

Operators Manual



Law Enforcement Software

CrimeSoft Advanced

Version 9

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Section 1.



Before You Begin

Welcome to CSE, Inc. CrimeSoft, the only complete criminal database template tool for generating professional quality reports, supplements, Uniform Crime Reporting documents, property room inventory, and case tracking. CrimeSoft offers you these key features to help you look your very best:

- Powerful, one click, Navigation & Task Buttons
- Transparent data exchange between PCs & Macintosh
- Auto alert scan of entire database in seconds
- Custom report generation

Check Your CrimeSoft Package

CrimeSoft or purchased CrimeSoft new, your package should contain the following items:

- CrimeSoft Electronic download or CD or DVD
- A license agreement
- Confidential Password List

The *CrimeSoft Operators Manual* contains everything you need to install and learn CrimeSoft. If your package does not include all of these items, call CSE, Inc. at (816) 792-1871 between the hours of 9AM and 4PM CST Monday thru Thursday or on Friday between the hours of 9AM and 1PM.

What You Need

To use CrimeSoft, you'll need the disks in the CrimeSoft package, and the following equipment and system software.

Hardware Requirements

- Pentium or equivalent microprocessor
- At least 256 MB RAM (recommend 1 GB)
- At least 60MB of disk space for complete installation
- One CD or DVD drive and hard drive
- Color monitor capable of displaying thousands of colors

System Software Requirements (workstations or stand alone)

- Windows XPw/SP2 -or-
- Windows 2000 w/SP4

Networking Requirements (server)

CrimeSoft has been certified to run under the following operating systems:

- Windows XP w/SP2 or Windows 2000 w/SP4
- Windows 2000 Server or Windows 2003 Server

It has been tested against and is certified for operation using the following network protocols:

- Microsoft TCP/IP
- Printers - CrimeSoft works with most business class printers.

Before You Start

Before you do anything else:

- Make a backup copy of all disks

Making Backup Copies

To protect your new software, (if you have a CD-R or DVD R) make backup copies of the CD/DVD prior to installation. Also your license agreement authorizes you to make backup copies of these disks). Store the original disks in a secure location and use your backups for installation. For more information on making backup copies consult your computer manual and see Appendix B.

- **Important** When you name the backup files, be sure that you give them the same name as the original files! Failure to do so will result in the programs inability to operate.

We strongly recommend that you lock the backup disks to prevent accidental overwriting of the disks or infection by a computer virus.

Telephone Support

You are entitled to free telephone support and software maintenance for 60 days from the date of purchase. Beyond the first 60 days, support is available in the following forms:

Annual support package - One low fee (starting at \$249) gives you unlimited tech support calls, plus access to a special section of the CrimeSoft Web site containing free tech answers and more!

Annual maintenance package - (starting at \$179) . Never purchase Law Enforcement Software again. All new upgrades and releases are shipped on CD or DVD to your department *FREE*.

Section 2.



Installation

To begin with, CrimeSoft must be installed on your hard disk drive in order to function properly.

- **Important** It is preferred that you use the complete "Host Computer" installation method on your primary computer. This installs the entire package and puts all files and folders in their preferred locations.

The CrimeSoft program CD or DVD feature compressed data, it is important that prior to beginning installation you disable any virus protection software that might be running. If you are installing CrimeSoft to run on a network refer to the networking information contained in Chapter 4 before beginning installation.

The CD/DVD automatically starts after it is inserted into your CD/DVD player. The disk will ask for a CD/DVD Key to be entered before displaying the screen shown below. Your Key is on the back of the Jewel case. The key is case sensitive so be sure and use capital letters if you key contains them.

Note: After a minute or so if the CD does not display a screen similar to the one pictured below then your CD ROM has the 'Auto Start' feature disabled. In this case simply double click the 'My Computer' icon located on your desktop and then locate and double click on the CD icon to display the contents of the CD. Locate the file 'Autorun.exe' and double click it to start the CD.



CD Opening Screen

Install CrimeSoft*

Click on this line to begin installing CrimeSoft, you will need the installation password from the back of the CD case. Simply follow the instructions listed on the screen. For Remote computers see Chapter 6.

- Requires the installation password from the CrimeSoft Master Password list.
- **Important** Your copy of CrimeSoft is password protected and cannot be accessed without one. The next two sections *Learning CrimeSoft - Basics* and *CrimeSoft Beyond The Basics* will explain how to use and change these passwords.

Section 3.



CrimeSoft The Basics

The goal of this section is to present basic CrimeSoft concepts and to guide you through the techniques you will use on a day to day basis. After completing the basics section you can begin to use CrimeSoft immediately and to your best advantage.

Before you begin, we assume you've installed CrimeSoft. If you haven't, follow the directions in Section 2.

Before you plunge in...

We assume you know some computer basics, including how to:

- Find your way around the desktop and viewing files in explorer
- Click, double-click, press, and drag using the mouse
- Move about on the screen, including the use of scroll bars
- Choose from menus and dialog boxes
- Locate, open, copy, delete, close, print, and save documents

Ready... Set... Go !

To start CrimeSoft as a single user (network users refer to the section on networking) simply double-click the CrimeSoft icon located either inside the "CrimeSoft Advanced" folder or click the "CrimeSoft Advanced.exe" icon located in "Programs" by clicking the "Start" button.



- **Note** If you're an experienced computer operator you can designate the file "Crimesoft.exe" as your startup file. This will allow CrimeSoft to automatically launch each time you start your computer.

When you start CrimeSoft a dialog box appears asking you for an account name (which is NOT case sensitive) and password (they ARE case sensitive). If you don't know your password you will need to obtain one from your administrator before you can continue. You can set your account name to always appear when logging on by entering it in the user name box located in the Edit>Preferences .. 'General tab'.

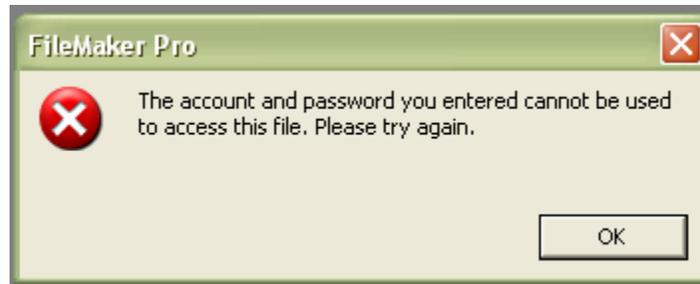
Type in this password now and press <Enter> or click the OK button.



Password Dialog Box

If you put in a password that your copy of CrimeSoft does not recognize you will get the dialog box below. Click the OK button, the dialog box will reappear then enter the correct password and press <Enter> or click the OK button.

- **Note** As you type in your password the dialog box will print circles on the screen in place of characters. This is to prevent unauthorized personnel from looking over your shoulder and seeing your password.

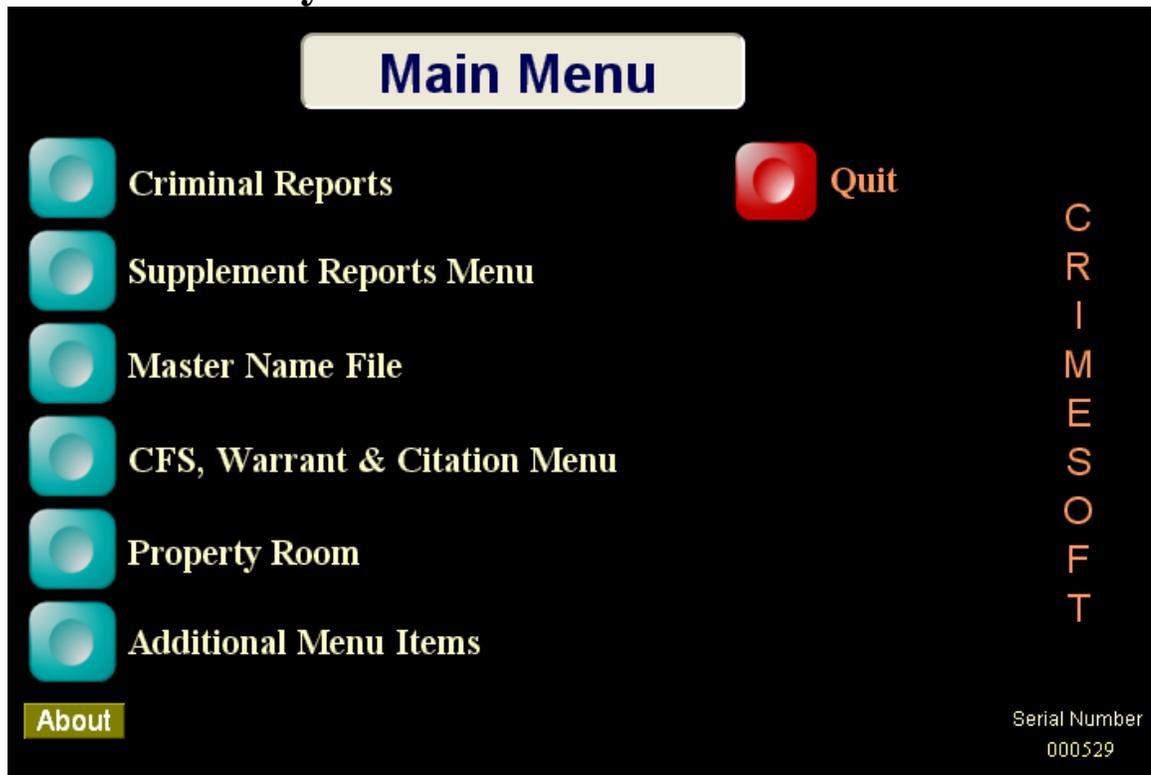


Once you enter your password you will see the opening screen for a few seconds, and then be taken to the "Main Menu" screen. Notice in the bottom center is your 6 digit serial number; also at the left center of the opening screen is the "fingerprint" **OPEN** button. Click this button whenever you want to go to the main menu.



If you are not viewing the Main Menu screen (below) click on the **OPEN** button now.

Main Directory Menu



The **Main Menu** offers you 7 options from which to choose. To select a file simply click a navigation button (located to the left of typed file name) once with the mouse. For the remainder of the "Learning CrimeSoft - Basics" we will only be using the **CRIMINAL REPORT(S)** file, almost all of your day to day data entry will center around this file or the Master Name file

Click the CRIMINAL REPORT(S) button now..

Criminal Report Data Entry Screen



When you open the criminal report file you are automatically placed at the Data Entry screen. The upper portion of your screen should look similar to the one above. The rectangular block in the upper left portion indicates which screen you are currently viewing (in this case "Criminal Report Data Entry"). Above the block you will see 1 or more navigation buttons, and to the right of the block are numerous radio buttons.

Before we begin to enter a criminal report, let's get familiar with some of the data entry screens components, use the scroll bar on the right side of the screen to scroll slowly to the bottom. Notice the white colored boxes, these boxes are called "fields". A field is where you type in the data for the report. Some fields can only contain numerical data which are known as "numerical fields", while others can contain only dates, hence "date fields", fortunately most are "text fields" and can contain just about everything except graphics or a kitchen sink. When you get to the bottom of the screen click the "Home" button to return to the top of the screen. If this all looks confusing, don't worry we'll cover everything you need to know and have you up and running in no time.

Buttons

Almost all of the various data entry screens have the same button setup and locations, so once you understand the "Criminal Report Data Entry" screen (the most complex of all the screens) you should have no problem using the others. The use of buttons greatly reduces the amount of time you will spend learning various tasks, since the buttons practically do it all for you. They also greatly reduce the amount of time required in the normal day to day operation of this database. The buttons are broken down into three general categories:

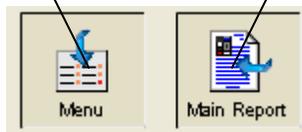
- Navigation
- Task
- Special function

Navigation Buttons

To begin with "navigation" buttons sole function is to take you somewhere. This can be within the data entry screen you are presently on, such as the two buttons located in the center of the screen ("Sup" and "Nar"), which take you directly to either the narrative section or the supplement section located at the very bottom of the screen. They can also take you to a specific file within the CrimeSoft database, for example, the "Criminal Report" button you pressed in the "Main Menu" file took you to the "Criminal Report Data Entry" screen in the "Crime.USR" file.

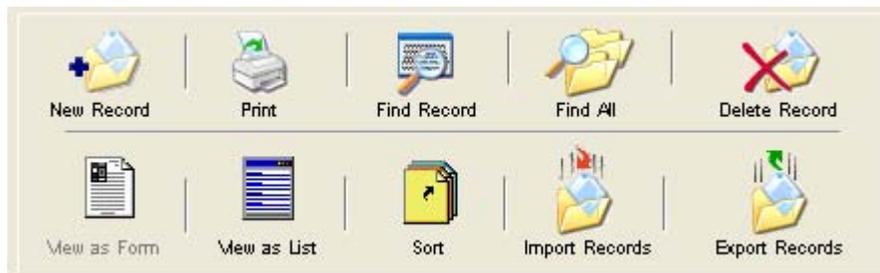
*Returns you
To the
Main Menu file*

*Returns you
to the
Main Report*



Task Buttons

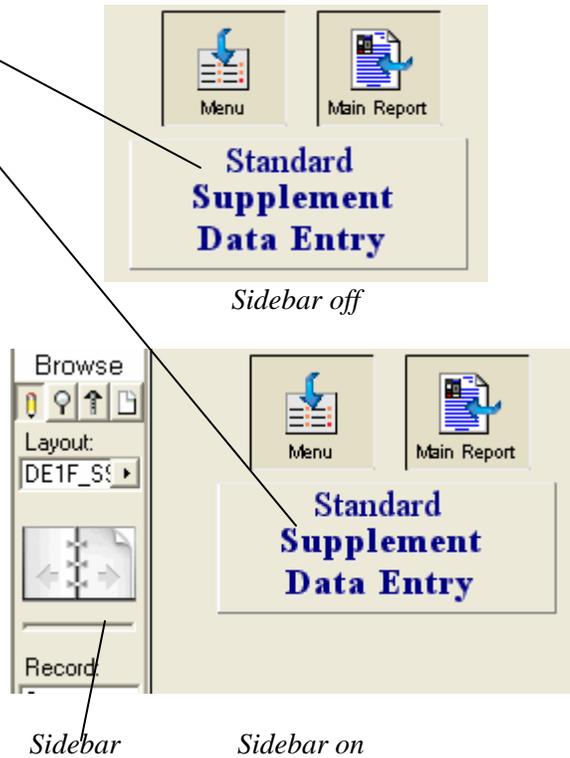
Task buttons are located as radio buttons in the upper right portion of the data entry screen. They perform a function *within* the file that you a currently working. (their use will be discussed later)



Radio Buttons

Another task button is the rectangular box containing your current location, clicking on it will toggle the sidebar (more about that later).

Clicking here will toggle sidebar on and off



Special Buttons

Special buttons are located at various locations on all data entry screens. Their function is self explanatory. Below are the most common ones you will find.



Home button

The "Home" button scrolls the screen to the very top. This is much faster, and less aggravating than scrolling manually. Some of the longer data entry screens have more than one "Home" button placed at convenient locations.



Spell Check button

The "Spell Check" button checks the spelling of the narrative field that it is associated with. It uses a 100,000+ word dictionary and if you desire it can also use a user definable dictionary that can learn/store up to 32,000 proper names, street names, legal terms etc.



Add Item or check button

The "Add Item" Button is only used in those supplements that require a line item listing such as a stolen property list. Pressing this button gives you another blank line to enter data on. The "Check Item" Button allows you to easily select the response you desire.

Mode Indicator

The lower left corner of the screen border contains a database operating mode indicator. The mode indicator is simply a means of informing you what the database is attempting to do.



Mode Indicator

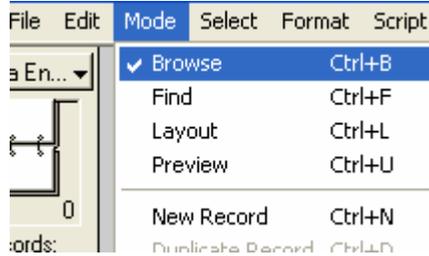
IMPORTANT ! When entering report data you must be in the "Browse" mode, or the data will not be saved. The "Browse" mode is the default or normal setting.

The other modes will be discussed later, they include "Find", and "Preview". "Find" will be indicated only when you have clicked the "Find Record" button. The "Find" screen looks exactly like the screen you get when you press the "New Record" button, so *make sure that "Browse" is indicated before entering a new report.* "Preview" is used only when a report is printed out and "Layout" is not accessible to you unless you are the IT programmer for your department.

To change to the "Browse" mode simply click on the mode indicator in the lower left portion of the screen, a pop-up menu will appear, select "Browse". Another way is to select Browse from the pull down "Mode" Menu at the top of the screen (see below).



*Click here
and select
"Browse"*



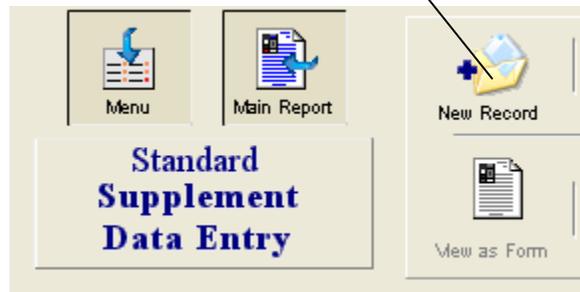
pull down Menu

Entering Data

Now that you have a basic idea of the screen layout, types of buttons, and the mode indicator you are ready to enter a criminal report. You should be in the "Browse" mode but it's a good idea to always check to make sure.

The first step in entering a new criminal report is to click the "Add Record" button; this gives you a new blank report to enter your data on.

*Click to Add
a new report*



A flashing cursor is now located in the center of the "Case No." data field. The "Case No." field is a text field (it can contain numbers, letters or both).

Flashing cursor

The screenshot shows a web-based data entry form titled "Data Entry". It has a "View a:" dropdown in the top right. The main section is "Case Information", which contains a "Case No." text input field. A blue cursor is visible in the "Case No." field, and a line points from the text "Flashing cursor" above to this cursor. Below the "Case Information" section is a "Date - Time Group" section. To the right of the "Case No." field, there are two small icons with green arrows pointing right.

Enter your case number and when finished press the "Tab" key this will move the cursor to the next field of data entry the "Crime" field.

Important: Do not start a Case Number with 0 (zero), and it should not contain operators such as dashes (-) or slashes (/) etc.

Note: If you miss a field, or want to enter data into a field in some other part of the screen, just click the mouse pointer in the field you want and the cursor will be positioned there.

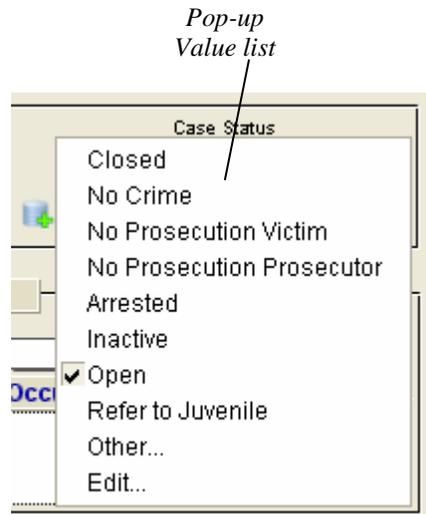
Enter your data into the "Crime" field and press the "Tab" key. After entering data into the "Classification" field, don't press the "Tab" key because the next field ("Case Status") is a little bit different than the ones you just finished with.

This is a close-up of the form fields. On the left, there are two dropdown menus labeled "Crime" and "Classification". On the right, there is a text input field labeled "Case Status" containing the word "Open". Below it is another dropdown menu labeled "Code Section". A mouse cursor is hovering over the "Code Section" dropdown. A line points from the text "Instant Add buttons" below to a small icon on the "Code Section" dropdown.

Instant Add buttons (explained in detail in the 'Beyond the Basics' section)

Notice that "Case Status" already has been filled in with "Open", this is an auto enter feature you will see on some other fields as well. Most cases when initially entered into the computer are classified as "Open", auto entering the data saves time. You can however change this entry at any time.

Press the "Tab" key now.



Another feature of the "Case Status" field and some other fields is the predefined value list. A value list maintains database uniformity by insuring that everyone who enters data uses the same terminology. To change the default entry use the up or down arrows on your keyboard to make your selection then press the "Enter" key. Pressing "Tab" again will take you to the next field. If no changes are made, press "Tab" twice to go to the next field.

