

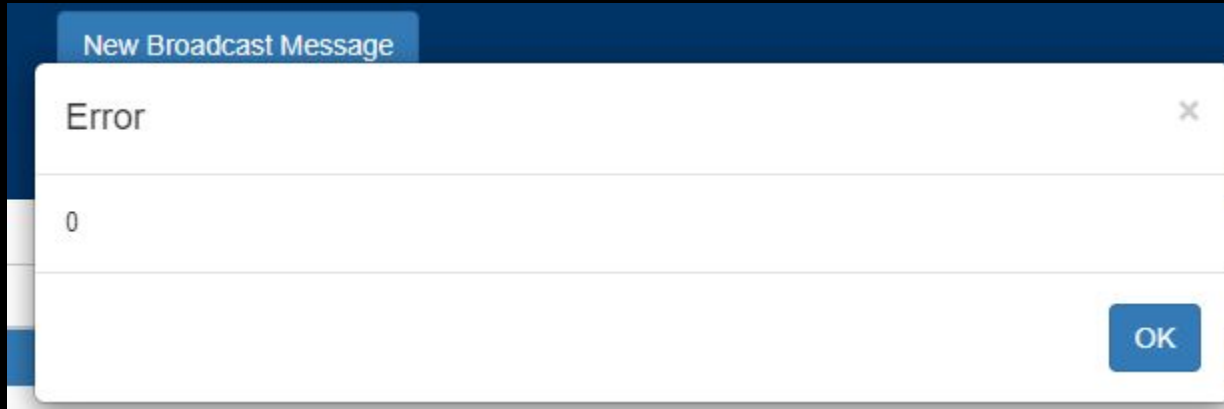
Troubleshooting Common Errors & Resources Available





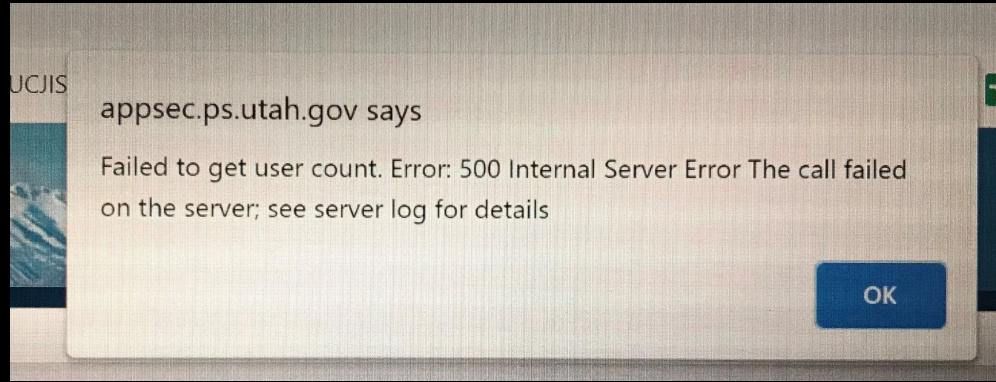
Local Transactions

Common Errors



Most of the time when you are trying to do anything within UCJIS if you receive the message "Error 0" it is due to an internet issue.

Common Errors

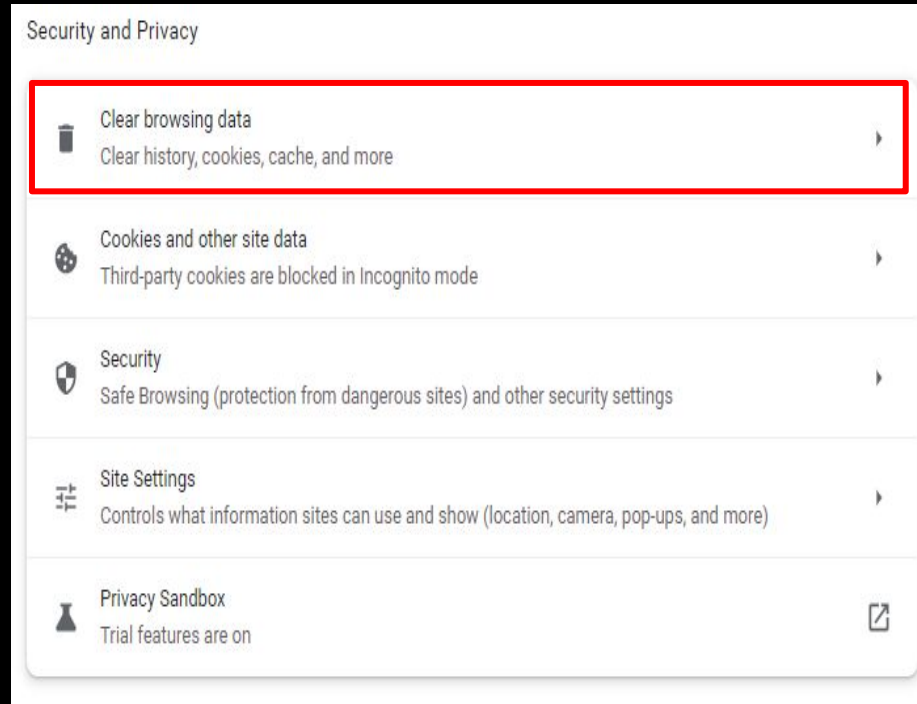
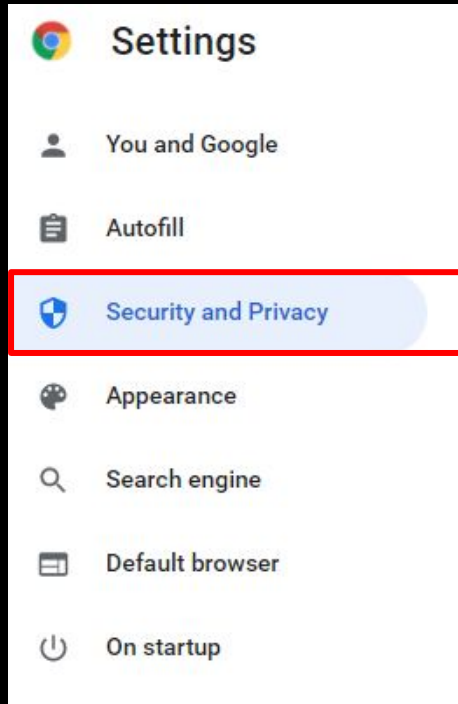
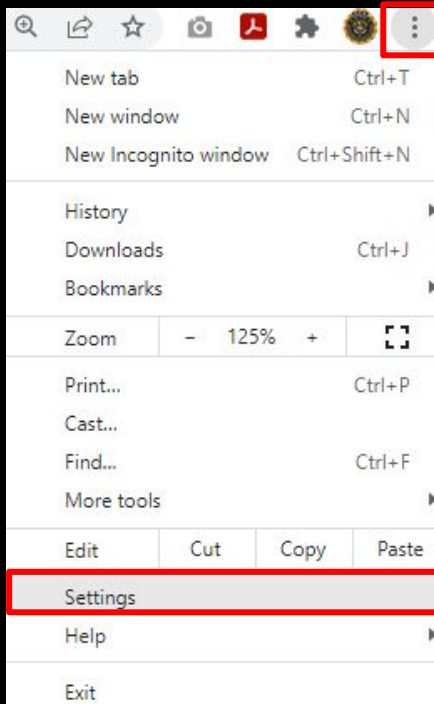


When encountering this error you need to try refreshing your screen and clearing your cache. If this doesn't help you will need to restart your computer.

