

**M&M Micro Systems, Inc.**

**iSOMS**

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**TN Cite-X**  
**Citation Import**

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This interface document shows how to configure and run an import of the Tennessee Titan/Cite-X E-Ticket.

The Interface Name is: **STATE-CITATION-TN**

Email Event Name: **INTERFACE-STATE-CITATION**

You will also need to make contact with the Titan/Cite-X support group to get a User name / Password from them to have the security to download them, as well as they might need to whitelist your servers IP Address in their firewall

Example Username: **CiteX\_Blount\_Sheriff\_TN005**

Example Password: (provided by them)

Training Site: <https://CrashXTraining.safety.tn.gov/>

Production Site : <https://CrashX.safety.tn.gov/>

You will also need to know which of the above websites they want you to pull from for E-Tickets, they may want you to go through a testing first on their training site.

There are two areas that need to have updates/settings to complete the configuration

1. Company Setup, Interfaces Tab, then find STATE-CITATION-TN
2. Company Setup, Settings Tab, then find program CITATION

#### Interface Configuration

Mark the interface as Active

Update the Website (with either the training or production links from above)

Update the User Name / Password

Update the Vendor Interface Temp folder (must exist before you process)

Update Agency ID# (generally your Agency ORI Number)

(more on next page)

View Interface

FIRST	<< PREV	NEXT >>	LAST	Entry Date: / Entry By:												
Active Date: <input type="text"/> <input type="button" value="Calendar"/>				<input checked="" type="checkbox"/> Active <input type="checkbox"/> Importing Interface												
Interface Name: STATE-CITATION-TN		Interface Group: CITATION		Transfer Method: FILE												
Run Daily: 0	Run Every (nn) Seconds: 0	Interface Retention Da... 0	Blocking Time Out: 0	History Days: 0												
Website: <a href="https://crashxtraining.safety.tn.gov">https://crashxtraining.safety.tn.gov</a>		UserName: CiteX_Sevier_Sh		Password: *****												
LastRunTime: <input type="text"/> <input type="button" value="Calendar"/>	NextRunTime: <input type="text"/> <input type="button" value="Calendar"/>															
<table border="1"><tr><td>Interface Info</td><td>Cad Info</td><td>Records</td><td>Booking Info</td><td>Departments</td><td>Notes</td></tr><tr><td>Images</td><td>Attachments</td><td>Text Providers</td><td>AVL Configuration</td><td colspan="2">Attachment Import/Import As</td></tr></table>					Interface Info	Cad Info	Records	Booking Info	Departments	Notes	Images	Attachments	Text Providers	AVL Configuration	Attachment Import/Import As	
Interface Info	Cad Info	Records	Booking Info	Departments	Notes											
Images	Attachments	Text Providers	AVL Configuration	Attachment Import/Import As												
Interface Folder: C:\ZDATA\TN CITEX	Interface Export File:			Agency ID#: TN0000000												

## On the Attachment Import/Import As tab

All three of these are required

**Import As Employee** – This is the employee/officer ID to use if, during import, the system cannot correctly map the Cite-X Badge Number of the officer that gave the ticket. Generally, what this means is if a Trooper wrote the ticket, that officer/badge is probably not going to be in your employee records. This is where you would select a generic employee/officer to use. Most agencies do have a generic Last Name = Trooper, First Name THP in employee records.

**Import As Department**, select your department from the list.

**Court**. This is the default court to use if, during import, the system cannot correctly map the Court Name that is printed on the ticket. Below this section will show you where, in Maintain Courts, to enter the matching name of the court names printed on your E-Tickets.

Import As Employee: 603 ELDER, MARTIN WILLIAM -CORRECTIONS

Import As Department: BLOUNT COUNTY SHERIFF'S OFFICE

Category: Sub-Category: Court: MUNICIPAL COURT

Save on Interfaces Tab.

## Company Setup – Citation Settings

**CITATION-IMPORT-INCLUDE-WARNINGS** – The default is No, however; TN Cite-X does not directly identify a warning ticket in their submission to us. You would need to see if that is a configuration on the States side to turn on/off allowing warning tickets to be included in the download

**CITATION-IMPORT-AUTO-GENERATE-DOCKET-NUMBER** – The default is Yes. If yes, then as its adding charges it will auto assign the next docket number, based on the court it maps to. If it cannot map it will use the docket number from the default court, setup in the interface itself.