Note: You can also use the mouse to make a selection.

Location & Codes

The next area you tab into is the "Location & Codes" section. Fill in the appropriate information if your department requires it, otherwise it is optional and can be left blank.

Date -Time Group

The "Date - Time Group" is broken into three sections. The two sections "Date Beginning" and "Date Ending" are to be completed when there is a time range that the crime occurred, for example...a residential burglary occurred over the weekend while the owners were away on vacation, since it is impossible to determine the exact time it occurred you would enter the date/time/day of week when the owners last left the property into the "Date Beginning" section and the date/time/day of week when the owners returned and discovered the crime into the "Date Ending" section. Enter all dates in the MM/DD/YYYY format; they will however print as MM/DD/YY (see pop-up calendar below).

If an exact time that a crime occurred is known, enter that information into the "Date Beginning" section and leave the "Date Ending" section blank.

The last section is the "Date Reported" area which is self explanatory. This is a required field, meaning that it must be filled out.

The image shows a form titled "Date - Time Group" with several input fields. The fields are arranged in a grid-like structure. The first row contains "Date Beginning", "Date Ending", and "Date Reported". The second row contains "Time Beginning", "Time Ending", and "Time Reported". The third row contains "Day of Week" and "Day of Week". All fields are currently empty.

Date - Time Group

The image shows the same "Date - Time Group" form as above, but with a pop-up calendar displayed over the "Date Beginning" field. The calendar is for August 2006. The date 8/7/2006 is circled in red. Below the calendar, the text "Today: 8/7/2006" is displayed. The calendar also shows the days of the week and the dates of the month.

Pop-up Calendar

All date fields feature a pop-up calendar to facilitate quick and accurate date entry. Whenever you click or tab into a date field a pop-up calendar is automatically displayed with the current date circled. Simply click on the date desired and it is placed instantly into the respective field for you.

Portals

Since not all criminal reports have witnesses, suspects, etc. it is much more efficient to keep a separate file to store this information. For example, all of the victims, witnesses, suspects, reporting parties etc. are located in the "MNAME.USR" file (don't worry about knowing the file names or their location, we are only providing this information so that you can better understand the relational database concept).

CrimeSoft is a multi-file relational database, meaning that data in one file (such as the "MNAME.USR" file) can be shared with and printed, viewed, sorted, or edited from another file (such as the "Criminal Report" file), provided they are related in some way, like having the same "Case No.".

As mentioned above, data from a related file can be shared or viewed. A "Portal" is like a window, showing the data contained in the related file. The data you see in a portal is the actual data of all the related records in the other file (the typeface is in red as a reminder that this data is in fact in a different file). Each section is a separate record within that file.

Although you are currently in the criminal report file you can easily see all the people in all the Master Name file that are related (have the same "Case No") to that criminal report. It is much easier to enter the basic data on these people here rather than to having to switch back and forth between various files. If more than 2 people are in one file you will need to use the scroll bar associated with that portal window to scroll down. In addition to being able to view all related files, every time you put data into the last available section within a portal, a new additional blank section is then created just below your entry, thus allowing you to create virtually an unlimited number of entries within that portal.

Victim & Other Information

To enter data on a Complainant/victim, click the mouse into the "Last Name" field on the first blank line of the "Complainant/Victim Information" window. Enter the Last Name then press "Tab" and enter the next field data. You are actually entering the data into a new record located in the Incident section or the Master Name file. CrimeSoft automatically copies the "Case No" from your criminal report into that file record thereby allowing that record to share the appropriate data with the criminal report.

Technical Note: Although the "Complainant/Victim Information" section stores its information in the "Master Name" file it is not a true portal since only one record can be entered here.

The screenshot shows a software interface with three tabs: "Complainant/Victim" (active), "Other Info Portal", and "Suspect Portal". The "Complainant/Victim" tab contains a form with the following fields:

- ID Code (with a clipboard icon)
- Last Name, First Name, MI (with a "Master Lookup" annotation pointing to the Last Name field)
- Address (with a "Paste ID code" annotation pointing to the Address field)
- City, State, ZIP
- SSN, Phone, Race, Sex, Age, DOB
- Business Address, Business Phone
- Go to File (with a "View Name Incident file" annotation pointing to the button)

Below the form, three annotations are provided:

- Master Lookup* (pointing to the Last Name field)
- Paste ID code* (pointing to the Address field)
- View Name Incident file* (pointing to the Go to File button)

Scroll bar

The information sections contain standard fields, some have pop-up value lists as described in the previous "Case Status" section, and are for the most part self explanatory. Since you always have a victim, the first section is classified as "Victim Information", and allows only one entry (the primary victim), if you have more than one victim or a witness, etc., that information is placed into the "Other Information Portal" which allows multiple entries. The "Other Information Portal" section has one additional field that being "Code". As the picture below shows, "Code" is a pop-up value list allowing you to quickly identify the individual associated with that section.

Code Pop-up

Customize current selection or change the value list

Note: Many of the pop-up fields have the "Other" and/or the "Edit" lines available. Using the "Other" selection brings up a dialog box that allows you to type in the text you want displayed on only the record you are presently working on.

Using the "Edit" selection causes another box to be displayed, showing the entire pop-up list and allows you to permanently change that pop-up list. The "Edit" selection allows you to customize CrimeSoft to fit your departments' specific requirements. Using "Edit"

will not change the entries you made for previous reports. The "Edit" function is available only to those possessing an administrative level password.

Suspect Information

The "Suspect Information Portal" section contains both text and date fields, the fields "Race", "Sex", "Hair", and "Eyes" all have predefined value lists. If you do not have a suspect at the time you are entering this report leave this section blank, *do not* type in "none", and just use the mouse to click into the first field ("Reporting Officers") in the next section ("Recording Data").

The screenshot shows a web interface with three tabs: "Complainant/Victim", "Other Info Portal", and "Suspect Portal". The "Suspect Portal" tab is active. Below the tabs is a "Basic Information" section containing a table with the following columns: ID Code, Last Name, First Name, Race, Sex, Height, Weight, Hair, Eyes, DOB, and WA. The table has four rows. A blue icon of a person is visible in the first row of the table. A blue button labeled "Go to File" is located to the right of the table. A diagonal line points from the "WA" column of the first row to the text "Weapon Alert" below the table.

Weapon Alert

This section allows you to enter the basic information on a particular suspect, to enter additional information you need to go to the actual record located in the "Master Name" file (discussed in detail in the next chapter). For now simply enter the information listed in the portal.

Note: The "X" in the "WA" column is a "Weapon Alert", you cannot enter data into this field, and it is activated whenever you enter data into the "Weapon" field located in the "Master Name" file (discussed in the next chapter).

Note: When entering data into any date field either of the two formats listed below is acceptable. (This is done automatically when using the pop-up calendar)

dd/mm/yyyy
dd-mm-yyyy

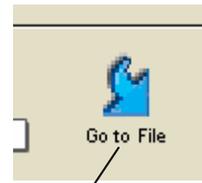
Code: dd=day, mm=month, yyyy=year

Master Name Lookup



Master Name Lookup

Paste ID Code



View Master Name Incident record

A more detailed explanation of the Master Name file is presented later in the manual in the chapter 'Beyond the Basics', however a brief explanation of the 'Master Lookup' and 'ID Paste' buttons is essential here.

Every time you enter a person into one of the portals listed above, a new record is created in the incident section of the master name file linking that person to that specific case. If the same person is listed as a 'witness' in one report and a 'suspect' in another report then two records of that person will be in the incident section of the master name file.

It would be easier to have one master record of that person to use a template for these entries. No more typing out all the data over and over (the actual records of the master name files have over 80 fields of data plus pictures). This is where these buttons come into play. Think of the master name file as two separate files combined into one. The first file contains all the records created whenever you enter the person on a report (as described above), we call this file the 'Master Name Incident File'. The second file is for the one master record per person to be used as a template, known as the 'Master file'.

After you enter the person's data, thus creating a record in the master name incident file you can click on the 'Go to File' button (shown above) and see the complete record with additional fields of data that can be filled out, as well as areas for photos and fingerprint cards etc. There is also a button that will copy all this data and make a new 'Master' record of this person for you instantly (All this is explained later so don't go there yet)!

Having 'Master' records makes data entry fast and easy. You simply click the 'Master Name Lookup' button and are then presented with a new screen that allows you to search for a master record by entering a person's name or other criteria. After entering the name or other data a click of the 'continue' button will display a list of all matching 'Master' records in an easy to view 'List' format including their photo (each with its own 'Copy ID Code' button very similar to the Paste ID code button). Just click on the 'Copy ID Code' button associated with the person you are looking for, then click the continue button on the left side of the screen and you are once again back at your Criminal Report data entry screen. Now click the 'paste ID Code' button and everything about that person is filled out...Instantly (in other words, a new master *incident* record is created for you)!

Recording Data

The "Recording Data" section is self explanatory. The fields "Date" and "Time" are auto enter fields and can be modified. CrimeSoft enters the current date and time from the computers internal clock when you pressed the "New Record" button.

Note: As with other sections, if the data for a particular field is not available at the time you are typing this report, or if the field itself is not applicable, you can skip those fields. The only exception to this is the mandatory fields which must be filled in during the initial entry of the report.

Note: There are only three mandatory fields in the criminal report, they are;

- Case Number
- Date Reported
- U.C.R. Offenses

If you fail to enter data into these three fields before you go to another record or if you press the enter key before you complete the data entry into these required fields, you will get a warning box like the one below.

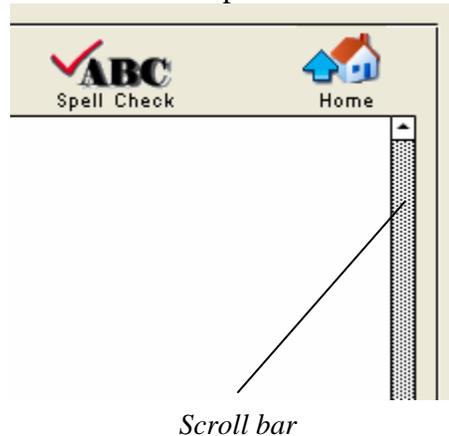


Note: If at this point you click the 'Revert Record' it will revert to its last saved state, in other words it will delete it, since a record is only created and saved (committed) after you do one of two things.

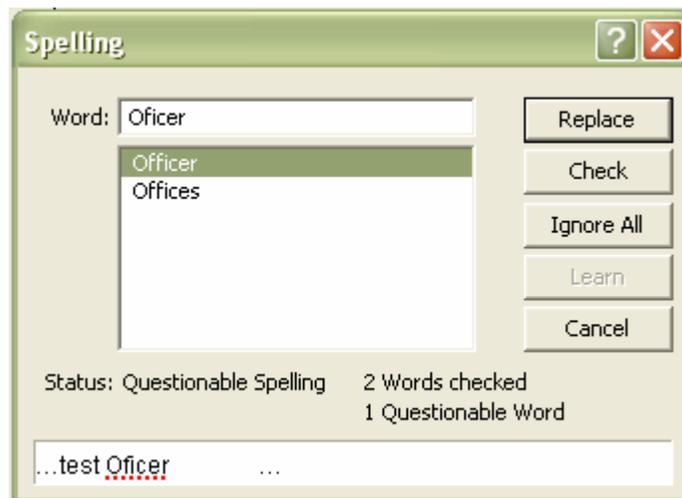
1. Press the enter key on the numeric keypad
2. Click the mouse outside a field

Narrative

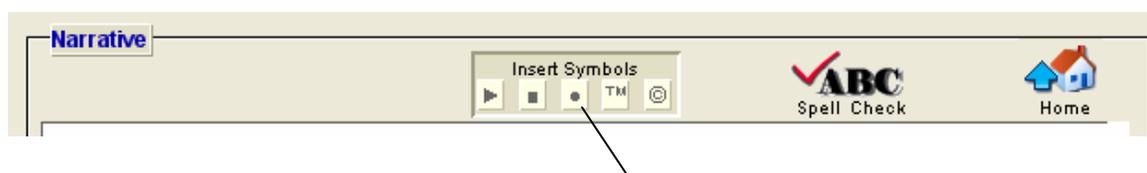
The "Narrative" section is one large text field. There is enough space within this field to type over a ten page criminal report. When entering data into this field you will notice that once you reach the bottom the text will begin to scroll upward, this is because the "Narrative" is actually its own window complete with scroll bars on the right hand side.



Once you have completed entering the narrative information, click on the "Spell check" button. The narrative will be checked against a 100,000+ word dictionary and your own user defined dictionary as well (setting up a user defined dictionary will be discussed later). A spelling dialog box, similar to the one below, will appear on screen during this process, allowing you to change incorrect words etc..



You can also insert symbols easily with a click of the mouse



Insert Symbols

A screenshot of a text entry field. The field is empty and has a dotted border. Below the field, there is a small box with the text "Word count" and the number "11".

The bottom portion of the narrative section displays a total word count that is updated when you exit the narrative field.

U.C.R. Offenses

One of CrimeSoft many unique capabilities is compiling in seconds (what before took hours or days) the data required for the monthly Department of Justice (FBI) Uniform Crime Report, Return A and Supplements to Return A.

Although the average officer may have never seen a U.C.R. report, filling out the U.C.R. data that is required for a particular criminal report at the time a report is entered into the database is fast, easy and best of all requires no understanding of how the report is prepared. Reading the screen and clicking a few buttons is all that is needed to complete the additional information required.

After completing the "Narrative" field, the next field is the "U.C.R. Offenses" field. If your report is not classified as one of the crimes listed, click the "No" button and "No" will be entered into the field for you. You are done with the U.C.R. section.

A screenshot of the "U.C.R. Offenses (required)" form. The form is titled "U.C.R. Offenses (required)" and contains the following questions and options:

- Is the above report classified as either a Criminal Homicide, Forceable Rape, Robbery, Assault, Burglary, Larceny, Motor Vehicle Theft, or Motor Vehicle Recovery?
 - Yes
 - No
- Is the above report unfounded?
 - Yes
 - No
- Has the above report been cleared by arrest or exceptional means?
 - Yes
 - No
- Has the above report been cleared by arrest or exceptional means, and involve only persons under 18?
 - Yes
 - No

If your report is classified as one of the crimes listed, click the "Yes" button and "Yes" will be entered into the field for you and you will be taken to the screen shown on the next page.

**Uniform Crime Reporting
Data Entry Menu**

Homicide Information

Rape Information

Robbery Information

Assault Information

Motor Vehicle Theft Information

Burglary Information

Larceny - Theft Information

Return to Criminal Report

Selected Information

Clear

*Crime selection
buttons*

This window contains the buttons for crime selection, a button to return you to where you left off in the criminal report data entry screen, a "Clear" button that will clear all the information that is present in the "Information window", and the "Information window" itself that shows you the items that you selected.

Note: The "Information window" is for viewing the data only, you cannot tab or click into it. If you need to change the information, click the "Clear" Button and reenter the data.

Select the type of crime by clicking one of the seven "Crime selection" buttons. After selecting a crime, you will be taken to the last screen in the U.C.R. section.

Uniform Crime Reporting Data Entry

Homicide Information

Select one

Murder And Nonnegligent Homicide

Manslaughter By Negligence

1 a. Criminal Homicide

a. Murder & Nonnegligent Homicide



UCR Offense Menu



Return to
Criminal Report

The last screen in the U.C.R. section is a sub-menu that further defines the specific crime you just selected in the "Data Entry Menu". Depending on the crime you selected this screen may have more buttons than the one depicted above.

Simply click on the appropriate "Crime info" button, the information is entered for you and displayed in the information window (no typing required). Pay close attention to the "Selection criteria" because for some crimes there are two groups or categories of buttons from which to select, the "Selection criteria" will instruct you on how many need to be selected. When you are satisfied with your selections, click the "Return to Criminal Report" button. If changes need to be made, select the "U.C.R. Offense Menu" button and you will be returned to the previous screen.

U.C.R. Offenses (required)

Is the above report classified as either a Criminal Homicide, Forceable Rape, Robbery, Assault, Burglary, Larceny, Motor Vehicle Theft, or Motor Vehicle Recovery?

Yes No

(Open U.C.R. Offense Supplement)

<p>Is the above report unfounded?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p><i>Question 1</i></p>	<p>Has the above report been cleared by arrest or exceptional means?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p><i>Question 2</i></p>	<p>Has the above report been cleared by arrest or exceptional means, and involve only persons under 18?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p><i>Question 3</i></p>
---	--	---

Clicking the "Return to Criminal Report" button returns you to the "U.C.R. Offenses" section of the criminal report data entry screen. Three final questions need to be answered.

The cursor will be located at "Question 1". Select your answer by clicking either the "Yes" or "No" button. The "Uniform Crime Reporting Handbook" published by the U.S. Department of Justice states the following:

"On occasion, an agency will receive a complaint which is determined through investigation to be false or baseless. If the investigation shows that no offense occurred nor was attempted, the reported offense can be unfounded for UCR purposes. Please remember that the recovery of stolen property, the small value of stolen property, the refusal of the victim to cooperate with prosecution, or the failure to make an arrest does not unfound a legitimate offense. Also the findings of a coroner, court, jury, or prosecutor do not unfound offenses or attempts which law enforcement investigations establish to be legitimate."

The final two questions deal with reports cleared by arrest or exceptional means. The following excerpt from the "Uniform Crime Reporting Handbook" published by the U.S. Department of Justice explains the criteria:

"Clearances by Arrest
An offense is "cleared by arrest" or solved for crime reporting purposes when at least one person is:

- 1. arrested;*
- 2. charged with the commission of the offense; and*
- 3. turned over to the court for prosecution (whether following arrest, court summons, or police notice). Although no physical arrest is made, a clearance by arrest*

can be claimed when the offender is a person under 18 years of age and is cited to appear in juvenile court or before juvenile authorities."...

"Several crimes may be cleared by the arrest of one person, or the arrest of many persons may clear only one crime. Further, if several persons are involved in the commission of a crime and only one is arrested and charged, the crime is listed..." "as cleared by arrest."

"Exceptional Clearances

In certain situations, law enforcement is not able to follow the three outlined steps under "clearance by arrest" to clear offenses known to them. Many times all leads have been exhausted and everything possible has been done in order to clear a case. If the following questions can be answered "yes", the offense can then be cleared "exceptionally" for crime reporting purposes:

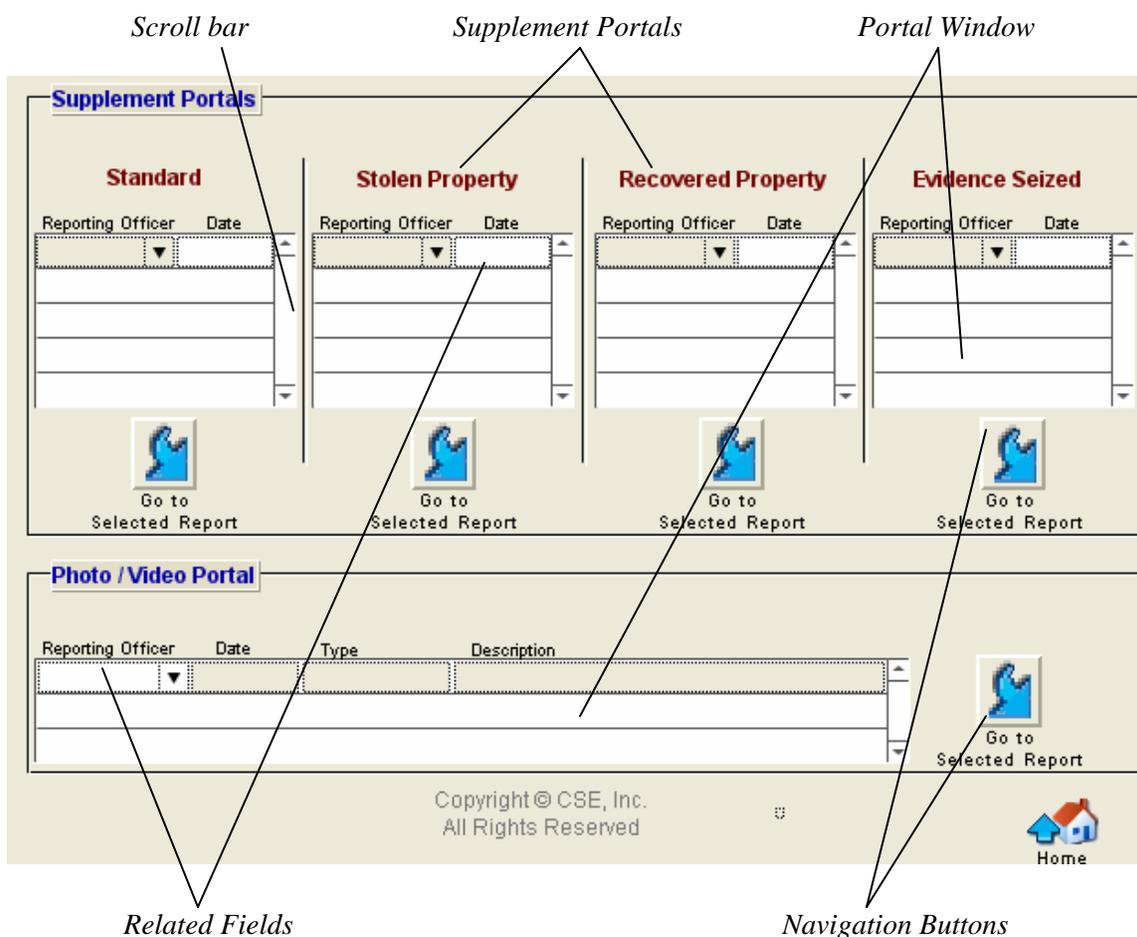
1. Has the investigation definitely established the identity of the offender?
2. Is there enough information to support an arrest, charge, and turning over to the court for prosecution?
3. Is the exact location of the offender known so that the subject could be taken into custody now?
4. Is there some reason outside law enforcement control that precludes arresting, charging, and prosecuting the offender?"