It could also be an error with UCJIS if you do all of the steps above and you still get this error it most likely means there is a problem with UCJIS.

Common Errors

- Clearing your cache regularly will help UCJIS function better

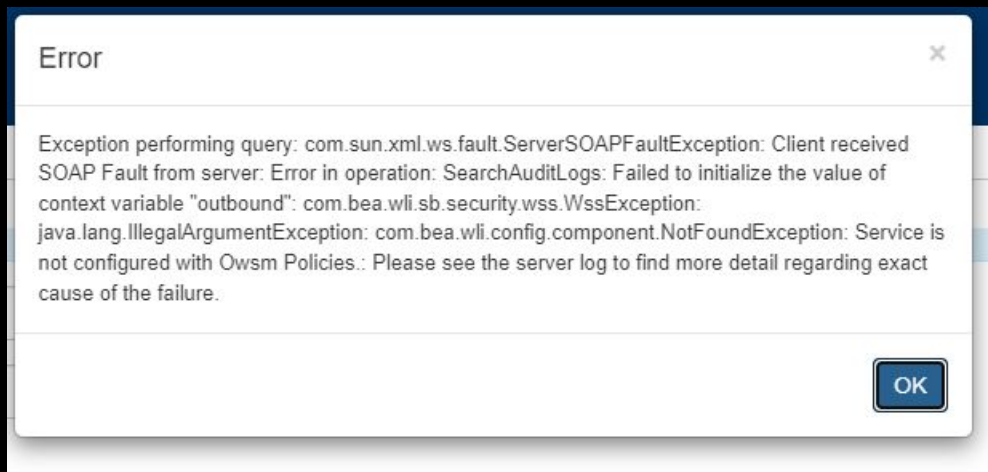


Common Errors



If you are encountering this error please contact your Field Service Rep as you are most likely missing a required permission in order to run this transaction.

Common Errors (LOGS)



If you are running something like LOGS and you receive this error. Most likely it is because the search parameters are too wide. To fix this you should lower the timeframe to receive fewer results. LOGS go back 21 days.

Common Errors (LOGS)

Sometimes when maintenance has been done through UCJIS LOGS will be lost. Most of the time Field Services will give you advance notice before this occurs. If you log in and you are unable to find your LOGS please refer to the TAC website and fill out a “Dissemination Log request Form”. Attached to the PDF there is an email you can send it to for Field Services to do an offline search for your LOGS.

Dissemination Log Request Form

From:	Agency Name:	ORI:
	Contact Person:	Telephone:
	E-mail:	Fax:

To:	BCI FIELD SERVICES gmeneil@utah.gov (cc mbiesinger@utah.gov)	
RE:	BCI Dissemination Log Request	Date:

Reason for search:	Date range for search:
--------------------	------------------------

Search Criteria: provide all that apply

Name/User ID:
Information searched (DL #, name, license plate, etc.):
Other:

Note: Dissemination logs can be searched on all UCJIS queries. List the transaction type in the “Other” column. Please note that TACs and AR TACs have the capability to view all user logs (last 21 days) using the “LOGS” transaction in UCJIS. Dissemination log requests are only to be requested for cases of misuse and/or investigations. Any misuse of UCJIS files MUST be reported to BCI per Utah Code Annotated 53-10-108(12)(b).

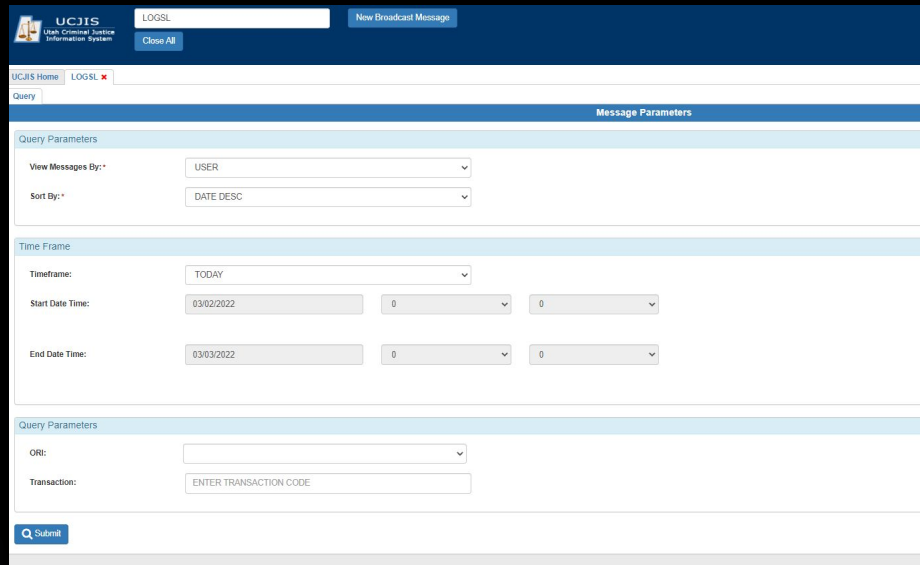
*The chief administrator of the requesting agency must sign all dissemination log requests.

SIGNATURE OF CHIEF ADMINISTRATOR

BCI USE ONLY	
DATE RECEIVED:	INFORMATION FOUND: <input type="checkbox"/> YES <input type="checkbox"/> NO
ASSIGNED TO:	DATE MAILED TO REQUESTOR:

Common Errors (LOGS)

When you are running LOGS please make sure you enter your ORI and the Transaction you are trying to search for instead of entering "LOGS" into the Transaction bar at the bottom.



