

Troubleshooting (Clery reports)

This article provides OPSCOM administrators with a quick troubleshooting checklist to diagnose and resolve common reporting and form configuration issues following the Clery Act documentation features. It helps administrators efficiently identify misconfigured locations, missing reporting switches, and unassigned categories across the system.

Setup and Configuration

To ensure compliance and accurate reporting, make sure that initial configurations are properly mapped within the admin console before generating reports. You can find the documentation to follow for specific reports under these wiki pages:

- [*Fire Safety Report*](#)
- [*Hazing Transparency Report*](#)

Always verify your category settings and reporting switches after making system updates. Regularly auditing your configurations prevents missing data in critical reports and ensures forms trigger correctly during incident logging.

Troubleshooting Issues

Review the scenarios and step-by-step resolution paths below to resolve common display and reporting errors within the application.

- **Fires or crimes not showing up correctly on a report:** Check that the building has a **Location Type** assigned. Buildings lacking a defined location type may be omitted from specific safety or statutory reports. Navigate to the location settings, verify the designated classification, and ensure a valid **Location Type** is selected.
- **A crime type is missing from the Annual Crime Statistics report:** Check both **Reporting** switches for that Category and Sub-Category. If either switch is toggled off, the data will be filtered out of annual summaries. Open the category configuration menu, locate the reporting toggles, and enable both settings.
- **A crime type is showing up under Uncategorized:** Assign that Category a **Category Type** on its edit form. Incidents or crimes missing explicit categorization fallback to a generic classification. Access the category's edit page via the management console and choose an appropriate **Category Type** from the available options.
- **The Hazing or Fire form is not appearing on an incident:** Check the Category's **Trigger Hazing Form** or **Trigger Fire Form** switch. If these toggles are disabled, the dynamic sub-forms will not render when an administrator logs a qualifying incident. Update the category configuration to enable the corresponding trigger switch.
- **An organization is missing from the hazing form dropdown:** Check that the organization has not been archived. Archived groups are automatically filtered out of active form selections. Locate the organization profile in the administrative directory and restore its status if it should remain active.

Best Practices and Considerations

- **Standardize Naming Conventions:** Keep categories, sub-categories, and location types clearly labeled to prevent configuration oversights during audits.
- **Conduct Periodic Audits:** Routinely review your incident categories and reporting switches ahead of compliance deadlines to ensure all fields map accurately to required outputs.

Take Command of Your Parking and Security - <https://OperationsCommander.com>

Revision #3

Created 24 August 2026 07:29:39

Updated 24 August 2026 07:41:58