

## Database Troubleshooting

Databases can cause you some issues. The easiest way to use a TechnoKids database is to place it on the local computer OR put a copy into EACH student folder. If you do this with the database, rarely do you encounter any issues. However, you may want to SHARE the ONE database with all students. This requires that the database be split. The instructions to share a database are included in the teacher guide. Sometimes, splitting a database can cause issues depending on how your network is set up. Refer to this troubleshooting guide for some tips.

### Test the Database Before Teaching

After you split a database, you need to test to see if it is working properly.

1. As an administrator, open the database and try to view, filter, and add a record. Does it work?
2. Now, open the database as a student. Try to view, filter, and add a record. Does it work?

### Trouble Adding a Record

If the database does not permit you to add a record, there can be several causes. You now need to narrow down the cause of the issue. Unfortunately, with Microsoft Access pinpointing the problem can take some time. Try these suggestions:

- Verify that you split the database correctly.
  - o When you split a database, it has a FRONT END and a BACK END. You must open the FRONT END of the database, not BACK END.
  - o The split database has a FRONT END and a BACK END. They MUST be in the same FOLDER.
  - o The folder that contains the FRONT END and a BACK END must have READ/WRITE privileges set for the users.
- Verify the shortcut to the database. It must be the **UNC path**.

#### **TIPS TO REVEAL THE UNC PATH**

##### **Windows Vista & Windows 7**

1. Click Start and click *Network*.
2. Navigate to the shared location.
3. Click the *Change your View* button in the window and select *Details*.
4. Then inside the folder window, right click on a column heading.
5. Choose *Path* from the list. If Path is not visible, click More and choose Path from the list.

##### **Windows XP**

1. Click Start and click *My Network Places*.
2. Navigate to the shared location.
3. Click the *Tools* menu and choose *Folder Options*.
4. Click the *View* tab.
5. In the Files and Folders section, select the option to "Display the full path in title bar".

- Get your latest Service Patches for Access.
- Get your latest Windows Updates. Look at the optional updates. Sometimes the Net Framework needs updating.
- Access needs to open in "Shared Mode"

##### **OFFICE 2013**

1. Open Microsoft Access.
2. Click *Open Other Files* near the bottom left corner of the window.
3. Click *Options*.
4. Click *Client Settings*.
5. In the Advanced area, check to see if *Shared* is selected under Default Open Mode.

##### **OFFICE 2010**

1. Open Microsoft Access.
2. From the File tab, click *Options*.
3. Click *Client Settings*.
4. In the Advanced area, check to see if *Shared* is selected under Default Open Mode.

**OFFICE 2007**

1. Open Microsoft Access.
2. Click the Office button.
3. Click *Access Options*.
4. Click the *Advanced* tab.
5. In the Advanced area, check to see if *Shared* is selected under Default Open Mode.

**OFFICE 2003**

1. Open Microsoft Access.
2. On the Tools menu, click *Options*.
3. Click the *Advanced* tab.
4. In the *Default Open Mode* area, click *Shared*.

- Open the database manually without using a shortcut. A conflict can be created if a shortcut opens a database in "exclusive" instead of "shared" mode. To prevent this problem, open the database manually.

**Office 2013**

1. Open Microsoft Access.
2. Click *Open Other Files* near the bottom left corner of the window.
3. Click *Computer*.
4. Click *Browse*. Locate the **front end of the database** and then click Open.

**Office 2010**

1. Open Microsoft Access.
2. From the File tab, click *Open*.
3. Locate the **front end of the database** and then click Open.

**Office 2007**

1. Open Microsoft Access.
2. Click the Office button.
3. Click Open.
4. Locate the **front end of the database** and then click Open.

**Office 2003**

1. Open Microsoft Access.
2. Click *Open* on the Standard toolbar.
3. Locate the **front end of the database** and then click Open.

- Contact TechnoKids to get the latest database version. Re-split the database.

Unable to Save a Record

Did you get the error message that *you can't save this record at this time*. This can be very frustrating especially if all your students have completed their record and now can't save the entry. Sometimes, this will only happen on one or two computers, while the rest of the machines are able to save their records. Try the following suggestions to save the work done by students. If you are still unable to save the record, you will need to close the database and get your latest Windows updates.



