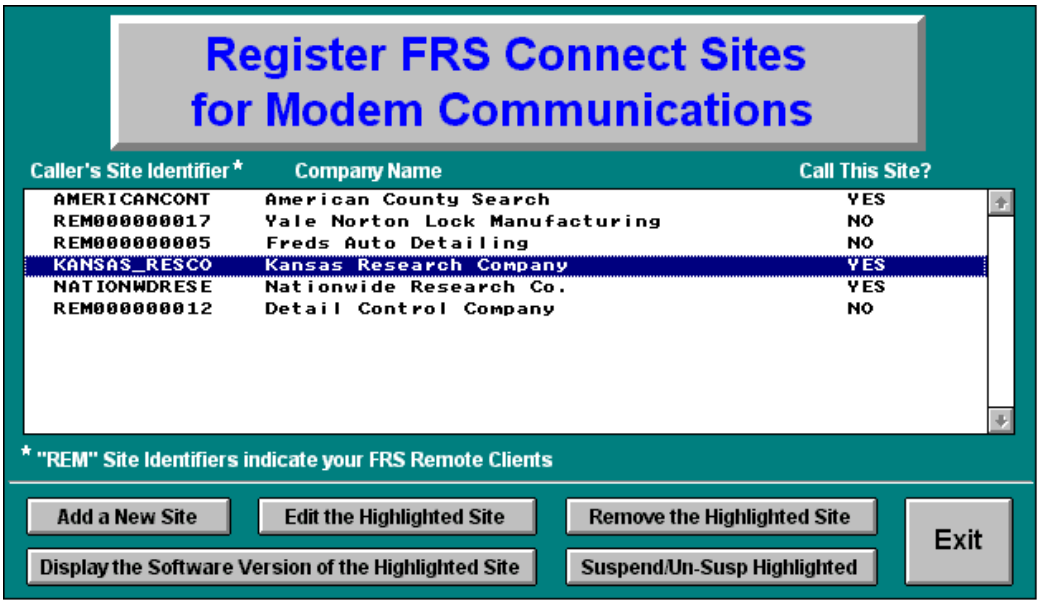
More Information on FRS Notification:

- This option was originally designed to notify the designated users when information has been received by modem, but it has since been modified to include notification when requests have also been downloaded from your web site and are ready to be loaded through the **I-Add** (Internet-Add) option, also accessible from the Edit Subjects List. The users set up under the method on the left above will be notified any time there is information to be loaded through **C-Add** or **I-Add** when the designated users log in and select any of the following from the Edit Subjects List: **Add Subjects**, **Edit Subject**, **Set a Filter** or **Delete/Cancel**.
- The system will notify all system users with a popup message when they select any of the buttons at the bottom of the Edit Subjects List if any of the following occur:
  - ➢ The FRS Host Mode, FRS Fax Server, FRS Automation Server or FRS Web Site Server experience an error
  - ➢ There are any Fax submissions designated as "Call Before Faxing" which need to be processed
  - ➢ The FRS Automation Server experiences an error processing a Credit Report or Social Trace request
  - ➢ The FRS Web Site Server has been shut down automatically after doing its nightly maintenance
- When each user logs in, if an FRS Update is queued up and waiting to be loaded in your system, they will be notified with a popup message. If the user logging in is a System Administrator, they will be prompted with an option to view a help screen with instructions on how to install that update.

Register FRS Sites for Modem Communications

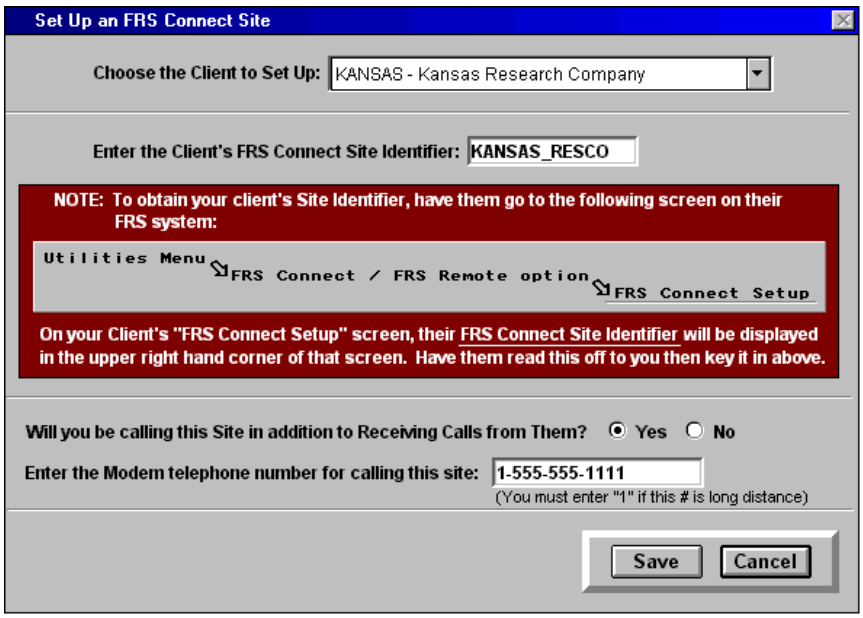
Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – Register FRS Connect Sites for Modem Communications

This option is used to add new FRS Connect sites to interface with, and to track and edit all of the FRS Connect and FRS Remote sites with which you communicate by modem.



Add a New Site:

When you wish to interface with another FRS Connect site to send research requests or receive requests from them, choose the **Add a New Site** button. A site must first be set up in your Client List *before* it can be added as a site to interface with here. Even if the FRS site will not actually be a client but you will be using them as a researcher and sending search requests to them, they must still be added to your Client List because it is used as the table which serves as the common bond for all communication interfaces. When the **Add a New Site** button is selected, the following screen is displayed.



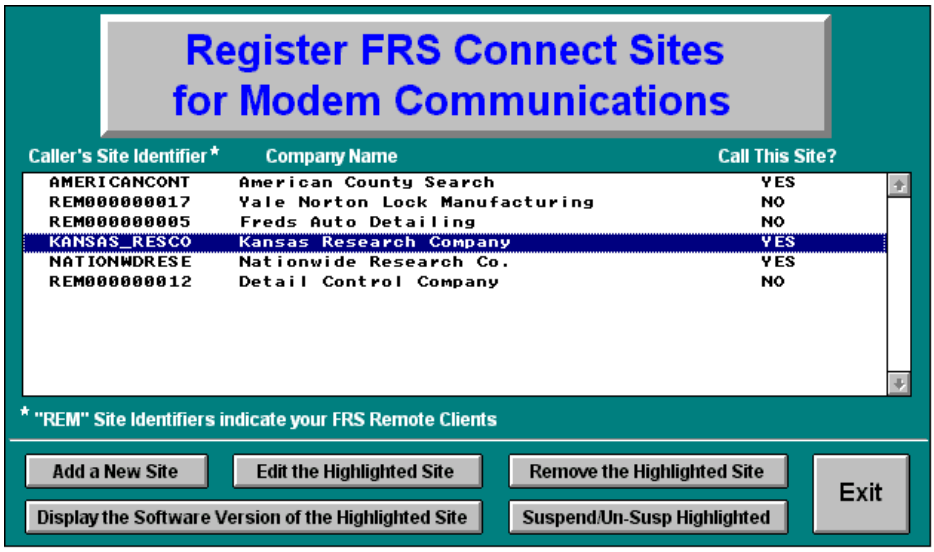
1. Select the site you are wanting to set up from the **Choose the Client to Set Up** drop-down list. This list is pre-filled with the clients in the FRS Client List. If a client has already been assigned for modem communications, then it will no longer be listed here.

2. Next, **Enter the Client's FRS Connect Site Identifier**. This is always a 12-character site identifier which you must obtain from the site that you wish to communicate with. Contact them and ask them for this identifier which will be displayed in their FRS Connect Setup screen. You in turn will provide them with your 12-character FRS Connect Site Identifier which you will obtain from your FRS Connect Setup screen.

3. Lastly, if you will be calling this site as well as them calling you, then select the ❍ **Yes** button, and enter the telephone number of the client's modem. You will need to obtain this number from the client you are setting up.

Register FRS Sites for Modem Communications

(*continued from the previous page*)



Notes on Adding a New Site:

- Your FRS Remote client sites can not be added through this method. They must first dial in and "partially register" at your site, then you will access the **Complete the Registration of Partially Registered Sites** option to add them to this table. This option is covered in more detail later in this chapter.
- Step-by-Step instructions for adding FRS Connect Clients, Researchers and FRS Remote Clients to your system are provided later in this chapter.

Edit the Highlighted Site

Choose this button to add or change the modem phone number for the highlighted site.

Display the Software Version of the Highlighted Site

Choose this button to display the version of the main FRS software (for FRS Connect sites) or the version of the FRS Remote software (for your remote clients) that each site is running. This option can be used to investigate discrepancies with the version being run by FRS Connect sites and yours. You can also use this to track and make sure that your FRS Remote clients are properly installing the automatic updates which your system is downloading to them. See the *FRS Remote Statistics* option later in this chapter for more information on the versions of the FRS Remote software being delivered from your site.

Remove the Highlighted Site

Choose this button to remove a site and disable their ability to dial into your Host machine, and prevent your staff from dialing them. If you remove a site, they can be added back later if you wish.

Suspend/Un-Susp the Highlighted Site

As an alternative to removing a site, you can temporarily "Suspend" a site so that they can not dial in to your Host mode. This can be used when a client is behind on payment for your services and you wish to prevent them from dialing in until payment has been rendered. Once they have brought their account status up to date, you can choose this option again to "Un-Suspend" the site, allowing them to dial into your system again. See the description for error code 043 in Appendix E: FRS Connect Host Communications Error Codes for more details about what the suspended client will encounter when they try to dial in to your Host machine.

Step-by-Step details on how to set up FRS Connect Clients and FRS Connect Researchers are provided on the next page.

Step-by-Step Instructions for Setting up an FRS Connect Site as a Client

(This is for a site for which you will be providing Criminal, Civil or MVR research)

1. Go to the Client List under "System Files/Table Maintenance" on the Utilities Menu and Enter the client into your client list (if you have not already done so).
   ➢ Set the "Results Delivery Method" to "Call Client" or "Client Calls In", depending on how you plan to communicate by modem with this client
2. Go to the "FRS Connect and FRS Remote" option on the Utilities menu and choose the "Register FRS Connect Sites for Modem Communications" option and choose "Add a New Site". (Go back 2 pages in this manual for an illustrated explanation of the following)
   ➢ Contact the FRS site with which you wish to communicate and ask for their 12-character FRS Connect Site Identifier and their Dial-In Host's modem number and provide them with your same information (Note: your FRS Site Identifier is obtained by going to: Utilities --- FRS Connect and FRS Remote --- FRS Connect Setup. The FRS Connect Site Identifier will be in the upper-right hand corner of this screen)
   ➢ Choose the Client List entry for this client from the client list at the top of this screen
   ➢ Enter the client's FRS Connect Site Identifier
   ➢ If you will be calling them, then select the "Yes" button and enter their modem number on this screen

Now, your setup is complete and you can dial this client to retrieve requests and send any results you have available for them by selecting the "Dial Mode" option on the "FRS Connect and FRS Remote" menu. Or, the most recommended method is to set up a permanent FRS Connect Host Mode at your site running on a workstation or communications server, then have the other company call into your system regularly.

Step-by-Step Instructions for Setting up an FRS Connect Site as a Research Source

(This is for a site that will be performing Criminal, Civil or MVR research for you)

1. Go to the Client List under "System Files/Table Maintenance" on the Utilities Menu and Enter the company into your client list, and set the "Results Delivery Method" to "Call Client" (although this site may not actually be one of your clients, this is required to tie everything together for communicating with this site through the dial-up communications)
2. Go to the "FRS Connect and FRS Remote" option on the Utilities menu and choose the "Register FRS Connect Sites for Modem Communications" option and choose "Add a New Site". (Go back 2 pages in this manual for an illustrated explanation of the following)
   ➢ Contact the FRS site you with which you wish to communicate and ask for their 12-character FRS Connect Site Identifier and their Dial-In Host's modem number and provide them with your same information (your FRS Site Identifier is obtained by going to: Utilities --- FRS Connect and FRS Remote --- FRS Connect Setup. The FRS Connect Site Identifier will be in the upper-right hand corner of this screen)
   ➢ Choose the Client List entry for this client from the client list at the top of this screen
   ➢ Enter the company's FRS Connect Site Identifier
   ➢ If you will be calling them, then select the "Yes" button and enter their modem number on this screen
3. Select the "Researcher List" under "System Files/Table Maintenance" on the Utilities Menu
   ➢ Choose the "Add a Researcher" button. *You will be presented with a long window containing some information and a question. Choose the "YES" button on this window.*
   ➢ Choose this client from the Client List and all of the information which was previously set up will be copied over to the Researcher setup page.
   ➢ Enter a unique "Researcher Code". **Note:** This code can be the same as this company's Client Code as long as it has not been previously assigned as a Researcher Code for another researcher.
   ➢ Set the "Method of Transmission for Research Lists" to "Call Client", then press the "SAVE" button
   ➢ With this new Researcher highlighted in the Researcher List, select the "Geographical Coverage" button (map of the U.S.) and assign all of the coverage areas for the research which this company will be providing

Now, your setup is complete and you can dial this researcher to send requests and retrieve any results they have available for you by selecting the "Dial Mode" option on the "FRS Connect and FRS Remote" menu. Or, if you have the FRS Connect Host Mode running regularly on a workstation or communications server, then you can work it out with the other company to have them call into your system periodically.

Complete the Registration of Partially Registered Sites

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – Complete the Registration of Partially Registered Sites

Sometimes when you access the "FRS Connect and FRS Remote" screen, you may see a message window pop up and display the message to the right.

This indicates that some of your FRS Connect or FRS Remote clients have dialed in to your Host Mode and partially registered for communicating with your site. You should choose the **Complete the Registration of Partially Registered Sites** option to complete this company's registration so that they can begin communicating with you.

When this option is selected, a screen like the following is displayed.

All of the FRS Connect sites & FRS Remote client sites that have dialed in and partially registered will be listed here.

Highlight a site and select the **Edit / Assign the Highlighted Site** button. You can also double-click or press <enter> on the highlighted site. A screen will be displayed allowing you to complete the registration of the site. This option is covered in more detail on the next page.

If you prefer to not register a site, thus preventing them from dialing in and accessing your system, then highlight that site and select the **Remove the Highlighted Site** button.

Special Notes on Registering Partially Registered Sites:

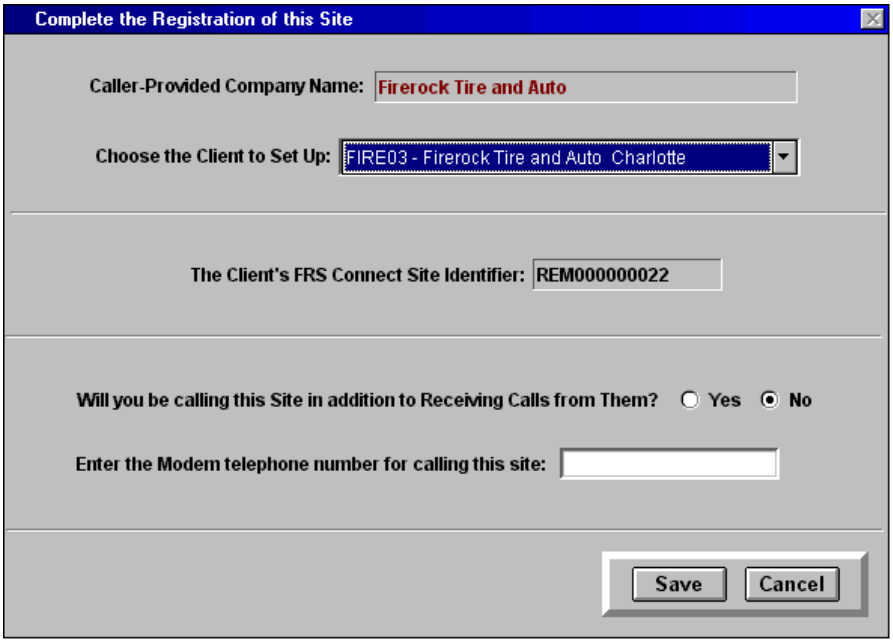
- If the **Remove the Highlighted Site** button is selected by mistake, simply contact the site and ask them to dial back in and partially register again.
- If you accidentally assign the wrong client to the caller's site identifier, then go to the **Register FRS Connect Sites for Modem Communications** option, remove the site, and ask them to dial in again.
- Your FRS Remote clients *must* dial in to your Host Mode first and utilize this method for registering with you, because each Remote CD or diskette set has a unique, system-generated "Site Identifier" and you have no way of actually knowing what that identifier is. Once your Remote client has dialed in, that identifier will appear in the screen above and you can complete their registration here.
- Your FRS Connect associates can dial in and partially register here, or you can set them up yourself, using the **Register FRS Connect Sites for Modem Communications** option, covered earlier in this chapter.
- After sites are registered with this option, they will appear in the list under the **Register FRS Connect Sites for Modem Communications** option and may be accessed there to track and further control the site's access.
- *Step-by-Step details on how to set up FRS Remote Clients are provided on the page following the next page.*

Complete the Registration of Partially Registered Sites

(*continued from the previous page*)

Edit / Assign the Highlighted Site:

When this option is selected from the Complete the Registration of Partially Registered Sites screen, a screen like the following is displayed.



The **Caller-Provided Company Name** above will indicate the name keyed in by the FRS Remote client which has called or the actual name of the site if it is an FRS Connect site. The **Client's FRS Connect Site Identifier** will be pre-filled for you here. Your FRS Remote clients will always have an FRS Connect Site Identifier of "REM" plus the unique system-generated serial number which was placed onto the Remote installation CD or diskette set when they were created.

1. Select the client name from the **Choose the Client to Set Up** drop-down Client List that matches this site which has dialed in. This list is pre-filled with the clients in the FRS Client List. If a client has already been assigned for modem communications, then it will no longer be listed here.

2. Lastly, if you will be calling this site as well as them calling you, then select the ❍ **Yes** button, and enter the telephone number of the client's modem. You will need to obtain this number from the client you are setting up.

Note: If you accidentally assign the wrong client to the caller's site identifier, then go to the **Register FRS Connect Sites for Modem Communications** option, remove the site, and ask them to dial in again, then perform this process all over.

Important: Although it is possible in extreme situations, we *do not recommend* that you dial your FRS Remote clients. This will involve a lot of support on your end, you will run into situations where your client does not even know their modem's telephone number or they don't have a direct line in. You can get into difficult hardware and modem debugging issues if they try to run a Host Mode. So, we recommend that you set up a Host Mode machine in your office which runs at all times, and require all of your FRS Remote clients to dial in to you only. Another advantage to this is that it allows your FRS Remote to send requests to you at any time and dial in to check for results at any time they wish. It could be a burden for your staff if they were required to dial your Remote clients several times each day.

Step-by-Step Instructions for Setting up Modem Communications with FRS Remote Clients

1. Set up the client in your client list if you have not already done so.
2. Create an FRS Remote CD or a set of FRS Remote installation diskettes and send them to your client.
3. The client will install the software, set it up and dial into your site for the first time to get registered and will receive a message on the screen that they have been “Partially Registered” at your site.
4. After the client has dialed in and has been partially registered, go to the “FRS Connect and FRS Remote” option on the Utilities menu and choose the "Complete the Registration of Partially Registered Sites” option.
   - ➢ Highlight the client in the list and select the “Edit/Assign the Highlighted Site” button
   - ➢ Choose the client’s entry from the drop-down Client List

   Note: If the client has been registered or set up before, then they will not show up in the drop-down list. In this case, you must cancel from this screen and select the "Register FRS Connect Sites for Modem Communications" option and *Remove* their old assignment, then repeat step 4.
   - ➢ Press the “SAVE” button to save this entry

This Remote client can now dial back in and will connect with your Host Mode to send requests and retrieve results.

Host Mode

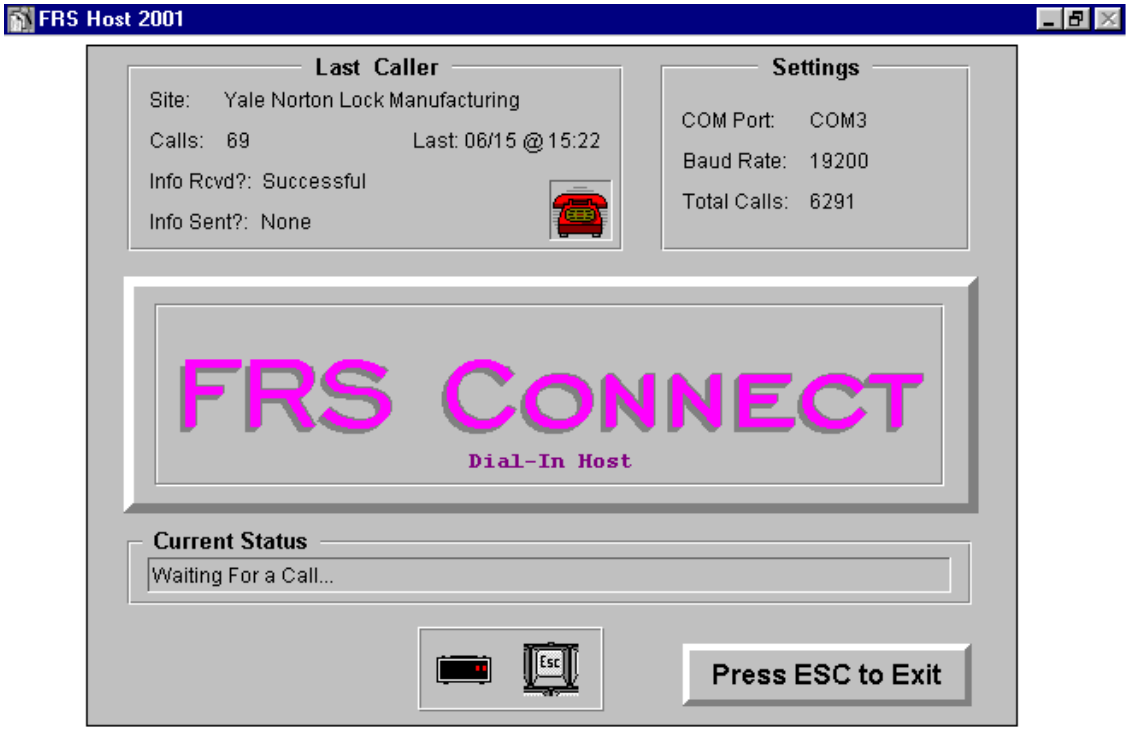
Accessing this option: This option is accessed from two places:

- Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – Host Mode - Wait for Incoming Calls
- The FRSHOST.EXE Standalone Application ⇦ **Preferred Method**

The **FRS Connect Host Mode** is the program which you will run on a workstation 24 hours a day (if desired) for your FRS Remote sites and FRS Connect sites to dial in to each day. The FRSHOST.EXE program can be configured to run on the same dedicated workstation as the FRS Fax Server to combine resources (see the System Diagram in Chapter 1: System Overview) onto one "Communications Server". The FRSHOST.EXE program requires only one modem on the workstation with a dedicated phone line to run.

Prior to running the FRS Host Mode, the modem com port must be set up first. See the "Modem Port Setup" topic under the FRS Connect Setup section earlier in this chapter. If you are running the standalone FRSHOST.EXE version of the Host Mode, then it can be started with a ***/S*** command line option to initiate the "Modem Port Setup" screen when starting the Host Mode. Do not leave the ***/S*** option on the shortcut you create for FRSHOST because you only need to run the "Modem Port Setup" once when initially installed and only again if the modem changes.

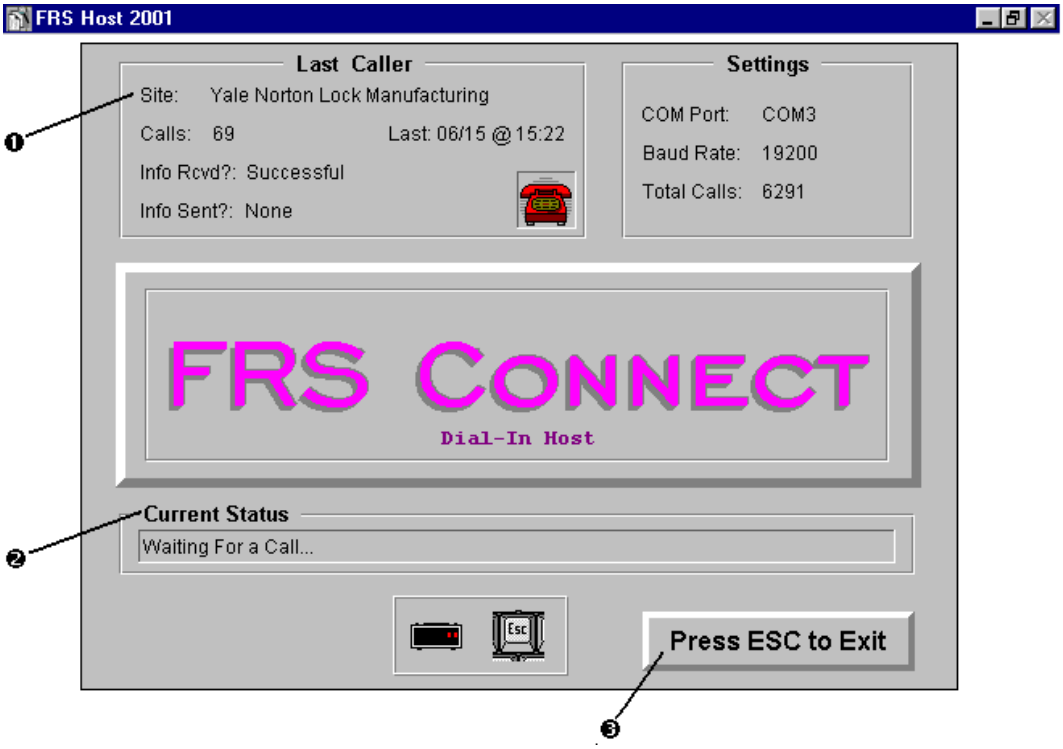
Once the modem is configured correctly and this program is started, a monitor screen like the following will always be displayed and remain on the screen until exited by pressing the ESC key.



When this Host screen is displayed, it is constantly monitoring the modem and phone line, looking for a call to come in. When a call is encountered, this screen processes the call and verifies the four levels of encrypted passwords required to gain entry into your system. Due to the high security built into this process, only an FRS Connect or FRS Remote site can gain entry using the proper password codes which you provide to them. When the call is completed, the Host Mode resets itself to wait for the next call. The average connection time is 45 seconds and if the FRS Connect or FRS Remote dialer receives a busy signal calling into your Host, they will automatically re-dial once a minute for up to ten minutes (10 retries total). If a wrong number is dialed or an obtrusive, unwarranted call comes in, once the first level of password fails, the Host Mode will terminate the call and reset itself to the "Waiting For a Call" status.

Host Mode

(*continued from previous page*)



❶ Details about the last caller into your Host machine will be displayed here. This includes the name of the **Site**, the total number of **Calls** you have received from that site, and the date and time of the very **Last** call that was made into the current session of the Host Mode. This last option allows you to keep track of the last call into your Host Mode system for investigation and auditing of your host usage and client connection frequency, and to allow you to take a quick glance and ensure that your Host Mode is receiving calls successfully. The **Info Rcvd?** and **Info Sent?** will show either "None" or "Successful" to indicate the status of the last transmission, or they may show "CONNECT ERROR ???". If this occurs, refer to Appendix E: FRS Connect Host Communications Error Codes for an explanation of the error code represented by "???" on the screen at that time.

❷ The **Current Status** of the Host Mode will be displayed at the bottom. If a call is being processed, the steps which are taken during that call will be displayed here.

❸ You must press the ESC key to exit from this screen. Due to the nature of this screen which is constantly polling the modem and phone line for an incoming call, there is no option available for a mouse click to exit this screen. When the Host Mode is idle and not processing a call, the Current Status will display "Waiting For a Call". Any time that the screen is in this status, press the ESC key and it will reset the modem, perform cleanup and shutdown operations, then will shut the Host down.

Special Notes Regarding the FRS Host:

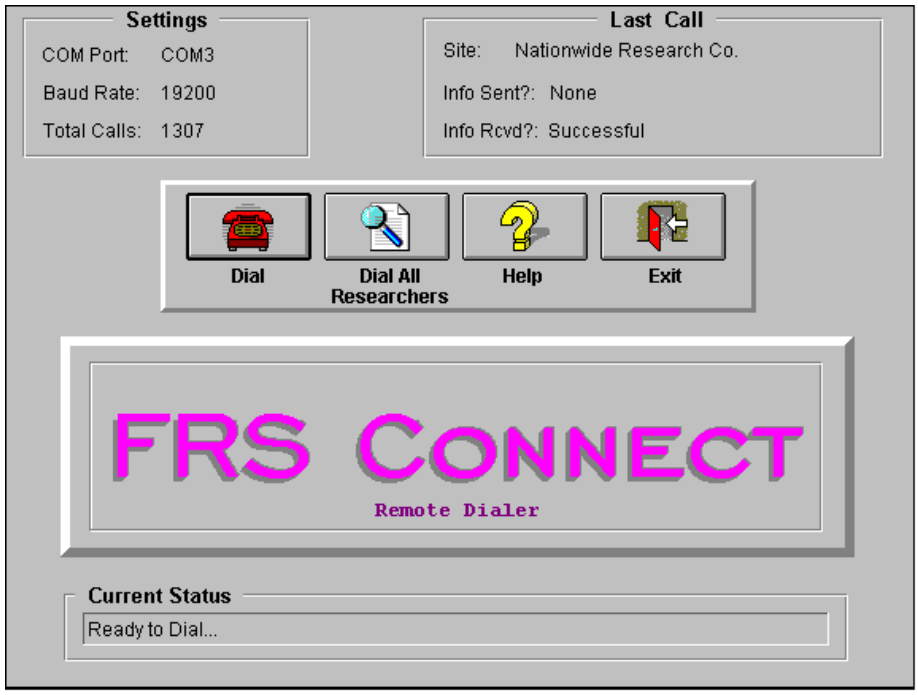
- You may only run one Host at a time. Due to the average 45-second call, this should serve all of your callers sufficiently.
- Because the Dialer and Host share the same interface files, If someone in your office uses the FRS Dialer while the FRS Host is running, then the Host will be suspended, taken off-line, and display the following message in the **Current Status** window: "Currently on Hold while another station is in Dialer...". The user that is utilizing the FRS Dialer should finish their dialing as quickly as possible, and close the Dialer as soon as they are finished to place the FRS Host back on-line.
- If you experience problems with setting up the Host Mode, in configuring the modem, or with any communications problems, refer to the appropriate sections in Chapter 7: Troubleshooting for suggestions and guidelines to resolve these issues.

FRS Dialer

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – Dial Mode - Make Outgoing Calls

The **FRS Connect Dialer** will allow you to dial into other FRS Connect sites to transmit requests and results. Any workstation with a modem attached can be used for dialing other sites. The modem Com port must first be configured for each workstation. See the "Modem Port Setup" topic under the FRS Connect Setup section earlier in this chapter. You only need to run the "Modem Port Setup" once when initially setting up a workstation to dial, then again only if the modem changes.

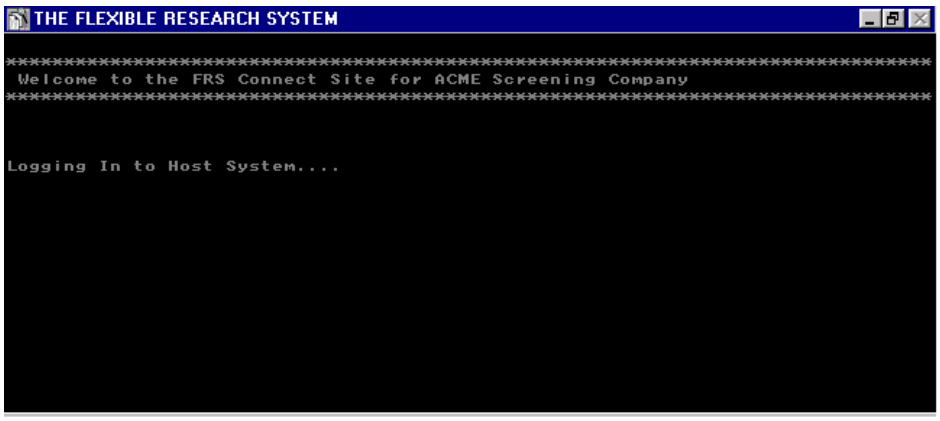
When this option is selected, the following screen is displayed.



Once the **Current Status** displays "Ready to Dial…" after resetting the modem, you can select the **Dial** button (button with the red telephone). A list of the sites which have been set up under the Register FRS Connect Sites for Modem Communications with the site's modem number will be displayed, allowing you to choose one to dial.

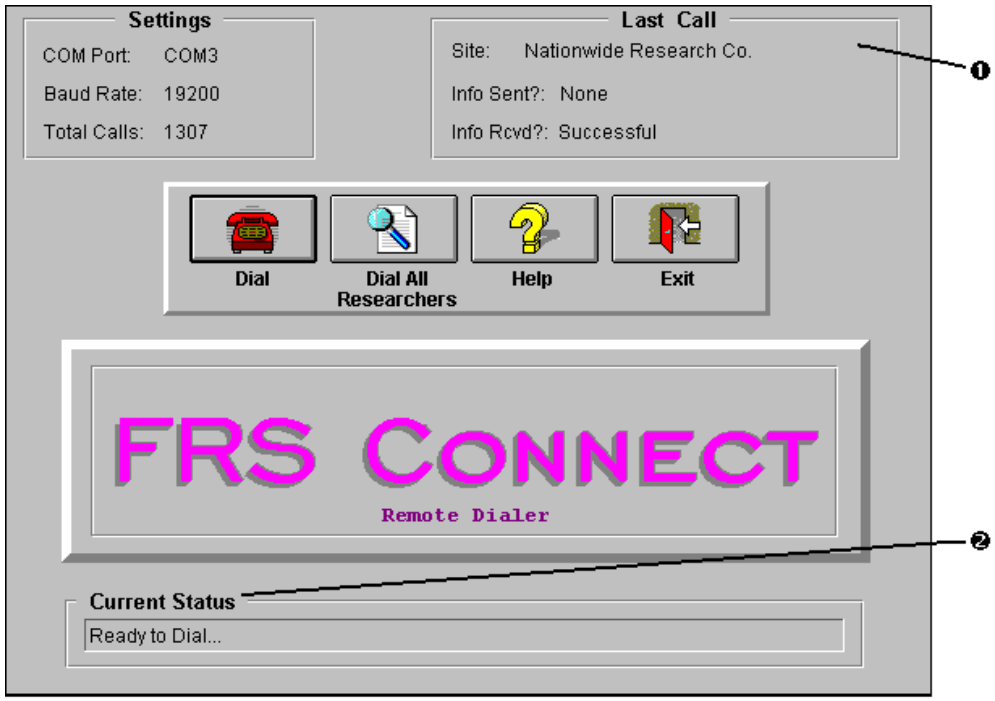
The system will dial the site you choose. If any problems are encountered, they will be displayed on the screen. If the line you are calling is busy, then the system will automatically re-dial once a minute for up to ten minutes (10 retries total). You will have the option to press the ESC key to cancel this re-dial process if you wish.

Once you successfully connect to an FRS site, the "terminal" screen will be displayed to show you the progress of the connection with the other site. ☞



FRS Dialer

(*continued from previous page*)



❶ Details about the last call made from your FRS Connect Dialer will be displayed here. The top field displays the name of the **Site** which was last called. The **Info Rcvd?** and **Info Sent?** will show either "None" or "Successful" to indicate the status of the last transmission, or they may show "CONNECT ERROR ???". If this occurs, refer to Appendix E: FRS Connect Communications Error Codes for an explanation of the error code represented by "???" on the screen at that time.

❷ The **Current Status** of the Dialer will be displayed at the bottom. If a call is being processed, the steps which are taken during that call will be displayed here.

Select the **Dial** button to call one site. When you select the **Dial All Researchers** button, the system will read through all of the researchers in your Researcher List that have been set with a Transmission Method of "Call Client" and check to see if you have any new requests to send to them. If so, then each of these sites will be dialed. If there are no new requests to send to a researcher, and you want to call that site to check on results for work that was requested earlier, then choose the **Dial** button and call that researcher individually.

Special Notes Regarding the FRS Connect Dialer:

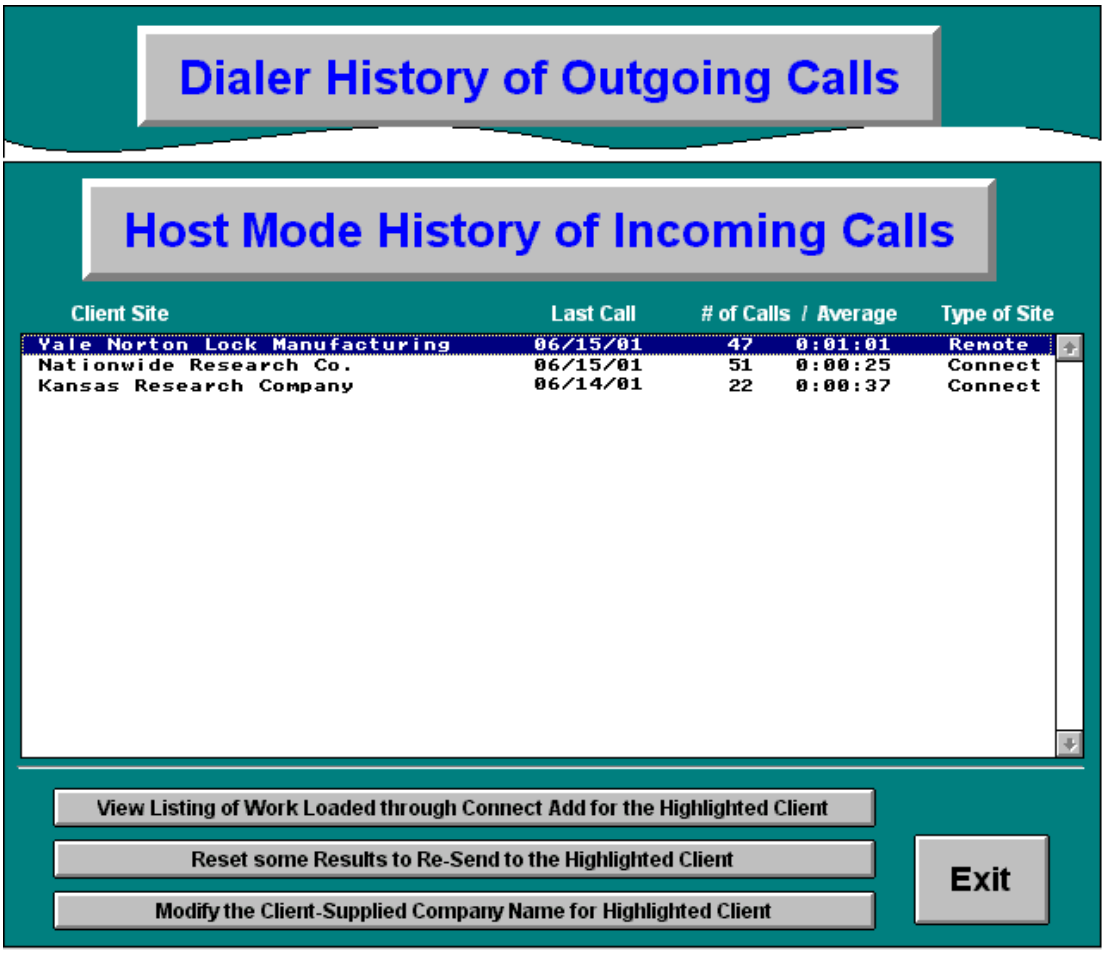
- You may assign as many workstations as you wish to dial out to your FRS Connect researchers and clients. The only requirement is that the workstation has a modem attached, and that you run the "Modem Port Setup for Dial Mode" option (covered earlier in this chapter) on each of those workstations.
- Because the Dialer and Host share the same interface files, If someone in your office uses the FRS Dialer while the FRS Host is running, then the Host will be suspended, taken off-line, and display the following message in the **Current Status** window: "Currently on Hold while another station is in Dialer...". The user that is utilizing the FRS Dialer should finish their dialing as quickly as possible, and close the Dialer as soon as they are finished to place the FRS Host back on-line.
- Only one user can utilize the Dialer Mode at one time. Because all of the pending requests that need to be delivered to a researcher are sent in one batch, we recommend that you designate one person in your office to be responsible for the dialing of FRS Connect researchers to deliver these in the most efficient fashion.
- If you experience problems with setting up the Dialer Mode, in configuring the modem, or with any communications problems, refer to the appropriate sections in Chapter 7: Troubleshooting for suggestions and guidelines to resolve these issues.
- When dialing a site, if you receive a "CONNECT ERROR ???" message on the black "Terminal" screen, refer to Appendix E: FRS Connect Communications Error Codes for an explanation of the error code represented by "???" that you observe there.
- It is up to you and each of the other FRS Connect sites with which you will be interfacing to determine whether you will call them each day, they will call you, or you will both dial each other each day.

Host Mode History of Incoming Calls *and* History of Outgoing Calls

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – Host Mode History of Incoming Calls *and* History of Outgoing Calls

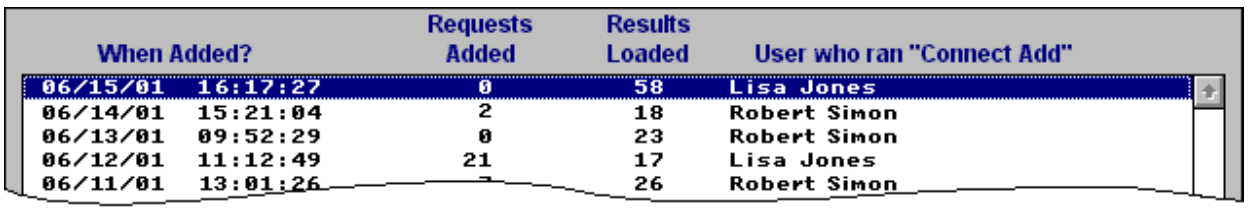
These two options allow you to view the history of the connections between your sites and the others that you interface with. The option you choose will show different sets of clients or researchers depending upon the method of communication (whether you dial them or they dial you). Several utilities are provided under each option to help you investigate and process the history of these calls.

Choosing either of these options will display a very similar screen, with minor differences depending upon the option selected.



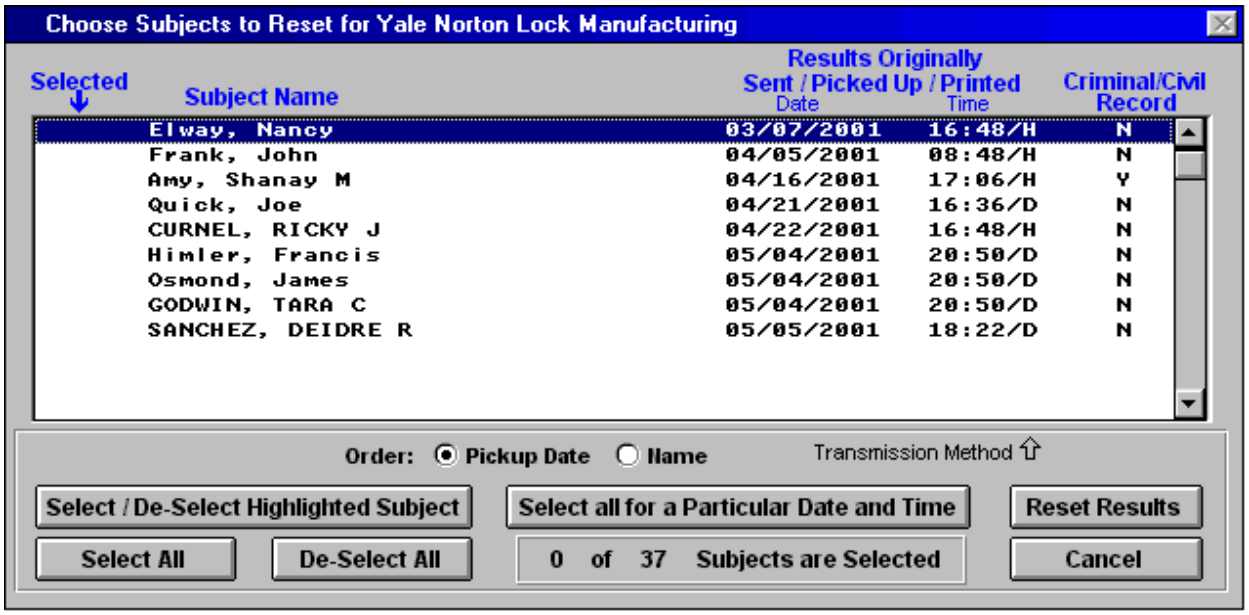
Each of your FRS Connect or FRS Remote clients will be listed with their **Last Call**, the **# of Calls**, the **Average** call length and the **Type of Site**. The clients listed in each list will depend upon which list you choose (Incoming or Outgoing).

View Listing of Work Loaded through Connect Add for the Highlighted Client: Choose this option to view a list of batches loaded through C-Add (Connect-Add) for the highlighted client to view Information like this:



Host Mode History of Incoming Calls *and* History of Outgoing Calls (*continued*)

Reset Some Results to Re-Send to the Highlighted Client: Choose this option to list all of the subjects which have been delivered to the highlighted client. A list like the following will be displayed:



Place a checkmark beside each subject which you wish to reset to be re-delivered to the client. You can double-click on a subject in the list, press <enter> on a highlighted subject, or use the three **Select...** buttons in the lower left-hand corner of this screen to select and de-select the subjects you wish to reset. You can change the **Order** to help locate any of these results which you want to reset to be delivered again. You can also use the **Select all for a Particular Date and Time** option if you can determine an entire batch that you wish to reset based on the date and time columns above. Once all of the needed subjects have been selected and have a checkmark beside them, choose the **Reset Results** button to reset them. These results will be re-delivered the next time you dial the site or the site dials in to your Host.

Notes:

- The "Transmission Method" column will show a single code to indicate the original method of delivery. The possible codes for this column will be **H**ost, **D**ial, **P**rint, **F**ax, **I**nternet, or **E**xport.
- This option displays all of the subjects in the Main Subject Table which have been delivered to the selected client. It does not include results which have been moved to Subject Backup History.

Modify the Client-Supplied Company Name for Highlighted Client: When your Remote clients first dial in to partially register their software, the client name which displays on these FRS Connect/Remote screens is the site name that your Remote client typed in. That name will always show up in these lists for that client. Sometimes when you send Remote software to multiple branches of a company, you may end up with multiple listings for the exact same company name. If so, you can use this option to change the name and place a branch or city description in the site name for clarification in your office.

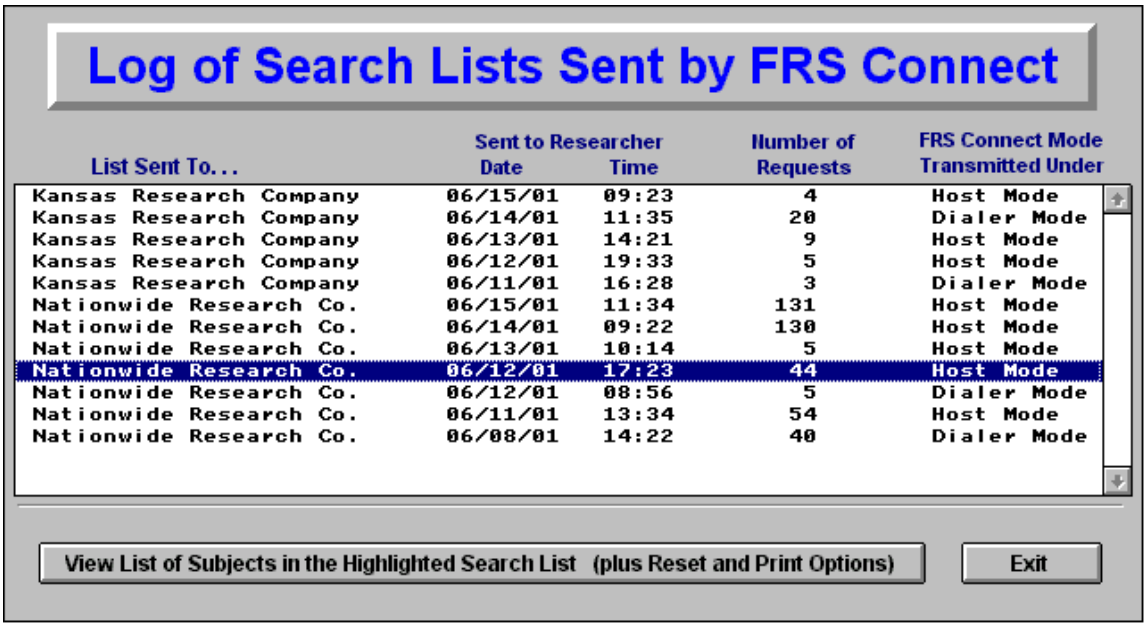
Note: This option is only available from the **Host Mode History of Incoming Calls** option and is not available from the **Dialer History of Outgoing Calls** option.

Log of Search Lists Sent via FRS Connect

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – Log of Search Lists Sent via FRS Connect

This option will allow you to view the "electronic" search lists which have been sent to your FRS Connect researcher through Dialer or Host Mode.

When this option is selected, a screen like the following is displayed.

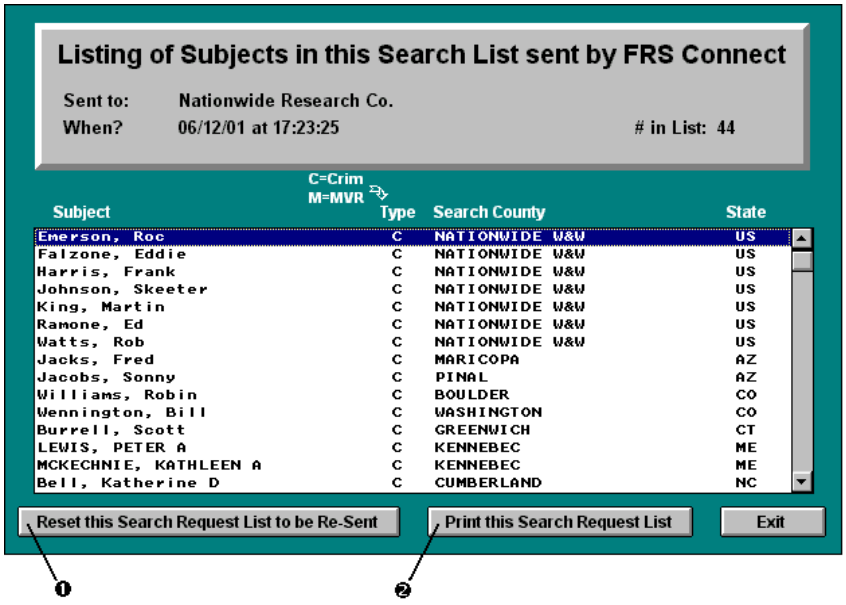


This screen will list the past 15 days worth of search batches which have been transmitted to your FRS Connect researchers. To view the details for one of these batches, highlight it and select the **View List of Subjects in the Highlighted Search List** button. You can also double-click or press <enter> on a highlighted batch to access this option. A screen like the following will be displayed.

This screen will show you a list of the subjects which were transmitted in the selected batch along with the type of search and the requested jurisdictions.

❶ You can select this button to reset the entire batch to be re-sent to the researcher again for any reason (such as the researcher informing you that they did not get these requests).

❷ You can select this button to print a listing of the subjects in this list. This can be faxed to the researcher so they can check and ensure that they received your entire batch of requests successfully.



Note: Only 15 days of the FRS Connect Search List History is maintained in the system. Each of these search lists is removed after it is more than 15 days old.

The FRS Remote Software

The FRS Remote Software product is a mini-version of FRS which can be sent to your clients to provide them with an HR package which they can use to order your services. FRS Remote will allow them to enter requests, dial into your Host machine and transmit those requests to you. During the same call, any results which you have completed for the client will be transmitted down to them.

The FRS Remote software has been installed onto your system in the form of diskette and CD "images". The "Create FRS Remote Diskette Sets / CDs" section later in this chapter will explain how to create these diskette sets and CDs for distribution to your clients. You may create as many diskette sets or CDs of your Remote software as you wish. You may distribute these as "marketing tools" for your services at trade shows and on sales visits. Each diskette set or CD that you create is serialized with a unique number by your system.

You have a limited number of licenses for the Remote software, but these licenses are only used when the clients to which you distribute the Remote software actually install it and dial back in to your system to utilize your services. Once they do so, they will be "partially registered" in your system. You have the final say on which clients you want to approve and "complete that registration", allowing them access to your system. It is only at this point that one of your FRS Remote licenses is utilized. This process is covered earlier in this chapter under the "Complete the Registration of Partially Registered Sites" topic. You also have the ability to "remove" a remote client and regain that license. The "FRS Remote Statistics" feature, covered later in this chapter, allows you to keep track of the number of diskette sets and CDs created, as well as the number of FRS Remote client licenses you have available. When you need additional Remote licenses, they can be purchased from us individually or at reduced rates when purchased in different volume increments. Please call our sales department for pricing on these licenses, and when purchased, we can dial in by modem and deliver your new licenses the same day that you call to request them.

The FRS Remote software contains many features to assist in your research processing, eliminate much data entry for you, and help to market your screening services. You can create a customized logo for your company that can appear on the FRS Remote login screen. This feature is covered later in this chapter.

Periodically, we will enhance the FRS Remote software and release a new version. When we do, we will deliver this to your system in the form of an automatically downloadable update by your clients. Each time that your Remote clients dial in to your Host Mode, the system checks their current software version against the latest version installed on your system, and if their's requires an update, the update will automatically be downloaded to their system, *but only if the call involves sending results* to the Remote client. They will then receive instructions right in the FRS Remote software alerting them that an update exists with instructions for installing it.

Also with each call from your FRS Remote clients, if the call involves the delivery of results to them, the following system tables will also be delivered to them, to ensure that they have the latest settings which you have defined for them:

- States allowed for Statewide and Workers Comp requests
- Settings for the Profiles/Research Services which you provide to Remote clients
- Other Search Types table with popup instructions for filling out these requests
- Your customized Report Logo for printing on the Deluxe Report

As you begin to utilize the FRS Remote software feature, please keep the following in mind. We can not support your FRS Remote clients directly. They must call you for support, and you in turn can call our Technical Support Line where we can provide assistance to you as you support your clients. With this in mind, we recommend that before you begin to send out Remote software CDs and diskette sets, you should create a set and install it on the hard drive of one of your workstations to 1) witness the installation process which your clients will be going through, and 2) have a version of the remote installed at your site to allow you and your staff to familiarize yourselves with the software and have a version available to assist in training and supporting your clients.

This sample Remote software can be installed on as many workstations in your office as you wish, or a centralized copy can be installed onto your network and several stations can set a shortcut to run it. One of your Remote licenses is only used when you dial in and register the sample Remote software. You should do this with your sample remote so that you can follow the instructions in the "Complete the Registration of Partially Registered Sites" section in this manual to have hands-on experience with this process, then you will be ready when your Remote clients begin to call in and need you to perform this process for them. If you need to re-gain this sample license later to assign it to an actual client, you have the option to do that under the "Register FRS Connect Sites for Modem Communications" feature (covered earlier in this chapter) by using the "Remove the Highlighted Site" option.

When your clients install the Remote software at their site, it is multi-user ready and can be installed onto a network to allow multiple workstations to set a shortcut and run it simultaneously. It can also be installed onto the hard drive of a standalone PC and used by only one user. Each copy of the Remote software which you create in your system is unique and serialized with a customized FRS Connect Site Identifier by your system. It is very important that the following rules are followed regarding the creation, distribution, and installation of the Remote diskette sets and CDs or major problems could occur.

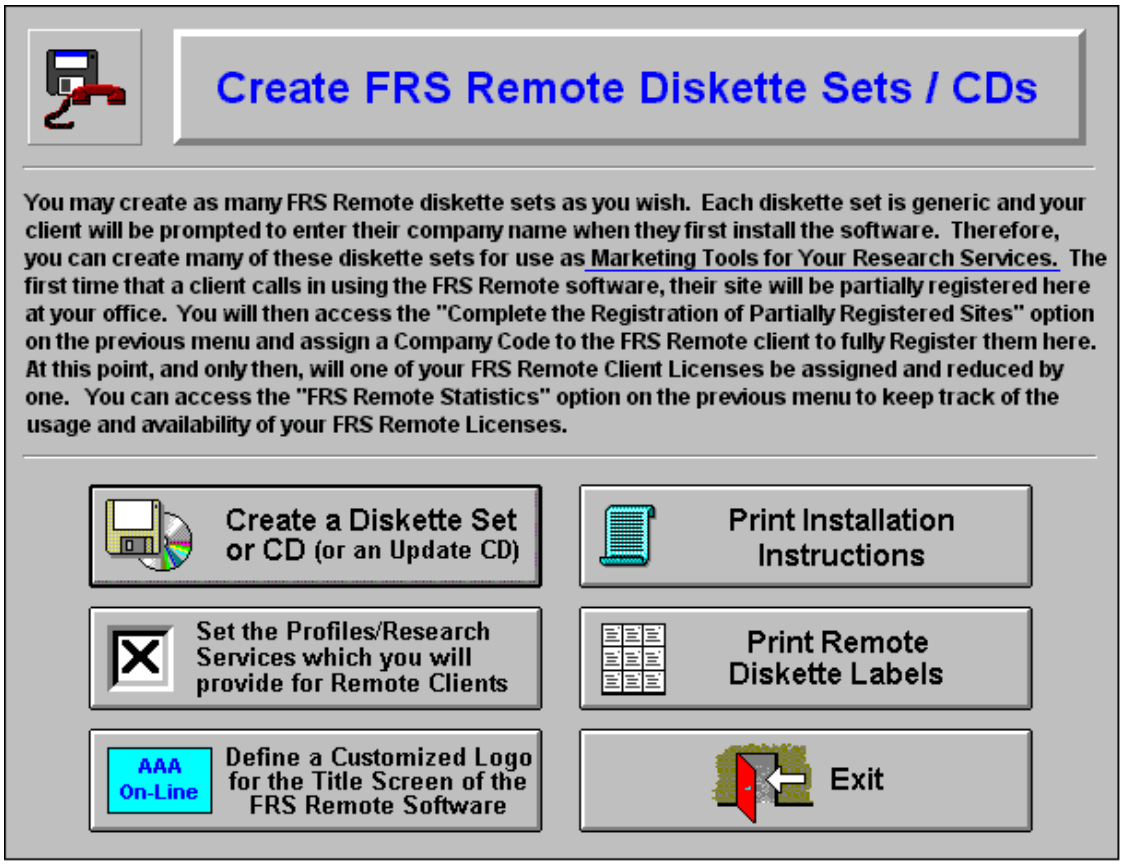
- Never distribute the same Remote CD or Diskette Set to more than one client site or site A will get Site B's results and vice versa. Always create a brand new CD or Diskette set for each of your individual clients or client locations.
- Your clients should never install the Remote software onto the hard drives of two different PCs (unless you provide two totally separate, uniquely created copies of the Remote CD or diskette set). If they install the same copy to two different PCs, then the problem will occur of machine A receiving the results keyed by Machine B, and vice versa, and there will be no way to correct the mixups. To prevent this, either #1, install the Remote software onto their network and set shortcuts from the two PCs, or #2, if the two copies will be treated as two separate clients in your FRS Client List, send them two uniquely generated Remote diskette sets or CDs to install on two separate computers. In the case of the latter solution here, the client must be very careful in keeping these two software versions totally separate and not accidentally key in the work for one into the other.
- Never create one Remote installation CD or one set of diskettes and mass-duplicate them to send to multiple clients. Each Remote software CD or diskette set must be created from the FRS software uniquely because of the special serialized FRS Connect Site Identifier which is placed onto the diskettes or CDs with each creation.

