USFA

National Fire Incident Reporting System

(NFIRS 5.0)

Summary Output Reports Tool Users' Guide

April 2004

1. Introduction

The web-based Summary Output Reports Users' Guide describes the requirements and procedures necessary to generate and save summary and statistical data using the NFIRS 5.0 web-based Summary Output Reports Tool. For readers viewing The Guide electronically, terms that appear as hyperlinks can be accessed directly in the Glossary. When viewing the Guide in print, underlined terms may be referenced in the Glossary.

The NFIRS 5.0 web based reports utilize Actuate information delivery technology to provide registered users access to summary and statistical information from Fire Department and incident data saved to the National Database. Report executables are predefined according to NFIRS 5.0 report requirements established by the USFA and do not require the use of the USFA NFIRS 5.0 client software. The user will need an Active status NFIRS 5.0 user account with the specific reports permissions assigned to it. The data set available to the user is based on group assignment. Users who do not have an Active status NFIRS account or who do not have the reports permissions must contact their NFIRS 5.0 State Program Manager. A list of State Program Managers and NFIC members is posted on the NFIC web site at: http://www.nfic.org

Users may select a pre-defined report executable to generate summary and statistical information based on their group level and below, or if they are assigned at a fire department level, on the fire department and its incident data. Two types of reports are available: management reports, which provide summary information as specified by the report query, and reports with user-specified parameters. Some reports include statistical information derived from incident information included in the report and user's state.

Actual incident data cannot be extracted from the reports.

The Actuate Reports web page content is managed by the use of frames. The frame set that appears on the screen varies in each area of the tool. For example, when viewing a report, the report itself will be contained in one frame, a string of navigational tools will appear in the uppermost frame (the NavBar), and the Groups Tree will have its own frame. Each frame has its own scroll bar to bring into view its components. The user can scroll to view complete information specified and returned.

In the Reports site's sidebar are links to the NFIRS 5.0 Homepage, http://www.nfirs.fema.gov, and a page where the Reports User Documentation can be accessed. The sidebar link named: Enter Reports accesses the Reports login screen.

Many reports have the option of including invalid status incidents in the frequency counts. Since invalid incidents may be missing required fields or other fields directly involved in the report's query, the resulting counts and summaries should be considered an approximation.

2. System Requirements to Access, Generate, and Save Web-based Reports

- Minimum Browser versions: Internet Explorer Version 5.5.

- Java Plug In - A Sun Java Plug-In may be required if the PC's JRE version is not 1.3 or better. If an adequate version is not detected, the user will be automatically be prompted to download it at no cost, and will be re-directed to the site: http://java.sun.com/getjava/installer.html ***Note:*** If the user opts not to download at the time of the prompt, entry to the report executables area may be possible, but report submission will not be successful. The user will not be prompted a second time, and must go http://java.sun.com/getjava/installer.html and obtain the download.

- Use of Frames - most browsers now support the use of frames.

- Adobe Acrobat Reader to view and save the reports in PDF format. To obtains Adobe Acrobat Reader for no cost at: http://www.adobe.com/products/acrobat/readstep.html

- Reports Permissions assigned to the user's NFIRS account (Report Submit, Report Fetch, Report Templates, Report Generate). The NFIRS System Administrator's Users Guide has complete details for State Program Managers and System Administrators who maintain user account permissions.

3. Accessing the Summary Output Reports Tool

The Reports Tool can be accessed from any of the NFIRS 5.0 web pages by clicking on the Homepage link in the sidebar section named: Summary Output Reports Tool. The user will login to an https, secure environment, and the NFIRS 5.0 Web-based Reports Home page will be displayed.

If the PC's system requirements do not meet those outlined on the Reports Home page or in the System Requirements section of this document, the user may experience an error when trying to select a report executable, or it will not be possible to submit and generate the report.

To proceed to the Reports login, click on the link: Web-based Reports Login to access the Reports Login page.

Login

When the Login page is displayed, enter the NFIRS 5.0 Username, state abbreviation, and password and click on the **Login** button or hit the Enter key. Entering incorrect or invalid account information causes the fields to clear after hitting the Enter key. If the account does not have the necessary reports permissions, the login information will not be validated, the fields will clear, and the login will be unsuccessful. Contact your State Program Manager for assistance.

If the user is prompted to download a Java plug-in Version 1.3.1 from the http://java.sun.com/ web site, an adequate java version is not detected on the user's machine. Access to the reports area is possible without the download, however, generating reports will not be possible.

After Successful Login to the Reports

Upon successful login, the Reports main view will be displayed (Figure 3.A). A scroll bar on the right and at the bottom of the main view frame enables the user to view and access the complete list of available report executables.

The current sidebar links enable the user to access other pages:

- the NFIRS 5.0 Home page (http://www.nfirs.fema.gov)
- the Web-based Reports Login page
- the Web-based Reports Documentation page

If the user exits the Reports web page area by visiting the NFIRS 5.0 web site home page, a timeout may occur and the user may have to login again to the Reports Web page.

Figure 3.A

4. Reports Main Page

Components on the main page provide basic functions and navigation via four tabs. Each function is described separately. Scroll bar on the right and at the bottom allow the entire area to be viewed. Note: high pixels settings will enable more screen area to be viewed.

Sidebar Links

The sidebar links enable the user to return to the **NFIRS Homepage**, http://www.nfirs.fema.gov/ The **Refresh Reporting** sidebar link enables the user to return to the main view area if the session has been idle without requiring the users to login again. The **Documentation** link accesses the page which contains the web-based Reports documentation for users.

The **Logout** button: To logout, click on the Logout Button (Figure 4.A) in the upper left hand corner. A message will be displayed: Your Account has been logged off of Web-Based Reports. Close the browser to exit the Internet Explorer session.

Figure 4.A

The four tabs which serve as the main method of navigation (Figure 4.B): the **Documents** Tab, the **Completed Reports** Tab, **My Recent Reports** Tab, and the **Requests** Tab.