**Error Message**

If you Cannot Save a Record, Delete the Picture, Resave it as a BMP, then Re-Insert the Image

1. The picture that goes into a record must be a **BITMAP**.
2. Click inside the picture field and press **DELETE** to remove the picture.
3. **LEAVE THE ACCESS DATABASE OPEN WITH YOUR PARTIALLY COMPLETED RECORD ENTRY IN VIEW.**
4. Open the picture in Microsoft Paint.
5. Save the picture as a **24-bit Bitmap**.
6. Select the picture in Paint. Copy the picture.
7. **KEEP MICROSOFT PAINT OPEN.**
8. View the partially completed Access record entry. Right click inside the picture field and select *Paste*.
9. Are you able to save the record now? If not, try the next suggestion.

If you Cannot Save a Record, Copy the Information to the Clipboard and then Paste it in Again*Office 2013, 2010, or 2007*

1. Click on the bar on the left of the record to select it.
2. From the Clipboard group on the Home tab, click *Copy*.
3. Close the form by clicking the *Close* button at the top of the form. Ignore any error messages. If you still cannot close the form, click the *Undo* command on the Quick Access toolbar and then try again to close the form. **DO NOT CLOSE THE DATABASE.**
4. If there is a switchboard, use it to add a record. If there is not, open the Form and click *New* on the Home tab.
5. Click the bar on the left of the record to select it. From the Clipboard group on the Home tab, click *Paste*.
6. Click *Save* on the Records group of the Home tab.
7. Close the form by click the *Close* button at the top of the form.
8. Are you able to save the record now? If not, try the next suggestion.

*Office 2003*

1. Click on the bar on the left of the record to select it.
2. Click *Copy* on the Standard toolbar.
3. Close the form by clicking the *Close* button at the top of the form. Ignore any error messages. If you still cannot close the form, click *Undo* on the Standard toolbar and then try again to close the form. **DO NOT CLOSE THE DATABASE.**
4. If there is a switchboard, use it to add a record. If there is not, open the Form and click *New Record* on the Standard toolbar.
5. Click the bar on the left of the record to select it. Click *Paste* on the Standard toolbar.
6. Click *Save Record* on the Records menu.
7. Close the form by click the *Close* button at the top of the form.
8. Are you able to save the record now? If not, try the next suggestion.

### If you Cannot Save a Record, Update the RecordSet

#### *Office 2013, 2010, or 2007*

1. If you cannot save a record, click *Refresh All* in the Records group on the Home tab.
2. Click *Save* on the Records group of the Home tab.
3. Close the form by click the *Close* button at the top of the form.
4. Are you able to save the record now? If not, you will need to close the form without saving. You must now get the latest Windows updates to see if this solves the problem.

#### *Office 2003*

1. If you cannot save a record, click *Refresh* on the Records menu.
2. Click *Save Record* on the Records menu.
3. Close the form by click the *Close* button at the top of the form.
4. Are you able to save the record now? If not, you will need to close the form without saving. You must now get the latest Windows updates to see if this solves the problem.

### Edit a Record

All TechnoKids forms are designed to permit a record to be added, however you cannot edit the form once the record has been created. This has the benefit of preventing the data from mistakenly being changed. It also has the disadvantage of the record being created in one class. Once the record is clicked OFF, the student cannot EDIT the record.

There is a way to EDIT and DELETE records as an Administrator.

#### *Office 2013,2010, 2007*

1. Login as an administrator.
2. Open the database. (If the database is split, open the FRONT END)
3. Click the File tab or Access button.
4. Click *Options* or *Access Options*.
5. Select *Current Database*.
6. Place a checkmark in the *Display Navigation Pane*.
7. Close the database.
8. Re-open the database. (If the database is split, open the FRONT END)
9. Locate the table in the Navigation Pane that includes the record you want to edit or delete.
10. Double click on the table to open it.
11. Select the record to edit and make the necessary changes.
12. To delete a record, select the row, and then press the DELETE key. Click Yes.
13. To add a picture in a table, copy the image in Paint, then right click on the field in the table and select *Paste*. **YOU WON'T SEE THE PICTURE BUT IT WILL SHOW UP IN FORM VIEW.**
14. Remember to hide the Navigation Pane, once you are finished making the changes.

#### *Office 2003*

1. Login as an administrator.
2. Open the database. (If the database is split, open the FRONT END)
3. From the Windows menu, select *Unhide*. Click *OK*.
4. Click *Tables* in the Objects Bar.
5. Double click on the table that contains the records you want to edit or delete.
6. Select the record to edit and make the necessary changes.
7. To delete a record, select the row, and then press the DELETE key. Click Yes.
8. Close the database.