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 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.



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.

ist Center			-9
Trusted Publishers	Trusted Locations		
Trusted Locations	Warning: All these locations are treated as truste	d sources for opening files. If you change or ad-	d a location, make sure
Add-ins	that the new location is secure.	sources to optiming mest in you change of au	
Macro Settin	Path	Description	Date Modified
Message Bar	User Locations		
			_
Privacy Options			
	C:\CIM52001\		10/22/2012 1:09 F
	C:\CIMS2004\		10/22/2012 1:09 8
	C:\les (x86) Microsoft Office\Office12\ACCWIZ\	Access default location: Wizard Databases	
	Policy Locations		
	Path: \\covaplces-apl19\office of ac Description:	dministration\Jinance\	
	Date Modified: 7/1/2014 9:22 AM Sub Folders: Allowed		
	Jub Folders. Anoneu	Add new location	emove Modify.
	Allow Trusted Locations on my network (not r		
	Disable all Trusted Locations. Only files signe		

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:\DVVFVS\ 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.

Microsoft Access 2007 / 2010 Troubleshooting Guide for CIMS and SDVVF

Client/Case ClientMemo	Defendants Pre-Printed	Services	Witnesses Compensat	tion Staff Contacts	Local Case
		Case(s) on file for this nfidentiality Filed:		imize Form store Form	CLOSE at Form Vorksheet
Last Name: Samson	First Nam	eeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee	MI: Suffi		ew New Case
Date of Birth: Image: Construct of the second s	Work: Other-Type: Other-Type: 013 - 17 ⊙ Unknown 018 - 29 030 - 44	Valid Referral Date for Grant Number Between © Direct © Generi Crime Committed Ass Victimization Type Ass Knowledge Source Cor KS - Other DS-Victims DS-Vite Client Memo Compens	Client Type Client Type Service Client Vict Service Client Witu ault ault ault ault ault ault Bes GS-Victims GS-Vitness	Cl 06/30/2012 im 1655 SCrime SClass Find C Soft B Soft B Soft B Soft B	lient Case scianed P v lient By Case anager Client By Local Case of Display All By Name Sort By Case
Reports: Class/Type Crime C	O 45 - 64	Share	d: Date Created: 84	121/2014 Owner:	e Add/Delete
Active Grant #:	Grant # for this Case:	Quarter: 1Q	2 Referral Date: 07/	01/2011 Closed	1 Date:

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

Elient Information and Services	
Client/Case ClientMemo Defendants Pre-Printed	Services Witnesses Compensation Staff Contacts Local Case
What DB Abr. DB Full 1	
	Confidentiality Filed: Restore Form
Find Client - click below box DS-On Client ID: Client I	103778JS Case ID: 151004362
DS-Off	
Last Name: Samson First N	ame: Joe MI: Suffix: Vew Client Case
Is this a No - B Preference for Dates:	Today's date
Business:	Referral Date: 07/01/2011 Closed Date: Delete Client Case
Race:	Valid Referral Date for Active 107/01/2011 and 06/30/2012
Gender: Unknown	Grant Number Between> 07/07/2017 and 00/30/2012 CM Assigned to Case All
National Origin: United States	Client Type Client © Victim MP Fiscal Victor
Address 1:	C Generic Service Client Victim Year
Address 2:	Select By Case Otrz
City/State/Zip:	Crime Committee Rosaure Qtr3
Phone #-Home: Work:	Victimization Type Assault
Phone # - Other: Other-Type:	Knowledge Source Commonwealth's Attorney
E-mail Address:	KS - Other Display All
Client Disability: O Handicapped Age O < 13 O 65 + Bracket: O 12 42 O Heleneum	DS-Victims DS-Vitness GS-Victims GS-Vitness Pre-Printed Sort By Name Sort By Case
O Non-Handicapped O 13 - 17	Client Memo Compensation Restitution Client Info Defendants
O Unknown	Victim Note: After inserting the hyperlink you can change the document name as needed Reset
Q 45 - 64	Hyperlink: Shared: Date Created: 8/21/2014 Owner:
Reports: Class/Type Crime Committed Cross-Reference:	<u>Reset</u> <u>Cross-Reference Table Add/Delete</u>
Active Grant #: Grant # for this Case:	Quarter: 1Q12 Referral Date: 07/01/2011 Closed Date:
Record: H 🔄 1 of 5590 🕨 H 🖂 🦹 Unfiltered Search	

3. Press the 'New Client' button.

a.