See the *Supporting your FRS Remote Clients* section later in this chapter for some guidelines and assistance to help you in providing the support to your Remote clients.

Create FRS Remote Diskette Sets / CDs

Accessing this option: FRS Manager – Management Utilities Menu – Create FRS Remote Diskette Sets / CDs

This feature allows you to create your FRS Remote Diskette Sets and CDs, as well as customize this software to meet the needs of your company and your clients.



All of the options are designed to help you configure, create, and distribute your FRS Remote software on a set of five diskettes or on one CD-Rom disc. These options should be utilized in the following order and are covered starting on the next page in this order.

Set the Profiles/Research Services which you will provide for Remote Clients: This option allows you to control which of your services can be ordered from the remote software with special settings for security, AKAs and Rush Jobs.

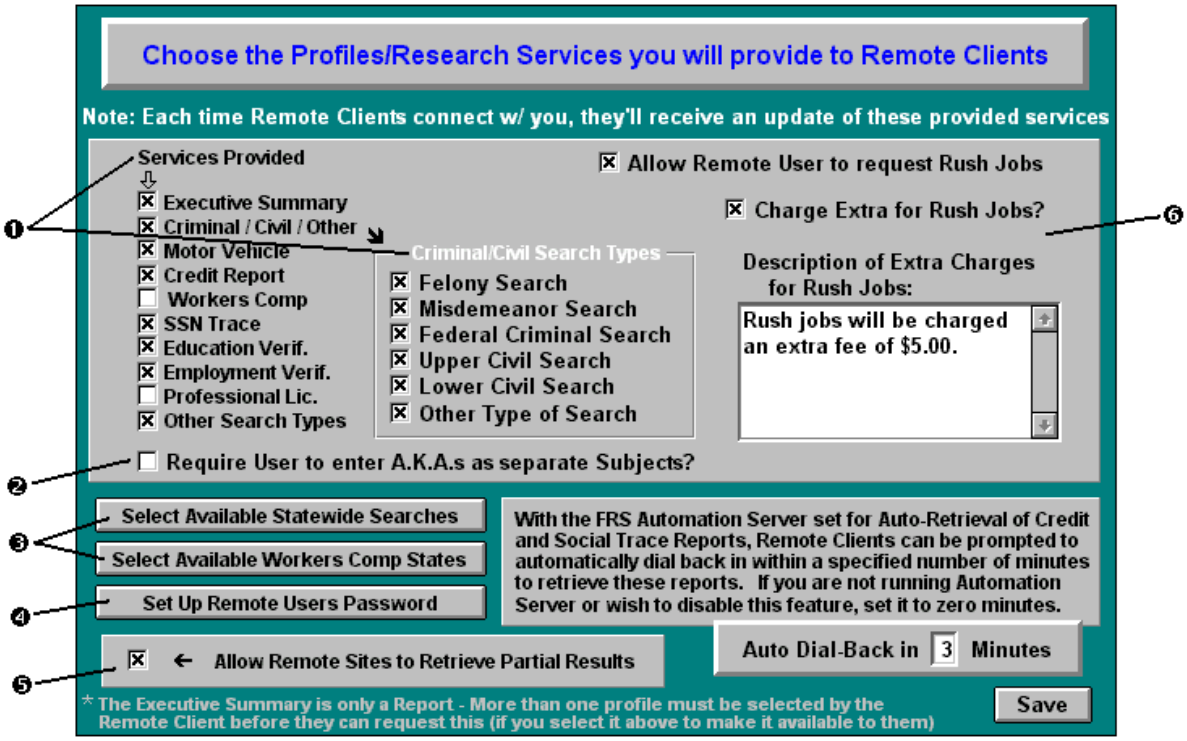
Define a Customized Logo for the Title Screen of the FRS Remote Software: This option will allow you to define a customized logo to display on the opening screen of the FRS Remote software to represent the software as your company's.

Create a Diskette Set or CD (or an Update CD): This option allows you to create the FRS Remote software installation diskettes or CD, or you can create a CD with the FRS Remote software update for distribution to your clients.

Print Installation Instructions: This option will allow you to print out an FRS Remote manual with installation instructions to send with the Remote CD or diskettes.

Print Remote Diskette Labels: This option will allow you to print diskette labels for distributing the diskette version of the FRS Remote software installation.

Set the Profiles/Research Services which you will provide for Remote Clients



❶ Select the profiles in this section that you will allow your Remote clients to request. The Criminal/Civil Search Types can be controlled for the Remote clients as well.

❷ Place an **X** in this box if you want to restrict your Remote clients from ordering AKAs for a subject with the **Add AKAs** button. If this box is checked, when the Remote clients choose the **Add AKAs** button, a warning message will pop up explaining that they will need to duplicate the subject and change the name to enter AKAs.

❸ Choose these options to specify the states for which Statewide and Workers Comp searches can be ordered. These same options are also available from the "Maintain System Defaults" option.

❹ Select this option to change your company's Administrator Password for all Remote sites. This Remote Administrator Password will be the one that you provide to all of your Remote sites.
How Security is Handled in the FRS Remote Software: When your Remote clients initially install and set up their software, it is not password protected. At this point, your clients see the initial logo/title screen, then they can click or press any key to gain access. If they choose to set up security, then the system administrator at the Remote site will choose the "Security" option on the Remote "Setup and Utilities" menu. He or she will prompted for a password to gain access to this option, and for this they must enter the password which you have set under the option ❹ on this screen. Provide this password to the Remote site's system administrator only, and he or she can use this password to gain access in order to set up the individual users at their site. Once at least one user has been set up in the Remote Security table and assigned a password, then from that point forward, any time anyone runs that Remote software, they will be prompted for a password to gain entry. The password entered here at login can either be your system administrator password set under the option ❹ on this screen, or one of the User ID/Passwords which they have set up. To turn off the requirement of a password to gain entry at a Remote site, then have the system administrator delete all of the users out of the Security table, then run the "Rebuild System Tables" option at the Remote site. Password access will be disabled until the system administrator sets users up under the security table again.

❺ When this option is selected, any Partial Results which are ready will be delivered to your Remote clients when they dial in. When a subject is fully completed, those final, completed results will be delivered as the final step for the subject.

❻ Use the fields in this section to control and communicate your company's Rush processing guidelines to the Remote users.

Note: All of these settings are transmitted down to your Remote clients with every call in which results are sent back to them. So, any changes to the settings from this screen will be delivered to all of your Remote clients.

Define a Customized Logo for the Title Screen of the FRS Remote Software

This option will allow you to define a custom title screen for your Remote software to display each time your Remote clients run it. This Logo Bitmap will be displayed on the first screen which the FRS Remote users see instead of the standard "Flexible Research System" logo. This will allow you to customize the FRS Remote software with your Company's name and logo on the title screen.

This custom title screen must be created in Bitmap form (.BMP). If you have an existing Bitmap file (.BMP) with your logo, it can be used as long as it is modified to fit the requirements listed below. If you have your logo in the GIF or JPG graphics format, then it can be opened in Windows Paintbrush and saved out in a .BMP format. You can use the "Stretch/Skew" option under the "Image" menu in Paintbrush to assist in sizing your graphic to match the requirements listed below. If you have your logo in some other graphics format, it may be possible to convert it into a .BMP format using another graphics program, or if it can be captured into the Windows clipboard, it can be pasted into Window Paintbrush and saved as a .BMP image.

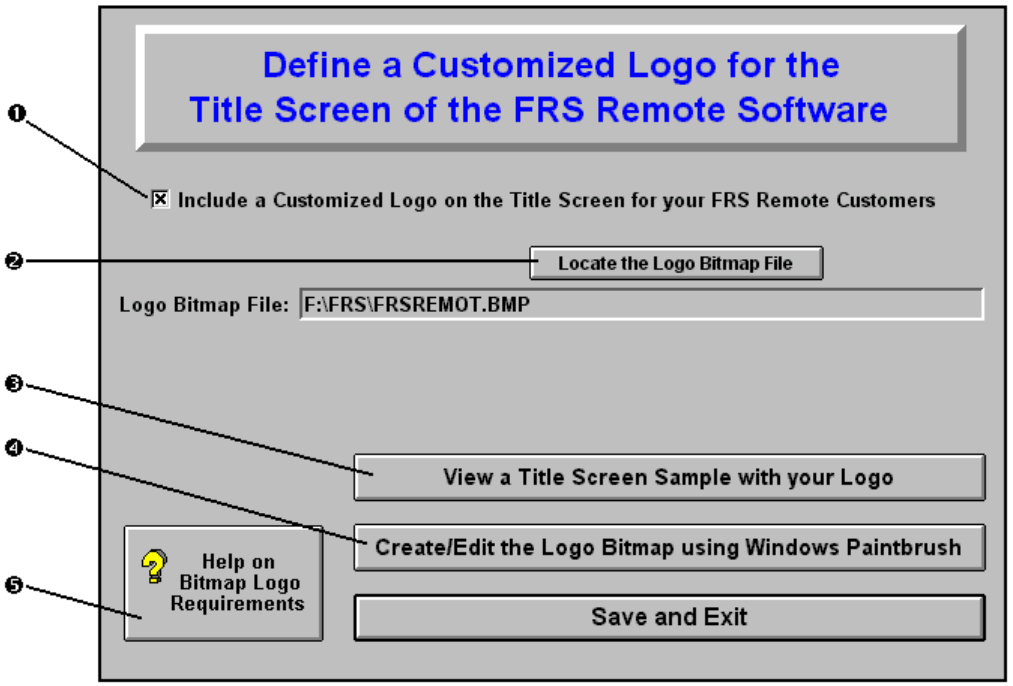
The requirements for this graphic file are as follows:

- It must be in Bitmap format (.BMP) - You can use the Paintbrush program which comes with Windows to create and edit this logo.
- The attributes of the Bitmap file MUST be:
  - ➢ 560 pixels wide
  - ➢ 265 pixels high
  - ➢ 16 colors

  Note: These settings are controlled from the Attributes option on the drop-down menus in Windows Paintbrush.

Important: You must follow the specifications above exactly. If the bitmap is defined with more than 16 colors, then it might not fit on the FRS Remote diskette set when created and might not display correctly on your customer's screen(s).

TIP: If you have not yet created a Bitmap Logo, then just choose the **Create/Edit the Logo Bitmap using Windows Paintbrush** option on the screen below, and you can begin with a Bitmap which is already set to the proper dimensions.



❶ To include a customized title screen for your Remote software, place an **X** in this box.

❷ If you already have the title screen defined in a .BMP file, then choose this button to locate it.

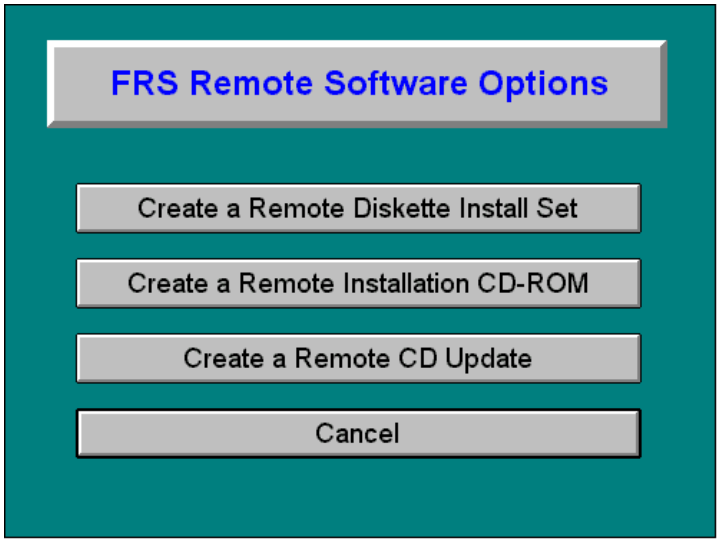
❸ Once you have defined your custom logo in BMP format and assigned it here, choose this option to view a sample of what your Remote clients will see.

❹ Choose this option to execute Windows Paintbrush to edit the Bitmap title screen graphic. If you have not yet defined your custom title screen, then this option will bring up a bitmap image already set to the required parameters.

❺ Select this option at any time for the latest, up-to-date requirements for the customized title screen bitmap.

Create a Diskette Set or CD (or an Update CD)

After setting the Profiles/Research Services for your Remote clients and defining a custom Title Screen (if desired), you are ready to create Remote installation CDs or Diskette Sets.



Create a Remote Diskette Install Set: Select this option if you wish to create an FRS Remote installation on diskettes. This requires 5 high-density 3½" floppy diskettes. All five of these diskettes must be pre-formatted before accessing this option. When this option is selected, the system will prompt you for the drive letter for your diskette drive (A: or B:), then take you through the prompts for diskettes 1 through 5. You should make sure that you have five good diskettes that are high-density and are pre-formatted prior to selecting this option, because if problems are experienced during the creation of any of these diskettes, the entire process must be restarted.

A Note about Labels: See the *Print Remote Diskette Labels* option later in this chapter to print diskette labels that can be affixed to the diskettes before distributing to your clients.

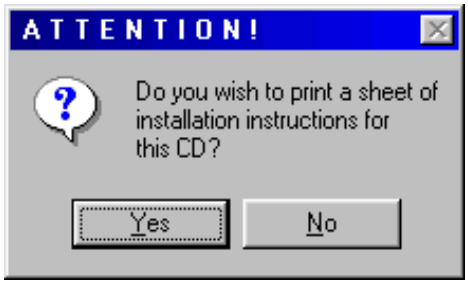
Create a Remote Installation CD-ROM: Select this option if you wish to create an FRS Remote installation on CD. The requirements for this option are that you have a CD Writer and the appropriate support software for the drive. We recommend using blank CD-R discs. CD-RW (read/write) discs are not necessary and are more expensive. Before selecting this option, use the support software which came with your CD Writer drive (we have found the Adaptec DirectCD software to work very well for this) to format the CD and prepare it to be written, to from any program, by accessing it through its assigned drive letter. When this option is selected, the system will prompt you for the drive letter of your CD Writer drive. Ensure that you have a pre-formatted CD-R in this drive then select it. The system will copy all of the installation files to the CD then display a message informing you when it is finished and a message informing you that you must now "close" the CD using the support software which came with your CD Writer so that the CD can be read through the CD-Rom drive of your client. This is a very important last step, and if this step is skipped, your clients will not be able to read the CD you have created for them.

A Note about Labels: Due to the variety of options and special tools required to create CD labels, no option has been provided in FRS for CD label creation. We recommend that you explore the label creation kits which can be found at your local office supply superstore. Most of these come with templates for use with word processors such as Word and WordPerfect and the leading graphics programs.

Create a Remote CD Update: When we release new versions of the FRS Remote software, they are loaded into your system and through the FRS Host Mode, these updates are automatically downloaded to your Remote clients when they dial in and pick up results. If any of your Remote clients experience communications problems with their modem, phone lines, or workstation's operating environment, they may

have problems receiving this downloaded update. In this case, this option has been provided to allow you to create a CD with that update on it so that it can be mailed to these clients who are experiencing problems downloading that update. The requirements for this option are that you have a CD Writer and the appropriate support software for the drive. We recommend using blank CD-R discs. CD-RW (read/write) discs are not necessary and are more expensive. Before selecting this option, use the support software which came with your CD Writer drive (we have found the Adaptec DirectCD software to work very well for this) to format the CD and prepare it to be written to from any program by accessing it through its assigned drive letter. When this option is selected, the system will prompt you for the drive letter of your CD Writer drive. Ensure that you have a pre-formatted CD-R in this drive then select it. The system will copy all of the update files to the CD then display a message informing you when it is finished and a message informing you that you must now "close" the CD using the support software which came with your CD Writer so that the CD can be read through the CD-Rom drive of your client. This is a very important last step, and if this step is skipped, your clients will not be able to read the CD you have created for them.

When the Update CD creation process is completed, the following prompt will be displayed.



You should choose "Yes" for this option to print a set of installation instructions which you can send to your client along with the installation CD to provide them with a step-by-step guide for installing the CD you are sending.

A Note about Labels: Due to the variety of options and special tools required to create CD labels, no option has been provided in FRS for CD label creation. We recommend that you explore the label creation kits which can be found at your local office supply superstore. Most of these come with templates for use with word processors such as Word and WordPerfect and the leading graphics programs.

Note: See the *Remote Statistics* section later in this chapter for an option to assist in tracking the Remote installation sets created with this option and the FRS Remote Update versions installed on your system.

Print Installation Instructions

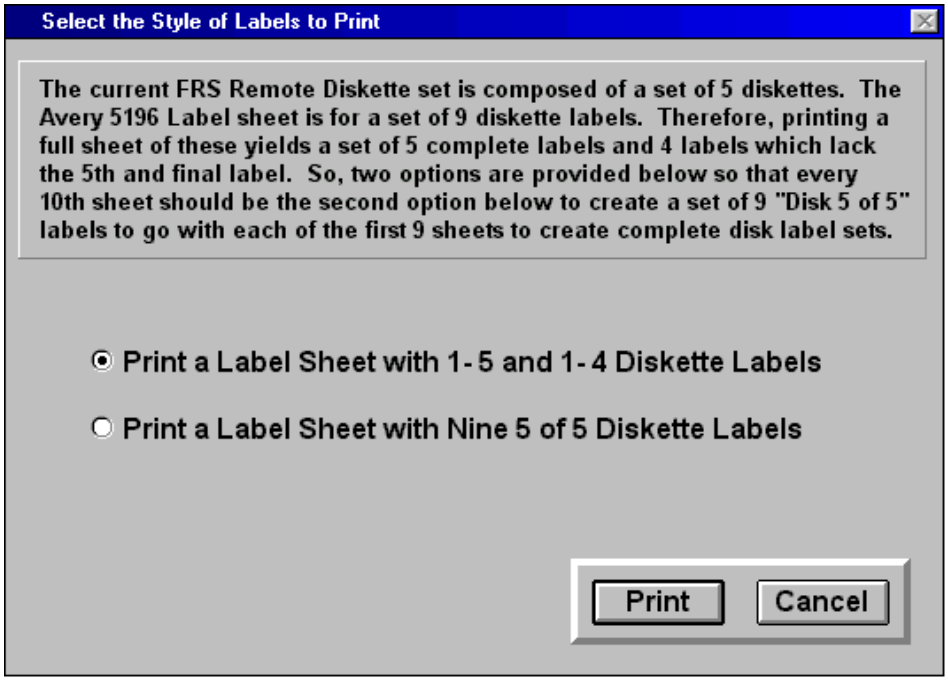
After creating a set of Remote installation diskettes or a Remote installation CD, you should select this option to print a copy of the FRS Remote user manual with installation instructions which you can send to your Remote client along with the diskettes or CD.

This manual is the same manual that your Remote clients can print from the “Setup and Utilities” menu in the FRS Remote software.

Print Remote Diskette Labels

When you create remote installation diskette sets, this option will allow you to create professional-looking diskette labels on your printer if you use the AVERY 5196 Laser Diskette Labels. These blank labels can be purchased at most office supply stores or superstores. You **Must** use the "Avery No. 5196" label with this option.

When this option is selected, a screen like the following will be displayed.



The Remote diskette set is composed of five diskettes. Since the Avery 5196 label sheet contains nine diskette labels, for each sheet of labels printed, you will be one short. Therefore, you have the additional option to print a label sheet with nine diskette labels that each say “Disk 5 of 5" to provide that 10th diskette label to go with the standard sheet of labels 1 through 5 and 1 through 4.

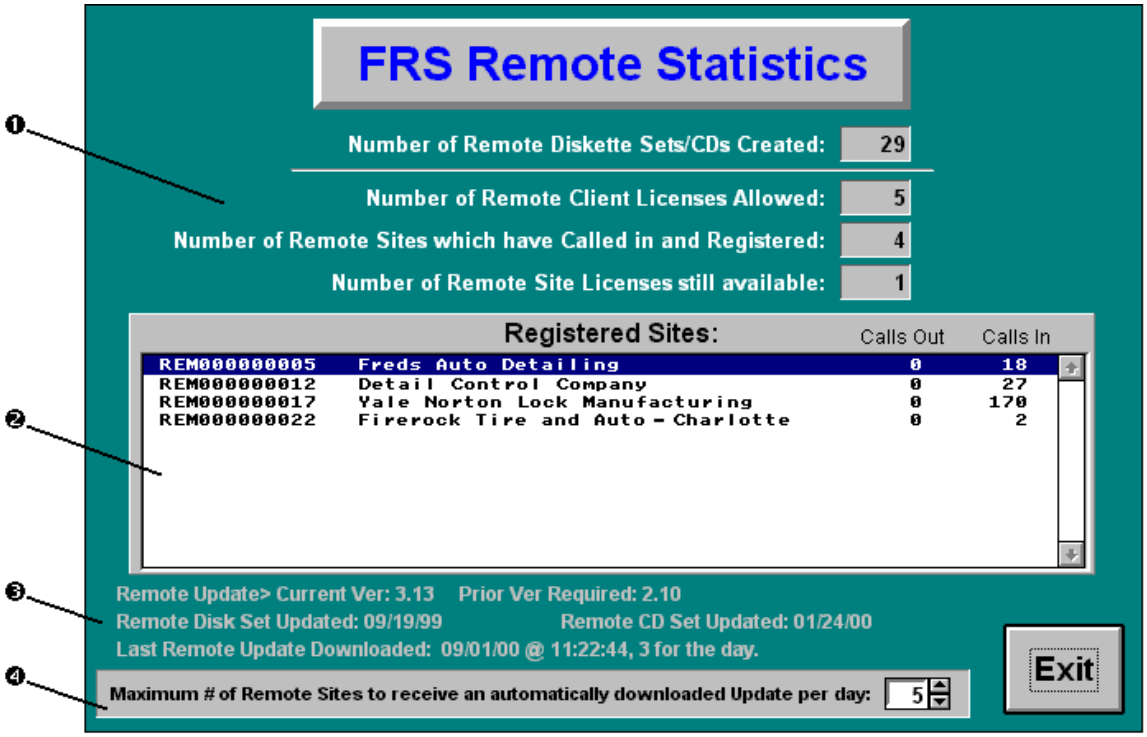
Select the type of label sheet that you wish to create from the screen above, then select the **Print** button.

If you do not have the required laser labels yet, you can print to a regular sheet of laser printer paper to see what the diskette labels will look like.

FRS Remote Statistics

Accessing this option: Main FRS Application – Utilities Menu – FRS Connect and FRS Remote – FRS Remote Statistics

This option will provide an overall status of the Remote clients you have as well as Remote licensing information to help you track your site's utilization of the FRS Remote software application.



❶ This section will display the number of Remote Diskette Sets/CDs that have been created and the Remote Client Licensing information.

❷ A listing of all of your FRS Remote "Registered Sites" will be displayed here along with stats on the number of calls for each.

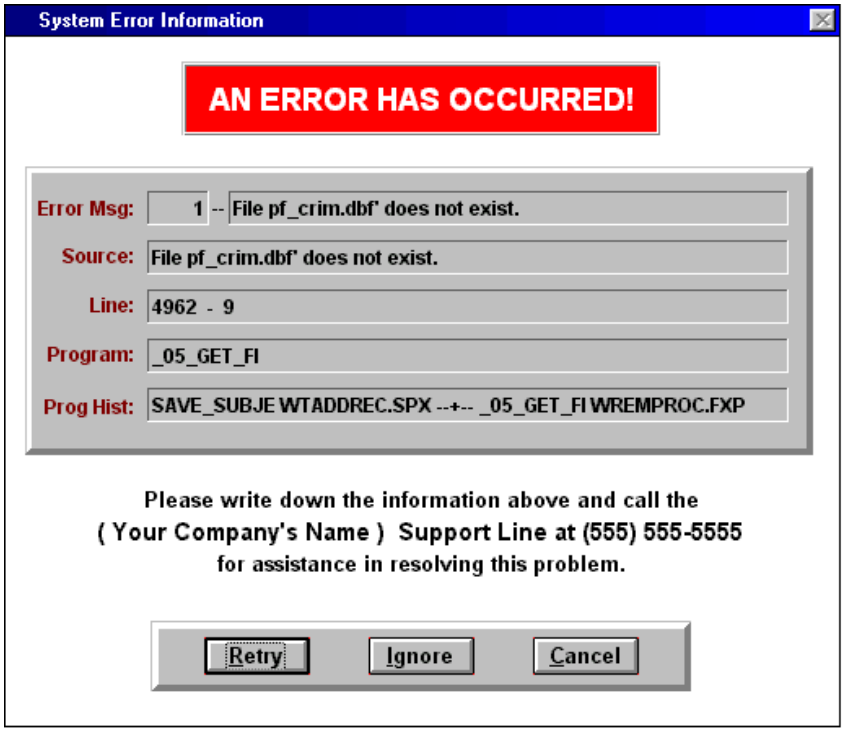
❸ Information about the FRS Remote installation sets and updates is displayed here. The first line displays the current version of the FRS Remote software which is installed on your system for distribution to your clients, as well as the prior version required by your Remote clients in order to receive an automatic upgrade download in case they are not running the most current version. The second line here displays the installation/update dates for the Remote Disk Set and Remote CD files on your system. The third line displays information about the last Remote update which has been downloaded through your Host Mode to one of your Remote clients, along with the total Remote updates downloaded for that day. See option ❹ below for a feature which has a bearing on this line of information.

Note: Select the "Register Other FRS Connect Sites for Modem Communications" option to access a feature which will allow you view the FRS Remote software version currently in use by each of your Remote clients.

❹ The automatic Remote update download can take 20-30 minutes. During the first week that you receive a new version of the Remote software that needs to be downloaded to your clients, your FRS Host Mode can be kept very busy and tied up most of the time delivering these updates, preventing many of your Remote clients from getting in to deliver requests and pick up results. For that reason, this option has been provided to limit the number of these downloads which will be delivered each day.

Supporting your FRS Remote Clients

- We can not support your FRS Remote clients directly. They must call you for support, and you in turn can call our Technical Support Line where we can provide assistance to you as you support your clients.
- For initially setting up and installing your clients with the Remote software, there is a "Step-by-Step" guide to doing that earlier in this chapter under the "Complete the Registration of Partially Registered Sites" topic.
- The FRS Remote software includes a program called REMFIX.EXE which works just like FRSFIX.EXE in the main FRS software for rebuilding the system tables and indexes and repairing any corrupted data files.
- To help keep the Remote software working as efficiently and trouble-free as possible, there is a built-in feature to force the Remote software user to rebuild their system tables every seven days. A step-by-step guide for this process is provided on the page after the next page to help inform you of how this process will work for your clients and to provide a document that can be faxed to your clients to help instruct them.
- If your Remote clients are having problems in any of the following areas, you should fax them a copy of the "Six Step Process for Resolving System Problems" sheet which is found in Chapter 7: Troubleshooting of this manual.
  - ➢ Lockup problems
  - ➢ Results you send them aren't getting closed out
  - ➢ Data or Index problems
  - ➢ Windows General Protection Faults
  - ➢ Internal Consistency or Insufficient Memory errors
  - ➢ Any non-communications problem that cannot be resolved through normal troubleshooting
- If your Remote clients are having modem or communications problems, refer to "Resolving Communication Problems" in Chapter 7: Troubleshooting.
- If your Remote clients receive a "Red Screen" error message like the following:



1. Have your client read the **Error Msg**, **Line**, **Program** and **Prog Hist** off of this Red Error Screen to you and write this information down. Refer to the *Troubleshooting* section in Chapter 7 to see if there is an explanation for the **Error Msg** that your client has received.
2. If the Error Msg is not listed in the Troubleshooting section, then call our Technical Support Line and we will assist you with the error, so that you in turn can assist your Remote client. To expedite this process, please make sure that you get the exact text of the **Error Msg**, **Line**, **Program** and **Prog Hist** fields off of this Red Error Screen from your client before you call our support line. Your Remote client will see a screen identical to the one displayed above, so you can assist them in obtaining the required information.

Additional Notes and Technical Information about the FRS Remote Software

Modem Communications:

- The FRS Remote software works with most standard hardware modems. The user may experience communications problems if using a "software" modem (also known as WinModems or virtual modems). These modems were designed primarily for browsing the Internet and do not work well with many business software products used for modem-to-modem communications.
- The FRS Remote will work in a modem "pool", provided that there is software or drivers on the workstation designed to allow the workstation to "see" a com port (COM1, COM2,....COM9). This will probably require some type of modem-sharing software running on the workstation which allows the workstation to see that modem as an assignable com port. Under the "Modem Dialing and Setup" option on the FRS Remote Utilities Menu, you will find an option to set up communication ports, and under that, there will be a feature to "Test the Communication Ports on this PC". If that feature can see a modem as addressable through any com port 1-9, then the FRS Remote software can be assigned to utilize it. We have seen this work in some situations and in some, it has not. In some situations, the problem was resolved by installing a $50 modem into the local workstation.

Special Remote Software Options:

- If the Remote user needs to determine which folder their software is installed, they can choose the "About...This Research Software" option on their "Setup and Utilities Menu" and view the "Global File Path" on that screen.
- The Remote software has been programmed with the "Associated Counties" feature to help you get more county searches from your Remote clients. When they assign an item from the County Table which has "associated counties", they will receive a message window asking if they wish to also add the "Associated Counties" as requests. If you have any clients for which you do not want this option available and do not want this message popping up, there is a solution. Create a text file called NOAC.FIL. It can be a simple file with nothing in it other than any one character. You can use Notepad to create the file, but make sure it doesn't save with a ".TXT" extension (sometimes Notepad will save a file like this as NOAC.FIL.TXT). Once you've created the NOAC.FIL, email it to the Remote clients for which you wish to stop the "Associated Counties" popup message, and have them save NOAC.FIL into the folder where their FRS Remote software is installed.
- Your customized report logo (if you have defined one) is transmitted to your Remote clients each time they interface with you for displaying at the top of the Deluxe Report when printed from their Remote software. If you wish to prevent your logo from printing on the Deluxe Report at any client's site, there is a solution. Create a text file called NOLOGO.FIL. It can be a simple file with nothing in it other than any one character. You can use Notepad to create the file, but make sure it doesn't save with a ".TXT" extension (sometimes Notepad will save a file like this as NOLOGO.FIL.TXT). Once you've created the NOLOGO.FIL, email it to the Remote clients for which you wish to suppress your custom report logo, and have them save NOLOGO.FIL into the folder where their FRS Remote software is installed.
- If your clients wish to only use the Remote software to receive their results, it is possible for them to fax in their requests for you to key in, and then use the Remote software to dial in to your Host mode to pick up their results.
- There is a special option on the FRS Remote software's "Setup and Utilities" menu called "Import/Export Subject Data". If you have a Remote client which wants to import requests from some other application into the FRS Remote software for sending to you, and/or wants to export the results back out of the FRS Remote software for use in another program, then we can provide a customized import/export module for this. This involves customized programming and there is a charge for this service. The details about this option are covered on the next page.

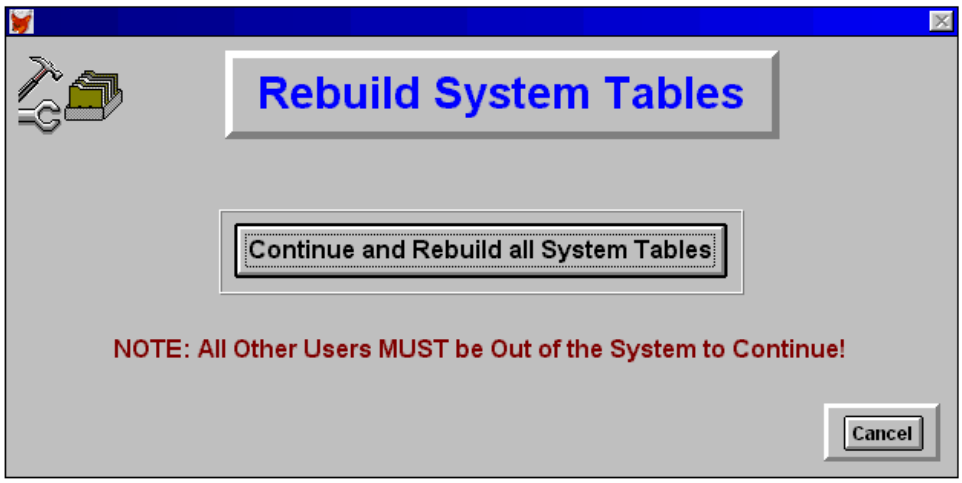
FRS Remote Software

Rebuilding System Tables

The FRS Remote system tables should be rebuilt periodically to ensure that they are fully optimized for peak performance and to ensure that the system and system data performs correctly.

If the system tables are not manually rebuilt by the Remote system users within a seven-day period, then the system recognizes this and forces the user to rebuild the tables. The following message window is displayed upon logging in to the FRS Remote software when this seven-day period has lapsed.

When the Remote system user clicks on the [OK] button, the system will take them straight to the “Rebuild System Tables” screen as displayed below.

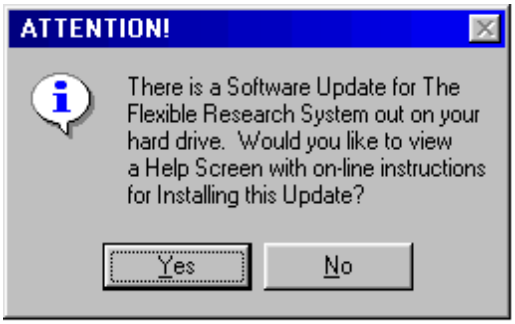


At this point, you should ensure that all other users are out of the FRS Remote software if you are running in a network environment, then click on the “Continue and Rebuild all System Tables” button. The system tables will be rebuilt, a message window will be displayed indicating that this task has finished, then after you click “OK” to close that window, all users including yourself may run the software again with the newly optimized system tables.

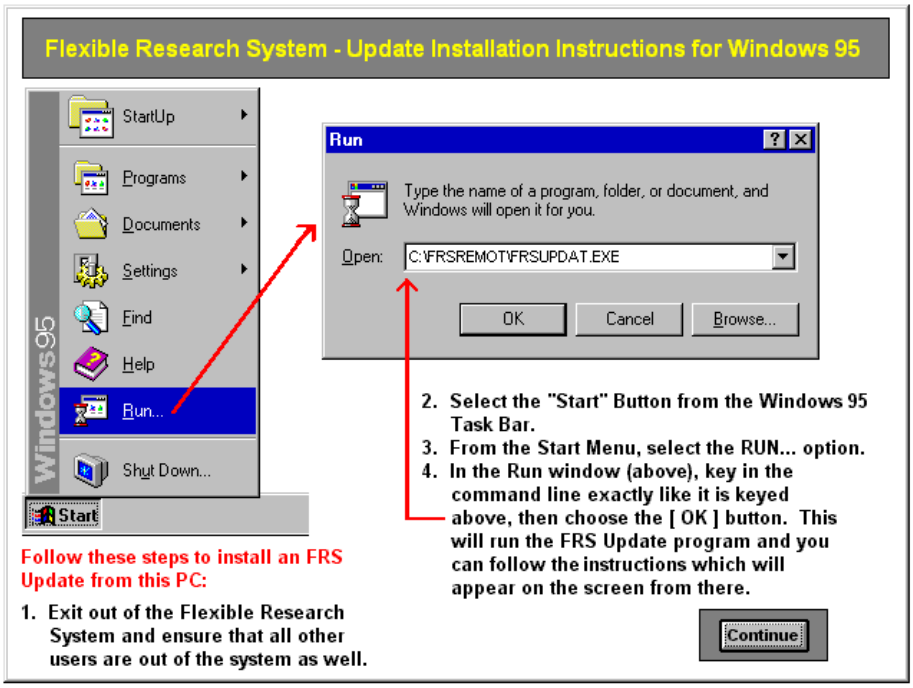
Installing an FRS Remote Update at the Remote Client Site

When your FRS Remote client sites are running older versions of the Remote software, updates are automatically downloaded to them when they dial into your Host Mode and receive results. This section will explain to you what your Remote clients will experience when they receive one of these updates to assist you in supporting them through this process.

Once your Host system has successfully transmitted an update to a Remote site, there are two places in the Remote software where the Remote user will be alerted of its existence on their system. Upon exiting from the Dialer Screen and upon startup and login to the Remote Software, if there is an update sitting out on their system waiting to be installed, they will be prompted with the following message:



If the Remote user chooses the “YES” button, then a screen similar to the following is displayed:



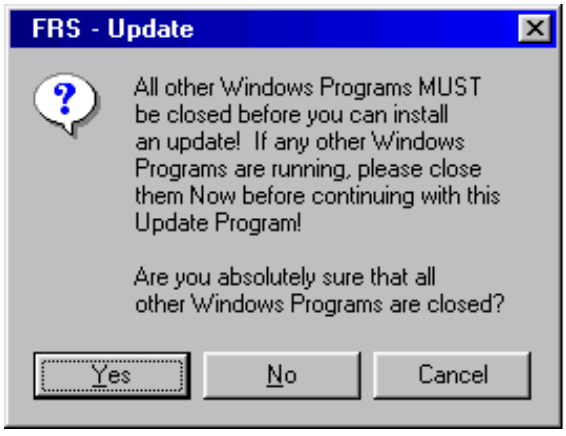
PLEASE NOTE: The only difference in the screen above and the one that your Remote clients may encounter is a different path in the “Open:” field prompt. When they installed their Remote software originally, if they accepted the defaults and installed into the “C:\FRSREMOT folder, then this is the exact screen that they will see. If they chose a different path and/or installed to a folder on their network, then they will see a different path here.

Whether the Remote user selects “Yes” or “No” to the prompt of “Would you like to view a Help Screen with On-Line Instructions for Installing this Update?”, they will always be presented with the following attention screen:

Actual Installation of the FRS Remote Update:

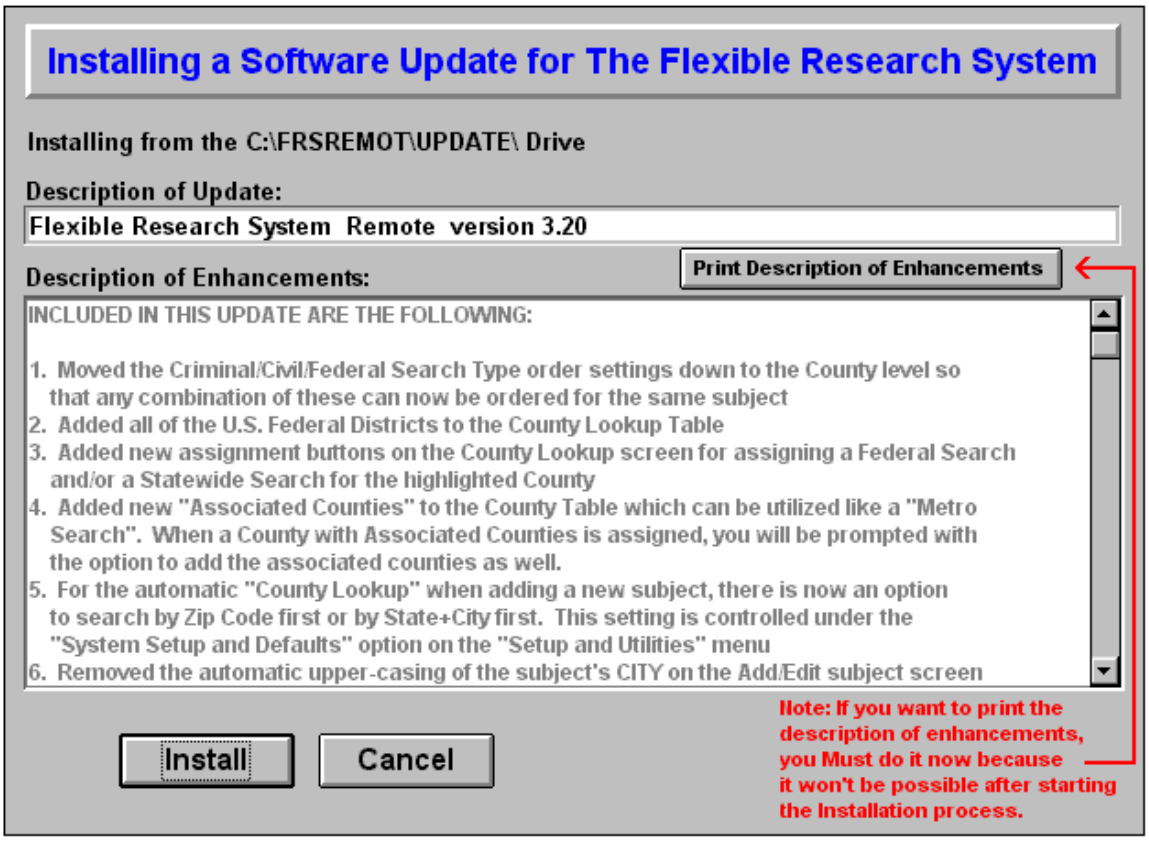
To install this update, your Remote clients will run the FRSUPDAT.EXE program specified in the Remote user’s installation folder when they view the screen on the previous page.

When they run FRSUPDAT.EXE according to the instructions, they will see the following screens:



Once the Remote user has followed the instructions on these two screens and selected “Yes” on each of these screens, they will be presented with the screen shown on the next page.

This screen will automatically be displayed by the FRSUPDAT.EXE program when an FRS Remote update is sitting out on the Remote site's system:



The actual descriptions of the update and included enhancements will be different with each update, but this screen in general will look basically the same to them. The Remote user can choose the "Print Description of Enhancements" button to print a listing of the enhancements being installed each time. Then, they should select the "Install" button and the program will install the update for them.

Special Notes about FRS Remote Updates

- Once an update for the Remote software has been delivered into your main FRS system, the Remote clients calling in will receive that update via download the next time each calls in and receives a transmission from you because you have results to send to them. If you have no results to send, then they will not get the update. To force delivery of the update, reset one of a client's results to be re-sent, and they will receive the update the next time that they call.
- This update download will take 20-30 minutes per client to download. If your Remote client does not install the update immediately as they should, then they will get the same 20-30 minute download each time they dial in until they do so.
- Since the Remote update download will take 20-30 minutes per client to download, you can control the number of updates delivered per day through an option on the Remote Statistics screen.
- If you have a Remote client that is having major problems receiving the update download by modem due to problems with their modem, phone lines, or other communications problems, use the option covered previously in the chapter under the "Create a Diskette Set or CD (or an Update CD)" section to put the update onto a CD which can be mailed or shipped to them.

FRS Remote Customized Import/Export

Available Fields for Importing:	Type	Length	Special
• Subject's First Name*****	Text	15	
• Subject's Middle Name/Initial	Text	12	
• Subject's Last Name*****	Text	20	
• Address	Text	40	
• City	Text	26	
• State*****	Text	2	
• Zip Code	Text	5	99999 formated
• Social Security Number*****	Text or Num	9 or 11	w/ or w/out dashes
• Birthdate	Date	8	YYYYMMDD fmt for Y2K-compliance
• AKA1 (Last, First name format)	Text	25	Last, First name fmt
• AKA2 (Last, First name format)	Text	25	Last, First name fmt
• AKA3 (Last, First name format)	Text	25	Last, First name fmt
• Criminal Search	Text	1	Y/N indicator
• Criminal County to search*****	Text	26	
• Criminal State to search*****	Text	2	
• Special Research Instructions	Text	150	
• Reference	Text	30	
• Requestor	Text	25	
• Rush (Y/N)	Text	1	Y/N (blank = N)
• Sex/Race	Text	10	
• MVR Search	Text	1	Y/N indicator
• Drivers License State	Text	2	
• Drivers License Number	Text	25	
• Credit Report Request	Text	1	Y/N indicator
• Social Trace Request	Text	1	Y/N indicator

* These Fields are Required

This information can be imported in a variety of formats:
Comma-delimited ASCII Text
Tab-delimited ASCII Text
Fixed-Length ASCII Text
DBF (dBase II/III/IV, FoxPro or Clipper)
Excel (versions 2, 3 or 4)
Lotus 1-2-3 (versions 1, 2 or 3)
Symphony (version 1)

(*continued on the next page*)

(*continued from the previous page*)

The Following Fields can be Exported:	Type	Length	Special
• Criminal Record	Text	1	Y/N
• State	Text	2	
• County	Text	26	
• Arrest Date	Date	8	99/99/99 fmt
• File Date	Date	8	Optional entry
• Case	Text	18	
• Charge	Memo	unlimited	
• Disposition Date	Date	8	
• Disposition	Memo	unlimited	
• Court Searched	Memo	unlimited	
• Years Searched	Memo	unlimited	
• Type of Case	Text	60	Fel, misd, etc.
• Case Identifiers	Memo	unlimited	

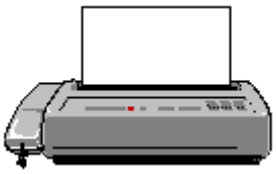
- (plus any of the imported fields such as SSN or Reference to help you match these results back up to the requested subject)

Different field assignments when “Civil” case information is returned:
- Arrest Date = Filing Date
- Charge = Style of Case
- Type of Case = Type of Civil Case and Amount of Judgement packaged together
- Case Identifiers = Case Identifiers and Additional Information required to report civil case

The results of the requested research can be exported in DBF format. This format is required because of the Free-form nature of most results. This data is stored in free-form “Memo” fields. The DBF format can be imported (or linked) into Microsoft Access. This DBF export file can be FoxPro 2.6 or dBase IV compatible. We can also export these results to a comma-delimited or tab-delimited ASCII file where the free-form data will include slashes (/) in place of any <CR><LF> characters.

Development Costs:

The costs for developing these custom Import/Export modules will be estimated and quoted based on the design specifications. There is no charge for an estimate. Using the information provided in this document, you may specify the information you will provide for importing and your requests for results exporting. A sample of the imported data with at least 5 records in the specified format is requested for evaluation and testing. The sample data file can be emailed to Imagination Technologies at the address of support@Imagination-Technology.com.



FRS Fax Server User Guide

The FRS Fax Server runs on a workstation or a server on your network to handle the distribution of faxes submitted by all of your FRS System users from their workstations. The Fax Server handles outbound faxes only and can be configured to utilize from one to four faxmodems.

System and Hardware Requirements

In a network environment, the FRS Fax Server software is installed to the hard drive or disk volume on the server. The Fax Server application can only be run (and only needs to be run) from one station. This station can be one of the workstations on your network or the file server (in a non-dedicated server environment). Fax jobs can be sent out from each of the other workstations and they will be serviced by the one fax server which will transmit all faxes to the intended recipients.

The FRS Fax Server will work with most faxmodems on the market today. The best performance has been obtained with USRobotics faxmodems. If you have not already purchased faxmodems for use with the FRS Fax Server, it is recommended that you purchase the USRobotics brand of faxmodems for the best results.

The FRS Fax Server will work with one to four faxmodems installed in the same machine. See the *Special Modem Configuration Issues* section later in this chapter for suggestions on setting up the modem configuration.

See Appendix B for the minimum and optimal requirements for the equipment to run the FRS Fax Server on a Communications Server and view the system diagram in Chapter 1: System Overview to see how the FRS Fax Server fits into the optimal network configuration.

Setting Up and Registering a Station to Run as the FRS Fax Server

Installation Notes

The FAXSETUP program on the installation CD *Must* be installed on the PC (workstation or server) which will serve as the fax server machine and must *only* be installed on that one machine in order to function properly. This PC must have access to the directory into which FRS has been installed. ***The main FRS software must be installed before installing this product!***

On the PC which will serve as the fax server machine, insert the original FRS Installation CD into the CD-ROM drive. Turn to Appendix A: Software Installation Instructions and perform the Fax Server setup process there in the section entitled *Setting up a workstation to run the FRS Fax Server*.

Follow the instructions on the screen to complete the registration/setup of the Fax Server machine. The last screen of the registration process will display a message indicating where the FRS Fax Server program was installed and the exact path and filename of the executable to run to allow you to create a shortcut on the desktop of this machine. Write down this path, then create a shortcut on the desktop to the specified program. The Fax Server registration is now complete!

Setting the FRS Fax Server Parameters Within the FRS Manager

1. Run the FRS Manager (FRSMGR.EXE) software (from any workstation).
2. Select the "Management Utilities" tab.
3. Select the "Maintain System Defaults" option.
4. Select the "Maintain FAXing Defaults/Setup" option*.
5. Enter the setup information for the Local ID, the # of Retries, the Fax History Deletion Days, and provide a Dialing Prefix if needed to dial out through your modem phone line(s) then select the "Save" button.

* This option is fully covered in Chapter 2: System Setup.

Running the FRS Fax Server

1. If WinFax Pro, PC Anywhere, RAS, or any other faxing or communications program is running on the FRS Fax Server workstation, then those programs must be shut down first.
2. Run the FRS Fax Server by double-clicking or opening the FRS Fax Server shortcut which you were instructed to create in the last step of the "Setting Up and Registering a Station to Run as the FRS Fax Server" procedures.
3. From the menu at the top of the screen, select the "Fax Server" option.
4. From this menu, select the "Configure Modems" option and select the "Run Modem Auto-Detection" button. This function will go out and locate each of the modems installed on this workstation and configure them for use by the FRS Fax Server. If the first time selecting the "Modem Auto-Detection" button does not find your modem(s), select the button again. Sometimes this process takes two tries. After performing this process several times, if your modem(s) are not correctly configured or to view instructions for special configuration issues, refer to the *Special Modem Configuration Issues* topic later in this section.
   Note: "Modem Auto-Detection" should only be run at installation time or if the modem hardware configuration changes on the fax server machine
5. Now, from the "Fax Server" menu at the top of the screen, select the "Start the Fax Server" option.

This "Start the Fax Server" option will launch the Fax Server monitoring process which will first initialize all of the faxmodems found and set them up for usage by the FRS Fax Server to send out submitted fax jobs. The status of each configured faxmodem can be monitored from this screen. The FRS Fax Server will do the rest and send out all faxes submitted to it. See the sections below on how to submit faxes and how to monitor the status of these faxes.

To shut the fax server down, select the "Cancel Fax Server" button on the FRS Fax Server monitor screen, then select "Exit" from the menu at the top of the window. The FRS Fax Server will function well if left up and running 24 hours a day, seven days a week, except when needed to be taken down for regular maintenance of your network and to back up your FRS system data.

The FRS Fax Server actually is composed of two parts. The FRS Fax Server monitor screen which you see accepts the fax requests from the users on your network then submits them to the "Fax Control" which is initiated by the FRS Fax Server program. This Fax Control is represented by the "globe icon" in the lower right-hand corner of the taskbar.

To fully shut down the fax server, after selecting the "Cancel Fax Server" button on the main screen, you also need to left-click on the "globe icon" down in the taskbar and choose the "Close" option from the menu that appears.

Important: You should check, listen, and look at the faxmodems on the Fax Server machine, and if they are currently faxing, you should not "close" the globe icon until the faxmodems stop sending faxes, or you run the risk of corrupting a fax transmission, some of your fax data, and the ability to determine the success or failure of all faxes submitted to the Fax Server.

Setting Up each Workstation to Submit Faxes to the FRS Fax Server

- Each workstation which will be submitting faxes for the FRS Fax Server must have their default printer driver set as an **HP LaserJet III**. This driver will work fine for any HP or compatible printer above the LaserJet III such as a series 4, 5 or 6 when actual printing to the printer is desired. If a user has the need for special printer support when doing word processing, spreadsheets, or graphics programs, then the old printer driver should be retained in the "printers" table on their machine, and can be requested selectively for other applications requiring special printer support. But, in order to submit faxes out of FRS in the correct format, the Hewlett-Packard LaserJet III driver *must be* installed from the Windows installation CD and set as the default printer on each workstation. After installing this printer driver, you can edit the properties of the HP LaserJet III printer driver, click on the "Details" tab and under the "Print to the Following Port:" option, assign this to the printer queue on your network for your main HP laser printer (which can be any model of HP or HP-compatible printer). Save these settings, then set the HP LaserJet III printer driver as the "default printer". Perform this procedure on every workstation which will be submitting faxes.
- In order to view and print the actual fax reports from the FRS Fax Server Log, the Kodak or Wang Imaging component included with most versions of Windows must be installed. If this is not already installed on your workstations, this can be installed from the Windows installation CD and should be installed to the C:\WINDOWS directory (or C:\WINNT directory under Windows NT).

Submitting Faxes to the FRS Fax Server and Monitoring Fax Statuses from FRS

- When printing reports from within FRS, select the "Fax" as the output device and the reports submitted here will be picked up by the FRS Fax Server and sent to the recipient.
- If problems occur during transmission, the faxes will automatically be re-tried by the FRS Fax Server as many times as specified in the system defaults section of FRS.
- To monitor the status of submitted faxes, select the "Maintain the Fax Server Log"* option on the Utilities Menu in FRS. From this option, you will be able to:
  - ♦ monitor the status of submitted faxes
  - ♦ view this listing in a variety of sort orders
  - ♦ view the details of each submitted fax
  - ♦ view the actual fax pages and print them if the Kodak Imaging component of Windows is installed on a workstation
  - ♦ re-submit a failed fax
  - ♦ print listings of the fax log

  * This information is covered in the section entitled *Maintain the Fax Server Log* in Chapter 3.

Special Notes about Running the FRS Fax Server

- After submitting faxes, the FRS Fax Server must remain running to update the status of those faxes after they are completed, successfully or failed, in order to view the latest status of each fax in the FRS Fax Server Log.
- The automatic purging of faxes based on the number of days specified under the Maintain Faxing Defaults option is performed at 3:00 AM, 8:00 AM, 3:00 PM, and 8:00 PM each day and the FRS Fax Server must be running at these times in order to facilitate the purge process.

Special Modem Configuration Issues

- An important note to remember about installing and setting up multiple modems in a PC is that COM1 and COM3 share the same interrupt, and COM2 and COM4 share the same interrupt. This can cause conflicts and problems. For example, if a modem is installed and configured for COM3, and a mouse is present on COM1, then the two will conflict and cause problems for each other.

- Our recommended setup for a communications server as illustrated in the System Diagram in Chapter 1: System Overview, is to have a dedicated workstation on your network with the appropriate processor and memory to run both the FRS Fax Server and the FRS Host Mode simultaneously. The Fax Server can be configured for one to four modems and the Host Mode requires one modem.

  As described in the section *Running the FRS Fax Server*, when the FRS Fax Server is configured to work with your faxmodem(s) by selecting the "Run Modem Auto-Detection" button under the "Configure Modems" option, it automatically goes out and configures all available faxmodems. If another program has a modem in use and fully tied up, then the FRS Fax Server will not be able to configure that modem and utilize it.

  In order to configure both of these programs to run on the same machine, a special configuration plan has been prepared. This recommended process will work as follows.
  1. Configure the Host Mode to use one of the modems and start it up first to take control of the first modem. On this machine, run the FRSHOST.EXE program with the "/S" command-line startup option to bring up the "setup" screen to allow you to configure the modem for that machine. Once configured for one of the modems on that machine, leave the FRS Host running or start it up, so that it will have control of the first modem.
  2. Start the FRS Fax Server and run the "Modem Auto-Detection" option under the "Configure Modems" feature. Because the first modem is already in use by the Host Mode, this option will only assign the remaining modem(s) on that workstation to the Fax Server application.

  Note: For additional information on configuring the FRS Host Mode, refer to the *Host Mode* section earlier in this chapter.

- When the "Modem Auto-Detection" option is run under the "Configure Modems" feature, the modem initialization information is written to a file called FM3032.INI and this file will be stored in the SYSTEM or SYSTEM32 folder under the main Windows folder on the hard drive of the Fax Server machine. Depending upon the version of Windows installed on that machine, the main Windows folder may be C:\WINDOWS, C:\WINNT, C:\WINNT.SBS, D:\WINDOWS, D:\WINNT, D:\WINNT.SBS, etc. If you cannot determine your main Windows System folder, you can use the "Find Files or Folders" option to search the C: and/or D: drives of the Fax Server machine for the FM3032.INI file.

  If you wish to disable a modem which has been configured for use by the Fax Server, you can edit this file with any text editor and remove modem port assignments. A sample of this file after it has been created by the "Modem Auto-Detection" option is shown at the top of the next page.