Figure 4.B

Each Tab shown in Figure 4.B contains hyperlinks and information on submitted reports as follows:

- The Documents Tab contains the predefined report executables
- The Completed Reports Tab lists hyperlinks to completed reports
- My Recent Reports Tab lists reports completed within the day.

- The Request Tab lists information on reports in progress.

At any time the user may click on one of the Tabs move to another area. Note: information entered into the parameter fields of a report will be cleared if the user visits another tab. Before visiting another tab, enter all report parameters and then submit the report.

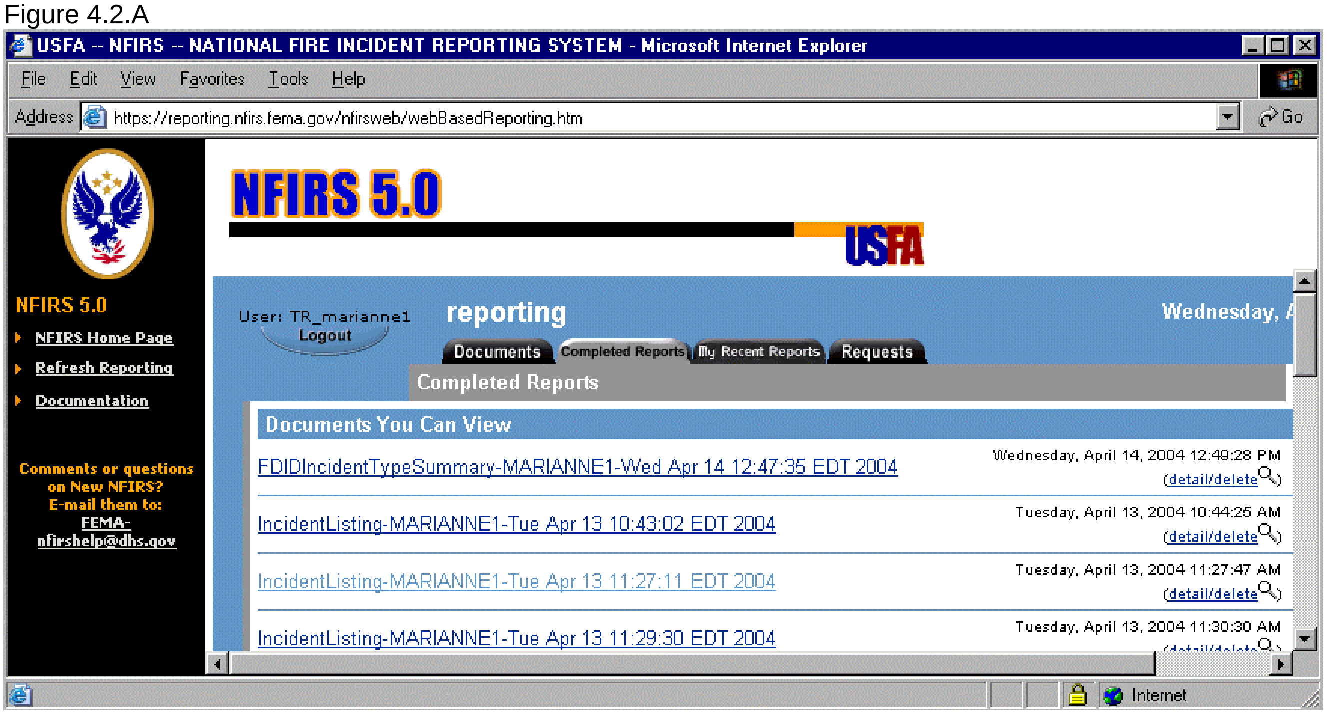
4.1 Documents Tab

The available report executables are listed on the Documents Tab. A brief description of the report query accompanies the executable name. Complete report descriptions and information on the SQL query can be obtained on the Reports Documentation page. To select a report to generate, click on the desired report executable. The report interface where the user specifies initial criteria such as date range, FDID, data version to be included etc., will be displayed. Refer to Figure 3.A for a view of the Documents Tab and the report executables.

4.2 Completed Reports Tab

The Completed Reports tab (Figure 4.2.A) allows users to access and view completed reports by all users within their group and below.

Figure 4.2.A



When the user clicks on the Completed Reports tab, the new frame will be displayed. Under the heading "Documents You Can View," there will be a list of all completed reports generated in the last ten days up until the previous day. The hyperlink format includes the report executable name, the username of the NFIRS user who submitted the report, and the day and time the report was completed.

More detail on the report submission is available by clicking on the **Detail / Delete** link to the right. Note: a scroll bar allows the user to access the detail/delete link if it is not in view.

