SAFETYNET: Common Issues How to Find Missing Inspection Files

Dealing with Interrupted Downloads

Sometimes records in SAFETYNET go missing due to interrupted downloads. Use this document to locate inspection files that do not appear in the SAFETYNET Inbox.

Scenario

The inspector has uploaded the inspection. It appears in SAFER, but not in MCMIS or SAFETYNET. 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 downloaded to the SAFETYNET server but are not recorded in the database as being in the Inbox. We believe that due to a connectivity issue from the application to the database, SAFETYNET was not able to make an entry in the SAFETYNET Inbox table.
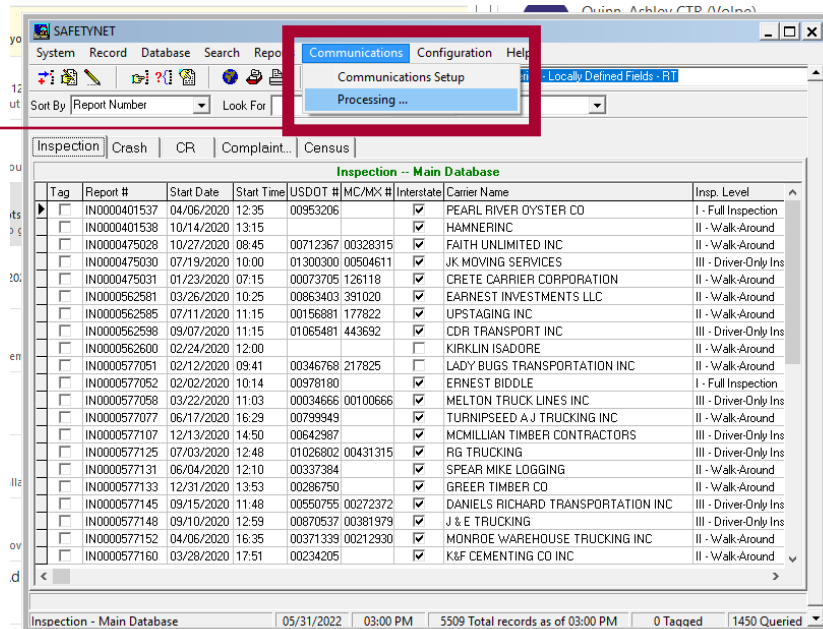
Solution

Step 1

Log into SAFETYNET and make sure you're on the main **Inspection** tab.
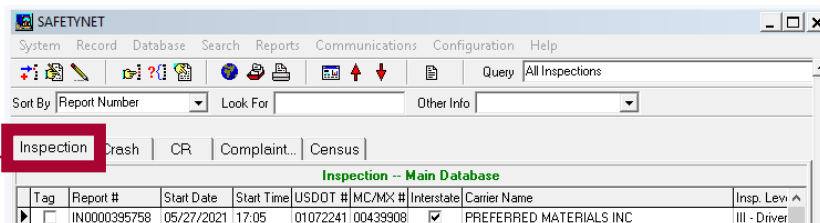
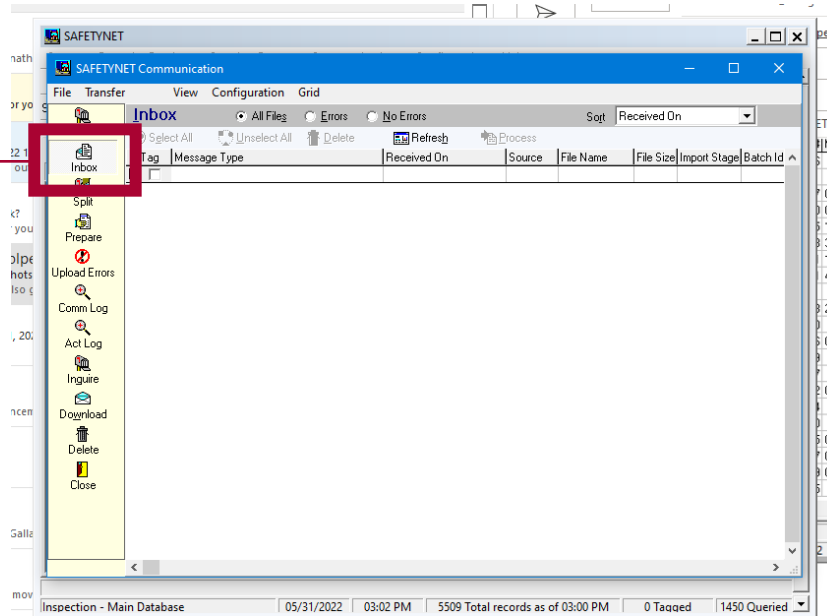**Step 2**

Click on **Communications-Processing**.