**CITATION-IMPORT-AUTO-CREATE-MASTER-NAMES** – The default is Yes. I suggest leaving this yes as well. When importing we attempt to find an existing master name two (2) ways.

Method 1 (*secondary*): Last Name + First Name + Race Code + Sex Code + Date of Birth

Example: DOE, JOHN W M 04/07/1965

Method 2(*primary*): Driver's License/ID + Date of Birth.

Depending on how you get the violator name into the system, it's not always getting the full First / Last name. For instance, if you are using a DL Scanner or the iSOMS App® to scan the back of the driver's license into the system, the front/back of the license might not have the full First or Last Name depending on how long the name is.

Example Name: **Stevenson, Christopher** (will only scan **Stevenson, Christoph**) (leaving off the “er”). So, if we were trying to match on Last, First, Race, Sex, Date of Birth and you did not have a master name with “Christoph”) it would add another master name.

However; using the DL + Date of Birth it limits to just those two (2) pieces of data. It does not use the DL State

**CITATION-IMPORT-TEST-CHARGE CODE-AND-DESCRIPTION** – The default is Yes. I suggest leaving this yes as well. When importing we attempt to find the Charge code in your system, “From” the charge code and description that Titan/Cite-X has provided. They don't always match your agency codes.

Leaving this Yes/Default will use both the Charge Code + Charge Description (if it does not find a match, it will auto add it to your charge codes.

**CITATION-IMPORT-UPDATE-EXISTING-TICKET** – The default is No. This will have limited use as we really only import one time. But what I have seen with the data provided by the state. They are not consistent in their Developer Manual for Codes

Example: The states Citation Mapping shows below, that valid answers should be Female, Male, Unknown

gender	String	200	Current Possible Values * :
			String.Empty
			Female
			Male
			Unknown

However; what is being send in the files we download is “1” for male, “2” for female

```
"genderTxt": "2",
"isOwnerInd": "Y",
"injuryClassCde": "",
"raceCde": "Caucasian/Mexican/Puerto Rican/Other White",
```

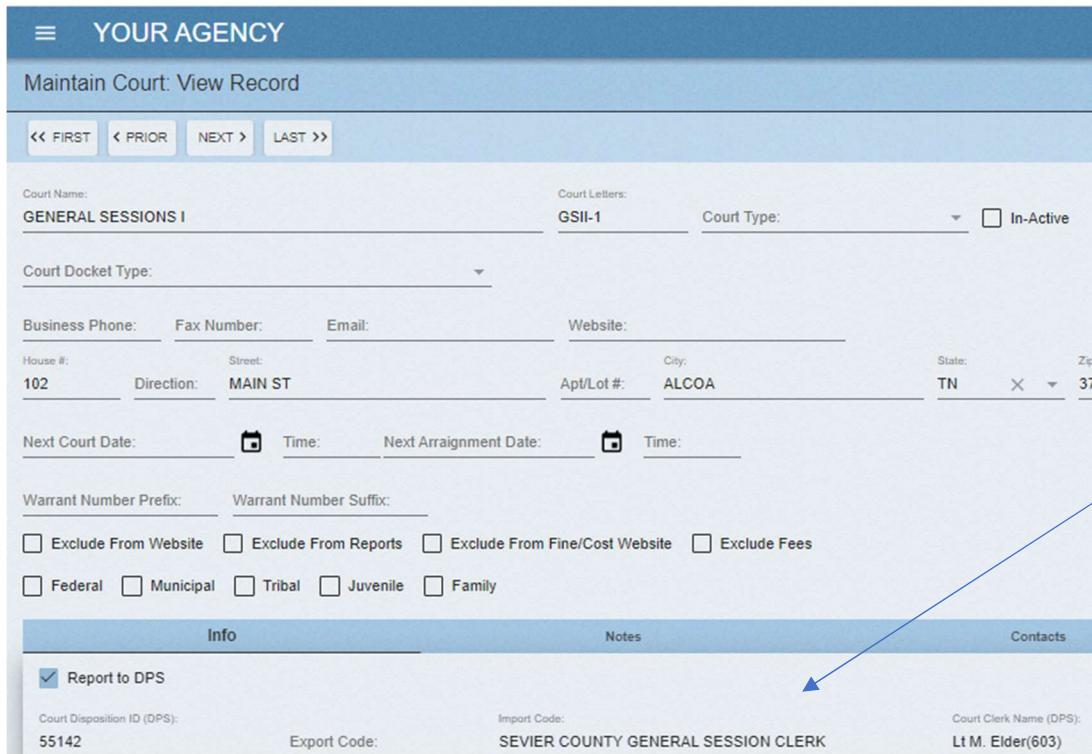
We added this in case they change/correct their manual/vs export data.