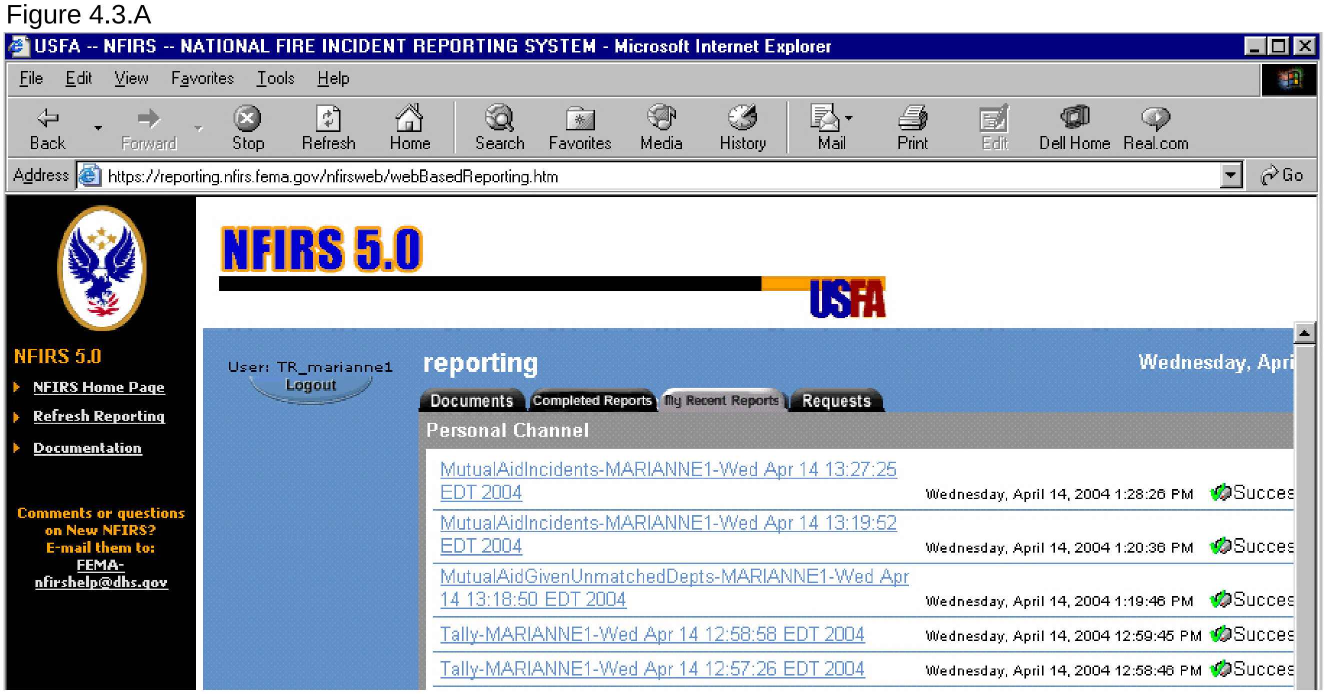
Reports stored in the Completed Reports Tab are deleted automatically after 10 days from the time they were generated.

To view completed reports run only by the current user, click on the “My Recent Reports Tab.”

4.3 My Recent Reports Tab

Selecting the My Recent Reports tab (Figure 4.3.A) allows users to access and view only those reports which they submitted for generation.

Figure 4.3.A



When the user clicks on My Recent Reports tab, a new frame will be displayed. Under the heading "Personal Channel," there will be a list of all completed reports generated in the last ten days up until the previous day. The hyperlink format includes the report executable name, the Username, and the day and time the report was completed. Only those reports generated by the user will be listed on this tab. A green icon labeled "Success" designates if the report generated was successful. A red icon labeled "Failed" will designate if the report failed.

To the far right of the Success or Failed icon is a link named: **Detail / Delete** Note: if this link is not in view, a scroll bar allows the user to access the detail/delete link. To obtain more information on the report submission and its generation, click the link. If a report fails, the information can be copied and pasted into and email with the report parameters and sent to NFIRS Support for troubleshooting.

Reports stored in the My Recent Reports Tab are deleted automatically after 1 day from the time they were generated.

4.4 Requests Tab

Reports that have been submitted but have not finished are listed on the My Requests tab (Figure 4.4.A)under the heading " Active Requests."   When no reports are in process, the message is displayed: There are currently no active requests on server: reporting.

Figure 4.4.A

5. Report Executables

The user may generate reports on groups and FDIDS at their login level and below by clicking on the desired report executable, which are predefined sets of parameters used as query conditions. The list of report executables becomes available after login to the Reports area, or left click once on the **Documents Tab** (not the Documentation link in the sidebar). A brief description of the reports' query conditions accompanies the report executable, on the Documents tab to the right.

Complete descriptions of each available report can be accessed on the web-based Reports Documentation page, available from the sidebar of the Reports Home page. The Report Descriptions document lists all the report descriptions for available reports. Individual Report Descriptions are listed separately as hyperlinks on the Documentation page, where the user can view or download a detailed description including specific query information for a single report.

Report executables that have been previously selected will be displayed as a "visited" link, showing a lighter color blue hyperlink. This has no effect on report generation. They are listed on the Documents Tab in alphabetical order by executable name.

When a report executable is clicked, the report interface will load in to the main view frame. This can take a moment, and the time to load is dependent upon Internet or network traffic. During this time, the NFIRS top banner and sidebar frames will be displayed. When the loading is complete, the report executable name, the fields where the user will enter additional parameters, as well as a section for NFIRS Group Selection will be displayed.

A combination of text fields, drop down boxes and check boxes provide the user the means to enter specify report parameters.

5.1 Initial Report Filters

Incidents that meet the initial query conditions will be further filtered by the parameters specified by the user, such as Date Range, Data Version, Incident Validation Status, and Released or Unreleased Status. For every incident that meets the initial report parameter and that also meets the user's selected parameters, 1 will be added to the Frequency Count.

A summary of Losses and Casualties from these incidents are included in specific reports. Exposures' losses and casualties are included in the sum of the base incidents' casualties and losses. Mutual Aid Given incidents (incidents coded Aid Given 3 or 4), are not included in summary report frequency totals, but have a separate frequency total on most reports.

Some reports include a **Sort** drop down box which allows the user to specify whether the FDIDs are listed by FDID number, numerically, or By FDID Name, alphabetically.

5.2 Group Selection

When a report is selected and its interface is displayed in the frame, a groups tree will be displayed in a lower frame labeled **NFIRS Groups Selection**. The NFIRS Group Selection is hierarchical in format and will contain the groups available to the user based on NFIRS User Group assignment. The Groups Selection frame has a scroll bar on the right to enable view and selection of the complete tree.

Icons represent the group's collapsed or extended status and if it has been selected for inclusion in the report. Figure 5.1.A below represents a collapsed hierarchy. The user can place the cursor on this icon and left click once to extend the groups view. Figure 5.1.B represents an extended hierarchy of groups. To collapse the groups list, click once on the extended icon.

Figure 5.2 A, B, and C

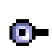
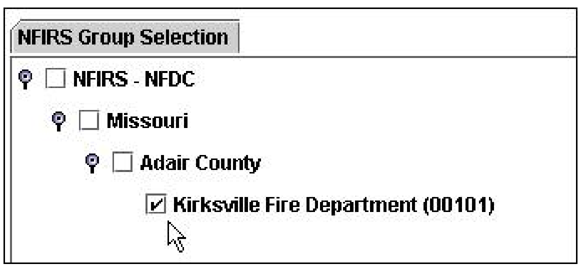
A)    B)    C) 

Figure 5.1.C is the check box which indicates if the group is to be included in the report.

