

OFFICE OF THE CHIEF OF POLICE

NOTICE

July 9, 2019

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TO: All Department Personnel

FROM: Chief of Police

SUBJECT: DETECTIVE/SERGEANT AND ABOVE ACCESS TO THE INTEGRATED CRIME AND ARREST RECORDS SYSTEM

Currently, Records and Identification Division (R&I) coordinates and administers the access of Department personnel into the Integrated Crime and Arrest Records System (ICARS). The ICARS stores scanned copies of Department reports and allows users to easily query the system from a Department computer.

Previously, the ICARS was restricted to a limited number of personnel. In order to utilize the technology to improve field efficiency and to decrease administrative workload, automatic access of the ICARS will now be granted to all sworn personnel at the rank of Detective/Sergeant and above. By being able to look up digital copies of reports, this will assist personnel with completing administrative tasks, thereby increasing an employee's time for field/investigative-related assignments. The ICARS has a tracking method for those that access reports, which will provide for greater accountability. In addition, ICARS access will automatically be maintained by the personnel regardless of their change in assignment.

The ICARS Auto Enrollment will begin on July 1, 2019, and will be implemented in the following phases:

- July 1, 2019 – Operations-Valley Bureau;
- July 15, 2019 – Operations-South Bureau;
- July 22, 2019 – Operations-West Bureau; and,
- July 29, 2019 – Operations-Central Bureau and all other entities

Civilian and sworn personnel below the rank of Detective/Sergeant requiring access to the ICARS should continue to utilize the current process of submitting an Intradepartmental Correspondence, Form 15.02.00, to R&I.

An ICARS user guide containing frequently asked questions and describing how to access and open the database is attached.

All Department Personnel

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Any questions regarding this Notice should be directed to Application Development and Support Division, at (213) 486-0838.

A handwritten signature in blue ink, appearing to be 'MRM', written over the printed name of Michel R. Moore.

MICHEL R. MOORE,
Chief of Police

DISTRIBUTION "D"

Integrated Crime and Arrest Records System Frequently Asked Questions and User Guide:

InfoWeb ICARS Page: <http://pdinfoweb/showpage.aspx?did=215317>

[Q: What is the Integrated Crime and Arrest Records System \(ICARS\)?](#)

[Q: How do I access/open ICARS?](#)

[Q: If ICARS is a web application, do I have to use Internet Explorer as the browser? Can I use Chrome or other types of browsers?](#)

[Q: How do I log into ICARS? What is my username and password?](#)

[Q: What do I do after I log in? How do I find a report to view?](#)

[Q: I am getting a "This page can't be displayed" error when I access ICARS. Is ICARS down?](#)

[Q: What if I get a "The object you are trying to view has no content" error message when I try to view a report?](#)

[Q: What do I do if the browser prompts me to install "NativeSetup.exe"?](#)

[Q: Why do I get an error message, "Webtop Content Transfer Extension should be installed to perform this operation," when I try to open a report?](#)

Q: What is the Integrated Crime and Arrest Records System (ICARS)?

A: The ICARS is an Enterprise Document Management System utilized by Records and Identification (R&I) Division, to store and manage the Department's Crime and Arrest-related reports.

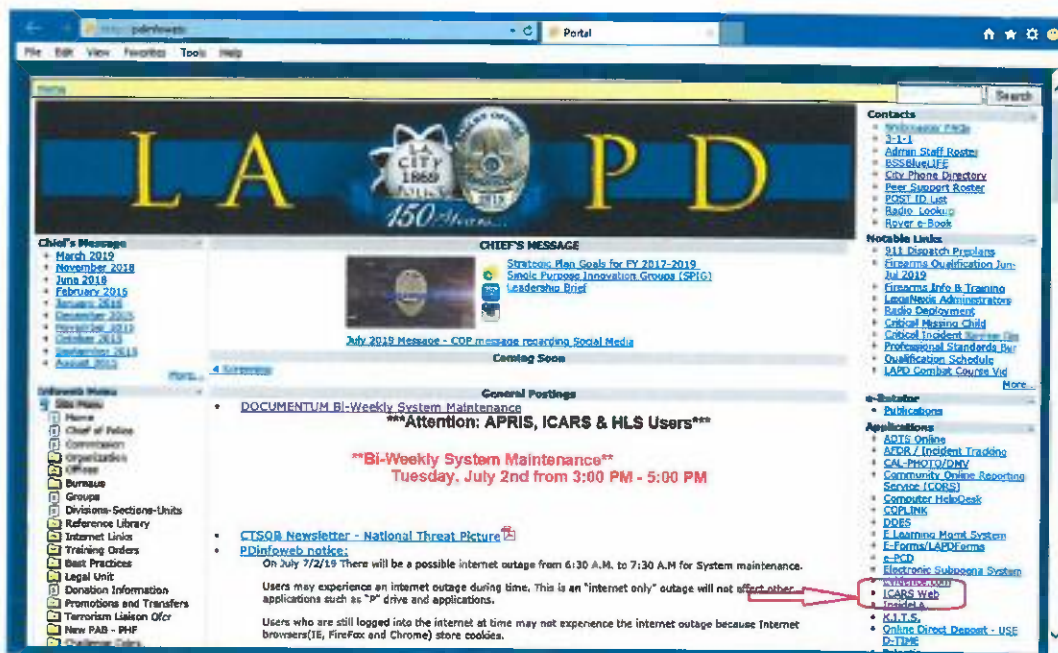
All R&I users and Detective/Sergeants and above Department-wide, can use ICARS 24/7 in various ways such as to access and distribute copies of the Department's records.

