# Trouble Shooting

* Link to ‘FormatImport’ or ‘RunMacro’ on “S” can’t find file.  
  **Solution:**  Set new shortcut – the mapping of network drives sometimes mysteriously changes. It must be looking on ‘S’.
* On import the user sees a message stating that x number of records could not be imported and/or were lost/deleted.  
  **Solution:**  If the calendar contained ‘blocked’ time frames, this will happen. Select that option to go ahead and process anyway – all other data will import properly.
* ‘ODBC call failed’ message is received.  
  **Solution:**  This happens if the PC being used did not receive the appropriate DSN installation. Notify the help desk. For Production: DataSource Name = PSR\_Request, Server = coscssqlprod, User = PSR\_User, Password = password. For Test: DataSource Name = PSR\_Dev, Server = coscssqldev, User = PSR\_Dev\_User, Password = password.
* The user is able to open PSR Request but there are no court clerk names available in the dropdown list.  
  **Solution:**  This happens if the PC being used did not receive the appropriate DSN installation for the Under Advisement database. It is this app that provides clerk information.   DataSource Name = UAT, Server = coscssqlprod, User = UAT\_User, Password = prod.
* The user either does not have the ACS\_Calendar shortcut or does have it but is still unable to download calendar information.  
  **Solution:**  The user must have the entire folder ‘S:\share\cust\_svc\greenslips\Glfiles’ on his/her hard drive.  (C:\*Glfiles*)  The shortcut may now be copied to the user’s desktop, if it wasn't already there and the download will succeed.
* The user is receiving error messages regarding merge files when attempting to run the ‘FormatImport’ file.  
  **Solution:**  None.  This function must be performed on a different PC.
* The user is receiving error messages regarding ISAM files when attempting to import calendar data.  
  **Solution:**  None.  This function must be performed on a different PC.
* The user, when attempting to send the notification, is presented with the Internet Connection Wizard.  
  **Solution:**  Open Internet Explorer.   On the menu bar, click on Tools then Internet Options.  Click on the Programs tab.  Change the E-Mail selection to Microsoft Outlook.  You will need to resart your PC for this change to take affect.