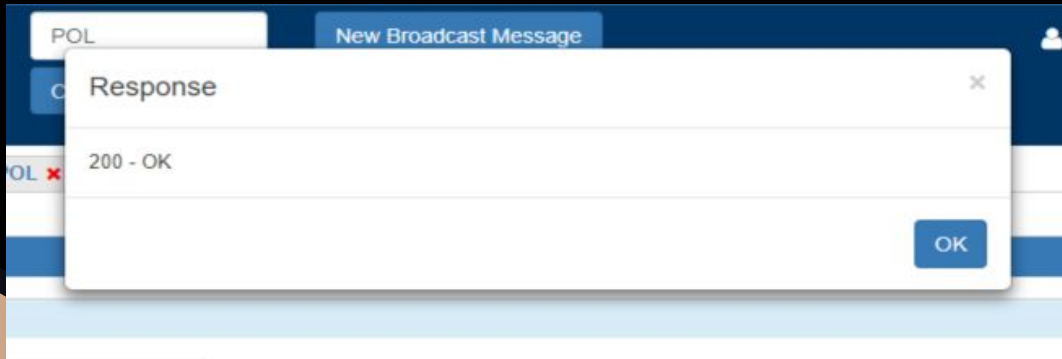
The screenshot displays the UCJIS (Utah Criminal Justice Information System) interface for running LOGS. At the top, there is a search bar containing 'LOGSL' and a 'New Broadcast Message' button. Below this is a navigation bar with 'UCJIS Home' and 'LOGSL x'. The main content area is titled 'Message Parameters' and contains several sections:

- Query Parameters:** Includes 'View Messages By:' set to 'USER' and 'Sort By:' set to 'DATE DESC'.
- Time Frame:** Includes 'Timeframe:' set to 'TODAY', 'Start Date Time:' (03/02/2022), and 'End Date Time:' (03/03/2022).
- Query Parameters (Bottom):** Includes 'ORI:' (empty) and 'Transaction:' (ENTER TRANSACTION CODE).

At the bottom left, there is a 'Submit' button with a magnifying glass icon.

Common Errors (MNCO)

If you are trying to modify a No Contact Order CIC is unable to do this. No contact Orders are modified by the user using the MNCO transaction (modify jail release agreement). If you are a user at the jail and the courts you will use MCJRL. Once you enter the transaction it will allow you to modify the conditions. If you decide to cancel the JRA you will get an "OK" response. This is not an error this means that it was done successfully.



Common Errors (EIMP)

Unable to enter vehicle information when entering EIMP because there is no recognizable VIN, Make, or Model.

Call #1-Officer was trying to impound a "Frankenstein" vehicle that was built out of multiple different pieces of other cars. No clear or consistent VIN number.

Call #2-Officer was trying to impound a homemade trailer with no identifiable VIN number, make, or model.

For the trailer, the officer could use HMDE (homemade), please list the make of the most predominant piece of the vehicle.

Common Errors (EIMP)

For both scenarios, the MVD confirmed that it was ok to enter both vehicles through EIMP without a VIN. The officer can put NO VIN in the required VIN field and do their best with the rest of the fields.

When their agency receives the impound report, it is rejected and flagged to have their investigators travel to the tow yard and find the official VIN or assign a VIN.

You can also call the DMV and have them assign a number for the VIN and then you can use that number in the EIMP entry.

dmvimponds@utah.gov or call Misc Services, 801-297-3568

Common Errors (DLQ)

If you are running a DLQ and there is an OTRK attached that is not supposed to be attached to the Drivers License (EX: wrong person).

This is a Corrections issue and you should email Jessica Cook at jessicacook@utah.gov in order for this to be fixed.

Common Errors (PO)

Once a PO has been Served the user can't unmark as the PO from being Served. The user can only enter information into the comments.

Officer's need to read the comments on all PO's that say served, don't assume it served without reading the comments.

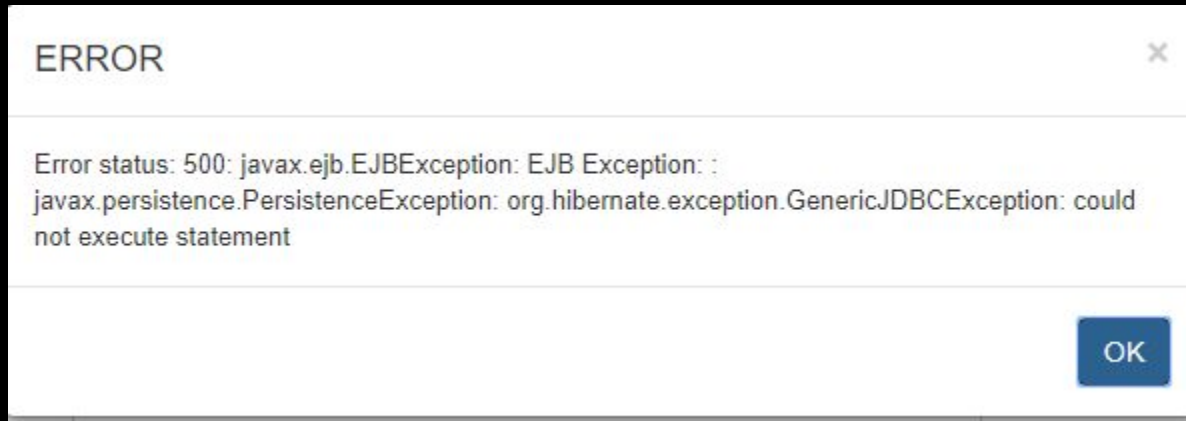
Petitioner/Plaintiff	BEAR, YOGI
Order Type:	Protective Order
Status:	SERVED
Other Protected Persons:	
Court Information:	CourtID: D1868, CaseNum: 960900539

[Detail PDF](#) [Petition PDF](#) [Add Order Comments](#)

Common Errors (ADD)

When adding a User into UCJIS the maximum allowed characters for the personal ID field is 10 characters.

If you exceed 10 characters you will receive an error message. (Personal and User ID are different)



Common Errors (Warrants)

You may receive the following error message when you are trying to pull up a warrant that is no longer in the system. If this happens to you you will have to go through the courts since it is no longer on UCJIS.

The screenshot displays the UCJIS web application interface. At the top left, the logo for the Utah Criminal Justice Information System is visible. The navigation bar includes links for 'UCJIS Home', 'BMSG' (with a red 'x' icon), and 'EWQ'. A search bar is present with the text 'Query'. On the right side of the header, a yellow warning box indicates '59:40 until timeout'. The main content area is divided into sections: 'By Warrant Info' and 'By Warrant Number'. Under 'By Warrant Number', there is a form with a label 'Warrant Number:' followed by a text input field containing the number '2038741'. A red asterisk is positioned below the input field. At the bottom of this section is a blue 'Submit' button with a magnifying glass icon. An error dialog box is overlaid on the screen, titled 'Error' with a close button (x). The message inside the dialog reads: 'Exception performing query: java.lang.RuntimeException: Invalid response status: 404, message is: Not found'. An 'OK' button is located at the bottom right of the dialog box.

Common Errors (ENCO)

If you receive the error “Failure to assert identity with username token” while trying to enter a JRA agreement into ENCO it is 1 of 2 problems:

- 1) You are trying to enter the JRA under an ORI you are not associated with
- 2) You are missing the JRA Service Bus Permission

- In this case you will need to contact CIC to have them give you access to the service bus

Resources for Local Transactions

If you need to find a current statute you can use the SMOT TRANSACTION.