Currently, there are about 47+ million Crime and Arrest reports in the Department's ICARS repository. Based on historical statistics, there are roughly 200,000 additional pages of reports added into the system each month.

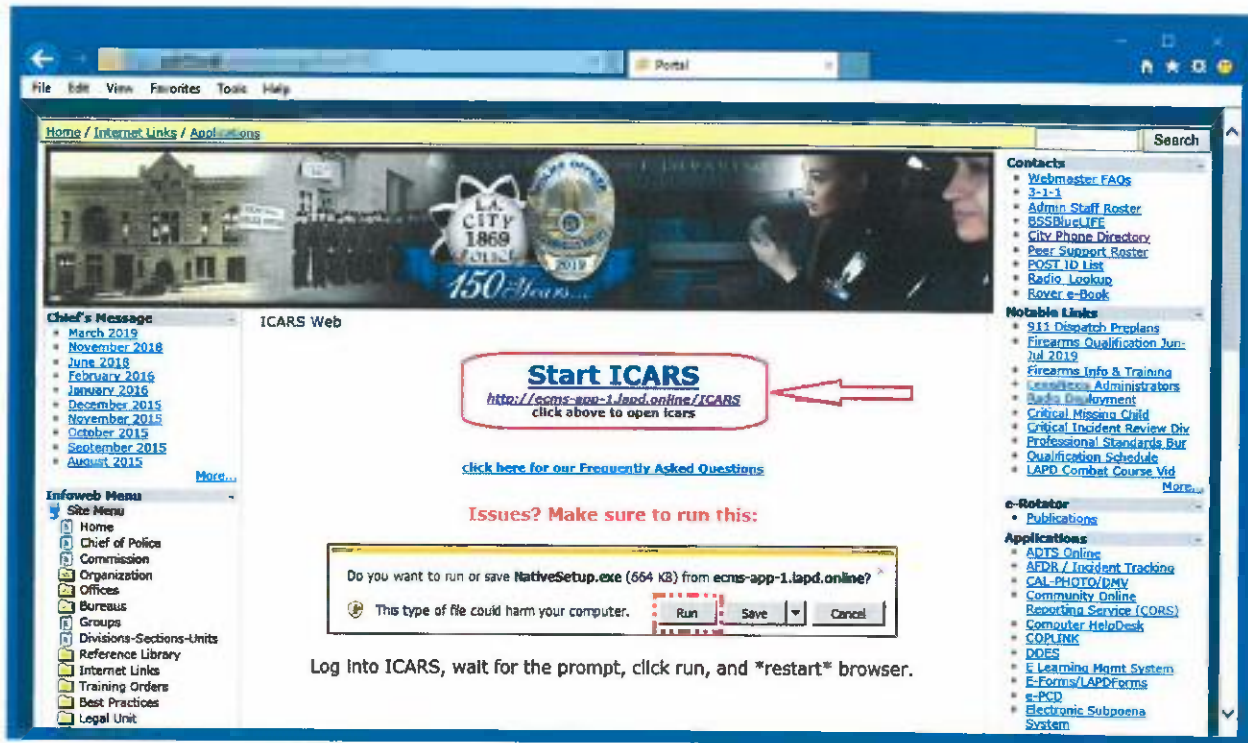
Q: How do I access/open ICARS?

A: The ICARS is a web application. You can access this application using a workstation that is setup in an LAPD network. If you have a laptop, make sure it is connected to an LAPD network before accessing ICARS. There are two ways to access ICARS.

- a. You can click on the following web link or copy the web link to Internet Explorer, <http://ecms-app-1.lapd.online/ICARS>
- b. You can open ICARS from the InfoWeb
 - i. Open LAPD InfoWeb with Internet Explorer.
 - ii. Click on the "ICARS Web" link.



- iii. Click on the “Start ICARS” link, which will open the ICARS application on your browser.