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Step 3

Select the **Inbox** and process **all the files** in the Inbox and close when done.

If any files had errors, those files will stay in the Inbox. Make a note of the filenames, delete the files from the Inbox and locate the files in the SAFETYNET - CommIn folder.

Note: Check the SAFETYNET - CommIn folder. At this point, the CommIn folder should only have files that were not processed due to errors. Address the files that had errors and move them to the Backup folder. If other files exist, those files were not processed at all and need to be imported.
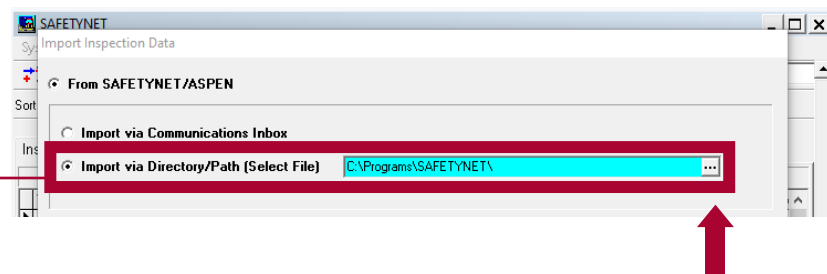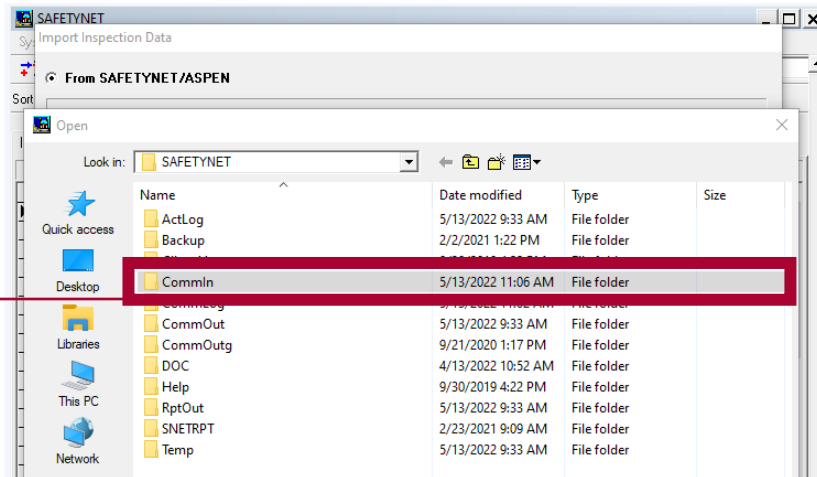
Step 4

Click **Database > Import**.
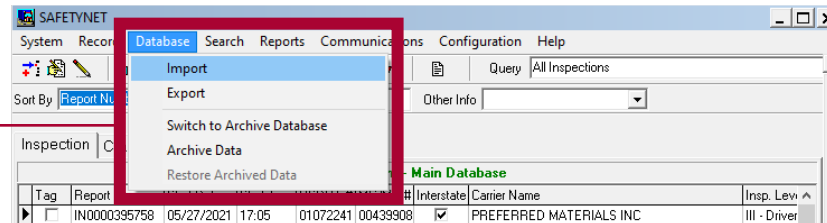
Step 5

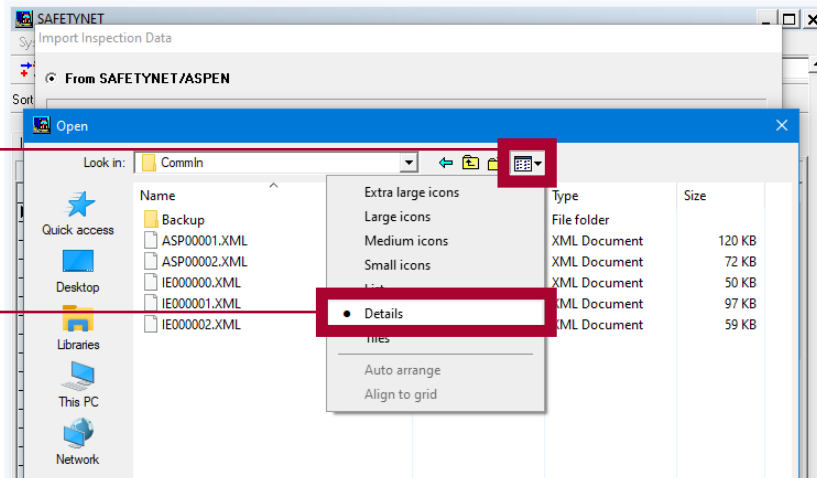Select **"Import via Directory/Path"** and click the **ellipsis button.**
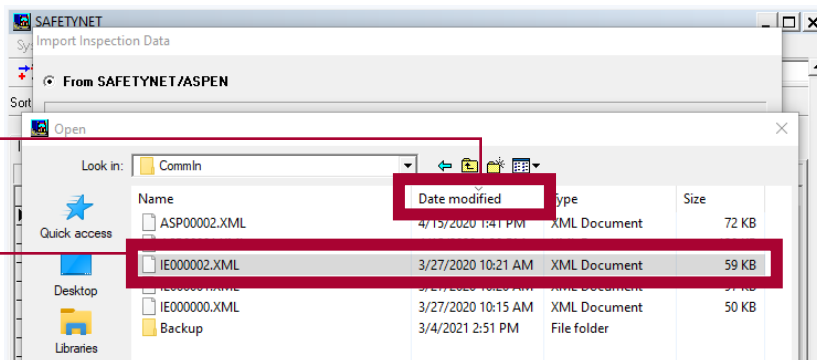
Step 6

