

**National Fire Incident Reporting System (NFIRS) Technical Issue
Questions and Answers
July 2008
United States Fire Administration**

1. I installed NFIRS software and it runs fine for users with administrator access, but not those with administrator access (standard users). Is there something I need to do so that someone with standard user access can use the NFIRS 5 software?

You will need to set the permissions for the software if it was installed under the Administrator account. Here's what you'll need to do:

1. Find the NFIRS program icon, located in the NFIRS folder on your C-drive.
2. RIGHT + Click on the icon
3. Select Properties
4. Click the Security Tab
5. Click Add if the user(s)/group(s) are not displayed in the top box (The users/groups that will be using NFIRS on that machine.)
6. Select the user/group and check "Allow" for all permissions.

That will define the security permissions for the users, allowing the administrator to allow/deny access to certain software.

2. I am having trouble with the login to the summary output report tool. It keeps coming up with an error and it wants me to login when I have already logged in. Does this mean the system is down?

You are receiving this error because you most likely have a special character in your password. Please change your password to only letters and numbers and you should no longer have a problem. The log on page for the reporting tool uses the older architecture and cannot handle special characters in the password field.