## Connecting your Court Code with Cite-X Court Name

In Citations, Maintain Files, Courts

Lookup each of the courts that you enter tickets for in the states Cite-X system.

The only item you need to fill in is near the bottom “Import Code”



YOUR AGENCY

Maintain Court: View Record

Court Name: GENERAL SESSIONS I Court Letters: GSII-1 Court Type: In-Active

Court Docket Type:

Business Phone: Fax Number: Email: Website:

House #: 102 Street: MAIN ST City: ALCOA State: TN Zip: 378

Next Court Date: Time: Next Arraignment Date: Time:

Warrant Number Prefix: Warrant Number Suffix:

Exclude From Website  Exclude From Reports  Exclude From Fine/Cost Website  Exclude Fees

Federal  Municipal  Tribal  Juvenile  Family

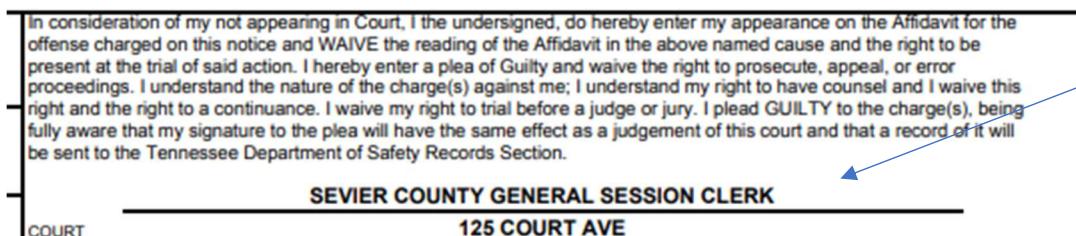
Info Notes Contacts

Report to DPS

Court Disposition ID (DPS): 55142 Import Code: SEVIER COUNTY GENERAL SESSION CLERK Court Clerk Name (DPS): Lt M. Elder(603)

Type in what is on your ticket in the court area

Example Below: **SEVIER COUNTY GENERAL SESSION CLERK**



In consideration of my not appearing in Court, I the undersigned, do hereby enter my appearance on the Affidavit for the offense charged on this notice and WAIVE the reading of the Affidavit in the above named cause and the right to be present at the trial of said action. I hereby enter a plea of Guilty and waive the right to prosecute, appeal, or error proceedings. I understand the nature of the charge(s) against me; I understand my right to have counsel and I waive this right and the right to a continuance. I waive my right to trial before a judge or jury. I plead GUILTY to the charge(s), being fully aware that my signature to the plea will have the same effect as a judgement of this court and that a record of it will be sent to the Tennessee Department of Safety Records Section.

SEVIER COUNTY GENERAL SESSION CLERK

COURT 125 COURT AVE

If you don't type it the same it will not map correctly when importing, and thus us the default court from the Interface setup screen. That could cause an issue if you are auto assigning docket numbers.

## Folder Setup / How to run it

Make sure your Root Folder already exists.

Example: **E:\VendorInterfaces\CiteX**, The first time you run the interface it will auto create the below subfolders

**Archive** = Where files get moved to after the successfully process

**Audit** = Small Text files are created each time the interface runs, I will provide further below a sample

**Backup** = We only get one shot when downloading new tickets from the state website, after that, they mark them as exported and can't get them again. I have asked about a flag/switch/setting where we could get them over and over again, but they have not responded with any yes/no answer.