Case Disposition

Case Disposition			
Date charges filed	Name of subject charged	Warrant Number	 Home
Case Disposition			

Below the UCR section is a section that contains data related to the disposition of the case.

Supplement Portals



The data entry of the basic criminal report is now complete. This section will describe how to enter data into a supplement report.

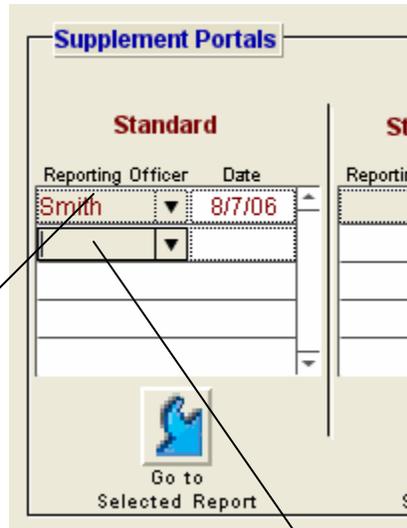
Since not all criminal reports have supplements it is much more efficient to keep each type of supplement report in its own file. For example, all of the "Stolen Property" supplements are located in the "SUPSP.USR" file (don't worry about knowing the file names or their location, we are only providing this information so that you can better understand the relational database concept).

As mentioned in a previous section, CrimeSoft is a multi-file relational database, meaning that data in one file (such as the "Criminal Report" file) can be shared with and printed, viewed, sorted, or edited from another file (such as the "Stolen Property" supplement file), provided they are related in some way, like having the same "Case No.".

As mentioned on the previous page, data from a related file can be shared or viewed. A "Portal" is like a window, showing the data contained in a related file. The data you see

in a portal is the actual data of all the related records in the other file (the typeface is in red as a reminder that this data is in fact in a different file). Each line is a separate record within that file.

Although you are currently in the criminal report file you can easily see all the supplements in all the other files that are related (have the same "Case No") to that criminal report. If more than 5 supplements are in one file you will need to use the scroll bar associated with that portal window to scroll down.



1 supplement (next records inserted below) blank line for next supplement

To enter data for a new supplement report, click the mouse into the "Reporting Officer" field on the first blank line of the appropriate portal window. Enter the officers' name then press "Tab" and enter that supplement date. You are actually entering the data into a new record located in the supplement file. CrimeSoft automatically copies the "Case No" from your criminal report into that supplement record thereby allowing that supplement record to share the appropriate data from the criminal report.

Now click the "Go to Selected Report" button.

Return to Criminal Report Standard Supplement Data Entry (top portion)

Copied Case #

Data shared from main criminal report

Kearney Police Department 106 S. Jefferson Kearney, MO 64060		INCIDENT AND CRIME REPORT Supplementary Report		Case Number
				1
				Page Number
				? of
2. Code Section	3. Crime Homicide	4. Classification 1st Degree	5. Report Area	
10. Victims Name-Last, First, Middle (Firm # Business)		11. Residence Address		12. Res. Phone

*Portion of printed
Supplement Report
(reduced view)*

Since the supplement can share and view data from the original "Criminal report", the data entry screen (on the top) only requires you to enter the information that is not present in that "Criminal Report".

Notice that the printed "Supplement Report" also uses data from the "Criminal Report" file. Sharing data increases report accuracy and saves time by requiring the user to only put the data in once, at one place.

On Supplements that require a listing of items, such as, the "Stolen Property" supplement below, an "Add Item" button will be present. Click this button for each new item you wish to add to the list (or click the mouse button into the next line) the cursor will be positioned at the beginning of the next line. The reason for this is because that each line item is in reality a separate record stored in another file (this is required for generating the monthly UCR stats or in the case of the "Evidence Seized" supplement, generates the data for the "Property Room" file).

Add Item button

Items Stolen

Item Description	Classification	Value

Pop-up value list

The only other supplement item that requires some explaining is in the "Standard Supplement", which contains a portal window displaying the three U.C.R. questions in the criminal report. This portal window is present within the "Standard Supplement" solely for your convenience. Arrests that are made after the original criminal report is filed are generally entered on a "Standard Supplement" report. Thus, having the U.C.R. arrest information available on the supplement data entry screen is an easier way of changing the data in the main criminal report.

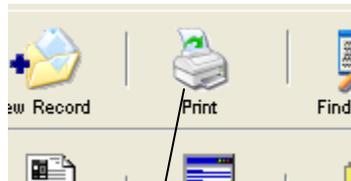
U.C.R. Offenses (required only if this supplement changes the initial reports' status)

<p>Is the initial report unfounded?</p> <p>Yes <input type="checkbox"/> <input checked="" type="checkbox"/> No <input type="checkbox"/> <input checked="" type="checkbox"/></p>	<p>Has this report been cleared by arrest or exceptional means?</p> <p>Yes <input type="checkbox"/> <input checked="" type="checkbox"/> No <input type="checkbox"/> <input checked="" type="checkbox"/></p>	<p>Has this report been cleared by arrest or exceptional means, and involve only persons under 18?</p> <p>Yes <input type="checkbox"/> <input checked="" type="checkbox"/> No <input type="checkbox"/> <input checked="" type="checkbox"/></p>
---	---	--

U.C.R. portal on "Standard Supplement" data entry screen

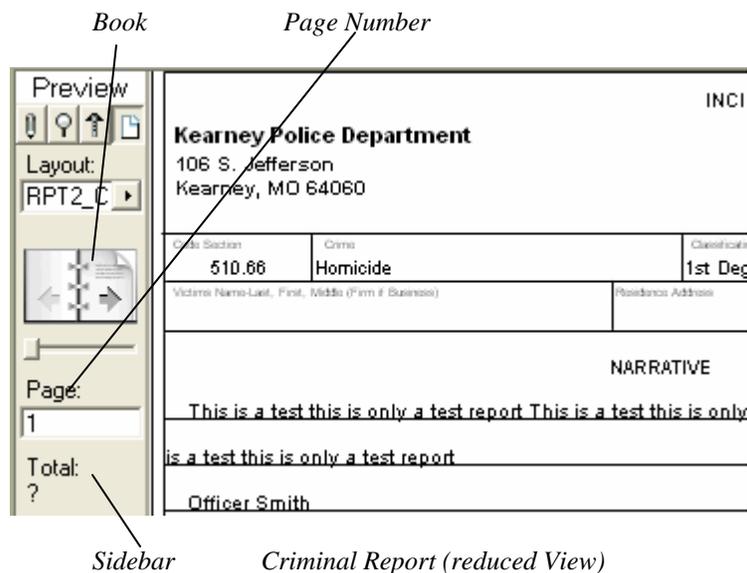
Printing

After you have completed entering the data, printing a professional looking criminal report is almost as easy as clicking on a button.



Print Button

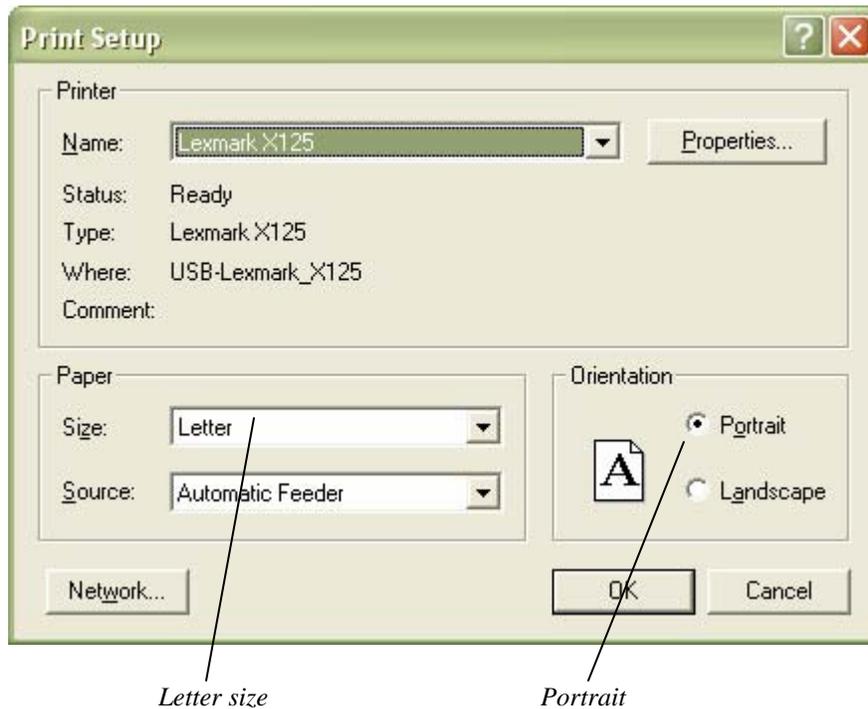
Once you click the "Print" button your screen will change to a reduced view (75%) of the first narrative page of the printed criminal report (see below) and the side bar will be toggled on.



Determine the number of pages in your report by clicking on the lower page of the "Book" (see above) this will display the second narrative page of the criminal report. Click again and the third page is displayed, and so on. Clicking the upper page will display the previous page. Once you have determined the number of pages in your report click the "Continue" button on the sidebar, or press the "Enter" key on your numeric keypad.

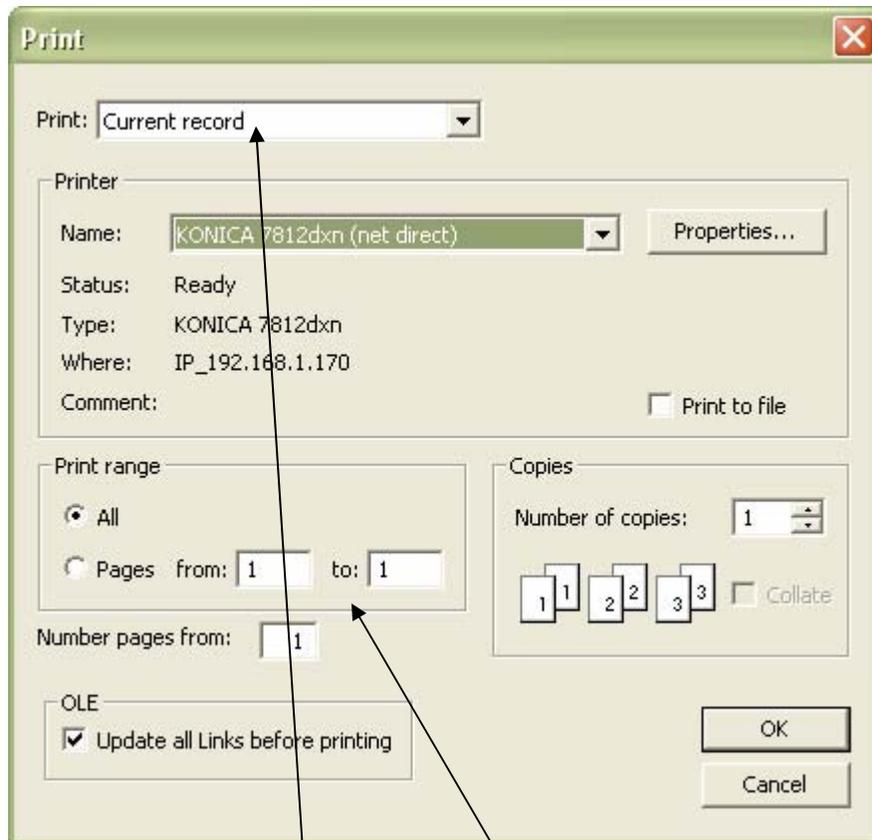
Note: The maximum number of pages varies from printer to printer (due to printer margins, printer memory, etc.), generally it is in the range of 12 to 15 pages. Due to the wide degree of margin variations between printers, the report preview may depict a slightly different number of lines per page (or characters per line) than is actually printed. For this reason it should be used only as a guide in determining the number of pages in your report. After using CrimeSoft with your specific printer for a short while, you should be able to more accurately compensate for this variation.

The next screen is the standard computer dialog "Page Setup" box, similar to the one pictured below. Make sure that the "Paper" is US Letter or the equivalent, the "Reduce or Enlarge" (scale) is set to 100%, and the "Orientation" is set to portrait as shown below.



Once you have determined the above settings are correct, click the "OK" button in the dialog box, or press the "Enter" key on your numeric keypad.

The last screen is the "Print" dialog box similar to the one shown below. First select the number of copies you would like then select the page range in the "From:" and "To:" blocks. Finally be sure that "Current Record" is the selection in the "Print" area.



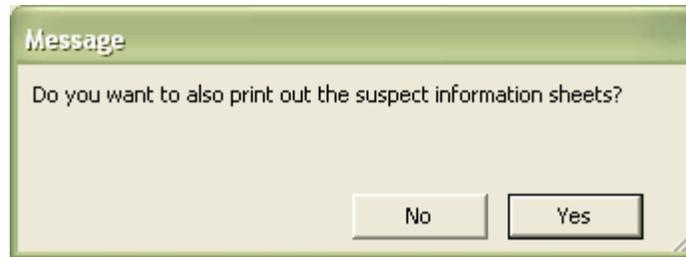
Print area

To-From block

Note: If you are not sure of the number of pages in your report, leave the "Pages" set to "All", and the report will print out all of the 10 - 14 pages. If for example you set the pages to print "From:1 To: 7" and after printing you discover the final page of the report was page 8, simply press the "Print" button (on the data entry screen) again and when you get to this dialog box enter "From: 8 To: 8" in the To: From: blocks.

Once you have determined the above settings are correct, click the "Print" button in the dialog box, or press the "Enter" key on your numeric keypad. Your report including the cover page is now spooled to your hard drive for printing.

Finally a dialog box similar to the one below asks if you want to print out the "Suspect Information Sheets". These are full page sheets containing all the information including the photos that are stored in the "Master Name" file on the suspect(s). Simply make your selection by clicking on the Yes or No button.



"Print Suspect info sheets" dialog box

Note: If you select "Yes" and there are no suspects for that particular Criminal Report, another dialog box will appear informing you of this situation.

After making your selection you will be returned to the "Data Entry" screen while the reports are being printed.

Important Note: If your multi page printouts do not print properly, i.e.: The body text appears in the header or footer area, please refer to Appendix D in the back of the manual. This appendix provides information regarding the proper setup of print drivers. Also an expanded article can be found in the Secure Customer Area of the CrimeSoft web site www.crimesoft.com.

Section 4.



CrimeSoft Beyond The Basics

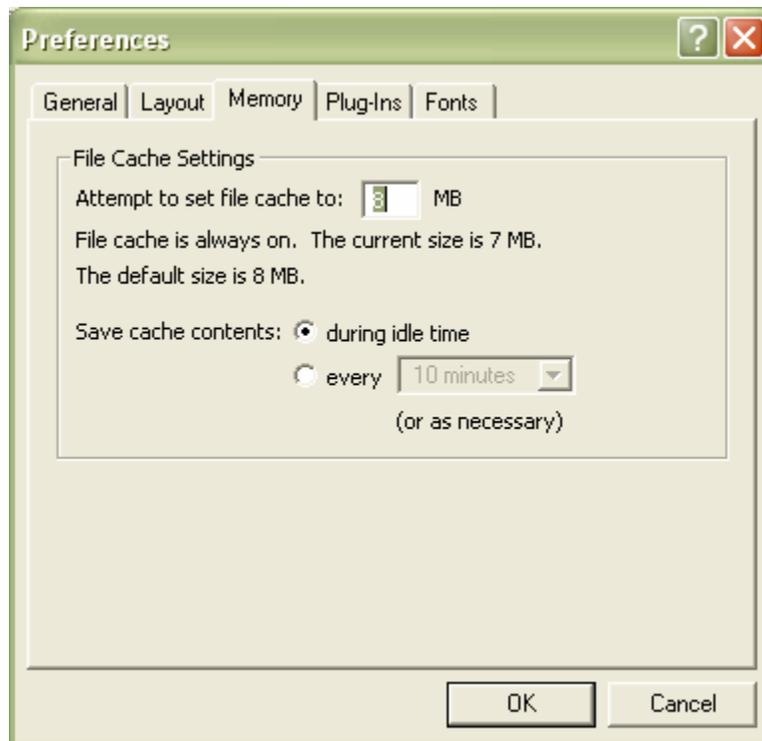
The goal of this section is to add to the basic CrimeSoft concepts and to guide you through the techniques you will use periodically. After completing this section you can put to further use CrimeSoft powerful database capabilities.

Before you begin, we assume you are familiar with CrimeSoft basics covered in the previous chapter.

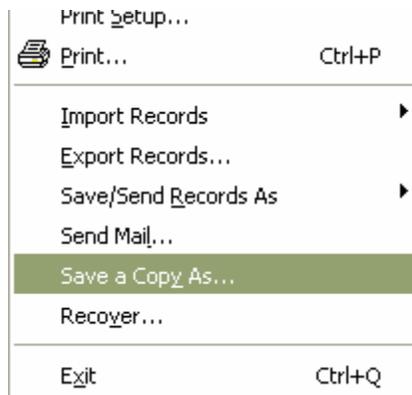
Saving Files

One of the features of CrimeSoft does not have to worry about saving the records you create. This is because your data is automatically saved to your hard drive whenever you exit a record.

When using a laptop computer powered by a battery, this constant writing to the hard drive can reduce your batteries power faster than normal. The solution is to change how often the data is written to your hard drive by selecting the "Pref file" under the "Scripts" pull-down menu of the opening screen, then selecting "Memory" from the choices offered. A dialog box will contain a section similar to the one shown below. Select "every 10 minutes or when necessary", this now changes the way the program writes to the hard drive.



On rare occasions you may need to save a copy of a CrimeSoft file. You can save a copy of your current file to another location by clicking the "Save a Copy as" from the "File" menu (see below).

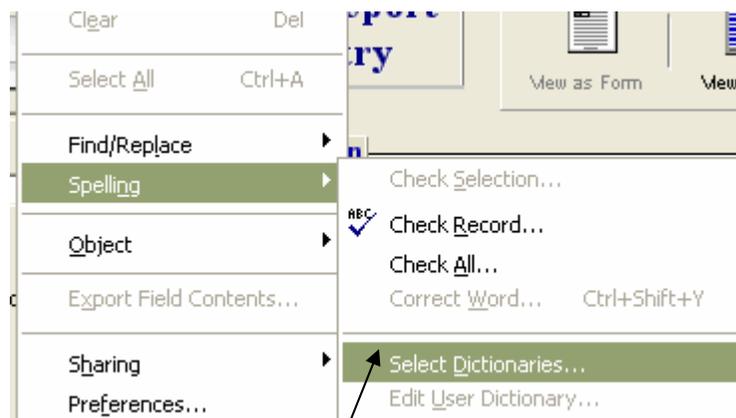


A standard "save as" dialog box will appear allowing you to specify the location (we recommend that whenever you save a copy of a file that you DO NOT save it on the same hard drive as the CrimeSoft files). You can also choose between "Copy of Current file" (normal), or "Compressed Copy" which requires less space.