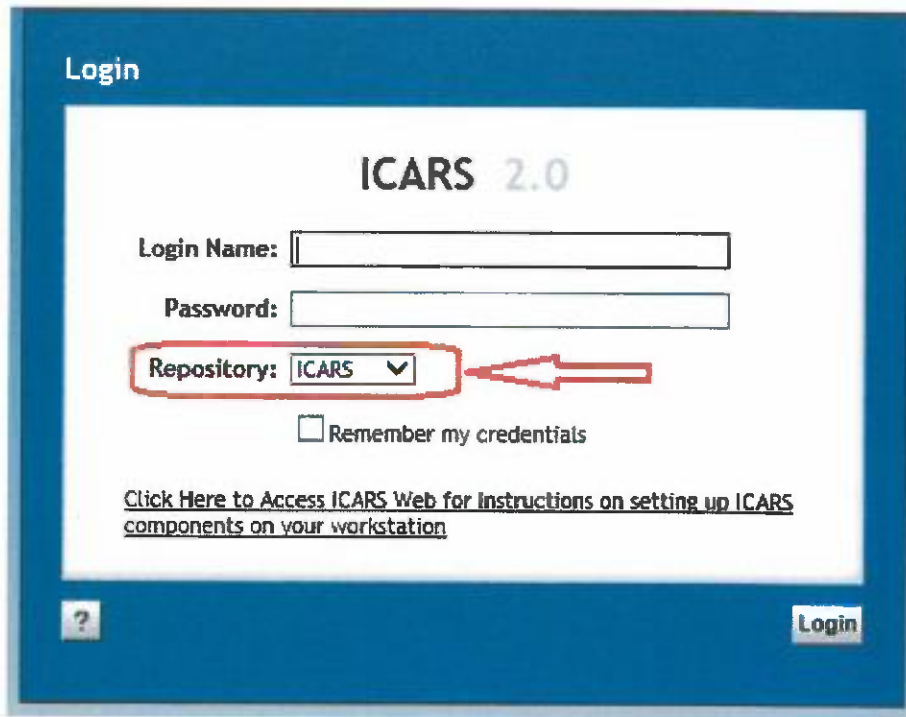


Q: If ICARS is a web application, do I have to use Internet Explorer as the browser? Can I use Chrome or other types of browsers?

A: Internet Explorer is the only supported browser currently. If you use a different type of browser (e.g., Google Chrome), you can still access and log into the ICARS. However, some ICARS features may not work; therefore, please use Internet Explorer to open the ICARS.

Q. How do I log into ICARS? What is my username and password?

A. You use your Local Area Network (LAN) login to access the ICARS. If you have an alphabet letter in your serial number (for civilian employees), the first letter shall be upper case (e.g., N1234 instead of n1234). Additionally, “ICARS” shall be selected from the dropdown menu. The Department has multiple repositories to store different types of records. You will not be able to log into a repository that the Department does not allow.



Q: What do I do after I login? How do I find a report to view?

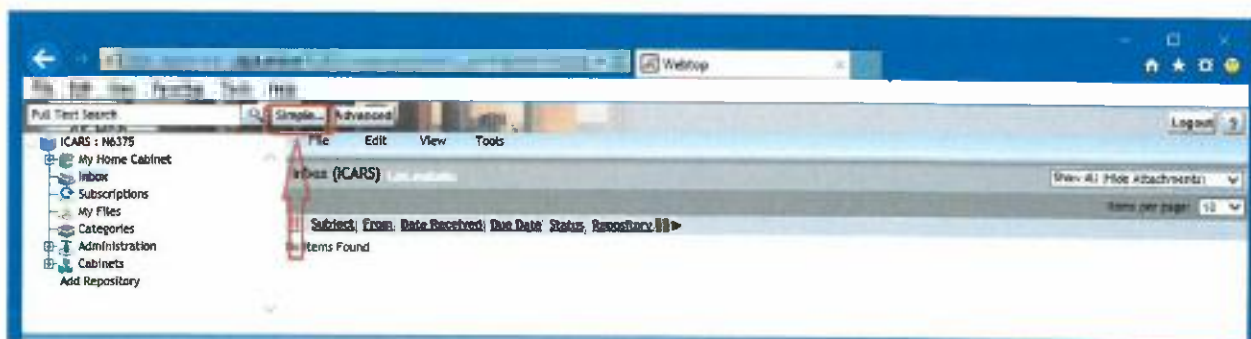
A: You will need to have one of the following types of information to find a report in the ICARS:

- a. Division of Records (DR) number (for crime reports)
- b. Booking number (for arrest reports) and Arrest Date

Note: You can also search reports using Criminal Identification Information (CII) and Local Area (LA) numbers. However, it is more effective to use DR number and Booking numbers.

Follow the procedure below to search for the report:

- a. Once you login, click on the “Simple” button on the top panel to open the Simple Search page.



b. Enter the DR number and/or Booking number.

