

Microsoft Access 2007 / 2010 Troubleshooting Guide for CIMS and SDVVF

Purpose:

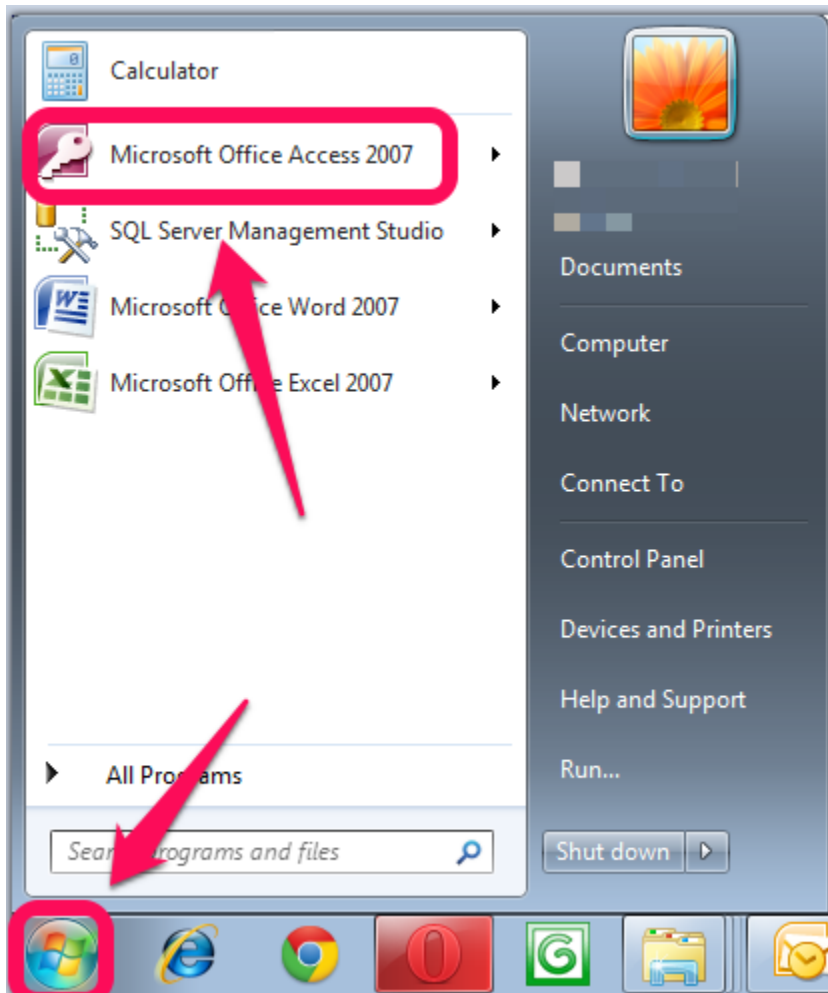
This document serves as a guide to troubleshoot some common Microsoft Access configuration settings that may cause problems with CIMS and / or SDVVF applications. These instructions are applicable to Access 2007 and 2010. CIMS / SDVVF applications do not currently work with Access 2013. If you have Access 2013 installed on your computer then you should download the Access 2003 runtime from the DCJS website at: <http://www.dcjs.virginia.gov/victims/cims/>

[Jump to CIMS Application Issues Section](#)