Never save a copy into the active CrimeSoft folder.

User Dictionary

In addition to the standard dictionary you can install a user dictionary that will allow you to store proper names, unique terms, etc.. To install a new user dictionary, select "Spelling" from the "Edit" pull-down menu, then select "Select Dictionaries" (see below).



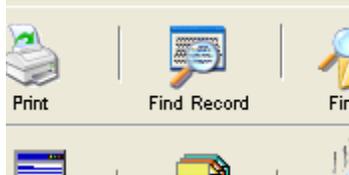
Install a user dictionary

A new dialog box will open; select "User Dictionary" for "File of type". Then type in a unique name followed by the extension .USP in the "File name" space. Click the "New" button.

Note: A user dictionary has been already created for you to use. The above information is presented in case you want to create additional dictionaries.

Finding Records

To find specific records, begin by clicking the "Find" radio button (see below) located on the data entry screen.



Notice that the mode changes from the "Browse" to the "Find" mode (see below). The data that was present within the data fields clears, giving you what now appears as a new record.



Mode Indicator

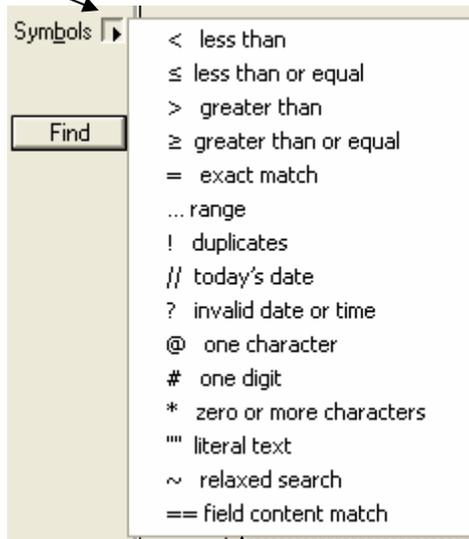
Next select the field that you want to use, by clicking the mouse and then type in the values you want to match (find). Press the "Enter" key on the numeric pad or click the "Find" button located on the sidebar (see below). Only the reports that match the value entered will be found, these records are known as the "found set".



Sidebar 'Find' Button

You can use values for more than one field to find records, for example to find all burglaries that were reported between 6-1-2007 and 6-15-2007 you would type "burglary" (without the quotation marks) into the "Crime" field and "6-1-2007...6-15-2007" (again without the quotation marks) into the "Date Reported" field.

Symbols button

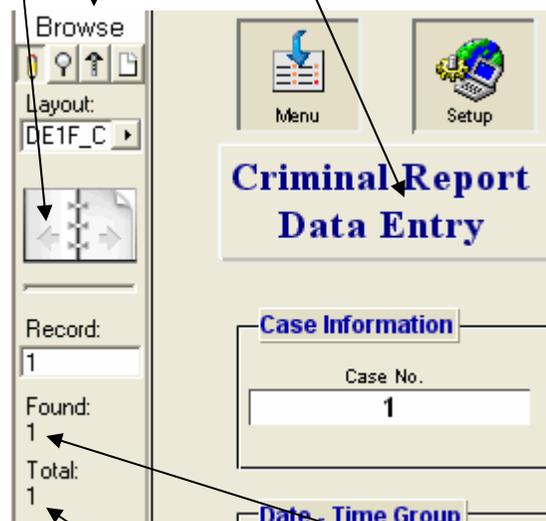


Operators

The "..." (3 periods) used in the "Date Reported" field in the above example are know as "operators" and are used to indicate a range of values. Other operators can be found by clicking the "Symbols" button on the sidebar when in the "Find" mode (see above). When needed you may either type these operators directly from the keyboard, or use the mouse to click on an operator from the symbol list shown above.

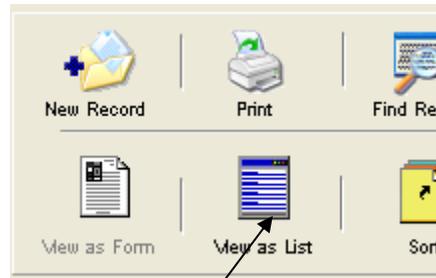
With the sidebar on, you can easily see the number of matching records in the found set. Clicking on the pages of the book will display the various records within that set on the data entry screen.

Book Sidebar Click to toggle Sidebar



Total records in database Number of records in 'found' set

You can also view as a list, the records in the "found set". To do this click the "View As List" radio button (see below) and the screen changes to the view shown on the next page.



Click to view records as a list

Upper portion of "List View" screen

Case No.	Crime	Date	Reporting Officers	Case Status
123558	Homicide	8/8/2006	Ofc Smith	Open
41888	Assault	8-8-2006	Ofc Thomas	Arrested
41889	Burglary	8-7-2006	Ofc Thomas	Open

"Go to" buttons

"Sort" buttons

Individual criminal reports are listed one per line

The above "List View" is an easy way to view all the criminal reports that are in a found set. Clicking on the "Go to" button will take you directly to the associated reports data entry screen (Form View).

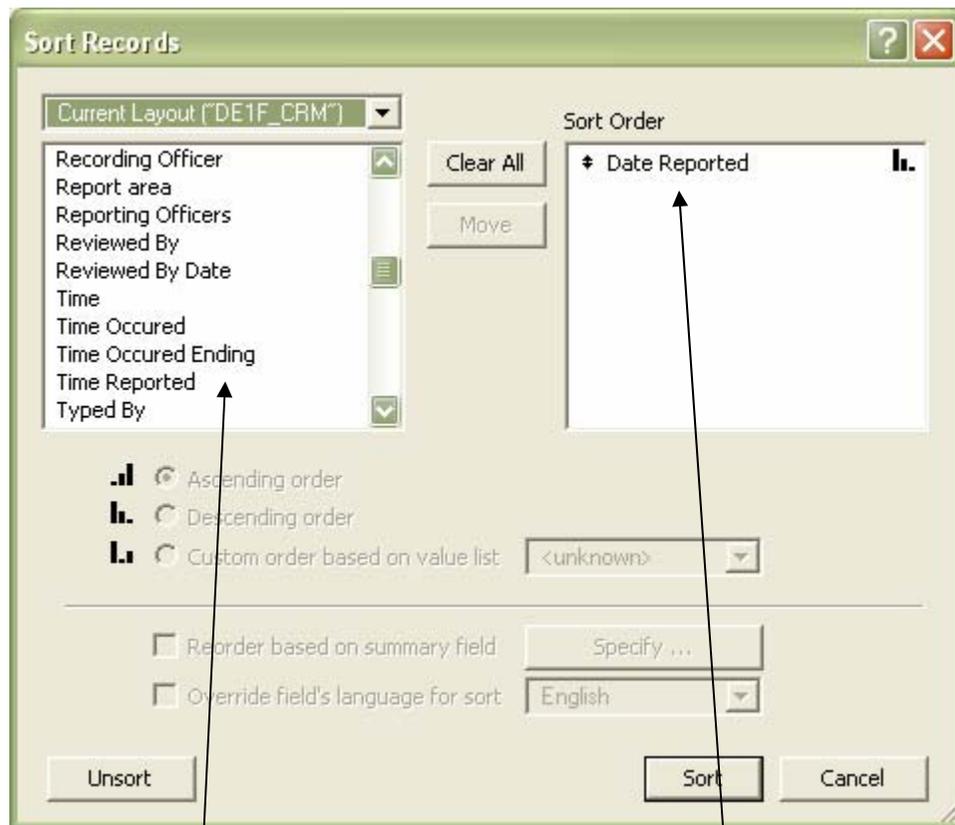
You can also sort the above found set of records by Case Number, Crime, Date, or Reporting Officer. To do this, click the sort button (shown above) for that category.

Sorting Records

In addition to sorting records using the predefined buttons on the "View As List" screen (previous page), you can custom sort your records using any of the fields in CrimeSoft. To custom sort, click on the "Sort" radio button (shown below).



A dialog box similar to the one shown below will appear on the screen.



Available fields

Sort order of selected fields

First select from the "Available Fields" window the field or fields you want to sort by, and then click the "move" button to place them into the "Sort Order" window. Click the "Sort" button and your records are then sorted based upon your selection. To return the records to the order they were when they were originally entered; click the "unsort" button.

Uniform Crime Reporting

Obtaining the data necessary for preparing the monthly Uniform Crime Report (Return A and Supplement to Return A) is fast and easy. You begin by clicking the "Uniform Crime Report" navigation button located on the "Additional Menu" screen (see below).



The next screen (see below) prompts you to enter a date range, follow the instructions on the screen. That's all there is to it.

CrimeSoft will then display in preview mode, six report screens, one at a time. Simply press the "Enter" key after viewing each one and that report will be sent to your printer for printing. After printing the six reports, simply transcribe the data from the printed reports to the U.C.R. forms.

Uniform Crime Report
Date Information

**The only information CrimeSoft requires to generate the UCR reports is the date range.
Enter the date range that you would like the report to reflect.
Example: 6-1-2007...6-30-2007 (no spaces)**

1. Type in the **Start Date**
2. Type 3 **periods**
3. Type in the **End Date**
4. Press the <Enter> key on the numeric key pad

OOPS !!
Return to Main Menu

Initial Password Setup

A fast, easy way to initially setup your account password is to use the built-in password setup utility. Navigate to this utility (shown below) from the 'Main Menu' by selecting 'Additional Menu Items' then the 'Utilities Menu' and finally the 'Log-on Password Setup'.



The screenshot shows a web interface for setting a password. At the top, a brown header bar contains the text "Enter the password to set or reset". Below this, on a light yellow background, is the "Account" section with a text box containing "admin". Underneath is the instruction "Enter the password to be used for the account listed above. Warning: Passwords ARE case sensitive." followed by a "Password" section with a light blue text box and a question mark icon. At the bottom, there are two buttons: "Set now" and "Main Menu".

The Account name is automatically entered for you. In the 'Password' field type the password you want (remember that the password IS case sensitive), up to 32 characters in length. Click the 'Set now' button and the password will be instantly setup in all of the required files. Once completed you will be taken back to the 'Main Menu' and a dialog box will confirm that the operation was successful.

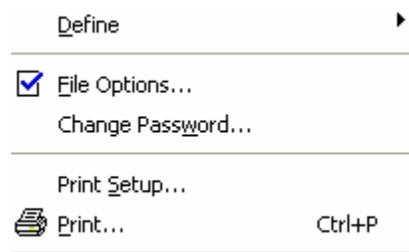
Very Important Note: For this utility to operate properly you MUST initially log-on to CrimeSoft using the account that you wish to setup.

DO NOT log on to CrimeSoft with a different account name and then change your log-on by using the pull down 'Script' menu and selecting 'Re-login'.

Passwords

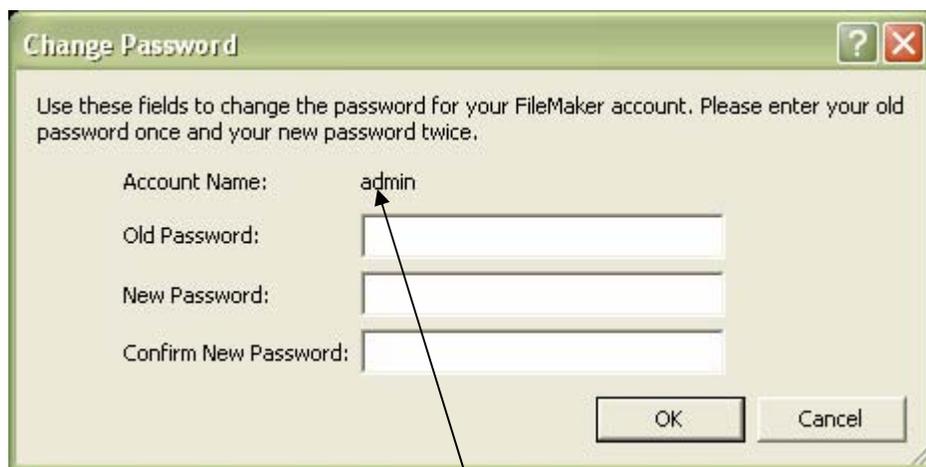
You may have noticed that immediately after entering your account and password, many of the database files are automatically opened. The reason for this is two fold. The first is due to the relational structure of the database, opening the primary files increases database speed. The second reason, and the one we are concerned with here, is that most of the files contained within the CrimeSoft database system are password protected. After you enter your password, the opening script (a set of programmed instructions) opens the appropriate files and sends that account and password information to all those files. This precludes you from having the tedious task of entering your password for each file you want to open.

Changing your password is easy, however you should check with your administrator before doing so. First select "Change Password..." under the File pull-down menu (see below)



Important: Passwords can contain up to 31 characters and or spaces. **Passwords are case sensitive, they are space sensitive.**

A dialog box (see below) will appear showing your account name. First type in your old password in the block provided, and then type your new password in the next block. Finally, type in the new password again to confirm it. When you are satisfied that everything is correct click the "OK" button.



Account Name

When you change your password, you must change it in all the files listed below before you exit the program. Take care to ensure that the password is typed exactly the same in all files.

MENU

MNAME (the Master Name file)

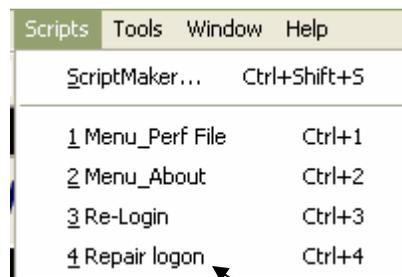
CRIME. (the Criminal reports file)

SUPSP (the Stolen Property file)

SUPRP (the Recovered Property file)

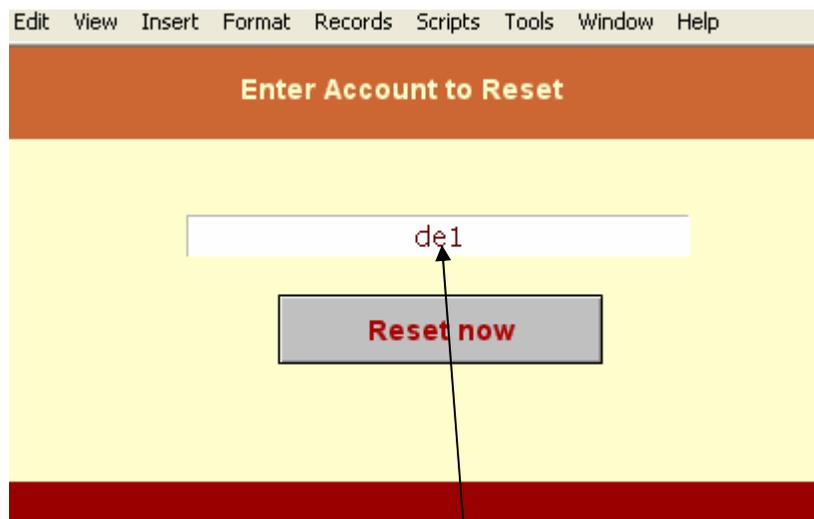
SUPES (the Evidence Seized file)

Resetting a password (For Administrators)



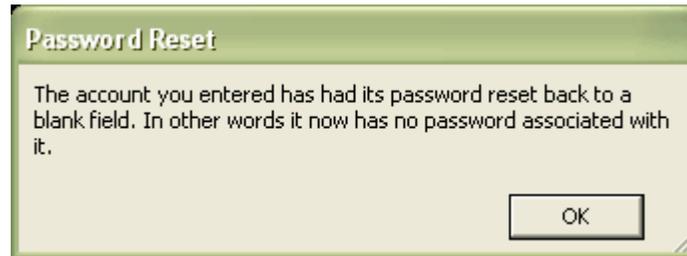
Repair logon Script

If for some reason a password is forgotten or is not functioning correctly exit CrimeSoft and log-in as the administrator. Then from the 'Main Menu' file choose the Repair logon script shown above. You will be taken to the screen seen below.



Enter account name here

Enter the account name that is having the problem with the password in the field shown above. Then click the 'Reset now' button and the account password will be reset to its original blank (no password) in all of the 6 files that require a password. Once it is completed you will see a dialog box (below). Click OK.



Importing and Exporting Data

Importing Records

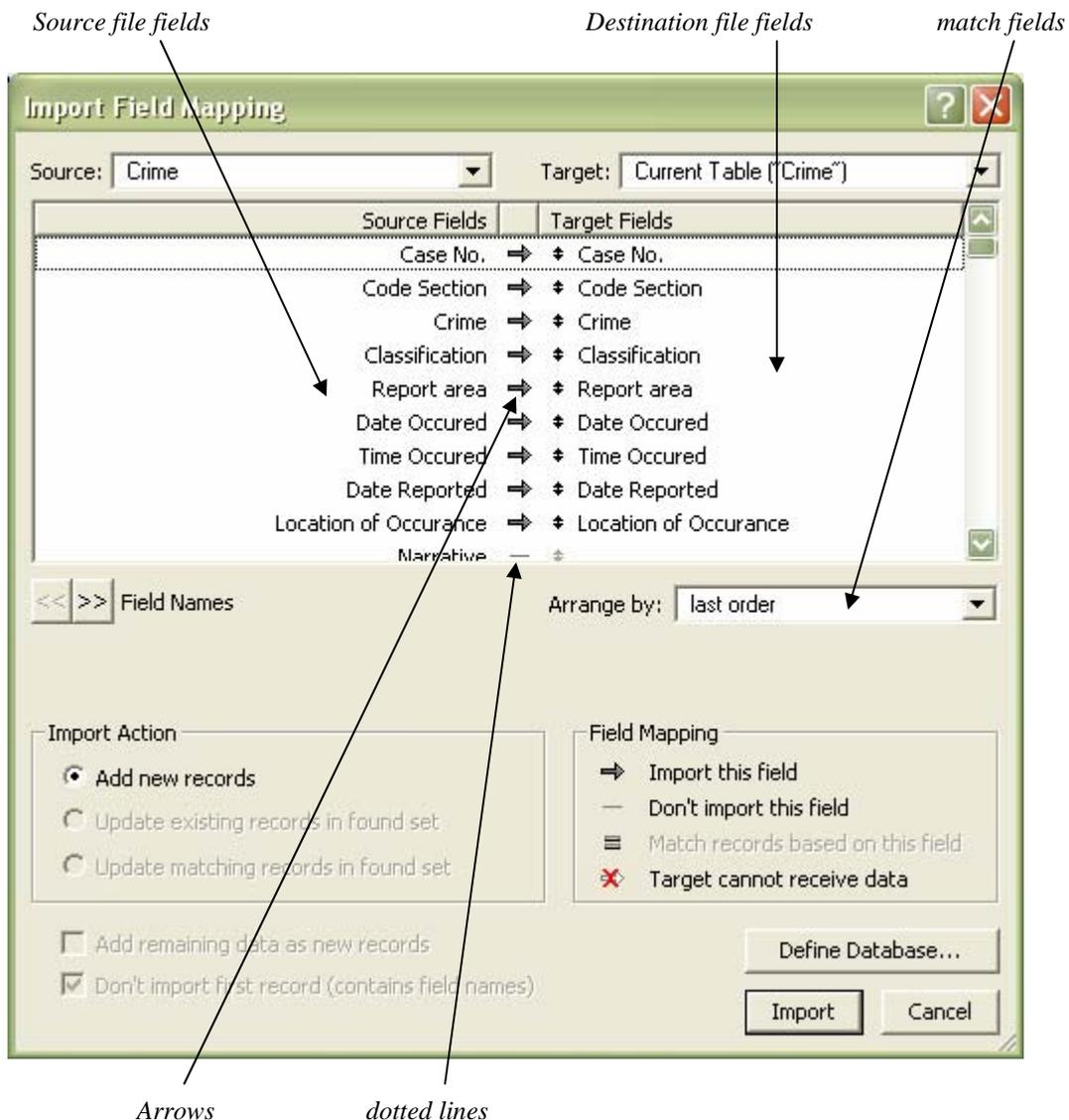
You can exchange information with your CrimeSoft files or with files created with other applications in different file formats. This is accomplished by either importing or exporting. Importing is the bringing of data into your CrimeSoft file from another file. Exporting is the process of saving the data contained within your CrimeSoft file in a format that can be opened by another application.