(*continued on the next page*)

Special Modem Configuration Issues

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A Sample of the FM3032.INI File as Generated by the "Modem Auto-Detection" Option in the FRS Fax Server:

```
[Port2]
Send=1
Receive=0
Class1=1
Class2=0
Class20=0
Queue=0
Reset=ATZ
Init=AT&FE0V1&C1&D2S0=0


[Port5]
Send=1
Receive=0
Class1=0
Class2=0
Class20=1
Queue=0
Reset=ATZ
Init=AT&F1&H3&I2&R2E0V1&C1&D2S0=0
```

After this file has been created by the "Modem Auto-Detection" option, it can be modified to: 1) remove modem port assignments and/or 2) modify the initialization strings for any of the modems. Before modifying this file, see the **Important:** statement below.

To remove an assigned modem so that the Fax Server will not utilize it, determine the port of the modem you wish to remove. Then delete the entire section in the FM3032.INI file. For example, to remove the modem on COM2 from the sample above, you would delete the line [Port2] as well as the next 8 lines including the first "`Init=AT&...`" line. This will remove the modem on com port 2 from the list of assigned modems used by the FRS Fax Server so that it will not try to send faxes out on this modem.

To change the modem initialization string for an assigned modem, refer to your modem's user manual to determine the initialization string that you will need and type it in after the "Init=" statement in the "Init=" line for each modem you wish to change.

If you are having problems sending faxes on one or more of your modems, clients are having problems receiving your faxes successfully, or the output on the received fax is garbled, then the problem could be that the modem(s) need to be initialized to enable hardware and software flow control. The following table lists the initialization strings for enabling flow control for some of the common modem brands.

Modem Brand	Initialization String to Enable Flow Control
US Robotics Sportsters	`AT&F1&H3&I2&R2E0V1&C1&D2S0=0`
Practical Peripherals	`AT&FE0V1&C1&D2&K4S0=0`
Multi-Tech	`AT&FE0V1&C1&D2&E4&E11S0=0`
Hayes	`AT&FE0V1&C1&D2\Q1S0=0`

Notes: The "0" characters in all initialization strings are zeroes and not the alphabetic character "O"
If these initialization strings are used, be very careful to type them in exactly as displayed above

Important: Before modifying the FM3032.INI file, you must fully shut down the fax server by selecting the "Cancel Fax Server" button *and* left-click on the "globe icon" in the taskbar then choose the "Close" option from the menu that appears.

Troubleshooting Problems with the FRS Fax Server and Modem Configuration

When starting the FRS Fax Server and running the "Configure Modems" Auto-Detect option for the first time, if the program does not recognize the faxmodem(s) on your PC:

1. Run the "Modem Auto-Detection" option several times just to be sure.

2. Check to ensure that no other faxing or communication programs are loaded or running in the background on that PC, such as WinFax, PC Anywhere, or RAS.

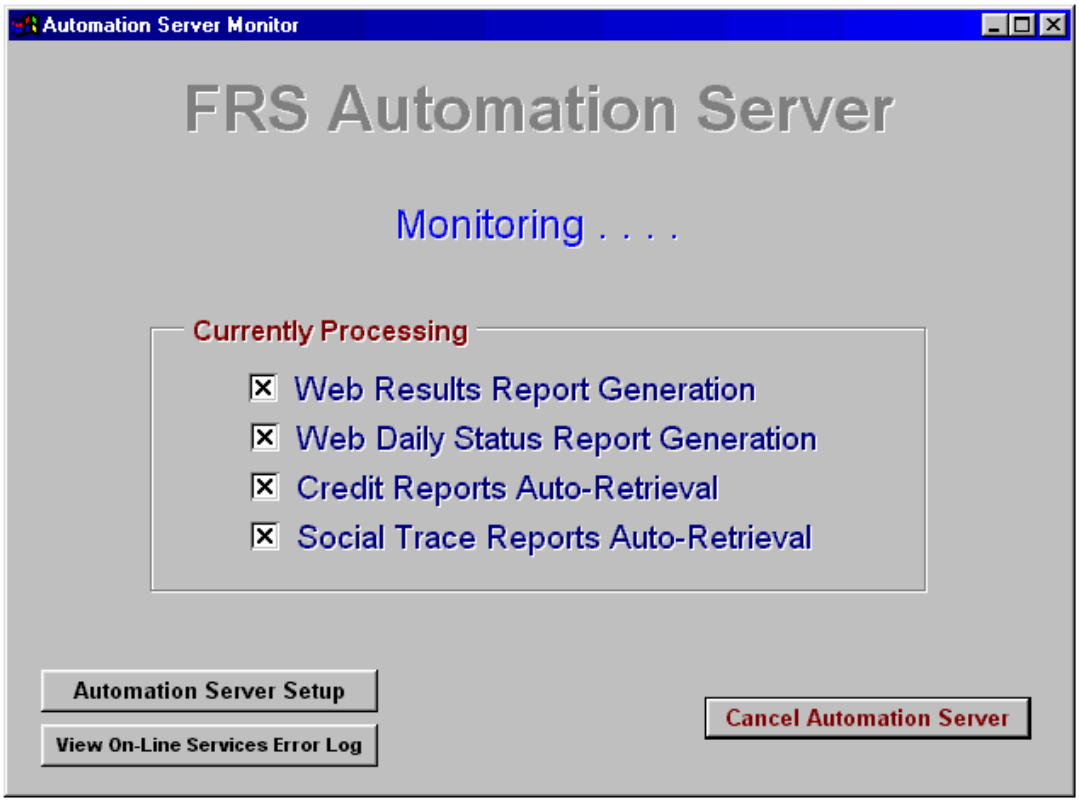
3. Select the "modems" option on the Windows "Control Panel" and run diagnostics on your modems to ensure that they are functioning properly and not tied up by the system or any other program.

4. Make sure that the modem(s) that you are trying to configure are Class 1, Class 2, or Class 2.0 faxmodem(s).

Troubleshooting Problems with Fax Delivery through the FRS Fax Server

- If faxes are submitted but reported with an error of "Invalid PCL Escape Codes Encountered", the problem here is that the submitting workstation has the wrong printer set as the default printer. The required printer driver is the HP LaserJet III (see the section *Setting Up each Workstation to Submit Faxes to the FRS Fax Server*). This driver must be installed on the workstation (and set as the default printer) then these faxes must be submitted again. Most other fax errors can be re-submitted from the Fax Server Log, but this error type can not because the fax image which was created is not faxable and must be created from scratch with the proper PCL (HP's Printer Control Language) codes for fax conversion.
- If your faxmodem(s) are not 100% Class 2 faxmodems only ("class 1/class 2" are not 100%), then the FRS Fax Server may not be able to obtain the exact reason why a fax transmission failed. For example, with class 1 modems, the error might be a busy signal, no answer, or no dial tone, but the status message returned and displayed under the Fax Server Log details screen will only state that the fax server did not get a connect message.
- If jobs are submitted, but the FRS Fax Server is not sending them:
  1. Are any faxmodems configured ? If no modems are configured then the FRS Fax Server will not attempt to send the fax.
  2. Check the FRS Fax Server Log for the dates and times of the faxes which are not being sent, then check the system clock on the Fax Server machine to make sure they are in sync and that the time on that station has passed the point where those fax jobs should be sending.
  3. If the time is off, correct the time on the Fax Server machine or wait until the correct time passes for the fax jobs to begin sending. Otherwise, proceed to steps 4-7 below.
  4. Select the "Cancel the Fax Server" option and totally exit out of the Fax Server.
  5. On the Fax Server station, you will see a small globe icon in the lower right-hand corner of the screen on the task bar. Click once on this globe icon with the left mouse button, then choose the "Close" option from the menu that pops up.
  6. Have all the system users exit out of FRS, then rebuild the system tables by running the FRSFIX program.
  7. Synchronize the system clocks on all workstations, server stations, the Fax Server and the file server to the exact same date/time (this can be done at each station by double-clicking on the clock in the lower right-hand corner of the desktop or you can install some type of time-synchronization software to synchronize all system clocks to the server or a web site).
  Note: Twice per year on each Monday after the clocks change for Daylight Savings Time, you may experience problems with the timing on each workstation which will involve the application of the synchronization steps here and might require the need to shut down and re-start your file server as part of this time/date synchronization fix.
  8. Start the Fax Server again and the fax jobs should begin faxing.
- If faxes are submitted but reported with an error of "General Modem Error", then view the details of the failed fax in the FRS Fax Server Log and get the port number for the modem for which the error occurred and check to ensure that the specified port is not in use by another communications program such as FRS Host, PC Anywhere, RAS, etc.

The FRS Automation Server is one of the FRS Server Applications which can be run on a workstation to automate several of the process in FRS. It is required to utilize the FRS Web Site Interface.



In the **Currently Processing** section in the middle of this screen, the indicators are displayed to show which processes have been selected for automation. These checkboxes are view-only and can not be changed on this screen. To change the automation processes handled by this server, choose the **Automation Server Setup** button.

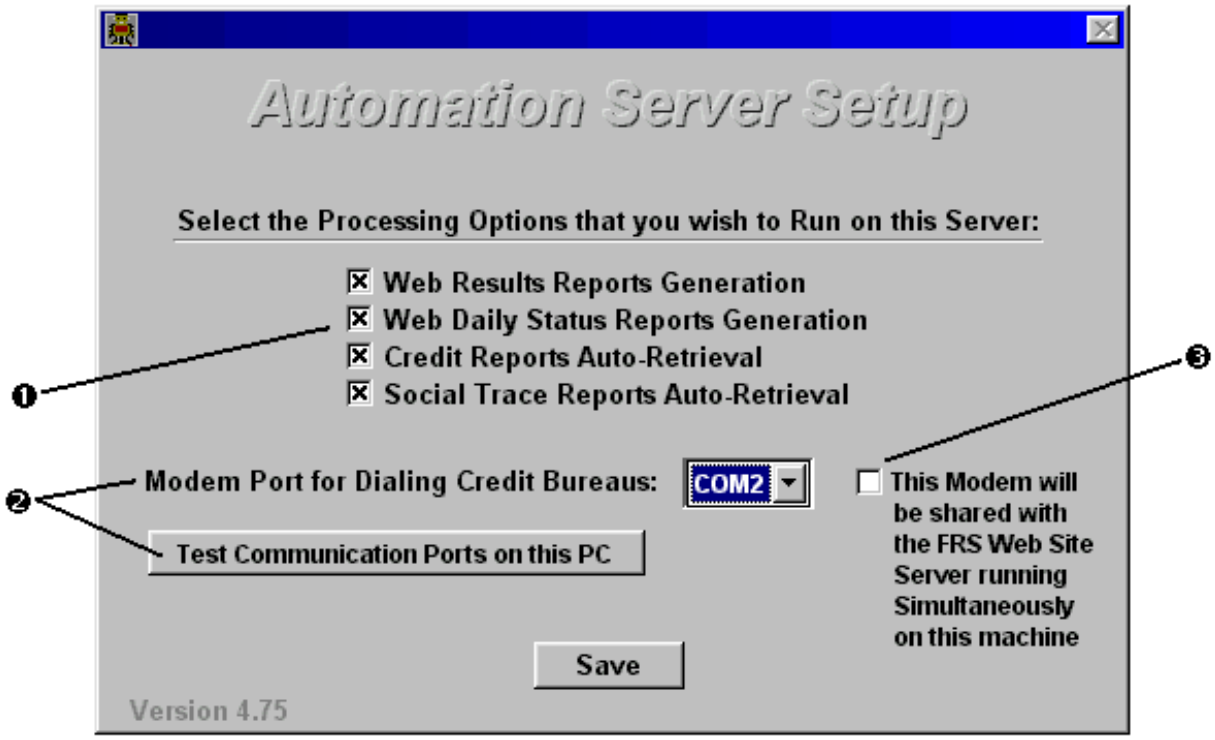
Automation Server Setup: Choosing this button will display a screen to allow you to set up and configure the FRS Automation Server to process the tasks that you want. This option is covered in more detail on the next page.

View On-Line Services Error Log: If the Credit Reports and/or Social Trace Reports Auto-Retrieval options are selected, then during the processing of these reports with the credit bureau(s), if any problems are encountered and the reports are not retrieved, the Automation Server will write an entry to the On-Line Services Error Log. Users running the main FRS will be notified if this happens, and they or one of your system administrators can either choose the "View On-Line Services Error Log" on this screen to research the problem or access the same option which is available under the "On-Line Services Research Processing" screen. For more details on this option, see the *On-Line Services Error Log* section in Chapter 3. For more details on notifying the system users when these on-line service errors occur, see the *Notification* topic earlier in this chapter.

Click on the **Cancel Automation Server** option to close down this application for maintenance or when the workstation on which it is running needs to be re-booted.

Automation Server Setup

When this option is selected from the main monitoring screen of the FRS Automation Server, the following screen is displayed.



❶ Click on these checkboxes to select/de-select the processing options which you wish to run on the Automation Server. In order to process the Web Results and Web Daily Status options, you must be licensed for the FRS Web Site Interface and Web Application. Each of these items is specified separately so that you can select which processes you wish for the FRS Automation Server to automate for you.

❷ If you will be using the Credit and/or Social Trace Reports Auto-Retrieval options, you will need to have a modem attached to the machine on which you run the FRS Automation Server and you will need to use these options to assign the com port of that modem so this application can use that modem to dial the credit bureau(s).

❸ If you are running the FRS Automation Server on the same station as the FRS Web Site Server and you are using the "Dial-up Networking" connection method with the Web Site Server, then you can set up one modem on that workstation and share it between these two applications. In this situation, if the modem port which you configure above is the same modem port that is set up for the Dial-Up Networking account for you Internet access, then you should check this box and place an **X** in it to tell this application that it will be sharing the modem with the FRS Web Site Server so these two applications will work together to share that modem.

Automation Processing Options

The FRS Automation Server currently provides the capabilities to accomplish four tasks:

- Credit Reports Auto-Retrieval - When this processing option is selected, once per minute, the FRS Automation Server will check all of the incomplete subjects to determine if any unprocessed credit report orders exist for the credit bureau(s) for which you are licensed. If so, each of the designated credit bureaus will be dialed to process the credit report requests and retrieve the reports which will be directly applied to the appropriate subject's results.
- Social Trace Reports Auto-Retrieval - When this processing option is selected, once per minute, the FRS Automation Server will check all of the incomplete subjects to determine if any unprocessed social trace report orders exist for the credit bureau(s) for which you are licensed. If so, each of the designated credit bureaus will be dialed to process the social trace requests and retrieve the reports which will be directly applied to the appropriate subject's results.
- Web Results Report Generation - If you are licensed for the FRS Web Site Interface and Web Application, then this option will Generate the results reports submitted for website posting from each or your user workstations in Adobe Acrobat PDF format for delivery to your web site by the FRS Web Site Server.
- Web Daily Status Reports Generation - If you are licensed for the FRS Web Site Interface and Web Application, then this option will Generate a new copy of the Daily Status Report in Adobe Acrobat PDF format once each hour for delivery to your web site by the FRS Web Site Server. When this option is selected, for each client which you have designated as a "web client" *and* a results reporting method of "website posting", at 27 minutes after each hour, this option will generate an updated Daily Status Report for each of those clients based on the "# Days to Include in this Client's Web Status Reports" setting for the client in the Client List.

Note: For the two "Web" options described above, a copy of the Adobe Acrobat Distiller must be loaded and running on the same workstation as the Automation Server to perform the PDF conversion so the reports can be viewed at your website by your clients. See the section on *Configuring the Adobe Acrobat Distiller* later in this chapter.

Setting Up the FRS Automation Server

The FRS Automation Server has been designed to run unattended on a workstation on your network to perform its processing options without the need for constant human intervention. If you are licensed for the FRS Web Site Interface and Web Application, you can run the FRS Automation Server and the FRS Web Site Server on the same workstation to facilitate all of your web site processing. See the section entitled *Setting Up and Configuring the Website Interface Server* later in this chapter for more details on setting up the Automation Server to work in this environment.

The file name for this application is FRSAUTO.EXE and this program will be found in the main FRS folder. All that is required for installing this program to run on a workstation is setting a shortcut to this file, then running it. The FRS Automation Server can be run on the same workstation as the FRS Web Site Server with the proper resource handling. See the **Important** statement below.

See the System Diagram in Chapter 1: System Overview to get an idea of how the Automation Server will run on the Website Interface Server in the context of your entire network. See Appendix B for the minimal and recommended hardware requirements for running the FRS Automation Server on the Website Interface Server station. For processing Credit and/or Social Trace Reports, a dedicated Hayes-compatible modem is required. For the best performance and reliability, we recommend using a U.S. Robotics modem.

Important: The shortcut to run the FRSAUTO.EXE application must include an additional command line parameter of **-cconfig.fas**. When setting up the "target" for the shortcut, ensure that it is set as **`<drive>:\<directory>\FRSAUTO.EXE -cconfig.fas`**.

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Installation of the HP LaserJet III printer driver *is required* on the station where the Automation Server will be running because this FRS application has built-in faxing capabilities. Refer to the *Setting Up each Workstation to Submit Faxes to the FRS Fax Server* topic in the FRS Fax Server section earlier in this chapter for details on setting up this printer driver.

When first running the FRS Automation Server, select the **Automation Server Setup** option to specify the options and modem port for which you wish to configure the Automation Server to process.

When running the FRS Automation Server to generate web reports, the Adobe Acrobat Distiller (or Distiller Assistant) must be started first on the same workstation and remain running in order to generate the PDF files for delivery to your web site so that your clients can view them.

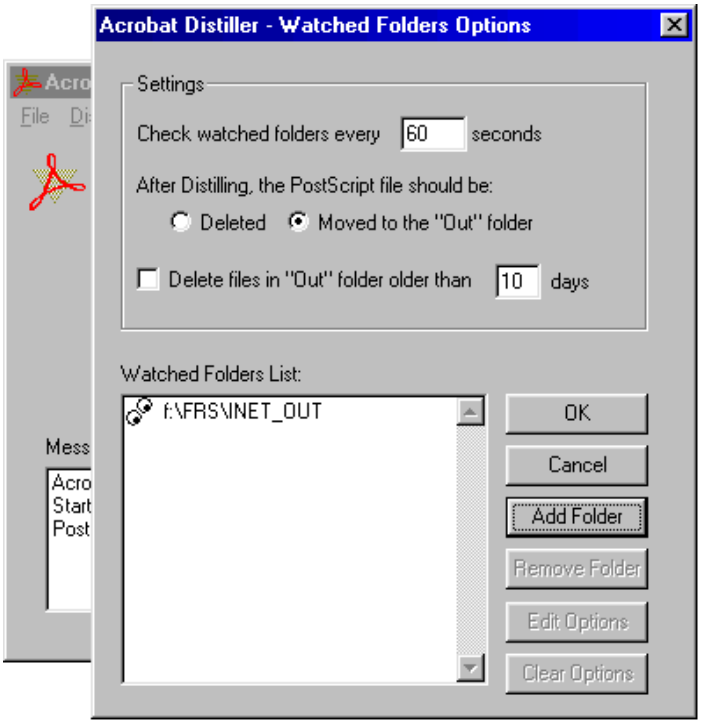
For complete instructions on configuring the Adobe Acrobat Distiller, see the section *Configuring the Adobe Acrobat Distiller* on the next page.

Configuring the Adobe Acrobat Distiller

When you are licensed for the FRS Web Site Interface and Web Application, then the FRS Automation Server provides options to generate Daily Status Reports and Results Reports in Adobe Acrobat PDF format for delivery to your web site by the FRS Web Site Server. To facilitate the conversion of your reports to the PDF format, you will need to purchase and install a copy of the Adobe Acrobat product and run the Adobe Acrobat Distiller on the same workstation with the FRS Automation Server.

The Adobe Acrobat product which you need is the standard Adobe Acrobat. At the time of this writing, the most current product is Adobe Acrobat 5.0 and was selling for $200.00 to $250.00 at stores such as www.pcmall.com, CompUSA, OfficeMax, Office Depot, Staples, etc. When you install this product on the station which will be also be running the FRS Automation Server, you will need to configure the Adobe Acrobat "Distiller" which is part of the Adobe Acrobat package.

To configure the Distiller, run the Distiller program (which should be found under Start - Programs - Adobe Acrobat - Distiller). You should create a shortcut for this program on your desktop because you will be running it every day. From the menu across the top, select the "Settings" option and from the Settings drop-down menu choose the "Watched Folders" option. The reports generated by the Automation Server will be saved into the INET_OUT folder which will be found under the main FRS folder where your full FRS system was installed. This is the folder which needs to be "watched" by the Distiller, so set this folder up as a Watched Folder in the Distiller.



Change the setting at the top of this screen to **Check watched folders every** **60** **seconds.**

Choose the **Add Folder** button and choose the INET_OUT folder under your main FRS Folder as the folder to watch. Click **OK** to save these settings.

These are the only two settings which are required for the Distiller to work with the FRS Automation Server. Remember to run the Distiller on the same station as the Automation Server.

The FRS Web Application and FRS Web Site Interface are available as add-on products.

The **FRS Web Application** is a set of 45 web pages installed at your web site and can be modified to capture your site's colors and company logo, which allows your clients to log in to your web site to enter requests, retrieve results, and view hourly-updated Daily Status Reports to track the progress of the requests which they have sent to you.

The FRS Web Site Interface runs in your office to facilitate communications between your office and your web site to:

- Retrieve the requests keyed by your clients at your site
- Push results reports in Adobe Acrobat PDF format out to your site for viewing and printing by your clients
- Once per hour, send an updated copy of each of your web client's Daily Status Reports out to your site for them to view
- Handle the administration for your web site to control which of your clients can log in to your web site.

This section of the manual covers and explains each of the components of the FRS Web Application and the FRS Web Site Interface and how to set up and use each of the components. These sections are detailed on the following pages.

- **Setting Up and Configuring the Website Interface Server**
- Setup for the FRS Website Interface
- The FRS Web Site Server
- Configuring WebDrive
- The FRS Web Application
- Supporting your Web Application Clients
- Troubleshooting the FRS Web Site Interface

Note: Start with the section in bold above, **Setting Up and Configuring the Website Interface Server** which begins on the next page. This section will walk you through all of the steps for setting up and configuring the Website Interface and will direct you to the other sections listed above at the points in the process where they are needed.

Setting Up and Configuring the Website Interface Server

The FRS Website Interface Server is a workstation on your network which you will set up and configure to automate all tasks regarding the interfacing of your FRS system and data in your office with the FRS Web Application and the data at your web site. The FRS Automation Server is also set up to run on this station and will automate the creation of PDF reports submitted from all workstations for delivery to the web.

You can view the *System Diagram* in Chapter 1: System Overview to see how the Website Interface Server fits into the entire FRS network scheme. Refer to Appendix B for the hardware requirements for the workstation on which you will set up this server.

As a step-by-step guide to setting up the Website Interface Server, please refer to the following sections in the order listed below.

1. Read the *Setup for the FRS Website Interface* section
2. Follow the instructions in the *FRS Web Site Server* section
3. Follow the instructions in the *Configuring WebDrive* section
4. Follow the instructions in the *FRS Automation Server* section earlier in this chapter
5. Follow the instructions in the *Configuring the Adobe Acrobat Distiller* section earlier in this chapter
6. Refer to the *Maintain Client List / Adding and Editing Clients* section in Chapter 2: System Setup for details on setting up your client's ability to gain access to your web site. Here, you may set the client up and assign a password under the "Special Instr./Web Admin" tab and under the "General Info" tab, you may specify a "Results Delivery Method" of Website Posting for a client.
7. Refer to the *Other Search Types* section in Chapter 2: System Setup for setting which of your "Other Search Types" will be ordered from the web site. Also included here is the ability to define a set of instructions on how you want your clients to enter the request criteria into the provided free-form field for the Other Search Types at your web site.
8. Review *The FRS Web Application* section to understand the part of this application which is running at your web site
9. Finally, read through the *Supporting your Web Application Clients* and *Troubleshooting the FRS Web Site Interface* sections for a general understanding of this feature and for assistance with troubleshooting any problems you or your web clients may encounter.

When you have finished this step-by-step guide, your FRS Website Interface Server will be fully configured and ready to use each day. To fully initiate this process on a daily basis, the following four programs must be started up and run on this machine:

- The Adobe Acrobat Distiller
- The FRS Automation Server
- The WebDrive FTP program
- The FRS Web Site Server

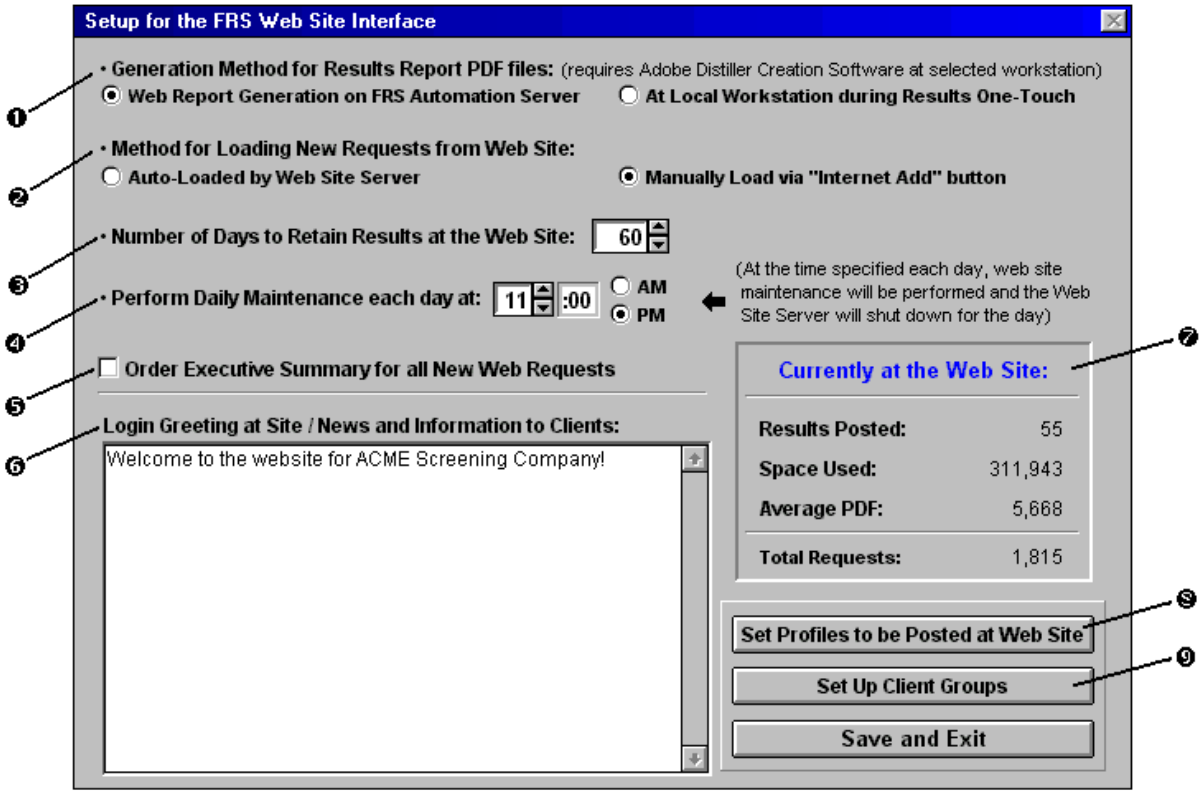
Notes:

- If you have any problems setting up and running any of the components of the FRS Website Interface Server, refer to this chapter's *Troubleshooting the FRS Web Site Interface* section.
- If you have problems with any of the components of the FRS Website Interface Server after installation, refer to the *Troubleshooting the FRS Web Site Interface* section in this chapter, then Chapter 7: Troubleshooting for the guides to resolving the problems.
- If your clients have problems using the FRS Web Application at your web site, then refer to the *Supporting your Web Application Clients* section later in this chapter.
- For technical issues regarding further automation of the server applications running on the FRS Website Interface Server or the other server applications provided with FRS, refer to the *FRS Server Applications Startup and Shutdown Options* section later in this chapter.

Setup for the FRS Website Interface

Accessing this option: FRS Manager – Management Utilities Menu – Setup for the FRS Website Interface

This option allows you to configure how the FRS Web Site Server will work with your system and with the FRS Web Application at your web site.



❶ Select the method in which you wish to generate and convert the results reports into PDF files for delivery to your web site. The selection you choose here will depend on where you install the Adobe Acrobat Distiller, whether once on the machine where the FRS Automation Server is running (usually the Website Interface Server machine) or if you install one or more copies of the Adobe Acrobat Distiller on the workstation(s) of the users submitting reports to the web. *We strongly recommend* the first option here because it requires that you buy only one licensed copy of the Adobe Acrobat product, it allows the FRS Automation Server to centralize this process for all of the users on your network, and when the Adobe Acrobat Distiller is loaded on the data-entry workstations, there is more room for potential memory problems on those workstations.

❷ You can choose the option here to control whether the new requests retrieved from your web site are automatically loaded when retrieved by the FRS Web Site Server or are stored and loaded through the *i-Add* (Internet-Add) button on the Edit Subjects List (like the C-Add / Connect-Add feature). The first option removes the need for manual intervention but limits your staff's ability to see the new web requests as they are coming in. The second option gives you more control over these requests coming in. Members of your staff can be notified when these requests have come in and are waiting to be loaded if you choose the second option here. See the *Notification* section earlier in this chapter for more details on this feature.

❸ This setting allows you to control the number of days that your client's results are retained at your web site. Results which have been housed at your web site for more than the number of days which you set here will automatically be removed by the FRS Web Site Server during its "nightly maintenance" process. The range for this field is 1 to 365 days. When setting this to a high number, keep in mind that your web hosting company will charge you for disk space which exceeds the amount specified in your hosting plan. See option ❼ detailed on the next page for tracking of the disk space that you are using at your site.

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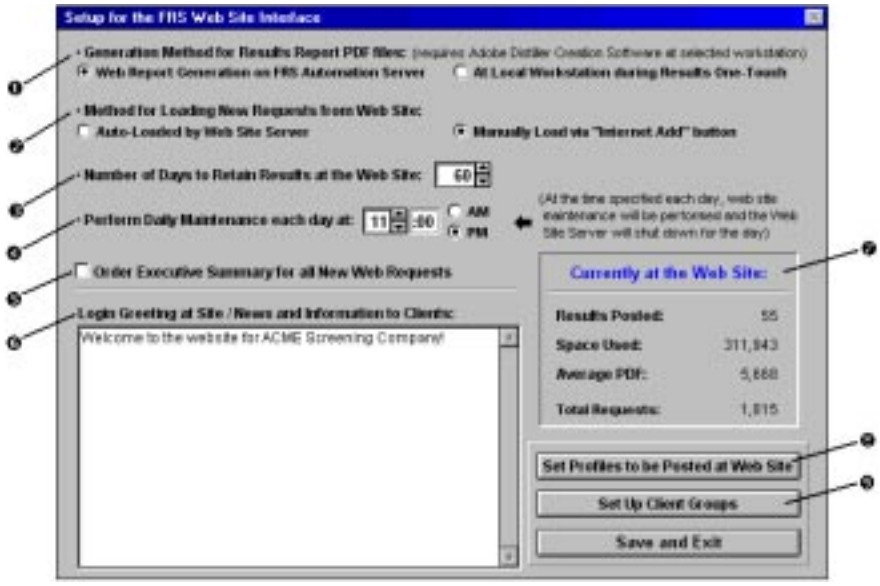


❹ The Daily (Nightly) Maintenance process is run each day by the FRS Web Site Server to clean up old results at your web site and to update and clean up the user administration for your site. This maintenance time should be set for an hour in which your web application traffic is expected to be very low, such as the evening time. You should allow the FRS Web Site Server to run all day up to the hour specified here, let it run its maintenance, then the Web Site Server will shut itself down as the last step of this maintenance. See the section entitled *FRS Server Applications Startup and Shutdown Options* section later in this chapter for details about automating the startup of this application and other technical info about the automatic shutdown of this application.

❺ When this box is checked, all new requests entered at your web site will automatically have the Executive Summary profile ordered as they are added into the FRS Main Subjects Table. If you do not check this box, you can still order the Executive Summary manually for any of these subjects.

❻ Enter the Login Greeting here which will be displayed to your clients after they log in to the FRS Web Application at your web site. You can use this greeting to provide your web clients with any pertinent information regarding your services, delays, holiday closings, etc. This message can be changed as often as you wish and once the "Save and Exit" button is selected on this screen, the next time that the FRS Web Site Server interfaces with your site, the latest message will be sent out to your web site to be displayed there.

TIP: When setting up the **Login Greeting** for your web clients, a link to an email address can be included by embedding the following HTML code into your greeting:

```
<A HREF="mailto:support@yoursite.com"><FONT SIZE="-1"
FACE="Verdana,Tahoma,Arial,Helvetica">Technical Support</FONT></A>
```

Replace the "support@yoursite.com" with the exact email address that you want and the words "Technical Support" with the name you want for the link.

Important: Make sure that you type this in exactly as displayed above other than the two changes described in the previous paragraph. Key both of these lines in on the same line in the Login Greeting, following the second line right after `...<FONT SIZE="-1"` with only one space between them and without pressing <enter> until you get to the very end. Let the word wrap feature in the Login Greeting handle the wrapping to the next line automatically. After including this embedded HTML in your Login Greeting, let the FRS Web Site Server interface with your site and push the new greeting out there, then you should **immediately log in to your site and preview this change** to ensure that it displays correctly and doesn't display any garbage on the InternetEntrance page at your site before your clients have the chance to see it.

❼ This section provides information about the total number of results currently posted at your site and the amount of disk space being used by these results. The total number of requests entered at your site is also displayed here. You can use this information for planning and to ensure that your web hosting plan will always meet the disk space needs of your site as you utilize the FRS Web Application further.

❽ Because of changing rules regarding the legality of posting Credit Report, Social Trace and MVR results on the Internet, this option has been provided to allow you to stay current with all of the rules and laws regarding the reporting of this information at your web site. When choosing this option, you will be able to select individually whether credit reports and social trace reports will be posted at your web site. You may also select which MVR results (by State) will be posted to your web site. When results PDF files are generated for publishing at the web site, those profiles selected here not be posted will be submitted to the fax server for the clients that have a fax number entered under the Client List or to the printer for those without a fax number specified.

Note: It is the responsibility of your firm to determine the legality of the content within the research results which are posted to your Web site. Imagination Technologies accepts no responsibility for the content of the results that you choose to post to your Web site. You should consider each of the following when determining the applicable laws regarding the content of the results which you will be posting to your website:

√ State and Federal Laws
√ The Fair Credit Reporting Act
√ The Driver's Privacy Protection Act
√ The terms and conditions set by your credit and MVR information providers.

Failure to follow all applicable laws and guidelines could result in federal or state penalties for your firm or the revocation of credit or MVR information for your firm and the entire investigations industry.

❾ Select this option to set up Client Groups for access to your web site. This option is detailed on the next page along with ideas for utilizing this option in your business.

Set Up Client Groups

Accessing this option: FRS Manager – Management Utilities Menu – Setup for the FRS Website Interface – Set Up Client Groups

If you have multiple web clients defined for one company, you can use this option to set up a web login account for the company headquarters, regional manager or district manager. You can then assign each of the stores to a group under the Client List and when the group leader logs in at your web site, they will be able to view all of the results and status reports for each store that you have assigned to them. This option can also be used if you have one or more resellers of your screening services. You can set up each reseller as a group leader and assign that person's or company's clients to the group. This will allow them to log in and track the results and status reports for each of the clients for which they are reselling your services. One other use for this feature would be to create group accounts for your account managers. You can assign all of an account manager's clients to the group so the manager can track all of his or her accounts at your web site.

Each client can only be assigned to one group. So, in order to handle a situation where you have a large chain of stores with multiple levels of management, you could set up groups for each district in the chain and assign each store within each district to the district manager group. Then for regional managers, you can provide each of them with the group logins for each of the districts in their region.

When this option is selected, the following screen is displayed.

Each of your defined web groups will be listed here. Choose the **Add a Group** button to create a new group.

Highlight a group and choose the **Delete Highlighted Group** button to remove a group from the list. The next time that the FRS Web Site Server interfaces with your web site, the group login account will be revoked from the web administration at your site.

To change the password for a web group, highlight that group listing and select the **Change Password for the Highlighted Group** button. After changing a group leader's password, the next time that the FRS Web Site Server interfaces with your web site, the group login account will be updated with this new password.

To view a list of the clients assigned to one of your groups, highlight the group and choose the **View Clients in Group** button. You can also double-click or press <enter> on the group in the list to view the clients.

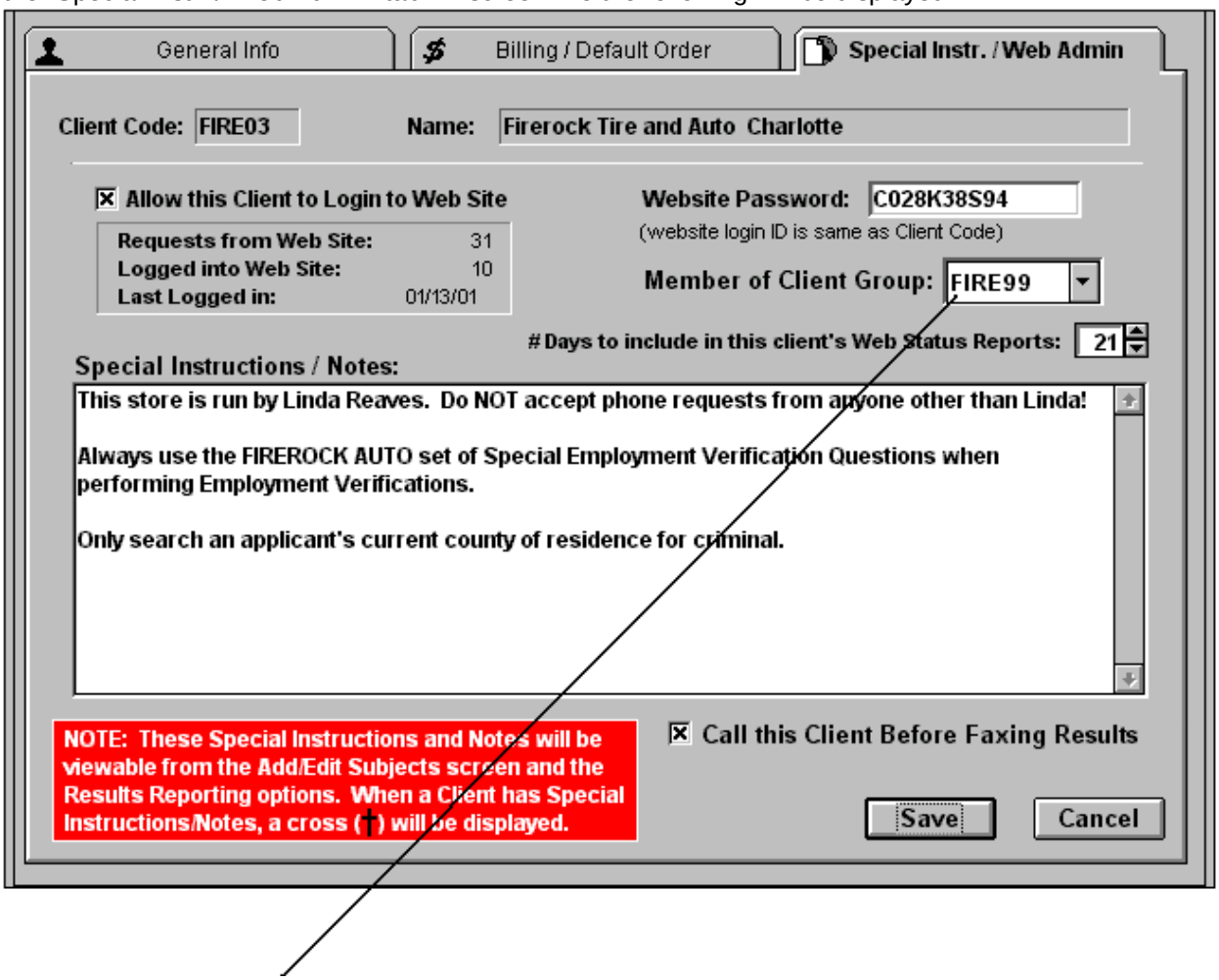
To assign clients to one of these groups, turn to next page for an explanation of this process.

Set Up Client Groups

(*continued from the previous page*)

Assigning Clients to a Web Group:

Once you have defined a Web Group, the next step is to assign clients to that group. This is accomplished from the Client List. Select each client that you wish to assign to a Web Group and edit that client. Select the "Special Instr. / Web Admin" tab. A screen like the following will be displayed.



From the **Member of Client Group** drop-down list, select the Web Group to which you wish to assign a client.

Other Notes about FRS Web Groups

- Each client can only be assigned to one Web Group
- You may assign as many clients as you wish to each Web Group
- To remove a client from a Web Group, select this drop-down and choose **NONE** as the assignment

The FRS Web Site Server

The FRS Web Site Server runs unattended on a workstation to interface with your web site to process the data between the main FRS system in your office and the FRS Web Application at your web site. It will connect with your web site at the intervals which you specify and process the data there. The Web Site Server will retrieve the client requests submitted there so that they can be imported into FRS. It will also post the results out to the web site for your customers to retrieve. The Web Site Server also handles the administration and control of which of your clients are allowed access to the FRS Web Application at your web site.

The FRS Web Site Server has been designed to run unattended on a workstation on your network to perform its processing options without the need for constant human intervention. If you are licensed for the FRS Web Site Interface and Web Application, you can run the FRS Automation Server and the FRS Web Site Server on the same workstation to facilitate all of your web site processing.

The file name for this application is WEBSERVE.EXE and will be found in the WEBSERVE\ folder under the main FRS folder. All that is required for installing this program to run on a workstation is setting a shortcut to this file, then running it. You must also install the **WebDrive** program on the same workstation as the FRS Web Site Server. WebDrive is the required FTP tool which facilitates the access to your web site and is covered later in this chapter.

See the System Diagram in Chapter 1: System Overview to get an idea of how the FRS Web Site Server will run on the Website Interface Server in the context of your entire network. See Appendix B for the minimal and recommended hardware requirements for running the FRS Web Site Server on the Website Interface Server station.

Important: One of the settings covered in the *Setup for the FRS Website Interface* section earlier in this chapter is the **Nightly Maintenance Time** for the FRS Web Site Server. It is very important that this time is set and the Web Site Server is left running at this time each day to clean up the old data and files at your web site to keep your Web Application running as smoothly as possible. If your nightly backup poses a problem in this area, see the section later in this chapter entitled *FRS Server Applications Startup and Shutdown Options* for details to assist in the automating your backup process.

Turn to next page for instructions on the process of setting up, configuring and running the FRS Web Site Server after the shortcut has been created.

Setting Up and Running the FRS Web Site Server

When you first run the FRS Web Site Server by selecting the shortcut which was set up according to the directions on the previous page, you will need to configure the Web Site Server. Run this application, select the first option from the menu at the top, and choose the **Configure the Web Server** option.

Connection Method:
Choose the method here depending upon the method that you will be interfacing with your web site on the Website Interface Server machine. If you will be using a dial-up networking Internet access account by dialing through standard phone lines, then select the 1st option. If you have a dedicated connection to the Internet through DSL, Cable-modem, T1, or ISDN, then select the 2nd or 3rd option. The 3rd option is recommended because it establishes a new occurrence of WebDrive with each connection. This helps eliminate problems because some dedicated connections suffer from dropped packets periodically.

Connection Interval:
Select this drop-down list to specify how often the Web Site Server interfaces with your web site to process your web requests and results.

Driver Letter Assigned to the FRS Data Directory at your Web Site:
Choose the drive letter to match the drive set up in WebDrive to map to your FTP site. The default drive is the Q: drive. If you already have the Q: drive in use on your Website Interface Server machine or if drive Q: is giving problems, you can change it. If you choose to change it, see the *Troubleshooting the FRS Web Site Interface* section for an explanation of all places on the Web Site Interface Server that it must be changed.

Path for the FRS Data Directory at your Web Site:
Set the path here for the folder containing the FRS data at your web site. This path will be provided to you in the "Web Application Implementation Release Form" which we provide to you once your Web Application is completely installed at your site and ready for use.

(*continued on the next page*)

Setting Up and Running the FRS Web Site Server

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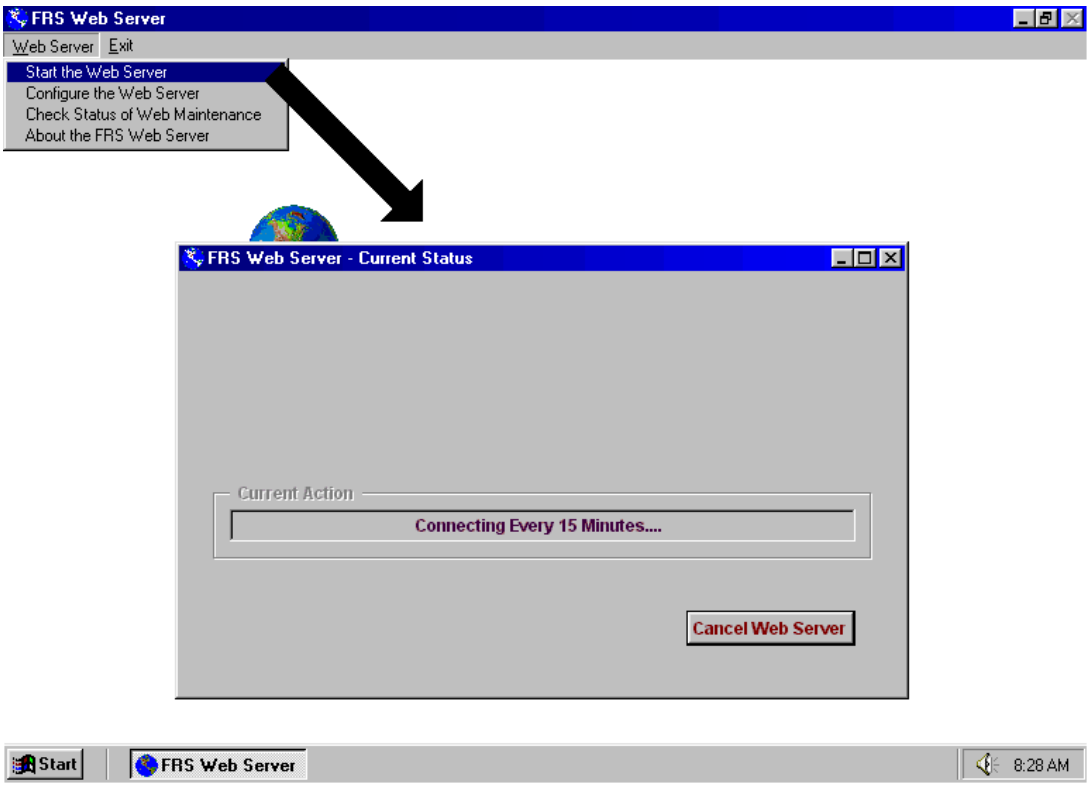
Once you have configured the FRS Web Site Server for use and have set up the WebDrive program to establish the FTP link to your web site, you can run the Web Site Server to begin interfacing with your web site. Select the **Web Server** option from the menu at the top, then choose the **Start the Web Server** option from the drop-down menu.



When you first start the Web Site Server, it will immediately attempt to connect and interface to your site. After the first interface, it will then settle into a pattern of dialing according to the interval that you set.

- Every 5 Minutes: At :00, :05, :10, :15, :20, etc. of each hour
- Every 10 Minutes: At :00, :10, :20, :30, :40, etc. of each hour
- Every 15 Minutes: At :00, :15, :30, and :45 of each hour
- Every 30 Minutes: At :00 and :30 of each hour
- Every Hour: At :00 of each hour
- Once Every Two Hours: At 8:00, 10:00, 12:00, 2:00, etc.
- Once Every Four Hours: At 8:00, 12:00, 4:00, etc.

If the WebDrive product is not configured properly or if your connection to the Internet is not available while running the Web Site Server, a message like the one to the right will be displayed.

For any error messages displayed during the FRS Web Site Server processing, you can look them up and determine the cause of the problem in the *Troubleshooting the FRS Web Site Interface* section later in this chapter.

Select the **Check Status of Web Maintenance** option from the menu above and the latest dates and times for several web maintenance processes will be displayed. Select the **About the FRS Web Server** to check the current version of this program.

To close down this application for maintenance or when the workstation on which it is running needs to be re-booted, Click on the **Cancel Web Server** option then choose “Exit” from the menu at the top of the FRS Web Server screen.

Configuring WebDrive

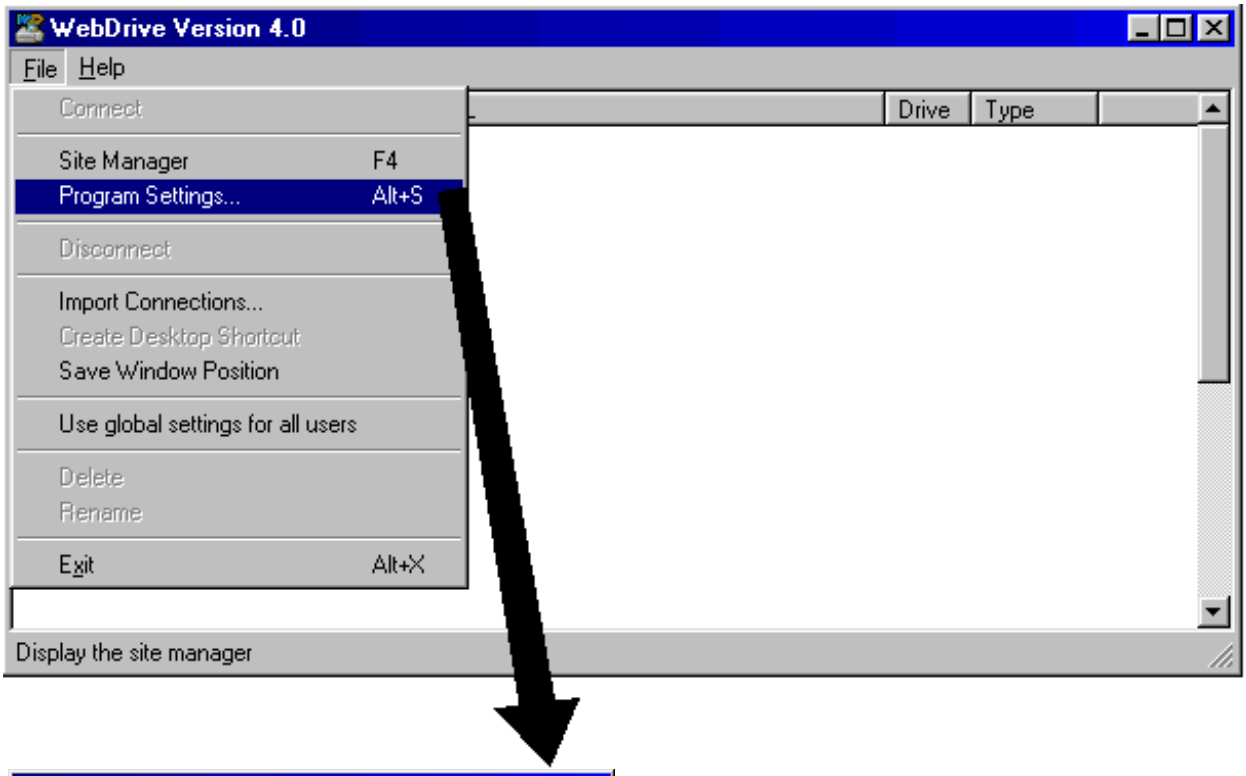
The FRS Web Site Server can access your web site in one of two ways. If you have a DSL, cable-modem, T1 or ISDN line installed, then a direct connection to your web site can be established for communication. If this option is not available in your area, then your web site can be accessed using a standard dial-up networking connection to the Internet.

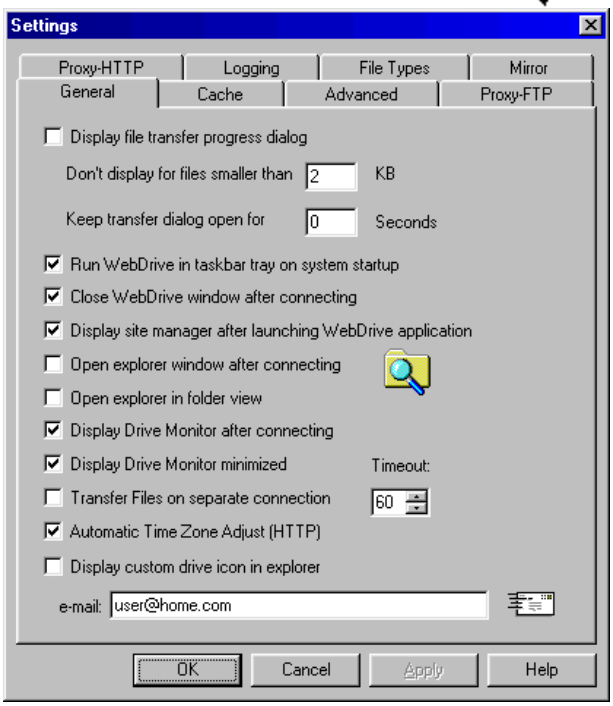
Regardless of which connection method is utilized, you will need a special FTP product called **WebDrive** to establish the necessary connection via a drive letter to accommodate the interface with your web site. **WebDrive** was developed by Riverfront Software and a single license costs approximately $39.00 at the time of this writing. **WebDrive** can be purchased online and downloaded directly into your system by going to www.RiverfrontSoftware.com.

Once installed on the workstation which will serve as your Web Site Server, WebDrive will need to be set up for access to the FTP section of your web site. Assistance from your Web Host or ISP may be required to set up the interface to this FTP site. WebDrive should be configured to access your FTP site through drive "Q:". The screens on the following pages show how WebDrive should be configured to achieve this, along with certain settings required to provide for the best operation and interface.

The screens on the following pages are based on WebDrive version 4.0. If you are running version 3.0 of WebDrive, your screens will be very similar to these. If you are running version 2.2 of WebDrive, you should upgrade to version 4.0. If you have purchased WebDrive within the last year, you are entitled to a free upgrade. To obtain your free upgrade, send an e-mail to upgrades@webdrive.com and include the name and e-mail address used to purchase the software.

After installing the WebDrive product on the station where the FRS Web Site Server is installed, set it up according to the specifications indicated on the WebDrive screens covered on the following pages.





Configuring Webdrive - Program Settings

It is very **important** that the WebDrive settings be set exactly as seen on these screens.

The settings here on the **General** tab will ensure that WebDrive does not stop when errors are encountered accessing your web data (very common when interfacing with a web site that is being accessed simultaneously by your clients). Instead, it will let the Web Site Server handle these web access issues. The Web Site Server has been designed to retry these data access errors up to 200 times, but the settings here must be set as shown to ensure that this functions properly without stopping on every access error and requiring human intervention.

It is also important that you not set WebDrive to "show the status" of all of its operations. The FRS Web Site Server has been carefully designed to handle any problems which may be seen in the status window of WebDrive. If the status window of WebDrive is displayed, then these errors are not getting passed to the Web Site Server, and therefore it can not handle them. Configure WebDrive as specified in this section of the manual. If you have a good, solid connection to the Internet each day and have followed all of the other guidelines in this manual for setting up the FRS Web Site Server, then your web site interface should run very smoothly without the need for human intervention on a daily basis.

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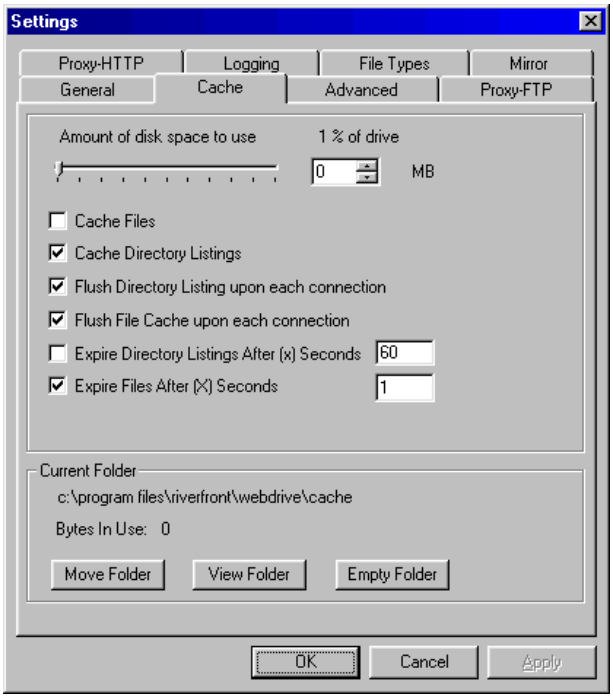
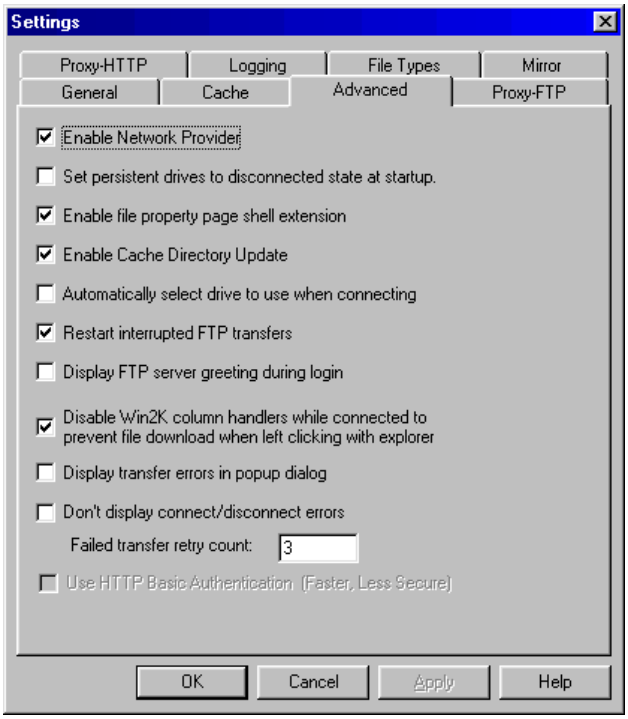


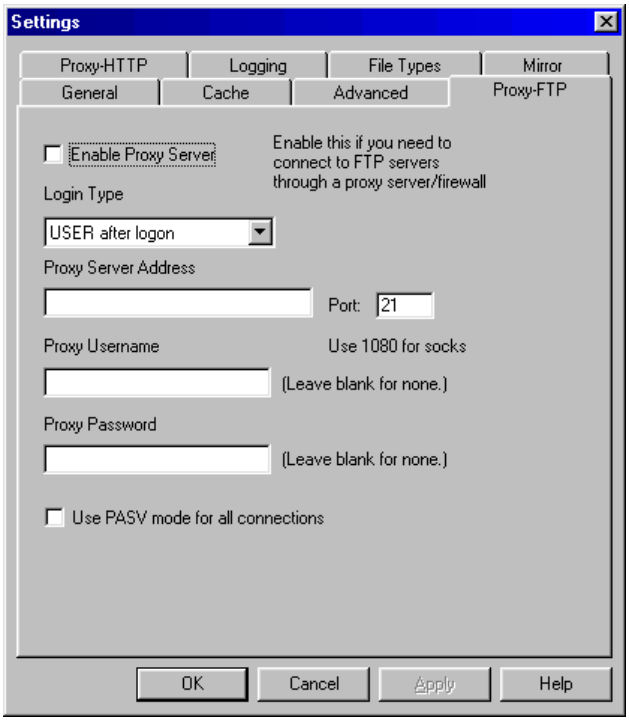
It is very **important** that the WebDrive settings be set exactly as seen on these screens.