Search: Search

Booking #	=	<input type="text" value="1234567"/>
DR #	=	<input type="text"/>
CII #	=	<input type="text"/>
LA #	=	<input type="text"/>

? Search Clear Cancel

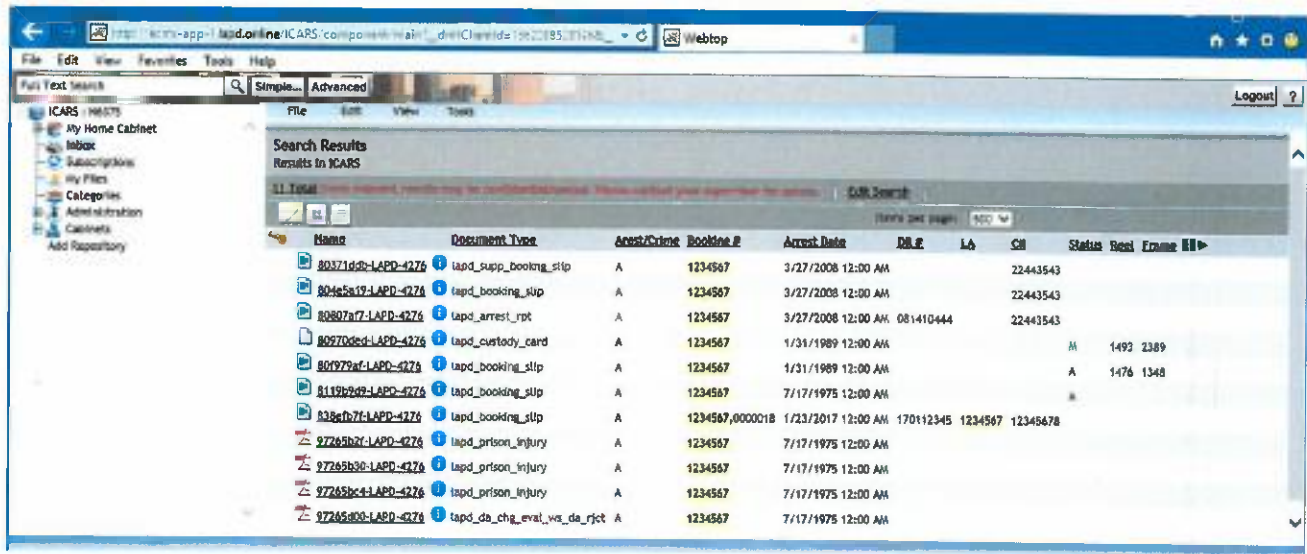
c. Click on the "Search" button to initiate the search.

Search: Search

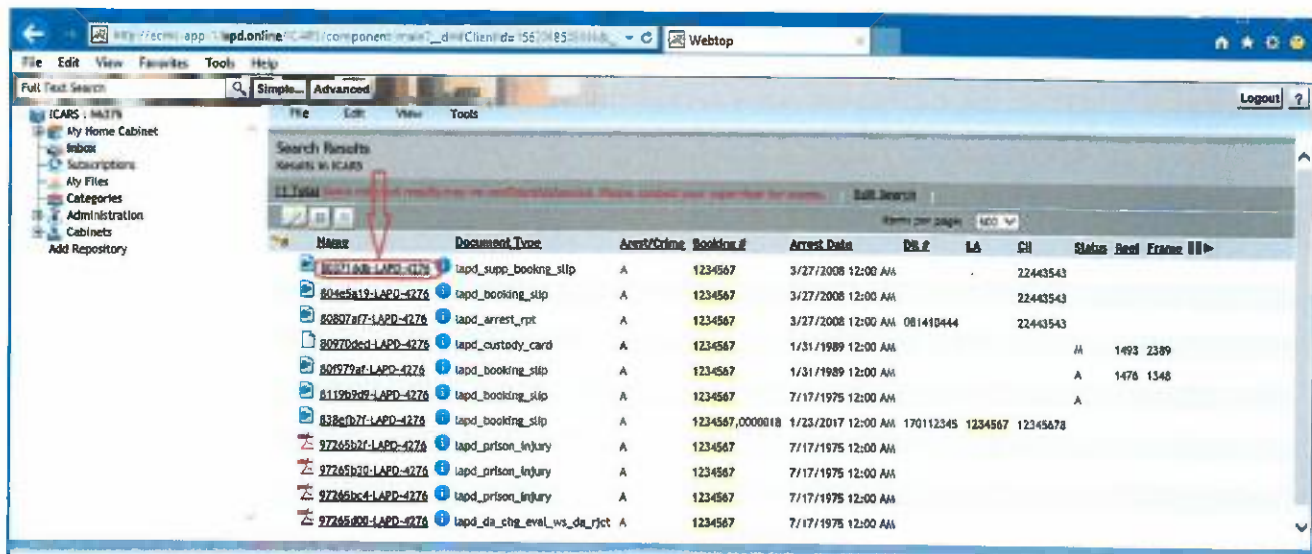
Booking #	=	<input type="text" value="1234567"/>
DR #	=	<input type="text"/>
CII #	=	<input type="text"/>
LA #	=	<input type="text"/>