The screenshot displays the UCJIS (Utah Criminal Justice Information System) interface. At the top, there is a navigation bar with the UCJIS logo, a search bar containing 'SMOTL', and a 'New Broadcast Message' button. Below the navigation bar, there are tabs for 'UCJIS Home' and 'SMOTL x'. The main content area is titled 'Shared Master Offense Table Query' and contains a 'Report Options' section. This section includes a dropdown menu for 'ORI:' with the value 'UTBCI000-UT BUREAU OF CRIM IDENT', a dropdown for 'Government Code:', a text input for 'Last Modify Date' with the placeholder 'ENTER LAST MODIFY DATE MMDDYYYY', radio buttons for 'File Result Type:' (XML and PIPE DELIMITED), and radio buttons for 'Detail Level:' (CONCISE and FULL). A 'Submit' button is located at the bottom of the form.

UCJIS
Utah Criminal Justice
Information System

SMOTL

New Broadcast Message

Close All

UCJIS Home SMOTL x

Query

Shared Master Offense Table Query

Report Options

Selecting a Detail level of Full or a Result File Type of XML, may not return due to the intense processing required.

ORI:* UTBCI000-UT BUREAU OF CRIM IDENT

Government Code:*

Last Modify Date: ENTER LAST MODIFY DATE MMDDYYYY

File Result Type:* XML PIPE DELIMITED

Detail Level:* CONCISE FULL

Submit

Resources for Local Transactions



The screenshot shows a web browser window with the UCJIS Home page. The browser tab is labeled 'KITL x'. The page title is 'KIT Entry'. The main heading is 'Sexual Assault Kit Receipt'. Below this is a 'Kit Identification' section with a dropdown menu for 'ORI:' set to 'UTBCI0000-UT BUREAU OF CRIM IDENT' and a 'Serial Number:' field containing '99-9999'. There are 'Lookup' and 'Submit' buttons.

If you are receiving any error messages within the Sexual Assault Kit transaction or need help with this transaction please refer to the specialist listed below:

Megan Phillips-Forensic Specialist

Utah Bureau of Forensic Services

meganphillips@utah.gov

Resources for Local Transactions

Tow Yard:

If you are trying to add a tow yard this is done through Field Services. The list of things you will need to get it added is:

- Tow Yard Number (given to them by the Tax Commission)
- Tow Yard Name
- Tow Yard Address (including city, state, and zip code)

If you need to find a list of active tow yards you can refer to the link below.

<https://dmv.utah.gov/impounds/state-impound-yards>

Resources for Local Transactions

Citations:

If you are trying to enter a Citation and you are unable to get to the second page please contact your Field Service Rep or CIC as you may be missing a permission.

CHQ:

If you are trying to pull up the rap sheet on a Criminal History and you are unable to get to the second page please contact your Field Service Rep or CIC as you may be missing a permission.

Resources for Local Transactions

If you are having errors with CHQ and you are unable to receive help from CIC please email or call BCI Records.

Records Contact:
801-965-4445 (Option 8)

bcirecords@utah.gov

Resources for Local Transactions

If you are trying to get a user access to Use of Force you will need to send an email to Mandy, Alex, and Diana in order to receive the permission.

Mandy Biesinger: mbiesinger@utah.gov (801) 281-5098

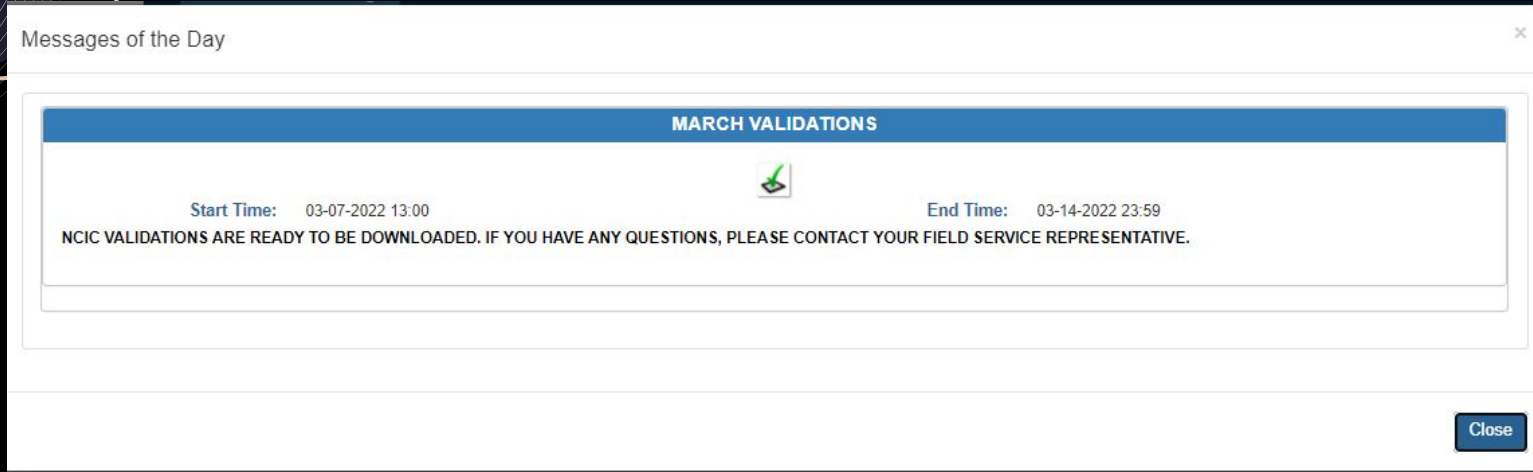
Diana Monago: dmonago@utah.gov (385) 266-1093

Alex Martinez: mmartinez@utah.gov (385) 499-5500



Validations

Validation MOTD



The screenshot shows a window titled "Messages of the Day" with a close button in the top right corner. Inside the window, there is a blue header bar that says "MARCH VALIDATIONS". Below the header, there is a green checkmark icon with a download arrow. To the left of the icon, it says "Start Time: 03-07-2022 13:00". To the right of the icon, it says "End Time: 03-14-2022 23:59". Below this information, there is a line of text: "NCIC VALIDATIONS ARE READY TO BE DOWNLOADED. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR FIELD SERVICE REPRESENTATIVE." In the bottom right corner of the window, there is a blue button labeled "Close".

Every Month Validations are posted the first Monday after the first Saturday of the Month. If you miss the MOTD message and you are wondering if Validations are out you can run MOTD.

If there is no MOTD and there aren't any validations available than there may be an issue with posting validations. (Watch your MOTD/email for updates)

Validation Availability

Validations should be checked every month within a week of the Validations being available.

If you go pull up validations and it is passed the week of them being available you will need to contact your Field Service Representative so they can login and retrieve the validation file for you.


