What happens if a FireCode isn’t showing up? Or data doesn’t seem to be flowing through IRWIN? There are a few ways to troubleshoot.

1. Under Utilities -- IRWIN Status, check for incidents awaiting upload to IRWIN.
2. If there is a value in the field, then there are issues with the connection to the server.
3. Sometimes a FireCode does not get returned because a Unit does not have an NWCG UnitID. This must be resolved before a code will be returned.

Refer to the WildCAD User Guide and WildCAD Administrator User Guide for additional guidance on WildCAD.

The Data Exchange Environment User Guide is available to explain more about IRWIN and the data exchange environment.