

SAFETYNET: Common Issues – How to Find Missing Inspection Files in SAFETYNET

Scenario

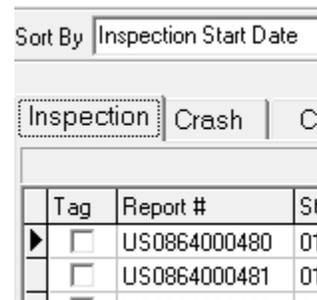
The inspector has uploaded the inspection. It appears in SAFER, but not in SAFETYNET or MCMIS. Annual workload reports will have numbers lower than those actually done. Any violations in the inspections are not recorded against the motor carrier, so the carrier can have artificially high safety scores. Likewise, a "clean" inspection does not correctly lower a carrier's score.

Where to Start:

Look in SAFETYNET. In most instances, the files are actually downloaded to the SAFETYNET server but are not recorded in the database as being in the "In Box". We believe that due to a time-out on the connection from the application to the database, SAFETYNET was not able to make an entry in the SAFETYNET "In Box" table.

Solution:

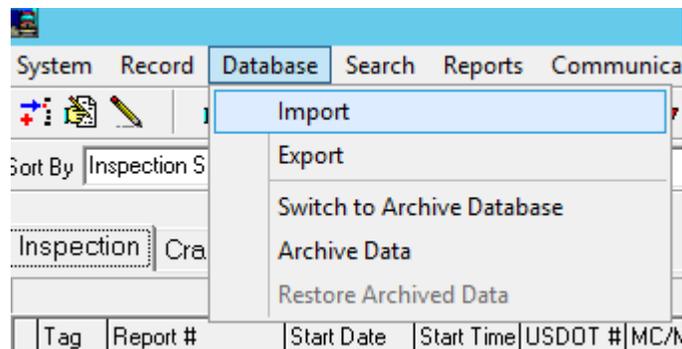
1. Log into SAFETYNET and make sure you're on the main **Inspection** tab



Tag	Report #	Start Date
<input type="checkbox"/>	US0864000480	01
<input type="checkbox"/>	US0864000481	01

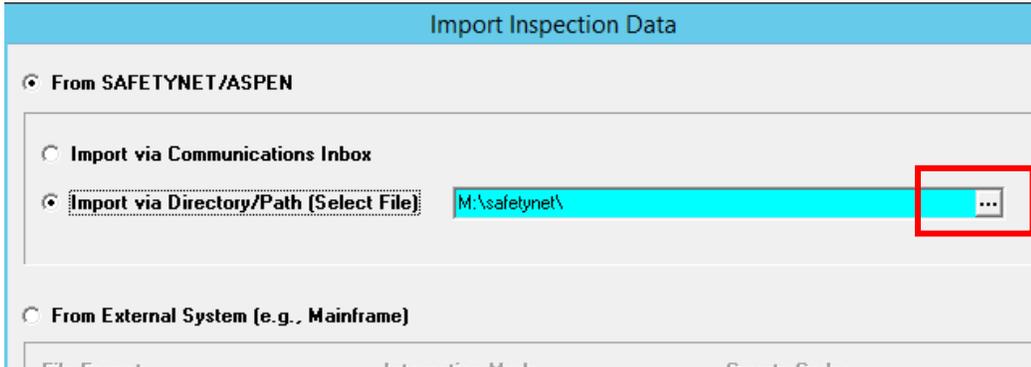
2. Click on **Communications-Processing** and select **the Inbox**
3. Process **all the files** in the Inbox and close when done