Microsoft Access 2007 / 2010 Troubleshooting Guide for CIMS and SDVVF

Client/Case	ClientMemo	Defendants	Pre-Printed	Services	Witnesses	Compensation	Staff Contacts	Local Case
What This? DB Abr.			1	Case(s) on file for	this Client	Maximize		CLOSE
Include Archive in	Drop Down Box:]	Cor	fidentiality Filed:		Restore		t Form Vorkshee
Find Client -	click below box		ient ID: C15103	778.IS Case ID	454004200		Prin	t Form Worksheet
		DS-On DS-Off	ient ID: C1510	011833	151004362	2		
		DS-OII		_				ew New
Last Name: S	amson		First Nam	^{e:} Joe	MI	Suffix:	-	ient Case
Isthisa No		D () D (M luss To	danda data		date:		ent cuse
Business:	• B	Preference for Dat	es: 🗹 Use To	day's date	en Calendar 🛛 🖵 Use	e date:	De	elete Delete
Date of Birth:		_		Referral Date: 0	7/01/2011	Closed Date:		lient Case
				Valid Referral Date			0.1201.2	
Race:	Unknown			Grant Number Betwe		2011 and 06/3	30/2012 CM A	ssigned
Gender:	Unknown	_	,		Client	Гуре	to	Case All Record
National Origin	United Stat	es 🔻		🖸 Dire	ect Service Client	Victim		P - Fiscal Year
Address 1:					eric Service Client	C Witness		Qtr1
Address 2:							Select	By Case Qtr2
City/State/Zip:		-		Crime Committed	Assault		SCrime Ma	anager Qtr3
Phone #-Home		Work:		Victimization Type	Assault			Qtr4
Phone # - Othe	c	Other-Type:		Knowledge Source	Commonwealth's Atto	rney	▼ Eind (Client By Local Case
E-mail Address				KS - Other				Display All
Client		Age O < 13	0 65 +				Sort P	Name Sort By Cas
Disability:	landicapped	Bracket: 0 13 - 17	O Unknown	DS-Victims DS-	Vitness GS-Victims	GS-Vitness F	Pre-Printed	y Name SUIC By Cas
01	Ion-Handicapped	0 18 - 29		Client Memo Comp	ensation Restitution	Client Info E	Defendants	
	Jnknown	0 30 - 44			ote: After inserting the h	yperlink you can chang	je the document name a	as needed Rese
	JIKHOWH	0 45 - 64		Hyperlink:		Created: 8/21/201		
				SI	nared: Date	Created: 8/21/201	l4 <mark>Owner:</mark>	
Reports:	Class/Type Crim	e Committed Cross-R	eference:			Reset C	ross-Reference Table	a Add/Delete
Active Grant #		Grant # for this C		Quarter:	1012 Referral	Date: 07/01/20	11 Closed	