**Error** = Where files get moved to after an un-successful process.

Error can mean a few things, Missing content in the file we are processing or the Citation has been imported already. (This would be true if they provide us a method to download your files more than one time, before they mark them as "exported"

We do not process a file if it's missing any of the following

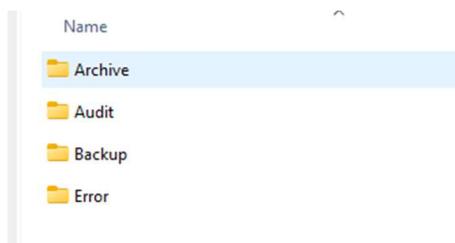
Must have Employee ID (translated correctly from the Citation Badge Number)

Must have Person First Name

Must have Ticket Number

Must have Ticket Issued Date

### Folder Structure



The first part of the file name is the states "magic #" we download media with that ID + its Document Guide They will show up on the Citation / Attachments Tab

102408657.{90BA4A6E-4FAB-4BA8-9307-EE20DCA4C0E0}.pdf

102408657.details.json

102408976.{C519F797-63EA-47F9-8253-DC201216C6E2}.pdf

102408976.details.json

102417702.{88D45C2C-853F-4A14-80DC-DE62223FCC4B}.pdf

102417702.details.json

102417703.{593A157B-99E5-4B36-A30E-FE616F4FB21B}.pdf

102417703.{606CD787-7AB4-4A5B-8805-BC91D6403CAE}.pdf

102417703.details.json

Process: Process Name = run-interface **STATE-CITATION-TN 3 7**

Means run for Primary Agency for the last 7 days of tickets.

## Sample Email Event / Audit File

Citation Import Started: 12/17/2023 9:24:12 AM

Import Dates From: 12/18/2019 12:00:00 AM Through: 12/17/2023 9:24:12 AM

Audit File Name: 2023-12-17-0924-12.Txt

Evaluating File: 102385819.details.json

Reference #: 133472966524114116

Incident Id #: 102385819

Ticket #: 200747392

Ticket Date: 01/01/2020 11:32

Name On Ticket: LEE, ROCKY

Has Attachments: Yes

Passed Primary Validations

Citation Already Exists: 200747392 Link: localhost:5000#!/m/Citations/view/30780

Evaluating File: 102390370.details.json

Reference #: 133472966524114118

Incident Id #: 102390370

Ticket #: 200747393

Ticket Date: 01/03/2020 12:03

Name On Ticket:

Has Attachments: Yes

Missing Person Last Name

Missing Person First Name

Failed Primary Validations

Evaluating File: 102393260.details.json

Reference #: 133472966524114120

Incident Id #: 102393260

Ticket #: 200747394

Ticket Date: 01/08/2020 14:00

Name On Ticket: SANCHEZ, MARINO

Has Attachments: Yes

Passed Primary Validations

Added New Charge Code From Import: 55-50-301 - DRIVING WITHOUT LICENSE /ID#: 9671

Added New Master Name: SANCHEZ, MARINO / Jacket#: 818224

Citation Import Completed: 12/17/2023 9:24:30 AM

Tickets Evaluated: 6

Tickets Added: 2

Existing Tickets: 3

Master Names Added: 2

Charge Codes Added: 1

# MAIN IMPORT ISSUE

The biggest issue we have seen so far is that Titan (Crash or Citations) you enter a badge number for the officer. This badge number has to match to an Active Employee

You really do not want to try match our iSoms Employee badge to Titan as it is what prints on reports, and used in CAD Employee Records, Employee Line #1 has the Badge/Call Sign



Employee Records: View Record

LAST >

Last Name: ELDER	First Name: MARTIN	Middle Name: WILLIAM	Jr/Sr: ▾	Badge/Call Sign: 603
Username: MWELDER	SET PASSWORD	iSOMS Display Name: ELDER, MARTIN	Security Profile	SUPER USER

When we import Titan, we take the Badge Number on the record and try to find the first Active Employee with that badge. If we don't find it, we use the Default Officer Select on the Interface (Import as Employee)

It will be noted in the email group log and you would need to fix that ticket manually .