

JCMS Access Interface

#1: When starting JCMS, the message 'user admin does not have permission to use this form' appears. How do I fix?

If you are not prompted for a login when you start JCMS, you will be automatically logged in as user Admin. JCMS does not recognize the Admin user as a valid JCMS account. To produce a login prompt, you need to create a password for user Admin. After you create the Admin user password, you need to create other accounts such as the mtsadmin account so you can use JCMS. (see FAQ below, 'How to configure JCMS with MS Access 2007').

#2: I've installed a new version of JCMS on MS Vista or MS XP (with updated security patches), and now the database is 'Read Only'. How do I fix?

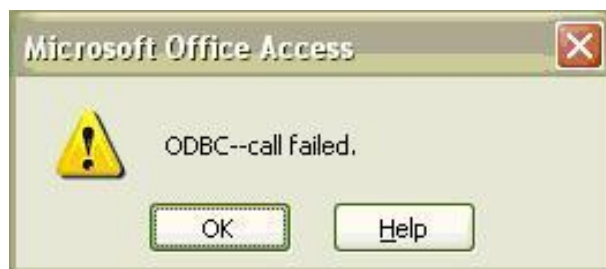
Logged in with administrator permissions, navigate to the folder containing your JCMS files (example c:\Program Files\The Jackson Laboratory\JAX-CMS\)
Right click on JAX-CMS. Select 'properties'.
Open the 'Securities' tab.
Give 'Users' Read/Write privileges.

#3: A Microsoft 'Security Warning' prevents JCMS from opening when I press 'Start' from the interface file. How do I fix?

Add the folder location of JCMS as a 'trusted location', in Trust Center.
From 'Office Button', select Options > Trust Center.
Select 'Trust Center Settings...'
Select 'Add new location...'
Browse to folder containing JCMS files (C:\Program Files\The Jackson Laboratory\)
Check the box 'Subfolders of this location are also trusted'
Save.
Ok. Ok.

#4: [How to configure JCMS with MS Access 2007](#) (windows XP or Vista)

#5: When I start JCMS, and I see this message box. What do I need to do?



The database tables need to be linked upon initial startup ([click here for instructions](#)).

#6: Where would I find information about cage cards, and how to design my own?

#7: I forgot the Admin password and can't get into JCMS. How can I reset the Admin password?

You can clear all user account info (user names and passwords) from msAccess by removing the *system.mdw* file. To find the *system.mdw* file, see FAQ #8.

#8: How do I find the *system.mdw* file?

Use the advanced search options. Be sure to select options to search system folders, hidden files, and sub folders. Search Local Hard Drives. It can typically be found in:

C:\Documents and settings\\Application Data\Microsoft\Access

<Login name example> "cjd.jax" The path on your computer might be slightly different.

#9: When I open a form with date controls, I notice that I cannot set the date. I get a runtime error. How can I fix this?

This usually happens when the user who installed JCMS did not have Administrator privileges on the target machine. The reason the installer needs Administrator privileges is because an ActiveX control (or OCX file) needs to be registered in the system. To register the proper OCX files, download and run this [msi file](#).

#10: When I install JCMS in a client server configuration, I get an error message when running JCMS on the clients. I have followed the instructions in the user guide, why is this happening?

JCMS uses OCX controls which may be out of date on your client computer.

To remedy, install OCX controls on each client computer. The best way to install the OCX controls is to download this installer ([msi file](#)) and run it on each client.

#11: When I open a form I get an error message that states “OpenForm action was cancelled”. What do I do?

Open the JCMS interface Main Button bar.

Select Design tab.

Open View Code window.

Select Tools > References.

Uncheck reference that says Pen Control. Ok.

Close Code View window.

Close JCMS.

Start JCMS. Forms should now open without the error.

#12: [Why add a trusted location, or enable macros?](#) (link to Microsoft library)

How to add the folder location of JCMS as a ‘trusted location’, in Trust Center.

From ‘Office Button’, select Options > Trust Center.

Select ‘Trust Center Settings...’

Select ‘Add new location...’

Browse to folder containing JCMS files (C:\Program Files\The Jackson Laboratory\)

Check the box ‘Subfolders of this location are also trusted’

Save.

Ok. Ok.

#13: How do I [bulk load legacy data](#)?

#14: Why do I get an error message when I try to open some of the Sample Tracking forms?

A recent Microsoft security patch caused a problem with one of the features we use in the Sample Tracking module of JCMS.

