## 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: <a href="http://www.dcjs.virginia.gov/victims/cims/">http://www.dcjs.virginia.gov/victims/cims/</a>

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## 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
Harrison Bar	User Locations		
siessage bar			_
Privacy Options			
	C1/CIM52001)		10/22/2012 1-09 5
	C. (CHINE OF L		10/22/2012 1/09
	C:\CIMS2004\		10/22/2012 1:09 8
	C:\les (x86) Microsoft Office\Office12\ACCWIZ\	Access default location: Wizard Databases	
	Policy Locations		
	Path: \\covapices-api19\office of ac	dministration\Jinance\	
	Description.		
	Date Modified: 7/1/2014 9:22 AM Sub Folders: Allowed		
	Jub Folders. Anoneu	Add new location	Modify
	Allow Trusted Locations on my network (not a	recommended	
	Disable all Trusted Locations, Only files sinne	d by Trusted Publishers will be trusted.	

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 2<sup>nd</sup> 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. (2<sup>nd</sup> 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	ion Staff Contacts	Local Case
What This? DB Abr. V DB Full Clickde Archive in Drop Down Box.	DS-On DS-Off	Case(s) on file for this	Client Max Re: 151004362	imize Form store Form	CLOSE It Form Vorksheet
Last Name: Samson	First Nam	eeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee	MI: Suffi		ew New lient Case
Date of Birth:       Image: Construct of the second s	▼ ▼ ▼ ▼ Vork: Other.Type: Age Bracket: 0 <13 0 65 + 0 13 - 17 0 Unknown 0 18 - 29 0 30 - 44	Referral Date: 07/( Valid Referral Date for Grant Number Between © Direct © Generi Crime Committed Ass Victimization Type Ass Knowledge Source Con KS - Other DS-Victims DS-Vitt Client Memo Compens Victiming Note:	01/2011     Closed Date       Active     07/01/2011     and       Client Type     Client Type       Service Client     Vict       c Service Client     With       ault     With       ault     Service Client       unonwealth's Attorney       Mess     GS-Victims       GS-Victims     GS-Vitness       attor     Client Info       After inserting the hyperlink you can	Change the document name	lient Case ssigned Select Case All P V Fiscal Year anger Qu1 Qu2 Qu3 Qu4 Client By Local Case I Display All Is Name Sort By Case as needed Reset
Reports: Class/Type Crime C	ommitted Cross-Reference:	Share	d: Date Created: 84	21/2014 Owner:	e Add/Delete
Active Grant #:	Grant # for this Case:	Quarter: 10	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.

E Client Information and Services	_ = ×
Client/Case ClientMemo Defendants Pre-Printed	Services Witnesses Compensation Staff Contacts Local Case
What DB Abr. V DB Full 1	Case(s) on file for this Client Maximize Form CLOSE
Include Archive in Drop Down Box:	Confidentiality Filed:
Find Client - click below box Client ID: C15	103778.JS   Case ID: 151004362
DS-Off	
Last Name: Samson First N	ame: Joe MI: Suffix  Vew New Client Case
Is this a No - B Preference for Dates:	e Today's date
Date of Birth	Referrat Date: 07/01/2011 Closed Date: Delete Client Case
Race:	Valid Referral Date for Active 07/01/2011 and 06/30/2012
Gender: Unknown	Grant Number Between>
National Origin: United States	Client Type MP Victim
Address 1:	C Generic Service Client Victoria
Address 2:	Select By Case Qur2
City/State/Zip:	Crime Committed Assault
Phone #-Home: Work:	Victimization Type Assault
Phone # - Other: Other-Type:	Knowledge Source Commonwealth's Attorney
	KS - Other Display All
Client Disability: O Handicapped	DS-Victims DS-Vitness GS-Victims GS-Vitness Pre-Printed Sort By Name Sort By Case
Non-Handicapped     Non-Handicapped	Client Memo Compensation Restitution Client Info Defendants
O linknown	Victim Note: After inserting the hyperlink you can change the document name as needed Reset
Q 45 - 64	Typerimk: 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: 1012 Referral Date: 07/01/2011 Closed Date:
Record: H 4 1 of 5590 + H H K Unfiltered Search	

3. Press the 'New Client' button.

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#### Microsoft Access 2007 / 2010 Troubleshooting Guide for CIMS and SDVVF

Client/Case Clien	tMemo Defendants	Pre-Printed	Services	Witnesses Co	ompensation	Staff Contacts	Local Case
What This? DB Abr. V DB	Full		Case(s) on file for this Cli	ient	Maximize Restore F	Form	CLOSE
Find Client - click belo	box DS-On DS-Off	lient ID: C15103	778JS	51004362	<b>2</b> .		t Form Vorksheet
Last Name: Samson	Preference for Da	tes:	Joe	MI: endar 🔲 Use date	Suffix:		lient Case
Date of Birth:			Referral Date: 07/01		osed Date:		elete Delete lient Case
Gender: Un National Origin: Un	iknown		Grant Number Between	Client Type	Victim		IP v Fiscal Year
Address 1: Address 2: City/State/Zip:			C Generic Se	ervice Client	C Witness	▼ SCrime SClass	t By Case anager Qtr2 Qtr3
Phone #-Home: Phone # - Other: E-mail Address:	Work: Other-Type:		ictimization Type Assaul nowledge Source Commo S - Other	t onwealth's Attorney		▼ Find	Client By Local Case I Display All
Client Disability: O Handicappe	ad Age Bracket: 0 < 13 13 - 17 18 - 29	⊖ 65 + ⊙ Unknown	DS-Victims DS-Vitness Client Memo Compensatio	5 GS-Victims C on Restitution	3S-Vitness Pro Client Info De	e-Printed fendants	39 Name Sort By Case
Unknown	0 30 - 44 0 45 - 64		Victim Hyperlink: Note: Aft Shared:	er inserting the hyperlin	nk you can change ed: 8/21/2014	the document name	as needed Reset
Reports: Class/Typ	Cross-I	Reference:			Reset Cro	ss-Reference Tab	le Add/Delete