Importing records can best be explained by the following example. Let's say you wanted to add to your main CrimeSoft database a criminal report you prepared using CrimeSoft on your laptop computer. First locate, using the "Find" radio button, the record(s) you want to transfer to the main database from your laptop computer (only the "found set" is imported), then save that file to a flash/floppy or CD/DVD disk or drive. Place the floppy disk into your main computers disk drive. Make sure you are in the appropriate file for the data to be transferred to, and then click the "Import Records" radio button (see below).



After clicking the "Import Records" button a standard dialog box will appear prompting you to select the file from which you want to import. Locate and select the file you just saved on the floppy drive.

An "Import Mapping" window similar to the one below will appear on the screen. The left section shows the fields contained in the source file (floppy, flash or CD/DVD drive), and the right displays the destination file (main database). **Important: If you import records using the File>Import/Export pull down menu and not the "Import" button, change the "View By" window to read "Matching Fields".** An arrow in between the fields indicates how the data will be transferred from one file to the other, while dotted lines indicate data will not be transferred (imported). Clicking on the arrow changes it to dotted lines and vice versa. The "Add new records" button in the lower left corner should be selected. When you are satisfied with the mapping click the "Import" button in the lower right section of the window.



Important Note: Before you click on the import button be sure to scroll through the source file field list to be sure that you DO NOT import any field the *starts with a "g_"*.

A field that starts with a g underscore (g_) is a global field and should never be imported; if you see a g_ field that shows an arrow to the right of it (indicating that it will be imported into the field to the right of the arrow; click on the arrow to change it to dotted lines.

After clicking the "Import" button, an "Import Options" dialog box may appear (depends on the file selected for importing). The default settings present in this dialog box should be correct. The only item that should be selected is:

Import values in repeating fields by.
Keeping them in the original record

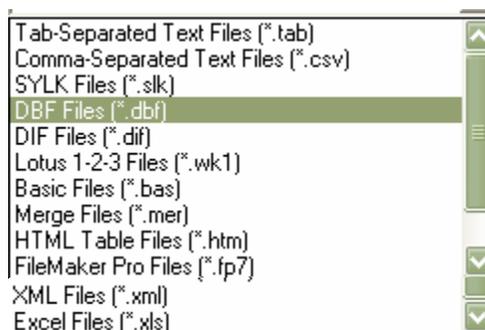
Note: If you receive a *"record locked or in use"* error when trying to import, simply change the name of the file from which you are trying to import. Example you receive this error trying to import your CFS files into a new CFS file, just change the name of the old CFS file from CFS to CFS2 and then import the records.

Exporting Records

You can export the data contained in CrimeSoft to a new file in a variety of file formats, and then open it in another application that supports these formats.

Note: If you are exporting records from a "Remote Laptop" to your main CrimeSoft system see Section 6 for easy exporting instructions.

To export data, first open the file you want to export. Next click the "Export Records" radio button, and an export dialog box will appear on the screen. Enter the name for the exported file in the block provided and select a location for the file to be saved. Next choose the file type that the other application supports from the pop-up list (see types below). Click the "Save" button.



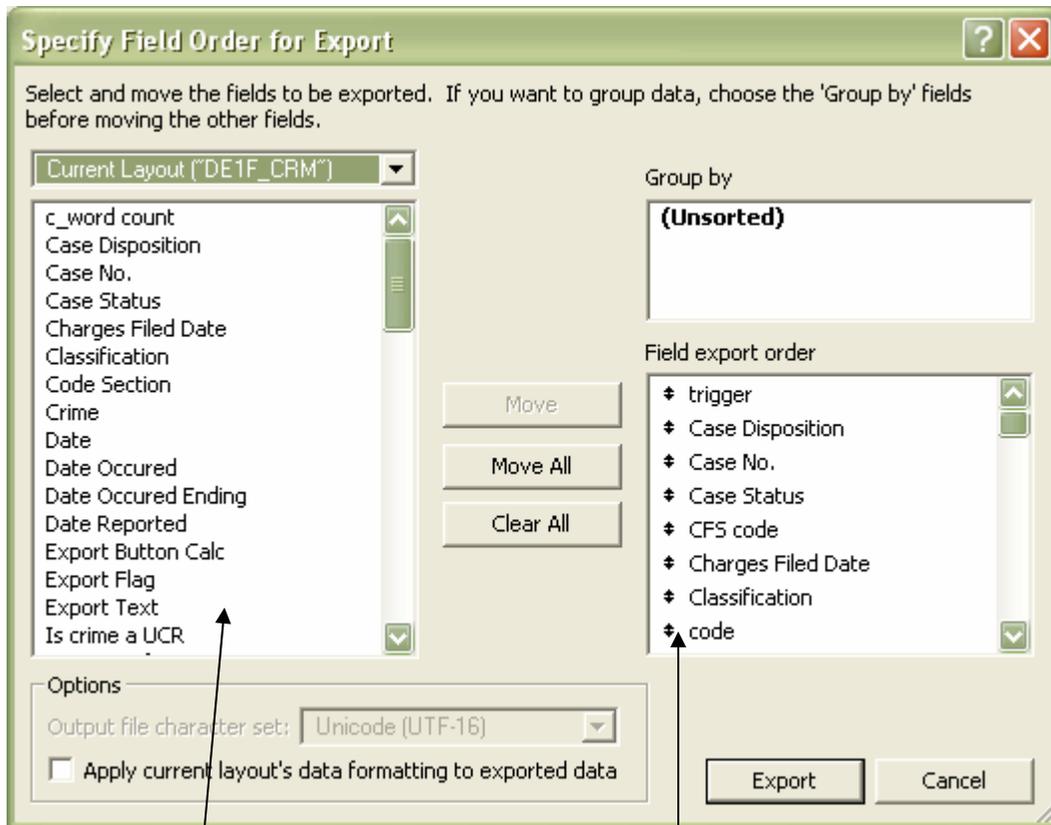


Optional additional settings

create a new file name here

In addition to selecting the file type of export (the above screen shot shows the file type selected as FileMaker Pro) you can also select additional optional settings as shown in the above picture. You must also create a name for this new export file by typing it in the file name window

The final screen is the "Export Field Order" similar to the one pictured below. To export all the fields and their data, click the "Move All" button located in the center of the screen and all the fields on the left side of the screen will be moved to the right side. If you only want to export the data contained in certain fields, click those fields on the left screen then click the "Move" button in the center. When you are finished, click the "Export" button located on the lower right portion of the screen and your data will be exported.



Select fields for export

dragging a field's arrow changes its order

Networking CrimeSoft

CrimeSoft Advanced is a complex multi-relational database that requires a full version of FileMaker Pro software* on each computer for networking. A network of 6 or more licenses of CrimeSoft require the use of FileMaker Server software* and a host/server computer (see requirements in Section 1).

**Sold separately, visit www.filemaker.com for details and pricing*

-or-

Many states have great DIR programs for FileMaker software where agencies can purchase FileMaker products at tremendous savings. Check with your states Department of Information Resources.

Follow the procedures outlined in the FileMaker Pro or if installed FileMaker Server documentation for network setup. If you are not experienced in network setups it would be a good idea to contact your IT department for assistance. In general (excluding the physical network setup, wiring etc.) the procedure for setting up the server or host computer and 5 workstations takes about an hour.

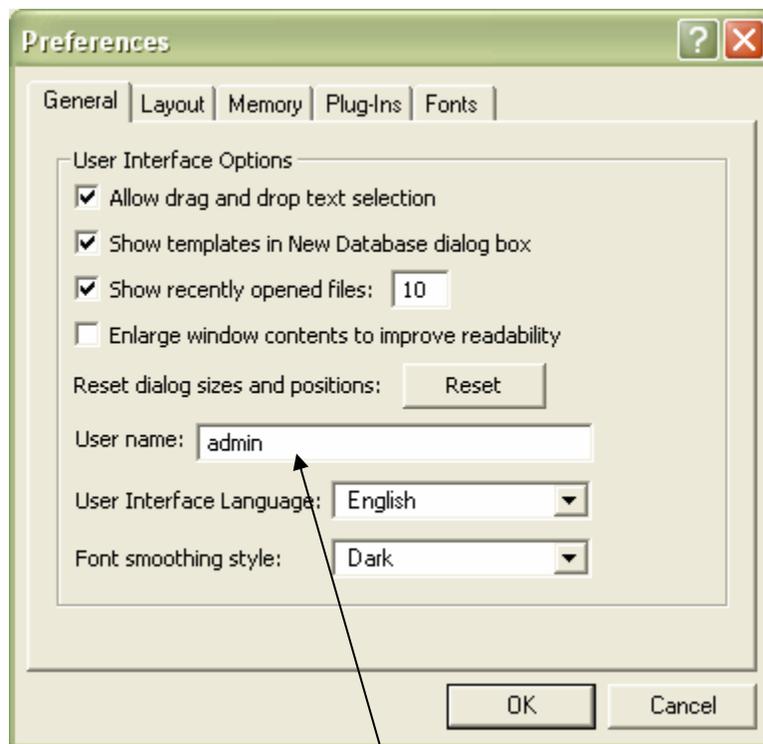
CrimeSoft Network Items

1. Only the host/server should have all of the CrimeSoft Advanced files installed. These files first need to be activated for multi-user use by clicking on the 'Additional Menu' button at the Main Menu screen and the clicking 'Utilities' button and then 'Network activation'. Follow the on screen instructions regarding network activation (you will need to reference your network activation code on the back of the CD case, this code is specific to your department and number of licenses)
2. Keep the AFIS, videos, and pictures directories inside the CrimeSoft Advanced folder when installing on the server/host computer, these folders are for storage of photos etc and allow for fast importing into CrimeSoft records (note: importing is normally done by reference and is file path specific so keeping everything in it's original relative position will eliminate possible file referencing headaches in the future). Be sure and set these additional folders to allow for file sharing. You may also want to create shortcuts to these folders on the individual workstations to facilitate easy photo or movie storage from those workstations.
3. Included on the CrimeSoft CD or DVD is a file titled 'CrimeSoft Advanced Start.fp7'. This file is designed to be placed on the workstations desktop. This file is associated with the full version of FileMaker Pro and when double clicked will present a dialog box requesting the location of the 'Remote' file to start. Before double clicking this file be sure that the CrimeSoft files on the host/server computer are up and running.

Next locate the host or server computer as requested in the dialog box, then select the file named 'Menu'. Opening the Menu file this way is the ONLY correct way to access CrimeSoft via a network. NEVER create or map a shortcut to the menu file!

Once this is completed the CrimeSoft Advanced.Start.fp7 file will retain the path information and will on subsequent starts automatically open the Menu file on the server. At this point all that is required is to enter an account and password. Assuming your computers are all on the same subnet you can then copy this file and install it on all the workstations since it now has the correct path information stored.

Note: you can set a workstations copy of FileMaker Pro to automatically enter the account. To do this, use the edit>preferences pull down menu. Place the account name into the 'User name' block (below).



User name

Master Name File

Overview

A Master Name File is included with CrimeSoft; it is a powerful multi-file program. Like the other files in CrimeSoft, the "Master Name File has been seamlessly integrated into CrimeSoft. It shares its data and files with the main "Criminal Report" file provided that they have the same "Case Number"; it also displays CFS info and matching hits in various other files.

The Master Name File is actually four files in one. The first file is an 'Incident Record' section. Whenever you create a criminal report in the main "Criminal Report" file and list either a Victim, or Suspect, or Reporting Party, etc., the information that you provide on *each* of these individuals is actually placed in a new *separate* record in the "Master Name File" as an 'incident record' and automatically indexed to that criminal report via the Case Number. This file can contain numerous records on an individual. The second file is a 'Master Record' section. This section is designed to store only one record per person and is completely controlled by you as to which records should be included; it is not related to any case file. This file is used primarily as a template; allowing you to quickly create an 'Incident Record' without have to retype the person's information etc... The third and fourth files are the 'Alias' and 'Known Associates' files; these two files are solely for the storage of some related information that is displayed within either the Incident or Master records.

Navigating to the Master Name File is normally accomplished by one of two ways. To view a list of all the records stored in the file, click on the button located on the "Main Menu" file; then select either 'Master Records' or 'Incident Records' from the next menu screen. To go directly to the data entry screen of a suspect listed in the "Criminal Report" data entry screen, click on the "Go To" button (shown below) located opposite the victim, other, or suspect.



You will find that the "Master Name File" is familiar and easy to use, incorporating the same type of data entry screens and buttons found in other sections of CrimeSoft.

Using the Master Name File

New users to CrimeSoft Advanced that have not upgraded from a previous version will not have any records in the database. This section will guide you through entering records for the first time as well as using the Master Name File once you have an established working records section.

The easiest way to start is to create an actual criminal/incident report. At the 'Main Menu' click on the 'Criminal Reports' button to take you to the data entry screen. Below is a portion of that screen showing the various portals used to enter individuals associated with a particular case. Begin by entering a case number (remember not to start it with a zero and not to use operators like / - + = in the case number). Continue filling out the data until you arrive at the tabbed portals shown below.

The screenshot shows a web-based data entry interface with three tabs: 'Complainant/Victim', 'Other Info Portal', and 'Suspect Portal'. The 'Complainant/Victim' tab is selected and contains a form with the following fields:

- ID Code:
- Last Name:
- First Name:
- MI:
- Address:
- City:
- State:
- ZIP:
- SSN:
- Phone:
- Race:
- Sex:
- Age:
- DOB:
- Business Address:
- Business Phone:

A 'Go to File' button is located to the right of the form. There is also a small icon of a person in the top left corner of the active tab.

As mentioned earlier every time you enter a person into one of the portals listed above, a new record is created in the master name file linking that person to that specific case. If the same person is listed as a 'witness' in one report and a 'suspect' in another report then two records of that person will be in the master name incident file.

Now enter the Complainants Last Name along with the rest of the data (leave the ID Code blank). When you have completed this press the 'Enter' key on your keyboard numeric pad (this commits or saves the record). You have just created a new record in the Master Name files 'Incident Record' section linking this person to this specific report as the complainant. For this demonstration we have created the complainant shown below.

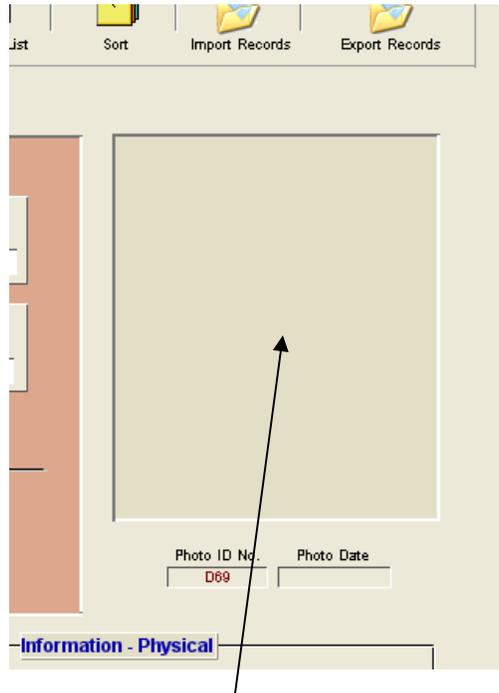
Complainant/Victim			Other Info Portal			Suspect Portal		
ID Code <input type="text"/>								
Last Name	First Name	MI	Address	City	State	ZIP		
Smith	Thomas	L	1234 Easy Street	Gladstone	TX	12345	Go to File	
SSN	Phone	Race	Sex	Age	DOB	Business Address	Business Phone	
123-45-6789	555-1212	Hisp	M	33				

Let's take a look at that newly created record by clicking on the 'Go to File' button (shown above).

You should now be viewing a 'Master Name Incident' record (upper portion shown here) like the one below (except with your data).

File Edit View Insert Format Records Scripts Tools Window Help									
Browse		Menu		Crime Report		New Record		Print	
Layout: DETF_M		Incident Name File		View CFS		View as List		Sort	
Record: 2820		Incident Entry		Import Records		Export Records		Delete Record	
Total: 2820		Name		Find Record		Find All			
Unsorted		Last Name		First Name		MI			
		Smith		Thomas		L			
		Case Information		Case No.		Crime			
		Complainant/Victim		123					
		Mast1		Mine		Mast2			
		View Master Rod #							
		Photo ID No.		Photo Date					
		D09							
Information - General					Information - Physical				
SSAN		FBI #		Jacket #		Age at time of Report		Race	
123-45-6789						33		Hisp	
DOB		Age Today		Other #		Sex		Ht.	
						M			
Aliases		Known Associates		Eyes		Teeth		Speech	
Weapon(s)				Build		Complexion		Skin Tone	
				Facial Hair		Facial Hair Color			

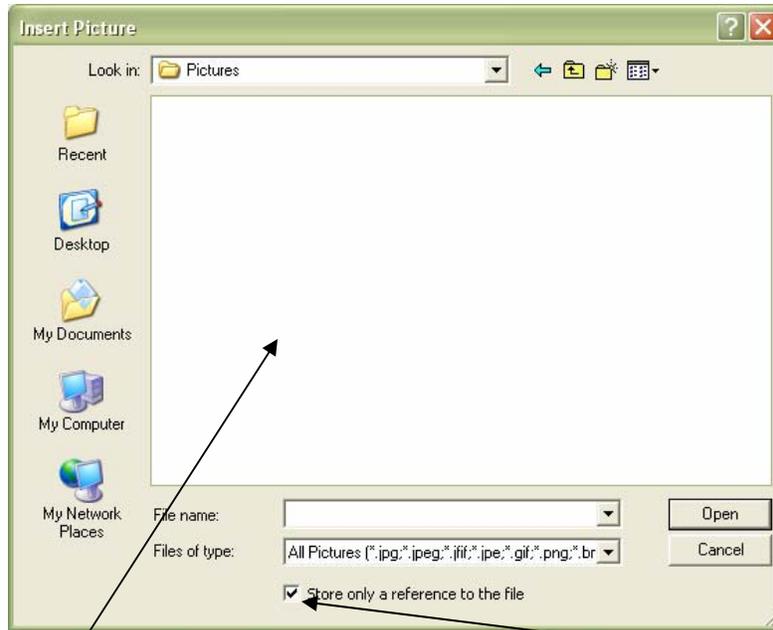
Notice that the name, his status (complainant/victim), case number and the other fields that you filled out are already completed. You can at your option fill out the rest of the data or leave it as is. If you would like to place a photo into the upper right photo section, first place the photo file into the pictures folder located in the CrimeSoft Advanced folder (or you can make a shortcut to this folder and place it on your desktop for easier access) then simply click in the center of the photo area and you will be presented with two dialog boxes (shown below).



Click here to import a photo



Click 'Cancel' (dialog box 1)



Dialog box 2 (picture files would be listed here)

Store as Reference box

If necessary navigate to the 'pictures' folder and then select the photo file of the person (it is a good idea to name these files something other than what the camera default assigns; an good example would be 123456789A as a file name where the numbers represent the SSAN and the letter A for a front mug shot, letter B for side shot, etc.). By default the photo is imported 'as a reference'; meaning the file itself is not actually physically implanted into the record. You can uncheck this if you like; however doing so will increase the size of your Master Name file substantially and eventually cause the database to slow down due to its size. (sample photo imported shown below)

Note: The maximum file size is restricted to 2 terabytes.

Incident Name File Incident Entry						

<p>Name</p> <p>Last Name: <input type="text" value="Smith"/> First Name: <input type="text" value="Thomas"/> MI: <input type="text" value="L"/></p>			
<p>Case Information</p> <p>Case No.: <input type="text" value="123"/> Crime: <input type="text"/></p>			
<p>Complainant/Victim</p> <p>Mast1: <input type="text"/> Mine: <input type="text"/> Mast2: <input type="text"/></p> <p><input type="button" value="View Master Rod #"/></p>			
<p>Photo ID No.: <input type="text" value="D69"/> Photo Date: <input type="text"/></p>			

<p>Information - General</p> <p>SSAN: <input type="text" value="123-45-6789"/> FBI #: <input type="text"/> Jacket #: <input type="text"/></p>			<p>Information - Physical</p> <p>Age at time of Report: <input type="text" value="33"/> Race: <input type="text" value="Hisp"/> Sex: <input type="text" value="M"/> Ht.: <input type="text"/> Wt.: <input type="text"/></p>		
--	--	--	--	--	--

After completing the data entry on this Incident Name File you can easily make a master name file 'Master Record' of it to be used anytime you need to enter this person again in a report. No more typing out all the data over and over (the actual records of the master name files have over 80 fields of data plus pictures). This is where these buttons come into play. Think of the master name file as two separate files combined into one. The first file contains all the records created whenever you enter the person on a report (as described above), we call this file the 'Master Name Incident File'. The second file is for the one master record per person to be used as a template, known as the 'Master file'. To do this go to the tabbed button area located below.