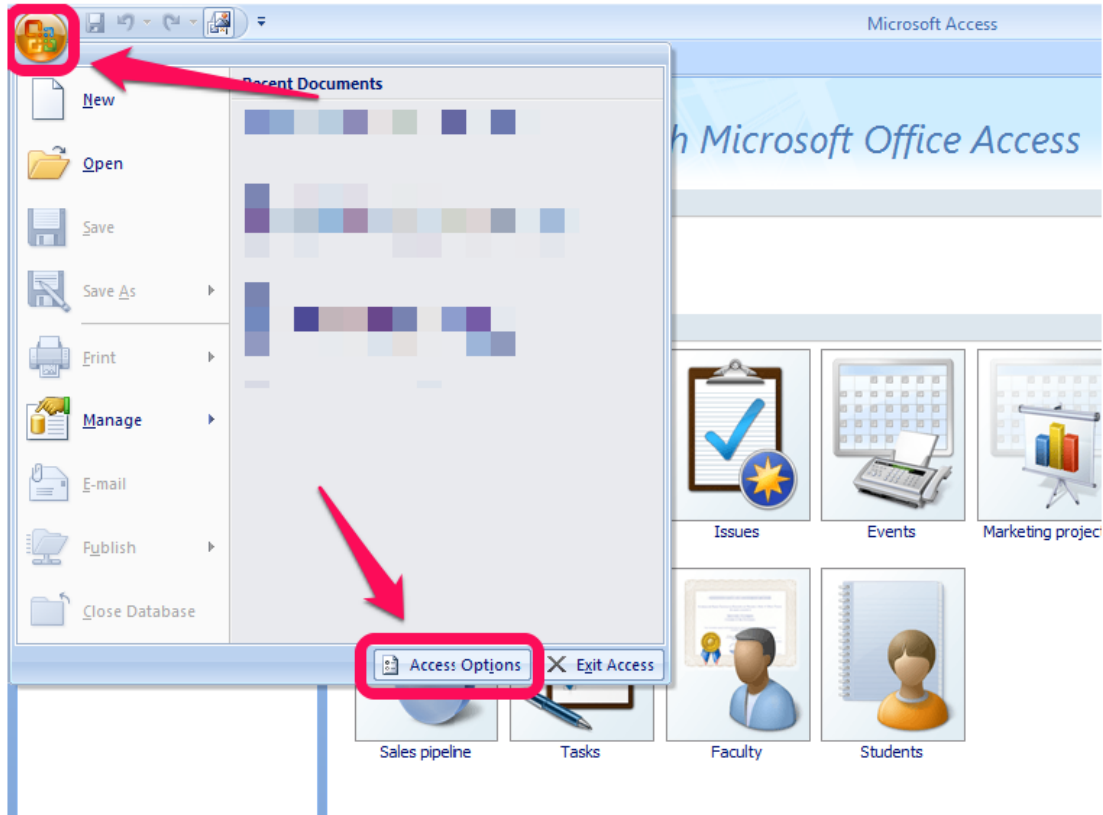
CIMS / SDVVF Installation Directories Not in Microsoft Access Trust Center – Trusted Locations

If the installation directories for CIMS / SDVVF are not added to the Microsoft Access Trust Center – Trusted Locations then they will not run properly. Follow the steps below to determine if your copy of CIMS or SDVVF are in the trusted locations list.

Step 1 : Click the start button in your toolbar and navigate to your shortcut for Microsoft Access.

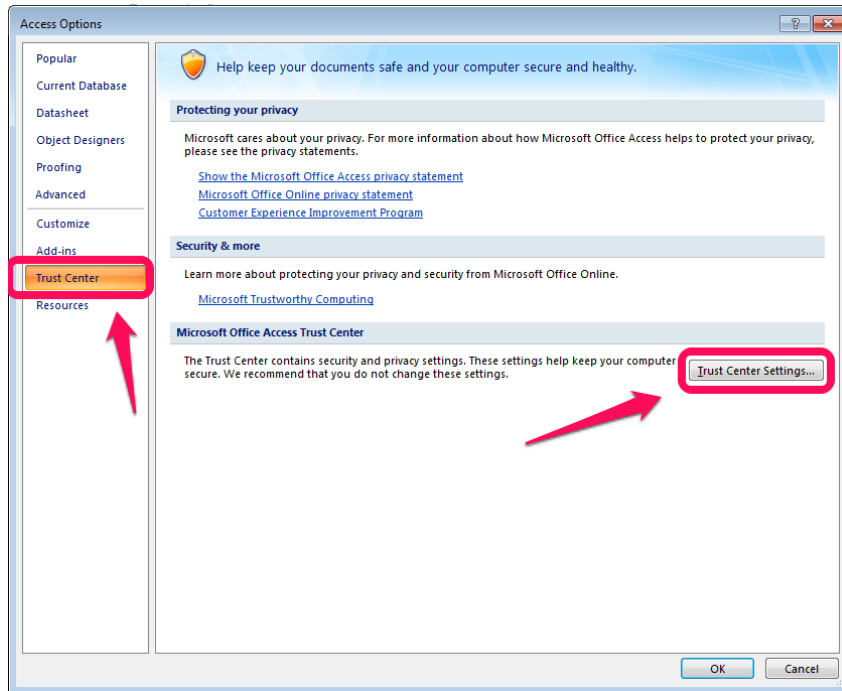


Step 2: Once Access has fully loaded click the round button in the top-left corner of the application to bring up the 'File' menu. Then click on the 'Access Options' button that will appear near the 'Exit Access' button at the bottom of the pop-up window.