The settings on the **Cache** tab must be set exactly as shown on this screen or you *may lose client requests or receive duplicate requests* entered at your web site.

Under the **Amount of disk space to use**, select the "slider" with your left mouse button and move it all the way to the left. Make sure all of the other settings on this screen match the ones shown here.

Set the other WebDrive Program Settings as shown in the screens that follow.





If your Internet access goes through a Firewall or Proxy, you may need to adjust the settings on the **Proxy-FTP** screen on the right above. Please contact WebDrive support, your ISP, and/or your firewall provider for assistance with this. Imagination Technologies does **not** provide support for Firewalls, Proxies, Internet Access or other problems in establishing FTP access to your web site.

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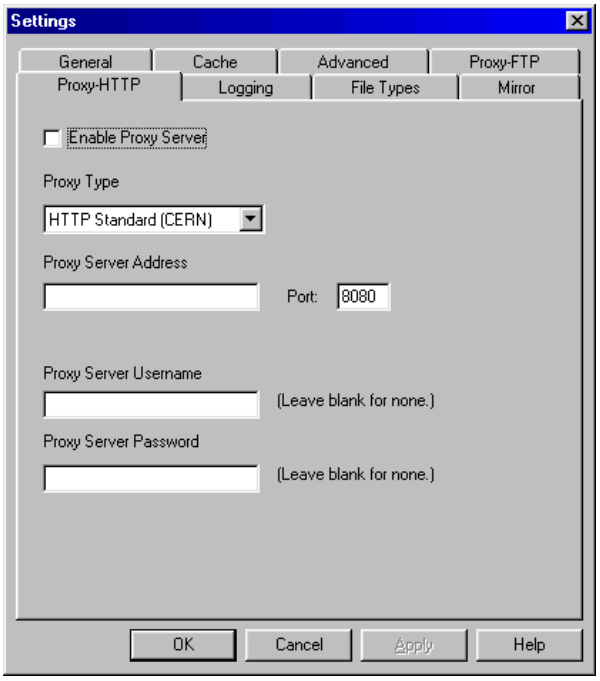
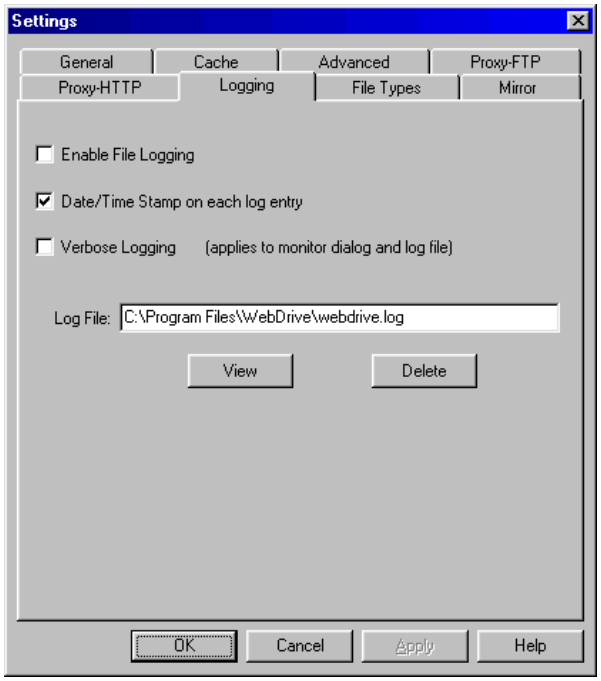
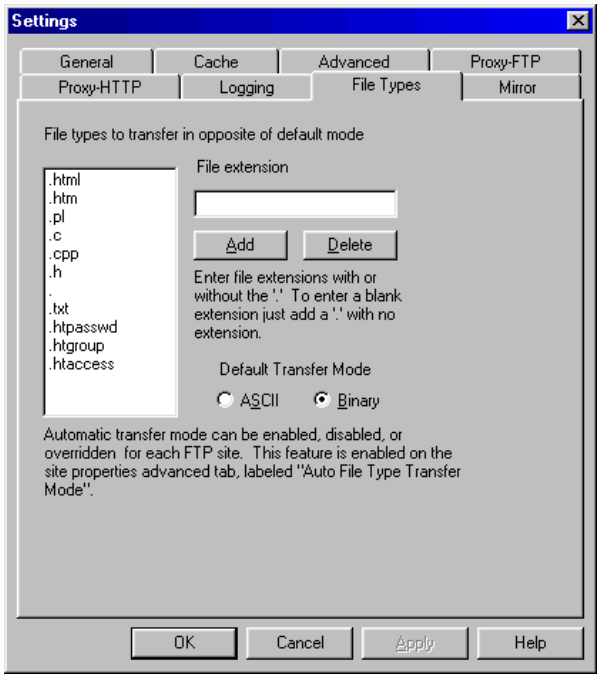
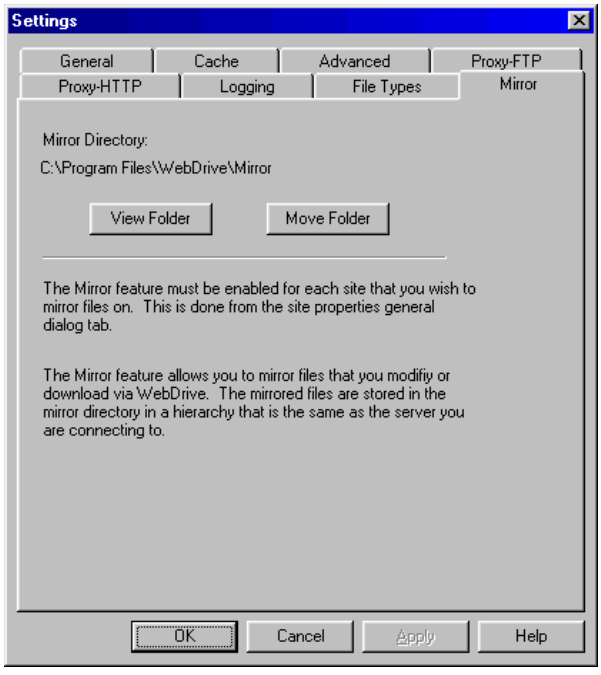
Set the other WebDrive Program Settings as shown in the screens below.





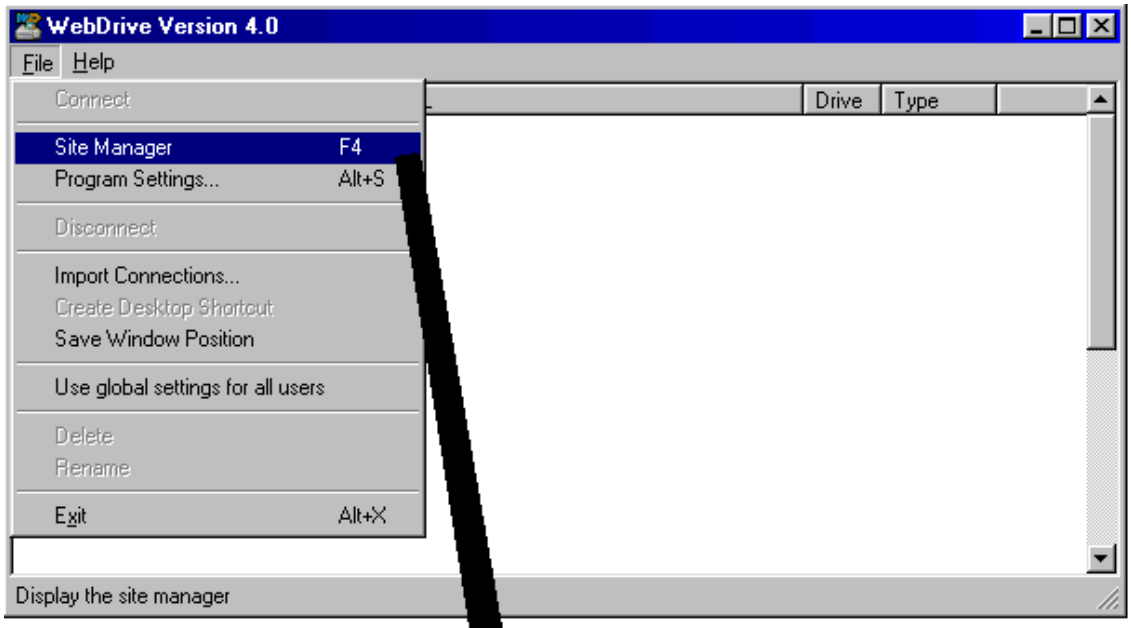


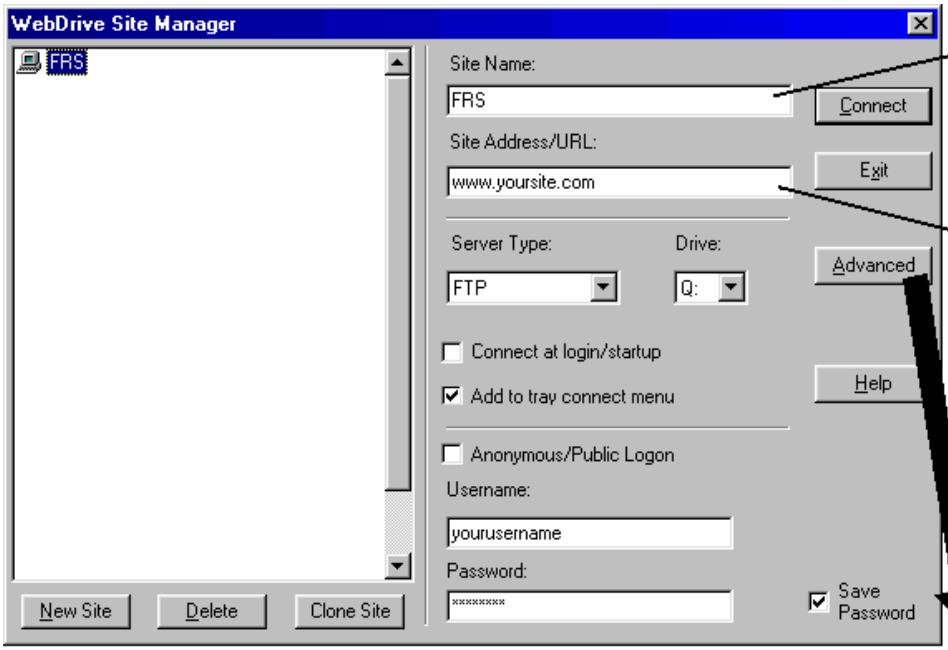


Turn to the next page for instructions on setting up the “FRS” site in WebDrive’s Site Manager.

Configuring Webdrive - Site Manager

Under the WebDrive Site Manager, you will need to set up a "site" entitled FRS. This will be configured as an FTP link to the data at your web site. Follow the instructions illustrated below and on the pages that follow.





Enter **FRS** in all-caps as the Site Name. Make sure there is not a space before or after it. The site name must only be these three

The Site Address/URL for your site may need to be entered in the form of: **www.yoursite.com**, **ftp.yoursite.com**, or **ftp://11.12.13.14** (as the IP address). You will need to experiment with this to find the option which works for your site.

The **Advanced** options are detailed on the next several pages.

Select drive **Q:** as the drive letter to map to your FTP site. If drive Q: is already in use on the Website Interface Server station, you can change this to another drive letter such as T:. If you do this, see the *Special Notes about WebDrive* topic later in this section for other places this drive letter must be changed. Enter the **Username** and **Password** for FTP access which will be provided to you by your web host or ISP. Make sure that you check the **Save Password** box so that all of these settings will be saved.

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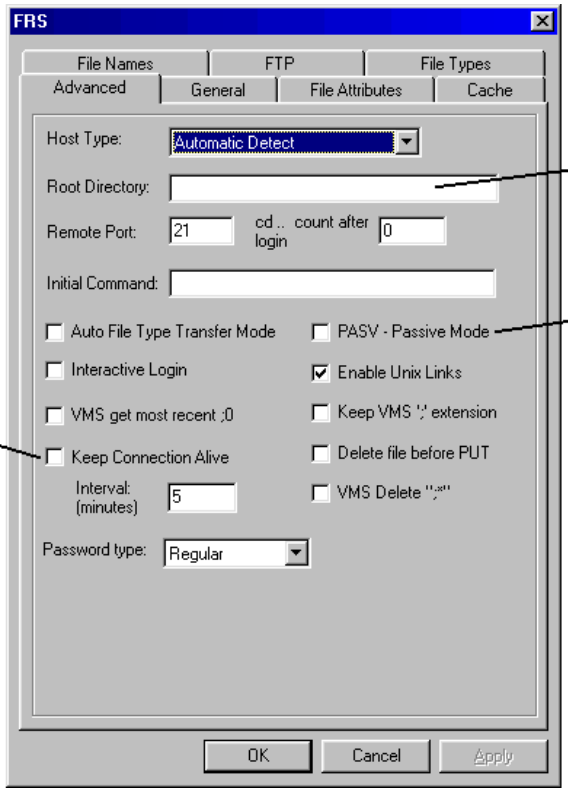
Advanced Settings for the FRS Site in the WebDrive Site Manager

Please set each of the screens in the Site Manager Advanced settings to match the screens shown on this page and the next.

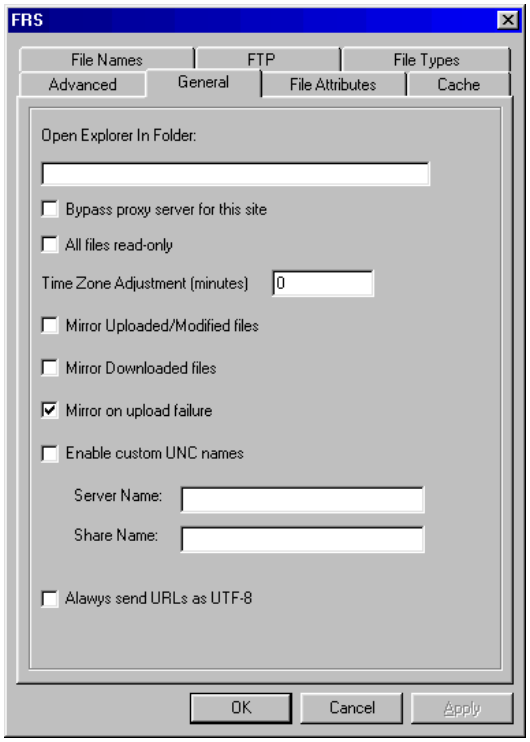
If you are using the "Dedicated Connection" option under the FRS Web Site Server Configuration, then you should check this box.

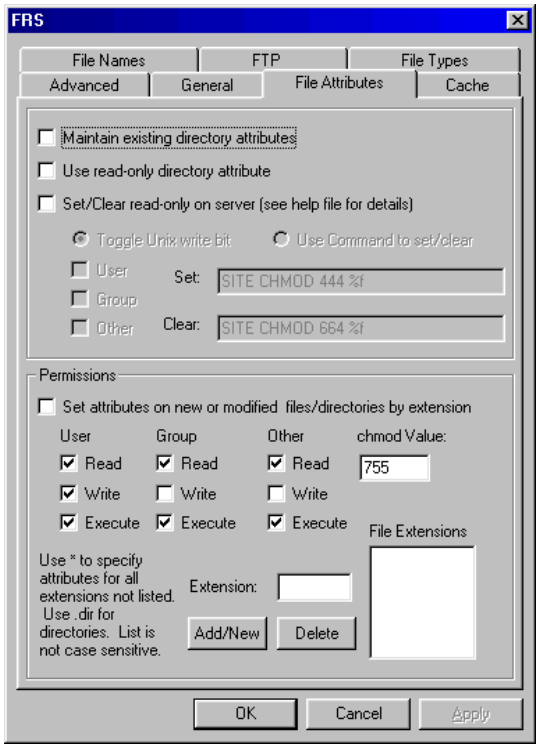
For the best performance of your Web Site Server, we strongly recommend the "Dedicated Connection with WebDrive Load and Unload"



FTP access to your site may require providing an entry in the Root Directory field. Contact your Web Host or ISP

If you are accessing the Internet through a Firewall, you may need to select this option. Contact WedDrive support, your Web Host or ISP to find out.





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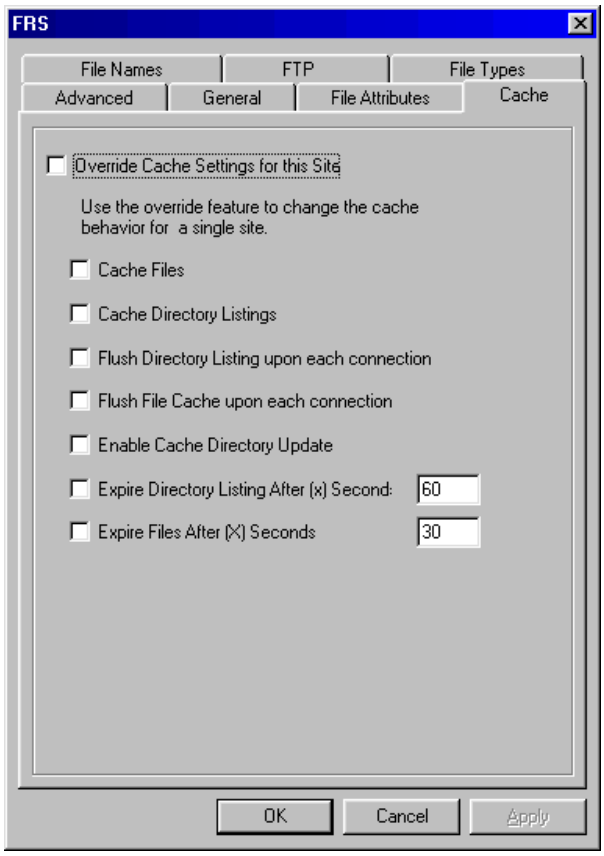
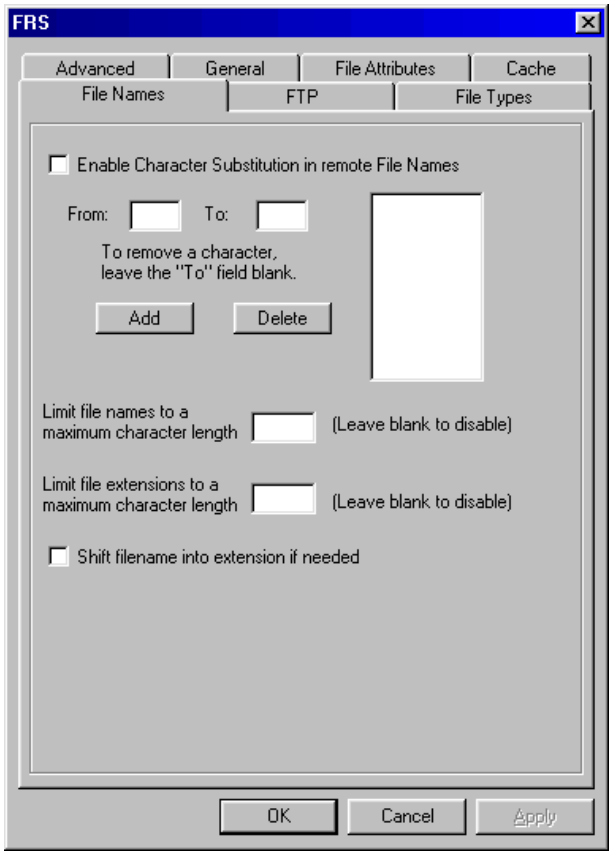
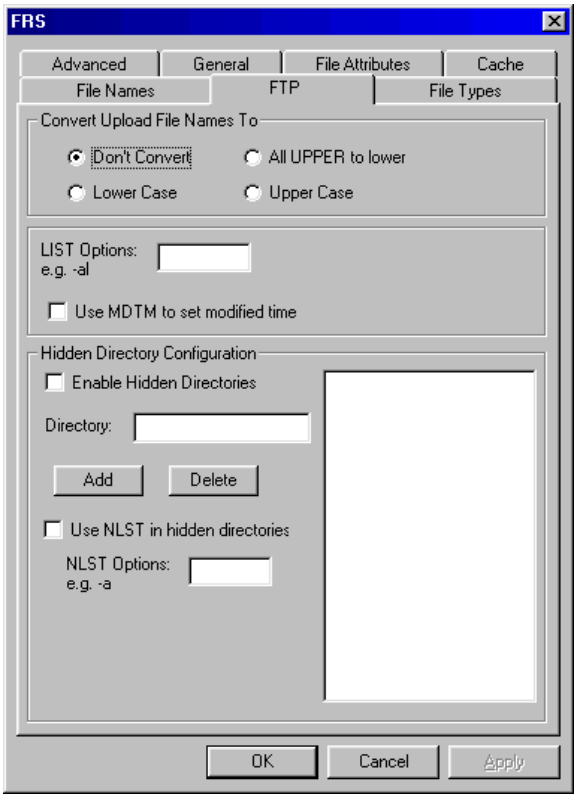
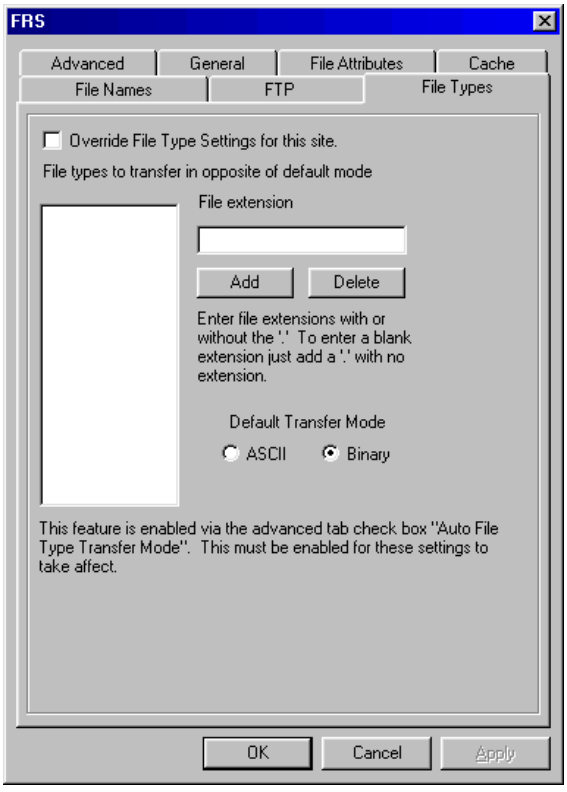








WebDrive - Testing Out Your Connection

Once you have configured WebDrive as detailed previously in this section, you will need to test your settings to ensure that you can connect to your site successfully.

To test WebDrive, simply run the WebDrive program, choose the "Site Manager" from the drop-down menu, choose the **FRS** "site" you just set up then choose the "Connect" button.

If you do not connect successfully, a message window will be displayed to inform you why you did not connect. Using the information provided there, adjust the settings in the Site Manager for the **FRS** site then try again. Some of the issues to check in getting the connection established are:

- Make sure your Username and Password are keyed in exactly as your web host or ISP has specified. These are usually case-sensitive, so make sure that each character is keyed in the right case.
- Make sure the Anonymous/Public Logon box is not checked and that the Save Password box is checked.
- You may have to try several methods of accessing your Site Address/URL. Try referring to it in each of the following formats until you hit upon one that works:
  - ➢ www.yoursite.com (where "yoursite" is substituted for the name of your web site)
  - ➢ ftp://www.yoursite.com
  - ➢ ftp.yoursite.com
  - ➢ ftp://ftp.yoursite.com
  - ➢ 11.12.13.14 (your site's IP address)
  - ➢ ftp://11.12.13.14
- Under the Site Manager's "Advanced" tab, you may need to specify the "Root Directory" of your FTP site
- If you are accessing the Internet through a Firewall or Proxy, you may need to adjust some of the settings in WebDrive. Please contact WebDrive support, your ISP, and/or your firewall provider for assistance with this. Imagination Technologies does **not** provide support for Firewalls, Proxies, Internet Access or other problems in establishing FTP access to your web site.
- If you are setting up WebDrive on Windows NT or Windows 2000, more problems have been found running WebDrive on these operating systems. If you have a Windows98 machine available to work with, test WebDrive on that machine to see if it resolves your connection problems.

Once you establish a connection to your web site/FTP site with WebDrive, pull up Windows Explorer and view the files in the Q: drive (or whichever drive you set up) and make sure that you can view the files at your web site.

Special Notes about WebDrive

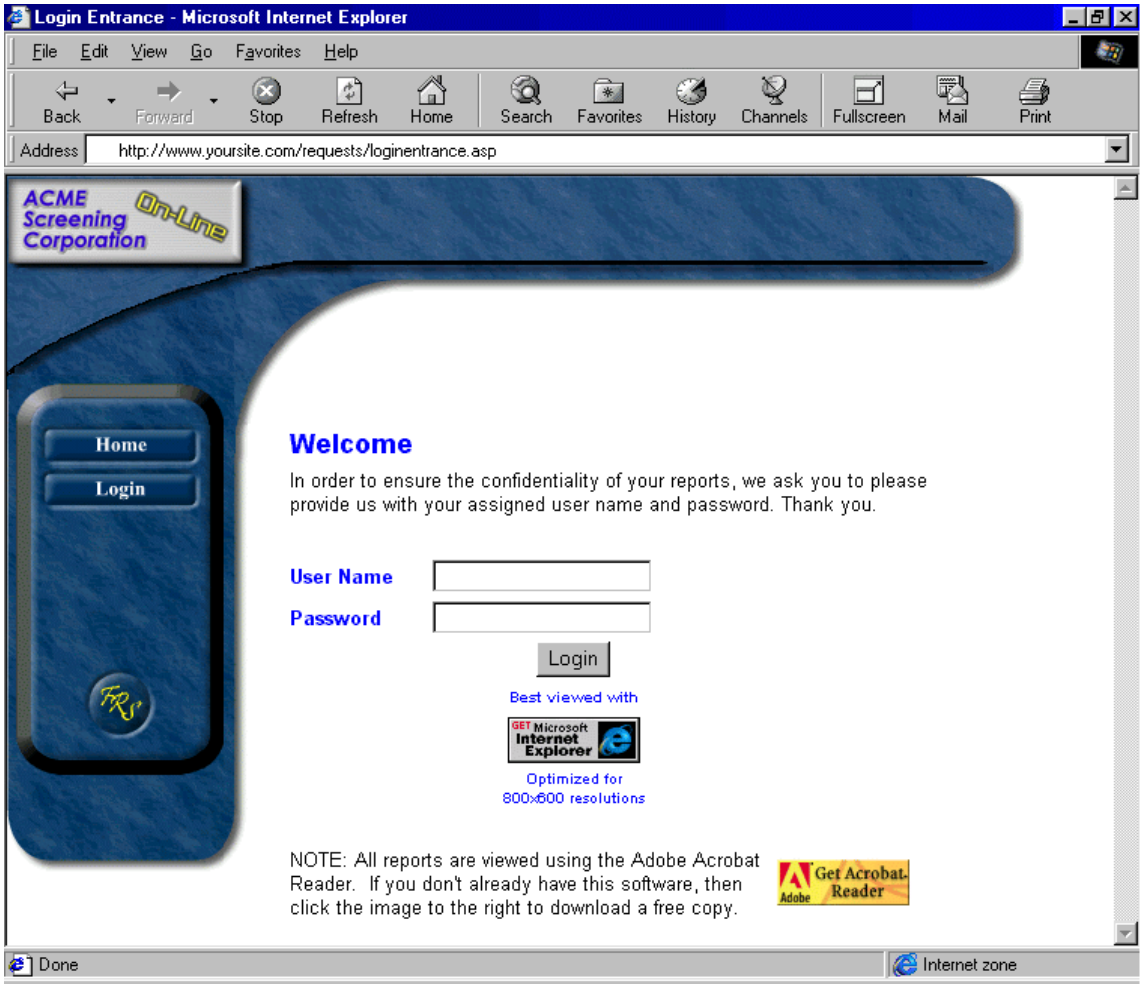
- If you are hosting your web site internally and it can be accessed across your Local Area Network, then you most likely will *not* need the WebDrive product. If this is the case for you, then have your IT staff or consultant map the Q: drive on the Website Interface Server machine to the address for you web site as accessed across your Local Area Network.
- If you change from drive Q: to another drive letter when setting up the FRS site in the WebDrive Site Manager, then you also need to make that change in two other places:
  - ➢ Edit the WDSTOP.BAT found in the FRS\WEBSERVE folder and change the Q: to your new drive letter in two places.
  - ➢ In the FRS Web Site Server under the "Configure the Web Server" option, change the **Driver Letter Assigned to the FRS Data Directory at your Web Site** to match the new drive letter that you will be using.
- If you do not set the WebDrive "Caching" options as specified previously in this section, you run a very strong chance of losing your client's web requests or having the web requests duplicated.
- if you have configured the Web Site Server to use the Dedicated Connection (with WebDrive Load and Unload) or the Dial-Up Networking Connection Method, then make sure WebDrive is unloaded prior to starting the Web Site Server so WebDrive can be loaded programmatically.

The FRS Web Application

This section of the manual briefly describes the FRS Web Application which will be running at your web site. The web page samples that are used in this section are from the demo application at our web site. Your web pages will look different, but the functionality will be the same. Your complete Web Application is composed of 45 different web pages, but only a few will be covered in this section.

LoginEntrance.Asp

When your clients click on the link that you provide them from your home page to log in to your Web Application, the first screen they encounter is the LoginEntrance web page.



In the **User Name** and **Password** fields, they will enter the user name and password that you provide to them. The User Name is their client code and the Password is the 6-10 character password that you set up for them in the client list. After entering the password, they can press <enter> to log in or they can click on the **Login** button. To view the Results Reports and the Daily Status Reports at your site, your clients will need the Adobe Acrobat Reader. If they do not already have this program installed on their workstation, they can download a **free** copy of it from the Adobe web site by clicking on the "Get Acrobat Reader" button on this web page.

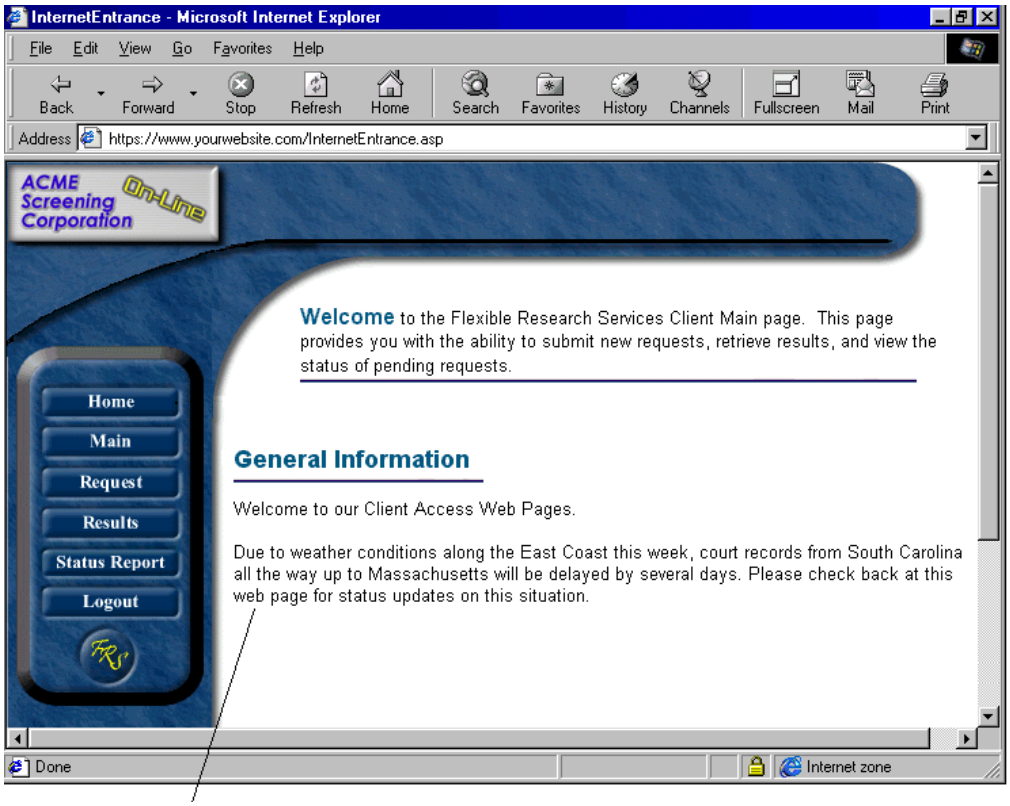
Once the user has successfully logged in, they will be taken to the **InternetEntrance** web page, which is detailed on the next page.

The FRS Web Application

(*continued from the previous page*)

InternetEntrance.Asp

Once your clients get logged in, the InternetEntrance web page will be displayed.



The **Login Greeting** that you have keyed under the **Setup for the FRS Website Interface** option will be displayed under the General Information heading for your clients on this screen.

The following buttons are provided on this screen for navigating through the Web Application:

Home: Returns your clients to your web site's Home Page

Main: From anywhere within the FRS Web Application, returns your client back to this page

Request: Takes your clients to the Request Wizard where they can enter and submit research requests

Results: Takes your clients to the Results web page where they can view, search, and print the research results that you post to your web site

Status Report: Allows your clients to view their latest status report which is updated once per hour and generated by the FRS Automation Server

Logout: Logs your clients out of the FRS Web Application

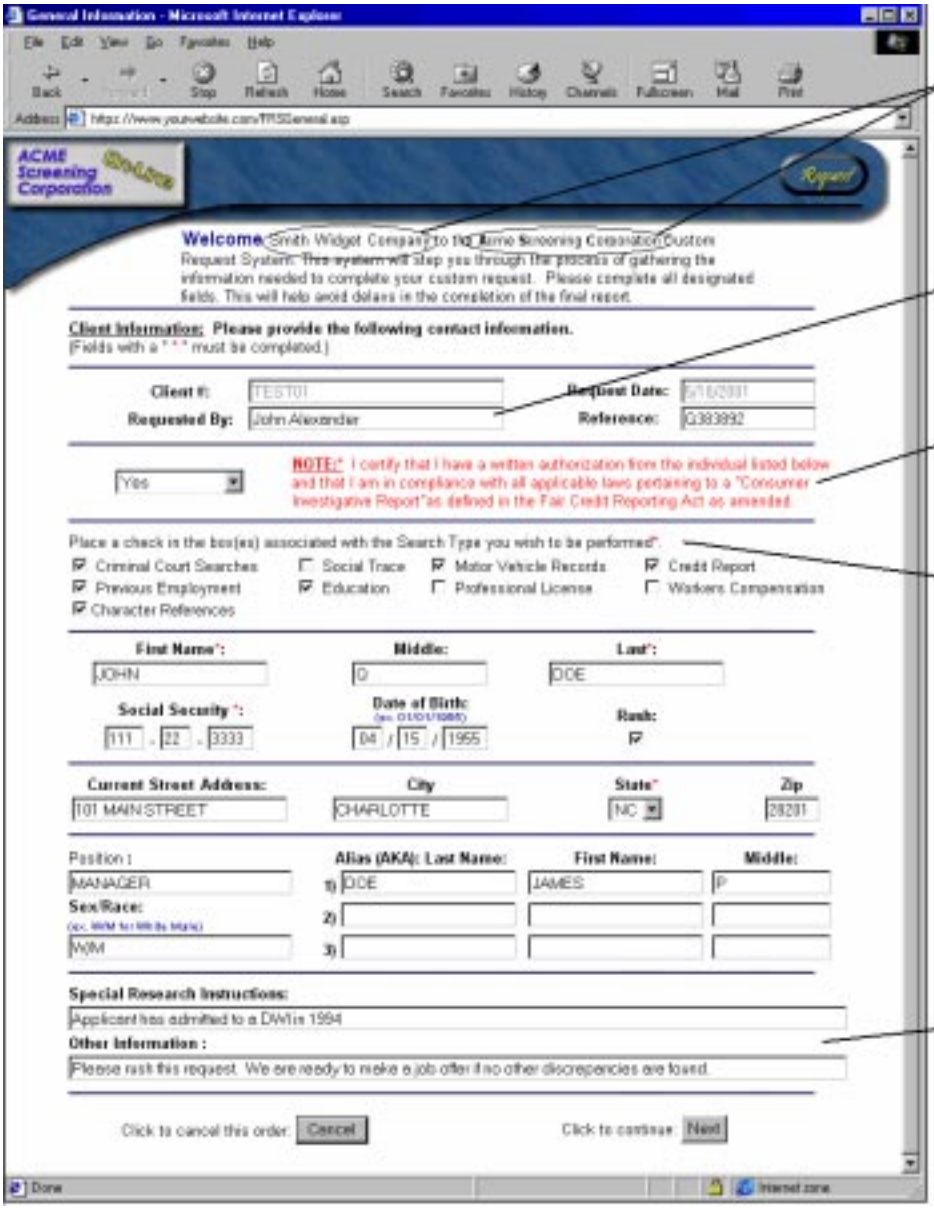
Note about Group Leaders: If the person logging in is one of your "Web Group Leaders", then they will see a web page very similar to the one above, except that the **Request** button will not be available. When the group leaders select the **Results** button, they will see a web page listing all of the results for each of the clients assigned to their group. When the group leaders select the **Status Report** button, they will see a web page listing all of the Daily Status Reports for each of the clients assigned to their group. For both of these web pages, they can scroll through the lists and select the **View Report** button for an item to view that PDF report with the Adobe Acrobat Reader.

The FRS Web Application

(*continued from the previous page*)

FRSGeneral.Asp

When your client selects the **Request** button, the FRSGeneral web page will be displayed.



Your client's name and your company name will be displayed here.

The "Attention of" field set for your client in the Client List will be displayed here.

A field and FCRA Statement is provided to ensure that your client has the signed authorization of the applicant. This field **must** be set to **"Yes"** before the client will be allowed

The first two rows of Search Types here are the eight standard FRS profiles. The third line will display up to three of the Main-Level Other Search Types which you specify for web ordering from the FRS Other Search Types Table option.

Also, each client's "Default Profile Order" will be used from the Client List to pre-check each Search Type for each new order.

The information that your clients enter into the "Special Research Instructions" field will populate the same field for that subject when added into FRS. The "Other Information" field will populate the subject's "Internal Comments" field.

The general subject information will be entered on this screen for the subject being requested. The "Search Types" will be selected for the order, then the **Next** button will be selected. When this button is selected, your client will be taken through a "wizard" style interface and a web page will be displayed for entry of the required information for each of the selected search types.

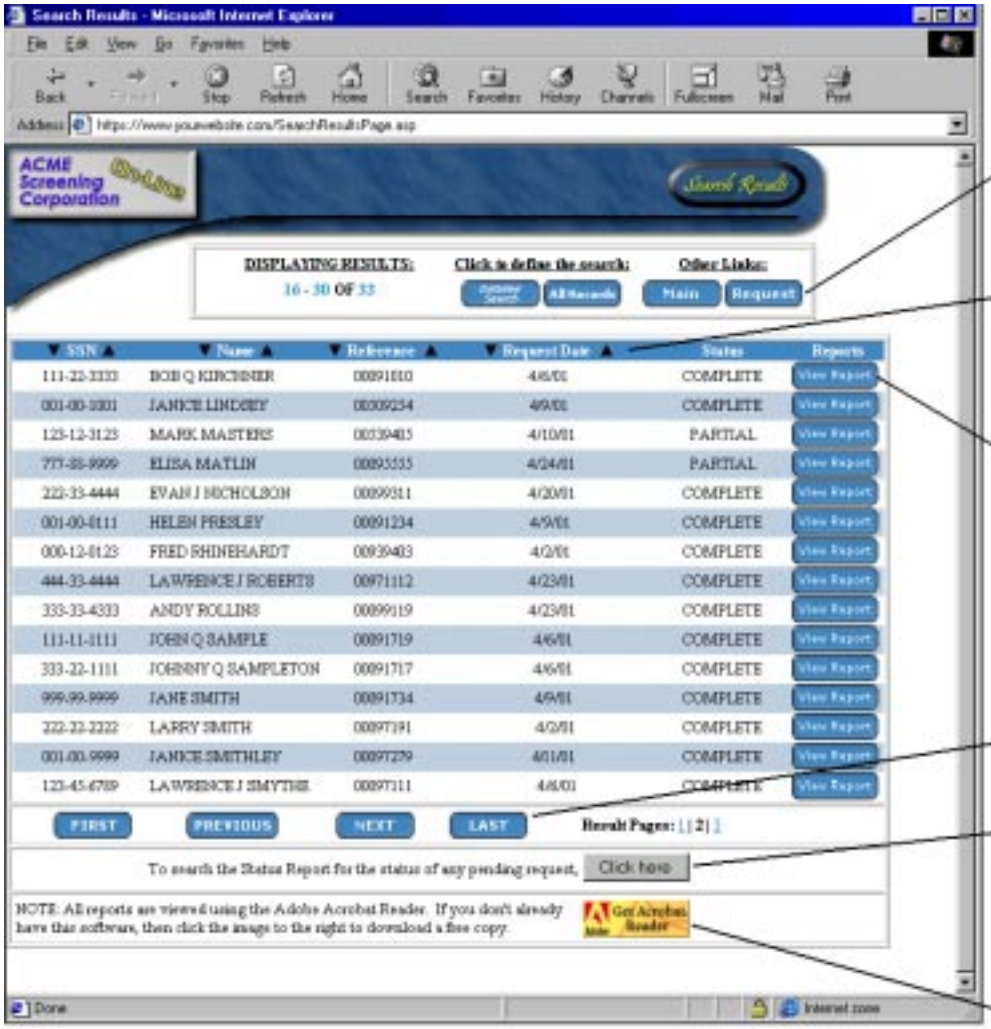
At the end of the wizard, the FRSFinal page will be displayed where your clients can preview all of the entered information, edit that information to correct any entries, print a copy for their records, then select the **Submit** button to send the order to you. A confirmation page will be displayed, letting them know that the order was successfully submitted. This page will also contain the six buttons explained on the previous page, so that they can enter another request or choose one of the other options within the FRS Web Application.

The FRS Web Application

(*continued from the previous page*)

SearchResultsPage.Asp

When your client selects the **Results** button, the SearchResultsPage web page will be displayed.



The **Detailed Search** button will allow your clients to filter for particular subject's results. The **All Records** button will then redisplay all of their results. The **Main** button will return the client to the main InternetEntrance page. The **Request** button will

Click on the **down arrow** next to each column heading to sort the list in descending order by that column. Click the **up arrow** next to each column heading to sort

Click on the **View Report** button next to each subject to view a PDF version of the subject's results report with the Adobe

Use these buttons to navigate through the list of subjects.

If your client does not find a subject result they are looking for, they can select this button to view the latest Status Report to check on the subject's status.

The Adobe Acrobat Reader is required to view the Results and the Status Reports. If your client does not have this software, they can select this button to

Turn to the next page for details on viewing the Results Reports and the Daily Status Reports.

The FRS Web Application

(*continued from the previous page*)

Viewing Reports

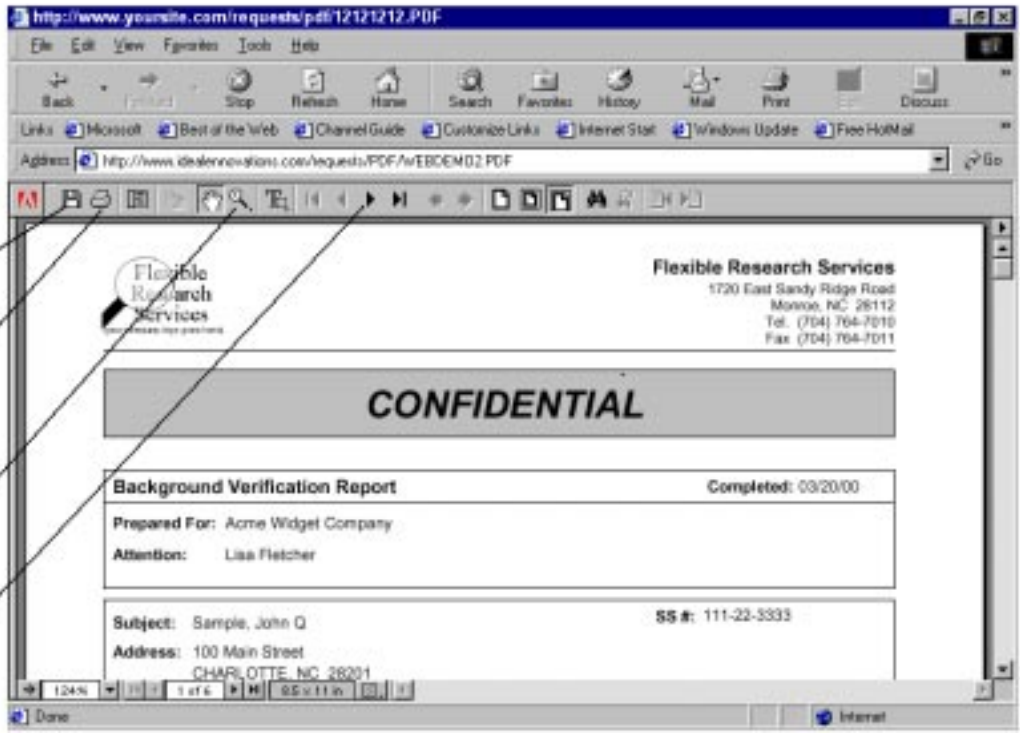
When your client selects the options to view the Results Reports or the Daily Status Reports from the FRS Web Application, the PDF files which are created by the FRS Automation Server and delivered to your web site by the FRS Web Site Server are displayed using the Adobe Acrobat Reader.

Your clients can click on the disk icon to save a report in PDF format to their hard drive.

They can click on the printer icon to print the report.

They can click on the magnifying glass icon to zoom in on a section of the report.

Selecting these arrow navigation buttons will allow them to move from page to page.



When your FRS Web Application has been completed, you will receive a "Web Application Implementation Release Form". This will contain instructions on how to set up the interface to your web site and how to test it out with the sample data that will initially be installed at your web site.

Supporting your Web Application Clients

The **client requests** entered at your web site can be imported into the Main Subject Table by one of two methods. They can be loaded automatically by the FRS Web Site Server or they can be placed into a queue where your staff can load them through the i-Add button on the Edit Subjects List. See the *Setup for the FRS Website Interface* section earlier in this chapter for details on how to configure this option.

Your client's **results reports** can be sent to the web site for them to view from several areas in the system. The key is to first set your web clients up with a "Results Delivery Method" of "Website Posting" under the Client List. Then turn to the *Processing Subject Requests and Results - Reporting Results to Client* section in Chapter 3 for details on how to deliver results to the web, as well as with the other output device options.

Each web client's **Daily Status Report** is automatically generated by the FRS Automation Server at 27 minutes after each hour and delivered to the web during the very next interface by the FRS Web Site Server.

Your clients will need a copy of the Adobe Acrobat Reader to view the results reports and the Daily Status Reports at your site. If they do not already have this, there are several links to the Adobe download site placed right on your Web Application pages for them to access and download a free copy of the Adobe Acrobat Reader.

If your clients forget their web site **User Name** and/or **Password**, your non-system administrative staff can look that up for them by pulling up one of the subjects assigned to that client, clicking on the Client >> button then with the client entry highlighted, choose the **View All Details on Highlighted Client** button. This will display the client's details. The User Name will be the client's "client code" and the Web Password will be listed at the bottom of that screen.

If your clients wish to only use the Web Application to receive their results, it is possible for them to fax in their requests for you to key, then you can use the web posting option to publish their results out to your web site so that they can view and print them there.

Troubleshooting the FRS Web Site Interface

A. Problems Interfacing to your Web Site

1. Problem with your Internet Connection when Starting the FRS Web Site Server

When the FRS Web Site Server is first started, a connection is established with your web site, then that connection is verified to ensure that your web data is accessible. If any problems are encountered with the connection during this process, a message window similar to the following is displayed.

Note: This message may refer to the "Results" data file like the message here or it could refer to one of the following data files: Admin / Requests / States / Site Info / OST / Crim/Civil Type

At this point, refer to the *Configuring WebDrive* section earlier in this chapter to ensure that you have WebDrive configured as recommended. This section also contains a guide for checking your WebDrive connection. Once you are sure that your WebDrive connection is set correctly, reset it (if using the WebDrive Load and Unload Connection Method, then unload it so the Web Site Server can load it programmatically), and try running the FRS Web Site Server again. If this message is displayed again after verifying the WebDrive configuration, then most likely the problem is that there are files missing from your web site. Click the OK button on the screen above, select the "Cancel the Web Server" option, then exit and completely shut it down. Run the Web Recovery Program (WRECOVER.EXE) detailed later in this chapter to update and correct all of the files at your web site, then you can restart the Web Site Server and it should run successfully after the recovery process.

2. Red Screen Errors generated by the FRS Web Site Server

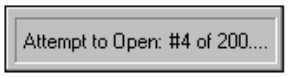
Your web site and the FRS Web Application are hosted on Microsoft's Internet Information Server (IIS). When your clients are at your web site, IIS will lock the files that your clients are accessing within the FRS Web Application for approximately 30 seconds. This will temporarily prevent you from accessing the file via FTP during that 30 second period. This causes any number of errors when running the Web Site Server and interfacing with your web site. Each of the possible errors caused by this are listed below.

1 - File does not exist **or** File "*name*" does not exist
15 - Not a table
41 - Memo file is missing/invalid
108 - File is in use by another
114 - Index does not match the table
1102 - Cannot create file
1104 - Error reading file
1105 - Error writing to file
1112 - Error closing file
1552 - File "*name*" is not a database
1705 - File access is denied
1707 - Structural .CDX file not found

Because these errors are common with IIS and only temporary, the FRS Web Site Server has been programmed to retry any of these errors up to 200 times to allow processing to continue without halting. If you experience any of the errors on a standard FRS "Red Screen", then refer to the *Configuring WebDrive* section earlier in this chapter to ensure that you have WebDrive configured

2. Red Screen Errors generated by the FRS Web Site Server (*continued from previous page*)

as recommended. Under this recommended WebDrive configuration, WebDrive will not halt on these errors but will instead pass them through to the Web Site Server so it can retry them up to 200 times. If WebDrive is not configured as recommended then it will halt on these errors and the "retry" features of the Web Site Server will not be utilized, causing someone in your office to "baby-sit" this application. When WebDrive is configured correctly and the "retry" code is invoked, a small window message like the following will be displayed in the upper right-hand corner of the machine where the FRS Web Site Server is running to keep you informed on the retry count.



If all 200 retries are attempted and the same red screen error occurs, then press the "Retry" button on the red screen, to attempt one more time. If the same red screen error occurs this final time, then this is a strong indication that some of the data at your web site could be corrupted. In this case, the next step is to click on the **Cancel** button displayed on the red error screen to shut down the Web Site Server. Then run the Web Recovery Program (WRECOVER.EXE) detailed later in this chapter to update and correct all of the files at your web site, then you can restart the Web Site Server and it should run successfully after the recovery process.

3. Dial-Up Networking Errors

If you are using the "Dial-Up Networking" method for connecting to your web site and you encounter any dial-up networking or RAS error codes, please refer to Appendix G for an explanation of the error code to determine how to correct it.

If your Dial-Up Networking setup is not retaining your Internet access password and you keep receiving the 691 RAS error code, then refer to Appendix G for an explanation of how to correct the problem of not being able to "save your password".

B. Problems at your Web Site

1. If you or your clients discover that there is not a **Daily Status Report** for them at your web site when they log in and choose to view it, then check the following in your FRS system.
   a. Make sure the client is set up in the Client List with a "Results Delivery Method" of **Website Posting**
   b. Make sure that the "# of Days to include in this client's Web Status Reports" field under their settings in the Client List is set to a number that would include this client's latest requests
   c. Make sure that the FRS Automation Server is run during the day to generate the Daily Status Reports at 27 minutes after each hour
   d. Make sure that the Adobe Acrobat Distiller software is installed and running on the same machine as the Automation Server to convert the Daily Status Reports to PDF format, and that the "watched folder" is set up correctly (see the *Configuring the Adobe Acrobat Distiller* section earlier in this chapter)
   e. Make sure that the FRS Web Site Server is running and connecting successfully to your web site at each specified interval to push those reports out to the web site
   f. When all of these items check out, wait at least two hours then check at the web site again
2. If you or your clients discover that any of their **Results Reports** are not at your web site when they log in and choose to view them, then those results did not make it to your web site. An

B. Problems at your Web Site (*continued from previous page*)

indication of this problem is that you or your clients select the View Report button for a particular subject under the "Results" option at your web site and receive a "404 - Page Not Found" error. Check the following in your FRS system.

a. Make sure the client is set up in the Client List with a "Results Delivery Method" of **Website Posting**
b. Make sure that the FRS Automation Server is run during the day to generate the Results Reports in PDF format when submitted by your staff
c. Make sure that the Adobe Acrobat Distiller software is installed and running on the same machine as the Automation Server to convert the results reports to PDF format, and that the "watched folder" is set up correctly (see the *Configuring the Adobe Acrobat Distiller* section earlier in this chapter)
d. Make sure that the FRS Web Site Server is running and connecting successfully to your web site at each specified interval to push those reports out to the web site
e. Please understand that results reports are *not* automatically pushed out to your web site. They must be submitted from one of the many results reporting options covered in Chapter 3 and specified for Web Posting/Delivery.
f. If all of this checks out and all of the programs and applications are running and configured correctly on the Website Interface Server, then have someone submit the particular subject's results to the web again

3. If you or your clients experience any **ODBC errors** in the FRS Web Application at your web site such as the "Microsoft OLE DB Provider for ODBC Drivers error '80004005'", then....

a. This usually indicates that some data is corrupted at your web site. So, shut the FRS Web Site Server completed down, and run the Web Recovery Program (WRECOVER.EXE) detailed later in this chapter to update and correct all of the files at your web site, then you can restart the Web Site Server and then test at your site by logging in as that client to see if the problem has been corrected.
b. If Step a. does not correct the problem, then there may be a problem at your site with the DSNs (Data Source Names) that your web host or ISP has configured for your site. Have them check to ensure that all seven of the DSNs which were set up when your Web Application was installed at your site are still correctly configured.

4. If one of your **"Web Group" Leaders** logs in to your site's "Manager Pages", then selects the "Status Report" option to view the list of status reports for each of the clients in their group, if any of the Daily Status Reports for any of those clients have not been moved out to your site, the group leader will experience a "404 - Page Not Found" error. If this happens, then refer to the explanation for #1 on the previous page under this same category *B. Problems at Your Web Site* and follow the directions there for the client whose Daily Status Report is not found.

5. You or your clients may be logged in to your Web Application and encounter a web page that states the following:

Directly accessing this page is not allowed...

You are not an authorized user of this site. Your activity has been reported.

The reason this happens is because your web site and the FRS Web Application are being hosted on Microsoft's Internet Information Server (IIS). There is a security feature built into IIS and the FRS Web Application which is controlled at the web host's server to time a user out from the site if there has been inactivity for more than 20 minutes. This is what causes you or your client to receive this message. This is a security feature to prevent potential tampering. No activity is actually reported. This is a scare tactic message for potential hackers. The solution to this problem is to continue keying without any long pauses while at your web site.

Web Recovery

In the WEBSERVE folder under your main FRS folder you will find a program with the file name of WRECOVER.EXE. This is the Web Recovery program, which is referenced for several of the situations discussed in the previous section, *Troubleshooting the FRS Web Site Interface*. When instructed to run the Web Recovery program, you must totally shut down the FRS Web Site Server, then on the same workstation where that program is run each day, run the WRECOVER.EXE program from the Start-Run option. You may also create a shortcut to this program on the workstation's desktop.

It is **very important** to remember that this program must *not* be run while the FRS Web Site Server is running and that you should *only* run this when instructed to do so.

Note: To ensure a successful recovery, you should also shut down the FRS Automation Server and the Adobe Acrobat Distiller if they are running on the same workstation on which the FRS Web Site Server is run.

Technical Notes on the FRS Web Site Server - Nightly Maintenance

- During the nightly maintenance process which is initiated at the time specified under the "Setup for the FRS Website Interface" option in the FRS Manager, the Web Site Server cleans up extra data, deletes old results, etc. then shuts the Web Site Server down for the night. This maintenance process also checks each result at the site against the list of users enabled for web login. If a client is turned off from web access by un-checking their web access checkbox, then that night, all of their results will be removed from the site.
- To remove all of the results for a particular client at the web site, go to the Client List and de-select them as a web client and save their settings. That evening, make sure the Web Site Server is left up and running prior to the time scheduled for the nightly web maintenance. The Web Site Server will remove all results for that client as part of its maintenance, then shut itself down. The next day, if you wish to, you can set the client back up as a web client through the Client List, then the next time your web site server connects to your site, they will be added back fresh and you can begin to push new results out to the site for them. Remember that the Web Maintenance will only run once per day.

FRS Server Application Command Line Startup Options

FRS Standalone Host: FRSHOST.EXE /S

Starting the FRSHOST program with a "/S" startup option will bring up the FRS Connect Setup screen allowing you to test for and configure the modem for the workstation on which the standalone host application will be running. **Note:** This option should only be used to initially set the Host to run on a workstation the first time, or if the modem port changes on the Host workstation. You will not want to leave the /S option as a permanent switch on the shortcut for this application.