? Search Clear Cancel

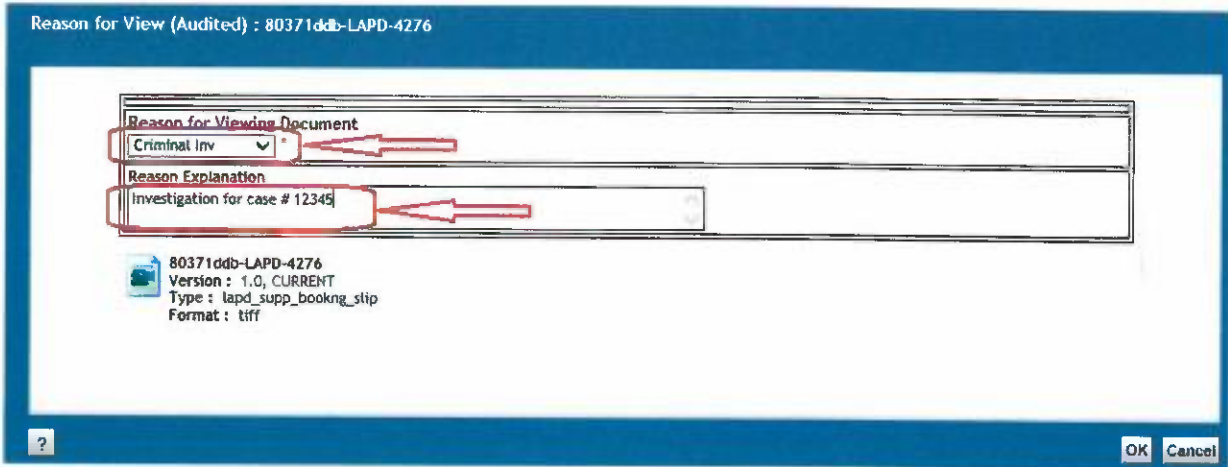
- d. The search should take a few seconds. Once the search is completed, a list of reports will be displayed.



- e. Click on the name of the report you wish to view.

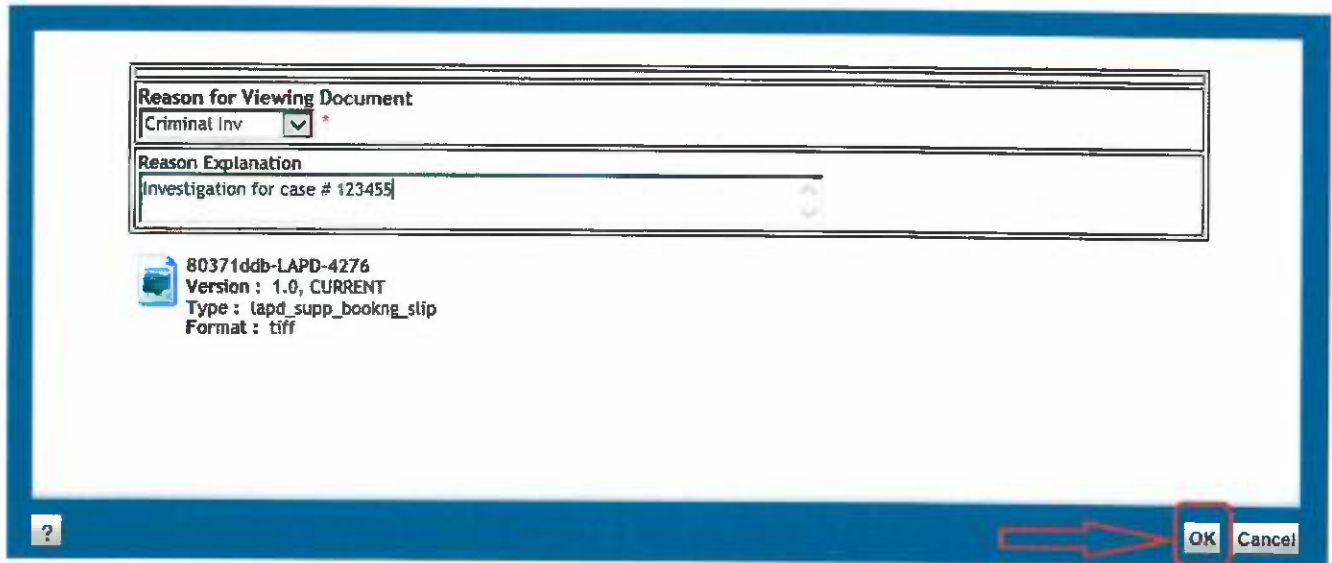




- f. Before the report is opened, you will be taken to a “View (Audited)” page. Select a viewing reason from the “Reason for Viewing Document” dropdown menu. You are REQUIRED to provide additional information in the “Reason Explanation” field if you choose “Other” or “Criminal Inv.”



Note: If you see a blank page instead, wait for a minute for the system to load the necessary software component. If the page is still blank after a minute, please follow the instructions in [Q: What do I do if the browser prompts me to install “NativeSetup.exe?”](#) to resolve the issue.

- g. After you complete the audit information, click “Ok” to start opening the report.