Requirements for SFTP Server

- Download WinSCP to computer
 - Free
 - Will only work with Windows
 - Consult with your IT dept
- IP address must be registered in server
 - Provide Public IP address to Field Services rep
 - <https://whatismyipaddress.com/>
 - If changing IP addresses, notify Field Services rep

WinSCP 5.19 Download

WinSCP 5.19 is a major application update. New features and enhancements include:

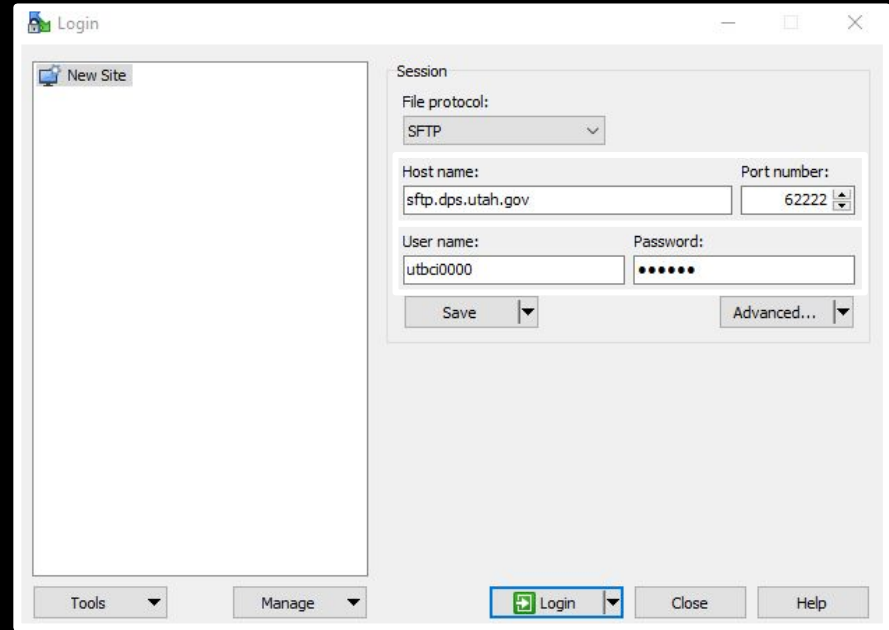
- A complete list of files that are part of a background transfer can be shown.
- Support for PPK version 3 keys from PuTTY 0.75.
- [Stream](#) interface in .NET assembly.
- With [SFTP](#) protocol files can be streamed to stdout and from stdin in scripting.
- Support [SHA-256](#) fingerprints of [TLS/SSL](#) certificates.
- Extension *Synchronize with another remote server*.
- Improved [FTP](#) support for VMS servers (and potentially for other non-Unix-like systems).
- Compatibility with Google Cloud Storage when using [S3](#) protocol to access the buckets.
- [List of all changes](#).

[DOWNLOAD WINSCP 5.19.2 \(10.9 MB\)](#)  Get it from Microsoft [OTHER DOWNLOADS](#)

1,465,768 downloads since 2021-07-21 [What is this?](#)

Logging into the SFTP Server

- Host name:
 - sftp.dps.utah.gov
- Port Number
 - 62222
 - Username is your ORI with a lowercase “ut”
 - Request password from Field Services Rep



Modifying Transaction

Use Modify Transaction for specific file you are packing/editing.

Modification Information

ORI:	<input type="checkbox"/> Delete	<input type="text"/>	Message Key:	<input type="checkbox"/> Delete	<input type="text"/>
License Plate Number:	<input type="checkbox"/>	<input type="text"/>	License Plate State:	<input type="checkbox"/>	<input type="text"/>
License Plate Year:	<input type="checkbox"/>	<input type="text"/>	License Plate Type:	<input type="checkbox"/>	<input type="text"/>
VIN:	<input type="checkbox"/>	<input type="text"/>	Vehicle Year:	<input type="checkbox"/>	<input type="text"/>
Vehicle Make:	<input type="checkbox"/>	<input type="text"/>	Vehicle Model:	<input type="checkbox"/>	<input type="text"/>
Vehicle Style:	<input type="checkbox"/>	<input type="text"/>	Vehicle Color:	<input type="checkbox"/>	<input type="text"/>
Vehicle Secondary Color:		<input type="text"/>	Date of Theft:	<input type="checkbox"/>	<input type="text" value="MMDDYYYY"/>
Originating Agency Case Number:		<input type="text"/>	Linking Agency Identifier:	<input type="checkbox"/>	<input type="text"/>
Linking Case Number:	<input type="checkbox"/>	<input type="text"/>			
Miscellaneous:	<input type="checkbox"/>	<input type="text"/>			

Click to
remove
information in
that field from
entry

Enter information
only in fields that
need to be updated
or corrected

Modifying Validations

You only need to modify fields that need something changed on the record. You don't need to enter fields that you don't know.

If you need to add or modify any information from the record please make sure you do that before you validate the record. If you do it after than the record will not reflect your changes when validating.

When Validating a Record you only need to enter the ORI, OCA, and the search file you are trying to search by. EX: In this search you would need to do ORI, OCA, and either NIC or License Plate

The screenshot displays the UCJIS (Utah Criminal Justice Information System) interface for a 'Vehicle Modification' record. The top navigation bar includes the UCJIS logo, a search bar with 'MV1' entered, and a 'New Broadcast Message' button. Below the navigation bar, there are tabs for 'UCJIS Home' and 'MV1'. The main content area is titled 'Vehicle Modification' and contains a 'Required Information' section with the following fields:

- ORI:** A dropdown menu currently showing 'UTBCI0000-UT BUREAU OF CRIM IDENT'.
- Message Key:** A dropdown menu.
- Originating Agency Case Number:** A text input field.

Below the 'Required Information' section, there are three options for record identification:

- Record Identifier by NIC Number
- Record Identifier by License Plate Number
- Record Identifier by Vin Number

Finding Validation File

Folders on your computer

A screenshot of the WinSCP interface showing a local directory view. The address bar displays 'S:\BCI (\nitwfp0\...)'. The file list includes folders for years from 2012 to 2022, an 'Archive' folder, and 'Back up files'. Two files are also listed: 'NCIC Validations.jar' (975 KB, Executable Jar File) and 'NCIC Validations.jar - ...' (1 KB, Shortcut). A blue arrow points from the text 'Folders on your computer' to the year folders.

Name	Size	Type	Changed
..		Parent directory	12/7/2021 9:01:13 AM
SP		File folder	1/6/2020 4:55:20 PM
2012		File folder	5/12/2016 10:37:07 AM
2013		File folder	5/13/2016 2:31:24 AM
2014		File folder	5/13/2016 2:31:01 AM
2015		File folder	10/20/2016 11:11:36 AM
2016		File folder	12/27/2016 10:13:20 AM
2017		File folder	12/6/2017 7:17:26 AM
2018		File folder	12/4/2018 8:15:31 AM
2019		File folder	12/9/2019 10:32:07 AM
2020		File folder	12/7/2020 11:31:52 AM
2021		File folder	12/7/2021 9:00:56 AM
2022		File folder	3/7/2022 11:09:09 AM
Archive		File folder	5/12/2016 10:37:07 AM
Back up files		File folder	1/3/2022 9:33:09 AM
NCIC Validations.jar	975 KB	Executable Jar File	7/3/2012 1:10:18 PM
NCIC Validations.jar - ...	1 KB	Shortcut	7/6/2016 8:10:20 AM

A screenshot of the WinSCP interface showing a remote directory view. The address bar displays '/validations/from_dps/'. The file list includes a folder '..' and a file 'UTBCI0000.TXT'. A blue arrow points from the text 'Files from server' to the file 'UTBCI0000.TXT'.