- State level users may place a check in the State level box to include all groups below.
- County or Region level users may place a check in the County or Region level box to include all groups below.
- Users at the state, region or county level may fully extend the hierarchy and uncheck groups to have them excluded from the report.
- Users at a department level can select only their Fire Department (Figure 5.2.D).

Figure 5.2.D



If a report is submitted and no group has been specified, a message window will be displayed: "You must select something from the Group Tree."

It is possible the descriptions accompanying the FDIDS differ in the Groups view and completed reports than the Group structure in the Data Entry Tool. The description may be updated by importing an FDID information file with the current description, or by using the Data Entry Tool in the on-line mode: from the Fire Dept menu, select Open and enter the current Description and click OK.

5.3 Ad Hoc Filters

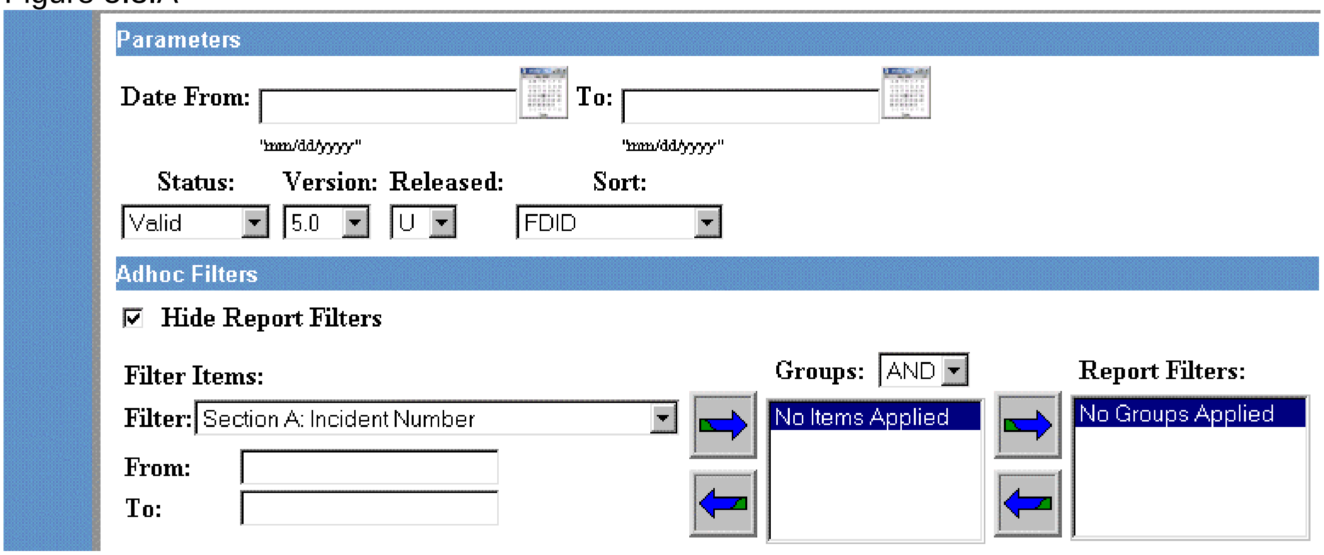
Most available reports provide the user the capability to add filters on selected codes fields, and specify a range for those codes or values. Information about the individual report's SQL and how its frequencies and summaries are calculated are included in each report's description section which can be viewed or downloaded from the Reports Documentation page.

The Ad Hoc filter interface will not be displayed until the **Create Report Filters** check box is selected. When the box is checked, a new frame will load which displays the ad hoc filter options: Filter Items, Groups, Report Filters (Figure 5.3.A). The loading of the frame may be affected by the amount of network or Internet traffic.

Fields available for selection are listed by module in which they are located and coded fields are accompanied by the numeric code.

The initial report filters are the Incident Date Range, Version, Incident Status, Release/Unreleased establish the report filters. The Ad hoc filters enable the user to narrow the query to find frequencies of specific codes reported in the incident data set.

Figure 5.3.A



When an Ad hoc filter is used, an "and" or an "or" statement can be created and added to the existing SQL for the report, which has the effect of narrowing the returned frequency count.

For example, a report that has the following filters will return the frequency of only those incidents in the fire series reported to have a total dollar loss of over 500,000 and a reported heat source of candle.

Incident Type code From 100 To 173 (all fire Incident Types)
Total Dollar Losses From 500,000 to 9,999,999
Heat Source code: 66 (Candle)

When a report is returned with the incident frequency zero, the query found no incident which contains all codes or values specified.

If the **Hide Report Filters** check box is selected, the Ad Hoc report filter options will close and items entered will not be saved. .

6. Generating a Report

Users must have the four reports permissions assigned to their NFIRS 5.0 account and their PC must meet the system requirements (listed on the Reports Web site, and listed in this Section 2 of this document). Contact your State NFIRS Program Manager for account information.

After the report query is successfully submitted, the user may close the browser and return at another time to view and download the report. It is not necessary to download every report. The user may select only those reports they wish to save for future reference and printing. Reports can be saved in entirety or by a selected single page.

Finished reports stored under the My Recent Requests tab are deleted from the Reports Server twenty four hours after completion. Finished reports stored under the Completed Reports tab are deleted from the Reports Server ten days after completion.

When the report executable has been selected and fully loaded in the browser, the report's name and selectable parameters will be displayed. The user will define the report's parameters through the use of formatted text fields, check boxes, and drop down boxes. Report filters will vary depending to the report. Most reports offer for parameters: Date Range, Incident Status, Data Version, Released or Unreleased Status, and the group level. The user may specify groups at or below their level. Scroll bars enable the user to view the entire interface. When a user fails to enter criteria necessary to build the report criteria, an error message will prompt the user to enter the missing information.