Name		
Last Name	First Name	MI
Smith	Thomas	L

Case Information	
Case No.	Crime
123	

Complainant/Victim

Mast1 Mine Mast2

View Master Rcd #

There are three tabs to choose from:

Mast1 displays the 'View Master Rcd #' button (if this incident name record was created from a 'Master' template a number will also appear here, you can click this button to review or edit the Master Record).

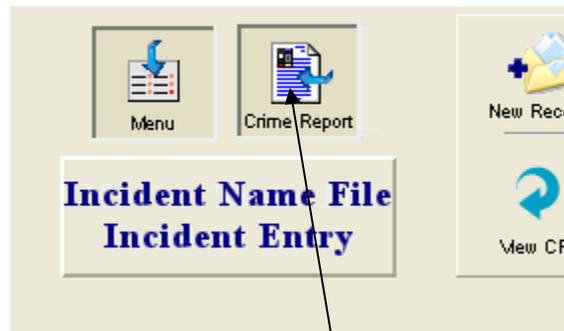
Mine displays a button that will allow you to data mine this record for other possible record matches in various fields.

Mast2 displays a button that will instantly create a "Master Record" template for future use. (Shown below) Click Mast2 tab then click this button now to create a new Master Record Template.



Click here

You can now go back to your report by clicking the 'Crime Report' button shown below. You have just completed entering a Master Name Incident file.



Click to return to your report

Having 'Master' records makes data entry fast and easy. You simply click the 'Master Name Lookup' button to view a special 'find' entry screen and then enter the name or other data of the person you are looking for, then click the 'continue' button (not shown here) and a list of all matching 'Master' records is displayed in an easy to view 'List' format including their photo (each with its own 'Copy ID Code' button very similar to the Paste ID code button). Just click on the button associated with the person you are looking for, then click the continue button on the left side of the screen and you are once again back at your Criminal Report data entry screen. Now click the 'paste ID Code' button and everything about that person is filled out...Instantly (in other words, a new master incident record is created for you)!

Entering a Master record into a report is as easy as clicking a few buttons. You begin by clicking the lookup button (below)



Master Name Lookup

Paste ID Code

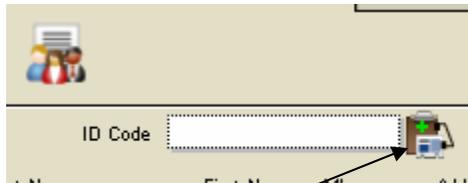
A new window will appear. Fill in the Last Name and/or any of the other fields to find the party you want, then click the 'Continue Button. A search will be conducted.

1. Locate a specific Master Record by entering data into any field or fields listed above.
2. Click the 'Continue' button (left) to search for matching record(s) --OR--
3. To view all Master Records, leave the above fields blank and Click the 'Continue' button (left).

The Master Name list view displays records in a scrollable list. It provides a quick overview of all the parties in the database that matched your selection;

Continue button (not shown)

Clicking on the  button copies the ID Code of the specific record you want to include in the report. Then click the 'continue' button on the left side of the screen to return to your report..



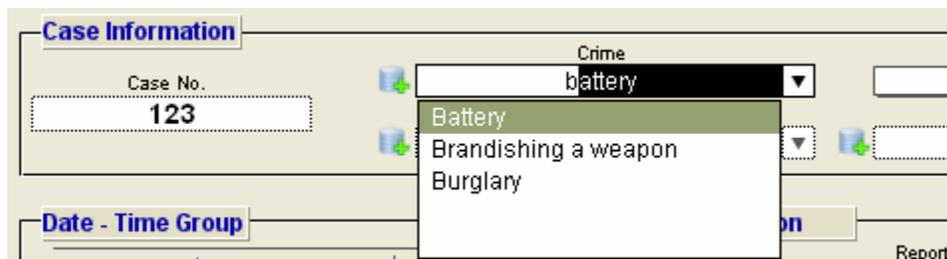
You now just need to click the 'Paste ID code' button and the entire Master Name Incident record is filled out for you. Done!

Type Ahead – Lookup feature

Another feature of CrimeSoft is the ability to type-ahead and enter the data for you before you have even finished typing the word. This feature is available for the following fields:

Crime
Classification
Code Section
Reporting Officer or Recording Officer

Once this feature is properly setup entering data into these fields is a snap. Below is an example of how it works.



In the above picture the letter b has been entered into the crime field, immediately an alphabetized list of all crimes that is stored in the lookup file appear. You now have the option of selecting one of these or continue typing as shown below.



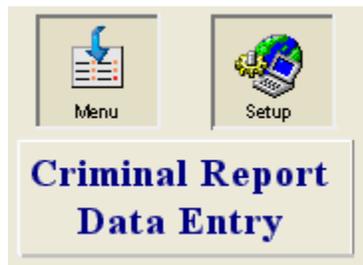
When the next letter is typed the list narrows to the only crime that starts with a 'br'.
Note: If you have more than 1 crime starting with 'br' they would also be shown.

Crime
<input type="text" value="Brandishing a weapon"/>
Classification
<input type="text"/>

In the above example all that was needed was the typing of two letters to completely fill out that field. It even capitalized the first letter for you since this was the way it was spelled in the lookup file. Also if you noticed on the previous page that an arrow appeared on the right side of the crime field when you began to enter data, clicking on this arrow will display all items that are associated to that specific field.

Setting it up

To setup the lookup file in advance, click on the 'Setup' button shown below.



In the picture below the yellow area represents records; one record per line. Initially there will no be any records listed as this is a new database. To create a record click on the 'New Record' button in the upper left corner. Enter the appropriate data that you wished to be displayed under the proper column.

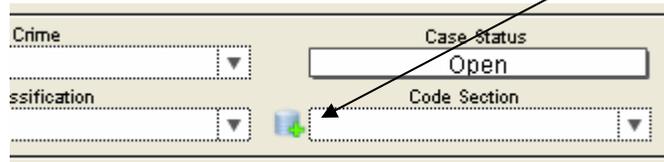
Important: enter only one piece of data per record (as shown below) i.e.: do not enter a crime and a classification on the same line (record).

Note: You can sort any column by clicking on the column heading.

New Record	Return to Crime Data Entry	Delete Record	
Officer	crime	classification	Code
Sgt. L. Smith			
Ofc. J Patten	Homicide		
	Burglary		
	Battery		
	Brandishing a weapon		
		1st Degree	
		2nd Degree	
			5091.003
			5092.347

When you have completed entering the data click on the 'Return to Crime Data Entry' button located in the upper portion of the screen.

Now back at the Criminal report data entry screen, you may have noticed the small icons located next to these fields.



The image shows a portion of a web-based data entry form. It contains several fields: a dropdown menu labeled 'Crime', a text input field labeled 'Case Status' containing the word 'Open', a dropdown menu labeled 'Classification', and a dropdown menu labeled 'Code Section'. A small icon, consisting of a blue square with a white arrow pointing right, is located to the left of the 'Code Section' dropdown. A black arrow originates from the top right of the page and points directly to this icon.

If after typing the data into a field that uses lookups, you see that that case or code section, etc. did not display the data (in other words it wasn't entered into the lookup file), you can instantly add it by clicking on the small icon located directly to the left of the specific field (pictured above). It's the same as entering it directly into the lookup file and that data is now available for all future entries.

Section 5.



CrimeSoft CFS

The goal of this section is to guide you through the techniques you can use to take full advantage of the CFS module, including dispatching, warrants and citations. After completing this section you can put to further use CrimeSoft powerful database capabilities.

Before you begin, we assume you are familiar with CrimeSoft basics covered in the previous chapters.

CFS module (Calls for Service)

Overview

The CFS module is a powerful multi-file sub-program containing dispatching, warrant, and citation files. Like the other files in CrimeSoft, the CFS module is seamlessly integrated into CrimeSoft. In addition to its own internal and external relational file linking, the CFS module links its data and files with the CrimeSoft main "Master Name" and "Crime" files as well. The end result is a module that provides the operator with fast, accurate up to the minute data that is crucial in many real time dispatching scenarios.

You will find that the CFS module is familiar and easy to use, incorporating the same type of data entry screens and buttons found in other sections of CrimeSoft.

The CFS module disk(s) contains the following files:

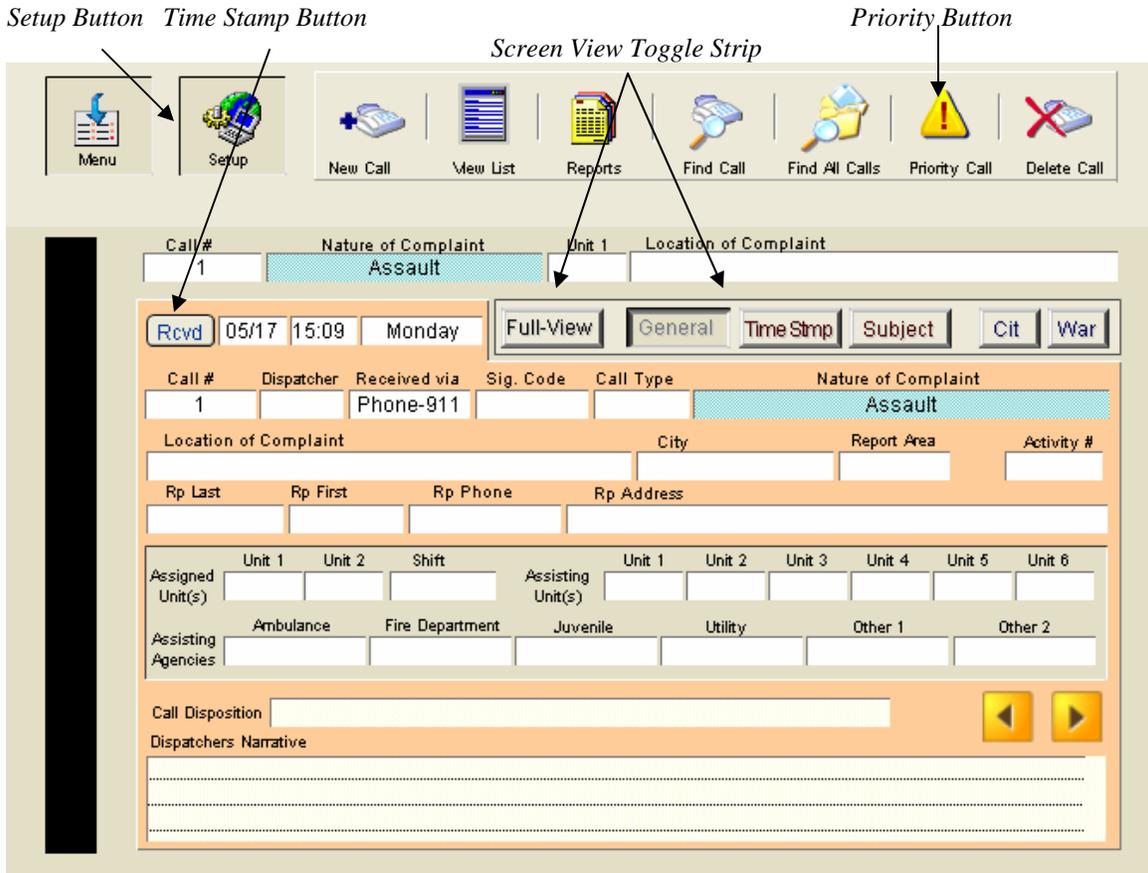
1. CFS - The primary Calls for Service file.
2. CFSName - A internal file used by CFS to allow the displaying of data from several related files into one portal window.
3. CFSWarr - The Warrant data file.
4. CFSCitat. - The Citation data file.
5. Counter. - A table occurrence that stores and calculates various record id"s and call numbers.

CFS Data Entry

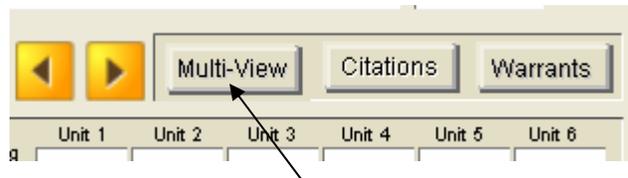
Many of the items and/or functions of the CFS files are similar or identical to files that were discussed in other areas of the CrimeSoft manual. To prevent reader boredom only CFS specific items will be addressed here.

To begin with there are two types of data entry screens from which to choose to enter data into the "Calls for Service" file, the Full-View or the Multi-View. Briefly, the Full-View contains all the data fields and portals on a long scrollable window. The Multi-View breaks the data into three distinct separate windows grouped by data type. The groups are General, Time Stamp, and Subject.

Since both types of data entry screens contain virtually the same data we will explain the data entry and various alerts using the Multi-View.



CFS will initially open to the Full-View screen; let's go to the Multi-View by clicking on the Multi-View button.



Click the Multi-View button

To create a new call using the multi-view it is best to be on the "General" data entry screen (you can however be on any of the other screens) when you click the "New Call" button, the next available "Call #" is entered and the "Rcvd" time, date and day of week are automatically entered into the call record for you.

Note: You will notice that at the upper portion of the screen just below the buttons is a "Call Info Sub Header" containing a *duplicate* Call #, Nature of Complaint, Unit, and Location. This sub header is located on all of the Multi-view screens and is designed to provide the operator with a quick means of identifying the specific call; it is not designed for data entry since it will display whatever is typed into the duplicate data entry fields below.

Call Info Sub Header

New Call button

The screenshot shows a software interface for call management. At the top, there is a toolbar with icons for Menu, Setup, New Call, View List, Reports, Find Call, Find All Calls, Priority Call, and Delete Call. Below the toolbar is a header section with fields for Call # (1), Nature of Complaint (Assault), Unit 1, and Location of Complaint. A sub-header section contains buttons for Rcvd, 05/17, 15:09, Monday, Full-View, General (selected), Time Stmp, Subject, Cit, and War. The main data entry area includes fields for Call #, Dispatcher, Received via (Phone-911), Sig. Code, Call Type, and Nature of Complaint (Assault). Below this are fields for Location of Complaint, City, Report Area, and Activity #. Further down are fields for Rp Last, Rp First, Rp Phone, and Rp Address. A section for Assigned Unit(s) and Assisting Unit(s) includes columns for Unit 1 through Unit 6, with sub-categories like Ambulance, Fire Department, Juvenile, Utility, Other 1, and Other 2. At the bottom, there are fields for Call Disposition and Dispatchers Narrative.

Time / Date of call

The 3 Multi-View Screen Buttons
(General Data Entry Screen Selected)

The remainder of the data entry fields on the "General" data entry screen are self explanatory standard text fields, logically grouped and/or separated by category i.e.: call info, assigned units etc..

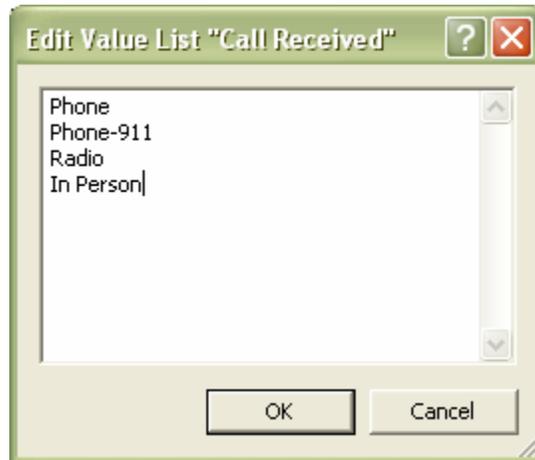
Many of the fields contain value lists which can be customized to fit your departments' needs. An example of one such list is the "Received via" field below.

The screenshot shows a dropdown menu for the "Received via" field. The menu is open, displaying a list of options: Phone, Phone-911, Radio, In Person, and Edit..

When you tab into the "Received via" field a list of choices is offered, simply double click your choice -or- use the up/down arrows on the keyboard until you highlight the one you want then press the numeric pad <Enter> key to select it.

To customize the list select "Edit..." (the last item on the list), a editing window, similar to the one pictured below, will appear allowing you to edit/enter whatever data you wish to be displayed whenever a person tabs into that field.

Note: Changing a value list will not affect and/or change the data already entered in previous records.



Location Alerts

If the address of the call you are responding to matches an address of another prior call, a button will be displayed showing the number of prior call matches. Clicking on that button will display the call match screen shown at the bottom of the page.

Call Match button

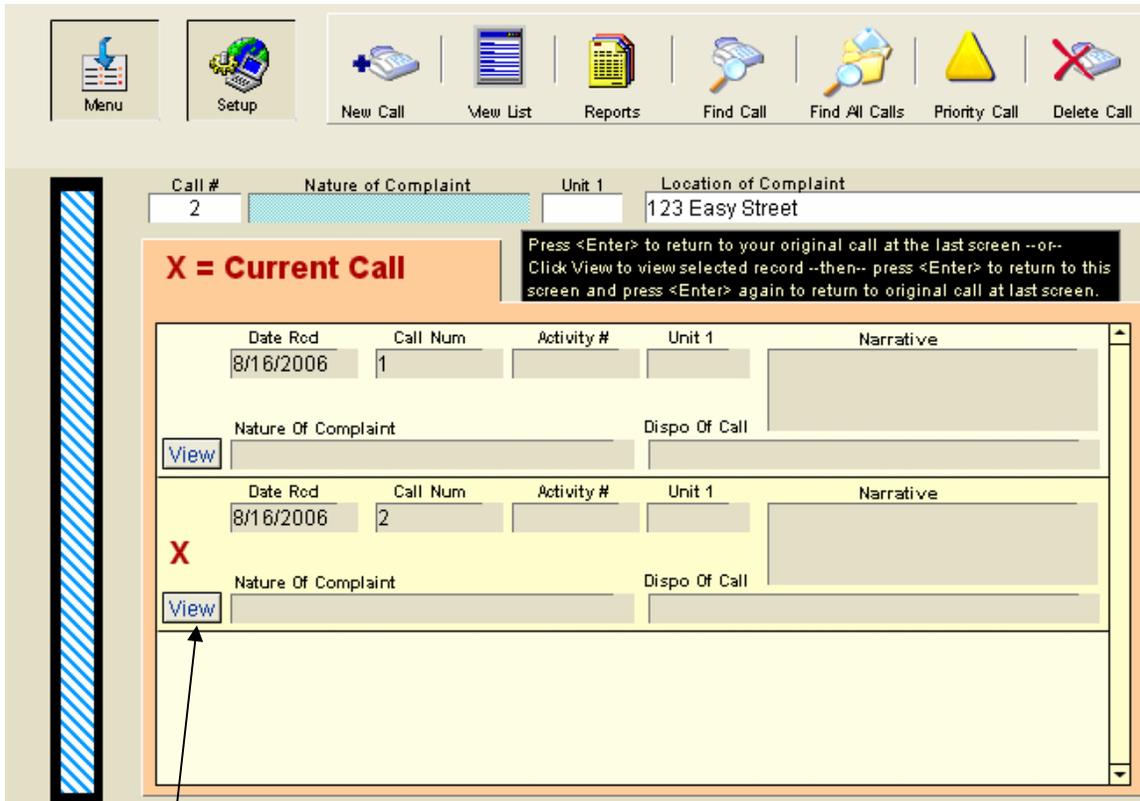
Call #	Dispatcher	Received via	Sig. Code	Call Type
2		1-Other Call(s)		

Location of Complaint: 123 Easy Street
City: _____

Rp Last: _____ Rp First: _____ Rp Phone: _____ Rp Address: _____

Rcvd 08/16 13:12 Wednesday Activity # _____

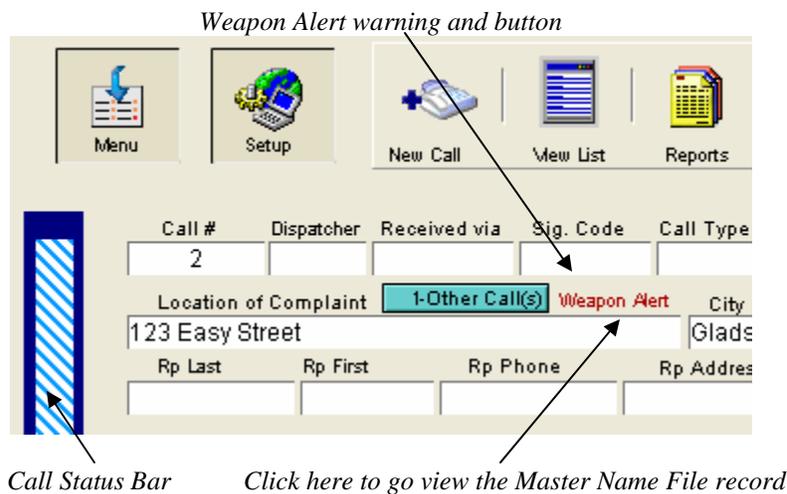
The screen below shows all calls with the same address. An "X" is displayed next to the call that was on your screen when you clicked the "Call Match" button. Clicking the "View" button will display the full data entry screen for a particular call.



