DEPARTMENT OF HEALTH

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Client Information System (CIS) Frequently Asked Questions

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Frequently Asked Questions

Many days BDAP receives telephone calls from Facility CIS users and SCA CIS users concerning CIS questions. A general category for these questions has been created followed by a list of these questions or problems that are encountered most frequently by the CIS users within each of these categories. The general categories of questions are:

- Archival – July
- Access to CIS
- CIS Application
- CIS Backup & Restore
- Error Corrections
- Printing
- Transfer File Size Problems
- Other/Misc.

A link to the recommended response is provided after each question in the all of these general categories. A link back to the general category is provided after each response.

The instructions provided in many of the responses in this document apply to Microsoft Windows XP and 2000 operating systems since those are the operating systems of the majority of the CIS users' computers.

> **Windows Vista Users:** Windows Vista is the newest Microsoft Windows operating system that has more functionality and is different in appearance from Windows XP and 2000, such as the option "My Computer" in Windows XP and 2000 is now "Computer" in Windows Vista. When executing the steps in these instructions using the Windows "Explore" option, the steps in the Windows Vista operating system may be slightly different than those in these instructions due to the method of presentation/appearance in Windows Vista. The options from the Start menu, "All Programs" are very similar to Windows XP and 2000. Ask your IT person for help if you are having problems finding an option in these instructions using Windows Vista.

Archival - July

How can the Fiscal Year CIS archival process in July be delayed until I enter all my June CIS data?
Delay July Fiscal Year Archival – Facility User
Delay July Fiscal Year Archival – SCA User

Access to CIS

As a **new Facility/Provider**, how do I install CIS for the Facility on my computer?
Installing CIS – a new Facility.

As a **new SCA**, how do I install CIS for the SCA on my computer?
Installing CIS – a new SCA

Why am I unable to access the CIS application and getting the message that the files are "Read Only"?
Unable to Access CIS

When installing CIS, how do I edit the config.sys or config.nt file?
Editing the config.sys or config.nt File

How do I move my **Facility CIS** application and files from one computer to another computer?
Moving Facility CIS from One Computer to Another Computer

How do I move my **SCA CIS application** and files from one computer to another computer?
Moving SCA CIS from One Computer to Another Computer

My System Administrator Login was deleted and I cannot get into CIS. How can I get into CIS now?
System Administrator Login Deleted – Unable to get into CIS

CIS Application

How do I use CIS?
Using CIS – Facility User Manuals
Using CIS – SCA User Manuals

Why can I not see the Data Transfer Menu in the System Administrator Menu when I could see it before? No one else here can see this menu either.
Unable to See Data Transfer Menu in System Administrator Menu Now

Once in the CIS application, why can I not see all of the menus that I need to see?
Unable to See Menus in CIS

Why aren't some counselor's names showing up on the popup?
Counselor Names Not on Popup List

Why am I not able to re-admit a client?
Unable to re-admit a client

Why is HealthChoices not listed in the Insurance popup?
HealthChoices not on Popup List

Why is a Provider/Facility not in my Active Provider List?
Provider is not in Active Provider List – Facility User.
Provider is not in Active Provider List – SCA User.

How do I add a Provider/Facility to my Master List?
Provider is not in Master Facility List – Facility User
Change Name of Provider in Master Facility List – SCA User

How do I change the name of a Provider/Facility in my Master List?
Change Name of Provider in Master Facility List – Facility User
Change Name of Provider in Master Facility List – SCA User

How do I delete/correct an incorrect Client ID in my CIS database?
Delete/Correct Incorrect Client ID in CIS database – Facility User
Delete Incorrect Client ID in CIS database – SCA User

CIS Backup & Restore

How do I create backup diskettes for CIS?
Perform Backup of CIS

The computer I was using for CIS crashed and I can no longer access my Facility CIS application. How can I get into my Facility CIS again and access all my CIS data? To restore CIS, choose the link for one of the four options below that best fits your situation:

I am using the same CIS computer and using my CIS backup diskettes
Restoring Facility CIS on the Same Computer Using CIS Backup Diskettes

