BSConsole Application Update Procedure

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| **Application Name:** | | \\vern\nie\NIE.mdb\BNdev\v1.2 (Access Database Front End) | | | |
| Problem Statement: | | Logon attempts fail. Further investigation reveals that underlying queries that are supposed to run after username/pw are entered are causing the failure. | | | |
| Help Desk Ticket #: | | 18482 | | Date: | 11/26/19 |
| Current Version: | | 1.2 | | New Version: | 1.2 |
| Solution: | | Microsoft Update 12130.20344 broke Access.  Microsoft has supplied a patch that Scott is installing on Jen's and a couple other machines experiencing the same problem.  The link to the directions is here:  [https://support.office.com/en-us/article/access-error-query- is-corrupt-fad205a5-9fd4-49f1-be83-f21636caedec](https://support.office.com/en-us/article/access-error-query-is-corrupt-fad205a5-9fd4-49f1-be83-f21636caedec)  Performed the recommended Microsoft update. The fix was tested and verified on Paul Buckley's computer (which experienced the same problem). | | | |
| Software Being Modified: | | None | | | |
| Software Environment Changes: | | Need to run a Microsoft Office “Update Now” on all affected computers. | | | |
| Test Verification Date (attach additional test documents if necessary) | | | 11/26/19 – Verified that login now successfully completes. | | |
| Installation Date: | | | 11/26/19 | | |
| Notes: |  | | | | |