View button

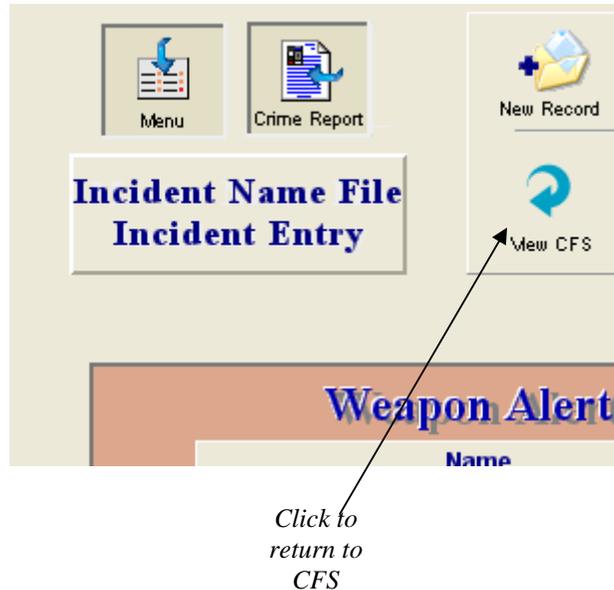
Important: To return to the active call screen or to return to this screen after viewing a selected call be sure and press the <Enter> key on the numeric keypad.

In addition to the "Call Match" is an active link to the Weapons Alert located in the "Master Name File". If the address entered into the "Location of Complaint" field has a match in the "Master Name File" *and* that record has also activated the Weapons Alert, a Weapon Alert will appear in red above the address line.



You may view the full Master Name File record by clicking on the weapon alert text area.

Once in the Master Name File clicking on the button labeled "Go to CFS" will instantly return you to the CFS screen.



Note: Clicking anywhere on the "Call Status Bar" will toggle the sidebar on and off on all of the CFS data entry screens.

Call Time Stamps

The "Time Stamp" screen can be viewed by clicking on the "Time Stmp" button located on the Screen View Toggle Strip. Basic call information (Call #, Nature of Complaint, Unit 1, and Location of Complaint) is displayed in the Call Info Sub Header as well as the Time and Date Received fields.

When you are ready to dispatch an officer to the scene just click on the "Disp" (dispatch) button and the date and time will be automatically entered for you. The curser will then move to the "Officer" field located to the right of the date and time stamps.

Dispatch button

Call #	Nature of Complaint	Unit 1	Location of Complaint
2			123 Easy Street

Rcvd 08/16 13:12 Wednesday

Full-View General Time Stmp Subject Cit War

Date	Time	Officer	Code	Notation
Disp				
Ariv				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
Clrd				

Additional Time Stamps

Call Cleared button

Previous / Next Call

Additional Time Stamps

The "Ariv" button is clicked when the Officer arrives on the scene and the "Clrd" button is used when the call is cleared. Buttons 1 thru 10 are for time stamping and noting other information at the operator's discretion (if you need more than 10 stamps, click the "Additional Time Stamps" button on the lower right of the screen).

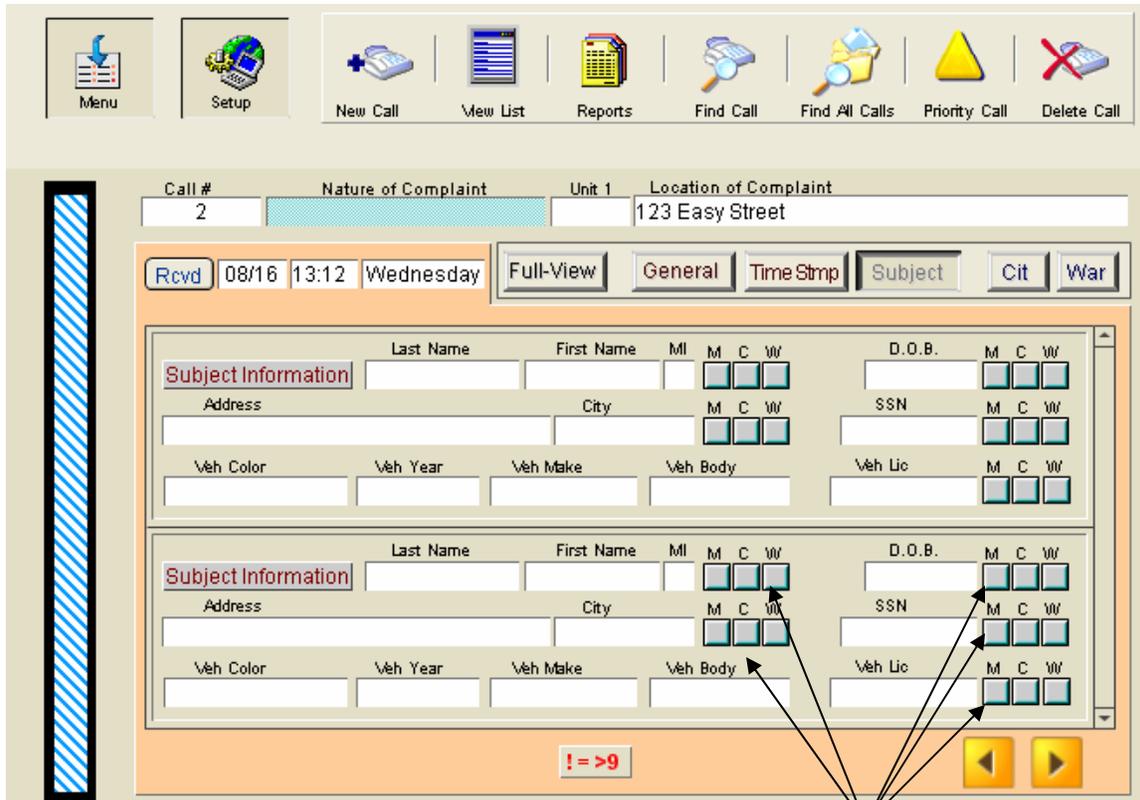
Note: The "Officer" and "Code" fields are value list fields that should be customized by your department prior to using the CFS module (below).

Subject Data Entry and Hits

Click on the "Subject" button located on the Screen View Toggle Strip and a "Subject Information" screen will be displayed similar to the one below (don't worry if the bottom "Subject Information" data entry block is blank, it will become visible as soon as you enter data into the first one). On this screen you can enter virtually an unlimited number of subjects, addresses, and or vehicles to be checked against not only the warrant and citation files but the Master Name file as well.

The three button groups located to the right of Name, DOB, Address, SSN, and Veh Lic fields serve a dual purpose; first it displays the number of matches in another file (M=Master Name, C=Citation, and W=Warrant) and second takes you directly to that files record(s) when you click it. Lets say you entered a DOB of 7-24-49 if there were 2

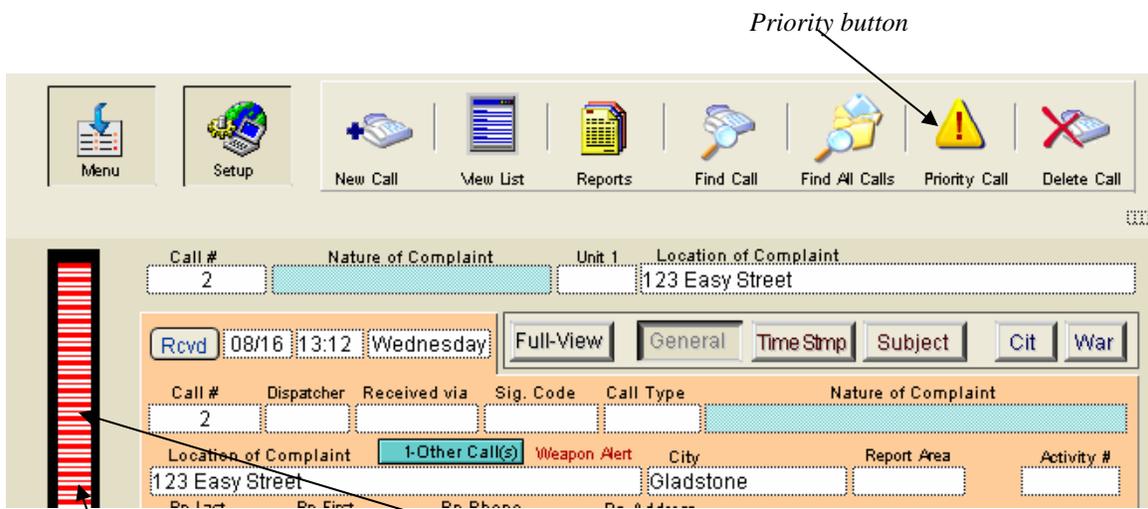
matches in the Master name file a number 2 would be displayed in the "M" button to the right of the DOB field and if there is 1 match in the Warrant file the number 1 would be displayed in the "W" button. Clicking the respective button will display that files record(s) instantly.



Button Groups

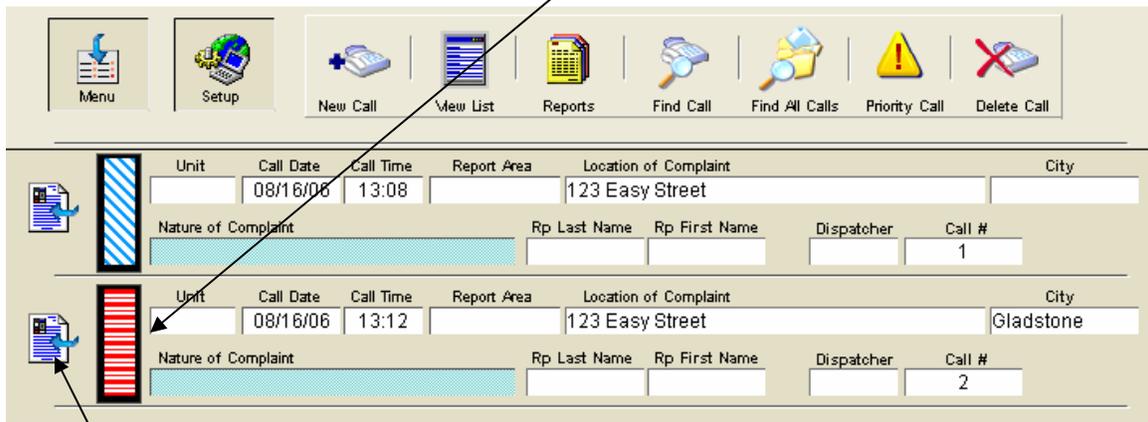
Call Priority and List View

Designed as a quick visual aide the "Call Priority" bar allows an operator handling many calls simultaneously or supervisor overseeing multiple dispatchers the ability to detect and/or go directly to a call that an operator has designated as a priority. Whenever you create a new call the priority bar displays blue and white diagonal stripes. To designate the call a high priority click on the priority button the bar then changes to red and white horizontal stripes (a cleared call displays a black bar).



Call Status bar

A Priority call in red and white horizontal stripes



Click to view record

Locator

Satellite photos, Map locators and directions are instantly available in the CFS module and the Master Name files main sub menu. Below is a screen shot of the instant buttons connecting you to the internet map. A high speed internet connect is require for this function to operate correctly.

			
Find Call	Find All Calls	Priority Call	Delete Call

Nature of Complaint

State Zip Code

Report Area

 **Map it**  **Locator**

Multi-View **Citations** **Warrants**

Unit 2 Unit 3 Unit 4 Unit 5 Unit 6

Map Buttons

The 'map it' button displays a map or satellite image or map with an arrow depicting the exact address listed in the address field. The 'Locator' displays another entry screen depicted below. Filling out the information will then display a route map and exact directions.

	
CFS	Menu

Internet Mapping

Location "A" FROM:

Street-a:

City-a:

State-a:

Zip Code-a:

 **Click For A Map Of This Location**

Location "B" TO:

Street-b:

City-b:

State-b:

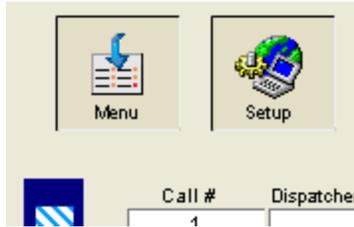
Zip Code-b:

 **Click For Direction To This Location**

Note: Requires a high speed internet connection

CFS Setup

Operators of the CFS module can setup certain fields to automatically enter the data they desire on each and every new record. To do this click on the "Setup" button located at the top left portion of any data entry screen.



The setup screen (pictured below) will appear allowing you to make changes to the various fields. As explained previously any changes you make here will not affect records already created, they only affect newly created records. Normally the only changes needed are the first two fields (Shift & Dispatcher), these two fields are global, meaning that each guest (workstation) can store its own separate information. To change a field follow the instructions on the screen.

CFS Setup Screen

***Normally the only fields that need to be reset are the Shift and Dispatcher fields
(they are global and only affect the station from which you are working)***

Shift

Dispatcher

***Occasionally you may need to reset the call numbers, check with the shift supervisor
as this field is not global and any changes affect all stations***

Reset Next Call Number To

***Do Not change the Global 24 Time, Global Color, or Global Self Join fields unless you are positive
that the changes are necessary. A Supervisor code is required.***
These fields affect the function of the CFS module

Enter Supervisor code

Then click button below

Supervisor Override 

Global 24 Time

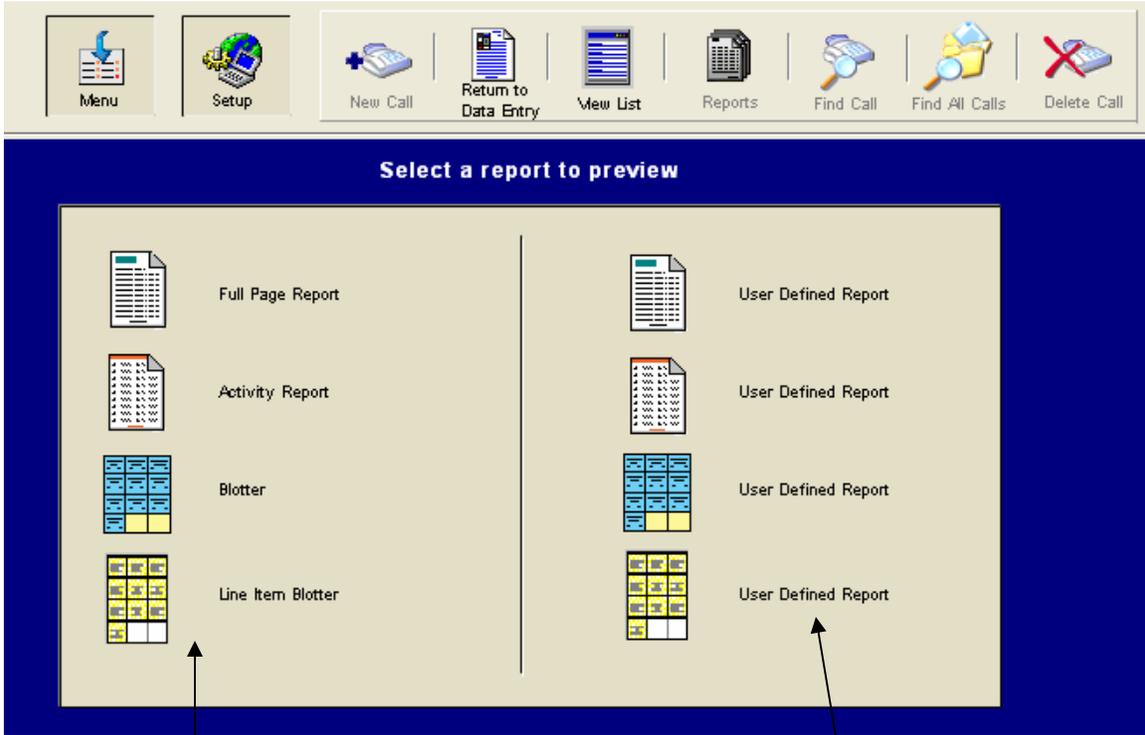
Global Color

Global Self Join

Important ! Never change the last 3 fields unless instructed to do so by a CSE, Inc. tech rep.

CFS Reports

When you click on the reports button a report selection screen similar to the one below is displayed. Click on the type report you want (the blank reports are for your own custom designed reports. Requires full version of FileMaker Pro 8 or later).



Report selection buttons

Create you own reports and link them to these buttons

Sample Reports (reduced)

full page re...
Call for Service Report

Call #	Dispatcher	Received via	Sig. Code	Call Type	Nature of Complaint
Location of Complaint			City	Report Area	
Rp Last	Rp First	Hp Phone	Hp Address		
		Activity #	Reports Menu		
Assigned Unit(s)	Unit 1	Unit 2	Shift	Assisting Unit(s)	Unit 1 Unit 2 Unit 3 Unit 4 Unit 5
Ambulance	Fire Department	Juvenile	Utility	Other 1	Other 2
Date	Time	Officer	Code	Notation	Cumulative
Disp					
Ariv					
1					
2					
3					
4					

Return to Data Entry

Activity Report

Dispatcher	Date Rcd	Officer	Time Rcd	Time Disp	Time Ariv	Time Clrd
1	12/5/97		15:15			
Nature of Complaint		Complaint Location				
Shooting		1234 Easy St Gladstone				
Reporting Party		Narrative				
		False alarm				
Phone						
Response Times						
Disp	Ariv	Total	Disposition			
			HBO			
<hr/>						
2	12/29/97		17:52			
Nature of Complaint		Complaint Location				
		1234 Easy St Gladstone				
Reporting Party		Narrative				
Phone						

Warrant File

Go to CFS button

Warrant Data Entry

Entered Active Yes No Date Arrested

Warrant Number Type Warrant

Date Of Warrant Court/Judge

Extradite ? Yes No Extradition Limits

Last Name First Name MI Race Sex

DOB Age SSN Drivers License DL State Veh Lic#

Address City State ZIP

Remarks

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The Warrant file features the same user friendly data entry screen. Both the Warrant file and the Citation file have a button located at the top left portion of the screen that returns you directly to the CFS file. Reports are obtained using the same type of menu (below) used in the CFS file.

Menu Go to CFS New Record View as Form View List Find Record Find All Duplicate Delete Record

Full Page Line-item Brief Blank Blank

Click on any of these buttons to preview the respective report

Two separate types of reports can be generated from the warrant file. As shown below the selection of reports to be included in a printout is done on the report itself instead of a separate screen.

To find the reports you want included simply click the "Find" button and a blank record will be displayed for you to enter the data you want to find. Pressing <Enter> or clicking the "Find" button on the Side Bar Status Area will instantly locate the records. Pressing the "Print Report" button will print out the report.

Note: The buttons shown on the report do not print out on the actual report.