I am using a new/different computer for CIS and using my CIS backup diskettes:
Restoring Facility CIS on a New Computer Using CIS Backup Diskettes

I am using the same CIS computer and have no CIS backup diskettes:
Restoring Facility CIS on the Same Computer – No CIS Backup Diskettes

I am using a new/different computer for CIS and have no CIS backup diskettes:
Restoring Facility CIS on a New Computer - No CIS Backup Diskettes

Error Corrections

What should I do when I get errors when I run the Integrity Test?
Integrity Test Errors – Facility User
Integrity Test Errors – SCA User

How can the errors I am getting when I try to read a Provider's Transfer Files be corrected?
Errors on Provider's transfer files when read by SCA – Facility Reset.

What is causing weird or unusual error messages when I am in CIS?
Strange or Unusual Error Messages

Printing

What do I have to do for CIS when I am installing a new printer?
New Printer Installation

Transfer File Size Problems

My backup of the transfer files is too large to fit on a disk. How can I fit the backup of the transfer files on one disk?
Backup of transfer file is too big to fit on a disk

My transfer files are too large to send in an email or on one disk. How can I make the transfer files smaller to send to the SCA?
Transfer file is too big to send

How can I read the compressed transfer files from a Provider?
Uncompress Provider Transfer Files

Other/Misc

How can I generate a unique client number?
Generating a unique client number

Why is the SCA getting disks from a Provider who is not on my Active Providers List?
SCA Getting disks from Provider not on their List

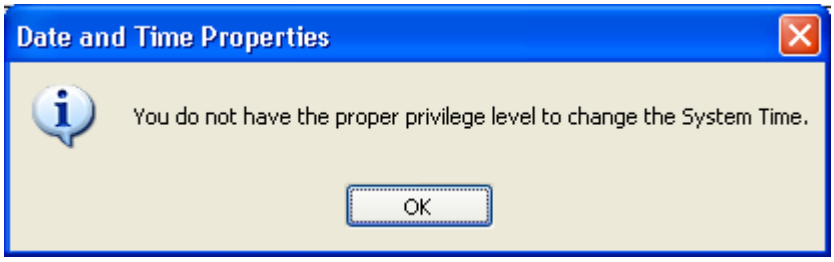
Delay July Fiscal Year Archival – Facility User

The instructions that follow provide the steps to be followed by the Facility user to delay the Fiscal Year Archival process upon login to the CIS application on upon first login in July until all client data for the previous Fiscal year has been entered into CIS.

1. If you get the red box that the CIS has detected a change in fiscal years, and states that you must archive the old records, press a key and the next screen should ask if you have five formatted floppy disks. If you have not entered all of your June data, then select NO and you will be taken out of the CIS program.

2. Change the system date on your computer in one of the following ways:
   a. Click Start/Select Control Panel/Select Date and Time/Change Date to June 30 and click <Apply>
   b. On right bottom corner of the monitor, place mouse over time/Right click Mouse/Select "Adjust Date/Time"/ Change date to June 30 and click <Apply>

   Note: If the following screen appears when selecting the option to change the time/date, you must ask a person on the IT staff to temporarily grant System Administrator rights to your computer to change the date or have them change it to June 30.



3. After the date has been changed to June 30, return to the CIS application.
4. Complete entry of client data for services and activities through June 30.
5. Create the monthly transfer file for their SCA***(See Note Below)**
6. Copy the transfer files on a floppy disk for each SCA that is to receive the transfer file, or simply attach the transfer files to an email to all SCAs involved.
7. As you exit from the CIS application, and when the system asks you to do so, create a backup of the client data files.

8. Change the system date back to the current July date on your computer in one of the following ways:
   a. Click Start/Select Control Panel/Select Date and Time/Change Date to July 1 or the current day in July if not July 1and click <Apply>
   b. On right bottom corner of the monitor, place mouse over time/Right click Mouse/Select "Adjust Date/Time"/ Change date to July 1 or the current day in July if not July 1and click <Apply>.