Microsoft recently released a fix which we have bundled into an installer which you can download and run on your computer.

If you see the error message 'run time error '2926'', when you try to work with any of the Sample Tracking forms, download and install this patch:

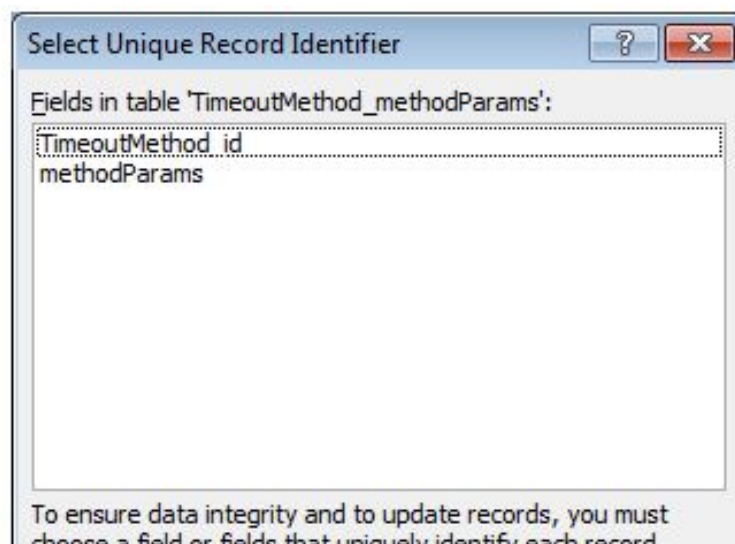
[Download Patch](#)

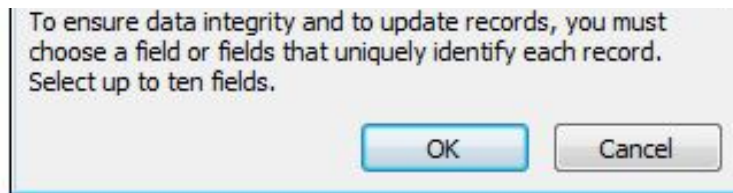
#15: Why am I seeing an Interface Mismatch Error message?

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.

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 JCMS Access interface. 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 [download](#) the most recent Access Interface and link it to your JCMS database (MySQL).

#16: I'm getting the error "Select Unique Record Identifier" when I link tables.





Select "TimeoutMethod_id" and click OK for the TimeoutMethod_MethodParams table.

Select "unitType" and click OK for the HistogramDataTable.

#17: Microsoft Access 2013 has removed the Users and Permissions from Database Tools, how do I add users?

Microsoft Access version 2013 does not come with a "system.mdw" file. Without it, it is impossible to setup JCMS's required mtsadmin logon or other users. The "system.mdw" file contains the logons and passwords used by the JCMS Access interface.

If you upgraded from a previous version of MS Access, search your computer for the "system.mdw" file (see FAQ #8) and use a "switch" as described below. Your old file will still function. We suggest making a copy and naming it "JCMS.mdw".

New users can download a version of the "system.mdw" file [HERE](#). Note it will be named "JCMS.mdw". You can rename it to "system.mdw" if you prefer.

INSTRUCTIONS

Create a desktop shortcut to start JCMS Access that contains a /wrkgrp "switch" telling it to use the file. You can place "JCMS.mdw" somewhere convenient as long as the "switch" indicates where it is.

First create the shortcut (we'll assume you can do that). Open the shortcut properties by right clicking the mouse on the shortcut and select properties. Now edit the shortcut properties so that the target string in the shortcut will look as shown below. It is all one long string, to make it more readable, it is broken into several lines at the spots where there must be a blank space. Note the location and name of your version of Office will differ from that in the example. This example also uses a file share, "\\goofy\" can be replaced by "C:\" if you are using your hard drive.

```
Target = "C:\Program Files\Microsoft Office\OFFICE12\MSACCESS.EXE"  
"\\goofy\JCMS_Share\JCMS.mdb"  
/wrkgrp  
\\goofy\JCMS_Share\JCMS.mdw
```

The JCMS.mdw file you received in the download has been created with two logons:

Admin with a password of Admin
mtsadmin with a password of mtsadmin

Once you have verified that it works you can change the passwords. See the user guide for directions.

Note the Admin logon does not have permission to do a lot of things in JCMS and is only used because MS Access requires this user to implement passwords (i.e. don't remove the Admin password).