



NEW JERSEY STATE POLICE UNIFORM CRIME REPORTING

e-UCR APPLICATION CONNECTIVITY & TROUBLESHOOTING GUIDE

➤ URL address for the **NEW** e-UCR application - http://gsn-prod2.njsp.org:8011/njsp_ucr/

➤ **e-UCR CONNECTIVITY**

- Your first point of contact in setting you up with the new e-UCR is your IT/Technical person.
- Terminal must have access via A CJIS COMPLIANT TERMINAL or with a STATIC IP Address set up to Garden State Network.
- **WINDOWS XP, or Windows 7(32-bit)**
 - ✓ VERIFY OS Version - This can be verified by right clicking on the my computer or computer icon located on your desktop. Select “properties” by left clicking on it and a pop window will display the operating system version.
- **DNS ENTRY**
 - ✓ **e-UCR:** Add an IP Address - 10.11.132.146 to the DNS SERVER, and County DNS Server (if coming through COUNTY to connect to the Garden State Network). The resolving host name is gsn-prod2.njsp.org.
 - ✓ **Crime Trend Reports within e-UCR:** Add an IP Address - 10.11.132.155 to the local DNS SERVER, and County DNS Server (if coming through COUNTY to connect to the Garden State Network). The resolving host name is cjis2000.njsp.org
- **PAGE CANNOT BE DISPLAYED**
 - ✓ After adding IP addresses to the DNS and trying to get onto e-UCR application, I'm getting Page cannot be displayed message.
 - ✓ Verify your DNS entry, check network or router and try again. Try Pinging and Telnet-ing with the port and if unsuccessful than call UCRU.
- **INTERNET EXPLORER VERSION**
 - ✓ 8.0 (NJSP STANDARD) OR HIGHER is an acceptable browser against which the e-UCR application has been successfully tested. Mozilla Firefox, Google Chrome or any other browsers are not compatible with this application. e-UCR has been tested successfully on Internet Explorer version 8.0.

- ✓ IE 11 on Windows 7 64-bit machine may give a hiccup in downloading Active X from the trusted NJSP site while IE 11 on Windows 7 32-bit machine works fine.
- **SET-UP COMPATIBILITY VIEW**
 - ✓ Request your IT technician to set up your e-UCR in the Compatibility View from the Tools menu or refer to the e-UCR Windows 7 IE Compatibility View Tutorial document on how to set-up Compatibility View yourself. By setting this up, you will be able to submit negative juvenile report and view your Crime Trend Reports along with the features within the application will continue to work just like IE 8.0.
- **HOW TO VERIFY AN INTERNET EXPLORER VERSION**
 - ✓ From the menu select Help, then About Internet Explorer. A window will pop-up displaying the Internet Explorer version as shown in the below figure.





NEW JERSEY STATE POLICE UNIFORM CRIME REPORTING CRIME TREND REPORTS ERROR MESSAGE

PAGE CANNOT BE DISPLAYED ERROR MESSAGE when you click on **crime trend report within the e-UCR application. Check the DNS entry, Routing, firewall set-up.**

As instructed in the DNS Entry above, the IP Address of 10.11.132.155 must be added. Next download the Active X feature from the e-UCR message board as instructed below.

- ✓ To download Active X – click on the “HERE” link and do not close or “x” out of the internet explorer until you see the message displayed as below. You may have to click on the link more than one time to download the ActiveX object as it transmits from the trusted State Police site in packets.

**YOU HAVE SUCCESSFULLY DOWNLOADED AN ACTIVE X CONTROL TO RUN CRYSTAL REPORTS.
PLEASE CLOSE THE BROWSER AND CONTINUE WITH YOUR APPLICATION.**

To download Active X click on

- ✓ After downloading it successfully you must close the browser and login again for the changes to be effective. Now you should be able to open and view the Crime Trend Reports. Ensure for IE version higher than 8.0, also IE is set up in a Compatibility View, otherwise you will not be able to view the reports.

[e-UCR Message Board](#)

01-OCT-07 NEW FEATURE / REPORT BUTTON (Crime Trend On Demand) TO USE THE NEW REPORTS FEATURE, ACTIVE X, THE FOLLOWING LINK HERE

- 1. Prompt - Download ActiveX - Click YES
- 2. Once download is complete successfully - You should have access to your agency's Crime Trend Reports: questions or concerns please contact the UCRU

*** After your IT or technical person has exhausted all the avenues of getting on the new e-UCR can contact UCRU at 609-882-2000 Ext. 2917.**