If a report query has ad hoc capability, the report interface will include a **Create Report Filters** check box which the user will select to enable the selection of ad hoc filters. A separate interface will be loaded in to view when the user specifies to Create Report Filters.

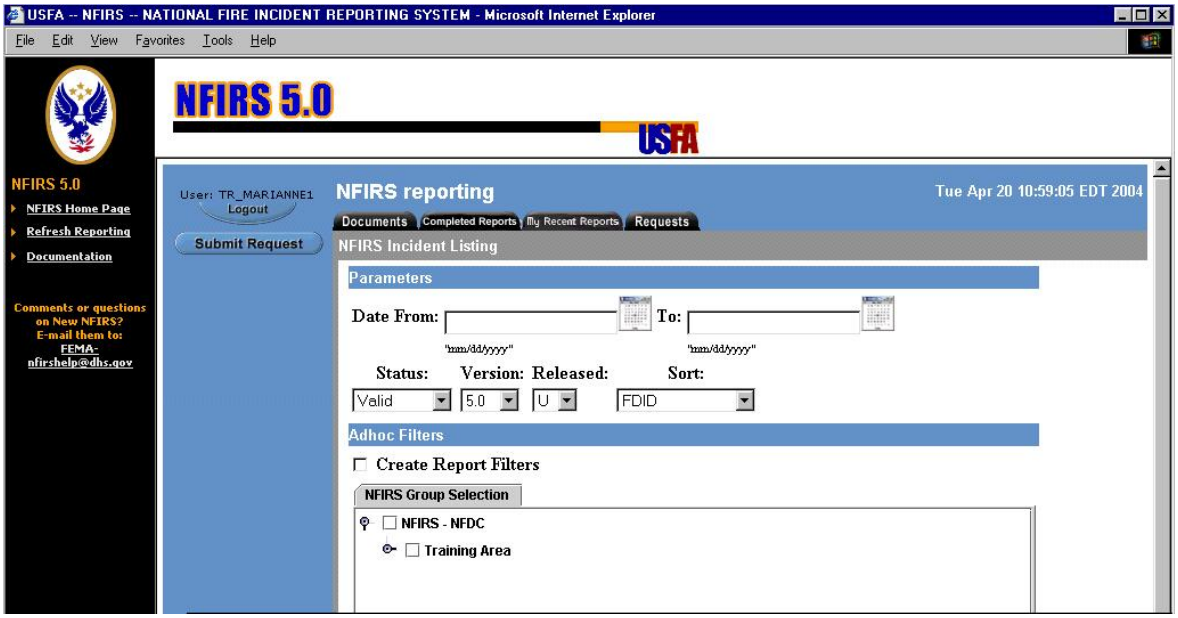
Each time the user adds criteria, the frame will reload to include the specified criteria. The criteria specified will be listed on the heading page of the completed report.

6.1 Steps to Generate an NFIRS Report

1. After successful login to the Reports area, locate the list of report executables on the Documents tab (default view after successful login).

2. Click on the link to the desired report executable, for example, the Incident Listing. Its interface will be displayed (Figure 6.1.A)

Figure 6.1.A



3. Enter the desired parameters:
   - For the **Date From** and **Date To** fields, type in: mm/dd/yyyy including the slash mark.
   - Under the **Status** drop down box, select the Status of incidents to include in the report: Valid (V), Invalid (I), All.
   - Under the **Version** drop down box: select the Data Version: 5.0 or 4.1, or Both.
   - Under the **Released** drop down box: select the Incident Status: Released or Unreleased, or both.

4. In the **Select Coded Field** area (Figure 6.1.B), the user can specify an **Nfirs Module** and **Field** on which the frequency count will be calculated. The default is the Basic Module's Incident Type. The available options are viewable in the drop down boxes for these fields (Figure 6.1.B and 6.1.C).

Figure 6.1.B

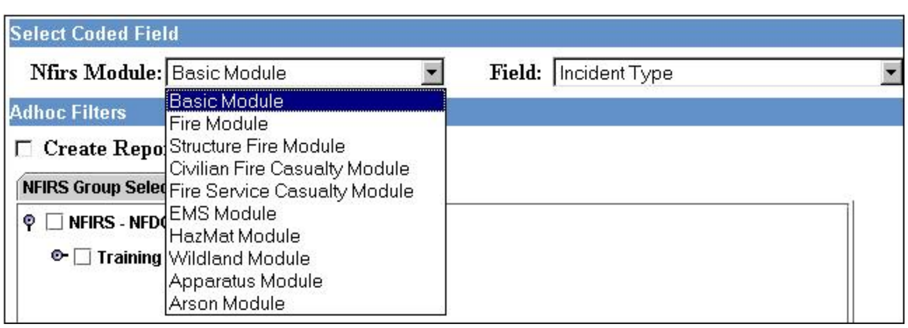
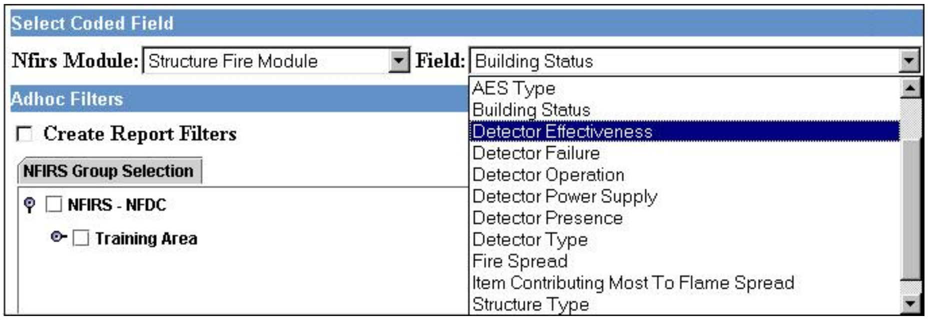


Figure 6.1.C



5. To add ad hoc filters to narrow the query, in the Ad Hoc section, check the **Create Report Filters** check box. Note: After checking the box, the frame will reload. This may take a few seconds.