Name	Size	Changed	Rights	Owner
..		12/4/2014 12:49:55 PM	rwxrws---	1164
UTBCI0000.TXT				

\$F Message (This is not an Error Code)

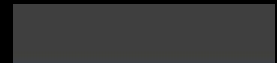
- Notification of failure to validate entry for previous month
- Notification for each entry
- If it is not validated, the entry will purge from NCIC the following month

ORI:	UTBCI0000
Message Type:	\$F
Message:	<p>09/05/2021 22:19</p> <p>\$.F. FAILURE TO VALIDATE UT0182500 THE FOLLOWING RECORD WILL BE RETIRED BY THE FBI DURING THE NEXT PURGE CYCLE UNLESS THE RECORD IS VALIDATED PRIOR TO THE FIRST SUNDAY OF NEXT MONTH.</p> <p>MKE/WANTED - EMANCIPATED JUVENILE DELINQUENT - CHARGED EXL/D - NO EXTRADITION - INSTATE PICK-UP ONLY. SEE MIS FIELD FOR LIMITS ORI/UT0182500 NAM/PRAD0, DEIVI PEREZ JR SEX/M RAC/U DOB/20030113 DOE/20210113 HGT/602 WGT/165 EYE/BRO HAI/BLK SOC/647681913 OLN/226825537 OLS/UT OLY/UNKN OFF/HOMICIDE DOV/20200529 OCA/20I008422 WNO/985688729 CTI/UT018035J VLD/20200728 NOA/N MIS/0BSTRUCTING JUSTICE FELONY DISCHARGE OF A FIREARM DNA/N ADD/01 - RESIDENCE (LAST KNOWN) SNU/3704 SNA/0XF0RD WAT BSMNT APT CTY/WEST VALLEY CITY STA/UT ZIP/84119 AKA/PEREZ, JUNIOR AKA/PRAD0, DEIVI PEREZ NIC/W321059101 DTE/20200529 1720 EDT DLU/20200728 1730 EDT</p>

\$P Message (This is not an Error Code)

- Notification that NCIC entry has been purged because of failure to validate
- Notification for each entry
- Will need to be re-entered into NCIC
- Automatic failure on BCI Compliance Audit

ORI:	UTBCI0000
Message Type:	\$P
Message:	<pre>01/07/2018 14:34 \$.P. PURGE FOR FAILURE TO VALIDATE UT0300100 NCIC VALIDATION PURGE 20180107. THE FOLLOWING RECORD HAS BEEN PURGED BY THE FBI DUE TO YOUR FAILURE TO VALIDATE. YOU MAY REENTER IF YOU DETERMINE THE INFORMATION IS VALID, ACCURATE AND COMPLETE. MKE/STOLEN GUN ORI/UT0300100 SER/123456 MAK/SPRINGFIELD CAL/40 MOD/XD TYP/PI DOT/20140811 OCA/14-12345678 VLD/20161115 NOA/N MIS/BLK NIC/G111111111 DTE/20140812 1218 EDT DLU/20180107 0004 EDT</pre>





Nlets

Nlets

- Nlets Wiki Page
 - Live page
 - <https://wiki.nlets.org/index.php/Contents>

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Nlets Error Messages

- Each error message received from Nlets will contain the following:
 - Standard output header
 - A numeric and plain English error notification
 - The first 100 characters of the input message
 - The sending ORI will always be NL0000000

Nlets Error Messages

Error #:	Nlets Error Message:	Explanation:
0	MESSAGE FORMAT/STRUCTURE ERROR THE RECEIVED MESSAGE IS INCORRECTLY FORMATTED	The received message was not formatted correctly.
.01.	INVALID HEADER INFORMATION	This error message indicates that there is an error in the message header. Specific information about the error is returned in the message itself.
.02.	MESSAGE TYPE NOT ALLOWED TO DESTINATION	Indicates that a state does not accept the message type being sent. Specific information about the error is returned in the message itself.
.03.	TXT NOT FOUND OR IMPROPERLY FORMED XML	The Nlets System encountered a problem parsing the XML or the TXT could not be found in the message. Specific information about the error is returned in the message itself.
.04.	MEXICAN CDL ERROR	Missing or invalid field to destination. Specific information about the error is returned in the message itself.
.05.	DOB INVALID or MISSING	Indicates that the DOB field could not be found, exceeded maximum length or had a non-numeric character within the date of birth.

Nlets Error Messages

.06.	INVALID MESSAGE FORMAT FOR CN	Missing or invalid field to destination. Specific information about the error is returned in the message itself.
.10.	A YEAR FIELD IS INVALID or MISSING	A year field such as VYR, BEG, END and LIY is invalid or missing. Specific information about the error is returned in the message itself.
.14.	FIELDS MISSING	Indicates that a required field could not be found. Specific information about the error is returned in the message itself.
.16.	ATN FIELD INVALID	Indicates that the attention field has invalid characters. Specific information about the error is returned in the message itself.
.19.	INVALID DESTINATION ORIs	Indicates that the message is being sent to an invalid destination. Specific information about the error is returned in the message itself.
.20.	INVALID CONTROL FIELD	Indicates that the control field is too long or has illegal characters. Specific information about the error is returned in the message itself.
.21.	INVALID SENDING ORI	Indicates that the source ORI is invalid or does not belong to the user. Specific information about the error is returned in the message itself.

Nlets Error Messages

.22.	INVALID MESSAGE FORMAT	Indicates that incorrect fields or missing fields found in message. Specific information about the error is returned in the message itself.
.23.	INVALID FIELD LENGTH	Indicates that a required field is too short or too long. Specific information about the error is returned in the message itself.
.24.	MESSAGE HAS AN INVALID FIELD	Indicates that there is an invalid field in the message. Specific information about the error is returned in the message itself.
.27.	MESSAGE HAS TOO MANY DESTINATIONS	Indicates that the user has included too many destinations.
.29.	MESSAGE NOT ALLOWED FROM SENDER	Indicates that the sender has tried to send a message type that they are not authorized to send.
.53.	DESTINATION DOES NOT ACCEPT MESSAGES FROM THIS TYPE OF ORI	Indicates that the destination does not accept messages from this ORI type (i.e. ORI ending in a "S" or "F").
.54.	TOO MANY DESTINATIONS FOR HIT CONFIRMATION	Indicates that too many destinations have placed in the header of the hit confirmation.
.75.	REQUIRED FIELD MISSING	Indicates that a required field is missing from the message type. Specific information about the error is returned in the message itself.