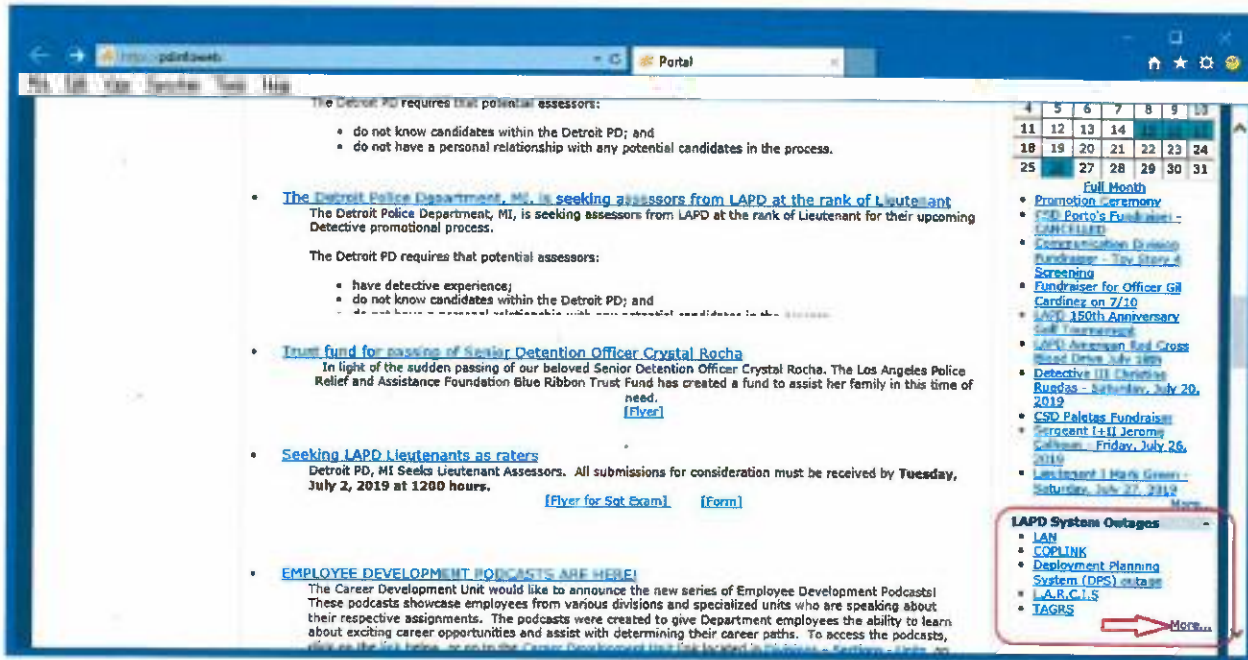


- h. The report should be opened by your local application. If the report is in a PDF format (indicated by  in the search result), it should be opened in Adobe Reader. If the report is a tagged image file format (TIFF) file (indicated by  in the search result), the local image viewer program will be used.

Q: I am getting a “This page can’t be displayed” error when I access ICARS. Is ICARS down?

A: First thing to do is to check the web link on your browser. The web link is as follows:
<http://ecms-app-1.lapd.online/ICARS>.

If the link is correct, check the system outages information on the InfoWeb. The System Outages Information is listed at the bottom right of the InfoWeb page. Click on “More...” link on the panel to get the detailed downtime information. You can also use the following link to access system outages information: <http://pdinfoweb/ShowList.aspx?oid=11>




The ICARS has scheduled maintenance downtime twice a month, on the first and third Tuesday of the month. The duration of maintenance is two (2) hours (from 1500 to 1700). For example, the scheduled maintenance for July 2019 is on July 2 and July 16, from 1500 to 1700 hours. Any ad-hoc maintenance activities will be announced on the InfoWeb.

If you are seeing this error outside the scheduled downtime, open a trouble ticket with Help Desk via <http://pdinfoweb/Showpage.aspx?did=201990>, or at 213-473-9900.

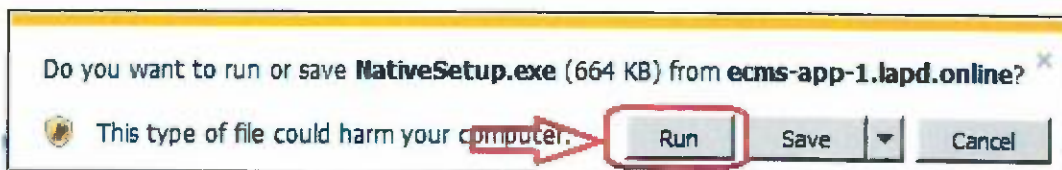
Q: What if I get a “The object you are trying to view has no content” error message when I try to view a report?

A: If you get the following error when you click on a report, it indicates that this specific report

is stored on the microfilm (indicated by the icon ). If you want to view the report, contact R&I at (213) 486-8300, to issue a microfilm conversion request. The R&I staff will retrieve the microfilm and populate the report in the ICARS.

