

eCDR Operations Troubleshooting Guide

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SIGNON and USER ID

ALL USERS (INCLUDING PROSECUTORS OFFICE, JAILS AND PUBLIC DEFENDERS)

[Online Training Videos – Internal](#) (Court Only)

[Online Training Videos – External](#) (All Users, including Court)

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they are getting the “ Login Successful ” message after logging into eCDR but they cannot see anything else.	This is an issue that we are currently working to resolve. The user is actually signed into the website but they are stuck on this screen.	<ol style="list-style-type: none">1. User should keep the current “Login Successful” page open.2. Open another tab in their web browser with the eCDR website address.3. Enter their user name and password and click Login. They may have to do this up to 4 times before they are able to get in.4. If they are still not able to get to the eCDR home page, they will need to check their settings to make sure that the pop up blocker is off and the Java script is turned on.
External user states that they are not able to access eCDR or eTRO and they are getting the message “ Not Authorized to Access This System ”	This may occur if ISAM Group has not been set up for this user.	An email needs to be sent to Angel requesting ISAM for the user. The ISAM groups are as follows: (am_appl_uce_ext , am_appl_etro_ext , or am_appl_etro_pd_ext)
User states that a Court Code is missing from their dropdown menu.	This may occur when the MACS Attributes are not set up correctly for the user.	<ol style="list-style-type: none">1. Login to XIDM Prod.2. Go to MACS Attributes.3. Enter the court code and user ID in the mcsCourtJUKvp field.4. Make sure the main court code displays in the macsMuniciplityCode field.5. Go to MACS Roles and make sure Complaint Creation displays for that court code. If it

		does not, click Add to add the court code and the role.
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Accessing from Personal Device (Judges/Court User)

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
Judges/Court User accessing from a personal device trying to click on View Case Jacket or Case Jacket Link, system requiring user to sign in.	This may occur if the user is using the old eCDR url.	<ol style="list-style-type: none"> 1. User should be directed to NJCourts.gov and click the eCDR/Probable Cause link. 2. Enter User ID and password 3. Instruct user to save the new URL as favorite and delete the old URL.
Court user states they are not able to access eCDR/eCourts from home.	This means that they are getting an error message when they enter their user name and password and/or using the incorrect website.	<ol style="list-style-type: none"> 1. Check to make sure they are logging into website using their windows account and password: (FirstName.LastName) 2. Confirm that they are using the following URL to access eCDR: https://ecourts.judiciary.state.nj.us/webe7/prweb/PRServletContainerAuth 3. Have the user sign onto NJCourts.gov and click eCDR/Probable Cause link.
Judges/Court User accessing system on their personal device states they are having problems signing into the eCDR/eCourts system.	This may occur if user is not using the correct URL or they are using the incorrect User ID and/or and password (the password must have been psynched prior to accessing this site externally)	<ol style="list-style-type: none"> 1. User should be directed to NJCourts.gov and click the eCDR/Probable Cause link. 2. Enter firstname. lastname and password. 3. Verify that the password was psynched on a judiciary network PC/laptop prior to logging into site.

Passwords

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they cannot remember their ATS/ACS (AOCTELE) password and need it to be reset.	User forgot their password.	<ol style="list-style-type: none"> 1. User should contact TAC Officer in police department to reset password.