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

Client/Case	ClientMemo	Defendants	Pre-Printed	Services	Witnesses	Compensation	Staff Contacts	Local Case
What This? DB Abr. Include Archive in I Find Client - cl	DB Full		I 1	Case(s) on file for thi	s Client	Maximize Restore	Form Form	CLOSE Form Vorksheet
Last Name: Sa Is this a Business: No	mson B	Preference for Da	First Name:	Joe	MI: Calendar	Suffix:		w New ent Case
Date of Birth: Race: Gender: National Origin: Address 1: Address 2: City/State/Zip: Phone #.Home: Phone #.Other:	Unknown Unknown United State	Base Wo Other spece	EFERRAL DATE :: The referral date is no a valid referral date you 3.	eferral Date: 07// alid Referral Date for rank Number Retween ot valid for this active g u will automatically go t	01/2011 Active 07/01/2 rant number. After to the last name field.	Closed Date: 2011 and 06/3 Victim Witness	R/2012 SCime SCiass Find C	signed save By Case By Case ager w By Case ager w ager w ager w ager ager w ager
Client Disability: O He O No	undicapped on-Handicapped Iknown	Age Bracket: 3 13 - 17 18 - 29 3 0 - 44 45 - 64	○ 65 + ⊙ Unknown	S - Other DS-Yictims DS-Vit Client Memo Compen Victim Typerlink: Note Share	ness GS-Victims sation Restitution After inserting the hy ed. Date C	GS-Vitness P Client Info D perlink you can chang Created: 8/21/2014	re-Printed lefendants e the document name a	Display All Name Sort By Case  s needed Reset
Active Grant #:	Class/Type Crime	Grant # for this C	ase:	Quarter: 10	12 Referral D	Reset Cr  Date: 07/01/201	oss-Reference Table	Add/Delete

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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

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? Include Archive in D Find Client - cli	TOP Down Box:	DS-On DS-Off	lient ID: C151	Case(s) on file for nfidentiality Filed: 03783	this Client	Maximize Restore I	Form	CLOSE Print Form Vorksheet
Last Name: Is this a No Business:		Preference for Da	tes:	e: oday's date Dope	en Calendar 🛛 🗹 Use	Suffix:		Client Case
Date of Birth: Race: Gender:	Unknown Unknown			Referral Date: 08 Valid Referral Date r eferral Date entered orrect for the active	B/21/2014           or Active           is not grant #.	Closed Date: 2011 and 06/3 Type	0/2012	Client Case
Address 1: Address 2: City/State/Zip:				ou need to enter a d etween> nd> Crime Committed	ate 07/0 06/3 Assault	1/2011 0/2012 Witness	SCrime SClass	Fiscal Year Qtrl Select By Case Manager Qtr2 Qtr3
Phone #-Home: Phone # - Other: E-mail Address:		Work: Other-Type:		Victimization Type A Knowledge Source	Assault Commonwealth's Atto	rney		Find Client By Local Case #
Client Disability: O Ha • No	ndicapped n-Handicapped	Age Bracket: ) 13 - 17 ) 18 - 29	⊖ 65 + ⊙ Unknown	KS - OUIEI				Display All Sort By Name Sort By Case
	known	⊖ 30 - 44 ⊖ 45 - 64		Victim Hyperlink:	ote: After inserting the h	yperlink you can change <mark>Created:</mark>	e the document	name as needed Reset
Active Grant #:	Class/Type Crime	Committed Cross-F	ase:	Quarter:	1Q15 Referral	Reset Cro Date: 08/21/201	oss-Reference	Table Add/Delete

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.

🖼 Client Information and Services		- = X
Client/Case ClientMemo Defendants	Pre-Printed Services Witnesses Compensation Sta	aff Contacts Local Case
What This? DB Abr. DB Full C Include Archive in Drop Down Box: C Find Client - click below box DS-On DS-Off	1     Case(s) on file for this Client)     Maximize Form       Confidentiality Filed:     Restore Form       t ID:     C15103783     Case ID:	CLOSE Print Form Vorksheet Norr
Last Name Business: No Preference for Dates Date of Birth: Race: Unknown Gender: Unknown Hational Origin: United States Address 1: Address 2: City/State/Zip: Phone #-Other: Phone #-Other: Content States City State States City States	First Name:       MI:       Suffix:         □ Use Today's date       ○Open Calendar       ♥ Use date:       08/21/2014         Referral Date:       07/22/2011       Closed Date:          Vaid Referral Date for Active Grant Number Between       07/01/2011       and       06/30/2013         Client Type       © Direct Service Client       F <sup>®</sup> Victim       5         Crime Committed       Assault       > 5         Victimization Type       Assault       > 5         Victimization Type       Commonwealth's Attorney          KS-Other       Commonwealth's Attorney	New     New       Client     Case       Delete     Delete       Client     Delete       Client     Belete       Case     Belete       Case     Belete       Chase     Belete
Client       Handicapped         Disability:       Handicapped         Image: State of the state of	0 55 +         0 Unknown         Victim         Hyperlink:         Bared:         Date Created:         8/21/2016         Ownerer:         1012         Referral Date:         07/22/2011	Sort By Name Sort By Case

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