Nlets

- Nlets responds according to the strictest law of the state in which it is requesting information from
- Nlets responds to each ORI differently
- Help files available
 - Send an AM message with a single destination
 - HELP File ORI: aabbbcccc
 - aa: State or province
 - bbb: Which record needs to be accessed
 - cccc: The action to be taken upon the record
- Example
 - CAGUNHELP

HELP File

State/Province Code	Identify Record to be Accessed	Identify an Action to be Taken on the Record
aa	bbb	cccc
AL	ADM (Federal agencies only)	HELP (Inquiry)
AK	BAS (Boat and snowmobile; states only)	UPDT (Replace existing record with new record)
Etc.	COR (Corrections information; states only)	CNCL (Cancel record)
	GUN (Gun information, such as CCW)	APND (Append new information)
	LIC (Vehicle Registration Record)	
	OLN (Driver's License Record)	
	PAR (Parole information; states only)	
	POF (Protection order file; states only)	
	PRO (Probation information; states only)	
	SIR (Criminal History Record)	
	SOR (Sex offender registration information; states only)	
	SWQ (State Warrant Record)	

YQ/YR

- Urgent
 - Respond within 10 minutes
- Routine
 - Respond within one hour
- In both cases a response is defined as either:
 - Confirming the record
 - Providing a time when the record will be confirmed
- UCJIS Help Desk monitors hits for the state



NCIC

NCIC

- An error message advises an agency of an error in an NCIC transaction
- The last line of an error message will include identifiers and return the first 65 characters of the transaction, enabling the user to link the response to the original transaction
- Following each error message is a brief explanation of the error(s) causing the message to be transmitted

Reject Messages

- There are different reject messages
- Examples:
 - REJECT - NOT ON FILE
 - If you get this message, it means the record was removed
 - If you don't know why it was removed, you can request an offline search by emailing Gina McNeil at gmcneil@utah.gov
 - REJECT - FIELD ERROR XXX
 - There are different reasons why you will get this reject message
 - Such as
 - MFC not agreeing with data entered
 - Transaction attempting to delete VLN name
 - Full list in Introduction Manual 2.8

Reject Messages

- REJECT - MISSING DATA XXX
 - Transaction doesn't contain mandatory fields
 - Articles
 - Check LKI to see if it is entered
- REJECT - MODIFY ERROR
 - Modify transaction is not formatted properly
- REJECT - NOT AUTHORIZED
 - Different reasons for this as well
 - Type of transaction is not permitted for the ORI

Clear v Cancel

- Clear
 - The purpose of a clear message is to indicate location of a missing person, apprehension of a wanted person, if not detained, or recovery of property on file in NCIC
- Cancel
 - Record determined to be invalid
 - For example, the warrant which was the basis for the record has been dismissed or if the record is the result of a fictitious theft report

Locate

- The purpose of a locate message is to indicate (until the originating agency clears the record) that the wanted person has been apprehended or the property has been located
- A locate message cannot be used by the agency that placed the record in NCIC

Wanted Detainer

- Detainer information may be appended only to Wanted Person Records that are in located status
 - Locating agency must place DETN in the EXT field in the locate transaction
 - Agency of record will then add a detainer to the record with the DW transaction
 - Must be done within 5 days of the locate

Wanted Person Detainer Entry

Details

ORI: *

Last Name:

First Name:

Middle Name:

By NIC Number

NIC Number:

By Originating Agency Case Number

Originating Agency Case
Number:

Additional Fields

Date of Detainer: *

Detainer Case Number: *

Incarcerating Agency
Identifier: *

Date Incarceration Starts:

Date of Sentence
Expiration:

Place of Incarceration:

Submit

DW

7a.2 POSITIVE RESPONSE CONTAINING DETAINER INFORMATION

1L01HEADER

WV1100010

WARNING- A DETAINER HAS BEEN FILED FOR THE SUBJECT OF THIS RECORD.
PLEASE CONTACT ORI TO OBTAIN ADDITIONAL INFORMATION.

MKE/DETAINED WANTED PERSON - CAUTION

CMC/70 - SUICIDAL

ORI/MD1012600 NAM/SMITH, JOHN J SEX/M RAC/W POB/OH

DOB/19701010 HGT/510 WGT/175 EYE/BRO HAI/BRO FBI/416249J4

SKN/FAR SMT/SC L EAR

FPC/121011CO141159TTC113 MNU/AS-375145249 SOC/375145249

OLN/N222333444 OLS/MD OLY/2002

OFF/HOMICIDE - WILLFUL KILL - FAMILY - GUN

DOW/19991227 OCA/99-4889 SID/MD99999999

ORI IS ANY CITY CORRECTIONS AGENCY 301 555-1234

LOCATED/20010224 PA2022300A 345234 DETN

DOD/20010315 DNO/01-1234567890 IRI/PA202230C DIS/20010315 DSE/20010415

INC/PENNSYLVANIA STATE PEN

NIC/W123456789 DTE/1999 0830 EST DLU/20000115 1600 EST

IMMED CONFIRM WARRANT AND EXTRADITION WITH ORI

Detainer Notifications

- \$.O. message is sent to the incarcerating agency
- If a detainer is ever modified, a \$.OMDW. Message is sent to the incarcerating agency
- Five days prior to the date of sentence expiration, the ORI of record will receive a \$.P. message
 - This is a reminder that the subject will be released soon and to arrange extradition with the incarcerating agency

Detainer Reminder

- Record holding agency is the only agency that can add a detainer or modify a detainer
- DW is the transaction to enter a detainer
- MDW is the transaction to modify a detainer