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		<ol style="list-style-type: none"> <li data-bbox="1289 206 1900 310">2. If TAC Officer is <u>not</u> available and this occurs during normal business hours, user must email JUREST.Mailbox@NJCourts.gov <li data-bbox="1289 310 1900 414">3. If TAC Officer is <u>not</u> available and this occurs after normal business hours, MCS on call will reset the password
User states that their ATS/ACS (AOCTELE) is Revoked.	User either made too many attempts entering an incorrect password or they have not logged into ATS/ACS in the past 30 days or more.	<ol style="list-style-type: none"> <li data-bbox="1289 422 1900 487">1. User should contact TAC officer in police department to un-revoke password. <li data-bbox="1289 487 1900 591">2. If TAC Officer is <u>not</u> available and this occurs during normal business hours, user must email JURESET.Mailbox@NJCourts.gov <li data-bbox="1289 591 1900 698">3. If TAC Officer is <u>not</u> available and this occurs after normal business hours, MCS on call will un-revoke the password.
Law Enforcement, Prosecutor, Jail, or Public Defender User states that they are trying to reset their eCDR password but are having difficulty.	User forgot their password, clicked the Reset Password button, or was prompted to change their password	<ol style="list-style-type: none"> <li data-bbox="1289 706 1900 878">1. User has two methods in which to reset their eCDR password: a) Answering Security Questions <u>or</u> b) Entering the email address they used to activate/register their eCDR account. <li data-bbox="1289 878 1900 1057">2. During normal business hours, if the user cannot remember their security questions or email address they used to activate the account, they must contact JURESET.Mailbox@NJCourts.gov . <li data-bbox="1289 1057 1900 1229">3. After normal business hours, if the user cannot remember their security questions or email address they used to activate the account, MCS on call will send user a reset password link or reset the user's password.

LAW ENFORCEMENT COMPLAINT ENTRY

LiveScan

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that the LiveScan record is not displaying in eCDR and they have been waiting for longer than expected.	There could be several reasons that this might occur.	1. Please refer to eCDR Home Screen, click Law Enforcement Live Scan Frequently Asked Questions.
User states LiveScan record not showing on LiveScan Arrest List in eCDR.	LiveScan records in eCDR are only saved for 14 days and/or the agency may have multiple pages of records.	1. User should check number of Pages available and use the right arrow to proceed to next page. 2. If the record was created 14 days prior to the current date, the record will no longer be available and a new LiveScan record will have to be created.
User states address is not displaying on the LiveScan Arrest List in eCDR.	Address is not required field in LiveScan	1. If the address was not entered in LiveScan it will <u>not</u> appear on the LiveScan Arrest List. 2. User can enter the address in eCDR when they generate the complaint.
User states they are using Fingerprint Action but they are receiving error messages.	This may occur if the DOB and offense date do not match on the live scan record and complaint or if the complaint has already been updated in Promis Gavel.	1. User should email, lppDRU@gw.njsp.org , (DRU unit) with the complaint and PCN link that should be processed.

Complaint Status

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
DRFT (Draft) : User states that complaint is stuck in DRFT (Draft)	This means that the complaint is waiting for a second signature. The user selected the Review Draft Oath button on the confirmation page and clicked Submit .	1. An officer within the same municipality will have to login with their user ID to administer the oath. (the system will <u>not</u> allow the same user ID that created the complaint administer the oath) OR ...an authorized judicial officer (court admin, deputy, or judge could administer the oath) 2. When the officer logs in, he/she will see the complaint in the Admin of Oath workbasket.

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		<ol style="list-style-type: none"> 3. They should select the complaint by clicking the row or by clicking the Action button and choosing Open. 4. Preview the complaint and then click Submit to apply their signature. 5. After this is done, the complaint will no longer be in Draft.
WIP (Work in Progress): User states that complaint is stuck in WIP (Work in Progress)	This means that there are no signatures on the complaint. On the confirmation page, the user did not select a signature option.	<ol style="list-style-type: none"> 1. Any officer from that agency will have to login to eCDR. 2. If they did not create the complaint, they will have to enter the complaint number in the Complaint Search section and click Search. 3. If they created the complaint, it will display in the My Cases workbasket. 4. Click the Action button next to the complaint, then click Open. 5. Select either Review Draft Certification or Review Draft Oath then click Submit.