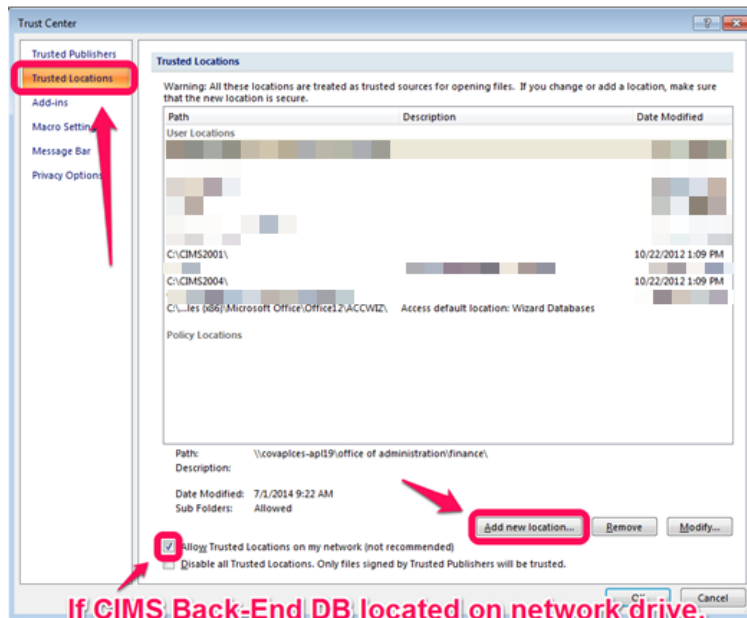


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Step 3: Navigate to the 'Trust Center' page by selecting the 'Trust Center' link on the left side of the pop-up window. Then click on the 'Trust Center Settings' button.

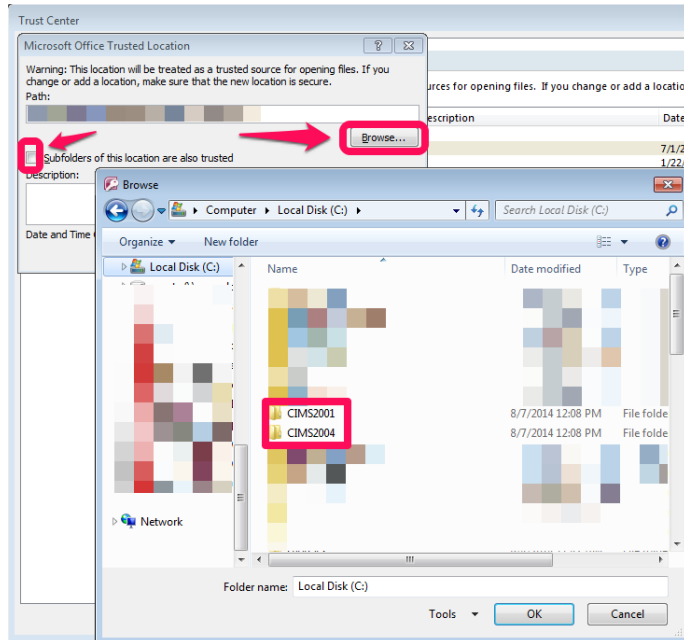


Step 4: Navigate to the 'Trusted Locations' section on the top left of the pop-up window. Then click the 'Add New Location' button. Also take note of the checkbox for 'Allow Trusted Locations on my network'. If your CIMS Back-End DB is located on a network drive then you should check this box.