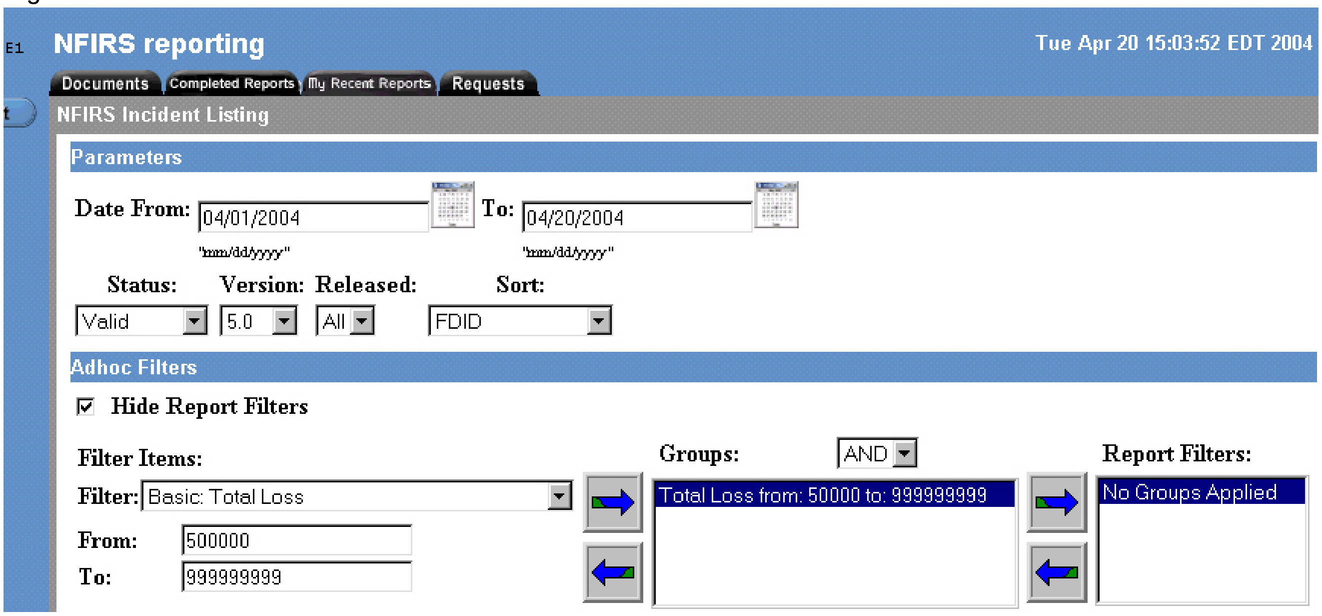
6. The new Interface displayed will contain the fields and drop boxes to be used when defining the ad hoc filters.

7. In the Ad hoc Filters section, leave the **Hide Report Filters** checkbox checked (this box by default keeps the report filter interface in view. Do not uncheck the box when creating filters or the filters and criteria will be cleared.

8. Under the Filter Items heading, the **Filter** drop down box contains the available selections that may be used to narrow the query. Select the module and its field which contains the desired field to be used as a filter. The main interface may reload while the filters are updated.

9. In the **From** and **To** fields, define the filter. For example, to set up the filter to query for the number of incidents that have a reported Total Loss over $500,000. enter: From: 500000 To: 999999999 (Figure 6.1.D).

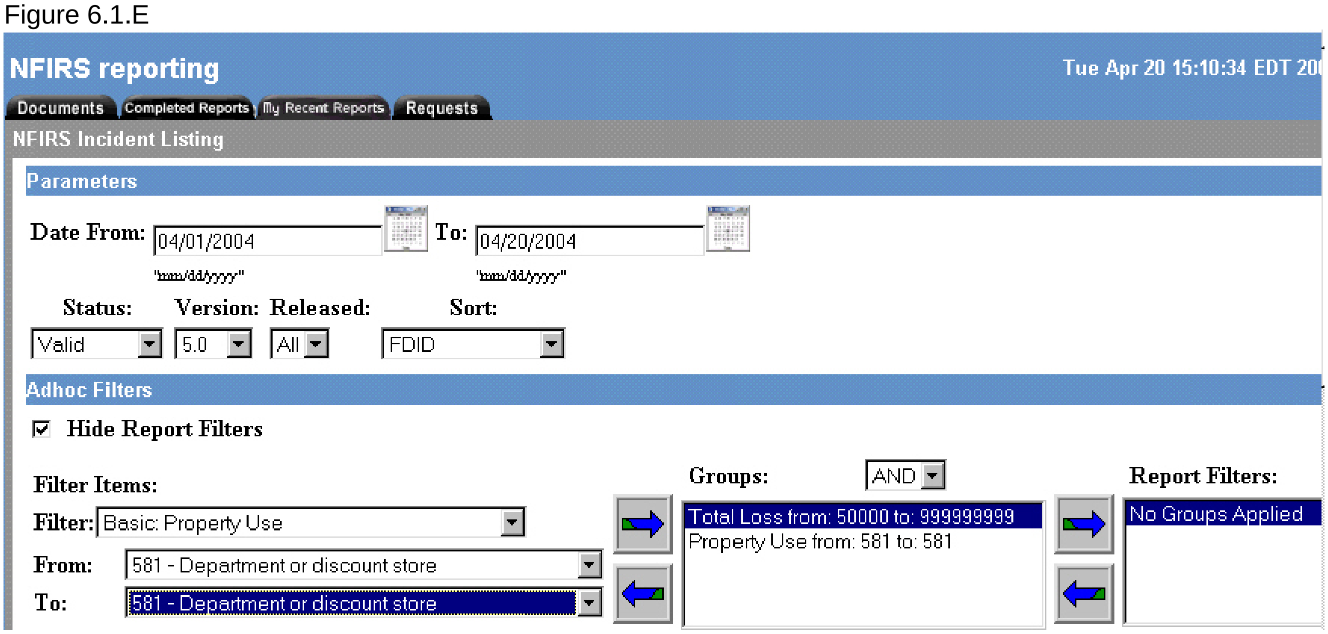
Figure 6.1.D



10. Click on the blue arrow pointing right next to the **Groups** area. The main interface may go blank momentarily while the filters are updated.