Workbasket

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that a case does not display in a workbasket (My Cases, Admin of Oath, or Probable Cause)	This may occur if the user did not click Submit after selecting either Review Draft Certification or Review Draft Oath ; which means no signatures have been applied to the document	<ol style="list-style-type: none"> 1. The user who created the complaint or any other user from within that municipality will have to perform a Complaint Search so that they can view the complaint. 2. Click the Action button and select Open. 3. Click the Submit button then click Close. 4. Click Refresh List in the workbasket.
User states that a case does not display in a workbasket (My Cases, Admin of Oath, or Probable Cause)	This may occur if the user clicked Submit to the Court , on the confirmation page but they did not click Close to exit the complaint. (The complaint will be locked)	<ol style="list-style-type: none"> 1. The user who created the complaint will have to close and exit the complaint so that the lock is released. 2. If the user could not close out of the complaint, the complaint will eventually unlock (after an

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		unspecified length of time) and the person who is attempting to administer the oath will have to click Refresh List to view complaint in the workbasket.
User states that they are not able to see the complaints in the Admin of Oath or Probable Cause workbasket.	This may occur if the complaint was entered 7 days prior to the current date.	1. The user must Click the Filter Beyond Last 7 Days option located in the workbasket and change the From Date to a date equal to or before the Date Created.

Complaint Type

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User stating cannot select complaint type W (Warrant)	“W” Complaint Type has been removed	1. User must select TBD to seek a warrant. The “W” complaint type will be updated by the prosecutor or Judicial Officer.

Offense

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
Offense displaying as Inactive User states that the offense is displaying as Inactive when they try to enter it.	This means that the offense may no longer be active.	1. Go to PageCenter. 2. Click New Offense List . 3. Enter the offense in the Find field and click Go . 4. If the offense displays, check the INACT column. If the offense has an “I” , it is no longer active.
Offense list not loading in eCDR User states that the offense list is not loading in eCDR.	This means that the user is on the charges and narrative screen in eCDR. The offense must be selected from the list or an error message will be displayed.	1. The user must enter the first 5 characters of the offense and pause to wait for the list to load. (For example, user will type: 2C:35 then pause)

Complaint Review

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they received complaint back from the Prosecutor/Reviewer and the Complaint Type selected was 'S' but it needs to be changed to 'W' and they would like to send the complaint back to the Reviewer to update but they do not see an option to do this.	This means that the Prosecutor/Reviewer selected the Complaint Type as 'S' and Accepted the charges and sent it back to the initiating officer.	<ol style="list-style-type: none"> 1. If the /Prosecutor/Reviewer selects 'S' as the Complaint Type and Accepts the charges and Submits the complaint back to the officer, the Complaint Type cannot be modified by anyone. 2. The officer will have to create a new complaint and give the complaint that was updated incorrectly to the court of record to have it dismissed/voided.
User states that they do not have the option to submit the complaint for Review	This means that the user selected Admin of Oath as their signature option	<ol style="list-style-type: none"> 1. When Admin of Oath is selected, user will <u>not</u> be able to use the Prosecutor review option
User states that after the complaint was returned to the officer, they are not able to update or submit complaint to the court	This is a known defect the ITO is working to resolve	<ol style="list-style-type: none"> 1. Only the initiating officer can update and submit the complaint to the court at this time.

Error Messages

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that when they click the Action button, the following message displays: " Case is locked in another session. "	This means that the user either got kicked out of the application while working on the complaint or the complaint is being accessed by another user.	<ol style="list-style-type: none"> 1. The complaint will unlock after 20 minutes.
User states that they are getting the following error message after clicking Continue: " Date of Arrest: Arrest date is required if Court Appearance Date is completed or required "	This means that the user entered an Appearance Date on a Warrant and the Date of Arrest field is blank or the user completed the Date of Arrest field and the Appearance Date Information is blank. The Appearance Date on a Warrant is required when the Date of Arrest is completed. The Date of Arrest is required when the	<ol style="list-style-type: none"> 1. The user must enter an Arrest Date if the defendant was arrested and the system will accept the Appearance Date information. 2. If the defendant was not arrested, the user must remove the Appearance Date Information in order proceed to the next tab.....OR 3. The user must enter the Appearance Date information and the system will accept the