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

Client Information	and Services	Defendants	Pre-Printed	Services	Witnesses	Compensation	Staff Contacts	– 🗖
What This? DB Abr. Include Archive in D Find Client - cli	Top Down Box:		1	Case(s) on file for t	his Client	Maximize	Form	CLOSE
Last Name: Sal	nson	DS-On DS-Off	First Name		151004362	Suffix:	T	ew New ient Case
Is this a Business: No Date of Birth: Race:		Preference for Da				Closed Date: 2011 and 06/3	0/2012	elete ient Delete Case
Gender: National Origin: Address 1: Address 2: City/State/Zip:	Unknown United State	es Warning	EFERRAL DATE g: The referral date is r a valid referral date yo 3.		grant number. After o to the last name field	Victim Witness	SCrime Select	Case All Record Fiscal Year Qtr1 By Case Qtr2 Qtr3
Phone #-Home: Phone # - Other: E-mail Address:				S - Other	ОК			Client By Local Case # Display All
Disability: O Ha	ndicapped n-Handicapped known	Bracket: 0 213 0 13 - 17 0 18 - 29 0 30 - 44 0 45 - 64	⊙ Unknown	Client Memo Comp Victim Hyperlink:	Vitness GS-Victims ensation Restitution te: After inserting the h	Client Info	re-Printed efendants e the document name a	Reset
Reports:	Class/Type Crime	Committed Cross-F	Reference:				oss-Reference Tabl	
Active Grant #:	1 🕨 H H2 🌾 Ur	filtered Search	ase:	Quarter:	Referrar	onio1/20	closed	Date.

a.
 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

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

Client Information	and Services							- = ×
Client/Case	ClientMemo	Defendants	Pre-Printed	Services	Witnesses	Compensation	Staff Cont	acts Local Case
What This? DB Abr. F Include Archive in D Find Client - cli	Prop Down Box:	DS-On DS-Off		Case(s) on file for nfidentiality Filed: 03783	151004367	Maximize Restore f	Form	CLOSE Print Form Vorksheet New New
Is this a Business: No Date of Birth:		Preference for Da		oday's date Ope	M: en Calendar	Suffix: date: 08/21/2014 Closed Date:		ClientCaseDelete ClientDelete Case
Race: Gender: National Origin: Address 1:	Unknown Unknown United State	• • 25 •	Ş	Valid Referral Date r eferral Date entered orrect for the active g ou need to enter a d etween	grant #. lient ate 07/0		0/2012	CM Assigned to Case MP V Fiscal Year Qtrl
Address 2: City/State/Zip: Phone #-Home: Phone # - Other: E-mail Address:		Work: Other-Type:		Victimization Type	Assault Assault Commonwealth's Atto	rney [SCrime SClass	Select Bg Case Manager Y Find Client By Local Case # Display All
⊙ No	ndicapped n-Handicapped known	Age Bracket: 0 < 13 0 13 - 17 0 18 - 29 0 30 - 44	⊖ 65 + ⊙ Unknown		ote: After inserting the h	gperlink gou can change		Sort By Name Sort By Case
		O 45 - 64 Committed Cross-R	Reference:	Hyperlink: Si	Date	Created: 8/21/2014		e Table Add/Delete
Active Grant #:		Grant # for this C	Case:	Quarter:	IQ15 Referral	Date: 08/21/201	14	Closed Date:

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.

E Client Information and Services			_ = ×
Client/Case ClientMemo Defendants	Pre-Printed Services	Witnesses Compensation	Staff Contacts Local Case
What This? DB Abr. DB Full Include Archive in Drop Down Box: Find Client - click below box DS-On DS-Off	1 Case(s) on file for t Confidentiality Filed: nt ID: C15103783 Case ID:	Restore	CLOOL
Last Name S this a No Preference for Dates Date of Birth:		MI: Suffix: n Calendar ☑ Use date: 08/21/2014 //22/2011 Closed Date:	Client Case
Race: Unknown Gender: Unknown National Origin: United States Address 1:	Valid Referral Date fr Grant Number Betwe © Dire © Crime Crime Committed Victimization Type A	or Active 07/01/2011 and 06/3	SCrise SC
Disability: O Handicapped Bracket:	Hyperlink: Sh	te: After inserting the hyperlink you can chang ared:Date Created:8/21/201 Reset	Reset
Active Grant #: Grant # for this Case	e: Quarter: 1	Q12 Referral Date: 07/22/20	11 Closed Date:

a.