Open the **"CommIn"** folder.

Step 7

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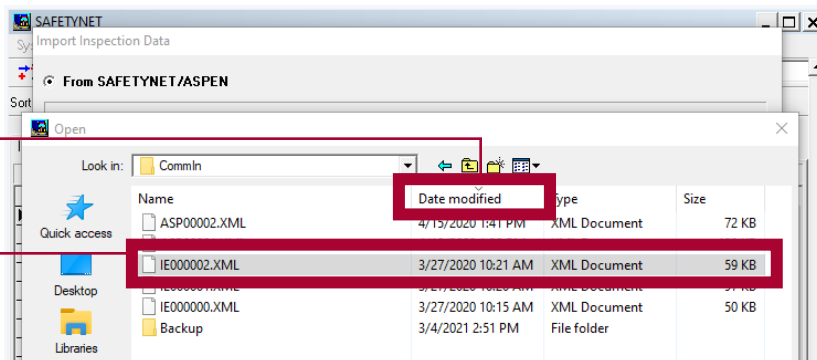

Step 8

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

Step 9

Find the date for the file(s) you wish to import. **Click the row** for this file – in this case 3/27/2020.
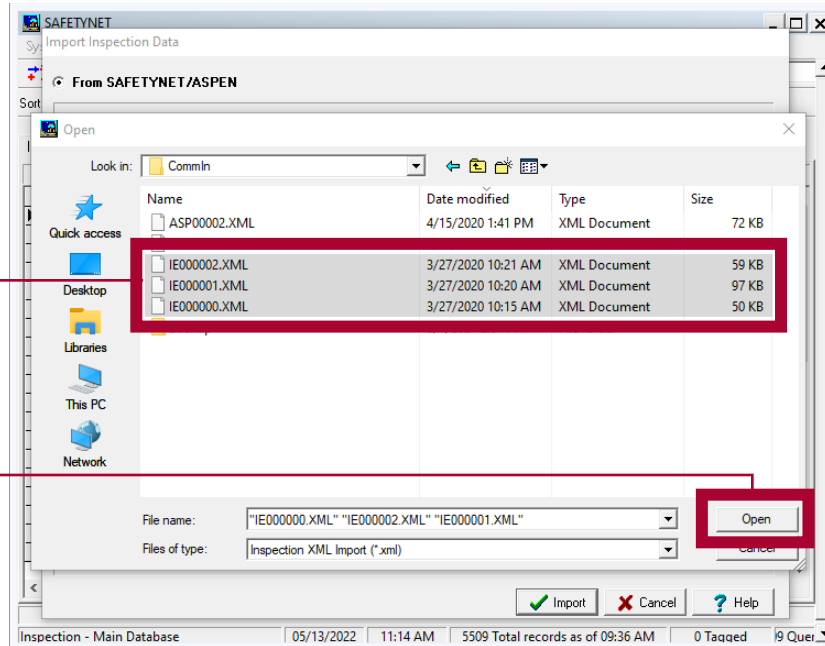
Step 10

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.

