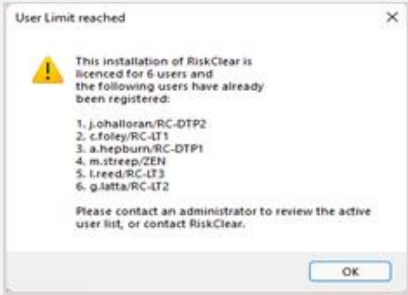
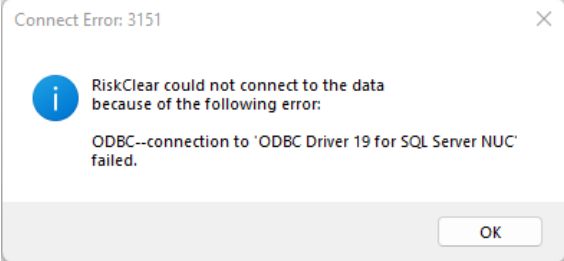
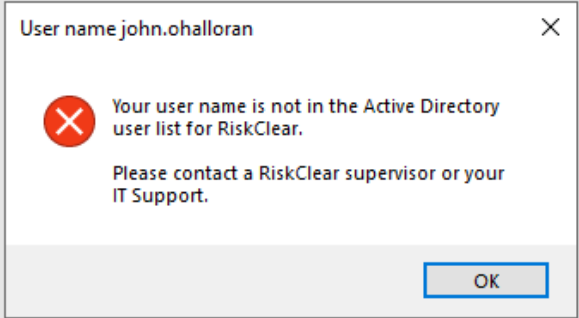
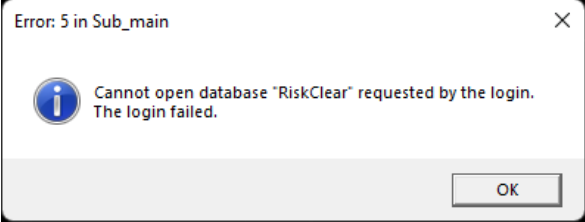


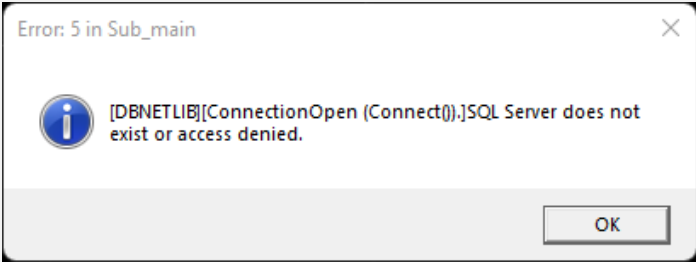
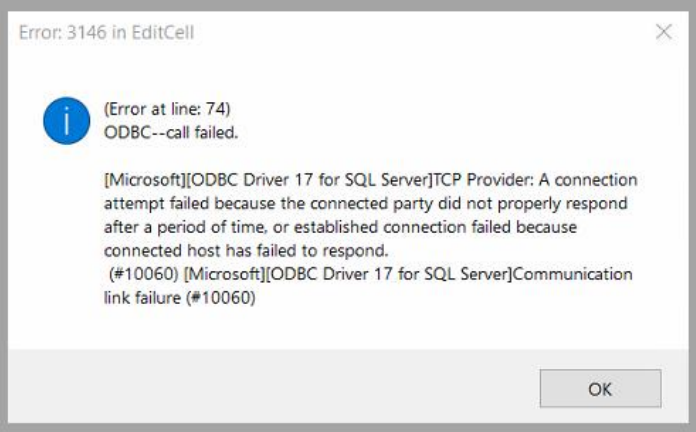
TROUBLE SHOOTING ERROR MESSAGES

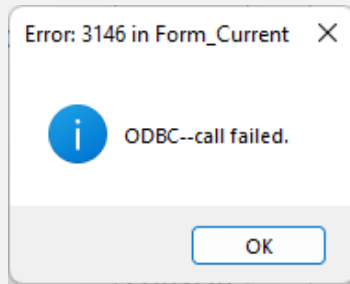
Please follow the instructions below **on who to contact** if the following error messages occur:

Error Message	Contact
 User Limit reached This installation of RiskClear is licensed for 6 users and the following users have already been registered: 1. j.ohalloran/RC-DTP2 2. c.foley/RC-LT1 3. a.hepburn/RC-DTP1 4. m.streep/ZEN 5. l.reed/RC-LT3 6. g.latta/RC-LT2 Please contact an administrator to review the active user list, or contact RiskClear. OK	1. Contact your RiskClear Administrator (e.g. DON or Senior Manager) with access to Permissions to review the active user list. If unable to rectify then: 2. Contact RiskClear Support
 Connect Error: 3151 RiskClear could not connect to the data because of the following error: ODBC--connection to 'ODBC Driver 19 for SQL Server NUC' failed. OK	1. Either the ODBC driver is not installed, or the wrong ODBC version has been configured in the RCDLocal.acdde file. Contact your IT Support or RiskClear to fix this. 2. There is a problem with permissions in the SQL server. Contact your IT Support and check that user is listed in the Security area in SSMS and is mapped to the RiskClear database.
 User name john.ohalloran Your user name is not in the Active Directory user list for RiskClear. Please contact a RiskClear supervisor or your IT Support. OK	1. Contact your IT Support to add User to Active Directory Group