4. Click **Database > Import**

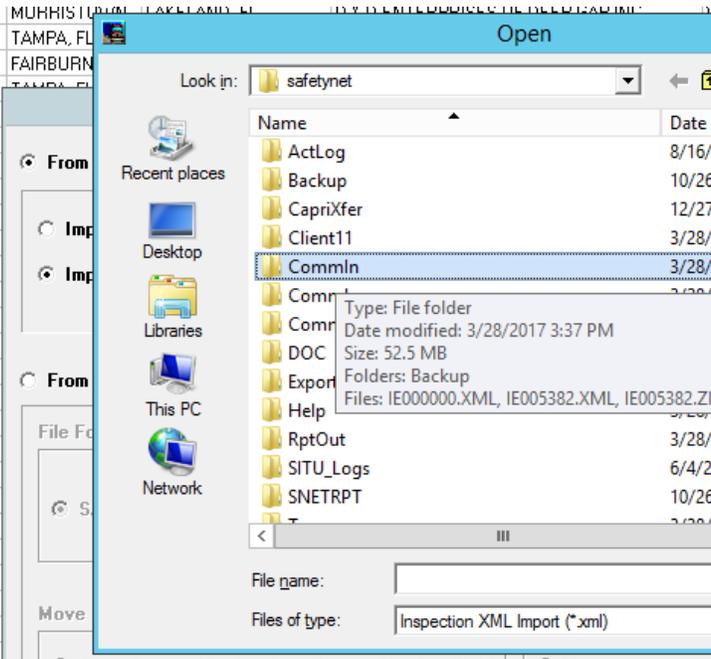


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5. Select **"Import via Directory / Path"**, click the **ellipsis button**