11. Repeat the steps 8 and 9 to select an additional filter if desired, for example, Basic Module: Property Use, From: 581 To: 581, Department or discount store. The filters would then appear similar to Figure 6.1.E:

Figure 6.1.E



12. In the **Groups** Drop down box, select AND or OR to determine the use of the filters.

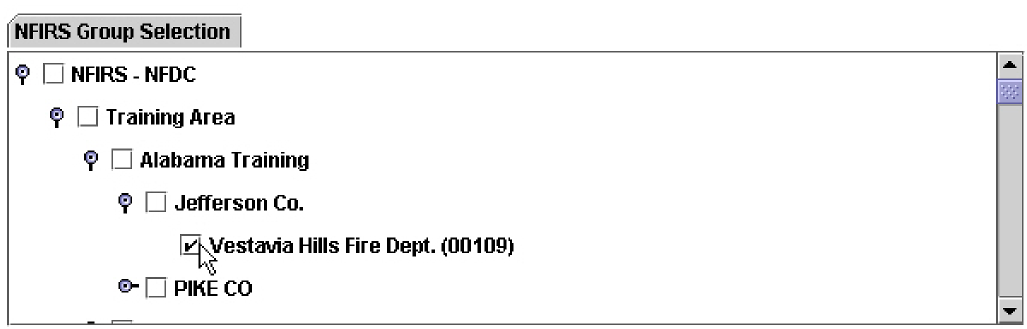
For example: A group filter of Total Dollar Losses From 500000 To 9999999 *AND* Property Use From 581 To 581 will include incidents with both the Property Use 581 and a Total dollar loss amount in that range. The group filter with an *OR* used will include all incidents with Property Use 581 and all incidents with total dollar loss in that range, but not in the same incident. The AND statement will broaden the criteria of the report, the OR statement narrows the criteria.

13. Click on the blue arrow to the right to move the group to the **Report Filters** box. Repeat steps 8 - 12 to create additional filter groups, moving each one to the Report Filters when complete. Up to five groups may be created. Note: The completed report will include the specified filters on the cover page.

    Important: The filters must be moved to the Report Filters, at the far right of the interface to be applied to the report.

14. In the **NFIRS Group Selection** area, the groups tree or structure will be displayed (Figure 6.1.F). Select a **Group** by checking the box next to it. Note: Only those groups available to the user login will be selectable. If the icon at the left of the checkbox is horizontal, click on it to expand and display groups below it.

Figure 6.1.F



15. When all parameters and filters have been specified, click on the **Submit** button located at the top in the blue sidebar, or at the bottom of the blue sidebar.

16. A message will be displayed (Figure 6.1.G): "The request was successfully submitted to run.Report: FireDeptInfo on Server: reporting."

Figure 6.1.G

When the report generation is complete, the finished report appears as a hyperlink on the **Completed Reports** tab or **My Recent Requests** tab. The user may click on the link to view the report in the browser, exit the browser and return later to the Reports web site to retrieve the report, or submit another report.

To submit another report, click on the Report executables hyperlink or click on the Documents tab (Figure 6.1.G). The list of report executables will be displayed.

The user can wait till the report appears on the My Recent Requests tab as a hyperlink to view it, or exit the browser and return later to the Reports web site to retrieve the report, or submit another report. To submit another report, click on the Report executables hyperlink or click on the Documents tab (Figure 6.1.H). The list of report executables will be displayed.

Figure 6.1.H

6.2 Quick Steps to Generate an NFIRS Report: - No Ad Hoc Filters

1. Select the desired report by clicking on its executable.
2. Enter the date range for which the report will include information. Include the forward-slash mark: Example: 01/12/2001.
3. From the drop down boxes select the incident status, data version, and release status of incidents to include. Some reports offer a sort specification, by FDID Number or by FDID Name (alphabetical by Description).
4. Select the desired group on which the report will be generated.
5. Click the Submit Request button in the blue sidebar.
6. To return to the report executables to generate another report, click on the hyperlink "Report Executables" in the Navigation bar, or by clicking the “Documents” tab. Do not use Back button.

7. Retrieving the Completed Report

Reports that have completely finished will appear as a hyperlink the My Recent Reports tab the day of its generation. Following the day the report was generated, it will be located on the Completed Reports Tab. The user will click on the hyperlink to view the report in the browser, and if desired, download and save the report to the hard drive.

The default report naming schema is:

> ReportExecutableName-Username -DayDateTime   (of report generation)
> Example: IncidentListing-MARIANNE1-Tue Apr 13 10:39:08 EDT 2004

If a report encounters an error, the hyperlink will not be created. To the right of the report name will the status "Failed " will be displayed. Generate the report again, noting the parameters used. If failure occurs again, contact support personnel and provide the report parameters.

> **To retrieve a report**: left click on the hyperlink for the desired completed report. The completed report interface will load into the browser frame.

8. Viewing the Completed Report

When a report is in view, a scroll bar on the right and bottom of the frame enable the user to view all sections of the report. The navigation string (**NavBar**) in the frame above the report is an efficient way to move from page to page of the report. The NavBar options are:

- **First** - brings the first page in view
- **Previous** - brings the previous page in view
- **Next** - advances the view to the next page of the report
- **Last** - brings the last page of the report in view (usually the summary page).
- **GoTo** - to advance to a specific page, enter the number in the Page field and click GoTo.
- **Page** - The page number window specifies which page is in view out of the total number of pages in the report.
- **Percent (%) field** - to change the view size of the report.

The **Search** capability allows the user to construct a search window using text fields within the report, such as FDID, Name, Incident Type. Not all reports will contain searchable fields, for example the Incidents By Time Series and Data Quality reports.

The **PDF /Printing** capability opens a new frame (web page) where the download, save and print options are located.