FRS Fax Server: FAXSERVE.EXE /S

Starting the FAXSERVE program with a "/S" startup option will "auto-start" the Fax Server without stopping at the system menu and requiring any user input to get the fax server started. Prior to utilizing the /S auto-start option, the FRS Fax Server must be started normally and set up correctly, which includes the configuration of the modem(s).

FRS Web Site Server: WEBSERVE.EXE /S

Starting the WEBSERVE program with a "/S" startup option will "auto-start" the Web Site Server without stopping at the system menu and requiring any user input to get the web server started. Prior to utilizing the /S auto-start option, the FRS Web Site Server must be started normally and set up correctly, which includes the full Web Site Server configuration.

FRSFIX Table Rebuild Application: FRSFIX.EXE /S

Starting the FRSFIX program with a "/S" startup option will "auto-start" the Rebuild System Tables standalone application without stopping at the "continue" button and requiring any user input to get the rebuild process started. This auto-start option can be utilized to automate the running of the FRSFIX program nightly to ensure that the system tables and indexes have been optimized for each day's use. **Important:** All other FRS applications **must** be shut down and all users **must** be out of all FRS programs before running FRSFIX. To help accommodate this, "auto-shutdown" features have been programmed into each of the FRS standalone server programs. See the *FRS Server Application Shutdown Options* on the next page for details about these auto-shutdown features and settings.

Note: The FRS Automation Server (FRSAUTO.EXE) does not require a /S startup option and immediately starts up into its main operation mode when executed. The FRS Standalone Host (FRSHOST.EXE), when started without the /S option, immediately starts up into its main operation mode which is "waiting for a call".

FRS Server Application Shutdown Options

Each of the FRS Server Applications were designed to run 24 hours a day for the unattended automation of certain business processes. Since regular operational processes such as backup procedures and system table rebuild operations require that all FRS applications are closed, each of the FRS server applications contain a feature to force the shutdown of these programs automatically.

The trigger which indicates to these applications that a shutdown has been requested is a file with a particular filename. The trigger file which you must create to signal a shutdown for any of these applications is the name of the application's startup program (the .EXE file), with an .SDN extension. This file must be created and/or copied to the main FRS folder where the main FRS programs and files have been installed. When any of these applications encounter this trigger file and shut down, they create a corresponding file with the name of the application's startup program (the .EXE file), and a .DWN extension to signal back to your automation program that the application has been shut down.

For example, if your main FRS application is installed into the F:\FRS\ folder on your server, and you wish to shut down the standalone host application (FRSHOST.EXE), then your automation program would be written to create or copy a file to the F:\FRS folder called FRSHOST.SDN. The FRSHOST.EXE application, upon recognizing the existence of this file, would create a file called FRSHOST.DWN in the F:\FRS\ folder to signal back to your program that it has been shut down, and the program will be closed.

Your automation program will need to be written so that it does not begin any rebuild or backup operations until the .DWN flag file exists to ensure that the application has completed its last processes and has successfully shut down. Depending on the FRS server application and the process that it might be running at the time your program requests a shutdown, you must wait for the corresponding .DWN file to be created or potential problems could result. The reason for the .DWN file(s) is that the FRSHOST application may be in the middle of processing a call, or the FRS Web Site Server may be busy interfacing with your web site at the time that you request the shutdown, therefore your program must wait for this signal file to allow for any of these processes to complete.

After your automated operation processes are complete, your program will then need to delete the .SDN files which were created to shut down these applications. The FRS server applications will not start up and run if the corresponding .SDN file still exists in the main FRS folder. Your program should also delete the .DWN files as a matter of cleaning up the entire process. However, this is not totally necessary because each time one of these FRS server applications is started, it will remove the corresponding .DWN file if it exists.

With these options included in each of the FRS server applications, you should be able to develop some type of batch or scripting program(s) which will automate the shutdown of these applications at a pre-determined time during the night, run a backup and/or FRSFIX process using the /S auto-start option, then re-start the FRS server applications to continue their processes.

FRS Server Application Executable	File to Create to Shut Down the Application	File Created by the Application to Indicate that it has been Shut Down
FRSHOST.EXE	FRSHOST.SDN	FRSHOST.DWN
FRSAUTO.EXE	FRSAUTO.SDN	FRSAUTO.DWN
FAXSERVE.EXE	FAXSERVE.SDN	FAXSERVE.DWN
WEBSERVE.EXE*	WEBSERVE.SDN	WEBSERVE.DWN

***** The FRS Web Site Server can also be programmed to shut down automatically at a specified time to run Nightly Maintenance at your web site. This is the preferred method of shutting down the FRS Web Site Server to ensure that this Nightly Maintenance is completed each day. Your program can be timed to run at least 30 minutes after this scheduled Nightly Maintenance has been performed, then the FRS Web Site Server can be restarted with the /S option when your automation program has completed. See the *FRS Web Site Interface* sections earlier in this chapter for more details about setting up and scheduling this Nightly Maintenance.

Notes:

- To monitor the completion of the FRSFIX.EXE application if it is used in your automation process, create a dummy file in the main FRS folder called REBUILD.FLG prior to calling FRSFIX with the /S auto-start option. When it has finished the rebuild process, it will then delete this flag and close the program. You can implement the REBUILD.FLG file creation into your batch process, then monitor for the removal of that flag as the indicator that your batch process can continue with its next step.
- Flags are created when errors occur in most of the FRS Server Applications and if errors have occurred in these programs, the "Shut-Down" flags will not work because these programs will be sitting at a red error screen waiting for a user response. A listing of these error flags are provided below so that you can program your automation program or batch files to check for the existence of these, with the understanding that if any exist, the program with which they are associated can not be shut down through the automated process described in this section.

  Fax Server: <main FRS folder>\FAXSERVE\FAXERROR.FLG
  Web Site Server: <main FRS folder>\WEBSERVE\WEBERROR.FLG
  Automation Server: <main FRS folder>\FASERROR.FLG
  FRS Standalone Host: <main FRS folder>\HOSTERR.FLG
- When the FRS Web Site Server is shut down after the Nightly Maintenance is performed, the following flag is created and your batch process can be programmed to check for the existence of this flag to ensure that the Nightly Maintenance was run successfully and that the FRS Web Site Server has been shut down successfully:

  <main FRS folder>\WEBSERVE\WEBSDOWN.FLG
- We do not support the development or debugging of any batch or scripting programs which you wish to develop for these purposes. We have provided the options and documentation here to allow your staff or an outside consultant to develop the programs, batch processes or scripting processes to perform the operations that you need. The only support provided for this purpose is the documentation provided here.

Chapter 7: Troubleshooting

This chapter has been provided to assist with any problems that you may experience while using the Flexible Research System. Five years worth of support and troubleshooting for the Windows version of FRS have been compiled into this chapter. The information provided here will allow you to resolve most of your problems in the quickest and most efficient fashion. We urge you to utilize this chapter in diagnosing and resolving any problems you may encounter prior to contacting our Technical Support Department.

The problems documented in this chapter have been sub-categorized to help you quickly locate a resolution for your particular problem. The categories into which the potential problems or issues have been itemized are listed below.

- General System Problems
- Red Screen Errors for FRSWIN, FRS Manager, and FRS Remote
- Networking and Hardware Issues
- Printing, Faxing, and Reports Issues
  with the sub-category of FRS Fax Server Issues
- FRS Connect and FRS Remote Issues
  with the sub-category of FRS Remote Software
  with the sub-category of Resolving Communications Problems
- On-Line Service Interface Issues
- Operational Issues
- Web Site Server / WebDrive Issues
- Automation Server Issues
- Installation and Update Issues

Resolving an Issue with FRS

When researching a problem or issue that you are experiencing with FRS, use the listing of categories and sub-categories above to try to locate the issue with which you are dealing. If you do not find your problem covered in the first category of issues that you check, then look at the list above and try to identify the next related category and check there. You can also look in the index for a keyword related to the part of the system where you are experiencing the problem, and you can also look in the other chapters and appendices in this manual related to the area of the system where your issue is occurring. Many common issues are also covered in the Chapter 8: Frequently Asked Questions, and you can check there as well.

Problem Prevention

The old adage of “an ounce of prevention is worth a pound of cure” holds true with FRS. Since FRS is a database system running on a local area network in your office, by nature (in the area of IT systems), if the proper procedures and standards are not utilized, you will experience system problems. The next several pages of this Troubleshooting introduction section explain potential issues, recommended methods of prevention, and system usage guidelines of which you and your staff should be aware.

The Flexible Research System has been developed in FoxPro which is manufactured and supported by Microsoft. It is a very powerful and efficient database language with quick data access and processing capabilities which allows us to provide FRS as a very fast and flexible system without the need for expensive database servers and server software such as SQL Server. The nature of a software program running on any database system, such as FoxPro, Access, or Paradox which process the large amounts of data that screening and research companies like yours does, requires that care must be taken to protect that data. There are many aspects of your hardware, software, network, and staff training that must be considered in your planning to ensure that your systems run as smoothly as possible and that you reduce the risk of corrupting the system data that your business depends upon.

The following is a reprint of Microsoft Knowledgebase article Q264867 which provides the reasons that data corruption can occur with FoxPro applications with suggestions for preventing this.

Article ID: Q264867

INFO: Possible Causes of Data Corruption in Visual FoxPro

SUMMARY

This article lists the possible causes of data corruption in FoxPro. The article also includes some tools for fixing data corruption. (**Note:** *We have built the tools for fixing data corruption into FRSFIX.EXE*)

MORE INFORMATION

Although this is by no means a complete list of every possible cause of corruption, it is meant to be a starting point for troubleshooting data corruption problems in FoxPro.

Possible causes for data corruption are:

- Abnormal termination of the application while manipulating data. This would include loss of power, voltage spikes, internal consistency errors, page faults, and fatal exception errors. (**Note:** This includes users shutting off or re-booting their computers without exiting FRS normally)
- Substandard or faulty network components: Because FoxPro handles data so quickly, it can stress the network. These components may include network drivers, network interface cards, cabling, hubs, routers, and switches.
- Data storage components: Storage devices should be checked regularly for errors and fragmentation.
- File locking issues: If one user performs an action that results in a table's memo file being locked, and a second user attempts to open the same table and access the memo field information, the second user may open the memo file with an incorrect blocksize, resulting in memo file corruption.
- Conflicting software: Software such as Antivirus packages, screen savers, and terminate-and-stay-resident applications (TSRs) can cause conflicts with FoxPro that could cause data corruption.
- Incompatible video drivers: Certain video drivers can cause FoxPro to become unstable and terminate abnormally.
- Network Settings and Service Packs: Make sure that your servers are running the latest service packs, check client settings (such as caching), and even try switching network client drivers (such as from the Novell Netware client to the Microsoft client for Netware).

Avoiding Costly Data Corruption

There are things that you can do to avoid data corruption problems and errors.

1. If your system users turn off their PC without properly exiting out of FRS, data could still be in the PC's data buffer. In this case, the data is not written to the network.
   Note: Please see the notice at the bottom of this page to understand how expensive disaster recovery charges could be for your company if your system users do not follow this guideline and always exit FRS in the proper way.
2. Don't ever edit the FRS data directly. FRS provides all of the tools and features to edit the system data that you will need.
3. Don't ever manipulate FRS data with other software such as Excel or Word. Export features have been provided throughout FRS for exporting the FRS data into a variety of file formats to allow you to then manipulate these exported files using other software packages.
4. There are known issues with some versions of Novell Client 32 and FoxPro. You should download the latest version of Client 32 from the Novell web site.
5. Hardware conflicts: Make sure that you are using the recommended hardware in your office. Refer to Appendix B for a list of the recommended hardware for running FRS.
6. Viruses: Regularly scan your workstations and servers for viruses and download the latest virus checking patches from your anti-virus software's provider. Be aware, though, of the Microsoft statement on the previous page in the Knowledgebase article about continuously running anti-virus software in the background of your workstations while running FRS and other FoxPro applications.
7. Full duplex NIC cards (network interface cards) have been known to cause data corruption due the way that they interface with your file server.
8. System users deleting files out of the FRS folders: Although full system rights must be provided to your system users in order to use the FRS system, they should be discouraged from "exploring" the FRS system folders unless instructed to by our technical support staff, and in those cases, they must be very careful to follow the exact directions of the support agent with whom they are working.
9. Bad memory on the workstation or server can also cause data corruption. Have a system professional run diagnostics on your workstations and servers if hardware problems exist and correct the problem immediately.
   Important: Continuing to use FRS on workstations or servers where you are experiencing any problems (such as Internal Consistency Errors, General Protection Faults, Exception Errors, Lockups or Un-initiated Reboots) will most certainly result in data corruption which will not be repairable.
10. File caching problems on workstations or servers are a major cause of data corruption and other data problems in FRS. If you are running FRS on an NT or Windows 2000 Server, you must read the warnings regarding problems regularly experienced by other users with these Microsoft networks in place. These issues are covered in the *Networking and Hardware Issues* section later in this chapter.

Notice: As stated in your software licensing agreement for the Flexible Research System, Disaster Recovery is chargeable at a rate of $100+ per hour. By following the recommendations provided in this chapter and properly training your personnel based on the information provided here, you can avoid these expensive Disaster Recovery fees.

FRSFIX.EXE: Data Corruption Prevention and Repair in One Small Program

The FRSFIX program has been provided with FRS and has been designed to prevent data corruption problems with your system when run regularly as recommended. FRSFIX has also been designed to correct most data corruption that you may experience. The data recovery features of FRSFIX are covered in the *General System Problems* section later in this chapter.

In the area of "an ounce of prevention", we strongly recommend running the FRSFIX.EXE program several times a week to keep your system data and indexes running at their peak performance and as a preventive measure to help ensure that data corruption does not cause problems for your screening or research business.

Please read the *Rebuild System Tables/FRSFIX* section in Chapter 6: Utilities right now for more information and recommendations about running the FRSFIX application as part of your daily and weekly FRS system maintenance procedures.

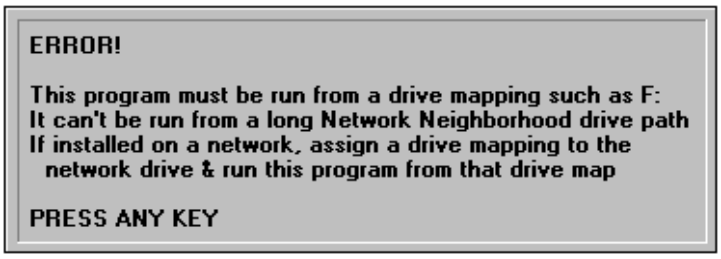
Attempting to Lock

FRS has been designed to run on a Local Area Network where all users are sharing the system data and accessing it simultaneously. In this environment, sometimes two or more users will access an FRS option which has to lock a file to allow them to access it. If another user on the network has that file locked at the time, then the other users will see a message window in the upper right-hand corner of their screen with the following message:

The user(s) receiving this message should wait for a minute or two for the station which has the file locked to complete their operation and release the file. This will be automatic and this message window above will go away and processing will continue. After several minutes, if this message remains, then press the ESC key and cancel out of FRS, and re-start FRS and continue with your work. If this problem occurs again immediately, then this is an indication that a workstation has locked up/frozen while performing this file-locking or your file server has locked a file and will not release it. In this case, refer to the *Locked Out of FRS* topic later in this section for a solution to this problem.

Drive Map Required

Setting shortcuts to and running each FRS program requires that a drive map is assigned to the drive where FRS is installed. When an FRS program is started from a "long network name" or path where a drive map letter has not been assigned or set up, a message like the following is displayed:



In a network environment, this usually indicates that the program has been run from a long network name from the Windows Explorer or that a shortcut was created using a long network name as the program path.

Refer to "Appendix C: Setting Up Desktop Shortcuts on Workstations" for assistance in setting up your program shortcuts on each user's workstation. If you do not have a drive letter assigned to your network's file server drive where FRS is installed, there are several methods of doing this in the Windows environment on each workstation. One of these methods is listed below:

To Assign (Map) a Drive Letter to a Network Computer: (from the Windows 98 Help System)

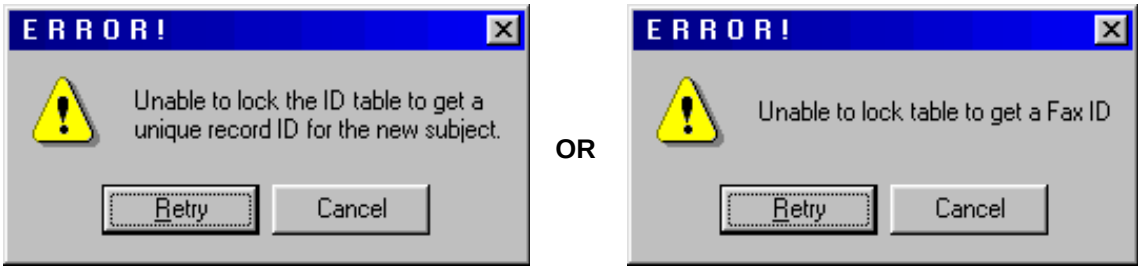
1. Click Start, point to Programs, and then click Windows Explorer.
2. On the Tools menu, click Map Network Drive.
3. Select the **Drive** letter that you wish to assign.
4. In **Path**, type or select the path to the server drive that you want. For example: \\computername\
   If a password is required, Windows prompts you.

Notes:

- You can also right-click My Computer or Network Neighborhood, and then click Map Network Drive.
- To map to a computer or folder you've used recently, click the arrow to the right of Path, and then click the resource you want.

File Locking Problems

When new subjects are added to FRS or new faxes are submitted, they are assigned a unique identifier by the system to help track them through the system. A file must be locked by FRS in order to obtain this unique identifier. If the file is currently locked by another user or the file server, then one of the following messages will be displayed:



When one of these message windows is encountered, click on the **Retry** button to attempt to continue processing. If the table lock has been released by the other station then your processing will continue. If not, then wait around 15 seconds and click on the **Retry** button again. It is recommended that you retry this operation for several minutes if required. After several minutes, if the Retry button does not allow you to continue, then select the Cancel button to cancel out of FRS, and re-start FRS and continue with your work. If this problem occurs again immediately, then this is an indication that a workstation has locked up/frozen while performing this file-locking or your file server has locked a file and will not release it. In this case, refer to the *Locked Out of FRS* topic later in this section for a solution to this problem.

General Protection Fault (Windows GPF)

If any of your workstations experience a Windows General Protection Fault (GPF), then this is an indication that something has become corrupted in memory, a network access error has been encountered, or some other system or program exception has occurred.

The program or module which caused the General Protection Fault or in which the GPF has occurred will be displayed. If this program or module is one of the FRS executable names, is FoxPro or is Visual FoxPro, then you could have a corrupted FRS program or FRS support file. If the program or module listed is any other program, then the problem is most likely caused by the operating system on your workstation, your network connection, or your network software running on your file server.

If the program or module listed is KERNAL, KERNAL32 or EXPLORER, then the GPF was caused by your operating system.

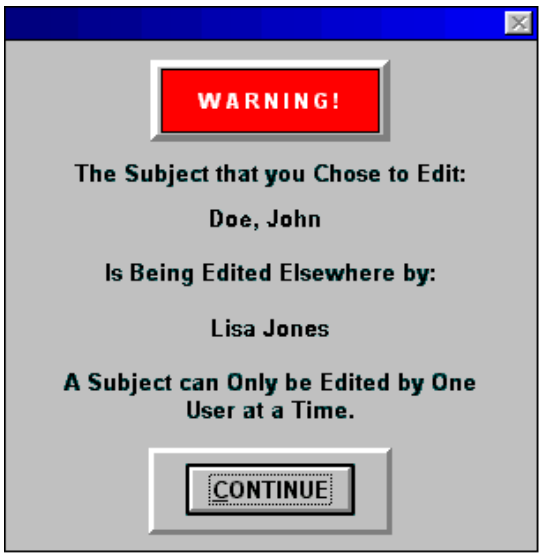
The process for resolving a Window GPF error is listed below and should be executed in the order listed.

1. Close all running programs and reboot the workstation experiencing the error, log back in and re-start the FRS program you were running.
2. If the problem persists, then perform the *Six Step Process for Resolving System Problems* listed later in this chapter on each of the workstation(s) experiencing the problem.
3. If the problems still persist on more than one workstation, then you will need to have all of the users log off of the network and shut down and re-start your file server.
4. If the problems still persist, after all of this, contact us for technical support (see Appendix I). We will help you determine whether the problem is with an FRS program or support file, or whether you need to have your IT staff or a consultant look at your workstation(s) or network.

Important: If you or one of your users continues to use a workstation on which General Protection Faults repeatedly occur without resolving them, then you run a very strong risk of corrupting your system data in a way that will not be repairable.

In Use (Subjects)

FRS is a multi-user system which allows your entire staff to use the software simultaneously. To prevent problems in a network environment, the system tracks the access to each subject to ensure that each subject is being edited by one user at a time. If you try to access a subject which is being edited by another user, a message like the following will be displayed:

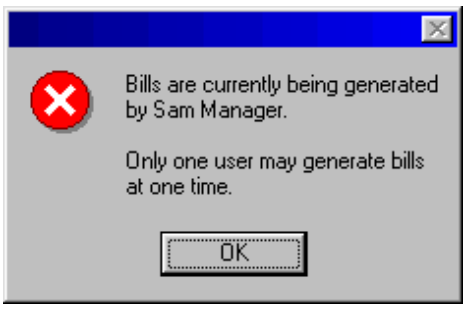


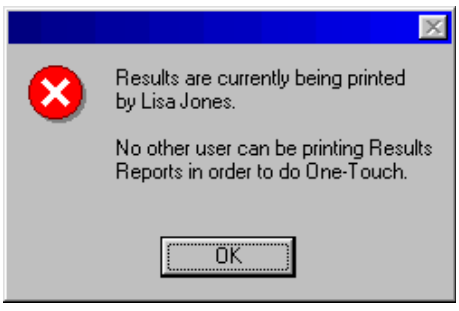
If you experience this screen, check with the system user listed in the fourth line to see if they currently have the subject in use. If they are not editing the subject or if they are logged out of the system, then this is an indication that they exited FRS abnormally, were kicked out, or their station locked up for some reason and their lock on this subject was not released.

The solution to resolve this problem is to have the user listed in the fourth line log into FRS and edit the subject (listed in the second line), then "save" the subject. As an added assurance, the user should actually log out of FRS and back in as well. This should release their lock on the subject so that you can edit it. If this does not resolve the problem after several attempts at this, or if the system user listed in the fourth line is absent for the day, then you will have to get all users out of FRS, shut down the Host Mode, Fax Server, Automation Server and Web Server (if these servers are running) and run the FRSFIX.EXE program detailed in the *Rebuild System Tables/FRSFIX* section in Chapter 6: Utilities.

In Use (FRS Options)

When a system user is performing certain system processes such as billing, printing results, or editing clients then you may experience system messages like the ones below.





(*continued on the next page*)

In Use (FRS Options)

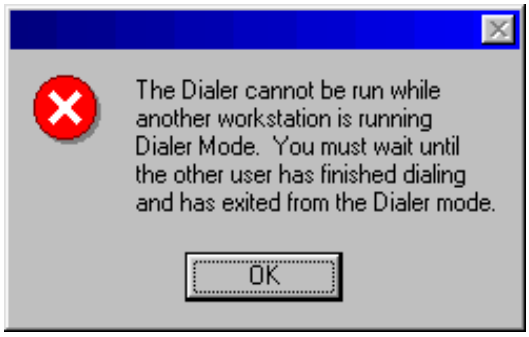
(*continued from the previous page*)

If you experience message windows like these and the system user is listed (as they are on some of these message windows), then check with that system user to see if they are currently accessing this option. If they are not, or if they are logged out of the system, then this is an indication that they exited FRS abnormally, were kicked out, or their station locked up for some reason and their lock on this process was not released. If the system user is not listed in the message window, then check with the other system users to see if one is accessing the listed option. If not, then the same problem described above will be in play regarding the system user's abnormal exit from the system.

The solution to resolve this problem is to have the system user listed in the message window (if one is listed) log into FRS and access the FRS option, then exit that option As an added assurance, the user should actually log out of FRS and back in as well. This should release their lock on the process so that you can access it. If this does not resolve the problem after several attempts at this, if no user is listed in the message display, or if the system user listed is absent for the day, then you will have to get all users out of FRS, shut down the Host Mode, Fax Server, Automation Server and Web Server (if these servers are running) and run the FRSFIX.EXE program detailed in the *Rebuild System Tables/FRSFIX* section in Chapter 6: Utilities.

In Use (FRS Connect Dialer or Host Mode)

When running the FRS Connect Host or Dialer, only one copy of each may be run at a time. If another copy is already running, then messages like the following will be displayed.



If you do not feel that another copy of the FRS Connect option is running on your network, then go around and check each station on your network. If one is not found to be running then this could be an indication that the user performing the dialing or the machine running Host Mode exited FRS abnormally, were kicked out, or the station was locked up for some reason.

The only solution to resolve this problem is to have all users exit out of FRS, shut down the Host Mode, Fax Server, Automation Server and Web Server (if these servers are running) and run the FRSFIX.EXE program detailed in the *Rebuild System Tables/FRSFIX* section in Chapter 6: Utilities.

Internal Consistency Error

If you have been running FRS for a while and problem occurs while running **FRSFIX.EXE** or while Rebuilding the System Tables, it is usually caused by a memory conflict because of the volume of data that you have in your system.

The solution for the Internal Consistency Error in this case is to do the following:

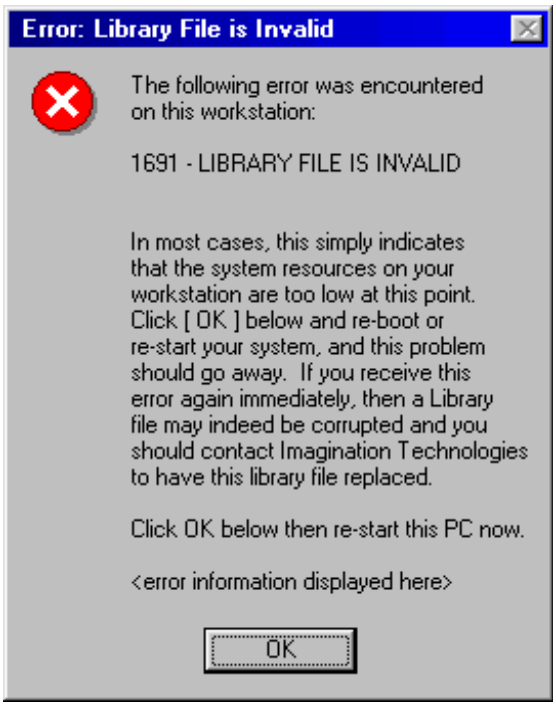
1. Locate the special configuration file CONFIG.FIX in your main FRS folder
2. If for a Remote site, email the CONFIG.FIX file to the Remote client and have them save it into their main FRS Remote folder (usually C:\ or F:\FRSREMOT).
3. Modify or create a shortcut to the FRSFIX.EXE program (or REMFIX.EXE for FRS Remote sites) and set up the shortcut with a special -cCONFIG.FIX command line option as follows:
   Target: <drive>:\<directory>\FRSFIX.EXE -cCONFIG.FIX
   or, for Remotes: **Target:** <drive>:\<directory>\REMFIX.EXE -cCONFIG.FIX
4. Always run the FRSFIX (or REMFIX) program to rebuild your system tables and always run this using the shortcut setup as described above and you will not encounter the Internal Consistency Error.

If the Internal Consistency Error occurs elsewhere in the system, then the cause for this error could be the result of any number of different issues. It could be caused by a memory conflict, corrupt memory on your workstation or file server, or it could be caused by system data corruption. Please follow this step-by-step guide to diagnosing and correcting the Internal Consistency Error.

1. Close all running programs and reboot the workstation where the error is occurring, then log back in, re-run FRS and try the process you were attempting when this error occurred.
2. If the problem persists, this could indicate some kind of corruption, so perform the *Six Step Process for Resolving System Problems* listed later in this chapter on each of the workstation(s) experiencing the problem.
3. If this does not resolve the problem, your issue could be a corrupted runtime library file. Contact the FRS Technical Support department and explain exactly which FRS application you are running and where in that application this problem is occurring so that we can email a new copy of the appropriate runtime module.
4. If this doesn't resolve the problem then it is most likely a result of a hardware or networking problem at your site. In this case, you will need to have your IT staff or a consultant look at your network, file server, and/or workstations to diagnose this problem for you.

Library File is Invalid

If you experience the following error message window, it is usually a result of low memory or system resources on your workstation. Follow the directions in this window, close all running programs and re-boot or re-start your workstation, then log back in to FRS and return to the process you were performing. You should be able to resume your task without further problems.



If this problem persists, or if multiple users on your network experience this problem simultaneously, this could be an indication that you have one or more corrupted library files. The solution at this point is to contact our Technical Support department and provide the information displayed in the line at the bottom of this window which will provide us with the needed error information to help resolve this problem. We will email new copies of the library file(s) to you that you will need to save into your main FRS folder, overwriting the old versions, to help resolve this problem.

If none of these solutions resolves this issue for you, you will need to have all of your system users close any running programs and log off of the network, including any stations running FRS application servers. Next, re-boot your system's file server. After bringing the file server back up, each user can log back in. If the problem still persists, re-save the emailed library file attachments from the previous step into your main FRS folder again.

Locked Out of FRS

If you or your system users are locked out of FRS, can not get into the software, or are getting an **Access Denied** or an **Attempting to Lock** error message, this is an indication that a workstation or the file server has one or more files locked and this is preventing all of the other users from gaining access.

The solution for this is to go around and shut down all of the FRS server programs (Host, Fax Server, Automation Server, and Web Server) and ensure that all other workstations and all users are totally out of any FRS applications. Then, let one user at a time try to start FRS. If this does not resolve the problem and access is continually denied, then it appears that the network file server has a file locked and will not release it. In this case, the only solution is to have every workstation log out of the network again, then close all running programs and shut down and re-start/reboot the network file server to release the locked file.

Lockup Problems

If you or your system users are experiencing problems where the workstation is locking up while running FRS, then this is probably an indication of some type of data or file corruption on your system.

Problem: This is usually caused by a power failure, if your file server goes down unexpectedly, or if your system users are not exiting out of FRS or shutting down their programs or workstations normally/gracefully.

Important Notes:
- Read the first 4 or 5 pages of this Chapter 7 and make sure that your system users understand the issues pertaining to problem prevention when using FRS.
- If you are experiencing a lot of power problems or power failures, then refer to the *Uninterruptible Power Supplies* section in Chapter 6: Utilities.

Solution: The solution for this problem is to perform the *Six Step Process for Resolving System Problems* listed later in this chapter on each of the workstation(s) experiencing the problem.

Network Errors

If you experience any messages such as **System Error, Network Error on Drive ?,** this is a serious and possibly fatal error and should be resolved immediately. This type of error indicates that there is a problem with one or more of your network components and may include network drivers, network interface cards, cabling, hubs, routers, and switches or the way that you have your file server configured. This type of problem can corrupt your data beyond use and may require you to restore a prior backup and re-key data.

This type of error should be written down verbatim and reported to your IT staff or systems consultant(s) who are in charge of your network hardware. If this error is occurring on only one or two workstations out of many, then the problem could be with those workstations only and this should also be reported to your hardware or network specialist(s).

Notice: As stated in your software licensing agreement for the Flexible Research System, Disaster Recovery is chargeable at a rate of $100+ per hour. If Disaster Recovery assistance is required due to a networking problem that is not corrected immediately, then these expensive Disaster Recovery fees could be incurred.

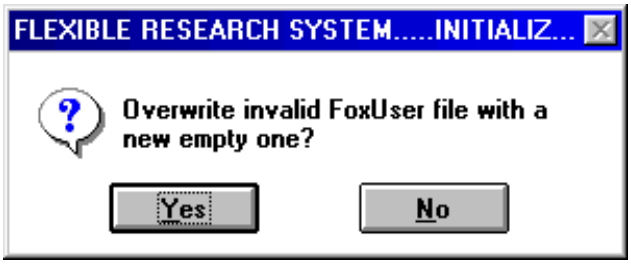
Network Sharing Problem

You, any of your system users, or an FRS application server may experience the message window below:

This is an indication that one workstation or the file server has a file locked, thus preventing access to it by any of the other stations on the network. Sometimes every workstation gets this error simultaneously. This is caused by some type of problem on the network file server where it has gotten totally over-loaded. If many workstations receive this message simultaneously, you will need to shut them down to clear the error at the server. You can start by having each workstation cancel and exit out of FRS, then reboot their workstations. Note that it might be a workstation which is not displaying this error that is causing the others to have the problem, so other workstations including the Host, Fax, Automation or Website servers may need to be closed out and rebooted. If all attempts to close out workstations do not resolve this error, then that would indicate that the network file server is the cause of the problem as it has a file locked and will not release it. In this case, all users will need to log off of the network, shut down their workstations and the network file server will need to be shut down and rebooted.

Resource Error #1

When running any of the FRS applications or programs, if the following message window is displayed, then this is an indication that the FRS resource file has become corrupted.



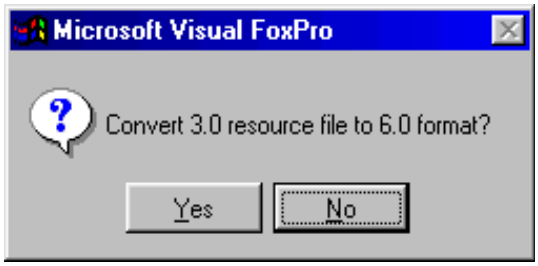
Any time that this message is encountered, simply choose the **Yes** button and overwrite the invalid FoxUser resource file with a new empty one. None of your system data will be lost in this process.

Causes: This is usually caused by one of two issues

- One cause for this problem is that the FRS Automation Server program (FRSAUTO.EXE) is not set up with the correct command line parameter in its shortcut (see *Resource Error #2* below and the *Setting Up the FRS Automation Server* section of Chapter 6: Utilities)
- Another cause for this problem is when FRS programs running on workstations are not exited normally due to user error, a power failure, or some type of lockup

Resource Error #2

When the FRS Automation Server is run without its required command line setting of -cCONFIG.FAS (see the *Setting Up the FRS Automation Server* section of Chapter 6: Utilities), then the following error message will be displayed when it is run.



You should select the **No** button here, then exit the FRS Automation Server, refer to the *Setting Up the FRS Automation Server* section of Chapter 6: Utilities, and set the shortcut for the FRS Automation Server as specified there.

Note: If you choose "Yes" here, you will then cause the problem covered in the "Resource Error #1" above.

Running Slowly

If FRS is running very slowly on certain workstations or on your entire network:

- Make sure that you are running FRS on the recommended hardware (see Appendix B: Networking and Other Hardware Requirements)
- If you are running on a peer-to-peer network and the station where FRS is installed (the server) is also being used as a workstation, this is a "non-dedicated server" and when used as a workstation, slows down the server function of serving up of files and programs to the other stations on the network.
- If Anti-Virus software is running in the background (on the task bar), then disable the auto-protect option as this will eat up your system's resources and slow down all processing on the workstation.
- If your network is running on an NT Server, then see the "NT Paging" topic in Appendix B.

Subject Profile Information is Missing, Deleted, or Moves to Another Subject

If you notice that one or more subject's profile information is missing, seems to be deleted, or moves to another subject, this could be the result of caching bugs with Windows NT or 2000 Server, or with Windows 98 when used as your file server.

To test for this problem, perform the following steps:
1. Edit the subject for which you are having the problems with missing or moving information
2. On the "Add/Edit Subjects Screen" for this subject, press the CTRL+F7 key combination. The system's internal identifier number will be displayed in a window centered on the screen. Write that number down.
3. Exit from that screen, then choose the "Find Subjects" option on the Edit Subjects List. Pick any of the search options from the "Find Subjects Menu", then enter that number that you wrote down in the last step into the entry field, then press the ALT+F4 key combination (do not press <enter> or select the "Search" button). This will display a list of all of the subjects assigned with the system's internal identifier number.
4. If more than one subject is displayed here, this is an indication that you are suffering from the Windows Network caching bug which has been well documented by Microsoft. Refer to the *Windows NT/2000 Server Caching Problems* topic or the *Windows 98 Caching Problems* topic in Appendix B (depending on the type of software running on your file server) to discover the resolution for this problem.

Temp Folder Error

A problem which has only been reported with the Windows NT Workstation operating system is that the following message may be displayed in the upper right-hand corner of the screen upon starting the main FRS application and the FRS Manager:

This is an erroneous error caused by the Windows NT Workstation software because the C:\TEMP folder will be present on the workstation's hard drive. The NT operating system wrongly reports that it does not exist, therefore it fools FRS into trying to create it but it can't be created because it already exists.

To prevent this message from happening again:
1. Exit out of FRS
2. Run Windows Explorer
3. Select the C: drive and remove/delete the entire C:\TEMP folder from your hard drive and delete the folder's contents as well
4. Close all running programs, shut down and restart the workstation
5. Run FRS again and the folder will be re-created during the program's initialization process

FRSFIX: Resolving Data Corruption

During the use of your FRS system, if you experience any of the following problems, then you should run the FRSFIX.EXE program to rebuild the system tables and indexes and correct any data corruption.

- Searches for data don't seem to work and you know that the information for which you are searching is there
- If any FRS information seems to be out of order or missing
- If a subject's profile information seems to be missing or out of sync
- If the system reports that some information needs to be set up, but you can verify that it has been set up
- If a subject's results are delivered by printer, fax, web or modem and specified as "being delivered", but the subject's entry in the Edit Subjects List does not change from grey to black
- Reports do not have the information that you expect them to, based upon the criteria you specify
- If search requests are not being delivered to the researchers at all or not being delivered correctly according to the geographical research assignments that you have set
- The system is reporting that a billing item price or researcher assignment is not set up, but you have verified that it is
- A subject's or client's billing prices are not accurate according to the billing prices and settings which you have set up
- Lookup data is not coming up correctly
- Any of the following errors are displayed in a red error screen:
  - ➢ Error 15 - Not a Table/DBF (**Note:** See next section for other possible causes)
  - ➢ Error 19 - Index File Does Not Match Table
  - ➢ Error 23 - Index Expression is Too Big
  - ➢ Error 26 - Table is Not Ordered
  - ➢ Error 41 - MEMO File is Missing/Invalid (**Note:** See next section for other possible causes)
  - ➢ Error 114 - Index Does Not Match Table File - Recreate Index
  - ➢ Error 1113 - File Not Open
  - ➢ Error 1141 - Unrecognized Index File Revision - Recreate Index
  - ➢ Error 1683 - Index Tag Not Found
  - ➢ Error 1707 - Structural CDX File Not Found

Note: These same problems can be resolved at FRS Remote sites by running the REMFIX.EXE program where FRSFIX is mentioned anywhere in this chapter.

For details on setting up and running the FRSFIX.EXE program, refer to the *Rebuild System Tables/FRSFIX* section in Chapter 6: Utilities.

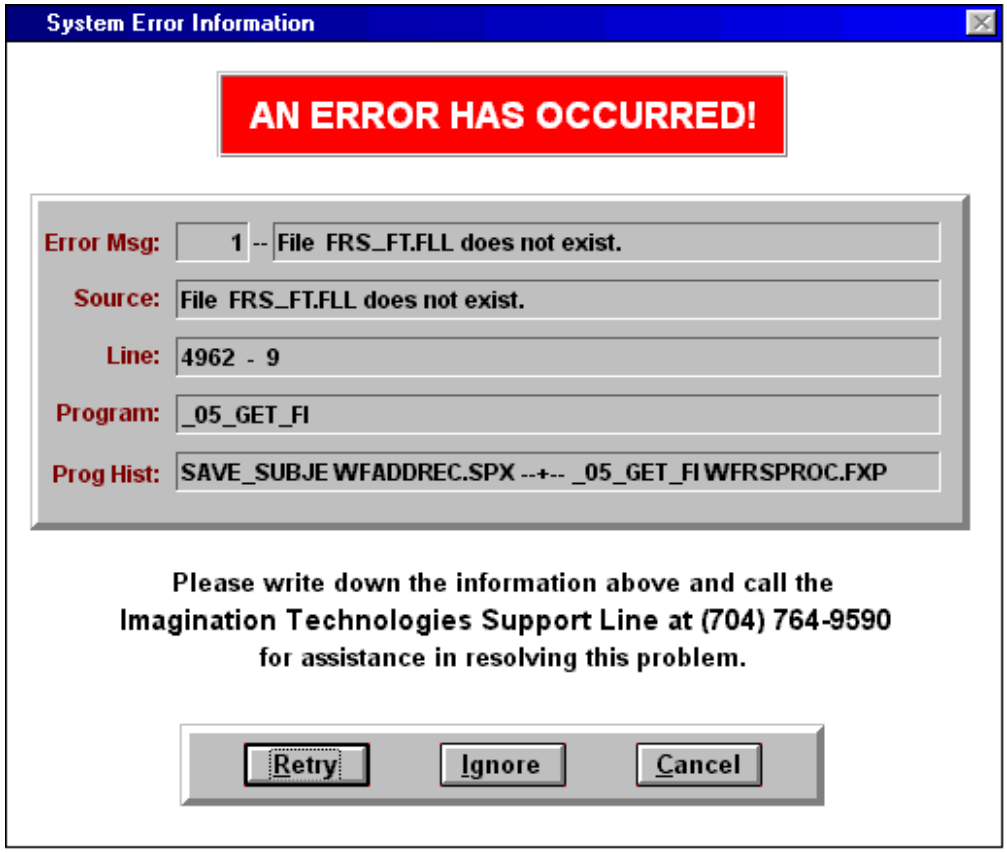
Six Step Process for Resolving System Problems

1. On the workstation where the lockup is occurring, delete the contents of the C:\TEMP and the C:\WINDOWS\TEMP directories
2. Get all other users out of FRS and delete the FOXUSER.DBF and FOXUSER.FPT files from the directory where FRS is installed
3. While all users are out of the system, run the FRSFIX.EXE (REMFIX.EXE for FRS Remote software installations) program found in the folder where FRS is installed.
4. Run SCANDISK on the C: drive of the machine which is locking up
5. Delete all .TMP files from the C:\ drive:
   a. Select the "Start" button and pick "Find", then "Files and Folders"
   b. In the "Named" field, enter *.TMP, and in the "Look In:" field, select the C: drive and start in the root directory of C:
   c. Ensure that the "❑ Include Subfolders" checkbox is checked then select the "Find Now" button.
   d. This will display all of the TMP (temp) files in the section at the bottom of the window. Highlight one of the files found, then press CTRL+A to select all of them.
   e. Position the mouse cursor over any one of the selected filenames and press the Right mouse button
   f. From the menu that comes up, choose "Delete". This will delete all of the TMP files from your hard drive to help with this problem.
   g. Empty the "Recycle Bin" to remove these deleted .TMP files from the hard drive
6. Reboot the PC, then try to run FRS again

NOTE: These instructions apply to the main FRS system as well as for FRS Remote users

Red Screen Errors for FRSWIN, FRS Manager, and FRS Remote

All FRS programs are designed with error trapping to handle most system errors. For those that can not be handled, a Red Error Screen like the following is displayed with the error information regarding the error encountered by the system.



When a Red Error Screen like the one above is encountered, look up the **Error Msg** displayed in this section to determine the cause and the solution for the problem. These Error Messages are listed in alphabetical order and the error number is included in parentheses.

API Library not Found (1726)

See the "Library File is Invalid" topic earlier in this chapter in the *General System Problems* section for the resolution to this problem.

Cannot create file (1102)

The operating system has returned an error to FRS indicating that a new file cannot be created. Make sure that all users have full network rights to the main FRS folder. If this problem persists, it could mean that your network drive or another network component is failing, which could be fatal and should be investigated immediately.

Cannot create file "<file>" (102)

The operating system has returned an error to FRS indicating that a new file cannot be created. Make sure that all users have full network rights to the main FRS folder. If this problem persists, it could mean that your network drive or another network component is failing, which could be fatal and should be investigated immediately.

Cannot write to a read-only file (111)
This is a network sharing issue. The file you have opened to write to has been used exclusively by another user on the network, thus preventing you from writing to it. You should select **Cancel** to shut down FRS and start it again.

Do Nesting Too Deep (103)
This error occurs when the user is keying too fast, keying before a screen has been displayed, or keying too far ahead. This most commonly occurs when waiting for the Edit Subjects screen to appear after keying in your login password to start FRS. If the screens in your system are taking too long to display, then this may indicate that your network or file server is not powerful enough to handle the demands of your system users, and may need to be upgraded.

Exclusive open of file is required (110)
This is a network sharing issue. The file you have opened to write to requires exclusive use, but is in use by another user on the network, thus preventing you from opening it exclusively. You should select **Cancel** to shut down FRS and start it again.

Expression evaluator fault (67)
When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Feature not available (1001)
When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue. If this error happens and the Program listed is some other program, then this is usually a fluke of some sort and you should be able to cancel and return to the same place in the system and continue doing what you were doing. If this error continually occurs in the same place, then contact technical support.

File "<file>" does not exist (1)
If the <file> listed here is '....F00?????.PFX' or '....F00?????.PRN', this is an indication that a fax was submitted but the HP LaserJet III was not set as the default printer driver. Please keep in mind that if the HP LaserJet III is set as the default printer, but the Windows printer is changed while running FRS or another program which may be running in the background, the default printer (or current Windows printer) setting might also be changed and cause the fax to be submitted incorrectly. We recommend setting up the HP LaserJet III driver on each workstation as the default printer and changing the “printer port” for this driver to point to your actual HP laser printer network queue even if it is an HP series 4, 5, or 6. This will allow you to print and fax using the same driver without switching during the day. If you are absolutely sure that the HP LaserJet III driver was the default (or current) printer when faxes were submitted, you may need to delete the HP LaserJet III driver, then reinstall it and reset it as the default printer.

If the <file> listed here is '....FRS_???.FLL' then this could be one of three things:
1. If the file listed is ‘....FRS_COM.FLL’, check to make sure that the MCW16.DLL file is present in the main FRS folder and hasn’t been deleted for any reason.
2. If the workstation experiencing this error is installed with the Windows NT Workstation or NT Server operating system, then check the shortcut for the program and make sure that the shortcut “Target” does not have a backslash “\” at the end of the path. For example, F:\FRS is acceptable for the target but F:\FRS\ is not on an NT workstation.
3. This could be either a memory-related error or an invalid library file. Refer to the “Library File is Invalid” topic earlier in this chapter in the *General System Problems* section for the resolution to this problem.

File close error (1112)
An error was returned by the operating system while FRS was attempting to close a file. If this problem persists, it could mean that your network drive or another network component is failing, which could be fatal and should be investigated immediately.

File Not Open (1113)
Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

File read error (1104)
An error was returned by the operating system while FRS was attempting to read a file. If this problem persists, it could mean that your network drive or another network component is failing, which could be fatal and should be investigated immediately.

File write error (1105)
An error was returned by the operating system while FRS was attempting to write to a file. If this problem persists, it could mean that your network drive or another network component is failing, which could be fatal and should be investigated immediately.

Illegal Seek Offset or Invalid Seek Offset (1103)
This error indicates some type of corruption, memory, hardware or networking problem. This error is often hard to diagnose because the cause of the corruption could be any number of things. If this problem is only occurring on one workstation, then the reason for this error is a problem with the memory, hardware, network card, cabling, or operating system installation on that workstation. If the workstation experiencing the problem is running on a Novell network, see the *Novell Client Settings* topic in Appendix B for some settings to check.

Index does not match table file - recreate index (114)
Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Index expression is too big (23)
Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Index file does not match table (19)
Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Index tag not found (1683)
Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Insufficient memory (43)
When the Program listed on the red error screen for this error message is WFLU_POP then this is an indication that the error is occurring in the Charges or the Disposition lookup displays when entering criminal results. This is caused because there are too many entries in those lookup tables and the solution for this is to reduce the number of entries in those tables which are built on-the-fly. See the "Delete Multiple" option under the "Criminal Charges Table and Disposition Table" topic in the *Maintain Lookup Tables* section of Chapter 2: System Setup for an option to help you delete many un-needed entries from these tables.

If this error is regularly occurring elsewhere in the program, it could be due to one of the following:
1. Check the free hard disk space on the workstation(s) experiencing the problem and ensure that they each have at least 500 MB of free disk space for Windows to use for temporary files. If less than 500 MB is available, delete any un-needed files off of the workstation's hard drive.
2. The issue could be memory related. Reduce the number of programs running in the background on the workstations where this is occurring. If an anti-virus program is running in the background, disable the "auto-protect" feature or unload it completely to see if this solves the problem.
3. If all workstations on the network are experiencing this problem, the problem could be with the network, cabling, failing or cheap network cards, or that the file server is not configured properly. In this case, an expert who understands your type of network configuration should be brought in to look at your network and file server. If your network is Windows NT or 2000 Server, refer to the *Windows NT/2000 Server Paging Issues* section in Appendix B.
4. On the workstation(s) experiencing this error, try adding the -cCONFIG.FIX parameter to the shortcuts of the FRS executables experiencing this error. (see *Internal Consistency Error* topic in first part of this chapter)

Invoice Image Compression Error (5003)

This error usually indicates that there are too many invoice images in the <main FRS Folder>\IIMAGES folder. Refer to the *Receivables Entry / Re-Print Invoices* section of Chapter 4: Billing and Finance regarding the "Delete Invoices" option with the special "Delete the Invoice Images Only" checkbox to delete the old invoice images which are no longer needed for re-printing so that you can reduce the number of files in this folder to ensure that all new invoice images will be created.

I/O operation failure (1002)

This error usually occurs when you are writing to a removable media type such as a diskette or CD-R that hasn't been properly inserted into the drive, properly formatted, or the wrong drive letter has been selected.

If this error is encountered while you are exporting files to a floppy diskette or creating FRS Remote software diskette installation sets, then you need to ensure that the floppy disk has been properly formatted, is inserted correctly in the drive, and that you are selecting the correct drive letter. If all of these suggestions are checked and found to be OK, you might have a bad floppy disk drive. It might also be a bad floppy diskette and you should try a different diskette to be sure.

If this error is encountered while you are creating Remote software on a writeable CD, then you need to ensure that the CD-R has been properly formatted, is inserted correctly in the drive, and that you are selecting the correct drive letter for the CD-Writer driver where the CD is inserted. When creating Remote software installation CDs, you must first format the CD using the software which came with your CD Writer. The CD Writer may also be malfunctioning, so you should test it with the software which came with your CD Writer.

If this error occurs at a Remote site when first installing the software, see the *Installation and Update Issues* section later in this chapter.

If this error is encountered during a process which is *not* writing to or reading from a floppy diskette or CD-R, then this could be an indication that your network file server volume, another network component, or the workstation's hard drive is failing. This could be a fatal system issue and if encountered more that once should be investigated to immediately correct any hardware or network problems found.

MEMO file is missing/invalid (41)

If the Program listed in the red error screen for this error is "_80_XF_C_P" and this error occurred during the Connect-Add (C-Add) process, then this could be an indication that the FRS Connect or FRS Remote site sending requests or results to you has an NT Caching issue on their network. If you do not know which client or researcher's batch loaded through Connect-Add could be the cause of this, then start loading in your Connect-Add batches one site at a time to determine which one is causing this problem. If the site is a full FRS Connect site, then refer them to the *Windows NT/2000 Server Caching Problems* topic in Appendix B, because they will have this same manual. If the client is one of your FRS Remote clients, then refer them to the Microsoft Knowledgebase articles referenced in the *Windows NT/2000 Server Caching Problems* topic in Appendix B because this error is being caused by a bug in their network operating system software. If the Microsoft Knowledgebase articles are executed and applied but the problem persists, contact our Technical Support department and we can provide a special "NT Pause" file as a possible workaround for this problem.

If this problem is occurring regularly on workstations running the Windows 2000 operating system as the workstation's client software, then see the *Windows 2000 Workstation Caching Problems* topic in Appendix B for details about a bug with that operating system.

Otherwise, if this problem is occurring outside of the two situations detailed above then you are probably experiencing a corrupt memo file and it is imperative that you do the following ASAP. Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Mismatched case structure (1213)

When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Nesting error (96)
When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

No table is in USE (52)
When the Program listed on the red error screen for this error message is KHANDLER then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Not a Character expression (45)
When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Not a Table/DBF (15)
If the Program listed in the red error screen for this error is "_80_XF_C_P" and this error occurred during the Connect-Add (C-Add) process, then this could be an indication that the FRS Connect or FRS Remote site sending requests or results to you has an NT Caching issue on their network. If you do not know which client or researcher's batch loaded through Connect-Add could be the cause of this, then start loading in your Connect-Add batches one site at a time to determine which one is causing this problem. If the site is a full FRS Connect site, then refer them to the *Windows NT/2000 Server Caching Problems* topic in Appendix B, because they will have this same manual. If the client is one of your FRS Remote clients, then refer them to the Microsoft Knowledgebase articles referenced in the *Windows NT/2000 Server Caching Problems* topic in Appendix B because this error is being caused by a bug in their network operating system software. If the Microsoft Knowledgebase articles are executed and applied but the problem persists, contact our Technical Support department and we can provide a special "NT Pause" file as a possible workaround for this problem.

If this problem is occurring regularly on workstations running the Windows 2000 operating system as the workstation's client software, then see the *Windows 2000 Workstation Caching Problems* topic in Appendix B for details about a bug with that operating system.

Otherwise, if this problem is occurring outside of the two situations detailed above then you are probably experiencing a corrupt database file and it is imperative that you do the following ASAP. Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Operator/operand type mismatch (107)
When the Program listed on the red error screen for this error message is ON_KEYS or MHANDLER then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Picture too big, corrupt, or wrong format (1108)
This error is usually memory-related and can be caused by too many programs running simultaneously on a workstation or the Windows operating system's inability to release its system resources properly. The solution for this is to select **Cancel** to exit out of FRS, close any other programs running, then shut down and restart the workstation on which the error occurred.

Position is off the screen (30)
This error is usually caused by an issue with the video driver and/or Windows Display Properties on the workstation. Adjust the video driver on that machine to a more accurate one, the specific manufacturer-provided video driver, the generic Windows VGA driver, or change to a higher screen resolution. 800 x 600 is the optimal screen resolution for running FRS. This problem can also be caused by a display setting of Large Fonts. Change the Windows Display Properties to utilize Small Fonts if they are set for Large Fonts. This problem could be caused by too many display colors, so reduce these down to 256 colors and see if the problem goes away.

Record is out of range (5)

When you have just started using FRS and have less than 100 subjects in the system, this error can occur if you are regularly deleting test subjects and keeping the total number of subjects below 100. In this case, just select Ignore on this error and run FRSFIX.EXE periodically during your testing period. To avoid this error, as soon as possible, begin entering live data so that your total subject count will rise above 100 and stay there.

Otherwise, this problem is mostly the result of a corrupted index. The solution here is to get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

If FRSFIX doesn't correct the problem and it keeps recurring at the same point in the system, then contact our Technical Support department and report this to us so that we can investigate it.

Structural CDX file not found (1707)

Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Syntax error (10)

When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Table is not ordered (26)

When the Program listed on the red error screen for this error message is ON_KEYS or KHANDLER, then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

If the Program listed in the red error screen is some other program, then the problem is mostly the result of a corrupted index. The solution here is to get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Too many memory variables (22)

If this error occurs when selecting the "Display Disk Space in Use" feature from the "About...The Flexible Research System" option, then this is usually an indication that there are too many invoice images in the <main FRS Folder>\IIMAGES folder. Refer to the *Receivables Entry / Re-Print Invoices* section of Chapter 4: Billing and Finance regarding the "Delete Invoices" option with the special "Delete the Invoice Images Only" checkbox to delete the old invoice images which are no longer needed for re-printing so that you can reduce the number of files in this folder and reclaim the un-needed disk space.

Transaction in progress (1106)

The definition of this error is that "A table, index or memo file cannot be accessed because another user has started a transaction that is not yet complete." This is a network-related error.

Immediate Solution: Get all of the other users and stations out of all FRS applications including the main FRS application (FRSWIN), FRS Manager, FRS Host, FRS Automation Server, FRS Fax Server, and FRS Web Site Server. The workstation where this error is occurring may need to exit the software and reboot/re-start their machine then go back in and try the process again. If this does not resolve the problem then the network file server has caused this and must be rebooted. Have all of the workstations exit all programs, logout of the network and shut down their machines. Then, reboot the network file server and once it has booted back up, have each workstation start back up and login to the network again. **Note:** If this occurs during Billing and you are billing while other users are still in the system, then you may need to perform your billing while all other users are out of the system.

Long-Term Solution: If this error is occurring regularly and your network software is NT Server, then the cause of the problem could be:

1. Sharing violations - You need to actually load shares into NT
2. Make sure the FRS application is set to "run in separate memory space"

See the *NT Server Sharing Issues* topic in Appendix B for further details on this.

Unrecognized command verb (16)

When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

Unrecognized index file revision - recreate index (1141)

Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE (REMFIX.EXE at Remote sites).

Unrecognized phrase/keyword in command (36)

When the Program listed on the red error screen for this error message is ON_KEYS then this is an indication that the user is keying too fast for the network or workstation to handle. Usually selecting **Ignore** on this message will allow the user to continue.

If you are experiencing any hardware or network related issues, you can refer to the following sections in this manual for assistance:

- See the *System Diagram* in Chapter 1: System Overview for an illustration depicting the recommended network setup for running FRS
- See *Appendix B* for the minimum and suggested hardware and network requirements for running FRS
- The following system errors are network-related or are possibly network-related and are covered in the previous section, *Red Screen Errors for FRSWIN, FRSMGR and FRS Remote*:
  - ➢ Cannot create file (1102)
  - ➢ Cannot create file "<file>" (102)
  - ➢ Cannot write to a read-only file (111)
  - ➢ Exclusive open of file is required (110)
  - ➢ File close error (1112)
  - ➢ File read error (1104)
  - ➢ File write error (1105)
  - ➢ Illegal Seek Offset or Invalid Seek Offset (1103)
  - ➢ Insufficient memory (43)
  - ➢ I/O operation failure (1002)
  - ➢ MEMO file is missing/invalid (41)
  - ➢ Not a Table/DBF (15)
  - ➢ Transaction in progress (1106)
- See the special topics at the end of *Appendix B* to help with networking problems and issues related to the Windows NT, 2000, or 98, or Novell network operating systems.
- Refer to the *Printing, Faxing, and Reports Issues* section later in this chapter for help with printer and faxmodem issues.
- Refer to the *FRS Connect and FRS Remote Issues* section later in this chapter for help with modem and dialing issues.