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
	Appearance Date is completed. The system will not allow either field to be blank when the other is completed.	Arrest Date and the user will be able to proceed to the next tab.
User states that they are getting an error message stating: “You are not authorized to access this site. Please call the New Jersey Help Desk at 1-800-343-7002 for assistance”	This may occur if SSO attribute am_appl_sso_ext is missing from ISAM Groups in XIDM and SSO.	1. An analyst from the Municipal Courts Services team will have to add the attribute am_appl_sso_ext through the XIDM Tool.
User states that they are getting “Invalid Agency for Officer ID” error message when creating a complaint.	This means that the Agency Code that the user is assigned is not included in the Court/Agency Association table for the Court Code where they are issuing the complaint.	1. Login to ATS/ACS and add the Agency Code to the Court/Agency Association for the Court Code the complaint is being created for.

PROBABLE CAUSE

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that when they click Submit after completing the probable cause section, they are getting the error message: “Error: System Not Available, Please Contact the Help Desk”	This may occur if the bail information is already entered into ACS and the user is attempting to enter the bail information again on the Probable Cause screen.	1. Check ACS to see if the bail information is entered. 2. The user must determine Probable Cause without entering information into the bail section (they must leave it blank) 3. Click Submit .
User states that PSA Button is not displaying or is dimmed out.	This may occur if the complaint was not created using a LiveScan record (officer created the complaint manually).	1. If LiveScan record was not used to create complaint advise user that PSA button will not be enabled therefore PSA cannot be run for this complaint.
User states that they issued Probable Cause electronically but their name is not displaying on the printed copy of the complaint.	This is a defect that ITO is currently working to resolve.	1. Judicial Officer will have to manually sign and date the copy of the complaint.

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they do not see the Open action for the complaint in the Probable Cause workbasket.	This means that the officer did not click the close button on the confirmation screen.	<ol style="list-style-type: none"> 1. Contact the officer and instruct him to close the complaint. 2. The complaint will automatically unlock after 20 minutes. OR..... <ol style="list-style-type: none"> 3. The user can double-click the row with the defendant's name and the probable cause screen will open.
User states that they still see the Bail Set Information on the printed complaint (PDF)	The PDF will still display the bail set fields but will always be blank.	<ol style="list-style-type: none"> 1. For all Disorderly Persons (DP) and Indictable warrants issued 1/1/17 or after, bail cannot be set, however, the fields will still appear on the pdf copy, but blank.

BAIL

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they are not able to see bail information on the printed copy of the complaint even though the bail information was entered during complaint entry.	This may occur if the Complaint Type selected is TBD (to be determined).	<ol style="list-style-type: none"> 1. Bail information will display on printed copy of complaint after Probable Cause is issued <u>and</u> Complaint Type selected by Judicial Officer is "W" (warrant..... OR 2. Warrant was generated prior to 12/19/16, but probable cause found on or after 12/19/16. Bail will need to be re-entered into ACS. Bail will not show on PDF.
User states that they still see the Bail Set Information on the printed complaint (PDF)	The PDF will still display the bail set fields but will always be blank.	<ol style="list-style-type: none"> 2. For all Disorderly Persons (DP) and Indictable warrants issued 1/1/17 or after, bail cannot be set, however, the fields will still appear on the pdf copy, but blank.