Warrant List

< Toggle Status Area

Warrant Number	Type Warrant	Active	Warrant Date	Last Name	First Name	Ssn	D
123456	Homicide	Yes	1-9-97	Doe	John	298-65-1234	1
123457	Stealing	Yes	1-9-97	Smith	John	298-65-5689	1

Warrant List Report

Warrant Report

< Toggle Status Area

Entered 1/9/97 Active Yes Date Arrested _____

Warrant Number 123457 Type Warrant Stealing

Date Of Warrant 1-9-97 Court/Judge Wapner

Extradite? Yes Extradition Limits 500 Miles

Last Name Smith First Name John MI B Race CAU Sex M

DOB 11-25-78 Age 19 SSN 298-65-5689 Drivers License T789546 DL State MO

Address 1234 Easy St City Your City State MO ZIP 12345

Remarks

Full Page Report

Citation File

 Menu	 Go to CFS	 New Record	 New List	 Reports	 Find Record	 Find All	 Duplicate	 Delete Record
---	--	---	---	--	--	---	--	--

Citation Data Entry		Entered <input type="text"/>	Insurance ? <input type="radio"/> Yes <input type="radio"/> No	Drivers Lic Posted ? <input type="radio"/> Yes <input type="radio"/> No
----------------------------	--	------------------------------	--	---

Citation Number	<input type="text"/>	Citation Date	<input type="text"/>	Citation Time	<input type="text"/>
Location	<input type="text"/>				
Court Division	<input type="text"/>	Court Date	<input type="text"/>	Court Time	<input type="text"/>
Date Appeared	<input type="text"/>	Total Fine	<input type="text"/>	Resolved ?	<input type="checkbox"/> Yes
Disposition	<input type="text"/>				

Last Name	First Name	MI	Race	Sex	Height	Weight
<input type="text"/>						
DOB	Age	SSN	Drivers License	DL State	Home Phone	
<input type="text"/>						
Address			City	State	ZIP	
<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>	
Employer						
<input type="text"/>						
Address			City	State	Zip	
<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>	

Upper Entry screen

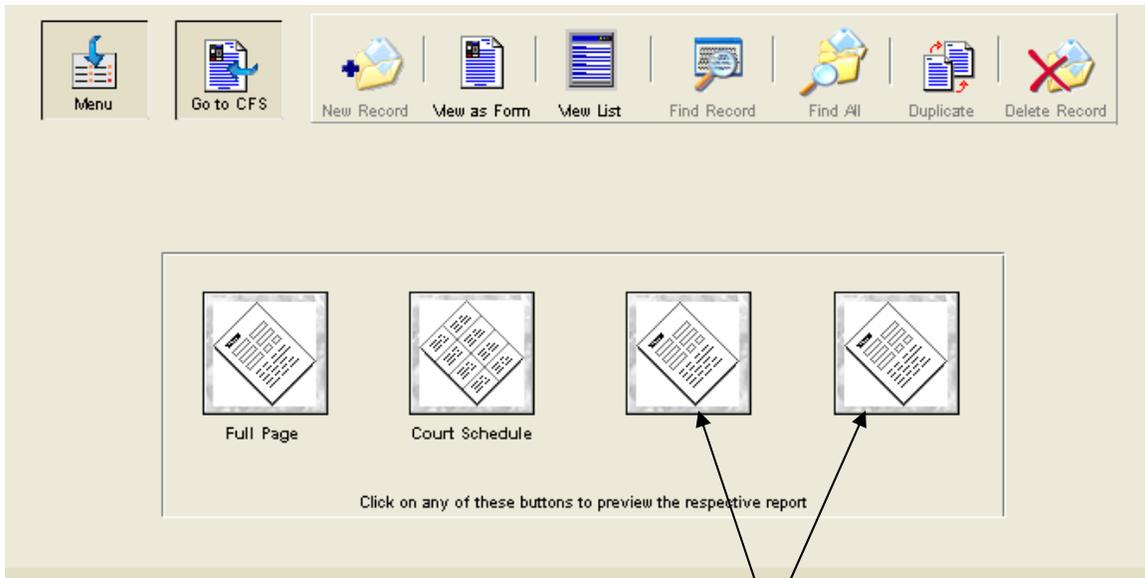
Did Unlawfully								
<input type="checkbox"/> Operate <input type="checkbox"/> Park <input type="checkbox"/> A. C.M.V. <input type="checkbox"/> With Haz Mat <input type="checkbox"/> Other...								
Veh Year	Veh Make	Veh Model	Veh Style	Veh Color	Veh Weight	Veh Lic#	Lic State	Lic Year
Did Then And There Commit The Following Offense To Wit								
Description Of Violation								
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>								
Amended Charges								
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>								
Driving	Speed Limit	Seat Belt Violation				Accident Info		
<input type="text"/> MPH	<input type="text"/> MPH	<input type="text"/>				<input type="checkbox"/> In Fatal Accident <input type="checkbox"/> In Accident <input type="checkbox"/> DWI / BAC <input type="checkbox"/> Other...		
Detection Method								
<input type="radio"/> Stationary Radar <input type="radio"/> Laser <input type="radio"/> Watch (Air) <input type="radio"/> Pace <input type="radio"/> Moving Radar <input type="radio"/> Watch (Ground) <input type="radio"/> Other...								
Weather					Direction Traveling			
<input type="text"/>					<input type="text"/>			
In Violation Of			Offense Code 1			Offense Code 2		
<input type="text"/>			<input type="text"/>			<input type="text"/>		
Officer			Officer Badge #			Trp Zone		
<input type="text"/>			<input type="text"/>			<input type="text"/>		

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Lower Entry screen

The Citation data entry screen although much larger than the Warrant data entry, features the same easy to use interface.

The report menu screen (below) is similar to that of the Warrant file reports.



Citation Report Menu

User definable reports

Like the Warrant file, record selection for the reports is done on the actual report itself (the buttons do not print on the actual report).

Court Date	Court Time	Court Division	Officer	Ticket Number	Last Name	Offense Discription
12/15/98	13:00	4	Smith	123568999	Richter	Speeding
12/15/98	13:00	4	Smith	123458877	Jones	Speeding
12/20/98	13:00	5	Smith	123456789	Dobbs	DUI

Nice to Know Info

You only have to setup one value list for the Officer and one value list for the Code fields on the time stamp display because they share the same list.

Never delete all of the records in the CFS, or Mname file because graphic button Global values will be lost.

Date and time stamps utilize the computers internal clock as it is set by the windows operating system. It is a good idea to check this daily. A computer that fails to maintain accurate time or constantly needs to have the time reset should have its CMOS battery checked and/or replaced.

Remove old warrants and citations to prevent unwanted hits when entering suspect information.

Each time a guest (workstation) logs onto the host, the hosts global values are transferred to the guest.

Use the "script" pull down menu in the CFS file to select a script that will allow you to view only active calls, today's calls, etc..

Holding down the <CTRL> key a pressing the number 1 is the same as clicking on the next available time stamp button. Using the <CTRL> and the number 2 will time stamp the "Clrd" field.

Section 6.



Laptop/Remote Setup & Use

Any computer that is not the primary (either single-user or host server) CrimeSoft computer or is not physically connected to the CrimeSoft network (guest workstation) is considered a remote computer. Only users that have purchased a multi-user license can setup this remote feature.

The goal of this section is to guide you through the techniques used to properly install and use a remote computer. After completing this section you can put to further use CrimeSoft powerful database capabilities from a remote location.

Before you begin, we assume you are familiar with CrimeSoft basics covered in the previous chapters.

Installing on a Remote Computer

Installation of CrimeSoft on a remote computer is fast and easy and normally requires only one additional step from that on a networked or standalone system.

To begin with quit any programs that you are running on the remote computer and install CrimeSoft, when you come to the install wizard screen that asks which type of install you want select the full install option for Remote users (the first or upper most choice). Finish the installation and then start the CrimeSoft Program.

Click on the "fingerprint" located on the main screen to view the "Main Menu" and click "Supplement Menu" to view the supplement menu. Locate and click the "Remote Setup" button on the right side of the screen (if the screen resolution is less than 800x600 you will have to use the scroll bar on the bottom of the screen). You are now at the "Remote Laptop Setup" screen. Follow the on-screen directions and when you click on the pink button, you will be taken to the final setup screen.

You are now at the final screen that allows you to designate this computer as a unique remote computer. Follow the three (3) steps listed being sure to enter (issue) a number between 5 and 99. Once you click on the pink button the computer is properly setup for remote operations and you will be returned to the "Main Menu" screen.

Important Notes: When installing CrimeSoft on more than one remote computer **ALWAYS** make certain that each computer has its own *UNIQUE UNISSUED* number. Each number (5-99) should only be used once, if for any reason you need to reinstall CrimeSoft on this or any remote computer use a new unissued number.

Why a Remote Computer?

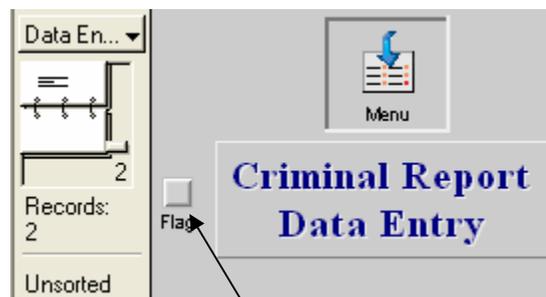
The primary reason for setting up a computer as a remote is to allow the use of a laptop off-site, away from your primary CrimeSoft computer system. With a remote computer you can create records as you normally would in the office and then flag (mark) them for export and integration back into your main CrimeSoft computer system at a later time.

Technical Info Note: When you install and setup CrimeSoft as a remote on a computer it triggers internal calculations which ensure that the record numbers generated by CrimeSoft on the remote computer are unique to that computer. These record numbers are used by some of the files to create relational links to one another. Then when you later export/import these records into the main CrimeSoft system there are no conflicts between the two or more record numbering systems.

Using a Remote Computer

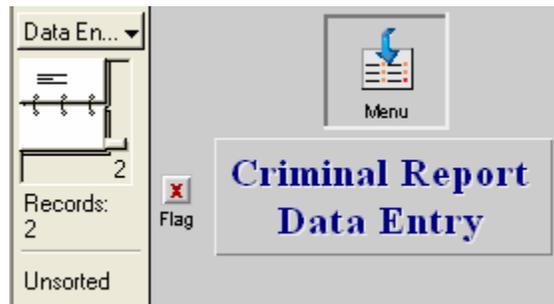
Using CrimeSoft on a computer setup as a remote is the same as using your regular primary CrimeSoft computer with one main difference. This difference is the transferring of files back into the primary CrimeSoft system. In addition to calculating unique record numbers for a remote computer, CrimeSoft makes exporting these records to an export file and then transferring them onto a floppy disk fast and easy. It even keeps track of which records you have already exported to avoid the confusion of inadvertently exporting the same record twice.

Exporting files from a remote computer



Flag Button

To flag (select/mark) a record for future export simply click on the button above and an "X" will appear (below).



Note: This button is of the toggle type, meaning that it can be deselected (blank - no "X") by clicking on it again.

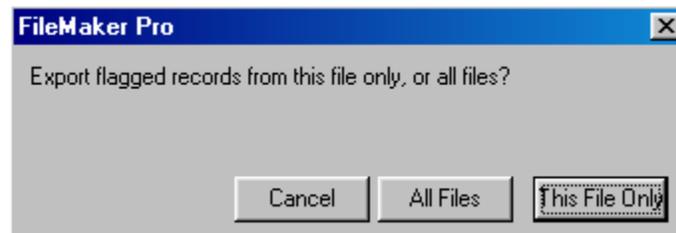
Once you have selected that report for future export no further action is required until you are ready to export your files. Selecting the Criminal Report does not automatically select any of the supplements attached to it, you must select each supplement you want to export. However selecting a supplement report containing line items such as a "Stolen Property" supplement does select all of the line items associated with that particular supplement.

Exporting all the records from the various files that you have selected or only the records in a particular file is as easy as clicking a button. When you are ready to export your files simply click any export button in any of files (except the CFS module) shown below.



Note: If you want to only export records in a particular file then be sure and click on the "Export Button" associated with that file.

The dialog box below will allow you to select whether you want to export flagged records from all of the files (not including the CFS Module) or just the current file that you are currently in.



Just click on the button of your choice and the selected records will be automatically exported to the "Export" folder located in the CrimeSoft root directory (below)



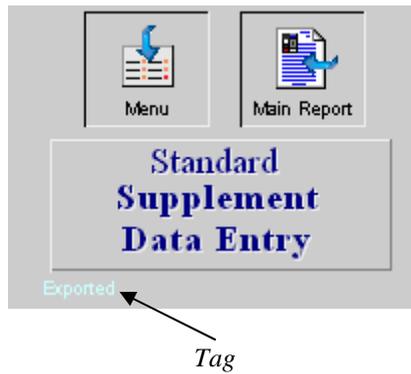
Contained in the "Export" folder shown on the previous page is a file called "XCrime" this is the file that contains the exported items from the "Crime" file. In our example we only exported files from that one file; if you are exporting records from more than one file then the export folder will contain additional files representing the various exported files. These files will all begin with the letter "X" (for exported) and end with the extension .FP7 (assuming you have extensions visible) such as XSuprp.FP7.

Place a floppy or CD disk in your computer and MOVE (not copy) these "X" files to the floppy disk (do not move the export folder itself). Since these files mainly contain the text of the exported records and not the graphic interface or program their size is much smaller than the originals and you should have no problem placing all of the files on one floppy disk.

Note: When importing these files into the main CrimeSoft system be sure and select in the "Files of Type" selection box located in the "Open" dialog box "All Available". Then follow the record importing instructions in Section 4 of this manual.

Exporting Concluded

After exporting your files you will notice that all of the records that were flagged have had their flags reset and an "Exported" tag is now present directly below the Data Entry location block (below)



Traffic and Pedestrian Stop Profiler

Depending on the state your department resides your CrimeSoft package will have one of two "Stop Profiler" files. Data Entry is quick and easy with many fields utilizing push button entries.

Traffic / Ped Stop Data Entry

Agency code Date of Stop (MM/DD/YYYY) Time of Stop (HH : MM)
Military Time

Officers Name Badge #

1-Traffic 1
2-Pedestrian 2
Type Stop

Street Address or Approximate Location of Stop

Driver / Pedestrian Information

Driver / Pedestrian Name SSAN Age

Address

City State ZIP

Vehicle Make Vehicle Year

1-Male 2-Female
Sex 1 2

1-Caucasian 2-African/Amer 3-Native Amer/Alaskan 4-Hispanic 5-Asian/Pacific Islander
Race 1 2 3 4 5

Reason for Stop

Search Conducted
 Yes No

Search Information

Type of Search
 1 Consent
 2 Reasonable Suspicion
 3 Probable Cause
 4 Incidental to Arrest

Contraband Found
 Yes No

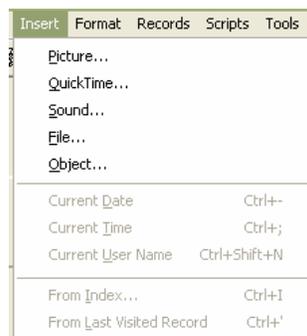
If yes what was found

Appendix A

Photos/Graphics

Graphics files by their very nature are large when compared with that of text files. While CrimeSoft is designed to easily handle hundreds of thousands of records per file, this number can be drastically reduced when you import graphics (photos) and embed them directly into the files. Graphic files can be up to 2 GB when imbedded. This section will explain how to import your graphic files into CrimeSoft without embedding them into the file itself, freeing the files from bloat while allowing you virtually the same viewing/printing etc. as you would if they were embedded.

First save the file (photo or video) in the "Picture or video" directory located inside the "CrimeSoft" folder on your hard drive. Be sure the name of the file is something that relates to the person or subject matter of the photo (i.e.: if the picture is of a John Doe you might name the file 123456789A where the numbers represent his SSN). Next select the CrimeSoft photo or video field in which you want this graphic to appear and click the import photo button or select "picture" for pictures or 'QuickTime' for videos from the "Insert" pull down menu (below) to see the import dialog box also below.



Using the dialog box above navigate to the "Picture" directory and select the photo or graphic you wish to import by clicking on the file once.

Now select the "Store only a reference to the file" option by clicking on the white box located in the lower left corner of the dialog box (this option should be already selected for you). Finally click the "Open" button located on the right side and your photo or graphic will now be viewable/printable (but not embedded!) in the CrimeSoft file.

Important Note: If you are using CrimeSoft on a network you will need to turn on file sharing for the "Picture or Video" folder if you want the guest workstations to be able to view the referenced photos.

Below is a listing of the file formats supported by CrimeSoft.

- *.JPG
- *.MPEG
- *.AI
- *.QT
- Computer Graphics Metafile (*.CGM)
- Windows Bitmap (*.BMP)
- Tag Image File Format (*.TIF)
- *.GIF
- ZSoft Paintbrush (*.PCX)
- Aldus/Windows Metafile (*.WMF)
- Micrografx Designer (*.DRW)
- HP Graphics Language (*.PLT)
- Lotus Picture (*.PIC)
- Autocad Slide (*.SLD)
- Macintosh PICT (*.PCT)
- MacPaint (*.MAC)
- Encapsulated PostScript (*.EPS)

Backup CrimeSoft !!!!

Yeah..I know you've heard it all before....backup your data...blaa... blaa...blaaa...

Most crashes can be avoided by following the two suggestions listed below:

1. Installing a UPS unit (temporary battery power backup, cost around \$100) on your computers. These UPS units not only provide an excellent source of power to the computer in the event of a total power failure but also are excellent at providing clean power in the event of a power spike or brownout.

2. Keeping your Windows Operating System running at peak performance by:

- A. Shutting down the computer once a day. This procedure is critical as it allows the operating system to purge all temp files. It also allows Windows to reassign its limited resources.

- B. Develop a schedule to regularly scan and defrag the hard drive.

Backup...Backup...Backup !

Backing up CrimeSoft is easy and only takes a few minutes. Should something happen to your computer or the data stored on it, you will be able to restore this critical information in minutes. The alternative is to spend countless hours, possibly 100's of man hours retyping the information back into your system.

The easiest way to backup all of your CrimeSoft files is to simply quit CrimeSoft and then copy the CrimeSoft folder to your tape backup or CD/R or DVD/R system. That's it...DONE !

If all you have is your computer hard drive, you can create a separate folder called **Backup** and copy the CrimeSoft folder into it. Although this method won't protect you in the event of a hard drive crash it is better than nothing. Once copied, open the CrimeSoft backup copy folder and select all the files (not the folders), then under the File menu select **Properties**. Now check the **Read Only** box in the properties dialog box (see below) and click Apply. This will prevent you from accidentally using your backup copy as the primary CrimeSoft files.

On a network using FileMaker Server. Follow the instructions that came with FileMaker server for automated backups.

Appendix D

Printing Problems or Starting Problems associated with drivers:

There is an occasional problem we have seen as a direct result of certain post script drivers (primarily some HP laser printers) with advanced printing features that are not truly 100% compatible with the Windows XP and Windows 2000 operating systems. Because of this compatibility problem Windows doesn't interpret headers and footers accurately during the printing of various documents including some CrimeSoft reports (indications of this problem are the printing of body text into the header or footer sections). A few adjustments should eliminate this problem. Just a change of print drivers from a post script driver (PS) to a PCL driver is the main key to solving this problem. In comparison the PCL drivers are more robust than post script drivers.

The following step by step instructions should fix this compatibility problem.

1. Click on the Start button and then select **printers and faxes**.
2. Locate the printer driver and right click on it. Select **properties** from the window that appears.
3. Click on the **Advanced** tab located at the top of the print dialog properties window.
4. Uncheck **Enable advanced printing features**. If there is a *Printing default button on that page click on that button*.
5. *Click on the **Advanced** button in the newly opened window. (Each driver has a different way to get to the settings window).*
6. *In the **Graphic** section set the print quality to 300x300 dpi (dots per inch).*
7. *In the **Document Options** section disable the **Advanced Printing Features**.*
8. *Click OK.*
9. *Click OK.*
10. *Click **Apply**, then click OK again.*
Restart your computer.

This procedure has corrected most laser printers that have defective drivers since we have encountered this problem.

It should also be noted that many inkjet multi-purpose printers (printer/fax/copiers) also use Post Script (PS) drivers. These printers are particularly susceptible to this problem.

Windows XP and 2000

If you get an error message "An application error has occurred and an application log is being generated. Exception: access violation <number>, address <address>."

The likely problem is a printer with a name 32 characters or longer which may cause CrimeSoft to crash when opening files if that printer is set as the CrimeSoft default printer.

When a printer name that contains 32 or more bytes worth of data is copied into a Windows data structure that only supports 31 bytes the result is overwriting of other fields in the structure. That incorrect information is then sent to the printer driver and can result in a crash.

If your printer is connected to a shared printer, you will see something similar to, \\Computer\Printer, where Computer is the computer on the network where the printer is the shared, and Printer is the share name.

How can you check to see if your printer name is too long?

To see if your printer name is longer than 31 characters long, try one of the following procedures:

1. Navigate to the main Crime.usr file and select the Printer utility layout from the layout rectangle located above the book in the upper left hand corner of the data display.

The "Printer name" field will display the printer name, the driver name, and the name of the printer port. You can count the characters from left to right up to the first comma to determine if the length goes beyond what is allowable

2. Check the registry entry in FileMaker Pro's preferences to see if the name of the printer is greater than 31 characters. (Due to the importance of this file, great care must be taken when editing / modifying this file). It is recommended that only experienced users attempt to edit the Registry.