UCJIS Tips & Tricks

UCJIS Basics Manual 12.0

Tips & Tricks

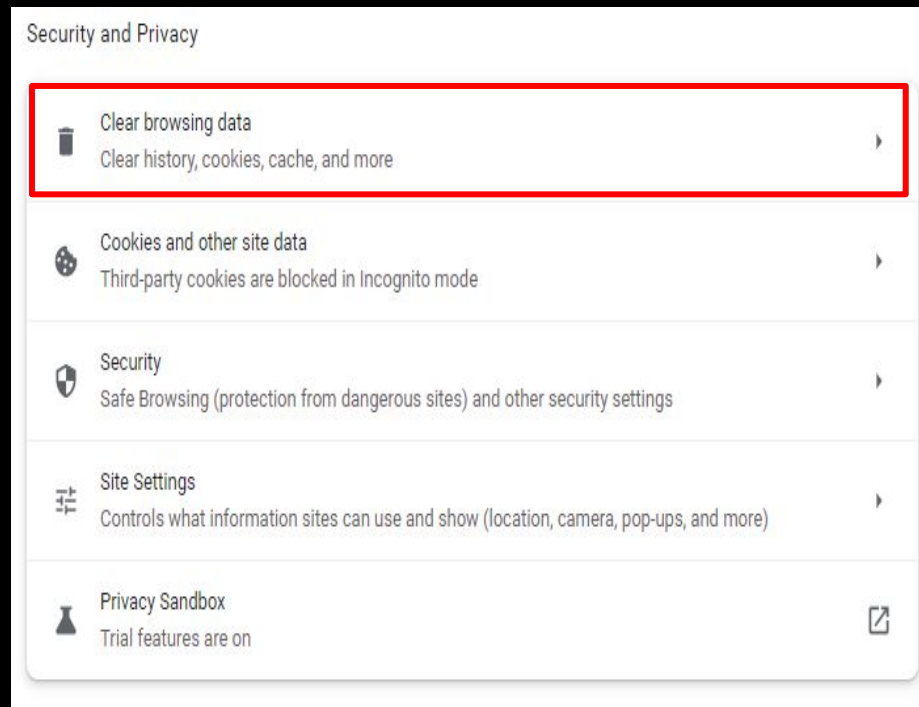
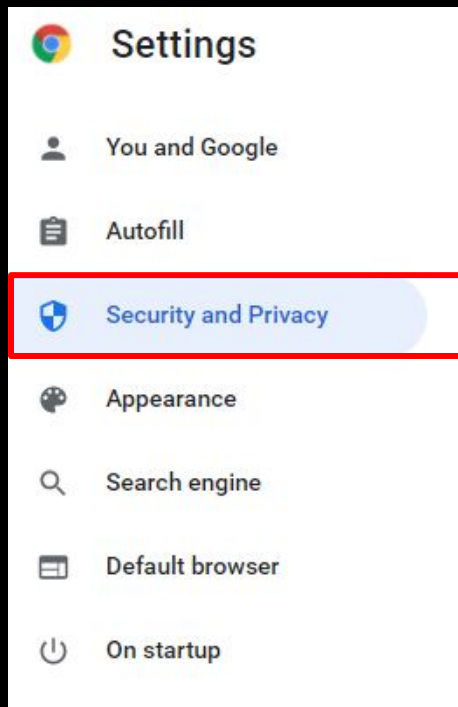
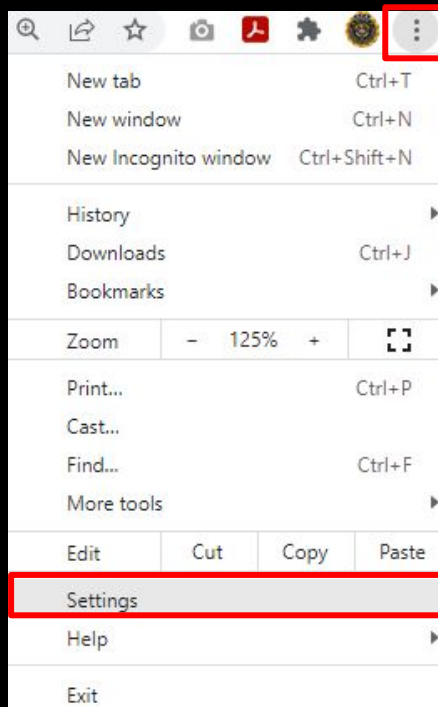
- Google Chrome works best with UCJIS, but you can also use Firefox
- UCJIS is not case sensitive with the exception of the users password
- Make sure your popup blockers are disabled when having to download a PDF from UCJIS
 - You will also need them disabled to access transactions such as MIL, VMI, MIP, etc.
- If you are with a law enforcement agency, your UCJIS timeout can be set to 60 minutes. UCJIS timeout is automatically 30 minutes, to extend it contact your TAC or the UCJIS Help Desk

Tips & Tricks

- All users have access to their logs and will be able to lookup any transactions they have ran within the last 21 days using the LOGS transaction
 - BCI can run logs past 21 days. If you need this done for your agency, fill out the Dissemination Log Request Form on the TAC Website
- If you press the spacebar in the date fields in UCJIS, it will autofill the date and time. It will use the date and time that is listed on the device that you are accessing UCJIS on, please ensure the date and time are correct on your device

Tips & Tricks

- Clearing your cache regularly will help UCJIS function better



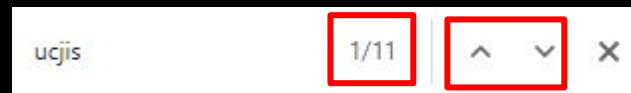
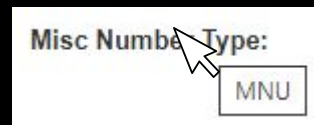
Tips & Tricks

- 500 Error means that there is a problem with UCJIS. Wait a few minutes and try again
- If you are trying to prefill information with SSN, it won't prefill the fields if there is more than one name associated with the SSN
 - Example: Someone who has changed their last name after marriage
- When you access UCJIS on a new device or for the first time in a long time, you will receive a UCJIS PIN sent to your email or phone
 - If you are not receiving the PIN, check with your IT and make sure ucjis@utah.gov is added to their whitelist
 - If you are still not receiving it, contact the UCJIS Help desk to reset your authentications

Tips & Tricks

- Shortcuts

- Hover over entry fields and it will tell you what the abbreviations for those fields are
- When looking through the manuals, Ctrl+F will help you find what you are looking for
 - It will pop up in the top right corner of the screen
 - Type what you are looking for and it will search the document for that word and tell you how many times that word is in the document



You can navigate through these using the arrows

Tips & Tricks

Keyboard Shortcuts:

- 1) CTRL + (+) to Zoom In
- 2) CTRL + (-) to Zoom Out
- 3) CTRL + P to Print
- 4) CTRL + A to Select All
- 5) CTRL + C to Copy
- 6) CTRL + V to Paste
- 7) CTRL + F to Find
- 8) CTRL + X to Cut
- 9) CTRL + W to Close
- 10) CTRL + Z to Undo
- 11) Space Bar to Autofill current Date/Time
- 12) Tab to move cursor to next entry
- 13) Enter to submit a transaction
- 14) ALT + TAB to switch screens
- 15) Windows + L to Lock Screen
- 16) ALT + F4 to quit the current program

Resources

- If you come across multiple SIDs for an individual
 - Contact AFIS
 - dpsafis@utah.gov
 - 801-965-4569
- Questions about UCH
 - Contact Records
 - bcirecords@utah.gov
 - 801-965-4445 opt 8
- TAC Website
 - Manuals
 - Presentations
 - Upcoming trainings

Resources

- If you need more information on an NCIC record
 - Contact Gina McNeil for an offline search
 - gmcneil@utah.gov
 - Contact FBI NCIC Help Desk
 - 1-304-625-3000
- If you need to enter, modify, cancel, clear or validate an Unidentified Person contact Ofa Vaisima and Alex Martinez
 - ovaisima@utah.gov
 - mmartinez@utah.gov

Resources

- Field Services Representatives
 - Northern Region: Ofa Vaisima 385-499-1421 ovaisima@utah.gov
 - Wasatch Region: Chauntay Baker 385-499-0186 chauntaybaker@utah.gov
 - Salt Lake 1 Region: Whitney Wilson 385-499-6963 wthomsen@utah.gov
 - Salt Lake 2 Region & UHP: Jon Harr 385-266-0190 jharr@utah.gov
 - Central Region: Gina McNeil 801-652-6287 gmcneil@utah.gov
 - Southern Region: Alisa Larson 801-783-6668 alissal Larson@utah.gov
- UCJIS Help Desk
 - dpscic@utah.gov
 - 801-965-4446