PDF DOCUMENTS

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that CFA court date and time are not displaying on the pdf document but the County location and address appear.	This is a known issue we are working to resolve.	1. User should manually add the date to the pdf
For summons scheduled for Municipal Court, the County name and address will not be populated but the wording will still have Superior Court.	This is a known issue we are working to resolve.	1. User should cross out the wording for Superior Court and notify defendant that they must appear in Municipal Court

PSA (Public Safety Assessment) – Law Enforcement

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they do not see the Run PSA button option after they select the signature option	PSA button will only be available when complaint type is TBD and complaint was created using a LiveScan record	<ol style="list-style-type: none"> 1. Run PSA is only available for TBD complaints that were created using a LiveScan record. 2. If Complaint Type is "S" (Summons), Run PSA will not be available even if a LiveScan record is used to create the complaint. 3. If TBD complaint type is changed to "S", Run PSA button will not be available.
User states that they selected Run PSA button, updated the complaint to "S" and now they do not see the Run PSA button	If the officer chooses to change the TBD to a Summons after reviewing the complaint and PSA, the PSA button will be disabled. If the user chooses "S" (Summons) at the beginning of generating a complaint, the PSA button will not be displayed	1. When complaint type "S" has been selected, the Run PSA button will be disabled. If the Run PSA button was selected prior to changing the complaint type to Summons, user can go to Case Jacket link or Municipal Case Jacket to view the PSA document.
User states that the PSA document is not loading	This may occur is the pop up blocker is turned on	<ol style="list-style-type: none"> 1. Instruct user to turn off the pop-up blocker. If still no luck, then..... 2. Ask the Main Help Desk to Contact Laks Kattalai's Team for resolution

PSA (Public Safety Assessment) – Judge/Judicial Officer

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they cannot see the Run PSA button when they Open the complaint from the Probable Cause worklist	The judicial officer selects the Open option from the Action button. The judicial officer clicks Probable Cause found. The PSA button will be displayed. ***If the judicial officer selects no probable cause is found the PSA button will not be displayed.	<ol style="list-style-type: none"> 1. Run PSA button will only be available if the judicial officer selects Probable Cause as Is Found the Complaint Type is TBD and a LiveScan record was used to create the complaint. 2. If the complaint type is "S", the Run PSA button will not be available even if a LiveScan record was used to create the complaint.
User states that they do not see the Run PSA button after select Probable Cause		<ol style="list-style-type: none"> 1. PSA button is only available if the complaint type is TBD and a Live Scan record was used to generate the complaint.
User selected Probable Cause on a citizen complaint and the PSA button does not display		<ol style="list-style-type: none"> 1. If Summons was selected, the PSA button will be disabled.
User selected No Probable Cause and does not see the Run PSA button		<ol style="list-style-type: none"> 1. The PSA button will only be displayed if probable cause is found first.
User states that they want to view the PSA run by the Police Officer		<ol style="list-style-type: none"> 1. Click Case Jacket from the home screen and enter the complaint number or; 2. After opening the complaint from the probable cause worklist, click the View Case Jacket link. Click the paperclip next to the PSA document to open and view.
User states that the PSA document is not loading	This may occur is the pop up blocker is turned on	<ol style="list-style-type: none"> 1. Instruct user to turn off the pop-up blocker. If still no luck, then..... 2. Ask the Main Help Desk to Contact Laks Kattalai's Team for resolution

CASE JACKET

ISSUE	EXPLANATION	POSSIBLE RESOLUTIONS FOR THE ISSUE
User states that they do not see the PSA list on Case Jacket and they need to review the PSA in order to issue Probable Cause	PSA will display in Municipal Case Jacket prior to Probable Cause being issued and display in Criminal Case Jacket after it run by PTS and complaint has been issued	2. Confirm that the user is logged into Municipal Case Jacket to view PSA prior to Probable Cause being issued.
User receiving unauthorized message when clicking View Case Jacket		1. A fix is being implemented on 12/23/16 to correct the url path. Users should click the Case Jacket Link on the home screen to access the Case Jacket until this fix is completed.
Judges/Court User accessing from personal device trying to click on View Case Jacket or Case Jacket Link, system requiring user to sign in.	This may occur if the user is using the old eCDR url.	<ol style="list-style-type: none"> 1. User should be directed to NJCourts.gov and click the eCDR/Probable Cause link. 2. Enter User ID and password 3. Instruct user to save the new URL as favorite and delete the old URL.

ONLINE TRAINING VIDEOS

Click the hyperlink below.

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