Network Errors

If you experience any messages such as **System Error, Network Error on Drive ?,** this is a serious and possibly fatal error and should be resolved immediately. This type of error indicates that there is a problem with one or more of your network components and may include network drivers, network interface cards, cabling, hubs, routers, and switches or the way that you have your file server configured. This type of problem can corrupt your data beyond use and may require you to restore a prior backup and re-key data.

This type of error should be written down verbatim and reported to your IT staff or systems consultant(s) who are in charge of your network hardware. If this error is occurring on only one or two workstations out of many, then the problem could be with those workstations only and this should also be reported to your hardware or network specialists(s).

Notice: As stated in your software licensing agreement for the Flexible Research System, Disaster Recovery is chargeable at a rate of $100+ per hour. If Disaster Recovery assistance is required due to a networking problem that is not corrected immediately, then these expensive Disaster Recovery fees could be incurred.

FRS Locks up when Previewing Reports to the Screen

This problem is usually caused by an issue with the video driver and/or Windows Display Properties on the workstation. Adjust the video driver on that machine to a more accurate one, the specific manufacturer-provided video driver, the generic Windows VGA driver, or change to a lower screen resolution.

When a Requested Report is Generating a Blank Page of Paper

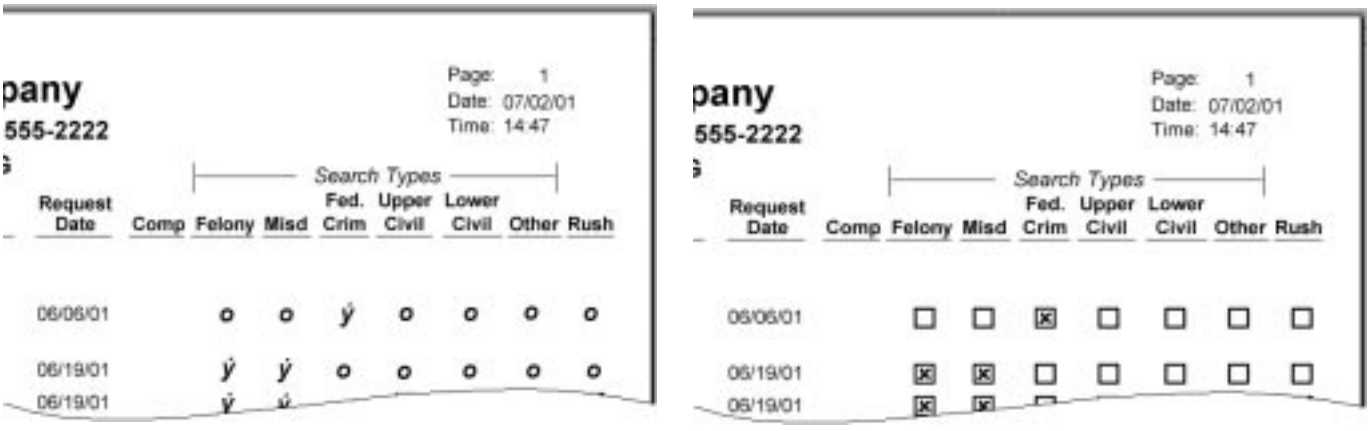
If you are generating a report and a blank page is generated for the printer or fax, or if the screen preview simply flashes on the screen and no report image displays, then this is an indication that there is no information that matches the report criteria which you have selected for the report.

For example, if you choose the Daily Activity and select the "Set Filter" option and select the ❑ **Request Date** filter and enter the criteria of "01/01/2000 to 12/31/2001", but back on the **Printing Daily Activity Report** screen, you have a **Starting** and **Ending Date** range of "07/01/2001 to 07/01/2001", then no Daily Activity Report will be generated because of the conflicting date range criteria for the report.

The Checkbox Graphics on Reports are not Printing Correctly

When your Search Lists, Daily Activity reports, or other reports are printed or faxed, if the checkboxes are showing up as "y"'s and "o"'s like the sample on the left below rather than the sample on the right below, as they should be...

...then the problem is your printer driver setting. The solution for this problem is detailed below.



1. On each workstation where these reports are submitted and this problem occurs, click on the "Start" button
2. Select "Settings"
3. Select "Printers"
4. Locate the default printer and right-click over it
5. Select the "Properties" option from the pop-up menu
6. Click on the "Fonts" tab
7. Click on the radio button next to "Print True Type Fonts as Graphics"
8. Select "Apply" then "OK"
9. Close all programs, then shut down and restart your computer. This will correct the problem!

FRS Fax Server Issues:

❑ Red Screen Error Messages on the FRS Fax Server

- **OLE IDispatch exception code 0 from FAXOCX30 (1429)**
  This error is caused when the faxing component within the FRS Fax Server has become non-operational. Start by selecting **Cancel**, shutting the FRS Fax Server down. Then, close all of the other programs running on that machine, shut down and re-start the machine, then re-run the FRS Fax Server. If this problem persists, then take the installation CD from the back of this manual, turn to Appendix B and follow the instructions under *Setting Up a Workstation to Run the FRS Fax Server* to re-install the faxing component on the FRS Fax Server workstation.
- **File Access is Denied (1705)**
  This error is a somewhat temporary error caused when a newly submitted fax is being created but an earlier fax is slow in completing, thus holding up the process. Wait 5 minutes, then select the **Retry** button. The faxing process should continue, but if this error returns, wait another 5 minutes then choose **Retry** again. Repeat this process twice more if necessary, 5 minutes apart.
- **Cannot Create File (1102)**
  This error is caused by an exception returned by the network operating system when creating a new fax to be sent out. When this error is encountered, wait 5 minutes, then select the **Retry** button. The faxing process should continue, but if this error returns, wait another 5 minutes then choose **Retry** again. Repeat this process twice more if necessary, 5 minutes apart.

❑ Submitted Faxes Error Status

For faxes submitted to the FRS Fax Server for delivery, you can access the FRS Fax Server Log from the Utilities Menu in the main FRS application to check the delivery status for them. For faxes found there in "error status", when the details of the fax are viewed, a status message will indicate the reason for the error. Some of the less clear-cut reasons are covered below.

- **Didn't Get Connect Message**
  This message indicates that the fax machine which was called was either busy or did not answer. If your faxmodem(s) are not 100% Class 2 faxmodems only ("class 1/class 2" are not 100%), then the FRS Fax Server may not be able to obtain the exact reason why a fax transmission failed. For example, with class 1 modems, the error might be a busy signal, no answer, or no dial tone, but the status message returned and displayed under the Fax Server Log details will be "Didn't Get Connect Message".
- **General Modem Error**
  This message indicates that the faxmodem on which the particular fax was attempted failed for some reason. It could be a bad or failing modem, that the modem needs to be reset, or that some other communications program running on the same machine as the fax server has the modem in use. To determine which faxmodem returned this error, View the Details of this error fax again, and the **Fax Port:** field will indicate the port on which the problem modem is configured so that you can diagnose the modem problem.
- **Invalid PCL Escape Codes Encountered**
  This message indicates that the submitting workstation has the wrong printer set as the default printer. The required printer driver is the HP LaserJet III (see the section *Setting Up each Workstation to Submit Faxes to the FRS Fax Server* in Chapter 6). This driver must be installed on the workstation (and set as the default printer) then these faxes must be submitted again. Most other fax errors can be re-submitted from the Fax Server Log, but this error type can not because the fax image which was created is not faxable and must be created from scratch with the proper PCL (HP's Printer Control Language) codes for fax conversion.
- **Not Enough File Handles Available**
  This message indicates an operating system issue on the Fax Server machine. This problem can usually be corrected by editing the C:\CONFIG.SYS file with NOTEPAD or another text editor and changing or adding the following statement line: **`FILES=255`** then re-booting and re-starting the Fax Server machine.

- **Could Not Find Font Index File (IF.FNT)**
  This message usually occurs when network drive maps are changed on the FRS Fax Server Machine or the network changes in some other way. The solution to this problem is to make a change to the following file:

  <main frs folder>\FAXSERVE\AP13.CFG

  A sample of the contents of this ASCII text file which tells the fax conversion program where the printer soft fonts are located is displayed below.

```
-Ff:\frs\faxserve\AP713F
-Sf:\frs\faxserve\AP713S
-Mf:\frs\faxserve\AP713M
-Ipcl -Sat -Mat
```

  This file points to the AP713... conversion folders which were installed under the folder where the FRS Fax Server was installed.

  The most likely reasons that you are getting this error is because the Fax Server was moved to another machine, or on the Fax Server machine, the drive letter which points to the network drive where FRS and the FRS Fax Server program is installed has been removed or changed. To fix this problem, edit the AP13.CFG file found in the \FAXSERVER folder under the main FRS folder with any text editor such as NOTEPAD and correct the three occurrences of the drive letter (**f:** in bold in the sample above) to utilize the correct drive letter which points to the FRS folder on the network from the Fax Server machine. Be careful if using NOTEPAD.EXE to save the file as AP13.CFG, and do not allow NOTEPAD to add a .TXT extension on the file (if NOTEPAD changes the filename to AP13.CFG.TXT, it will not work).

- **DCX Creation Error # ???**
  This message indicates a memory or configuration problem on the Fax Server machine. When this error is encountered, perform the following tasks:
  1. On the machine where the FRS Fax Server is running, “cancel” the Fax Server, click once on the globe icon in the lower right-hand corner with the left mouse button, then choose the "Close" option from the menu that pops up.
  2. Run the “Six-Step Process for Resolving System Problems” found on page 7.15 in this chapter on the Fax Server machine.
  3. Re-boot the Fax Server machine then re-start the FRS Fax Server application.
  4. Go to the FRS Fax Server Log in the main FRS application and “re-submit” any faxes which experienced this error.
  5. If the problem persists, contact the FRS Technical Support Department for assistance.

❑ Other Problems with Fax Delivery through the FRS Fax Server

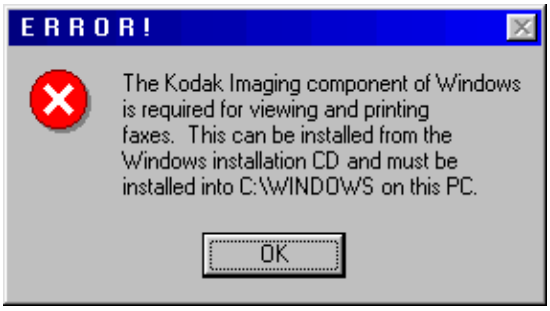
- **Garbled Faxes:** If faxes that are sent to your clients or researchers are coming out garbled, unreadable in any way, or are missing information, then the problem could be one of two things. The problem is a faxmodem problem or it may be that the HP LaserJet III driver was not set as the default from the workstation when the fax was submitted (the result of this will be either the “Invalid PCL Escape Codes” error or the fax(es) will be garbled). See the *Invalid PCL Escape Codes Encountered* topic on the previous page and also close all programs, shut down the Fax Server machine all the way down, then restart the Fax Server machine. If the faxmodem(s) are external, then while the Fax Server machine is powered down, turn each of the external modems off for five seconds, then back on. Also, see the *Special Modem Configuration Issues* topic in the FRS Fax Server section of Chapter 6: Utilities for additional modem settings which could help with this problem. Power the workstation back up and send a test fax or several to your office’s fax machine to see if the problem is resolved.

- If old faxes are not being deleted or purged after they have been in the Fax Log for the specified number of days as defined in the Faxing Defaults, it is because this process is performed at 3:00 AM, 8:00 AM, 3:00 PM, and 8:00 PM each day and the FRS Fax Server must be running at these times in order to facilitate the purge process.

- If jobs are submitted, but the FRS Fax Server is not sending them:
  1. Are any faxmodems configured ? If no modems are configured then the FRS Fax Server will not attempt to send the fax.
  2. Check the FRS Fax Server Log for the dates and times of the faxes which are not being sent, then check the system clock on the Fax Server machine to make sure they are in sync and that the time on that station has passed the point where those fax jobs should be sending.
  3. If the time is off, correct the time on the Fax Server machine or wait until the correct time passes for the fax jobs to begin sending. Otherwise, proceed to steps 4-7 below.
  4. Select the "Cancel the Fax Server" option and totally exit out of the Fax Server.
  5. On the Fax Server station, you will see a small globe icon in the lower right-hand corner of the screen on the task bar. Click once on this globe icon with the left mouse button, then choose the "Close" option from the menu that pops up.
  6. Have all system users exit out of FRS, then rebuild the system tables by running the FRSFIX program.
  7. Synchronize the system clocks on all workstations, server stations, the Fax Server and the file server to the exact same date/time (this can be done at each station by double-clicking on the clock in the lower right-hand corner of the desktop or you can install some type of time-synchronization software to synchronize all system clocks to the server or a web site).
  Note: Twice per year on each Monday after the clocks change for Daylight Savings Time, you may experience problems with the timing on each workstation which will involve the application of the synchronization steps here and might require the need to shut down and re-start your file server as part of this time/date synchronization fix.
  8. Start the Fax Server again and the fax jobs should begin faxing.

- If you are having problems viewing faxes through from the Fax Server Log with the Kodak or Wang Imaging Viewer which comes with Windows, this section has been designed to assist you. The Kodak Imaging Component comes with Windows 98 and is utilized as the fax viewer in the FRS Fax Server Log. In certain versions of Windows such as NT, the imaging viewer that is distributed instead is the Wang Imaging Component. These imaging viewers are searched for by the Fax Server Log's "view" option in the following locations when selected:
  - C:\WINDOWS\KODAKPRV.EXE
  - C:\WINNT\KODAKPRV.EXE
  - C:\WINDOWS\KODAKIMG.EXE
  - C:\WINNT\KODAKIMG.EXE
  - C:\WINDOWS\WANGIMG.EXE
  - C:\WINNT\WANGIMG.EXE
  - C:\WINNT.SBS\WANGIMG.EXE
  - D:\WINNT\KODAKPRV.EXE
  - D:\WINNT\KODAKIMG.EXE
  - D:\WINNT\WANGIMG.EXE
  - D:\WINNT.SBS\WANGIMG.EXE

  If none of these viewers are found in the locations and filenames searched above, then a message window like the one on the right is displayed.



  In this case, to obtain the Fax Viewing and Printing features, you will need to do the following:
  1. Select the Start button, choose "Find", then "Files and Folders", and search your C:\ drive (and D:\ drive if you have one and the first search fails) for KODAK*.*, then WANG*.*.
  2. If any files with these names are found, copy them into the clipboard and paste them into one of the specified folders listed above where those particular files are expected to be.
  3. If no KODAK or WANG files are found on your C:\ or D:\ drive, then you will need to install the Windows Imaging Component from your Windows Operating System CD. Contact Microsoft or your hardware vendor if you need assistance with this process.

❑ Other Problems with Configuration or Fax Delivery through the FRS Fax Server

- When starting the FRS Fax Server and running the "Configure Modems" Auto-Detect option for the first time, if the program does not recognize the faxmodem(s) on your PC:
  1. Run the "Modem Auto-Detection" option several times just to be sure.
  2. Check to ensure that no other faxing or communication programs are loaded or running in the background on that PC, such as WinFax, PC Anywhere, or RAS.
  3. Select the "modems" option on the Windows "Control Panel" and run diagnostics on your modems to ensure that they are functioning properly and are not tied up by the system or any other program.
  4. Make sure that the modem(s) that you are trying to configure are Class 1, Class 2, or Class 2.0 faxmodem(s).

- If you are experiencing any dialing problems while the FRS Fax Server is trying to deliver the faxes, then the following guidelines have been provided to help you with some of the common dialing problems that you may experience.
  ➢ If you need to dial a "9" first to get an outside line on the phone line(s) attached to the faxmodem(s), then under the "Maintain Faxing Defaults/Setup" option (covered in Chapter 2: System Setup), enter "**9,**" in the **Dialing Prefix to Dial Out of your Phone System** field in this screen. The comma "," provides a one second pause after the "9" to provide enough time to get the outside line. Additional commas can be placed after the "9" to provide additional pause time if needed.
  ➢ If faxes are not going out to certain clients or researchers due to dialing problems, you may need to check the following:
  1. Make sure that the faxmodem phone lines are set up by the phone company to allow long distance dialing
  2. Make sure that special codes are not needed by your particular phone system to gain long distance access
  3. Make sure that the area code(s) being dialed are supported by your long distance carrier

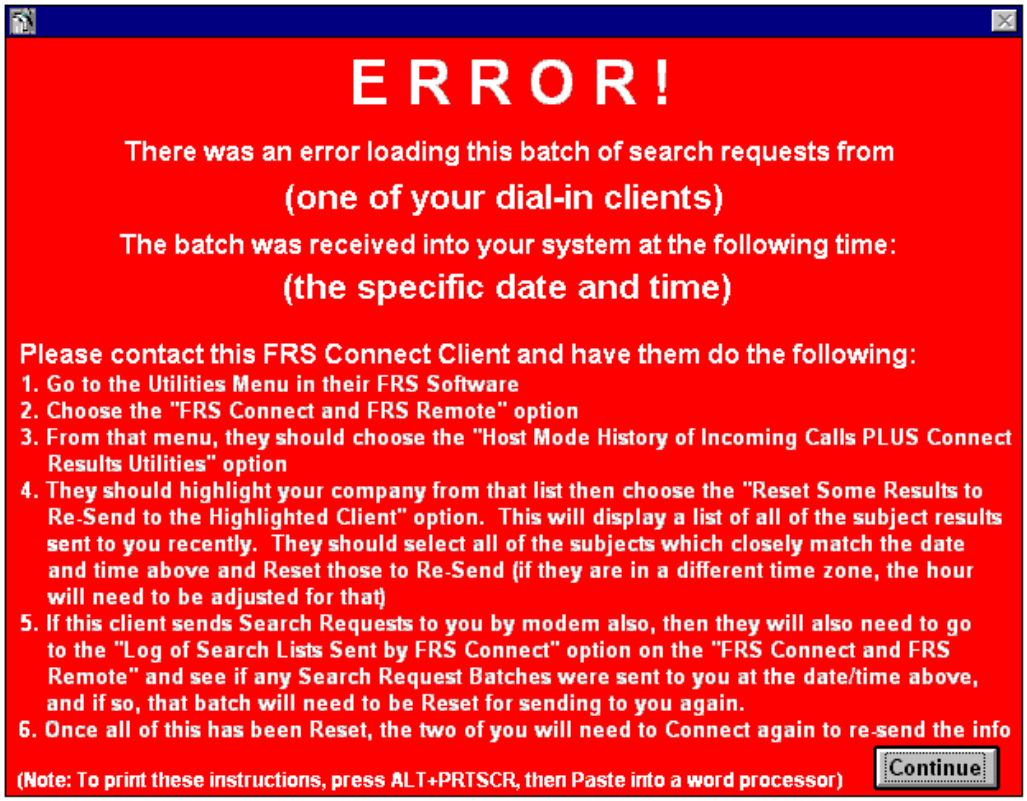
Notes:

- The best way to troubleshoot dialing issues is to hook up an analog phone to the modem line, and try to dial the failing fax number(s) manually and see what messages you hear and if you hear a fax machine pick up on the other end. If you have been using other communications software on the Fax Server machine, check in the setup of those software packages or in Windows Dial-up Networking to see how the phone number dialing string has been configured for those packages and if any special dialing digits or characters are used, so that those adjustments can be made to the number being dialed in FRS. Also, make sure that these other programs are not running in the background and causing a dialing conflict with FRS.
- You can check the web site for your modem manufacturer to ensure that you have the latest modem drivers installed for the operating system installed on the station where the modems are being used.

Connect-Add (C-Add) Problems

If you encounter a "MEMO file is missing/invalid" or "Not a Table/DBF" error while processing Connect-Add and the Program listed in the red error screen for this error is "_80_XF_C_P", then this could be an indication that the FRS Connect or FRS Remote site sending requests or results to you has an NT Caching issue on their network. If you do not know which client or researcher's batch loaded through Connect-Add could be the cause of this, then start loading your Connect-Add batches one site at a time to determine which one is causing this problem. If the site is a full FRS Connect site, then refer them to the *Windows NT/2000 Server Caching Problems* topic in Appendix B, because they will have this same manual. If the client is one of your FRS Remote clients, then refer them to the Microsoft Knowledgebase articles referenced in the *Windows NT/2000 Server Caching Problems* topic in Appendix B because this error is being caused by a bug in their network operating system software. If the Microsoft Knowledgebase articles are executed and applied but the problem persists, contact our Technical Support department and we can provide a special "NT Pause" file as a possible workaround for this problem.

Either as a result of the problem described above or for some other reason, you may have trouble loading a batch of results or requests. If you do an error screen similar to the following will be displayed.



If you do experience an error screen like this one, follow the directions on that screen carefully to ensure that you get all of the requests and results intended for your company.

Resolving Communications Problems

When you or your clients experience modem communications and dialing problems with the FRS Connect Dialer or the FRS Connect Host Mode, refer to Appendix E: FRS Connect Communications Error Codes to troubleshoot those errors. Several of the resolutions for the errors in that appendix will refer you back to this guide for help in resolving some modem communications problems.

If modem communications with your Host Mode are happening with all of your dial-in clients then the problem is most likely with *your* setup. If it is occurring with only one or two clients, then the problem is on their end. If the problem is on your end, begin by exiting out of the FRS Host Mode, closing down all programs, then shut down and re-start that station. If the modem is an internal modem, then re-starting the workstation will reset the modem. If the modem is an external modem, then follow these procedures to ensure that it is reset correctly:

1. Shut the workstation completely off (power off)
2. Turn the external modem off, wait five seconds, then turn it back on
3. Power the workstation back up

If the problem is on the other end, then have that client or researcher perform the steps above.

Other possible causes of communications problems at your site or the calling site:

- Could be due to bad phone lines, garbage in the lines, or the lines could be affected by bad weather. If you are having a consistent problem with your phone lines and you can not resolve the issue, as a last resort, you can have the phone company run some tests to check them out.
- Sometimes it helps to unplug the phone lines from the wall connection for 10-15 seconds then plug it back in to reset the connection.
- If you are having a problem communicating with one client or researcher, it may be helpful for both of you to follow the reset procedure detailed above.
- If either end is using a software, virtual or Winmodem, this could very well be the cause of the problem. Software modems were designed for Internet browsing only and do not work well for asynchronous business-to-business communications. See Appendix B for our modem recommendations.
- The communications problems could be caused by other communications software loaded into memory on the dialing or receiving station.
- The communications problems could be caused by anti-virus software running in the background on the dialing or receiving station. Disable the anti-virus software and test to see if this solves the problem. If this turns out to be the problem, you can change from constant anti-virus auto-protection to performing an anti-virus scan once per day.
- You may need to add an initialization string for the modem. A field is provided for this under "Modem Port Setup" (covered in Chapter 6). Initialization strings for some of the common modem makes are:
  Rockwell: AT&K3 Note: Hayes, Supra, Practical Peripherals and other brands.
  USRobotics (3COM): AT&F1
  Motorola: AT\Q3
- The problem could be a "Modem Setup" issue. See the topic "Verifying your Modem Setup in Windows" on the next page.
- If the problem is some type of dialing problem, see the topic "Modem Dialing Problems" on the next page.

Unknown Modem Error

If a connection error is displayed as "Unknown Modem Error (??)" where there is a number in the parentheses, then this indicates that the modem error is specific to the particular brand and model of modem. Refer to the modem's manual and/or the modem manufacturer's technical support desk to identify the error tied to that error code (??). Please do not call our offices regarding this error, because it is "unknown" to us and we will not be able to help you with it. The answer must come from the modem manual or the modem manufacturer's technical support department.

Resolving Communications Problems (continued)

Modem Dialing Problems

➢ If you need to dial a "9" first to get an outside line on the phone line(s) attached to your modem, then when setting up your clients and researchers to dial under the "Register FRS Sites for Modem Communications" option (covered in Chapter 6: Utilities), enter "**9,**" at the beginning of each site's **Modem Telephone Number** field under this option. The comma "," provides a one second pause after the "9" to provide enough time to get the outside line. Additional commas can be placed after the "9" to provide additional pause time if needed.

➢ If calls are not successfully completing to certain clients or researchers due to dialing problems, you may need to check the following:

1. Make sure that the modem dialing phone lines are set up by the phone company to allow long distance dialing
2. Make sure that special codes are not needed by your particular phone system to gain long distance access
3. Make sure that the area code(s) being dialed are supported by your long distance carrier

Note: The best way to troubleshoot dialing issues is to hook up an analog phone to the modem line, and try to dial a site's modem number(s) manually and see if any phone operator messages are heard and if you hear modem tones at the other end when that modem picks up the call. If you have been using other communications software on the Host or dialer machine, check in the setup of those software packages or in Windows Dial-up Networking to see how the phone number dialing string has been configured for those packages and if any special dialing digits or characters are used, so that those adjustments can be made to the number being dialed in FRS. **Note:** Make sure that these other programs are not running in the background and causing a dialing conflict with FRS.

➢ If your dialer appears to dial, tries for 5 seconds then resets itself and returns to a "Ready to Dial" status, then a possible solution could be the following:

1. On your computer's desktop, select "My Computer", right click over it and choose "Properties"
2. Select the "Device Manager" tab and locate the modem on which you are dialing
3. View the properties of this modem, select the Modem tab, and reduce the "Maximum Speed" from 115200 to 57600

Verifying your Modem Setup in Windows

➢ Data transmission problems can occur if your modem baud rate is set too high for your computer. Lower speeds may work better, especially on older computers. To set your modem baud rate

1. Click Start, point to Settings, click Control Panel, and then double-click Modems.
2. Click your modem in the list, and then click Properties.
3. On the General tab, under Maximum Speed, set the baud rate to the correct top speed for your modem. (See your modem documentation for more information.)
4. Click to select the "Only connect at this speed" check box.

Note: If the host system you are calling cannot communicate at the initial baud rate, it may be able to communicate at a slower baud rate.

➢ Verify your port settings. To verify your port settings

1. Click Start, point to Settings, click Control Panel, and then double-click Modems.
2. Click your modem in the list, and then click Properties.
3. On the General and Connection tabs, verify the current port settings, and reduce the "Maximum Speed" from 115200 to 57600
4. Close the modem properties window

➢ Verify that your modem is enabled. To verify that your modem is enabled

1. Click Start, point to Settings, click Control Panel, and then double-click System.
2. On the Device Manager tab, click the plus sign (+) next to Ports (COM & LPT).
3. Click the port that your modem is configured to use, and then click Properties.
4. Verify that the Disable in this hardware profile check box is cleared.

FRS Remote Software

❑ Problems Creating FRS Remote CDs and Diskette Sets

➢ **Creating Remote Diskette Sets** - If you experience "Write Errors" while performing this process, the problem could be:
• Bad diskettes (try re-formatting the diskettes)
• Non-High Density diskettes (make sure you are using high-density 3½ 1.44 MB floppy diskettes)
• A bad or sporadic floppy disk drive on which they are being created (try creating on a different PC)

➢ **I/O Operation Failure when creating Remote Diskettes or CDs** - If you experience this error, it is an indication that:
1. The diskette or CD-R has not been properly inserted into the drive
2. The diskette or CD-R has not been properly properly formatted
3. The wrong drive letter has been selected
4. The CD-R or 5th diskette was removed before the Remote Software creation process was completed
When creating Remote software installation CDs, you must first format the CD using the software which came with your CD Writer. The CD Writer may also be malfunctioning, so you should test it with the software which came with your CD Writer.

☞ **See the Installation and Update Issues section for FRS Remote installation errors**

❑ Communications and Interfacing Problems with FRS Remote Sites

➢ **Modem and Communications Problems at Remote Sites**
If your Remote clients are having modem or dialing problems, refer to Appendix E and the *Resolving Communications Problems* topic earlier in this chapter.

➢ **Remote Client's Results are Not being Delivered by Modem**
If your Remote clients are connecting to your Host Mode successfully, but are not receiving certain results through this connection, then check each of the following for a potential problem:
• Make sure the results are in grey, indicating that they are complete and ready for delivery. If in black, reset them to be delivered again.
• Make sure the correct client is assigned to a subject and that client is set up correctly as a dial-in client with a Results Delivery Method of "Client Calls In"
• Look under the Maintain System Defaults option of "Results Reporting and Delivery Defaults" to determine if the **Don't Deliver any Results until "Proofed" for all Remote Clients?** setting is set to **Yes**. If so, make sure that the subject which isn't being delivered has been proofed. If you change this option from **Yes** to **No**, then you will need to exit and re-start the Host Mode to accept this new setting.
• Make sure that no one is editing the subject when the Remote client dials in because subjects "in use" will not be delivered.

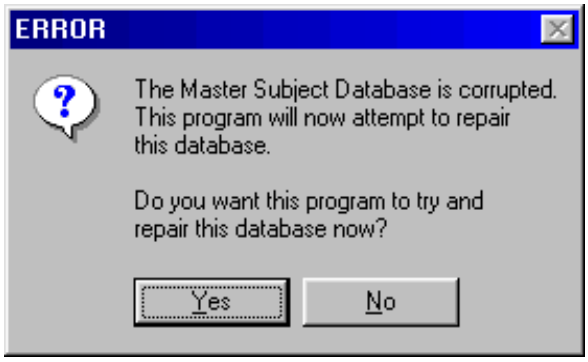
➢ **Problems Accepting "sent" Results from You**
If your system indicates that results are completed and have been delivered to one of your Remote clients when they have dialed in, but the requests on their end are still listed in grey, indicating that they are still in your system being processed, this is an indication that the Remote client's indexes are out of sync. To resolve this problem, have your Remote client get all users out of the system, and run REMFIX.EXE to rebuild the system tables. You will need to "reset" these results to be delivered to them again. For instructions on resetting these results in batch, refer to the *Host Mode History of Incoming Calls and History of Outgoing Calls* section in Chapter 6: Utilities or to reset them one at a time, edit the applicable subjects and choose the **Reset->** button at the top of the "Add/Edit Subjects" screen. After completing both of these procedures (on their end and on yours), your Remote client can dial back in and should be able to retrieve their results successfully.

➢ **Problems Sending Requests to You**
If your Remote clients have old requests in black that are not being transmitted to you when they dial in, the most likely reason is that their indexes are out of sync. They should get all users out of the system, and run REMFIX.EXE to rebuild the system tables, then dial into your Host again. After this procedure, all of these un-sent requests should be transmitted to you.

➢ **Remote Clients having Problems Receiving a Large Automatic Download by Modem**
If a Remote client is having a problem receiving their download by modem when the automatic download has been delivered to your system with an FRS update, then refer to the *Resolving Communications Problems* topic earlier in this chapter for guidelines to assist the Remote client in resetting their modem and workstation right before dialing into your Host Mode to get as clean a connection as possible. After several attempts at this, if the Remote client is still unable to download the entire update, you should place the Remote Update on CD and mail it to them (see the *Create a Diskette Set or CD (or an Update CD)* section in Chapter 6: Utilities).

❑ Other Problems at FRS Remote Software Sites

➢ **Problems Running REMFIX.EXE at Remote Sites**
Several problems or errors in this chapter require that your FRS Remote clients run REMFIX.EXE at their site to resolve the problem. If they have major data corruption, messages like the following may be displayed to them:



OR

Error messages similar to these will be displayed when any data corruption is encountered. Instruct your Remote clients to select the **Yes** option here and allow the REMFIX program to attempt to repair their data in these situations. The system will attempt the repair then provide a status message regarding the success of the repair.

Important: Any time your Remote clients encounter repair messages like these two, *they should re-run REMFIX and verify that it will run all the way through without any error messages at least once* to ensure that the data corruption was successfully repaired. If they can *not* get all the way through REMFIX without any error messages, then their data is corrupted beyond repair and they must restore all of the data from a system backup. This is why system backups are so important so please stress the need for good backup procedures to your Remote clients. If they experience this total data corruption and do not have a good backup of their system data then their only recourse will be to reinstall a new, blank copy of the Remote software. They will loose all of their results in this situation, but you can reset any results for them which are still in your Main Subject Table for re-transmission to them.

➢ **Other Remote Software Problems**

If FRS Remote sites are having problems running the FRS Remote software, have them perform the following tasks:

1. Cancel out of FRS, close all programs, shut down and re-start the workstation, then try again
2. If FRS Remote workstations are locking up, fax them a copy of the *Six Step Process for Resolving System Problems* page listed earlier in this chapter and have them apply all six steps to each workstation that is locking up.
3. If any Red Screen Errors are being displayed, look up the **Error Msg:** from the Remote client's red screen in the *Red Screen Errors for FRSWIN, FRSMGR and FRS Remote* section earlier in this chapter to determine the solution.
4. Check the *General System Problems* section earlier in this chapter to see if any of the issues covered there apply to your Remote client's problem.
5. If other programs are running in the background or in the lower right-hand corner of the task bar on the Remote client's PC on which they are having problems, ask them to unload or disable those programs and test the FRS Remote software without those for a couple of hours. If the FRS Remote software runs without problems under these conditions, then this is an indication that those other programs are the cause of the problem and are probably using up too much of the system's resources.
6. If your Remote clients are having modem or dialing problems, refer to Appendix E and the *Resolving Communications Problems* topic earlier in this chapter.

Note: The *Six Step Process for Resolving System Problems* page earlier in this chapter and the *FRS Remote Software - Rebuilding System Tables* page in Chapter 6: Utilities were intentionally formatted as one page documents so that you can make a copy of them and fax them to your Remote clients to provide assistance if needed.

Problems with Social Trace and Credit Report Orders

If you are dialing one of the credit bureaus and the Social Trace and Credit Report requests which you feel should be processed are not, the possible reasons and settings that you should check are listed below:

1. For a subject that you think a Social Trace and/or Credit Report has been requested, edit the subject and make sure that they ***do*** have the SSN Trace and/or Credit Report profile selected. Make sure that the Social Trace or Credit Report results are not already completed and do not have a red dot next to the SSN Trace and/or Credit Report request order on the "Add/Edit Subjects" screen.
2. Check your setup for the On-Line Service. Make sure all of the parameters are set correctly for the type of report being requested.
3. For the Social Trace or Credit Report request, make sure that the client assigned to the subject you are trying to send is set up for the particular type of report and the particular bureau under their Client List entry by checking the client's "Credit Bureau Settings". Make sure that the bureau is not set to "NONE" and is set to the bureau that you are trying to dial for the credit bureau product you are trying to retrieve.
4. Make sure that the Credit Bureau that you are trying to dial has been set up in your "Researcher List" as a research source correctly according to the proper setup for "On-Line Services" as covered in the *Maintain Researcher List / Add/Edit a Researcher* section of Chapter 2: System Setup. The Researcher Code for the bureau should be OLS_TU, OLSEQU, or OLSTRW depending upon the bureau. Also make sure that both the Social Trace and/or Credit Report items have been assigned to bureau as "Coverage Areas", depending upon the type of report(s) that you are unable to retrieve from the bureau.
5. Check the On-Line Services Error Log and make sure that an error is not being generated for the subject's Social Trace or Credit Report being requested.
6. If all of this checks out, your indexes may be out of sync and you will need to get all users out of FRS, shut down all FRS Application Servers (Host, Fax, Automation, and Web) and run FRSFIX.EXE.

Trans Union Interface

If you receive any errors when requesting Social Trace or Credit Reports from Trans Union, the details and the Trans Union error code will be listed in the On-Line Services Error Log details. Turn to Appendix F: Trans Union Error Return Codes to look up the error code encountered and there you will find an explanation of the error and a suggestion for Recovery. After determining the cause of your problem here, if you need further assistance with this problem you will need to contact your Trans Union rep or the Trans Union Help Desk because they will either need to explain the problem and/or make modifications to your Trans Union Account.

Trans Union Help Desk: Contact your TU Rep first, then the TU Help Desk at (312) 258-8088 as a backup

Experian Interface

If you receive any errors when requesting Social Trace or Credit Reports from Experian, an error message will be displayed on the black "terminal screen" or will show up in the subject's Social Trace or Credit Report results fields. Turn to Appendix K: Experian Error Return Codes to look up the error code encountered and there you will find an explanation of the error and a suggestion for Recovery. After determining the cause of your problem here, if you need further assistance with this problem you will need to contact your Experian rep or the Experian Help Desk because they will either need to explain the problem and/or make modifications to your Experian Account.

Experian Help Desk: 1-800-854-7201

Equifax Interface

If you receive any errors when requesting Social Trace or Credit Reports from Equifax, an error message will be displayed on the black "terminal screen" or will show up in the subject's Social Trace or Credit Report results fields. Contact your Equifax rep or the Equifax Help Desk regarding any of these errors because they will either need to explain the problem and/or make modifications to your Equifax Account.

Equifax Help Desk: 1-888-407-0359

Credit Bureaus Dialing and Connection Errors

If you experience problems connecting to a credit bureau through a dial-up connection, refer to the *Resolving Communications Problems* topic earlier in this chapter for assistance in resolving the problem.

Resetting Credit Report and Social Trace Requests

To reset a completed Credit Report or SSN Trace request to be retrieved from a credit bureau again, the following steps are required.

1. In the main FRS application, in the Edit Subjects List, find the subject in question
2. Edit that subject
3. Choose "Edit Profiles", then "Credit Report Results" *or* "SSN Trace Results"
4. Delete out any and all results currently in the "Credit Report Results" *or* "Social Security Trace Results" field
5. Select the "Save" button to return to the "Subject Profiles" screen
6. Back on the "Subject Profiles" screen, if the checkbox in the "Completed" column next to the "Credit Report" *or* "SSN Trace" order option (depending upon the profile you are resetting) has an **X** in it, then click on that checkbox to remove the **X**.
7. Choose "Exit" to return to the "Add/Edit Subjects" screen and verify that there is not a red dot next to the profile you just reset in the lower left-hand corner. If not, then the next time the appropriate credit bureau is dialed, the Credit Report *or* Social Trace will be retrieved for you.

Backup History - Print Results Problem

When you print a subject's results from Subject Backup History, if you experience a blank page printing or missing results, or if you preview the results to the screen and the screen only flashes without displaying the report, then the following problem is the reason. Apparently a user was still in the system or one of the FRS Application Servers was running when the results were moved to Backup History and all of the information for the subject (or probably many subjects) did not get moved to history. To resolve this problem, do the following:

1. Go to the Edit Subjects List and set the **Sort Order:** to **Reqst Date**.
2. Page Up or drag the scrollbar to the very top of the list and find the oldest "completed" and "delivered" subject that has been billed for and obtain the request date for that subject.
3. Make absolutely sure that all users are out of the system and that none of the four FRS Application Servers (Host, Fax, Automation and Web) are running.
4. Select the option to "Move Subjects to History" and for the date criteria, take the date obtained in step 2 above and add one day to that. Enter this date you calculated into the **Move All Records Older Than ===>** field and select **Continue** to move that one subject to history.

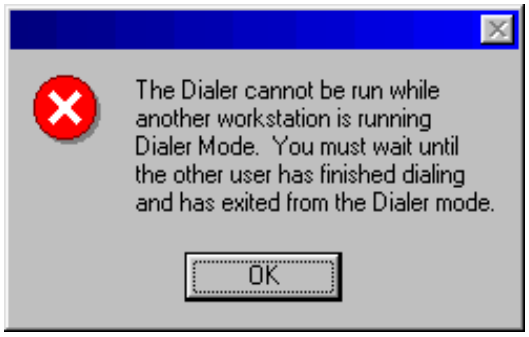
This four-step process will move any results which didn't get moved properly during the last move to backup so the results can be printed from Subject Backup History.

No Researcher Assigned

When researching the criminal history for a subject by selecting the **Display/Reset Researcher Assigned to Highlighted Result** option, you may find that the request was sent out on a printed search list but the researcher is listed as "No Researcher Assigned". The reason for this is that someone on your staff sent the requests out using the manual "Criminal/Civil Search Lists" option rather than using the "One-Touch Search List Distribution" option. It is strongly recommended that you use the "One-Touch" option for all search list distribution in order for the system to properly track your research assignments for the Overdue Tracer reports, Researcher Assignment Reports, etc. To identify who has been generating the manual "Criminal/Civil Search Lists" so that they can be instructed not to do so, see the *History of Manually Printed Criminal Search Lists* section in Chapter 6: Utilities for more details on this option.

Host Mode or Dial Mode Already Running

When running the FRS Connect Host or Dialer, only one copy of each may be run at a time. If another copy is already running, then messages like the following will be displayed.



If you do not feel that another copy of the FRS Connect option is running on your network, then go around and check each station on your network. If one is not found to be running then this could be an indication that the user performing the dialing or the machine running Host Mode exited FRS abnormally, were kicked out, or the station was locked up for some reason

The only solution to resolve this problem is to have all users exit out of FRS, shut down the Host Mode, Fax Server, Automation Server and Web Server (if these servers are running) and run the FRSFIX.EXE program detailed in the *Rebuild System Tables/FRSFIX* section in Chapter 6: Utilities.

Odd Requests Showing Up in your System

After performing the Connect-Add (C-Add) process, you may receive a batch of odd results from an FRS site that does not perform research for you and/or many new results show up on the "Results Loaded Through Connect-Add" report with an "*UPDATED*" status. This will occur if that client has faxed over a list of requests for you to research rather than transmitting the requests through FRS. You key those in, research them, then transmit the results back to them. When they are received by the client, since they were not transmitted originally from the software, FRS tries to do a name or SSN match. Sometimes they do not match back up or were never keyed into that system to begin with. Therefore, they are added as new requests and since a client code must be assigned to each subject request, rather than randomly grabbing a client code, *your* client code is assigned since this information came from you. Then, the next time that you connect with this client, since these are considered results and they are now assigned with your client code in their system, you receive the results back because they have never been sent out of the other site's FRS system and are completed. You should confer with the client for which this has happened so that they will be aware of the problem and they can assign the correct client code or delete these requests as needed. You should examine these requests in your system and process them accordingly with the understanding now of what has happened.

Export Files Common Problem

When exporting files or data from one of the many places throughout FRS, the standard Windows "Save As..." dialog window will be displayed to allow you to create the export file. If you are having a problem saving/exporting the file because the **Save** button is not enabled, the reason is that it will not be enabled until a valid filename has been placed into the **File Name Text Box** in that dialog window. If there is an asterisks "*" somewhere within the filename such as TEST*.TXT, then this is not a valid filename and the asterisks must be removed in order to have the **Save** button enabled so that you can save/export the file.

Requests Are Not Being Sent to Researchers through "One-Touch"

If you have a criminal or civil research request that is not being sent out when the One-Touch Search List Distribution option is selected, you will need to research it. Edit the applicable subject, select "Edit Profiles", then select "Edit Criminal/Civil Results". On the "Criminal History" screen that is displayed, you can highlight a "Pending" county request and select the **Display/Reset Researcher Assigned to Highlighted Result** option. Here you can check to see if the request has or has not yet been sent for research.

If this screen displays the listed researcher as "No Researcher Assigned" and that it was printed to search list, then the reason for this most likely is that someone on your staff sent the requests out using the manual "Criminal/Civil Search Lists" option rather than using the "One-Touch Search List Distribution" option. For details on how to handle this problem, see the *No Researcher Assigned* topic on the previous page.

If this screen tells you that the request has *not* been sent out for research, then you can check the Researcher List to see which researcher this county is assigned to. If that researcher is set with a Transmission Method of "Call Client" or "Client Calls In", then their assigned research requests will not go out through "One-Touch" but instead will stay in the system until the researcher dials in or you dial them.

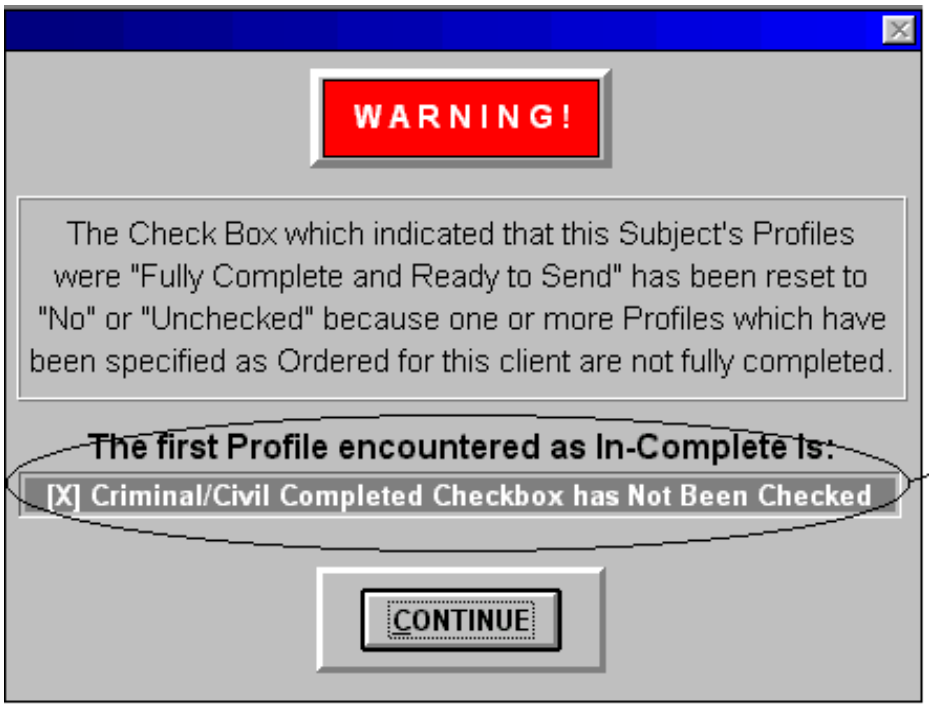
If all of this checks out, then the request might not go out through One-Touch because your indexes our out of sync and need to be rebuilt. Get all users out of the system, close down all application servers (Host, Fax, Automation and Web) if running, and run FRSFIX.EXE. Then you can try the One-Touch Search List Distribution option again.

Erroneous Employment or Professional License Profiles are Ordered for Subjects

If unwanted Employment Verifications or Professional License requests seem to be showing up for some of your subjects, a problem like this will occur if the **Edit Subjects** button on the Edit Subjects List is double-clicked instead of selected with one mouse click (which is all that is needed). The second click carries through to the "Add/Edit Subjects" screen and places an **X** in the Employment or Professional License checkboxes which are directly under the Edit Subjects button, thus erroneously selecting them.

Problem Closing Out Subjects

If a fully completed, closed-out subject is edited and something is added, changed or deleted in that subject's requested profiles , when that subject is saved, the system checks to ensure that all of the needed information has been entered for that subject. If any incomplete information is found, the subject's "Fully Completed" status is turned off and a screen like the following is displayed.



The reason for the incompleteness is displayed here.

The message circled above will indicate why the subject's status was set as incomplete so that you can go back in and investigate to provide any needed information to close the subject back out.

Troubleshooting the FRS Web Site Interface

A. Problems Interfacing to your Web Site

1. Problem with your Internet Connection when Starting the FRS Web Site Server

When the FRS Web Site Server is first started, a connection is established with your web site, then that connection is verified to ensure that your web data is accessible. If any problems are encountered with the connection during this process, a message window similar to the following is displayed.

Note: This message may refer to the "Results" data file like the message here or it could refer to one of the following data files:
Admin / Requests / States /
Site Info / OST / Crim/Civil Type

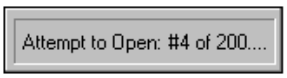
At this point, refer to the *Configuring WebDrive* section in Chapter 6: Utilities to ensure that you have WebDrive configured as recommended. This section also contains a guide for checking your WebDrive connection. Once you are sure that your WebDrive connection is set correctly, reset it (if using the WebDrive Load and Unload Connection Method, then unload it so the Web Site Server can load it programmatically), and try running the FRS Web Site Server again. If this message is displayed again after verifying the WebDrive configuration, then most likely the problem is that there are files missing from your web site. Click the OK button on the screen above, select the "Cancel the Web Server" option, then exit and completely shut it down. Run the Web Recovery Program (WRECOVER.EXE) detailed later in this chapter to update and correct all of the files at your web site, then you can restart the Web Site Server and it should run successfully after the recovery process.

2. Red Screen Errors generated by the FRS Web Site Server

Your web site and the FRS Web Application are hosted on Microsoft's Internet Information Server (IIS). When your clients are at your web site, IIS will lock the files that your clients are accessing within the FRS Web Application for approximately 30 seconds. This will temporarily prevent you from accessing the file via FTP during that 30 second period. This causes any number of errors when running the Web Site Server and interfacing with your web site. Each of the possible errors caused by this are listed below.

1 - File does not exist **or** File "*name*" does not exist
15 - Not a table
41 - Memo file is missing/invalid
108 - File is in use by another
114 - Index does not match the table
1102 - Cannot create file
1104 - Error reading file
1105 - Error writing to file
1112 - Error closing file
1552 - File "*name*" is not a database
1705 - File access is denied
1707 - Structural .CDX file not found

Because these errors are common with IIS and only temporary, the FRS Web Site Server has been programmed to retry any of these errors up to 200 times to allow processing to continue without halting. If you experience any of the errors on a standard FRS "Red Screen", then refer to the *Configuring WebDrive* section in Chapter 6: Utilities to ensure that you have WebDrive configured as recommended. Under this recommended WebDrive configuration, WebDrive will not halt on these errors but will instead pass them through to the Web Site Server so it can retry them up to 200 times. If WebDrive is not configured as recommended then it will halt on these errors and the "retry" features of the Web Site Server will not be utilized, causing someone in your office to "baby-sit" this application. When WebDrive is configured correctly and the "retry" code is invoked, a small window message like the one on the right will be displayed in the upper right-hand corner of the machine where the FRS Web Site Server is running to keep you informed on the retry count.



Note: For **5-Record is out of Range** error, run Web Recovery (detailed 2 pages later).

2. Red Screen Errors generated by the FRS Web Site Server (*continued from previous page*)

If all 200 retries are attempted and the same red screen error occurs, then press the "Retry" button on the red screen, to attempt one more time. If the same red screen error occurs this final time, then this is a strong indication that some of the data at your web site could be corrupted. In this case, the next step is to click on the **Cancel** button displayed on the red error screen to shut down the Web Site Server. Then, run the Web Recovery Program (WRECOVER.EXE) detailed later in this chapter to update and correct all of the files at your web site, then you can restart the Web Site Server and it should run successfully after the recovery process.

3. Dial-Up Networking Errors

If you are using the "Dial-Up Networking" method for connecting to your web site and you encounter any dial-up networking or RAS error codes, please refer to Appendix G for an explanation of the error code to determine how to correct it.

If your Dial-Up Networking setup is not retaining your Internet access password and you keep receiving the 691 RAS error code, then refer to Appendix G for an explanation of how to correct the problem of not being able to "save your password".

B. Problems at your Web Site

1. If you or your clients discover that there is not a **Daily Status Report** for them at your web site when they log in and choose to view it, or if their Daily Status Report is not showing new, up-to-date information each hour, then check the following in your FRS system.
   a. Make sure the client is set up in the Client List with a "Results Delivery Method" of **Website Posting**
   b. Make sure that the "# of Days to include in this client's Web Status Reports" field under their settings in the Client List is set to a number that would include this client's latest requests
   c. Make sure that the FRS Automation Server is run during the day to generate the Daily Status Reports at 27 minutes after each hour
   d. Make sure that the Adobe Acrobat Distiller software is installed and running on the same machine as the Automation Server to convert the Daily Status Reports to PDF format, and that the "watched folder" is set up correctly (see the *Configuring the Adobe Acrobat Distiller* section in Chapter 6: Utilities)
   e. Make sure that the FRS Web Site Server is running and connecting successfully to your web site at each specified interval to push those reports out to the web site
   f. When all of these items check out, wait at least two hours then check at the web site again
2. If you or your users discover that any of their **Results Reports** are not at your web site when they log in and choose to view them, then those results did not make it to your web site. An indication of this problem is that you or your clients select the View Report button for a particular subject under the "Results" option at your web site and receive a "404 - Page Not Found" error. Check the following in your FRS system.
   a. Make sure the client is set up in the Client List with a "Results Delivery Method" of **Website Posting**
   b. Make sure that the FRS Automation Server is run during the day to generate the Results Reports in PDF format when submitted by your staff
   c. Make sure that the Adobe Acrobat Distiller software is installed and running on the same machine as the Automation Server to convert the results reports to PDF format, and that the "watched folder" is set up correctly (see the *Configuring the Adobe Acrobat Distiller* section in Chapter 6: Utilities)
   d. Make sure that the FRS Web Site Server is running and connecting successfully to your web site at each specified interval to push those reports out to the web site
   e. Please understand that results reports are *not* automatically pushed out to your web site. They must be submitted from one of the many results reporting options covered in Chapter 3 and specified for Web Posting/Delivery.
   f. If all of this checks out and all of the programs and applications are running and configured correctly on the Website Interface Server, then have someone submit the particular subject's results to the web again.

B. Problems at your Web Site

(*continued from previous page*)

3. If you or your clients experience any **ODBC errors** in the FRS Web Application at your web site such as the "Microsoft OLE DB Provider for ODBC Drivers error '80004005'" (or '80040e37'), then....
   a. This usually indicates that some data is corrupted at your web site. So, shut the FRS Web Site Server completed down, and run the Web Recovery Program (WRECOVER.EXE) detailed later in this chapter to update and correct all of the files at your web site, then you can restart the Web Site Server and then test at your site by logging in as that client to see if the problem has been corrected.
   b. If Step a. does not correct the problem, then there may be a problem at your site with the DSNs (Data Source Names) that your web host or ISP has configured for your site. Have them check to ensure that all seven of the DSNs which were set up when your Web Application was installed at your site are still correctly configured.
4. If one of your **"Web Group" Leaders** logs in to your site's "Manager Pages", then selects the "Status Report" option to view the list of status reports for each of the clients in their group, and any of the Daily Status Reports for any of those clients have not been moved out to your site, the group leader will experience a "404 - Page Not Found" error. If this happens, then refer to the explanation for #1 on the previous page under this same category *B. Problems at Your Web Site* and follow the directions there for the client whose Daily Status Report is not found.
5. When logged into your Web Application, you or your clients may encounter a web page with the following message:

   Directly accessing this page is not allowed...

   You are not an authorized user of this site. Your activity has been reported.

   This happens because your web site and the FRS Web Application are being hosted on Microsoft's Internet Information Server (IIS). There is a security feature built into IIS and the FRS Web Application which is controlled at the web host's server to time a user out from the site if there has been inactivity for more than 20 minutes. This is what causes you or your client to receive this message. This is a security feature to prevent potential tampering. No activity is actually reported. This is a scare tactic message for potential hackers. The solution to this problem is to continue keying without any long pauses while at your web site.

Web Recovery

In the \WEBSERVE folder under your main FRS folder you will find a program with the file name of WRECOVER.EXE. This is the Web Recovery program, which is referenced for several of the situations discussed in the previous section, *Troubleshooting the FRS Web Site Interface*. When instructed to run the Web Recovery program, you must totally shut down the FRS Web Site Server, then on the same workstation where that program is run each day, run the WRECOVER.EXE program from the Start-Run option. You may also create a shortcut to this program on the workstation's desktop.

It is **very important** to remember that this program must *not* be run while the FRS Web Site Server is running and that you should *only* run this when instructed to do so.

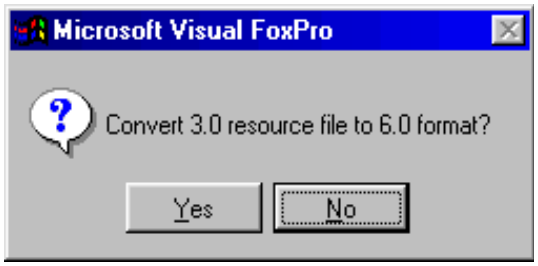
Note: To ensure a successful recovery, you should also shut down the FRS Automation Server and the Adobe Acrobat Distiller if they are running on the same workstation on which the FRS Web Site Server is run.

Technical Notes on the FRS Web Site Server - Nightly Maintenance

During the nightly maintenance process which is initiated at the time specified under the "Setup for the FRS Website Interface" option in the FRS Manager, the Web Site Server cleans up extra data, deletes old results, etc. then shuts the Web Site Server down for the night. This maintenance process also checks results at the site against the list of users enabled for web login.

To remove all of the results for a particular client at the web site, go to the Client List and de-select them as a web client and save their settings. That evening, make sure the Web Site Server is left up and running prior to the time scheduled for the nightly web maintenance. The Web Site Server will remove all results for that client as part of its maintenance, then shut itself down. The next day, if you wish to, you can set the client back up as a web client through the Client List, then the next time your web site server connects to your site, they will be added back fresh and you can begin to push new results out to the site for them. Remember that the Web Maintenance will only run once per day.

When the FRS Automation Server is run without its required command line setting of -cCONFIG.FAS (see the *Setting Up the FRS Automation Server* section of Chapter 6: Utilities), then the following error message will be displayed when it is run.



You should select the **No** button here, then exit the FRS Automation Server, refer to the *Setting Up the FRS Automation Server* section of Chapter 6: Utilities, and set the shortcut for the FRS Automation Server as specified there.

Important: Refer to the *Updating your FRS System* section of Chapter 6: Utilities for full explanations on how to install software updates received by any of the following methods:

- Emailed updates
- Updates downloaded from our web site
- Updates transmitted by modem
- Updates on CD

Common Red Screen Errors During Software Updates

- **7 - File Already Exists:** This error usually indicates that someone else is still in FRS or one of the FRS Application Servers (Host, Fax, Automation and Web) is still running while you are trying to install the update. Select the **Cancel** button, go around and check to ensure that all FRS programs are closed and shut down (including the machine where you are installing the update). If you do not find an FRS program running, then you may need to shut down and re-start the file server to close out any programs that in may have locked. Then you can re-run the update, following the instructions in the *Re-Starting an FRS Update* topic below.
- **1705 - File Access Denied:** This error usually indicates that someone else is still in FRS or one of the FRS Application Servers (Host, Fax, Automation and Web) is still running while you are trying to install the update. Do not press any keys or select any option at first, and go around to each station on your network and see if you can find the offending station that is still running an FRS program or application server, then close it (including the machine where you are installing the update). If a program is found and closed, then you can select the **Retry** option to retry the process and try to continue with the installation. If the same error persists, you should choose the **Cancel** option to cancel the update then you will need to shut down and re-start the file server to close out any programs that in may have locked. Then you can re-run the update, following the instructions in the *Re-Starting an FRS Update* topic below.
- **1002 - I/O Operation Failure:** This error usually occurs when installing an update from CD and the wrong drive letter is selected as the drive to install from. Select the Ignore option and select the correct drive letter for the CD drive where the FRS Update CD is inserted. See the *FRS Remote Installation Issues* section on the next page for another issue related to this error.