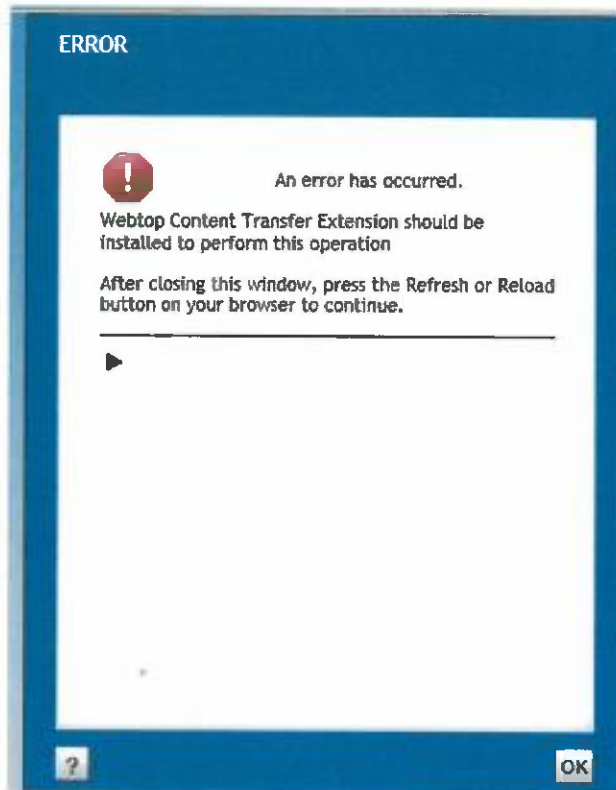
Q: What do I do if the browser prompts me to install “NativeSetup.exe?”

A: NativeSetup.exe is a software component that is required to view a report in ICARS. If this component is not installed, you will see a blank page when you try to open a report. Typically, the application will check your local setup after you log in. If you see the following message from your browser, that means this component is not installed. Click “Run” to install. After the installation is done, restart your browser and access ICARS again. This message should be gone after the installation. If you still see this message after the installation or still get a blank page when you open a report, open a trouble ticket via <http://pdinfoweb/Showpage.aspx?did=201990> or call (213) 473-9900.



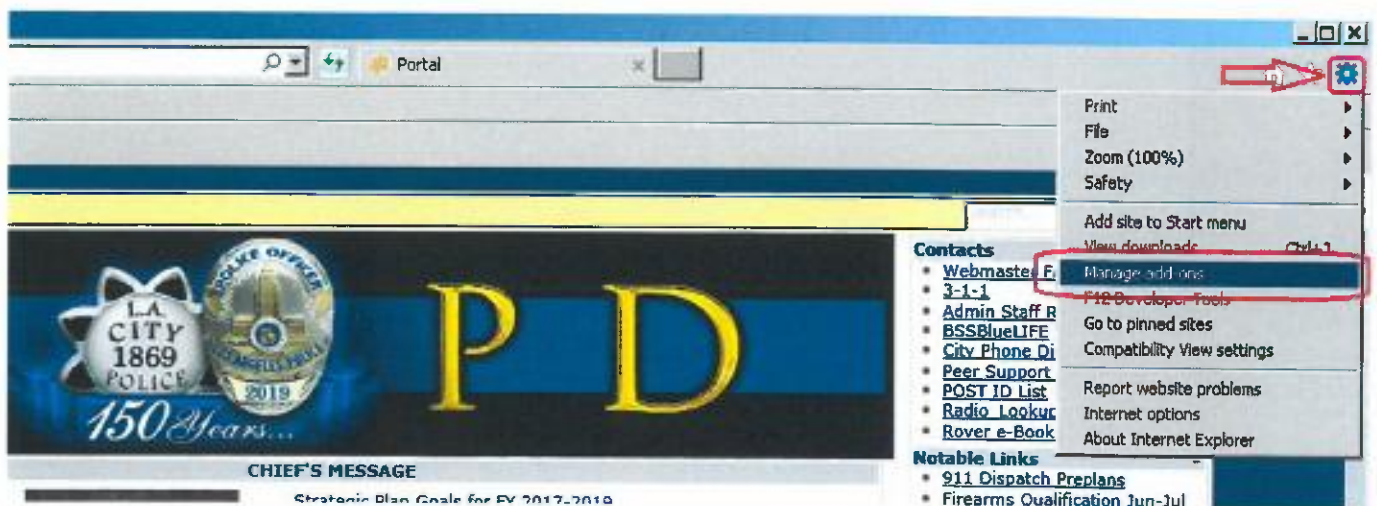
Q: Why do I get an error message, “Webtop Content Transfer Extension should be installed to perform this operation”, when I try to open a report?

A: There is a browser component that needs to be installed and enabled for viewing reports in ICARS. This component should be installed and enabled automatically for you when you log into your workstation. However, the setup might not be successful for various reasons. Without this component in place, you will be prompted to install the component, or you will get the following error.