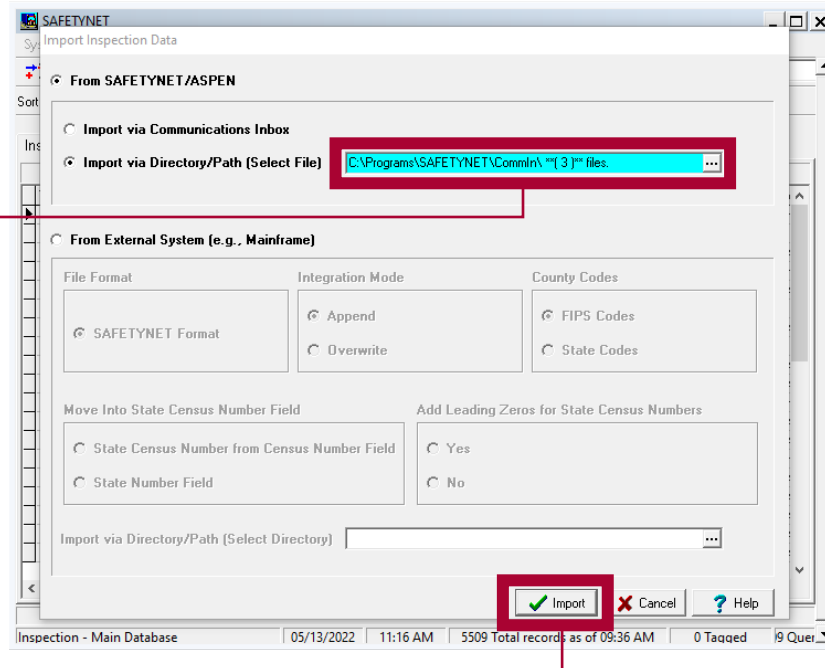This will highlight all files you wish to import.

Click **Open**.

Step 11

The Import Inspection Data window will open. The file path will indicate the number of files you selected, if you selected more than one.

Step 12

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

Step 13

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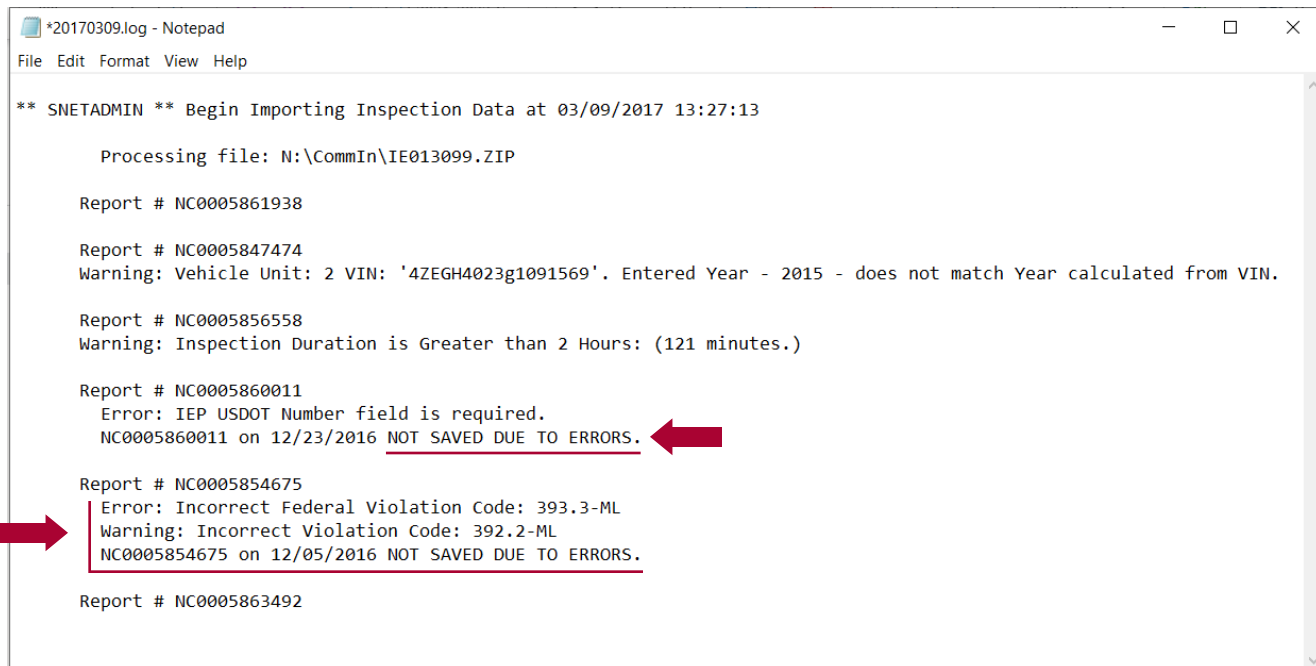
Error Remediation

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, 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. They'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: 393.3-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. 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 okay to overwrite the existing file. File names 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 exist in the CommIn folder. Periodically check your CommIn folder for inspection files. If any exist, try to import them. If there are errors, address them, then move them to the backup folder.

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