Re-Starting an FRS Update

FRS updates can be delivered to you by Email, Web Site Download, or when transmitted directly into your system by modem. When you run the FRSUPDAT.EXE program located in the main FRS folder, it will recognize that an update exists on your system and will automatically initiate the installation. If problems are encountered and the update process is canceled for any reason, then this automatic initiation of the installation process can no longer be accomplished. If you have to restart an update installation, then you will be presented with a screen to select whether you wish to install the update from the A: Drive, B: Drive, or from an "Other" Drive. You should select the "Install from Other Drive" option and when presented with the "Select Directory" dialog window, select the UPDATE folder under your main FRS folder. If you are unsure where the main FRS folder is located, then see the *About...The Flexible Research System* section in Chapter 6: Utilities to see how that option can help you identify your system's **Update Folder**, so you will know how to select it to begin the update installation process again.

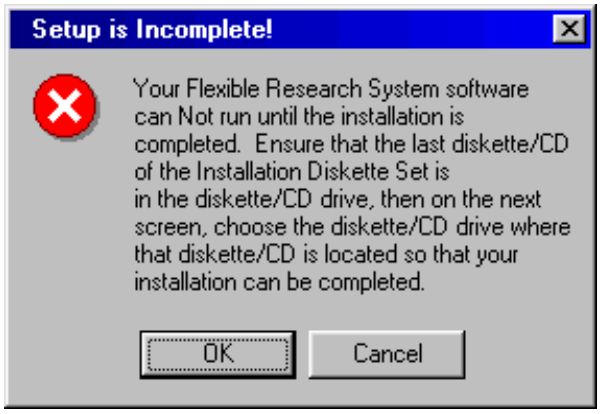
FRS Remote Installation Issues

➢ Both of the issues above (**Common Red Screen Errors During Software Updates** and **Re-Starting an FRS Update)** will apply to your FRS Remote clients as well as your main FRS installation in your office.

(*continued on the next page)*

FRS Remote Installation Issues (*continued from the previous page*)

- If you are distributing the FRS Remote software on diskettes and your clients are having problems with them, you may need to run SCANDISK on each diskette before sending it out.
- If distributing the FRS Remote software on CDs and your clients are having problems reading those CDs in their CD-ROM drives, you need to make sure that you are using the software which came with your CD Writer to close out the CDs so that they are readable by other PCs before sending them out.
- If your FRS Remote clients are having any problems installing the diskette sets or CDs that you are sending them, then you should test install each on a PC in your office which is different from the one on which it was created before you send it out. If it installs successfully on another PC in your office but the Remote client has problems installing it, then the problem is probably on their equipment.
- **1002 - I/O Operation Failure:** When your Remote clients first run their FRS Remote software after installing it, they will be prompted with the following message:



After selecting the **OK** button, your Remote clients will be prompted to select the drive where their last installation diskette or their installation CD is inserted. If they fail to insert the last diskette or CD, or choose the wrong drive letter to pull these files from, then they will experience an **I/O Operation Failure** error. The Remote software will let them continue to retry until they get this right, but if they keep coming up with the I/O Operation Failure error, then they are doing something wrong to cause this, like continually selecting the wrong drive letter or failing to properly insert the diskette or CD.

- **Recovery Procedures when FRS Remote Sites Lock Up while Installing an Update which was Automatically Transmitted by Modem:**
  1. On the workstation where the lockup is occurring, delete the contents of the C:\TEMP directory
  2. Get all users out of the FRS Remote software and delete the FOXUSER.DBF and FOXUSER.FPT files from the directory where the FRS Remote software is installed
  3. While all users are out of the system, run the REMFIX.EXE program found in the folder where the FRS Remote software is installed
  4. Run SCANDISK on the C: drive of the machine which is locking up
  5. Search and delete all of the .TMP files from the C:\ drive: of the machine which is locking up
  6. Delete the contents of the Update directory at the FRS Remote site. This will be a directory named UPDATE, one level below the directory where the FRS Remote software is installed (usually C:\FRSREMOT\UPDATE or F:\FRSREMOT\UPDATE on a network)

After these six steps are completed, the next time that the FRS Remote site dials in, and results are returned to them, a new copy of the FRS Remote update will be transmitted.

Billing Questions

Q: I'm receiving a Pop-up message that says "Some Billing Codes have not been set up. Would you like to generate a report of the billing codes needed?". What should I do? (This message appears while running the Financial Activity Report or while Generating Invoices in the Billing Functions).

A: You should choose "Yes" to this option and print out a copy of the "Billing Codes Needed Report". You can then use that report as a guide to go through and set up the additional billing codes that you need to complete your billing.

Q: We're having a problem with an unexplained error message that states, "Another user is Generating Monthly Bills. You may Not Edit this Data while Someone is Billing." We're getting this message when no one is in billing. What should we do?

A: The solution for this is to get everybody out of FRS, shut down the FRS Host, FRS Fax Server, FRS Automation Server and/or Web Server if they are running and run FRSFIX.EXE to rebuild the system tables. This will clear all settings in the system where it "thinks" that someone is in Billing.

Q: When a subject is assigned with a Package Billing Code, how can I add a charge for a search or an extra expense that is outside of the standard package?

A: Any extra charges that are not included in the package billing can be entered in the "Extra Costs" field in the upper right-hand corner of the "Add/Edit Subjects" screen. This can be for any profile item that is not included in the selected package as well as charging for any court fees, AKAs, charges for copies, etc. There is a description area to describe the Extra Charges and a text box for entering the amount. If there are multiple extra charges for a subject you must enter the cumulative amount of the charges but can detail the extra costs when you enter the description.

Q: I want to add a Package Option to one of the Clients and apply that package to subjects that have already been closed out. Will the Client be billed the new package price or for the package that was selected when the subject was originally entered and completed?

A: Whether you bill your clients based upon Request Date or Completion Date, the client will be billed for the new package price if invoices have not yet been generated for the date range that the subjects fall within. If your billing is based on Request Date and bills have already been generated for the date range that the subjects fall within, then the new package price will not be billed for. If your billing is based on Completion Date and bills have already been generated for the date range that the subjects fall within, then there is a possibility that the subjects will be billed twice if they have already been billed.

Q: If I am billing by Completion Date, after a subject has been billed, the client adds additional searches for that subject. How do I bill for the additional research without double-billing for the original searches which were previously invoiced?

A: This can be handled in several ways.

1. Edit the subject and create a billing code on-the-fly and add a new unique billing code with the price to charge for the additional searches. Make sure that you un-complete the subject, then re-complete it to select a new Completion Date to ensure that it will get billed. (For details about creating a Billing Code On-the-fly, refer to Chapter 3: Processing Subject Requests and Results and the *Setting the Billing Code to Charge for Each Subject* topic under the Add/Edit Subjects section)
2. Set the subject's billing code to "NO CHARGE" and key in the new costs plus the description as Extra Costs. Make sure that you un-complete the subject, then re-complete it to select a new Completion Date to ensure that it will get billed.
3. Re-Enter the subject information as a new request and order only the new searches.

Q: Why are my Clients being billed the Default Price from the Master Billing List rather than the Exception Price that I have set up for them?

A: Check one of the Subjects for that Client to determine the exact Profile that was ordered. Then check the Master Billing List for that profile against the Client's Exception Billing List. Both of the Profiles in the Billing Lists should match exactly. Most of the time this is a search type that has not been properly defined in the Client's Exception Billing Prices List. When adding the Profile in the Client's Exception List, it should be selected from the drop-down list which draws from the Master Item Billing List.

Q: Why am I getting the message "There are No Invoice Images to Re-Print for this Invoice Number" when I try to re-print an invoice?

A: Under the Maintain System Defaults in the FRS Manager, there is an option to create invoice images on your hard drive. This needs to be set to "Yes". Any invoices created prior to setting this option to "Yes" will not be available for re-printing. (see *Maintain Billing/Invoice Defaults* in Chapter 2: System Setup)

Q: Because you must set a subject as "Complete" in order to put it in "On-Hold" status, if we perform billing during this time, is the client billed for the subject?

A: Yes, they will be billed. The only purposes for the "On-Hold" setting is to stop the turnaround clock and to prevent the subject from being moved to history while you are waiting for additional results information in order to complete the subject's research.

Q: I am trying to run a Financial Activity Report today and we are getting the following "Billing Code Needed" message. How do I correct this one?

Billing Code Needed: One Charge for all Crim/Civil

A: This billing code indicates that there is something wrong with the criminal/civil jurisdiction(s) ordered for the subject for which it is listed. There is not an item billing code set up in the system to cover the particular criminal/civil jurisdiction(s) ordered for the subject. Pull up each subject for which this billing code is listed, view the Criminal History screen to determine the Counties ordered for the subject(s) and ensure that you have item billing codes set up to charge for each.

Errors

Q: When I run FRSFIX.EXE, I get an "Internal Consistency Error". What should I do?

A: This is a memory-related issue and the solution is covered in much detail in the *General System Problems* section of Chapter 7: Troubleshooting.

Faxing

Q: How do I resolve the "DCX Memory Error" that I sometimes encounter under the "Status" of red error faxes in the FRS Fax Server Log?

A: This is a memory issue on the Fax Server and may be a result of large batches of faxes being submitted to the Faxserver at one time. When faxing it is recommended that you select no more than 20 subjects at a time. If your clients routinely order numerous profiles per subject you may need to select fewer than 20 subjects to keep the fax event more manageable. The System Resources on the workstation running the FRS Fax Server may be low and rebooting the workstation may help. (for more details on Faxing errors and issues, see the *Printing, Faxing and Reports Issues* section of Chapter 7: Troubleshooting)

Q: I moved my Fax Server to another computer and now there are faxes in the Fax Log that are grey but they won't go out. Why is this happening?
A: Before moving the Fax Server to another workstation, you need to make sure that all of the faxes have gone out. Faxes submitted to the Fax Server prior to the move will not go out when you move the Fax Server and will need to be resubmitted.

Q: I have submitted Faxes to the Fax Server but it is taking a very long time for them to go out. What causes this?
A: This can be caused when the system times of the workstations on your network are not synchronized. If the Faxes are grey in the Fax Log, showing that they are currently active, then check the system clock times on the workstations submitting to the Fax Server and make sure they are synchronized with the workstation where the Fax Server is running.

Q: Why are my faxes coming out as gibberish or garbled?
A: This problem will occur when you don't have the proper printer driver set on the workstation that is submitting the faxes to the Fax Server. The default printer must be set as the HP LaserJet III printer driver in order to properly create the images for the Fax Server. (for more details on this, see the "Garbled Faxes" topic in the *Printing, Faxing and Reports Issues* section of Chapter 7: Troubleshooting)

Q: Sometimes the Researchers that I fax to can't read the subject names on the criminal/civil search lists. How can I make these names easier for them to read?
A: Go to the "Maintain System Defaults" option in the FRS Manager, select the "Maintain Search Lists Defaults" option and set the "Convert the Subject Name to all caps on the Criminal Search Lists" option to "Yes". By faxing the names in all caps, they will be easier to read and will eliminate questions and confusion.

FRS Connect and FRS Remote

Q: How can my Remote Client's letterhead be printed on their Results Reports when printed from the FRS Remote Software?
A: Under the "Setup and Utilities" Tab in the Remote Software, have your client select the "System Setup and Utilities" option. At the top of this screen, they will see an option to select which letterhead to print at the top of their results reports.

Q: I am getting an I/O Operation error when trying to create remote diskettes. The system tells me that they were created successfully. Why am I getting this error when I try to exit?
A: The error is caused because the last disk was removed from the drive prematurely. Put the last diskette of the set back into the A: drive before continuing.

Q: How do I "turn off" Remote Clients that have not past due balances and prevent them from dialing in to my Host Mode?
A: Go to "FRS Remote and FRS Connect" option on the "Utilities Menu" in the main FRS program. Select "Register FRS Connect Sites for Modem Communications" option. There, you can highlight the Client you want to suspend, then select the "Suspend/Un-susp Highlighted" button. This will temporarily suspend them from connecting to your Host Mode until you return to this screen and "Un-Suspend" them. When "suspended" clients dial in to your Host Mode, they will encounter a "Connect Error" code of "043".

Q: I sent the same Remote software diskettes or CD to a client that were previously installed at another Remote site. Why are this client's requests coming in under the other client's "Client Code"?

A: Each Remote site must have their own uniquely-generated Remote software CD or diskette set. Send your client a newly created set of software. Have them stop using the old version immediately and delete the folder where they originally installed that software (usually C:\FRSREMOTE or F:\FRSREMOT). When they receive your new software, have them install it, then dial in and partially register with you. (see the *Complete the Registration of Partially Registered Sites* topic in the FRS Connect and FRS Remote section of Chapter 6: Utilities for more details on this process)

Q: Why is my Remote Client experiencing a "Connect Error ???" message when they dial in to our "Host"?

A: Turn to Appendix E: FRS Connect Host Communications Error Codes for an explanation of the error code represented by "???" to assist in the troubleshooting process with your Remote client.

Q: How do Remote Clients set up Passwords?

A: Under the "Setup and Utilities" option in the Remote software, they can select the Security button and set up their passwords. For more details on how this works and how they gain access to do this, see the *Set the Profiles/Research Services which you will provide for Remote Clients* topic in the FRS Connect and FRS Remote section of Chapter 6: Utilities. Look for the bold text topic of **How Security is Handled in the FRS Remote Software** on that page.

Q: We are using an FRS Connect Researcher for Criminal and MVR research. Why are we occasionally missing profiles when results are returned?

A: Utilities are provided within FRS to assist you in troubleshooting discrepancies. Using the Subject Audit Tracking utility in the FRS Manager, you can see a complete audit trail of the processes performed on the subject. Also, if you edit the subject from the Edit Subjects List in the main FRS application, you can "drill down" into the subject from the "Edit Profiles" option and on the Criminal History screen, use the "Display/Reset Researcher..." button to research the research history at the county level. The FRS Connect and FRS Remote Utilities menu provides a History of Incoming and Outgoing calls. All of these utilities should help you track down what may have happened. Please contact the other FRS site to help determine what their system has on their end for the subject, rather than calling us. We prefer that you and your researcher work out your own business discrepancies without involving us. When issues like this arise, you should examine the details of the process and the problem as soon as you notice it so that corrections can be made. If you are unable to pin down a reason for the problem by using the Utilities provided in FRS, then both parties should run FRSFIX.EXE, reset everything involved in this transaction and re-connect. If the problem persists then, at that point you should contact FRS Technical Support for further assistance.

Q: I have results that are grey in my subjects list and are ready for delivery to a Remote site. Why aren't these results being picked up when they dial in, leaving a message on my Host stating "Info Sent: NONE"?

A: Check each of the following for a potential problem:

- Make sure that the results are in grey, indicating that they are complete and ready for delivery. If in black, reset them to be delivered again.
- Make sure the correct client is assigned to a subject and that client is set up correctly as a dial-in client with a Results Delivery Method of "Client Calls In"
- Look under the Maintain System Defaults option of "Results Reporting and Delivery Defaults"

to determine if the **Don't Deliver any Results until "Proofed" for all Remote Clients?** setting is set to **Yes**. If so, make sure that the subject which isn't being delivered has been proofed. If you change this option from **Yes** to **No**, then you will need to exit and re-start the Host Mode to accept this new setting.

• Make sure that no one is editing the subject when the Remote client dials in because subjects "in use" will not be delivered.

Q: My Remote user is having a problem and I don't know what screens he/she is looking at. What can I do?

A: You should generate a copy of the Remote software and install it onto one or more of the hard drives in your office to allow you and your staff to familiarize yourself with the different screens and options in that software package that your Remote clients are seeing. Please see the *Supporting your FRS Remote Clients* topic in the FRS Connect and FRS Remote section of Chapter 6: Utilities for more details and assistance in this area.

Q: Why is my FRS Connect Researcher unable to pick up my Criminal, Civil and/or MVR requests when they dial into my Host mode?

A: Check the following:

• Make sure they are set up as an FRS connect dial-up researcher (see the *Step-by-Step Instructions for Setting up an FRS Connect Site as a Research Source* topic in the FRS Connect and FRS Remote section of Chapter 6: Utilities and make sure that you have completed all of those tasks)

• Make sure the Researcher's "Method of Transmission" setting in the Researcher List is set to "Call Client" or "Client Calls In"

• Check the Geographical Coverage for the Researcher and make sure that the correct coverage areas have been set up for them.

• If all of the settings above have been double-checked and are set correctly, but the problem persists, research each subject that you are expecting to be sent to the Researcher when they dial in and use the "Display/Reset Researcher..." button on the Criminal History screen to check the delivery status of the criminal and civil requests, ensuring that they are "pending" and have not been delivered to this researcher before or to another researcher or printed search list. See the *Motor Vehicle Profile* section of Chapter 3 for details on checking the status of an MVR request if that is one of the issues you are dealing with.

Q: Why do I keep getting the same subject's results over and over from an FRS Connect researcher when I do Connect-Add (C-Add)?

A: If that FRS site has their system set up to deliver "Partial" results, then you will continue to get the subject's most recent results delivered to you until they close the subject out on their end. If this is happening and causing a problem for you, then you will need to call that research company, and ask them to explain the status of the subject(s) for which this is happening so that you can understand why they are repeatedly returned to you and get an idea when they will be fully completed by the researcher so the final results will be sent over to you.

Q: How do I set up a Client to be a Remote user?

A: See the *Step-by-Step Instructions for Setting up Modem Communications with FRS Remote Clients* topic in the FRS Connect and FRS Remote section of Chapter 6: Utilities.

General

Q: My macros are missing. What can I do?
A: You can restore the missing macros by going to your latest backup and restoring the FRS.FKY file in the FRS folder.

Q: I followed the instructions in FRS to re-define my macros. Why aren't they working?
A: Locate the FRSMACRO.TMP file that you created with Notepad and saved in your FRS folder. Make sure that it was saved as a .tmp file and not a .txt file (example: FRSMACRO.TMP.TXT) and that it was saved in the FRS folder and not elsewhere.

Q: Why am I occasionally seeing the Pink Eyeglasses or Bomb icons on the Edit Subject List for subjects that have no Special Research Instructions or Internal Comments?
A: This could be caused by blank spaces that may have been entered inadvertently into these fields. You can check to see if any blank spaces have been entered into those fields by placing the cursor in the middle of the fields and pressing the backspace key until the cursor is in the top left corner of the field. Then press the <tab> key to tab to the next field.

Q: What files in FRS should I back up?
A: See the *Backing Up Your System* section in Chapter 6: Utilities for a full explanation of this.

Q: How can I get help creating a Report Logo and/or a Remote software Logo?
A: See the *Results Reporting and Delivery Defaults – Deluxe Report Setup* section of Chapter 2: System Setup for details on how to define your Report Logo. See the *Define a Customized Logo for the Title Screen of the FRS Remote Software* topic in the FRS Connect and FRS Remote section of Chapter 6: Utilities for details on how to define a Remote software logo.

Q: How do I turn off my Report Logo so that it stops printing on all of the designated reports?
A: Exit out of FRS, delete the RPTLOGO.BMP file from the main FRS folder (first make a backup copy of it to your hard drive, if you wish), then immediately re-run FRS and it will create a blank, all-white version of the Report Logo bitmap and resolve this issue for you.

Q: How can I print a listing of my clients to determine who is no longer ordering search requests?
A: From the Client List, choose the "Print a Client List" option. Under the selection screen for generating that report, choose the "Start Date / Last Order Date" as the additional piece of information to appear on that report. This will provide a list of all of the clients which you specify and it will show the date when each was originally added to your client list and the date of their last order from you.

General - Software Setup

Q: How do I create a Drive Map to the file server from a workstation?
A: On the desktop of the workstation that you want to map to the server, right-click over "My Computer" and select "Map Network Drive". From the "Drive:" drop-down list, select the drive letter to which you want to map or assign. From the "Path:" drop-down list, select the path to the server drive where FRS is installed. This will allow you to create your shortcuts to FRS by right-clicking on the desktop, selecting "New", then "Shortcut", then you can "browse" to the FRS folder and locate it using this new drive map, and select the executable(s).

Q: How do I set up the FRS Host and the FRS Fax Server to run on the same computer?
A: After installing the FRS Fax Server software on the workstation where it will run, prior to auto-detecting the faxmodems and setting up the Fax Server to run, go ahead and set up the FRS Host program on this workstation, assign the modem port for it, then run it so that it can "grab" the designated com ports. Once the FRS Host is running with a status of "waiting for a call", minimize it and then launch the FAXSERVE.EXE program. From the menu at the top, select "Fax Server" then select "Configure Modems". Next, select and run the "Modem Auto-Detection" option, and the Fax Server should find and configure itself for all of the modems on that machine except for the one that the Host is using. Save the configuration settings and start the Fax Server. For more details on this process, see the *Special Modem Configuration Issues* topic in the FRS Fax Server section of Chapter 6: Utilities.

Q. We want to move FRS to a new server, should we re-install the software CD on the new server?
A: No. Once you have the new server set up then you need to copy the entire FRS folder and its sub-folder across the network from the old server to the new one. Re-installing the FRS software from CD will provide a blank, outdated version and will cause you to lose all of your system data as it will overwrite your FRS system with blank tables.

On-Line Services / Credit Bureaus

Q: I installed a new modem into a different com port on the workstation where we process on-line service requests. Although I tested and set the com ports under the On-Line Services Setup option, why is it trying to use the com port where the old modem was installed when I try to process requests?
A: You will need to go to the FRS Connect Setup option on the FRS Connect and FRS Remote menu. There, you should choose the "Modem Port Setup for Dial Mode" option, then test the communications ports on your PC, then assign the found com port as the com port for dialing out on your workstation. Save these settings, then exit and you can return to the On-Line Services option and dial the credit bureau again. This time it will use the modem port that you have set up.

Printing

Q: I am seeing Y's and O's instead of square checkboxes when I print my Search Lists or Daily Activity Reports. How can this be fixed?
A: 1. On each workstation where these reports are submitted and this problem occurs, click on the "Start" button
2. Select "Settings"
3. Select "Printers"
4. Locate the default printer and right-click over it
5. Select the "Properties" option from the pop-up menu
6. Click on the "Fonts" tab
7. Click on the radio button next to "Print True Type Fonts as Graphics"
8. Select "Apply" then "OK"
9. Close all programs, then shut down and restart your computer. This will correct the problem!

Q: Why can't I print on my Windows NT workstation, even though the default printer driver is set to the HP LaserJet III?

A: You need to do the following. Install the HP LaserJet III printer driver on LPT1, 2 or 3. After saving this new printer setup, go to the "Printers" listing (Start-Settings-Printers) and right-click over the new printer and choose "Properties". Change the "Port" to which that the driver prints to the print queue on your network for your main laser printer. Set the HP LaserJet III printer as the default.

Note: If you print a report to a different printer other than your default printer, FRS will NOT automatically revert back to the default printer and you must exit FRS, manually change it back to the default, then start FRS again to ensure that your faxes are submitted with the proper PCL escape codes.

Reports / Graph

Q: How do I print Consumer Letters?

A: To print a Consumer Letter for a subject, place an **X** in the ❑ Consumer Letter checkbox in the lower left-hand corner of the "Add/Edit Subjects" screen. In the main FRS application, under the "Reports" tab, select the Print Consumer Letters option. There you will be able to print and/or re-print Consumer Letters for each subject for which you the Consumer Letter option has been selected. For a more complete description of the Consumer Letter option, see the *Consumer Letters* section of Chapter 5: System Reports.

Q. Why isn't a graph displayed on my screen when I am running the Business Productivity Analysis Report?

A: The FRS Graphing Component has been provided on the FRS software CD. It needs to be installed according to the instructions provided in Appendix A. This is the runtime version of MS Graph version 5.0 and can be installed on as many workstations as needed. This version and installation of MS Graph is required and other versions will not work with FRS.

Q: Even though it is entered into the system only once, why is the same subject name appearing multiple times under the Business Productivity Analysis?

A: On the Business Productivity Analysis "Filter" screen, the "Criminal Counties" option at the bottom of the screen provides for two different options. If the first option of "Each County Searched Per Subject" is selected, it can include multiple counties per subject and this is the reason that you might see subject names listed multiple times. To perform the Business Productivity Analysis and only include each subject once, select the "Only the First County Searched" option at the bottom of the Business Productivity Analysis "Filter" screen.

Q: Is there a way to get a disclaimer notice included with each report returned rather than just on the transmittal recap?

A: Yes. You have two options here.

1. If you use the Deluxe or All-in-one reports, then the "short" disclaimer can be defined and designated to print on the bottom of each result report by default.
2. If you use the Individual Reports, then you can set up the "long" disclaimer which will print on a separate page with these reports.

See the *Maintain Consumer Letter, Disclaimers & FCRA Notices* section in Chapter 2: System Setup for more details about setting up the disclaimers and designating the reports on which to include them.

Research Processing

Q: Why do "No Researcher found" and/or "No Researcher Assigned" appear in the Researcher listing and in the "Send To:" line when I run the Research Assignments Report?

A: ➢ If an item shows up in the list above as "NO RESEARCHER ASSIGNED" then the requests under this "researcher" could be listed here for a variety of reasons:
1) The requests were not sent out using the "One-Touch" Search List Distribution option, but were instead sent using the manual Criminal / Civil Search Lists options without a researcher assigned and "Yes" was selected when asked to set the requests as "sent" to the researcher
2) Additional "yes records" were entered for a subject and it is still open and not closed out
3) The original "Pending" request from the Criminal/Civil History screen for a subject was deleted - this request record tracks the researcher to which the request was sent for research
4) For some reason, a subject's criminal or civil requests have not been sent out for research
➢ If an item shows up in the list above as "RESEARCHER NOT FOUND" then this indicates a researcher to which requests were sent has been deleted from the Researcher List. For this reason, it is recommended that researchers not be deleted from this list, but instead only have their Geographical Coverage Areas unassigned.

Q: What can be done to re-send a batch of search requests if a problem occurs while running One-Touch Automatic Search List Distribution such as a computer locking up, a printer running out of ink, faxes being generated incorrectly or can't be delivered, etc. ?

A: There is a utility located on the Researcher List screen called "Reset Pending Criminal Requests" which can be used to reset the Criminal, Civil and MVR requests based on the date and time of distribution. Instructions for this option can be found in the *Researcher List* section of Chapter 2: System Setup.

Q: When I run "One-Touch" to distribute my research lists, I get a message that "All Geographical Areas are Not Covered". What does this message mean?

A: This message indicates that a profile was ordered but no researcher has been assigned for that particular type of search or the particular jurisdiction. Choose "Yes" on this option and print out the listing of areas not covered, then see the instructions for assigning research coverage areas in the *Maintain Researcher List /Geographical Coverage* section of Chapter 2: System Setup and complete your research coverage assignments, then you can proceed with the One-touch distribution.

Q: How do I send all of the pending requests for one particular county to a researcher?

A: This is not the recommended procedure for distributing search requests, however, it can be accomplished by following these steps:
1. In the main FRS application, choose the Reports Menu Tab then the "Print / Generate Search Lists & Tracer Reports" option.
2. On this screen, choose the **Researcher List Lookup** button and select the researcher to whom you wish to send the search lists from the list which will be displayed (Note: Do not skip this step so that accurate tracking of your search requests will not be compromised).
3. Next, select the **Criminal / Civil Search Lists** option.
4. Select the status criteria for the requests in the section at the top. If this procedure is used in conjunction with the "One-Touch" Search List option, then to match the "One-Touch", you should select "All Pendings Not Already Sent" here.
5. Select the geographical criteria in the second section to specify the requests you wish to send the particular researcher. To send all requests for one county, select the first option and enter the County in the first field and the State in the field below that one.
6. Select any other options on this screen, then choose the **Print** button. An Output Device screen will be displayed allowing you to choose whether to print the report to the printer or by fax.

Note: The "One-Touch" Search List Distribution option is recommended for the delivery of all search lists to ensure that they are properly tracked within the system.

Results Delivery

Q: How do I Email Results to a client?

A: It is possible, but this is not available when using the One Touch Results Reporting option. When "Reporting Results to Clients", either multiple subjects per client, or by individual subject, select the output device of "Export". A "Save As" dialog window will be displayed and allow you to export the results report(s) to a text file. This text file can then be attached to an email message and sent to your client. See the *Reporting Results to Clients* section in Chapter 3 for more details on how to do this.

Q: How can I send a listing of all of the subjects with "No" criminal or civil record to a client rather than sending individual reports for each subject?

A: Go to the system's "Client List", locate and highlight the client, then choose the "Edit Highlighted Client" option. The client's details will be displayed, and at the bottom you will see the "Reporting Method for Subjects With No Criminal/Civil Record" setting. Select the second option here.

Subject Processing - General

Q: Can I move a batch of Subjects to History except for a few subjects within the specified date range that I don't want moved to History?

A: If subjects are completed but you do not want them to move to History with a batch of subjects, edit those subjects and put an **X** in the ❑ **On Hold** checkbox. This will change the subject color in the Edit Subjects List to cyan or "baby blue". The "On Hold" subjects will not be moved to Subject Backup History.

Q: Can I restore subjects from Backup History back into the Main Subject Table?

A: No. Subjects cannot be moved back into the active subject list after they have been moved to Subject Backup History. You can view and reprint any results for a subject in Backup History.

Q: Is there a way to notify the data-entry personnel in my office that a Criminal/Civil/Other search requires special attention when ordered for a particular jurisdiction?

A: A pop up message can be created that will display based on the county entered for a profile (including Statewide). See the *Maintain Special Instructions by County* section in Chapter 2: System Setup for more details on this option.

Q: Is there a way to prevent the first name from automatically being pre-filled when adding an AKA?

A: No. There is no way to change this. That feature was added per a customer request because most AKAs are maiden names and the first name is usually the same. When you tab to that AKA "first name" field and it is already filled in, it is initially highlighted with a blue background. If the auto-populated first name is not the correct one, just begin typing the correct first name immediately without pressing any arrow keys or other navigation keys. Since that field will be highlighted, the pre-filled name will be totally over-written with the new name that you key in.

Q: Why isn't one of our clients showing up in the client lookup list when we are adding subjects or reporting results?

A: Check the Client List, locate the client in question, and make sure their "Current?" setting is set to "Y". If this client has mistakenly been set as "not current", you can highlight the client and select the "Change Current Status" button to make them "current" again.

Q: Why do I have a subject in yellow that is older than one that is in red?
A: This is the result of a subject keyed on the weekend or you may experience this during a holiday week. The way that the turnaround calculations work is that the number of hours and minutes between the request date and time and the current date and time are calculated. Then if any of the days within that period are found to be a Saturday, Sunday, or a date in your Holiday Table, then 24 hours is subtracted out for each of those days. So, if it is currently Wednesday at 12:00 noon and you have a request entered two days ago on Monday at 10:00 AM, it may be red. If you have another subject keyed three days ago (someone came in on Sunday afternoon) at 4:00 PM, then it will be in yellow, because 24 hours was subtracted for Sunday, as weekends don't count in turnaround calculations. At 4:01 on Wednesday afternoon, that subject will turn red.

Q: If a workstation's date and/or time were set incorrectly and request(s) were entered for the wrong date, how can I fix the subject's request date?
A: You can print a "Work Order" report and/or a Deluxe results report for the subject so that you will know what information has been entered, then you can delete the subject. Change the workstation's system clock to the date and time that you want to be recorded for the subject, then, using the reports you just printed, key all of the subject's information back in. After you have finished and have saved the subject, it is very important that you immediately change the workstation's system clock back to the current date and time or you will have major problems with any of the upcoming work that you perform in FRS. *Be very careful if performing this procedure.*

Subject Processing - Criminal

Q: How do I enter a Civil Search after a Criminal Search has been entered?
A: See the *Criminal/Civil Profile* section in Chapter 3 for explanation of how to do this.

Q: How do I set up Canada and Mexico for Criminal/Civil/Other searches?
A: See the *Processing International Criminal Searches* topic in the Criminal/Civil Profile section of Chapter 3 for complete details on how to set up, order and process international searches.

Q: I did a criminal or civil search on a subject for <county>, <state> and found several records to report. How do I add all of those "hits" to the criminal/civil search results, when there is only room for one?
A: You have several options here. From the Criminal/Civil History Screen, you can do any of the following:

1. Edit the original county request in "structured" format and enter each of the charges in the Charges field as "1st Charge: ????? <press enter> 2nd Charge: ?????, etc.". Then under the Disposition field, enter the same thing, but show each disposition next to "1st Charge:", "2nd Charge:", etc. for each of these charges.
2. Edit the original county request in "free-form" format, then you will have one large free-form field to enter all of the criminal or civil record information found in any format that you wish.
3. Edit the original county request and enter the results of the first charge. Then add a new result record using the "Add A Request/Result" button. Key in the County and State again and enter the results for the second criminal or civil record found, then do the same for the 3rd, 4th, 5th, etc. result found.

Q: When we select a county from the county lookup table, why are other counties also being ordered for the subject?
A: This is happening because the counties being selected have "Associated Counties" assigned to them. Run the FRS Manager, select the "Maintain System Defaults" option from the Management Utilities menu, then select the "Maintain General System Defaults" option. Check and see how your system is defined to 'Handle "Associated Counties" when Assigning Counties from the County Table'. You will most likely find your problem here.

Q: How can we set up "Metro Search" assignments for each entry in the County Lookup Table for a certain City and State?
A: This can be done by setting the "Associated Counties" field for each item in the County Lookup Table for a particular City, State, and County. A shortcut tool has been provided to assist you in setting this up. To access this tool, run the FRS Manager, select the "System File/Table Maintenance" option from the Management Utilities menu, then select the "Maintain Lookup Tables" option. Select the "County Lookup Table", then the option which allow you to quickly set up your "Metro Search" is the **Set Associated Counties** button.

Q: Why am I getting a message similar to "The State of ?? is Not Available for Statewide Searches" when I am trying to order a Statewide Criminal or Workers Comp search?
A: Run the FRS Manager, select the "Maintain System Defaults" option from the Management Utilities menu, then select the "Maintain Research Coverage by State" option. There you will be able to change the setting to allow certain states to be ordered as Statewide or Workers Comp searches.

Q: How can I change the standard Court of "County Seat" or the standard "Years Searched" of "7 Years" that are being set for each new criminal or civil request that I enter?
A: Run the FRS Manager, select the "Maintain System Defaults" option from the Management Utilities menu, then select the "Maintain Subject Editing Defaults" option. On the right side of that screen, you will see a list of the fifty U.S. States. You can highlight any of those states, select the "Edit Highlighted State" button, and change the "Court Description" and/or "Years Searched" setting. These new settings will apply to all future requests entered for the state(s) that you change, but will not be applied to requests that have already been entered into your system. You can change those manually if needed.

Web Site Interface

Q: How do I change an FRS Remote dial-In Client to a Web Client?
A: Highlight the Client in the Client List and choose Edit to edit their details. In the bottom right-hand corner you will see the Results Delivery Method. Change this to Website Posting. Next select the "Special Instr./Web Admin" Tab. Place an **X** in the box to "Allow this Client to Login to Website" and assign them a password. Their Client Code will be their Login ID. Select the number of days to include in their Daily Status Report (Web Status Reports) then "Save" your changes.

Q: Why are we getting duplicate requests from our web site or sometimes not receiving any when selecting the "I-Add" button even though our clients say they have entered requests at our site?
A: This problem is the result of web site caching caused by certain WebDrive settings. Make sure that your Web Site Server is set with a connection method of "Dedicated Connection (with WebDrive Load and Unload)". Turn to the Configuring WebDrive section in Chapter 6: Utilities and make sure that you have all of the WebDrive options configured exactly as specified, especially under WebDrive's "Caching" tabs.

Q: Why aren't my web client's Daily Status Reports being generated and published to my web site?

A: 1. Make sure the client is set up in the Client List with a “Results Delivery Method” of **Website Posting**

2.. Make sure that the “# of Days to include in this client’s Web Status Reports” field under their
settings in the Client List is set to a number that would include this client’s latest requests

3. Make sure that the FRS Automation Server is run during the day to generate the Daily Status Reports at 27 minutes after each hour

4. Make sure that the Adobe Acrobat Distiller software is installed and running on the same machine as the Automation Server to convert the Daily Status Reports to PDF format, and that the "watched folder" is set up correctly (see the *Configuring the Adobe Acrobat Distiller* section in Chapter 6)

5. Make sure that the FRS Web Site Server is running and connecting successfully to your web site at each specified interval to push those reports out to the web site

6. When all of these items check out, wait at least two hours then check at the web site again

Appendix A Software Installation Instructions

Network Requirements: The requirements for running the Flexible Research System in a network environment are detailed in Appendix B.

Network Notes: If you are installing to a network, then install the software once from one PC workstation following the instructions below. If you are installing on a Windows 95/98 Peer-to-Peer Network, then you must install on the PC designated as the Server. Network Tips will be provided where necessary to guide you through the network installation.

Standalone: If you are installing the software on one standalone PC, then follow these instructions, but ignore the Network Tips.

Software Installation Instructions for Windows

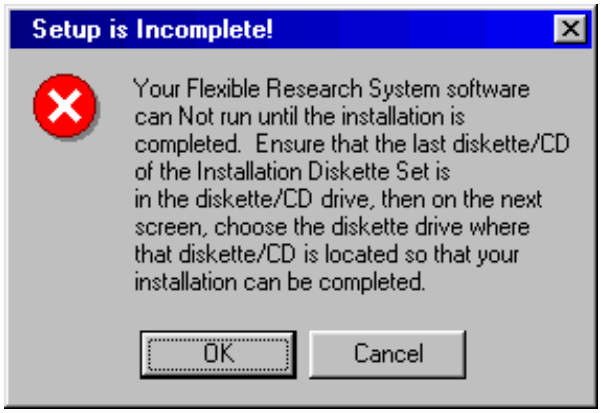
1. Insert the "Flexible Research System New Site Installation CD" into your CD-Rom drive.
2. Click the "Start" button and choose the "Run" option. In the Run dialog box, type **D:\SETUP.EXE**, where **D** represents the letter of your CD-Rom drive. Then, click the "OK" button. If you are not sure which drive letter your CD-Rom uses, then open Windows Explorer (or the "Browse" button in the Run dialog window) and look for the CD-Rom icon.
3. Follow the instructions on the screen for installing the Flexible Research System software.
4. The software installation is set by default to install to the C:\FRS folder. During installation, you will be provided with an option to "Change the Folder". At this point you may change the installation folder if necessary.

Network Tips

If you are installing to a Novell or NT Network, you should enter F:\FRS as the Directory into which you will install the software. If you are installing onto a Windows 95/98 Peer-to-Peer Network, since you are installing to the PC which will be the Server, then install to C:\FRS (or D:\FRS).

5. The installation program will install the software to the folder you specify, and for the workstation on which the installation is performed, the following shortcuts will be installed:
   - Under Start--Programs--Flexible Research System, there will be links for 5 of the main FRS programs
   - Also on the Desktop of this workstation, there will be shortcut icons for each of these 5 programs

6. After installation is complete, you should **run the software for the first time to complete the installation and setup.** This is done by choosing the "Flexible Research System" icon in the "Flexible Research System" program group under Start--Programs or by running the "Flexible Research System" icon from your Desktop. The following message will be displayed:

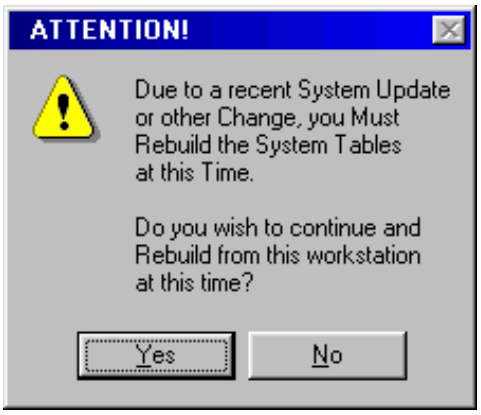


Click on the **OK** button, then a screen will be displayed allowing you to select the drive where the installation CD is located so that additional files can be copied to complete your installation.

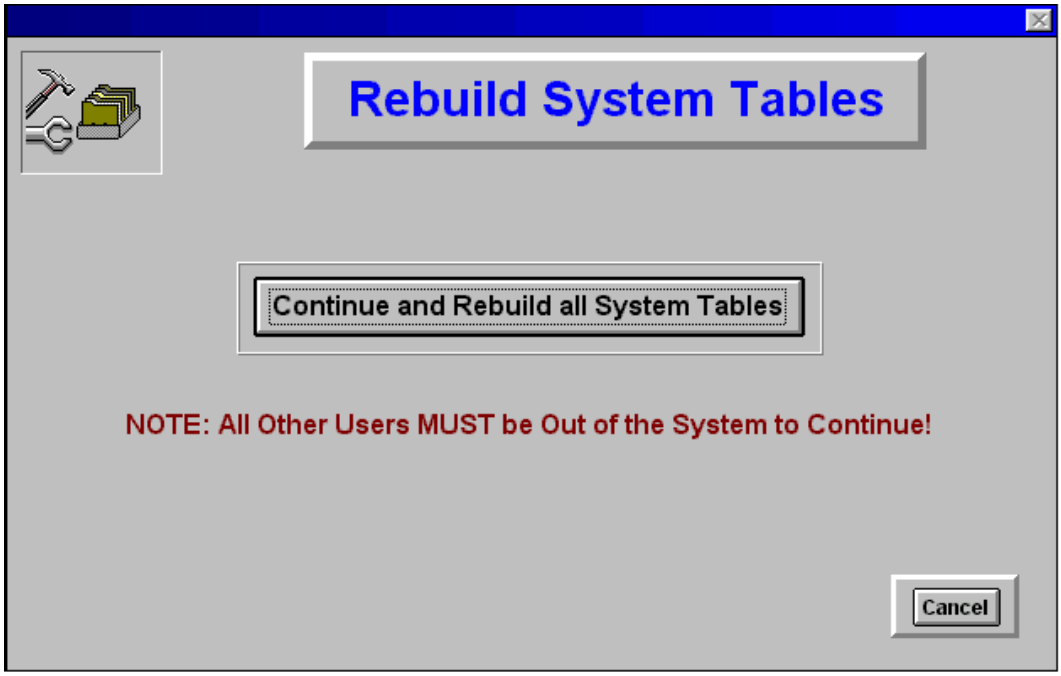
Make sure the installation CD is still in the CD-Rom drive and select the drive letter of that CD-Rom drive next.

(*Continued on next page*)

7. After the files are copied from the CD, the following window will be displayed:



Select the **Yes** button to complete this installation and the following screen will be displayed:



Click on the **Continue and Rebuild all System Tables** button and the system will build the system tables for the first time and generate the system indexes. When this has completed, the program will shut down.

8. Your installation is now complete! You can now run FRS on this workstation and return to the "Getting Started" page and follow the instructions there for setting up your system and system tables.

   Note: Please read the WARNING! at the top of the next page at this time.

Network Tips

After installing to a Network, you can read Appendix C to determine how to set up the software to run on the other workstations.

WARNING!

The full FRS system should only be installed from this CD one time. Once keying of information has begun, installing again will overwrite that keyed information with blank tables. Once the software has been installed, if you wish to move the installation to another location on your network, then you should copy the entire FRS folder (and all its sub-folders) across the network, rather than installing from this CD again. Keep the Installation CD in a safe place, because you will need it in the future for Fax Server Registration and Graph installation, but DO NOT Run the D:\SETUP.EXE program after the initial software installation has been completed.

Setting Up a Workstation to Run the FRS Fax Server

During the full software installation performed with the instructions on the previous page, the FRS Fax Server software was installed onto your system. The FRS Fax Server program is the only FRS program which requires a special registration to be performed on the workstation on which this application will run. The FRS Fax Server registration program is located on the installation CD in a folder called \FAXSETUP.

Please see the *System Diagram* in Chapter 1: System Overview for an understanding of how the FRS Communications Server, on which the FRS Fax Server will run, fits into the entire FRS network scheme. See Appendix B for the system and modem requirements for the FRS Fax Server.

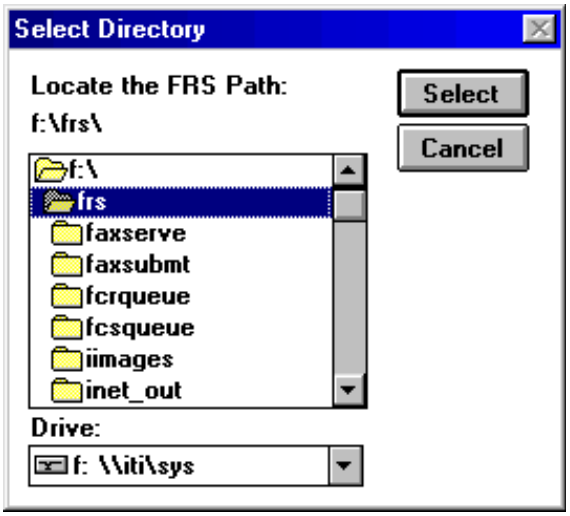
Once you have determined the workstation on which you will be running your Fax Sever software, follow the instructions below to register that workstation to run it.

1. Insert the “Flexible Research System New Site Installation CD” into your CD-Rom drive of the workstation on which you wish to set up the FRS Fax Server software to run.
2. Click the “Start” button and choose the “Run” option. In the Run dialog box, type **D:\FAXSETUP\FAXSETUP.EXE**, where **D** represents the letter of your CD-Rom drive. Then, click the “OK” button. If you are not sure which drive letter your CD-Rom uses, then open Windows Explorer (or “Browse” button in the Run dialog window) and look for the CD-Rom icon.
3. Follow the instructions on the screen for Registering this workstation for use with the FRS Fax Server.
4. The following screen will be displayed. Make sure that you are installing this on the workstation designated as the Fax Server machine then click on the **Yes** button to continue.

(*Continued on next page*)

5. Next, the screen below will be displayed, explaining the next step.

6. Click on the **OK** button, then a Windows "Select Directory" dialog window will be displayed to allow you to select the folder where the FRS application is installed on your network.



   Locate your FRS installation path in the dialog window like the one displayed above (usually F:\FRS), then click on the **Select** button.

7. The FAXSETUP program will install and configure this workstation to run the FRS Fax Server with status messages displayed in the upper right-hand corner to keep you informed of the progress.

   When this process is complete, the setup program will display a message informing you to make a shortcut on this particular workstation for running the FRS Fax Server. **Write down this path, then create a shortcut on your desktop to the specified program.**

8. The Fax Server Installation and Registration is now complete!

Installing the Graph Component on your Workstations

In the Business Productivity Analysis option in the FRS Manager, your system administrators and managers will have the option to graph the results of the analysis if so desired. This graphing is available with the runtime version of Microsoft Graph 5 which can be installed on any of your workstations from the FRS Installation CD. It must be installed on each desired workstation individually, but since it is the runtime version, you are licensed to install this on as many workstations as needed.

To install the graphing module on a workstation, follow these instructions:

1. Insert the "Flexible Research System New Site Installation CD" into your CD-Rom drive of the workstation on which you wish to install the graphing module.
2. Click the "Start" button and choose the "Run" option. In the Run dialog box, type **D:\GRAPH\SETUP.EXE**, where **D** represents the letter of your CD-Rom drive. Then, click the "OK" button. If you are not sure which drive letter your CD-Rom uses, then open Windows Explorer (or "Browse" button in the Run dialog window) and look for the CD-Rom icon.
3. Follow the instructions on the screen for installing the graphing module and take the default installation folder on your C:\ drive which the setup program specifies.
4. You may now create graphs of the Business Productivity Analysis on this workstation.

Appendix B Networking and Other Hardware Requirements

The Flexible Research System has been certified and fully tested on the following PC networks:

- Novell Netware 3.12 - 5.x
- Windows 95/98 Peer-to-Peer Network
- Window NT Server
- Windows 2000 Server

FRS should work on other networks, but it has not been tested or certified on any others at the time of this publication. Therefore, FRS might work without problems on other networks but the results can not be guaranteed with networks other than those listed above. Please call with inquiries regarding other networks. Others may be certified in the future.

Novell Netware:

Novell is the industry leader in networking and performs very well with FRS. For large network installations of five or more workstations, Novell is strongly recommended.

FRS should be installed into a directory off of the F: drive called \FRS. All users of the Flexible Research System must be given RWCEMF rights to F:\FRS. Refer to Appendix C for instructions on setting up the other workstations to access FRS on the network.

Windows NT and 2000 Networks:

FRS should be installed on the NT or 2000 Server into a directory off of the root called \FRS. All users of the Flexible Research System must be given full rights to this directory. Refer to Appendix C for instructions on setting up the workstations to access FRS on the NT or 2000 Server.

NOTE: All Flexible Research System software programs must be configured to run on the NT or 2000 file server as “Applications” and never as “Servers”.

Windows 95/98 Peer-to-Peer Network:

This is a good low-cost network for the small office. It requires no dedicated file server and Windows 95/98 has the networking capabilities built in. The only other equipment needed to put this type of network together is a network card for each PC and some network cabling in between.

You need to establish one PC (usually the fastest with the most memory) as the "Server". FRS must be installed on the "Server" so that you basically install it to the "Server's" hard disk drive into the C:\FRS directory. The other PCs on the network will run the software off of the "Server's" hard drive which they will access as a drive letter such as D: or E:. The "Server" PC will need to establish it's hard drive as "shared" so that the other workstations can access it. Windows 95/98 has the features built in to accomplish this. See Appendix C for instructions on setting up the other workstations to run FRS after the "Server" and the complete network has been set up and each workstation is logged into the "Server's" hard drive.

Windows 95/98 Note:

If you wish to start using FRS on one standalone PC and later upgrade to a Windows 95/98 Peer-to-Peer Network, then this will work fine. Just install the software onto the hard-drive of the standalone PC (C:\FRS) and then later when you upgrade, make that PC the Windows 95/98 Peer-to-Peer "Server". Setup the other PCs to access the "Server's" hard drive as described above, then all PCs on the network can begin using the FRS programs and data that the standalone PC had been using until the point of upgrading.

Important:
If you do not have anyone in-house who is capable of installing your network, it is highly recommended that you call a computer professional to assist in this purchase, installation, and setting up the network to run the Flexible Research System in a multi-user environment.

The following Table lists the Minimum Requirements and the Recommended Configuration for the "Optimal" Hardware Setup for Running FRS

Equipment	Minimum Requirements	Recommended Configuration
Network File Server	Pentium processor with 64 MB RAM, 2 GB hard disk drive*	Pentium III or higher with 256 MB RAM, 10 GB hard disk drive*
Data-Entry / Research Workstations	486 IBM-compatible PC with 8 MB RAM, 20 MB hard disk drive	Pentium III or higher with 128 MB RAM, 2 GB hard disk drive
Communications Server	Pentium processor with 64 MB RAM, 20 MB hard disk drive	Pentium III or higher with 128 MB RAM, 2 GB hard disk drive
Website Interface Server	Pentium processor with 64 MB RAM, 20 MB hard disk drive	Pentium III or higher with 128 MB RAM, 2 GB hard disk drive
Printer	Hewlett-Packard or 100% HP-Compatible Laser Printer	Hewlett-Packard or 100% HP-Compatible Laser Printer
Modem for Client Dial-in	A data-modem capable of sending & receiving at a baud rate of at least 14.4K bps (we do not support software/virtual modems, commonly referred to as WINModems)	US Robotics Sportster 56K
Modem(s) for Faxing Out	Any Class 1 or Class 2 Faxmodem	US Robotics Sportster 56K faxmodem

* A network specialist should be consulted for installations with a large number of users or if implementing a Wide Area Network

Network Cards in the File Server and Workstations:
We recommend 3Com or another good name brand of network cards. Inexpensive, off-brand network cards can cause problems for you.

The Use of Modems within FRS
Modems are required in FRS for the following processes:
1. One dedicated for the FRS Host Mode with a dedicated incoming phone line
2. At least one for dialing FRS Connect Researchers and Clients from your workstations
3. At least one for dialing the Credit Bureaus for which you are licensed from your workstations
4. One to four Faxmodems configured for the FRS Fax Server to fax reports out
5. One modem on the workstation running the FRS Automation Server if you will be configuring the FRS Automation Server to automatically dial the credit bureau(s) and retrieve Credit and Social Trace Reports
6. One modem on the workstation running the FRS Web Site Server if the access to interface with your web site will be through dial-up networking rather than a dedicated connections such as DSL.

We strongly recommend U.S. Robotics (3Com) modems for all applications. They may cost you $10 to $20 more, but could save a lot of troubleshooting involving a consultant that could cost you hundreds of dollars.

Our software does **not** support virtual or software modems, also known as WinModems.

If the FRS Automation Server and the FRS Web Site Server are set up and configured on the same workstation, the modem in numbers 5 and 6 above can be the same modem if it is configured in the FRS Automation Server as being shared.

Networking Considerations and Issues:

Note: We do not support hardware or networking issues. The hardware and networking components within your office are your responsibility as well as the hiring of competent IT staff or an outside consultant to install and handle all of your hardware and networking issues. We provide guidelines and suggestions for your system's hardware and networking, but the final decisions regarding the installation and upkeep of this equipment ultimately are your responsibility and your IT staff or networking consultant should be involved with any issues that arise in this area.

In this section of the manual, we provide suggested articles for you to read on issues which may be affecting your hardware or network and causing issues with the FRS software. We do not endorse this information or require you to use the information found here. We simply provide the information that we have found to work in resolving issues for other FRS sites.

Microsoft Knowledgebase (KB) Articles:

Windows NT/2000 Server Caching Problems

Article ID: Q126026 - Server Optimization in RFCB Caching

Article ID: Q163401 - How to disable Network Redirector File Caching
Article ID: Q169742 - Semaphore Timeout Error When UseWriteBehind Disabled for Redirector
Article ID: Q129202 - PC Ext: Explanation of Opportunistic Locking on Windows NT
Article ID: Q148367 - Possible Network File Damage with Redirector Caching
Article ID: Q152186 - Possible Network Data Corruption if Locking Not Used

Windows NT/2000 Server Paging Issues

Article ID: Q142719 - NT Reports Out of Resources Error when Memory is Available

Windows 98 Workstation Caching and GPF Problems

Article ID: Q247485 - Description of Troubleshooting Settings for File System Properties (see "Disable write-behind caching for all drives" topic in this article)
Article ID: Q82710 - Causes of General Protection Faults and Troubleshooting Tips

Windows 2000 Workstation Caching Problems

Article ID: Q233541 - Description of Advanced Disk Properties Features
Article ID: Q259716 - How to Manually Enable/Disable Disk Write Caching
Article ID: Q281672 - Possible Data Loss After You Enable the "Write CacheEnabled" Feature
Article ID: Q290757 - Write Caching Settings for Hard Disk May Not Persist After You Restart Your Computer - HOTFIX PATCH

NT Server Sharing Issues

Article ID: Q114089 - Using the Windows NT NetDDE Share Manager

NT Server Performance Issues

Article ID: Q110255 - Performance Drops During Large File Copy

To retrieve Microsoft Knowledgebase articles, you can use the HTTP address of Microsoft's support site and insert the Q article numbers into the address. For example, to retrieve the last listed article above "Performance Drops During Large File Copy", you would enter the following into your browser's address field:

http://support.microsoft.com/support/kb/articles/Q110/2/55.asp

The same can be done for any of the articles listed above, changing only the 6 digits at the end to match the Q Article ID.

Networking Considerations and Issues: (*continued from previous page*)

Novell Netware Issues:

Article ID: 10016234 - FoxPro Database Corruption with Client32
Article ID: 2950761 - FoxPro Index Rebuild Corrupted
Article ID: 1007478 - FoxPro 2.6a, WordPerfect 6.0, and Personal Netware
Article ID: 10016652 - Random Data Corruption of FoxPro
Article ID: 20736 - Problems Running FoxPro across Network
Article ID: 2951559 - File Locking with NW5 Clients
Article ID: 1005687 - Workstations Losing Connections

To locate Novell Support Articles, go to **http://www.Novell.com** and enter the 5-8 digit Article ID above into the **Search:** field and search all of the Novell site for the article.

Novell Client Settings

The following changes have been found to help with data corruption or the Illegal Seek Offset error when found to be caused as the result of a network issue on a Novell network.

