

Known Issues

Issue: Why are some dates spontaneously changing? I'm sure I entered them correctly.

Description: This problem only occurs for a user with an Access interface and MySQL back end database who is using a date format different from the standard US date format of MM/dd/yyyy (month/day/year). This problem was reported by a user whose date format is dd/MM/yyyy (day/month/year).

When the date format is dd/MM/yyyy, the Access interface sometimes saves dates incorrectly. It does this for dates where switching the day/month order creates a valid date, i.e. 1/2/14 and 2/1/14 are both valid dates, but 22/10/2014 is not a valid date in the MM/dd/yyyy format and will always be correctly saved as October 22nd if you are using the dd/MM/yyyy format.

For a user who originally had a MS Access back end (jcms_db.mdb), this problem began after converting your MS Access back end to a MySQL back end. Starting with Access interface version 4.6.0 conversion to a MySQL back end was required.

Not all dates are saved incorrectly. For example, the Add Mouse form is saving the dates correctly but the Edit Mouse form is changing the birth date.

Fix: Note that the date format is a Windows setting which can be changed by going to the Control Panel – Region and Language – Change the date, time, or number format. Set the Short Date to M/d/yy or MM/dd/yyyy. Now dates will be saved correctly. Any incorrect dates will need to be fixed manually. This problem is fixed in Access Interface version 6.1.9.

Issue: JCMS MySQL Converter: After converting a JCMS v4.2.x database to MySQL, only one mouse can be added into JCMS.

Description: This is a known issue that cropped up in JCMS 4.2 conversions from msAccess.

Fix: run a script which fixes the MySQL database.

instructions- [download this .zip file](#), and unzip the contents (jcms_db.4.2.1.update.mysql.sql).

run the script, by using this command at the command line:

```
mysql -u root -p jcms_db < jcms_db.4.2.1.update.mysql.sql
```

Issue: JCMS MySQL Converter: The JCMS Conversion Tool setup wizard for the MySQL Connector/ODBC 3.51, installs the 32-bit ODBC driver into 32-bit

operating systems.

Description: 64-bit users may experience errors when using the Setup Wizard for MySQL Connector/ODBC 3.51. A message such as 'This installation package could not be opened.' is related to the application trying to install the ODBC driver. If you go to C:\Program Files (x86)\The Jackson Laboratory\JCMS Database Conversion Tool and double click on mysql-connector-odbc-3.51.22-win32.msi it will install the ODBC driver fine. The problem is that this application was written for a 32 bit machine (back when those were the norm) and now with 64 bit machines various path references may be wrong.

Issue: JCMS Access Interface Mismatch Error Message

Error Message: Error, The interface file (JCMS.mdb) release number 5.1.0 does not match the MySQL database, which has an interface release number of 6.1.9 and JCMSWeb release number of 3.14.0.

Description: JCMS interface and database version may get out of sync when JCMS Access or JCMS Web is installed. This process upgrades the central JCMS database referenced by both JCMS Access and JCMS Web. If an application mismatch error prevents you from opening JCMS Access, you need to install the latest version of the application. For example, just finished installing JCMS Web and you try to open JCMS Access and get an application and database mismatch message. In this case, all you need to do is upgrade JCMS Access.

Fix: Install the latest version of JCMS Access. Download JCMS Access Installer from [here](#).

Issue: JCMS Web Environment Mismatch Error Message

Error Message: JCMS Web – JCMS Version mismatch: Your database JCMS Web version does not match your software version. If your Database JCMS Web Release number is greater than 3.14.0 please upgrade your JCMS Web software. If your database JCMS Web Release number is less than 3.14.0 please upgrade your database using the JCMS Access Installer-Upgrader or the JCMS Web Installer-Upgrader. To check your JCMS Web software version click the About JCMS Web link above.

Description: JCMS interface and database version may get out of sync when JCMS Access or JCMS Web is installed. This process upgrades the central JCMS database referenced by both JCMS Access and JCMS Web. If an application mismatch error prevents you from opening JCMS Web, you need to install the latest version of the application. For example, just finished installing JCMS Web and you try to open JCMS Access and get an application and database mismatch message. In this case, all you need to do is upgrade JCMS Access.

Fix: Install the latest version of JCMS Web. Download JCMS Web Installer from [here](#).

Issue: MySQL backup using mysqldump tool generates this error:

Error Message: mysqldump: Couldn't execute 'SET OPTION

SQL_QUOTE_SHOW_CREATE=1': You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near 'OPTION SQL_QUOTE_SHOW_CREATE=1' at line 1 (1064)

Description: This error is a MySQL Community Server bug. It is generated when backing up a remote MySQL database, MySQL Community Server version 5.6.x, with MySQL Community Server version 5.5.x dump tool (mysqldump).

Fix: Upgrade MySQL Community Server to 5.6.x or newer.

Issue: Foreign key duplicate using MySQL Community Server 5.5.x on LINUX operating system.

Error Message: JCMS Web Installer database upgrade fails.

Description: Creating foreign key constraints using MySQL Community Server 5.5.x on LINUX operating system creates two foreign keys with the same name but different case. This is a problem when an JCMS upgrade is run at a future date.

Fix: Upgrade MySQL Community Server to 5.6.x before running JCMS Web Installer.