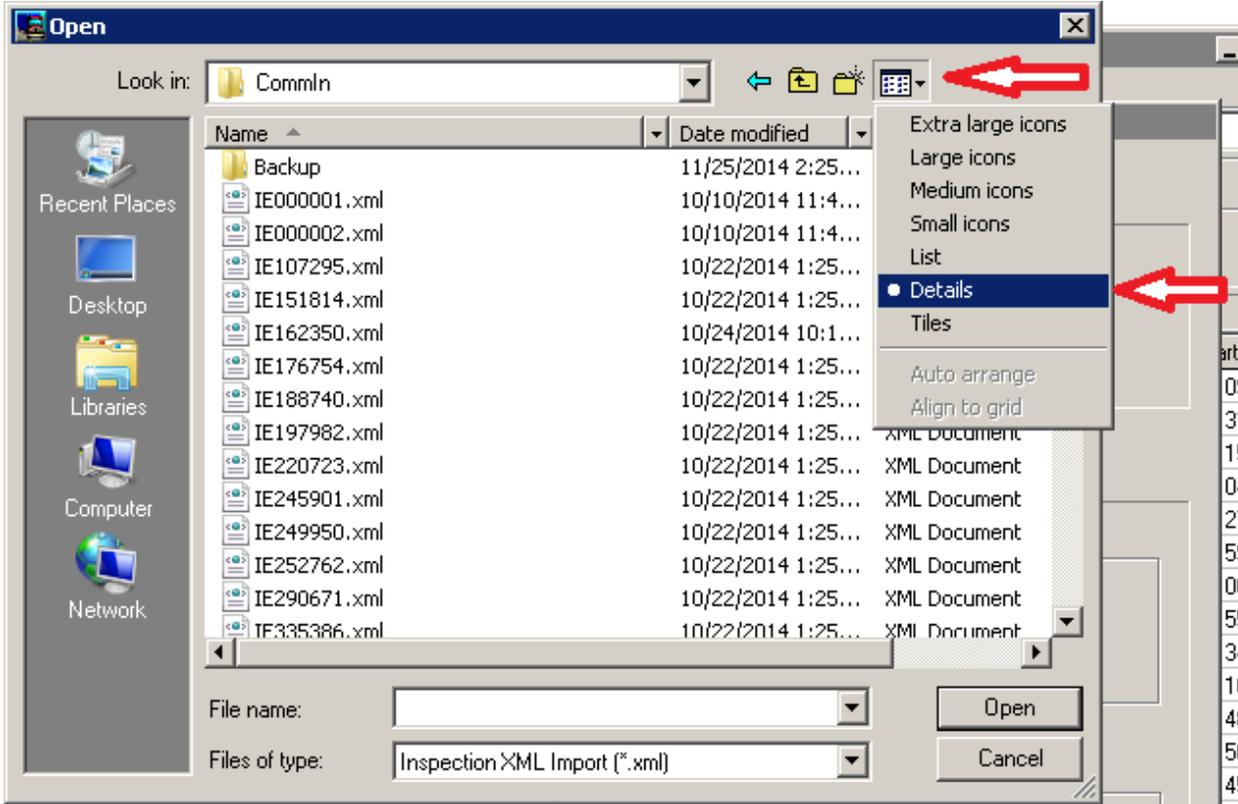


6. Open the **"Commln"** folder.



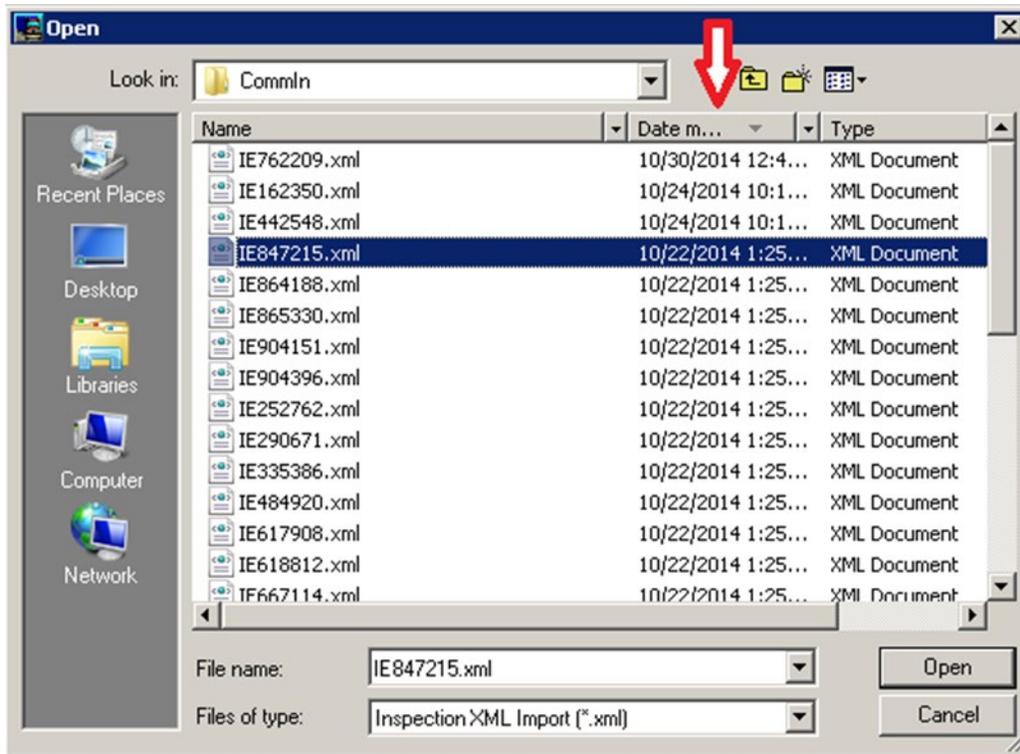
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7. Make sure the folder is in Detail view so you can see **Date Modified** (This is important if you want to select a single date's files.):



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8. Click **Date Modified** column header to sort by Ascending or Descending date instead of by name:

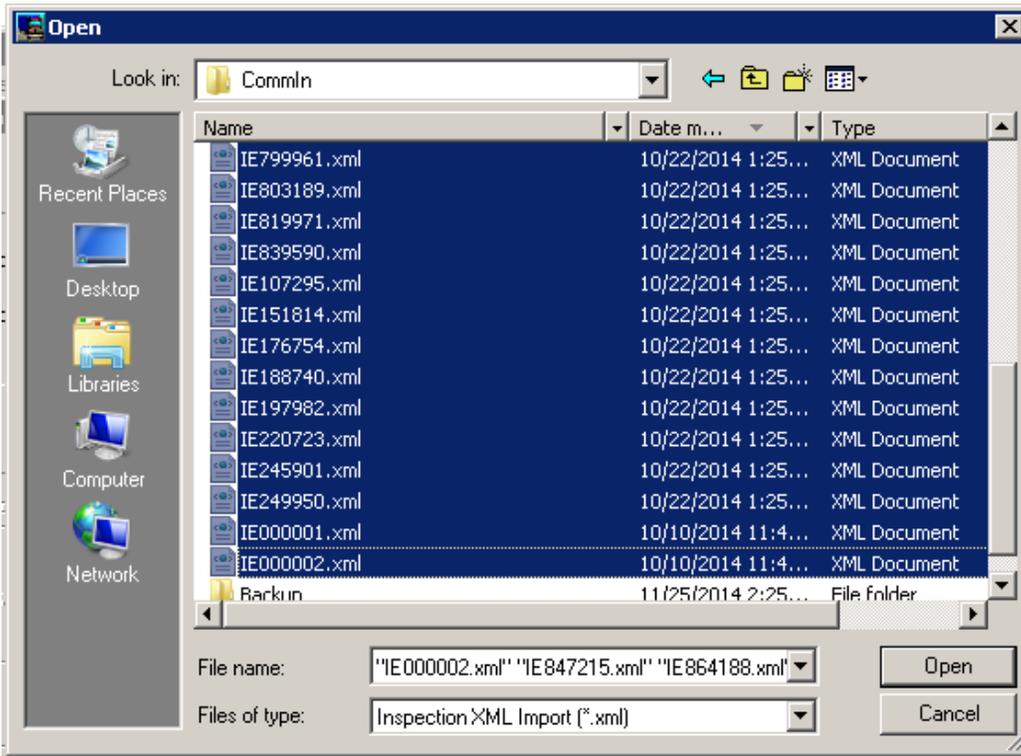


9. Find the date for the file(s) you wish to import. **Click the row** for this file – in this case 10/22/2014

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10. Hold down the Shift button, and click the last file in the list for the date or date range you have chosen. You may have to scroll down to see all files available.

This will highlight all files you wish to import.



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- Click the **Open** button and you'll see a screen like this below. Notice it will indicate the number of files you have selected, if you have selected more than one.

Import Inspection Data

From SAFETYNET/ASPEN

Import via Communications Inbox

Import via Directory/Path (Select File) ...

From External System (e.g., Mainframe)

File Format	Integration Mode	County Codes
<input checked="" type="radio"/> SAFETYNET Format	<input checked="" type="radio"/> Append <input type="radio"/> Overwrite	<input checked="" type="radio"/> FIPS Codes <input type="radio"/> State Codes

Move Into State Census Number Field

State Census Number from Census Number Field
 State Number Field

Add Leading Zeros for State Census Numbers

Yes
 No

Import via Directory/Path (Select Directory) ...

- Click the **"Import"** button to start the processing.



- SAFETYNET will display the information screens you are familiar with during the file import while processing the files.