- Change the AUTOEXEC.NCF on the Novell server, and add the following line or type it from system console screen: SET MAXIMUM RECORD LOCKS PER CONNECTION=10000
  The default for this setting is believed to be 500 and maximum is believed to be 10000.
- Make sure that your workstations are running the latest versions of the Client32 software.
- The following Client32 settings have solved these issues on some LANs:

Novell Client32 Advanced Settings

Alert Beep On
Auto Reconnect Level 3
Auto Reconnect Timeout 600
Cache Netware Password On
Cache Writes Off
Cancel Desktop Login Off
Checksum 1 (also Checksum 2)
Close Behind Ticks 0
Delay Writes Off
DOS Name Win95
End Of Job On
Environment Pad 512
File Cache Level 0
File Write Through Off
Force First Network Drive Off
Handle Net Error Off
Hold Files Off
Large Internet Packet Size 65535
Large Internet Packets On
Link Support Layer Max Buffer Size 4736
Lock Delays 1
Lock Retries 5
Log File
Log File Size 65535
Long Machine Type IBM_PC
Max Cache Size 0
Max Cur Dir Length 64
Message Timeout 0
Minimum Time to Net 0
Name Cache Level 1
NCP Max Timeout 30
Net Status Busy Timeout 180
Net Status Timeout 30
NetWare Protocol NDS BIND
Network Printers 3
NWLanguage ENGLISH
Opportunistic Locking Off
Packet Burst On
Packet Burst Read Window Size 24
Packet Burst Write Window Size 10
Polled Broadcast Message Buffers 0
Print Header 64
Print Tail 16
Read Only Compatibility Off
Remove Drive From Environment On
Replica Timeout 0
Resolve Name Using Primary Connection On
Search Dirs First Off
Search Mode 1
Send Message On
Set Station Time On
Short Machine Type IBM
Show Edit Login Script Item On
Show Novell System Tray Icon On
Show Scheduler System Tray Icon On
Show User Administration Menu On
Shrink Path to Dot On
Signature Level 1
True Commit On
Use Extended File Handles On
Use Video BIOS Off

Appendix C Setting Up Desktop Shortcuts on Workstations

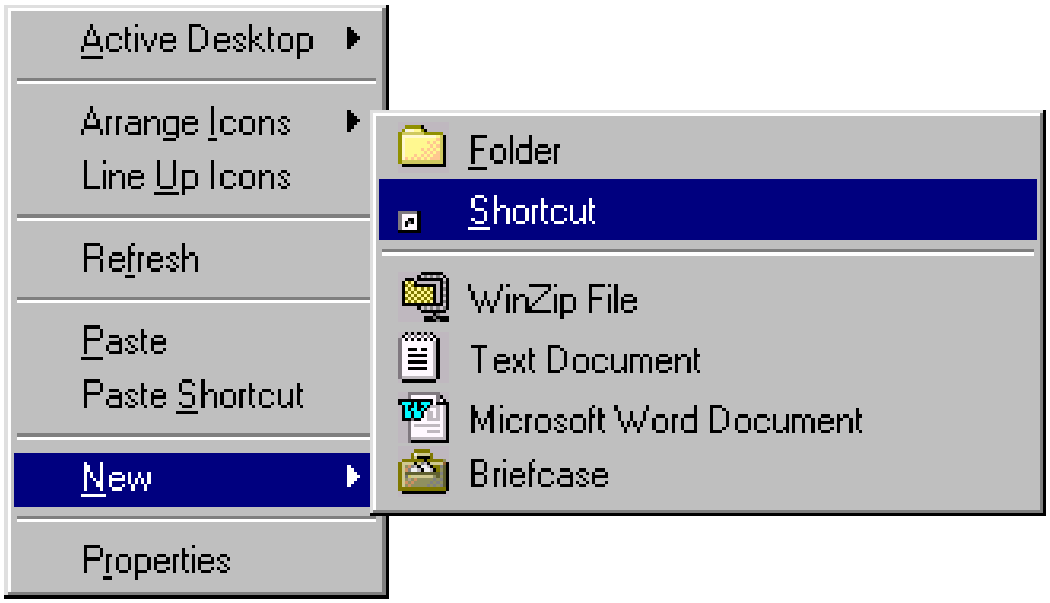
You **must** complete the Instructions for Installing the Software in Appendix A before continuing with this process.

If installed onto a network, the workstation that you are configuring must be logged into the Network Server and have access to the FRS installation directory before continuing this process. (see Appendix B for Networking Requirements)

NOTE: FRS has no special requirements for installing and running the software from your workstations once the main software has been installed to your network. No DLL registrations are required, only a shortcut to the desired executable(s) is needed to begin running the software from each workstation.

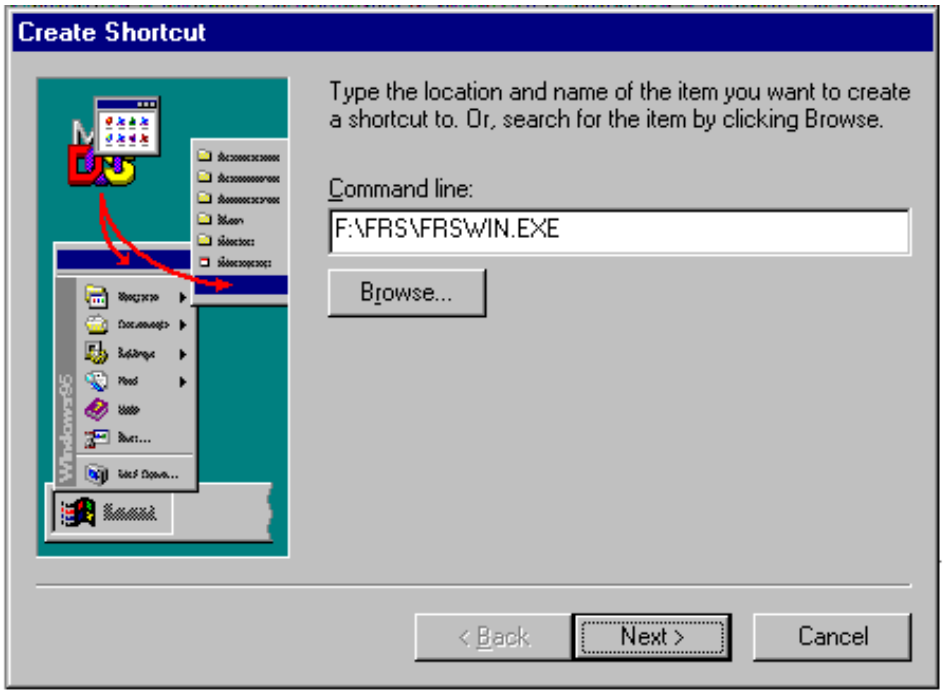
After completing the software installation instructions in Appendix A, go to the Windows Desktop on each workstation. Click the **right mouse button** anywhere within an empty spot on the Windows desktop and a menu similar to the one on the left below will be displayed. Choose the **New** option and the menu similar to the one on the right below will be displayed.

From the menu on the right below, choose the **Shortcut** option.



Turn to the next page for further instructions.

The following screen will be displayed to prompt you to set up this shortcut.



In the Command Line prompt above enter **<drive>\<folder>\FRSWIN.EXE.** The <drive> and <folder> will depend upon where your FRS system was installed. If you are running on a Novell Network, then F:\ is probably correct for the <drive>. If running on a Windows95/98 Peer-to-Peer or NT/2000 Network, then D:\ or E:\ is probably correct. If running on one standalone PC, the C:\ or D:\ is probably correct. If you are unsure of the <drive> and <folder> locations, select the **Browse** button to located the FRSWIN.EXE program. Whatever the drive letter is for the location of your software, that drive and directory path must be entered here, then click on the **Next>** button.

Notes:

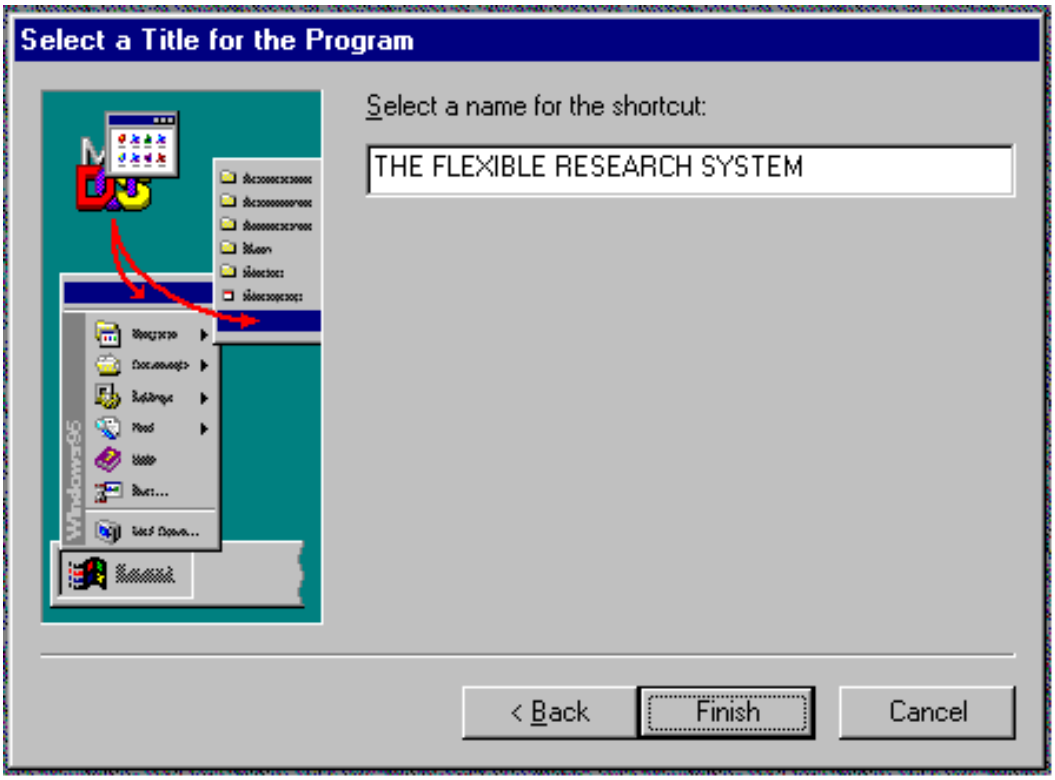
- You can select the **Browse** button in the window above to locate the FRS program(s)
- A drive letter is required for setting shortcuts to FRS programs. If your FRS program is installed on a network, then each workstation must have a drive letter mapped to the network server drive.

Setting Up Shortcuts to the Other FRS Applications

The above details describe how to set up the main FRS application which will be run by most of your operations staff. Below are descriptions of the other FRS applications for which shortcuts can be set with descriptions of each application's specific purpose.

FRS Manager: To set a link for this program, select FRSMGR.EXE. This application is for users with Administrative Rights only.
FRS Fix Rebuild Program: To set a link for this program, select FRSFIX.EXE. This application is needed to rebuild the system tables periodically and a shortcut is only needed on the workstation(s) where this will be run.
FRS Host: To set a link to this program, select FRSHOST.EXE (not FRSHOSTI.EXE). This application should be run only on one machine designated as the dial-in host machine where your FRS Remote clients and other FRS Connect clients will dial in.
FRS Update Installer: To set a link to this program, select FRSUPDAT.EXE. This application will be run to load new software updates that we send you. It should only be set up for the system administrator on the workstation from which he or she will be loading the software updates.

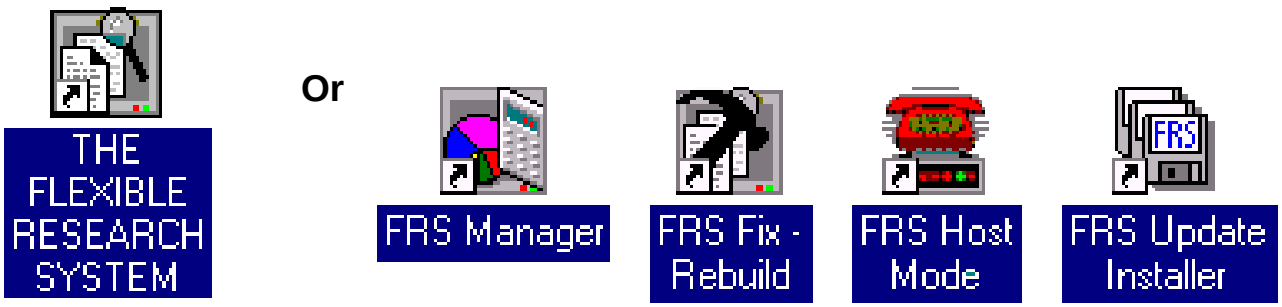
Next, you will be prompted with a screen similar to the one below where you should enter a description of the software program that you are setting up.



At this prompt, enter **The Flexible Research System** (or your own description, all depending upon which FRS Program you are setting up)

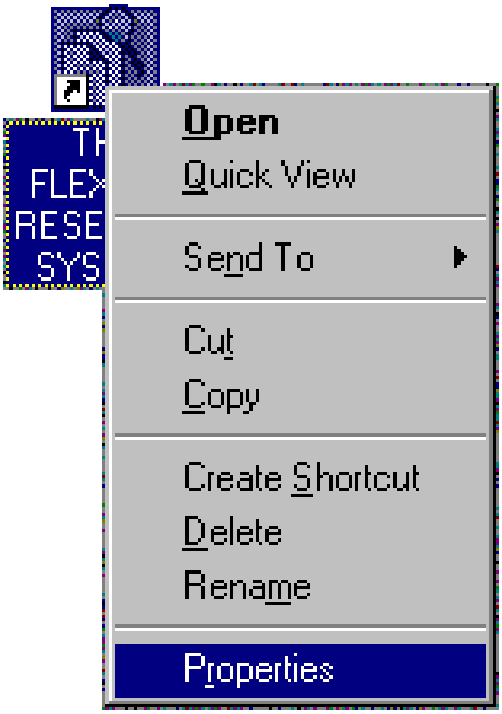
. . . then click on the **Finish** button.

Now the new Icon/Shortcut will be on your Windows Desktop.

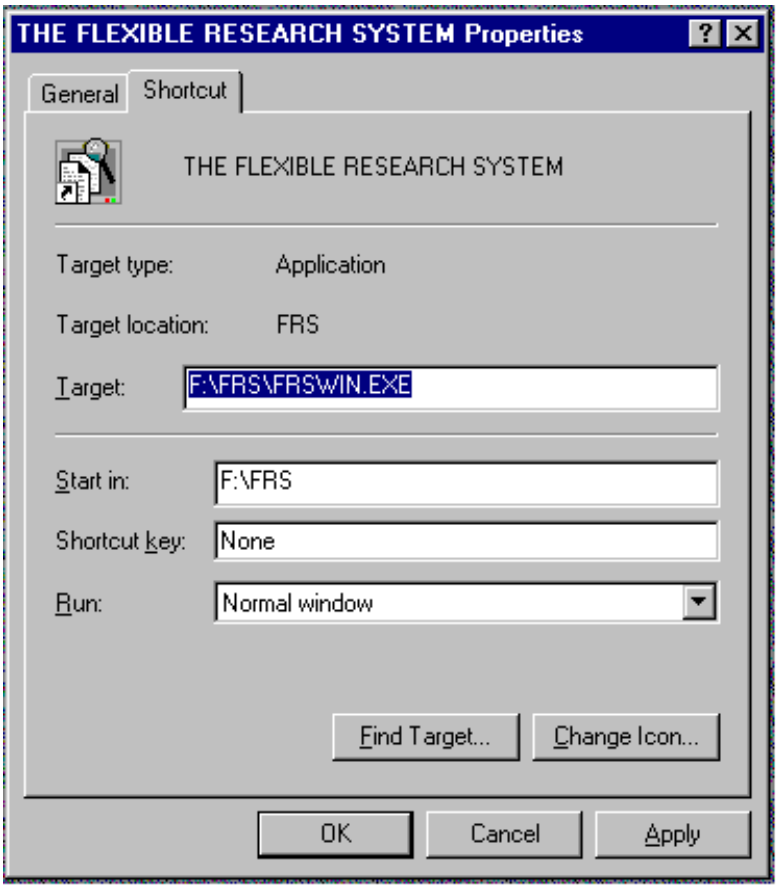


Important: The procedure which has just been described here is the only recommended method for creating shortcuts to the FRS programs. Shortcuts should be created from scratch using this method on each workstation. Do Not create a shortcut from Windows Explorer and especially do **Not** copy the shortcuts across the network from one workstation to another. This last method causes many problems.

To view the settings for this new shortcut and make any adjustments, click on this Icon with the **right mouse button** and the menu below will be displayed.



Choose the **Properties** option and the Properties Dialog below will be displayed.



When the **Properties** dialog like the one to the left is displayed, choose the **Shortcut** Tab at the top of the window. Make sure that all of the parameters are set up in the same format as the ones here. In the "Target" and "Start In" prompts, if F:\ is the correct drive letter, then enter F:\. If you are running on a Novell Network, then F:\ is probably correct. If running on a Windows 95/98 Peer-to-Peer or NT/2000 Network, D:\ or E:\ is probably correct. C:\ or D:\ is probably correct for a standalone PC. Your <folder> (FRS\ in this example may be different).

Next, choose the **Apply** button to save any changes, then choose the **OK** button and your Flexible Research System Shortcut/Icon will be complete. Please double-click on this new shortcut and run the system to ensure that no problems occur and that everything runs smoothly.

Appendix D FRS Program Files and Folders

The initial installation of the Flexible Research System includes approximately 500 files which require approximately 75 MB of disk space. Most of the these files are installed into the main FRS folder with several needed sub-folders below that one.

A Typical FRS installation will provide the following tree structure. Your installation will include additional folders and may not include all of the folders described below if your site has not purchased particular add-on products.

FRS ─┬─── FAXSERVE	Folder where the FRS Fax Server is installed
├─── FAXSUBMT	Folder where submitted faxes are placed for processing by the FRS Fax Server
├─── WEBSERVE	Folder where the FRS Web Site Server is installed
├─── WEB_TEMP	Folder containing updated copies of databases at your web site
├─── WEB_BACK	Folder containing a daily backup copy of WEB_TEMP
├─── INET_OUT	Watched folder from Adobe Distiller where PDF files are created for web publishing
├─── IIMAGES	Folder where Invoice Images are created for re-printing
├─── UPDATE	Folder where update files are transmitted for new FRS version updates
├─── REMSET	Folder containing the FRS Remote diskette and CD images
└─── REMUPD	Folder containing FRS Remote updates when needed

NOTE: The FRS root folder above may be named differently in your installation. FRS is this appendix refers to the main FRS folder where your software is installed. If you are unsure of the name and location of this folder on your system or network, you can run the main FRS application (FRSWIN.EXE), select the Utilities option and choose the "About...The Flexible Research System" option and your FRS installation folder will be displayed there as the "Global File Path:".

The "FRS" folder contains the main program executables, the data files and several library and support files. Each of the system executable files is detailed below:

Executable Filename	Where Installed	Description
FRSWIN.EXE	FRS\	The main FRS application which will be run by most of your operations staff. Contains all of the features for processing subjects from request through results delivery.
FRSMGR.EXE	FRS\	This application is for users with Administrative Rights only. It contains all of the System setup and defaults options, all billing and financial features, as well as many management reports for tracking business productivity, commissions, etc.
FRSFIX.EXE	FRS\	This application rebuilds the system tables and repairs any data, index or memo problems. It should be run at least twice per week and should only be set up to be run by the main system administrator. **NOTE:** The shortcut to this program requires a special command line parameter in the shortcut "Target": Target: <drive>:\<folder>\FRSFIX.EXE **-cconfig.fix**

Executable Filename	Where Installed	Description
FRSHOST.EXE	FRS\	This application is the Standalone Host program which allows your FRS Remote clients and other FRS Connect clients to dial in and interface with your system. This should be run only on one machine designated as the dial-in host machine.
FRSUPDAT.EXE	FRS\	This application will be run to load new software updates that we send you.
FRSAUTO.EXE	FRS\	This application is the Automation Server which can be configured and run to automate the process of creating PDF reports for delivery at your web site and for auto-retrieval of credit reports and social traces from the credit bureaus. **NOTE:** The shortcut to this program requires a special command line parameter in the shortcut "Target": Target: <drive>:\<folder>\FRSAUTO.EXE **-cconfig.fas**
REGISTER.EXE	FRS\	This program must be run once on each workstation on which you wish to run FRS to register that workstation for licensing to run FRS.
FAXSERVE.EXE	FRS\FAXSERVE\	This is the FRS Fax Server application and it automates the faxing of all reports out of FRS. See the *Setting Up a Workstation to Run the FRS Fax Server* section in Appendix A for installation, setup, & registration instructions for this program.
WEBSERVE.EXE	FRS\WEBSERVE\	This is the FRS Web Site Server application and automates the process of retrieving requests from and delivering results to your FRS Web Application running at your web site.
FRSHOSTI.EXE	FRS\	This is a special version of the FRS Host Mode which will only allow Imagination Technologies to dial for special support situations where corrupted data or other system problems prevent you from running the main FRSHOST.EXE program. Do Not run this program unless instructed to by our technical support department.

FRS Data Files:

The data files within FRS which are updated each time someone uses the system and which contain your specific data and information are the many files with the following extensions:

```
*.DBF
*.CDX
*.FPT
*.DBC
*.DCX
*.DCT
```

These data files should be fully backed up every single day to provide for recovery in the event of a system crash or other disaster. The entire FRS folder, files, and sub-folders should be backed up at least once a week to ensure that all of the latest program files, support files and library files are backed up periodically for restoration in the event of a system emergency.

Appendix E FRS Connect Communications Error Codes

This table lists the error codes that may be displayed on your FRS Connect Host screen or displayed to FRS Connect and FRS Remote callers into your FRS Connect Host.

Code	Description	Recovery
-485	General Communications Error	This error is caused by an error in communications resulting from either a modem problem at the dialing end, a modem problem at the receiving end, or phone line problems. See the "**Resolving Communication Problems**" guide in the Troubleshooting Section.
015	Invalid FRS Remote Version	This error indicates that the FRS Remote site dialing in is running an older version of the FRS Remote software which is no longer compatible with your current version of FRS. The only solution for this problem is to create and send the site a new FRS Remote Installation CD or diskette set.
033 *or* 034 *or* 035	Remote Login Error	This error is an indication that the login string being sent over by the FRS Remote or FRS Connect site dialing into your Host is invalid (usually garbled) and therefore is denying them access to your FRS Connect Host. This error is most commonly caused by a communications error because of a modem or phone line problems. See the "**Resolving Communication Problems**" guide in the Troubleshooting Section.
036	FRS Site Identifier Error	This error indicates that the site calling into your Host does Not have your Site Identifier set up correctly in their FRS Connect Sites table and are therefore being denied entry to your Host. If this is an FRS Connect site, then you should contact them and provide your FRS Site Identifier to them again, as they most likely mis-keyed it when they were setting up to call your site. If this is an FRS Remote site, then they may be attempting to dial your site using FRS Remote software provided to them by another FRS user. In this case, you will need to send them an FRS Remote installation CD or diskette set generated from your FRS system if they do not already have one.
037 *or* 038	Access Denied at Remote Site	This error occurs when the FRS Remote Software is running in Host Mode, and the site dialing into them is not the site that provided the Remote software, so therefore is not authorized for access into that system.
039	Fatal Connect Error	This error indicates a major problem with the FRS Connect module in your FRS System. **If this error occurs, contact FRS Technical Support Immediately!**

Code	Description	Recovery
041	Incoming Call Communications Failure	This error is caused by an error in communications resulting from either a modem problem at the dialing end or a phone line problem. This can also occur if a fax machine or non-FRS software program has dialed into your Host Mode. See the "**Resolving Communication Problems**" guide in the Troubleshooting Section.
042	Login Buffer Overflow	This error is caused by an error in communications resulting from either a modem problem at the dialing end or a phone line problem. This can also occur if a fax machine or non-FRS software program has dialed into your Host Mode. See the "**Resolving Communication Problems**" guide in the Troubleshooting Section.
043	Site has been Suspended	The site that is dialing in has been "suspended" by someone on your staff. To un-suspend the site, go to the FRS Connect/FRS Remote menu in the main FRS application, select the "Register Other FRS Connect Sites..." option, highlight the site that is calling in and choose the "Suspend/Un-Susp Highlighted" button. (if you wish to "un-suspend" the site at this time)
050	Fatal Login Error	This error indicates a major problem with the FRS Connect module in your FRS System. **If this error occurs, contact FRS Technical Support Immediately!**
051	Table Lock Error	A needed table could not be locked in order to send results or requests to the site which has dialed in. The site should just dial in again.
052	Dial-up Support Restriction	This message indicates that one of your regular FRS Connect or FRS Remote callers is trying to dial in while you are running the special support version of the Host program "FRSHOSTI.EXE". If you are working with our technical support department on a support issue, then ignore this error until the technical support process has been completed. Otherwise, this may be an indication that you are running the wrong version of the Host Mode program. You should be running the FRSHOST.EXE program in your daily operations and NOT the FRSHOSTI.EXE program.
Unknown Error -1 *or* Remote Failed to Start	Call Disconnected Error	During a long transmission (usually involving a large download of many results or an FRS Remote software update), due to a communications failure, the call times out and is disconnected. See the "**Resolving Communication Problems**" guide in the Troubleshooting Section. **Note:** If this problem happens repeatedly with the same Remote client while they are trying to receive a software update via modem, then the best solution may be to put that Remote update on CD and ship it to them.

Appendix F Trans Union Error Return Codes

This table lists error codes which may be returned from Trans Union when requesting Credit Reports, PEER Reports, or Trace reports through the On-Line Services Processing or via the FRS Automation Server.

Code	Description	Recovery
001	The transaction was abnormally terminated due to a system error.	Retry transaction and if the situation persists, notify network help desk at (312) 258-8088.
015	The CRONUS system is not available at this time.	Retry transaction and if the situation persists, notify network help desk at (312) 258-8088.
021	The market area being accessed is out of service.	Retry transaction and if the situation persists, notify network help desk at (312) 258-8088.
027	The subject record being accessed is too long.	Notify network help desk. at (312) 258-8088
033	The requested TU Product is not enabled for the provided subscriber code. This is an indication that the requested product (usually a Trace, TracePlus or Retrace) has not been authorized for your Trans Union account.	Contact your Trans Union rep or the Trans Union Help Desk at (312) 258-8088 to ensure that your account is set up and authorized for the product you are trying to order.
035	The transaction was abnormally terminated due to a WATCH system error.	Retry transaction and if the situation persists, notify network help desk at (312) 258-8088.
098	Fraud Detect connection failed.	Notify network help desk. at (312) 258-8088
101	FFI segment contains an invalid segment ID.	Fixed format inquiry record contains an invalid segment ID or invalid country code.
102	Invalid input FFI message type	Occurs when first segment is not TU4I. Check input to ensure properly formatted segments and resend transaction.
105	Invalid version switch.	TU4I segment contains an invalid version switch.
117	The length of the FFI is invalid	Occurs when an incomplete FFI is received or if ENDS segment is not the last segment in the FFI. Check input to ensure proper format and sequence of segments and resend transaction.
132	Number of subject AD01 segments greater than maximum allowed.	Only 3 AD01 segments per subject. Check input, delete extra segments and resend transaction.
133	Number of employment AD01 segments greater than maximum allowed.	Only 1 AD01 per employer. Check input, delete extra segments and resend transaction.
134	Number of AI01 segments greater than maximum allowed.	Only 1 AI01 segment allowed per product. Check input, delete extra segments and resend transaction.
135	Number of CC01 segments greater than maximum allowed.	Only 1 CC01 per subject. Check input, delete extra segments and resend transaction.
136	Number of EM01 segments greater than maximum allowed.	Only 1 EM01 segment per subject. Check input, delete extra segments and resend transaction.
137	Number of EU01 segments greater than maximum allowed.	Only 1 EU01 segment per FFI. Check input, delete extra segments and resend transaction.
138	Number of FA01 segments greater than maximum allowed.	Only 1 FA01 segment per subject. Check input, delete extra segments and resend transaction.

Code	Description	Recovery
139	Number of ID01 segments greater than maximum allowed.	Only 1 ID01 segment per subject. Check input, delete extra segments and resend transaction.
140	Number of primary NM01 segments greater than maximum allowed.	Only 1 primary NM01 segment per subject. Check input, delete extra segments and resend transaction.
141	Number of NM01 segments (secondary name) greater than maximum allowed.	Only 1 secondary NM01 segment per subject. Check input, delete extra segments and resend transaction.
142	Number of NM01 segments (alias) greater than maximum allowed.	Only 3 alias NM01 segments per subject. Check input, delete extra segments and resend transaction.
143	Number of 0D01 segments greater than maximum allowed.	Only 2 OD01 segments allowed (1 per output type). Check input, delete extra segments and resend transaction.
144	Number of OR01 segments greater than maximum allowed.	Only 1 OR01 segment per product. Check input, delete extra segments and resend transaction.
145	Number of PI01 segments greater than maximum allowed.	Only 1 PI01 segment per subject. Check input, delete extra segments and resend transaction.
146	Number of subject PN01 segments greater than maximum allowed.	Only 1 PN01 segment per subject. Check input, delete extra segments and resend transaction.
147	Number of employment PN01 segments greater than maximum allowed.	Only 1 PN01 segment per employer. Check input, delete extra segments and resend transaction.
148	Number of RA01 segments greater than maximum allowed.	Only 20 RA01 segments per product. Check input, delete extra segments and resend transaction.
149	Number of RP01 segments greater than maximum allowed.	Only 2 RP01 segments per FFI. Check input, delete extra segments and resend transaction.
151	Number of SH01 segments greater than maximum allowed.	Only 2 SH01 segments per FFI. Check input, delete extra segments and resend transaction.
152	Number of TU4I segments greater than maximum allowed.	Only 1 TU4I segment per FFI. Check input, delete extra segments and resend transaction.
154	Subject information found after product information.	Fixed format inquiry record contains subject segments out of proper sequence. Check input to ensure properly formatted segments and resend transaction.
155	No subject data found for subject header.	Fixed format inquiry must contain at least one of these segments: NM01, PI01, or AD01. This error is returned only if *none* of these segments is present. Check input to ensure properly formatted segments and resend transaction.
157	Subject data found without subject header.	Fixed format inquiry record does not contain an SH01 segment for subject data. Check input to ensure properly formatted segments and resend transaction.
158	Request product header not present in FFI.	Fixed format inquiry record does not contain an RP01 segment. Check input to ensure properly formatted segments and resend transaction.

Code	Description	Recovery
159	Product data found without product header.	Fixed format inquiry record does not contain an RP01 segment for product data. Check input to ensure properly formatted segments and resend transaction.
160	End user segment not in proper order	EU01 segment does not immediately follow the TU4I segment. Check input to ensure proper format and sequence of segments and resend transaction.
162	Name type field invalid on name (NM01) segment.	See NM01 segment description.
201	Bureau market missing or invalid	Contact your local bureau if assistance is needed.
203	Bureau submarket missing or invalid	Contact your local bureau if assistance is needed.
205	Member code missing or invalid	Contact your local bureau if assistance is needed.
209	Password missing/invalid	Contact your local bureau if assistance is needed.
211	EP code is valid only for PEER	Recheck the settings in the FFI. This error is returned if the inquiry requests PEER without including the EP permissible purpose code (in the EU01 segment) or includes the EP code while requesting a different product.
212	Permissible purpose field(s) missing or invalid	Recheck the settings in the FFI. This error is returned when information in the End User (EU01) segment is missing or invalid.
299	Undefined error in a credit bureau control field or internal error.	Contact network help desk at (312) 258-8088 if assistance is needed.
303	Product requested is invalid or missing.	Check product code specified in RP01 segment.
307 309	Member code is valid only for government agency disclosure (GAD) product Member code is valid only for HAWKeye search.	Contact local credit bureau.
311	SDB invalid.	Contact local credit bureau.
313	Output blocksize requested is missing or invalid.	See output blocksize requested description in OD01 segment.
323	Subscriber not authorized for product requested.	Contact local credit bureau.
399	Undefined error in a processing option field.	Recheck the settings in the FFI.
401	Surname missing or invalid	See NM01 segment description.
403	First name missing or invalid	See NM01 segment description.
407	UNISSN was invoked, but the SSN is missing or invalid or a pocketbook SSN was entered.	See PI01 segment description.
411	Current address house number is missing or invalid.	See AD01 segment description.
413	Current address Street name is missing or invalid.	See AD01 segment description.
415	Current address city name missing or invalid.	See AD01 segment description.
417	Current address state code missing or invalid.	See AD01 segment description.
419	Current address zip code missing or invalid.	See AD01 segment description.
421	Previous address house number missing or invalid.	See AD01 segment description.
423	Previous address street name missing or invalid.	See AD01 segment description.
425	Previous address city name missing or invalid.	See AD01 segment description.

Code	Description	Recovery
427	Previous address state code missing or invalid.	See AD01 segment description.
431	Employer name missing/invalid	See EM01 segment description.
435	Current address apartment number invalid.	See AD01 segment description.
447	Telephone number invalid.	See PN01 segment description.
449	Middle name invalid.	See NM01 segment description.
451	Current address street direction invalid.	See AD01 segment description.
453	Current address street type invalid.	See AD01 segment description.
455	Subject cross market invalid	Contact network help desk at (312) 258-8088
457	Invalid format to be decoded for LOOKUP.	See LK01 segment description.
459	California AB-56—at least three pieces of identifying information must be present in input.	Review NM01, D01, and PI01 segments.
461	GLANCE: reporting subscriber code/inquiry code match invalid.	See RS01 segment description.
463	GLANCE: reporting subscriber code missing.	See RS01 segment description.
477	Fraud detect: insufficient input to call fraud detect.	Review Fraud Detect product description.
499	Undefined error in subject identification field or internal error.	Contact network help desk at (312) 258-8088

Appendix G Remote Access Service (RAS) / Dial-Up Networking Error Codes

This table lists the error codes that Remote Access Service (RAS) / Dial-Up Networking reports in Windows. In the case of FRS, these errors may be encountered when running the FRS Web Site Server utilizing the Dial-Up Networking type of connection.

Error Code	Reason for Dial-up Networking / Remote Access Service Error
600	An operation is pending.
601	The port handle is invalid.
602	The port is already open.
603	Caller's buffer is too small.
604	Wrong information specified.
605	Cannot set port information.
606	The port is not connected.
607	The event is invalid.
608	The device does not exist.
609	The device type does not exist.
610	The buffer is invalid.
611	The route is not available.
612	The route is not allocated.
613	Invalid compression specified.
614	Out of buffers.
615	The port was not found.
616	An asynchronous request is pending.
617	The port or device is already disconnecting.
618	The port is not open.
619	The port is disconnected.
620	There are no endpoints.
621	Cannot open the phone book file.
622	Cannot load the phone book file.
623	Cannot find the phone book entry.
624	Cannot write the phone book file.
625	Invalid information found in the phone book.
626	Cannot load a string.
627	Cannot find key.
628	The port was disconnected.
629	The port was disconnected by the remote machine.
630	The port was disconnected due to hardware failure.
631	The port was disconnected by the user.
632	The structure size is incorrect.
633	The port is already in use or is not configured for Remote Access dialout.
634	Cannot register your computer on the remote network.
635	Unknown error.
636	The wrong device is attached to the port.
637	The string could not be converted.
638	The request has timed out.
639	No asynchronous net available.
640	A NetBIOS error has occurred.
641	The server cannot allocate NetBIOS resources needed to support the client.
642	One of your NetBIOS names is already registered on the remote network.
643	A network adapter at the server failed.

Error Code	Reason for Dial-up Networking / Remote Access Service Error
644	You will not receive network message popups.
645	Internal authentication error.
646	The account is not permitted to log on at this time of day.
647	The account is disabled.
648	The password has expired.
649	The account does not have Remote Access permission.
650	The Remote Access server is not responding.
651	Your modem (or other connecting device) has reported an error.
652	Unrecognized response from the device.
653	A macro required by the device was not found in the device .INF file section.
654	A command or response in the device .INF file section refers to an undefined macro
655	The <message> macro was not found in the device .INF file section.
656	The <defaultoff> macro in the device .INF file section contains an undefined macro
657	The device .INF file could not be opened.
658	The device name in the device .INF or media .INI file is too long.
659	The media .INI file refers to an unknown device name.
660	The device .INF file contains no responses for the command.
661	The device .INF file is missing a command.
662	Attempted to set a macro not listed in device .INF file section.
663	The media .INI file refers to an unknown device type.
664	Cannot allocate memory.
665	The port is not configured for Remote Access.
666	Your modem (or other connecting device) is not functioning.
667	Cannot read the media .INI file.
668	The connection dropped.
669	The usage parameter in the media .INI file is invalid.
670	Cannot read the section name from the media .INI file.
671	Cannot read the device type from the media .INI file.
672	Cannot read the device name from the media .INI file.
673	Cannot read the usage from the media .INI file.
674	Cannot read the maximum connection BPS rate from the media .INI file.
675	Cannot read the maximum carrier BPS rate from the media .INI file.
676	The line is busy.
677	A person answered instead of a modem.
678	There is no answer.
679	Cannot detect carrier.
680	There is no dial tone.
681	General error reported by device.
682	ERROR WRITING SECTIONNAME
683	ERROR WRITING DEVICETYPE
684	ERROR WRITING DEVICENAME
685	ERROR WRITING MAXCONNECTBPS
686	ERROR WRITING MAXCARRIERBPS
687	ERROR WRITING USAGE
688	ERROR WRITING DEFAULTOFF
689	ERROR READING DEFAULTOFF
690	ERROR EMPTY INI FILE
691	Access denied because username and/or password is invalid on the domain. **Note:** See the section later in this appendix entitled **Error 691: I Cannot Save my Password**
692	Hardware failure in port or attached device.
693	ERROR NOT BINARY MACRO
694	ERROR DCB NOT FOUND
695	ERROR STATE MACHINES NOT STARTED

Error Code	Reason for Dial-up Networking / Remote Access Service Error
696	ERROR STATE MACHINES ALREADY STARTED
697	ERROR PARTIAL RESPONSE LOOPING
698	A response keyname in the device .INF file is not in the expected format.
699	The device response caused buffer overflow.
700	The expanded command in the device .INF file is too long.
701	The device moved to a BPS rate not supported by the COM driver.
702	Device response received when none expected.
703	ERROR INTERACTIVE MODE
704	ERROR BAD CALLBACK NUMBER
705	ERROR INVALID AUTH STATE
706	ERROR WRITING INITBPS
707	X.25 diagnostic indication.
708	The account has expired.
709	Error changing password on domain.
710	Serial overrun errors were detected while communicating with your modem.
711	RasMan initialization failure. Check the event log.
712	Biplex port is initializing. Wait a few seconds and redial.
713	No active ISDN lines are available.
714	Not enough ISDN channels are available to make the call.
715	Too many errors occurred because of poor phone line quality.
716	The Remote Access IP configuration is unusable.
717	No IP addresses are available in the static pool of Remote Access IP addresses.
718	PPP timeout.
719	PPP terminated by remote machine.
720	No PPP control protocols configured.
721	Remote PPP peer is not responding.
722	The PPP packet is invalid.
723	The phone number, including prefix and suffix, is too long.
724	The IPX protocol cannot dial-out on the port because the computer is an IPX router.
725	The IPX protocol cannot dial-in on the port because the IPX router is not installed..
726	The IPX protocol cannot be used for dial-out on more than one port at a time.
727	Cannot access TCPCFG.DLL.
728	Cannot find an IP adapter bound to Remote Access.
729	SLIP cannot be used unless the IP protocol is installed.
730	Computer registration is not complete.
731	The protocol is not configured.
732	The PPP negotiation is not converging.
733	The PPP control protocol for this network protocol is not available on the server.
734	The PPP link control protocol terminated..
735	The requested address was rejected by the server..
736	The remote computer terminated the control protocol.
737	Loopback detected..
738	The server did not assign an address.
739	The remote server cannot use the Windows NT encrypted password.
740	The TAPI devices configured for Remote Access failed to initialize or were not installed correctly.
741	The local computer does not support encryption.
742	The remote server does not support encryption.
743	The remote server requires encryption.
744	Cannot use the IPX net number assigned by the remote server. Check the event log.
752	A syntax error was encountered while processing a script.

Common Error Messages in RAS

Error 615:
When you use RAS in Windows for Workgroups 3.11, you may receive the message "Error 615: The port was not found." This error can occur when the Remote Access Phone Book file and the current Remote Access configuration are inconsistent. If you have changed your communications equipment (for example, your serial port or modem), be sure to reconfigure RAS. (For more information, see "Reconfiguring Remote Access" in the online help file.) If the error persists, remove and re-create the affected Phone Book entry or reinstall RAS. The Remote Access Phone Book (RASPHONE.PBK) is in the Windows subdirectory.

Error 640:
The message "Error 640: A Net BIOS error has occurred" is generated when the modem does not negotiate the connection correctly or when the line is noisy. Set the modem to a lower initial bits-per-second (bps) speed, and then dial again. (For more information, refer to "Setting Modem Features" in the online help in RAS.)

If reducing the modem speed does not correct this error, RAS is probably running out of conventional memory to set up its session. RAS uses conventional memory (about 90 kilobytes [K]) without being in the Answer mode as the server. With RAS set up as the server and in Answer mode, RAS uses about 120K of conventional memory. You may want to clean boot to see if you can make more conventional memory available. Most RAS NetBIOS error 640 messages occur when your system has less than 500K free conventional memory at MS-DOS before starting Windows for Workgroups. Remove any terminate-and- stay-resident (TSR) programs and other network drivers to determine whether more conventional memory solves the problem.

Note: Having the NET START command in the AUTOEXEC.BAT file and IFSHLP.SYS in the CONFIG.SYS file are required to run RAS.

For more information on Error 640, query on the following words in the Microsoft Knowledge Base:
netbios and *error* and *640*

Error 691: I Cannot Save my Password
When dialing using RAS, you may receive the message "Error 691: Access denied because username and/or password is invalid on the domain." even though you may have modified your Dial-Up Networking Account and provided the password, if you access that again, you may find that Windows did not retain your password. If this is the case, then the following troubleshooting guide has been provided (right out of the Windows 98 help feature) to assist you with the problem of saving your password in your Dial-Up Networking account.

Problem: Dial-up networking won't save password, I keep getting the 691 error or "I Cannot save my password for my Dial-up Networking Connection"
Solution: Are you logged on to Windows 98 correctly?
➢ The Remember Password or Save Password option is available only if you have a password set up for Windows 98. If you do not want to set up a password, you can create a blank password. To create a blank password for Windows 98:
1. Click Start, point to Settings, click Control Panel, and then double-click Passwords.
2. On the Change Passwords tab, click Change Windows Password, and then click OK.
3. In the Change Windows Password dialog box, type your old password (if you are already using a Windows password) in the Old password box.
4. Leave the New password and Confirm new password boxes blank, and then click OK.
5. Restart your computer.

➢ If you still cannot "Save Password"
Is the Microsoft Client for Microsoft Networks installed?
Problems can occur if you have installed Dial-Up Networking, but have not installed the Microsoft Client for Microsoft Networks.
To verify that the Client for Microsoft Networks is installed on your computer
1. Click Start, point to Settings, click Control Panel, and then double-click Network.
2. On the Configuration tab, verify that Client for Microsoft Networks appears in the list of installed components.
3. To install the Client for Microsoft Networks if it is not already installed
4. Click Start, point to Settings, click Control Panel, and then double-click Network.

5. Click Add.
6. Click Client, and then click Add.
7. Under Manufacturers, click Microsoft.
8. Under Network Clients, click Client for Microsoft Networks, click OK, and then click OK again.
9. Restart your computer when you are prompted to do so.

➢ If you still cannot Save your Password, then your password file is probably damaged.
Is your password list file damaged? You may not be able to save a password setting if your password list file is damaged.
If Windows 98 detects such damage, you will be prompted to delete the damaged file. However, Windows 98 does not detect some types of damage.
To create a new password list file
1. Click Start, point to Find. If My Computer does not appear in the Find in box, select it from the drop down box. Click Files or Folders.
2. In the Named box, type x.pwl, where x is the name you use to log on.
3. Click Find Now.
4. Right-click the .pwl file, and then click Delete.
5. After you delete or rename the file, restart Windows 98.

Error 692:
When dialing using RAS, you may receive the message "Error 692: Hardware Failure in Port or Attached Device" even though all other communication software is working correctly. This error message is reported when RAS cannot correctly communicate with the modem. To correct this problem, you must first know the reason RAS cannot communicate with the modem. Check the selected modem for RAS with the following steps:
1. Choose the RAS icon in the Network group.
2. Choose Setup from the menu list and then choose Configure.
3. Check the device selected and the port to which it is assigned.

The modem's handshaking requirements may not match what is being sent by RAS, or the emulation for the modem may be incorrect. RAS uses a file called MODEM.INF in the Windows SYSTEM subdirectory to send the right communication strings to the modem through the selected modem in RAS. If you use a text editor (such as Windows Write) with the No Conversion option selected to open the MODEM.INF file, you can find the modem you have selected in RAS to look at the COMMAND_INIT string. COMMAND_INIT string is the communication string RAS sends to set up the modem for communication. Refer to the modem documentation or check with the modem manufacturer for the correct communication string for your modem.

For more information on this error message, query on the following words in the Microsoft Knowledge Base:
RAS and *ERROR* and *692*

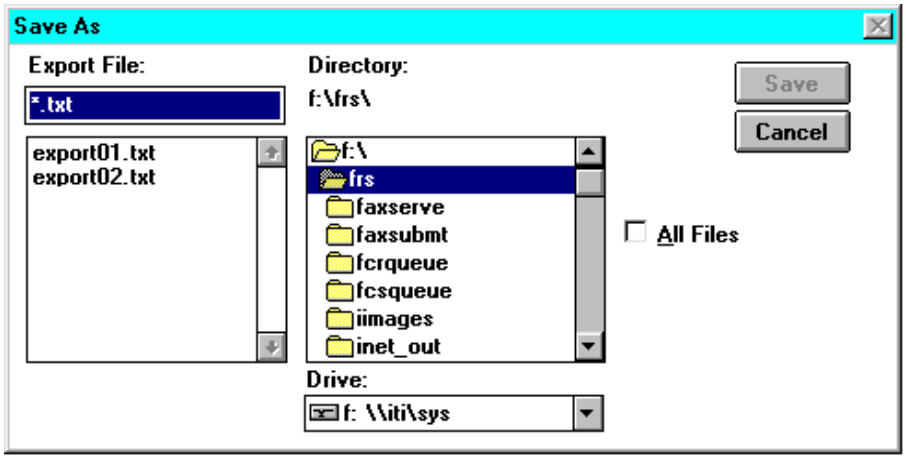
NOTE: The following updated communication Application Notes are available from Microsoft:
WG0992: Updated Files for Microsoft At Work PC Fax 1.0
WG1001: Updated SERIAL.386 Driver for Windows for Workgroups

To obtain these Application Notes:
You can find WG0992.EXE (size: 113121 bytes), a self-extracting file, on the following services:
☞ Microsoft's World Wide Web Site on the Internet
On the www.microsoft.com home page, click the Support icon.
Click Knowledge Base, and select the product.
Enter kbfile WG0992.EXE (size: 113121 bytes), and click GO!
Open the article, and click the button to download the file.
☞ Internet (anonymous FTP)
ftp ftp.microsoft.com
Change to the Softlib/Mslfiles folder.
Get WG0992.EXE (size: 113121 bytes)
☞ Microsoft Download Service (MSDL)
Dial (425) 936-6735 to connect to MSDL
Download WG0992.EXE (size: 113121 bytes)

For additional information about downloading, please see the following article in the Microsoft Knowledge Base:
ARTICLE-ID: Q119591 TITLE: How to Obtain Microsoft Support Files from Online Services

Appendix H File Export "Save As..." Dialog Window

Throughout the Flexible Research System, there are many "Export" options which will allow you to save some of your FRS information into ASCII text files or other formats. To accommodate this, the standard Windows "Save As..." dialog is displayed and you will need to change the **Drive** and **Directory**, and provide an **Export File** as needed in order to choose the folder and filename where you wish to export (save) these text files. This Appendix explains the "Save As..." dialog and how to use it.



The "Save As" dialog provides the following items:

File name text box: (under **Export File:** above)
Allows you to type in the name of the file you wish to create (export).

File name list:
Displays all files in the selected directory of the current file type or specified by the **All Files** check box. To overwrite a file, select the a file in this list and choose the **Save** button, or double-click on the file name, but ***be very careful with this because if you overwrite an important file, it can not be recovered.***

Directory list/Folder popup:
Allows you to specify the directory or folder into which you wish to save the file.

Drive popup:
Allows you to specify the drive onto which you wish to save the file.

Save push button:
Saves the selected file.
Note: The **Save** button will not be enabled until a valid filename has been placed into the **File name text box**. If there is an asterisks "*" somewhere within the filename such as TEST*.TXT, then this is not a valid filename and the asterisks must be removed in order to have the **Save** button enabled.

Cancel push button:
Exits the dialog without taking action and cancels the file export.

All Files check box:
When checked, this option displays all files, regardless of type, in the **File name list.**

NOTE: When exporting files out of FRS, they can not be saved into the main FRS folder. You can save them into a folder on your hard drive or you can create a special EXPORT folder somewhere on your network.

Appendix I Technical Support

If problems with the system or questions arise, begin by referring to this User Manual for a solution to your problem. There is a very detailed **index** in the back which can help point you to the answers to most of the issues which may come up. If system errors occur, refer to the **Troubleshooting** section for detailed coverage of most common problems. Also, the **Frequently Asked Questions** section provides answers to common questions. There is also an Adobe Acrobat version of this manual which was installed in your main FRS Folder. The filename for this document is FRS MANUAL.PDF. Using the Adobe Acrobat Reader (which can be downloaded for free from www.Adobe.com if you do not already have it), you can search for any word or phrase within the manual to help you find answers for particular problems or questions.

Technical support is also provided at our web site. Go to www.imagination-technology.com and choose the "Support" option. Downloads of the latest version(s) can be obtained there. Staying current on the latest version of FRS is the best way to ensure that you will be running as error-free as possible. The most up-to-date answers to Frequently Asked Questions will always be posted at our web site, so please check there for any issues which arise.

Email support is also provided. Please Send any questions you may have via email to support@imagination-technology.com and they will be answered with a response as soon as possible.

After all of these methods of resolution have been attempted, if you still have an issue, you can call our Technical Support department. The technical support line is available between the hours of 8:00 AM and 6:00 PM EST, Monday through Friday.

To obtain phone support, call Imagination Technologies at our Technical Support Line:

(704) 289-6424

At our technical support line, we **do** support the following:

- Problems with any of the FRS software programs
- Questions regarding the FRS system and how to use our software
- Issues related to error messages generated by the FRS software

At our technical support line, we do **not** support the following *:

- Problems with your hardware or network
- Setting up or configuring users to log in to your network
- Connectivity to your web site and communication problems with your ISP or web host
- Problems related to establishing an FTP connection to your web site
- Communications or phone line problems

* Guidelines for resolving most of the issues in the second list here are provided in the "Troubleshooting" section of this manual. Please refer to that section for assistance in resolving any of these issues that we do not support on our technical support line.

Appendix J Requesting System Enhancements

As part of your software maintenance agreement, you are entitled to no-charge upgrades as new versions of the system are released. You are also entitled to make enhancement requests for features which you would like to have added to a future version.

The only requirement is that your office submits your enhancement requests in writing. These requests can be sent to our office via email, fax or regular mail. Due to the volume of requests, we cannot accept verbal enhancement requests.

Note: The preferred method for requesting enhancements is by email.

Please type up (or legibly write down) any enhancement requests which you may have. Include any details needed to ensure that we understand your request(s).

Then email, fax, or mail your requests to our office.

Email Address:	**request@imagination-technology.com**
Fax to:	(704) 282-2307
Mail to:	1108 Skyway Drive Monroe, NC 28110

All requests will be given full consideration for inclusion in a future release of the software. To serve our full client base as fairly as possible, we will work these requests in for you as quickly as possible, but there will be some requests which involve a time-consuming implementation that will not be available immediately. For those requests which do not get included, they will be carried to one of our customer surveys. We try to send out a survey once each year. This allows each of the FRS software clients to attach a priority to each request which has been made, thus allowing us to determine which enhancements will be the most advantageous to the most number of clients and this makes the software application more beneficial for everyone.

Please be assured when making these requests, that we are very customer service-driven. The enhancement requests provided by our clients are the backbone of our software's success, so we will strive to include every possible request in our software.

Appendix K Experian Error Return Codes

This table lists error codes which may be returned from Experian when requesting Social Search or Credit Reports through the On-Line Services Processing or via the FRS Automation Server. These errors may show up on the black "terminal screen" when interfacing with Experian or they may show up in the subject's actual Social Trace or Credit Report results fields in FRS.

Experian Customer Support can be contacted at (800) 854-7201

Please call Customer Support at the above telephone number if any of these type messages are received.

Code	Error Message and Description
FE02	* INVALID INPUT * Reason: An inquiry did not contain enough characters to form the preamble. Action: Correct the inquiry and resubmit.
FE03	* HOST NOT AVAILABLE * Reason: The CREDIT host is not available for access. Action: Wait 5 minutes and resubmit inquiry.
FE09	ADDL DATA TERMINATED ON PREV INQUIRY * Reason: A new inquiry was submitted from a CRT when additional data for the previous inquiry had not yet been output. The previous data is discarded. Action: Resubmit the new inquiry.
FE11	REPORT INCOMPLETE, PLEASE RESUBMIT * Reason: The response to an inquiry was not complete when the CREDIT program or host went down. Action: Resubmit the inquiry in 2 minutes.
FE12	INC. REPORT, MORE WRITTENS WAY BE LOST * Reason: The printer response to an inquiry was not complete when the CREDIT program or host went down. Action: The printer is functioned for output. Resubmit the inquiry and check for further losses.
FE23	INPUT DATA EXCEEDS MAX ALLOWABLE SIZE * Reason: The inquiry length exceeds the maximum number of characters Action: The terminal is functioned for input. Correct the inquiry and resubmit.
161	X.25 RESET RECEIVED Reason: An X.25 reset was received from the Compuserve network on this link. Action: Contact Customer Support at (800) 854-7201.
162	NO CALL USER DATA Reason: An incoming call was received from the Compuserve network that did not contain the UIC field. Action: Contact Customer Support at (800) 854-7201.

Code	Error Message and Description
163	TIMER EXPIRED Reason: The teleprinter input activity timer has expired.. Action: None.
164	INVALID TERMINAL TYPE Reason: The UIC code in the call request packet is not defined in the frontend. Action: Contact Customer Support at (800) 854-7201.
165	INCOMING CALL ATTEMPT ON A NON-AIM X.25 LINK Reason: An X.25 call was received on an X.25 link not defined for AIM. Action: Contact Customer Support at (800) 854-7201.
166	INVALID CALL USER DATA LENGTH Reason: The call user data portion of the incoming call packet is in error. Action: Contact Customer Support at (800) 854-7201.
167	BREAK RECEIVED Reason: A BREAK was received from the printer user requesting a logoff. Action: None.
168	SYSTEM ERROR Reason: A logic error has occurred. Action: Contact Customer Support at (800) 854-7201.
169	CIRCUIT DISCONNECT RECEIVED Reason: There has been a Compuserve network link failure. Action: Contact Customer Support at (800) 854-7201.
170	READ TERMINAL SPEED PARAMETER ERROR Reason: An error has occurred when the front-end read the terminal speed parameter from the Compuserve network. Action: Contact Customer Support at (800) 854-7201.
171	SET AND READ PARAMETER MISMATCH Reason: The X.29 parameters received from the Compuserve network don't match the values sent by the frontend. Action: Contact Customer Support at (800) 854-7201.
172	HOST INITIATED DISCONNECT Reason: The host control program (FEI) has initiated a session disconnect in response to a user request for logoff (EOT or XOFF). Action: None.
173	FEI SESSION REJECT Reason: The host control program (FEI) has rejected the session request Action: Contact Customer Support at (800) 854-7201.
174	NO RESPONSE TO SESSION REQUEST Reason: The FEP has received a response to a session request to the host control program (FEI). Action: Contact Customer Support at (800) 854-7201.
175	FEI PATH NOT AVAILABLE Reason: There is no active host control program (FEI). Action: Contact Customer Support at (800) 854-7201.

Code	Error Message and Description
N/A	? HOST XXXXXX IS INOPERATIVE (nnn,yyy) Reason: A problem with the X.25 link between the network and the customer host has developed. XXXXXX is the customer Host Name and nnn,yyy are CompuServe diagnostic codes. Action: Contact Customer Support at (800) 854-7201 with the following information. 1) Your Name 2) Company 3) Phone Number 4) Host Name which was entered 5) Parenthesis information (nnn,xxx)
N/A	DISCONNECTED FROM nnXXXXXX Reason: Message displayed after receiving a disconnect request from the customer host. nnXXXXXX is the host name associated with this customer application. Action: None.
N/A	CONNECTED TO nnXXXXXX Reason: Message displayed when user connects to a customer host. nnXXXXXX is the host port and host name to which the user is connected. Action: None.
N/A	CANNOT TAKE MORE THAN 2 MINUTES TO LOG-IN Reason: The user took too long to pass the network security. Action: Try again.
N/A	HOST UNRESPONSIVE Reason: The client's host is not answering the CompuServe connect request. This can occur because of several reasons, including the host being down or all of the ports being "hung." A hung port is one which a user has disconnected, but the host has not given the proper indication to the network that the port is now available to other users. Action: If the error persists, contact Customer Support at (800) 854-7201.
N/A	SYNTAX ERROR AFTER HOST NAME Reason: This message is displayed when something that is not valid is typed at the Host Name prompt. It is possible that local line noise can generate this error. Action: If the error persists, contact Customer Support at (800) 854-7201.
N/A	IDLE FOR XX MINUTE(S) Reason: The user's session has been idle for a predetermined length of time. This length of time is determined by the customer and can be set in one-minute intervals. Action: None.
N/A	% NTWNCI NETWORK CONNECTION INTERRUPTED, POSSIBLE DATA LOSS Reason: The connection to the user's host (the virtual circuit) has been broken for some reason. It could be a node failure, line degradation, etc. This message is seen when a user is logged into a customer host. Action: The user should be able to continue with the application process, but some data may have been lost.
N/A	ALL HOST PORTS BUSY Reason: The user's host is in full use at this time. Action: Try again in a few minutes. If the error persists, contact Customer Support at (800) 854-7201.
N/A	HOST UNAVAILABLE THROUGH NETWORK (xxx,nnn) Reason: The CompuServe adjacent node or the link to the node is down. Action: Contact Customer Support at (800) 854-7201

Code	Error Message and Description
N/A	? NTWCCN - <NODE NAME> CANNOT CONNECT Reason: The user's terminal adjacent node connection to the rest of the network has failed. Action: The situation should be temporary. Try again. If the error persists, contact Customer Support at (800) 854-7201.
N/A	? NTWUTR - NETWORK CONNECTION INTERRUPTED, UNABLE TO RECOVER. PLEASE REDIAL. Reason: A link in the network has bounced or a node in the path of the user's connection went down. CompuServe was unable to recover the connection, possibly because no other path was available at that time. Action: Try again. If the error persists, contact Customer Support at (800) 854-7201.
N/A	% NTWCTO - <node name> CONNECT TIMEOUT Reason: The initial connection from the CompuServe host to the customer host failed. This is usually only seen when the client is connecting to a CompuServe host and then routes to another host on the network. Action: Try again. If the error persists, contact Customer Support at (800) 854-7201.

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