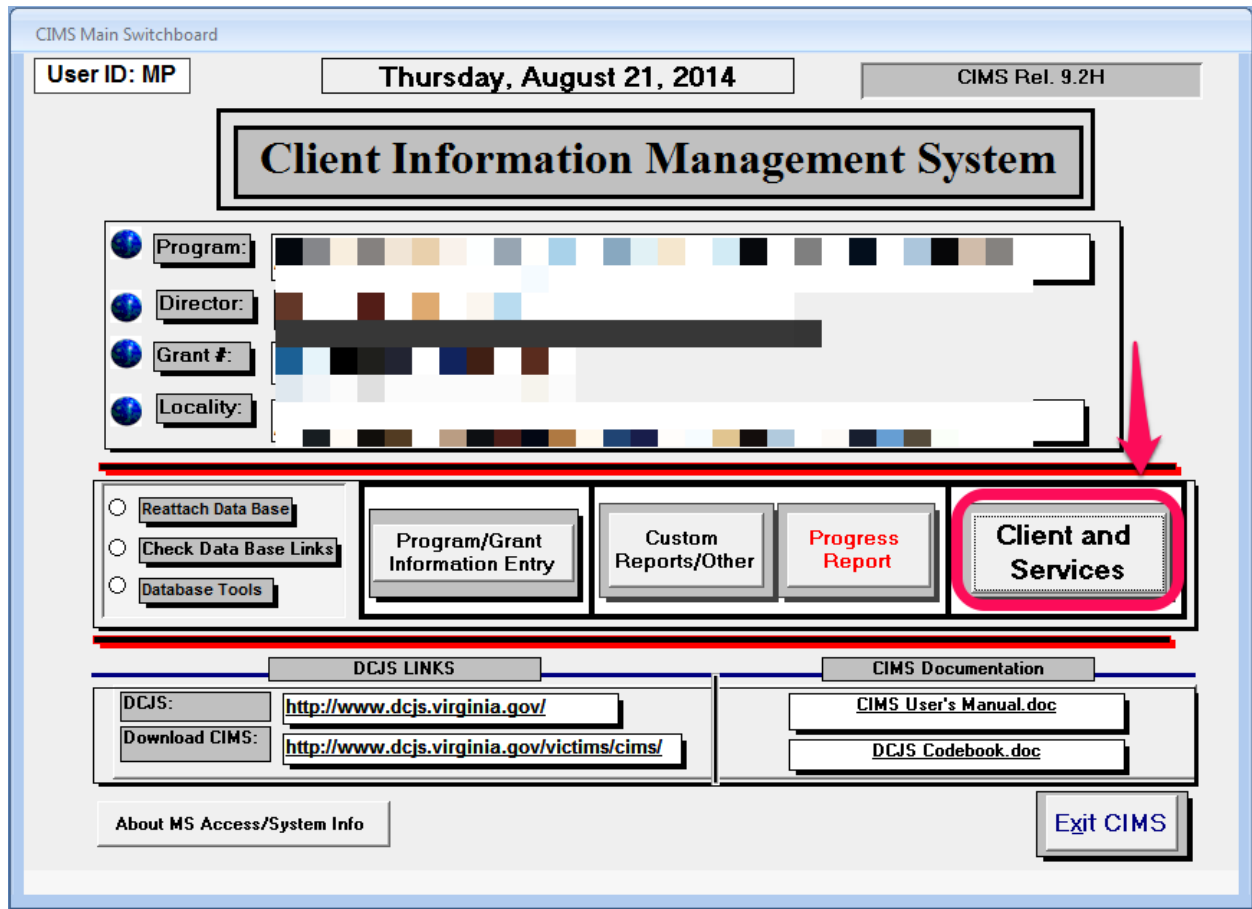
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Step 5: First check the box for 'Subfolders of this location are also trusted'. Then click the Browse button and browse to your C:\CIMS2001 folder (or C:\DVVFS\ folder if you're running SDVVF) and click the 'OK' button. Press the 'OK' button a 2nd time to return to the Trust Center window. Now press the 'Add New Location' button again but this time browse to your C:\CIMS2004 folder. (2nd folder is unnecessary if you're running SDVVF.) Be sure to check the 'Subfolders of this location are also trusted' box. Now press the 'OK' button on each pop-up window until you are returned to MS Access.



Step 6: Close out of Access and Open CIMS. Problems related to this Access application not being trusted by Microsoft Access should be resolved now.

