

## CAD Data Checklist

### Failure to Load Data

If ***NFIRS 5 Alive*** crashes or cannot otherwise import your CAD data file check-off the following possibilities:

**The 1<sup>st</sup> record is a row of header titles and not actual record data**

Do not load column headers. This will treat header titles as record data. It will cause the application to “choke” while attempting to calculate key fields and response times. Delete the title row after converting your Excel data to text data.

**Importing an Excel file directly**

Remember, you cannot import an Excel file directly. You must save the Excel file as tab or comma delimited text before it can be imported into ***NFIRS 5 Alive***.

**Import Type (#1.) is not correctly set**

Use “Incidents” only if you are importing directly into Incidents. “Companies” is most commonly used. “Incidents & Companies” and “Company Events” are only used for uncommon CAD systems.

**Delimiter (#2.) is not correctly set**

If your CAD data file is tab delimited you must select the delimiter. If your CAD data file is comma delimited you must select the comma delimiter.

**Incorrect number of field columns**

If you are importing 18 columns of field data then the setup area should have field titles in the first 18 field boxes. Do not enter the “-Ignore-” title in boxes representing columns that do not exist. Instead leave those boxes blank.

**Field boxes do not match fields in CAD import**

The order of the field titles in your CAD import must match the order of the field titles you entered in the CAD setup area.

**Field overloading, too many characters**

Overloading the defined capacity of a field can cause the application to crash. Check your data to make sure you do not have any fields with an unusual number of characters.

## **Location of the CAD data file can cause security issues**

If the CAD data file is on a remote server OR is located on your desktop you could be violating a Windows security setting. Try relocating your file to your **Documents** folder. While you are at it, make sure the file is not set to "Read Only".

## **Open in Notepad or Notepad2 to check format.**

When you open your CAD data file in Notepad you should see one record on each row. Data should be in the correct format. You should not have any blank rows of data. Notepad2 is a free text editor that can be downloaded on the Internet. It has the ability to visualize tabs, carriage returns and line feed characters.

## **Create a small test import.**

If you have trouble importing a large CAD file open it in Notepad and copy a small number of rows and save into another CAD file. Test the smaller file to see if it works OK. If it does you may have some corruption somewhere in the large CAD file. Again, examine the file in Notepad to see if you can spot the abnormality.

## **Missing Times / Unexpected Results**

If your CAD file loads OK, but when you press the "Preview CAD" button you see bad or missing data try the following:

### **NFIRS 5 Data must be loaded first**

If you are not using automatic CAD data loading the "Enable Automatic Loading of CAD data" checkbox in CAD Setup 4 should be unchecked. You must load your NFIRS 5 data first then load your CAD data to merge into the pre-existing NFIRS 5 data. If you have activated automatic CAD data loading for the live dashboard the CAD data is loaded first.

### **CAD incident numbers do not match NFIRS 5 incident numbers**

NFIRS 5 specs allow up to 7 numbers for an incident number. In order to match CAD data to existing incidents your CAD incident number must match already imported NFIRS 5 incident numbers. If a CAD incident number is longer than 7-characters NFIRS 5 Alive will automatically ignore extra characters on the left. You may also press the "Correct" button in the CAD record list view to modify CAD incident numbers so they match existing NFIRS 5 incident numbers.

## **Date /Time Formats must be supported**

NFIRS 5 Alive support many different date and time formats. To see a list of supported formats press the [“Supported Date & Time Formats”](#) link in the CAD Setup 1 tab. Remember, the timestamp “MM/DD/YYYY HH:MM:SS” with one space between the date and time is not the same as “MM/DD/YYYY HH:MM:SS” timestamp with two spaces between the date and time. The first is supported the second is not.

## **Call Timestamp or Call Date / Call Time**

All imports must have either a Call Timestamp or both a Call Date and Call Time. Dates are only necessary for the “Time of Call Received” and are optional for other times. Remember, “timestamps” contain both the date and time in a supported format.

## **Field boxes do not match fields in CAD import**

The order of the field titles in your CAD import must match the order of the field titles you entered in the CAD setup area.

## **Missing Times - Call, Dispatch, Enroute, Arrival and Clear must be present**

Five times must be present. Check to make sure these times increase from “Time of Call” to “Time Units Dispatched” to “Time Units are Enroute” to “Time Units Arrive on Scene” to “Time Units Clear”. If any of these key times are missing your data will be incomplete.

## **Same Times in two columns**

While your CAD data has all five columns check to see if the same time frequently appears in two columns. It is not unusual for CAD data to have the same time in many of the “Time of Call” and “Time of Dispatch” columns. This can occur when dispatchers enter a single time to save time. If “Call Processing” or other operational tasks frequently have a zero-second duration check your source data first.

## **Null Values**

Null values are blank values. For Times “00:00:00” or blank is OK. For dates “00/00/00” or blank is OK. Otherwise weird “null” values, including blank spaces or “ : : “ or “ / / “ could be causing problems.