Steps to View a Completed Report: Retrieve the report and when it has fully loaded in the frame, select the desired percentage (suggestion: 75%). Navigate to the desired pages by using the NavBar page advance functions.

To return to the Report Executables, Completed Report tab, or other tabs, click on the Back button. The Reports main view frame will be displayed.

9. Downloading and Printing a Report

A completed report can be downloaded to the user's hard drive and saved in PDF format. The user has the option of downloading and saving the entire report, the current page, or may specify a page number or page range separated by commas. This is helpful where some the reports may have a high page content and therefore a high KB size.

Once the report is saved to the hard drive (or disk), the report may be opened using the Adobe Reader program and printed from the Adobe program's Print command. Before printing, it is recommended to verify the page count of the report.

In order to download or print a report, the report must be completed status, and open or in view. The following steps are used to download, save, and print a report.

9.1 Steps To Download a Report:

1. From the Completed Reports Tab or Recent Report Tab, select and open the report.
2. In the far right of the report's NavBar, click “PDF/Printing.” (Figure 9.1)

Figure 9.1

3. A new browser window titled "reports - Save or View Report as PDF" will be displayed.
4. Specify the page range to save by selecting “All,” “Current Page,” or by entering page numbers, or a ranges of pages separated by commas (ex: 1, 3, 5-12)
5. Click the button “Save .PDF"
6. A “File Download” box will be displayed. Select Save (click on the Save button).
7. A directory window will be displayed. Specify the directory to which the report file will be saved.
8. Name the report or accept the default name, and click “OK.”
9. To close the Save PDF window, click on the X in the upper right hand corner. The user is returned to the report in view.
10. Using Windows Explorer, or the Adobe program, locate the report where it was saved and open the file.

9.2 Steps to Print a Report

1. Locate the desired report which has been previously saved to the hard drive and is in PDF format (complete steps 1 - 10 above).

2. Double click on the PDF file to open the report (or open the Adobe acrobat Reader program and from under the File menu, select Open. Select the file).

3. The report will be displayed in PDF format.

4. From Under the File menu, select Print.

5. Verify the number of pages that will be printed, as some reports may contain a high number of pages.

10. Deleting a Completed Report

If the user does not manually delete a report, the system will automatically delete report links from the My Recent Report links twenty four hours after generation, and will delete reports listed in the Completed Reports Tab ten days after generation.

To delete reports manually., click on the **detail/delete** hyperlink listed to the right of the main report hyperlink. A new frame containing the general details of the report will be displayed. Click the Delete button in the blue sidebar to delete the report. The status window will display the message:

> The following command completed successfully:
> Drop

The report will be deleted from the reports server.

Report deletions are not reversible.

Glossary

Report Executables: predefined sets of parameters that are used as query conditions in reports. *Examples: From Date, Version, Status*

Frames: Frames refers to a Web page layout feature that enables the browser display area to be divided into two or more sections. Each section is called a frame and each frame displays its own individual contents. Frames are supported by most Web browsers.

.PDF: "Portable Document Format" These documents are "portable" because they are cross-platform and can be read regardless of what software was used to create the original files or what other software is loaded on the user's computer besides the Adobe Acrobat Reader.

System Requirements to Access, Generate, and Save Web-based Reports

- Minimum Browser versions: Internet Explorer Version 5.5.
- Java Plug In - A Sun Java Plug-In may be required if the PC's JRE version is not 1.3 or better. If an adequate version is not detected, the user will be automatically be prompted to download it at no cost, and will be re-directed to the appropriate site: http://java.sun.com/getjava/installer.html
- Use of Frames - most browsers now support the use of frames.
- Adobe Acrobat Reader to view and save the reports in PDF format. To obtains Adobe Acrobat Reader for no cost at: http://www.adobe.com/products/acrobat/readstep.html
- Reports Permissions assigned to the user's NFIRS account (Report Submit, Report Fetch, Report Templates, Report Generate). The NFIRS System Administrator's Users Guide has complete details for State Program Managers and System Administrators who maintain user account permissions.

Troubleshooting

Question: If the user clicks on the browser's Back button to exit the Reports web page area, a "page has expired" error will occur. **Answer:** The user can click on the browser's Forward button to return to the Reporting area. Click on the tabs, NavBar hyperlinks, and Logout button to navigate to the desired area.

Question: After submitting a report, it does not appear in the list on the Completed Reports tab. **Answer:** The report may not be complete yet. Check the Requests tab. If a report fails, it will not be a hyperlink, but will be text in the list of completed reports.

Question: On the Recent Reports Tab, the links to reports listed yesterday are now gone. How often are they deleted? **Answer:** Recently generated reports are deleted automatically every twenty four hours from the My Recent Reports Tab. Report links listed on the Completed Reports Tab are deleted automatically every ten days from the Completed Reports Tab.

Question: Can a report be generated to list the number of incidents (for example) in 2002 with residential property uses, a high dollar loss, the Cause Of Ignition was intentional, where the Detector did not alert occupants? **Answer:** Yes, using the Ad Hoc filters the specific queries may be built upon that of the report executable.

Question: The report I generated has "no data returned" for it. **Answer:** No incidents matched the overall criteria and filters of the report. Verify the query was constructed to include rather than filter out incidents.

Question: The department for the report has X amount of incidents, but the returned report shows less than that. **Answer:** If invalid incidents are included in the report, it is possible that incidents are missing the field included in the query.

Question: When I try to use the Search capability, I cannot select the field to add to the search. **Answer:** Not all reports have report fields that can be selected to add to the search capability, such as Data Quality, Incident by Time Series .

Question: In the Groups tree, there is an FDID with a name that differs from the actual Fire Department. The FDID name displayed is an old name. **Answer**: It is possible the descriptions accompanying the FDIDS differ in the Groups view and completed reports than the Group structure in the Data Entry Tool. The description may be updated by importing an FDID information file with the current description, or by using the Data Entry Tool in the On-line mode: from the Fire Dept menu, select Open and enter the current Description. Click OK.