	1. Contact your IT Support and have them add this person's Windows ID to the Active Directory Group or if not using AD Groups add their Windows ID to Security in SSMS and map to RiskClear.
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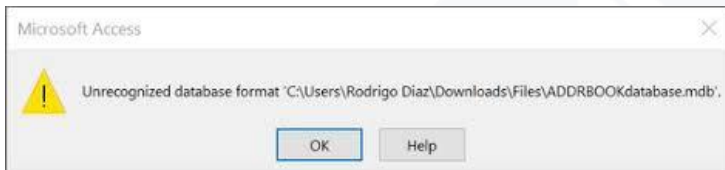
Please follow the instructions below **on who to contact** if the following error messages occur:

Error Message	Contact
	1. Contact your IT Support to check that the SQL server instance is still running. Or for new users have IT check that the correct instance name has been entered in the RCLocal.acdde file in the application folder.
	1. Check your network as this error suggests wi-fi signal drop out. Plug into ethernet if available. 2. Close RiskClear and perform a re-link by right mouse click on the RiskClear Icon on your desktop and select Open and option 2. 3. If unresolved, contact RiskClear Support



1. Close RiskClear and perform a re-link by **right mouse click on the RiskClear Icon** on your desktop and hold the SHIFT button and select **Open** and **option 2**.

2. If unresolved, **contact RiskClear Support**



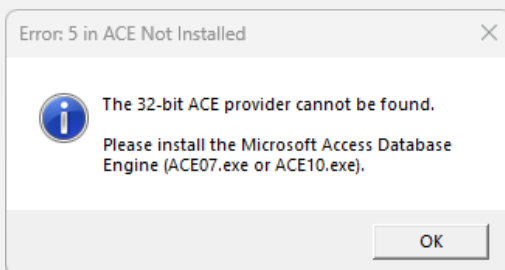
1. RiskClear has become corrupt. Right-click the RiskClear icon, press and hold SHIFT and select "Open" Select 4 Force Update RiskClear.

2. If this does not resolve the error, **contact RiskClear Support**.

Please follow the instructions below **on who to contact** if the following error messages occur:

Error Message

Contact

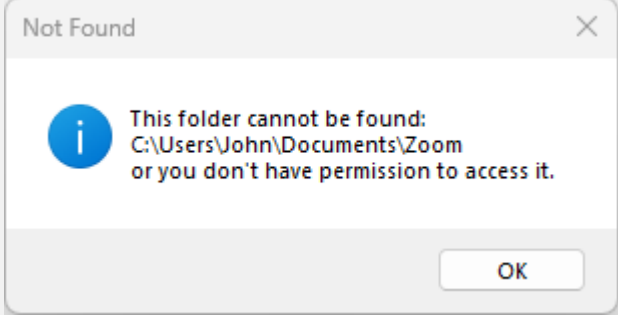


1. **Contact your IT Support** and let them know the ACE driver needs to be installed. Ask your IT Support to download and install it from <https://riskclear.com.au/downloads/ACE10.exe>

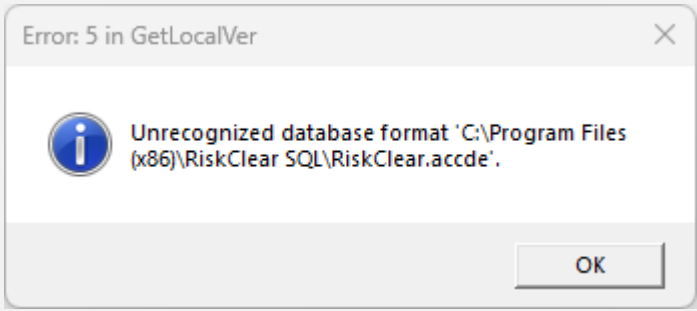
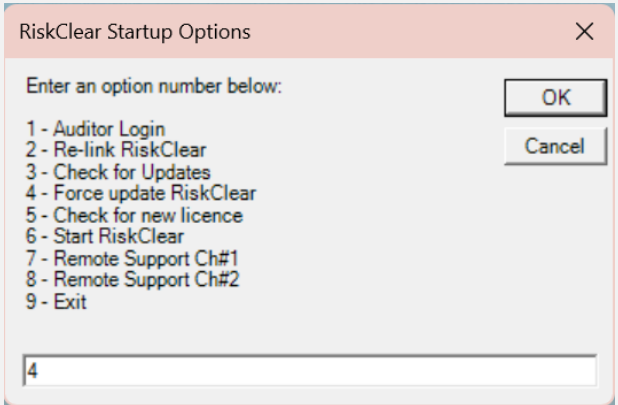