CIMS Client / Services Screen Common Issues



Issue #1 – CIMS Client / Services Window Disappears when entering New Client information

When entering in New Client information sometimes the CIMS Client / Services window will disappear if a valid Referral Date is not entered. Follow these steps to avoid this bug when entering new client information.

1. Click the Client and Services button on the main switchboard to bring up the Client / Services window.

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Client Information and Services

Client/Case ClientMemo Defendants Pre-Printed Services Witnesses Compensation Staff Contacts Local Case

What This? DB Abr. DB Full 1 Case(s) on file for this Client Maximize Form CLOSE

Include Archive in Drop Down Box: Find Client - click below box DS-On DS-Off Confidentiality Filed: Restore Form

Last Name: Samson First Name: Joe MI: Suffix:

Is this a Business: No B Preference for Dates: Use Today's date Open Calendar Use date:

Date of Birth: Race: Unknown Gender: Unknown National Origin: United States

Address 1: Address 2: City/State/Zip: Phone # - Home: Work: Phone # - Other: Other-Type: E-mail Address:

Client Disability: Handicapped Non-Handicapped Unknown Age Bracket: < 13 13 - 17 Unknown 18 - 29 30 - 44 45 - 64

Referral Date: 07/01/2011 Closed Date: Valid Referral Date for Active Grant Number Between -----> 07/01/2011 and 06/30/2012

Client Type: Direct Service Client Victim Generic Service Client Witness

Crime Committed: Assault SCrime SClass: Victimization Type: Assault Knowledge Source: Commonwealth's Attorney KS - Other:

DS-Victims DS-Witness GS-Victims GS-Witness Pre-Printed Client Memo Compensation Restitution Client Info Defendants

Victim Hyperlink: Note: After inserting the hyperlink you can change the document name as needed Reset

Shared: Date Created: 8/21/2014 Owner:

Reports: Class/Type Crime Committed Cross-Reference: Reset Cross-Reference Table Add/Delete

Active Grant #: Grant # for this Case: Quarter: 1Q12 Referral Date: 07/01/2011 Closed Date:

Record: 1 of 5590 Unfiltered Search

a.

2. Check the box marked 'Use Date' and key in the date you'd like to use.

Client Information and Services

Client/Case ClientMemo Defendants Pre-Printed Services Witnesses Compensation Staff Contacts Local Case

What This? DB Abr. DB Full 1 Case(s) on file for this Client Maximize Form CLOSE

Include Archive in Drop Down Box: Find Client - click below box DS-On DS-Off Confidentiality Filed: Restore Form

Last Name: Samson First Name: Joe MI: Suffix:

Is this a Business: No B Preference for Dates: Use Today's date Open Calendar Use date:

Date of Birth: Race: Unknown Gender: Unknown National Origin: United States

Address 1: Address 2: City/State/Zip: Phone # - Home: Work: Phone # - Other: Other-Type: E-mail Address:

Client Disability: Handicapped Non-Handicapped Unknown Age Bracket: < 13 13 - 17 Unknown 18 - 29 30 - 44 45 - 64

Referral Date: 07/01/2011 Closed Date: Valid Referral Date for Active Grant Number Between -----> 07/01/2011 and 06/30/2012

Client Type: Direct Service Client Victim Generic Service Client Witness

Crime Committed: Assault SCrime SClass: Victimization Type: Assault Knowledge Source: Commonwealth's Attorney KS - Other:

DS-Victims DS-Witness GS-Victims GS-Witness Pre-Printed Client Memo Compensation Restitution Client Info Defendants

Victim Hyperlink: Note: After inserting the hyperlink you can change the document name as needed Reset

Shared: Date Created: 8/21/2014 Owner:

Reports: Class/Type Crime Committed Cross-Reference: Reset Cross-Reference Table Add/Delete

Active Grant #: Grant # for this Case: Quarter: 1Q12 Referral Date: 07/01/2011 Closed Date:

Record: 1 of 5590 Unfiltered Search

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3. Press the 'New Client' button.