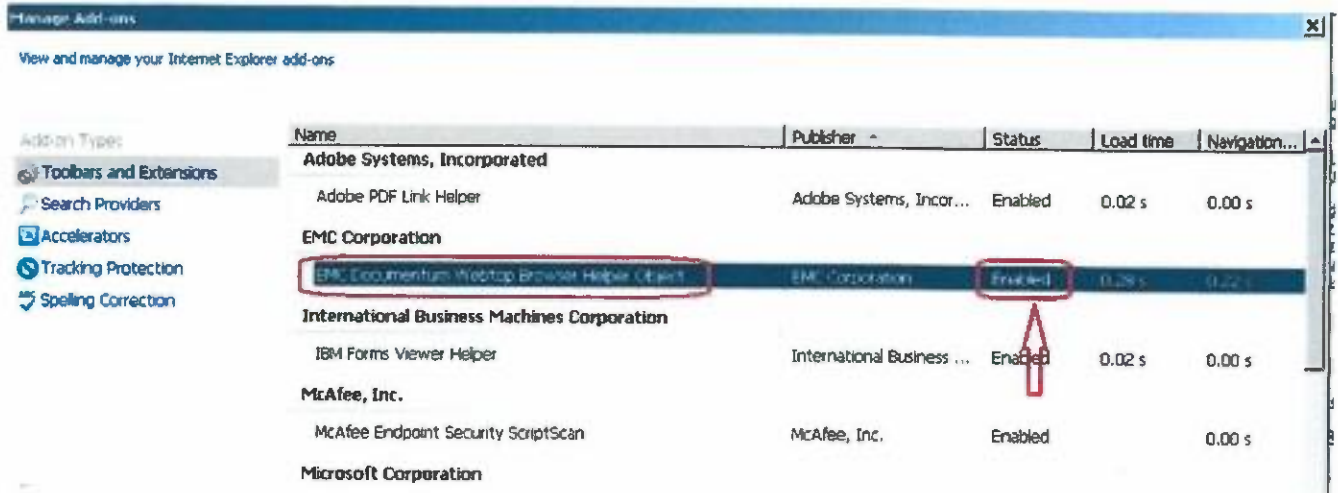


To resolve this issue, follow the procedure below.

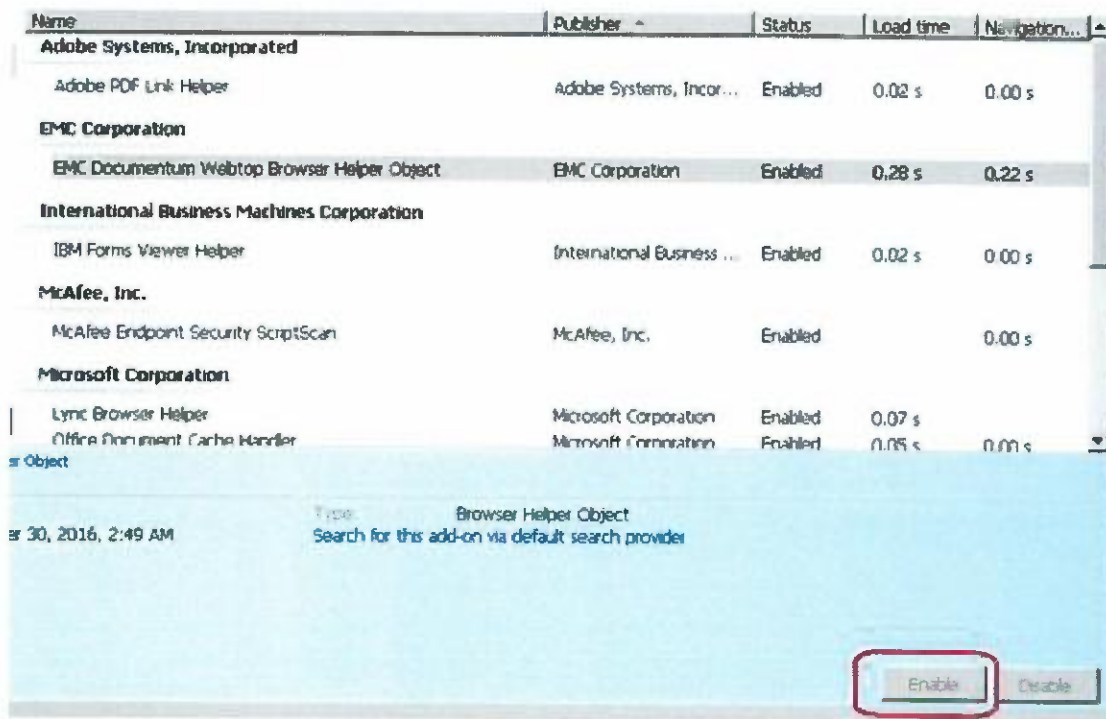
- a. Open Internet Explorer.
- b. Click on the Wheel icon at the upper right corner of your browser. Select “Manage add-ons” from the menu.



- c. On the “Manage Add-ons” page, make sure “EMC Documentum Webtop Browser Helper Object” is enabled.



- d. If it is disabled, click on the browser add-on you wish to enable and then click the “Enable” button.



- e. Restart the Internet Explorer and access ICARS again. This issue should now be fixed.

If you have any questions about the procedures or don't see the link you are trying to enable listed, open a trouble ticket via <http://pdinfoweb/Showpage.aspx?did=201990> or call (213) 473-9900.