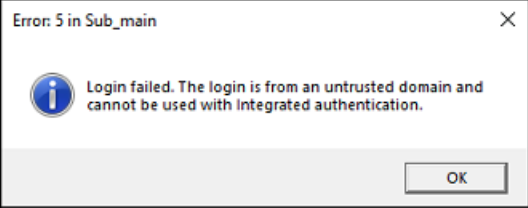
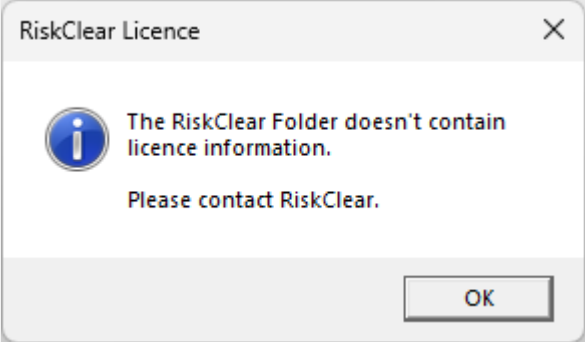
Two versions of Access are most likely installed.

1. **Contact your IT Support** so that they can uninstall the earliest version and then run a repair on Microsoft Office.

	1. Check that the folder shown in the message exists. 2. If it does, contact your IT Support to give you both read and write access to this linked folder/location.
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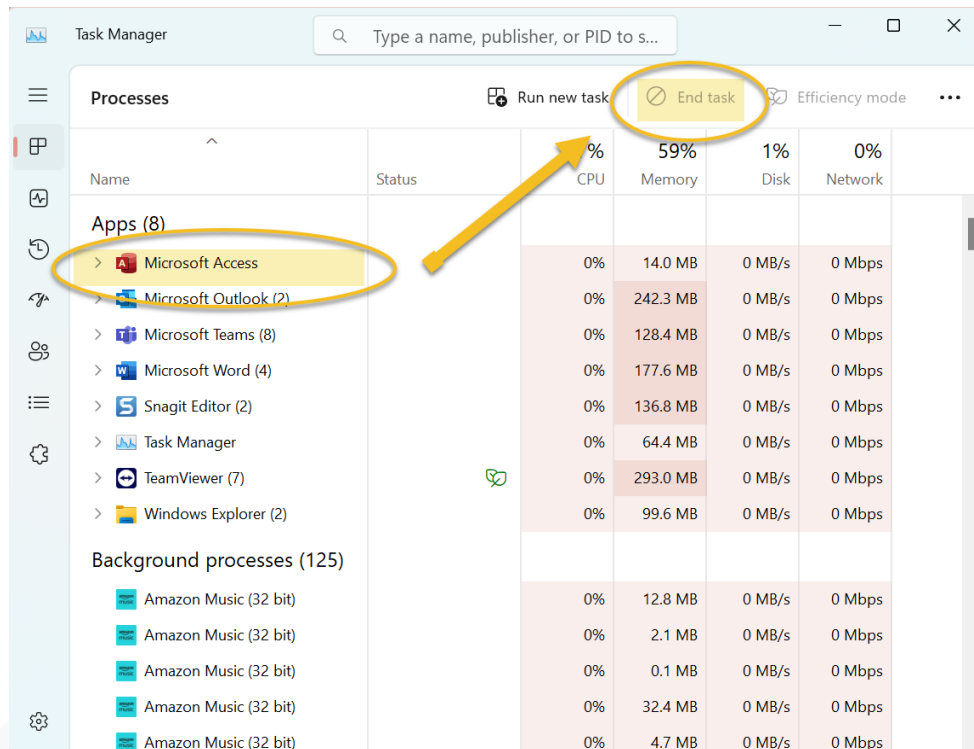
Please follow the instructions below **on who to contact** if the following error messages occur:

Error Message	Contact
	Corrupted RiskClear File – to replace file: 1. Close RiskClear 2. Hold down the SHIFT Key and click on the RiskClear Icon then select Open from the menu. 3. Then type 4, click OK – see below: 

	The PC being used is not domain joined and so SQL has no way of knowing who they are. 1. Contact your IT Support and request they connect you to the domain or create an SQL authentication account and configure RiskClear to use it (configure in RCLocal).
	1. Contact your IT Support and ask them to check whether the user has read/write access to RiskClear share folder 'RiskClear' on the network. In rare cases it maybe that the drive on which the share resides is asleep. IT should set it to be permanently awake.

RiskClear Not Responding Error: When a program is not responding, it means it is having problems communicating with Windows properly. This might be because the program is carrying out some background processes or due to some bugs and other issues.

Can you close RiskClear – if not hold down the **Control-Shift-Esc keys** and the **Task Manager Window** will appear –select Microsoft Access from the list and **click END TASK** (see diagram below).



Now that you are out of RiskClear you can try **re-starting your machine** – often a re-boot will fix it. If after doing that you are still having issues, we would suggest **contacting your IT Support** as it may be a network connection or internet connection issue.