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Client Information and Services

Client/Case ClientMemo Defendants Pre-Printed Services Witnesses Compensation Staff Contacts Local Case

What This? DB Abr. DB Full 1 Case(s) on file for this Client Maximize Form CLOSE

Include Archive in Drop Down Box: Find Client - click below box Confidentiality Filed: Restore Form

Client ID: C15103778JS Case ID: 151004362

Last Name: Samson First Name: Joe MI: Suffix:

Is this a Business: No B Preference for Dates: Use Today's date Open Calendar Use date:

Date of Birth: Race: Unknown Gender: Unknown National Origin: United States

Referral Date: 07/01/2011 Closed Date: Valid Referral Date for Active Grant Number Between 07/01/2011 and 06/30/2012

Client Type: Direct Service Client Victim Generic Service Client Witness

Crime Committed: Assault Victimization Type: Assault Knowledge Source: Commonwealth's Attorney

Age Bracket: < 13 13 - 17 Unknown 18 - 29 30 - 44 45 - 64

Reports: Class Type Crime Committed Cross-Reference: Reset Cross-Reference Table Add/Delete

Active Grant #: Grant # for this Case: Quarter: 1Q12 Referral Date: 07/01/2011 Closed Date:

Record: 1 of 5590 Unfiltered Search

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4. You may get a warning prompt if your current referral date is invalid. Click the OK button.

Client Information and Services

Client/Case ClientMemo Defendants Pre-Printed Services Witnesses Compensation Staff Contacts Local Case

What This? DB Abr. DB Full 1 Case(s) on file for this Client Maximize Form CLOSE

Include Archive in Drop Down Box: Find Client - click below box Confidentiality Filed: Restore Form

Client ID: C15103778JS Case ID: 151004362

Last Name: Samson First Name: Joe MI: Suffix:

Is this a Business: No B Preference for Dates: Use Today's date Open Calendar Use date: 08/21/2014

Date of Birth: Race: Unknown Gender: Unknown National Origin: United States

Referral Date: 07/01/2011 Closed Date: INVALID REFERRAL DATE

Warning: The referral date is not valid for this active grant number. After entering a valid referral date you will automatically go to the last name field.

Client Type: Direct Service Client Victim Generic Service Client Witness

Age Bracket: < 13 13 - 17 Unknown 18 - 29 30 - 44 45 - 64

Reports: Class Type Crime Committed Cross-Reference: Reset Cross-Reference Table Add/Delete

Active Grant #: Grant # for this Case: Quarter: 1Q12 Referral Date: 07/01/2011 Closed Date:

Record: 1 of 5591 Unfiltered Search

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5. A message about the referral date being invalid will be displayed with a valid start and end date range. Before clicking anywhere with the mouse **you must** key in a valid referral date that falls within the valid start / end date range for the active grant. If you click anywhere before

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doing this then the Client / Services window will disappear and you will have to exit CIMS and re-open it to try again.

The screenshot shows the 'Client Information and Services' form. The 'Referral Date' field is highlighted with a red box and contains the date '08/21/2014'. A red callout box points to this field with the text: 'Referral Date entered is not correct for the active grant #. You need to enter a date between 07/01/2011 and 06/30/2012'. The 'Client Type' section shows 'Victim' selected. The 'Crime Committed' field is set to 'Assault'. The 'Victimization Type' is also 'Assault'. The 'Knowledge Source' is 'Commonwealth's Attorney'. The 'KS - Other' field is empty. The 'Date Created' is '8/21/2014'. The 'Active Grant #' is '1'. The 'Grant # for this Case' is 'C15103783'. The 'Quarter' is '1Q15'. The 'Referral Date' is '08/21/2014'. The 'Closed Date' is empty.

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6. Once a valid referral date is entered you may click the 'Last Name' field to begin entering the client information. Follow this process for each new client you need to enter into CIMS.

The screenshot shows the 'Client Information and Services' form. The 'Referral Date' field is highlighted with a red box and contains the date '07/22/2011'. A red arrow points to the 'Last Name' field, which is also highlighted with a red box. The 'Client Type' section shows 'Victim' selected. The 'Crime Committed' field is set to 'Assault'. The 'Victimization Type' is also 'Assault'. The 'Knowledge Source' is 'Commonwealth's Attorney'. The 'KS - Other' field is empty. The 'Date Created' is '8/21/2014'. The 'Active Grant #' is '1'. The 'Grant # for this Case' is 'C15103783'. The 'Quarter' is '1Q12'. The 'Referral Date' is '07/22/2011'. The 'Closed Date' is empty.

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