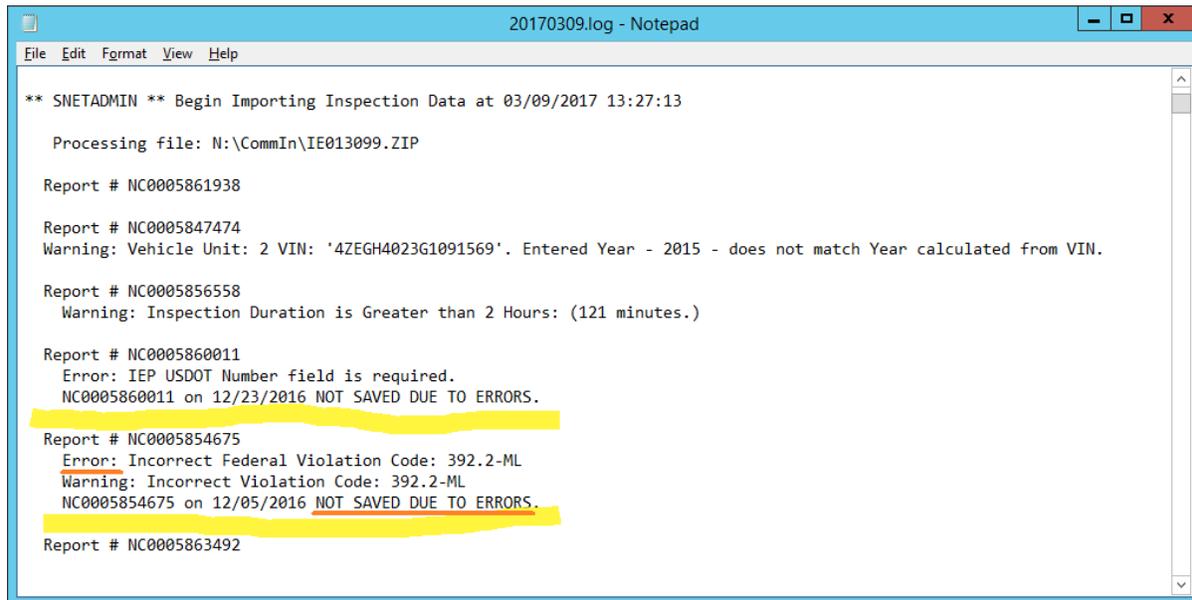
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Error Remediation

Upon completion of the processing, you are prompted to **view the activity log**. While cumbersome, it's recommended you click **Yes**. You'll want to **look for the word "Error"** – this represents an inspection which had validation errors serious enough for SAFETYNET to not import it.

To remediate the error, best practices dictate you should contact the inspector who performed the inspection, and advise them of the error(s). Have the inspector correct the error in Aspen and re-upload.

If you get an error that you're not certain of how to deal with – contact FMCSA Technical Support with an excerpt of the activity log including the error and filename. We'll guide you as to the next step.



```
20170309.log - Notepad
File Edit Format View Help
** SNETADMIN ** Begin Importing Inspection Data at 03/09/2017 13:27:13
Processing file: N:\CommIn\IE013099.ZIP
Report # NC0005861938
Report # NC0005847474
Warning: Vehicle Unit: 2 VIN: '4ZEGH4023G1091569'. Entered Year - 2015 - does not match Year calculated from VIN.
Report # NC0005856558
Warning: Inspection Duration is Greater than 2 Hours: (121 minutes.)
Report # NC0005860011
Error: IEP USDOT Number field is required.
NC0005860011 on 12/23/2016 NOT SAVED DUE TO ERRORS.
Report # NC0005854675
Error: Incorrect Federal Violation Code: 392.2-ML
Warning: Incorrect Violation Code: 392.2-ML
NC0005854675 on 12/05/2016 NOT SAVED DUE TO ERRORS.
Report # NC0005863492
```

Clean-Up

Once all previous steps have been completed, the files you imported most likely remain in the CommIn folder. You use Windows Explorer (My Computer) to move these files into the backup sub-folder of CommIn. Occasionally you'll get a warning saying a file with a specific name already exists. It is ok to overwrite the existing file. Filenames only have 6 digits to be unique, so while that gives 999,999 files before names are re-used, they do get re-used.

This document is written specifically for individual days where a large download fails before completion and thus dozens to hundreds of inspection files (IExxxxx.xml) exist in the CommIn folder. Best practices say you should periodically check your CommIn folder for inspection files. If any exist, try to import them, if there are errors deal with them as you would in steps 8a & 8b – then move them to the backup folder.

The cleaner you keep CommIn, the less files you have to "rummage" through in future clean-ups.