9. If you were granted temporary System Administrator rights to your computer to change the date, inform the IT staff that they may now remove the System Administrator rights

to the computer or ask the IT staff to change the date on their computer back to the current date.

10. Go back into CIS and it will prompt you to do the Fiscal Year Archival. The application states that you will need 5 formatted disks, but you probably will not need 5.

11. Upon obtaining the 1 or 2 disks, perform the Fiscal Year Archival.

***Note: Steps 5 and 6 for the creation of the transfer files for the SCA and creation of the copies of the transfer files for each SCA may also be performed after the Fiscal Year Archival process is completed in Step 11.**

Back to Archival - July

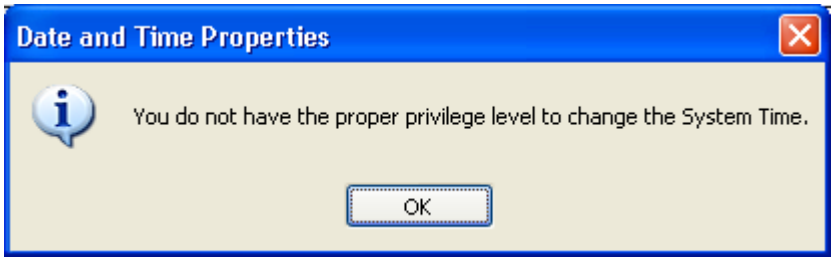
Delay July Fiscal Year Archival – SCA User

The instructions that follow provide the steps to be followed by the SCA user to delay the Fiscal Year Archival process upon login to the CIS application upon first login in July until all client data for the previous Fiscal year has been entered into CIS.

1. If you get the red box that the CIS has detected a change in fiscal years, and states that you must archive the old records, press a key and the next screen should ask if you have five formatted floppy disks. If you have not entered all of your June data, then select NO and you will be taken out of the CIS program.

2. Change the system date on your computer in one of the following ways:
   a. Click Start/Select Control Panel/Select Date and Time/Change Date to June 30 and click <Apply>
   b. On right bottom corner of the monitor, place mouse over time/Right click Mouse/Select "Adjust Date/Time"/ Change date to June 30 and click <Apply>

   Note: If the following screen appears when selecting the option to change the time/date, you must ask a person on the IT staff to temporarily grant System Administrator rights to your computer to change the date or have them change it to June 30.



3. After the date has been changed to June 30, return to the CIS application.
4. Read in the June data transfers from the providers.
5. Create the monthly transfer file for BDAP***(See Note Below)**

6. Exit from the CIS application, and when the system asks you to do so, create a backup of the client data files since this is the last activity for the Fiscal Year.
7. Change the system date back to the current July date on your computer in one of the following ways:
    c. Click Start/Select Control Panel/Select Date and Time/Change Date to July 1 or the current day in July if not July 1and click <Apply>
    d. On right bottom corner of the monitor, place mouse over time/Right click Mouse/Select "Adjust Date/Time"/ Change date to July 1 or the current day in July if not July 1and click <Apply>.
8. If you were granted temporary System Administrator rights to your computer to change the date, inform the IT staff that they may now remove the System Administrator rights to the computer or ask the IT staff to change the date on your computer back to the current date.
9. Go back into CIS and it will prompt you to do the Fiscal Year Archival. The application states that you will need 5 formatted disks, but you probably will not need 5.
10. Upon obtaining the 4 or 5 disks, perform the Fiscal Year Archival.

***Note: Steps 4 and 5 for the creation of the transfer files for BDAP may also be performed after the Fiscal Year Archival process is completed in**

Back to Archival - July

Installing CIS – a new Facility

For installing CIS, go to the following url for instructions and the files needed to install CIS and all upgrades: http://bdap.health.state.pa.us/cisdownload/Provider.htm

For the CIS Facility Level User Manual, click here.

For the CIS Facility Level System Administrator User's Guide click here.

For the CIS Facility Level Technical Supplement click here.

Back to Access to CIS

Installing CIS – a new SCA

For installing CIS, go to the following url for instructions and the files needed to install CIS and all upgrades: http://bdap.health.state.pa.us/cisdownload/SCA.htm

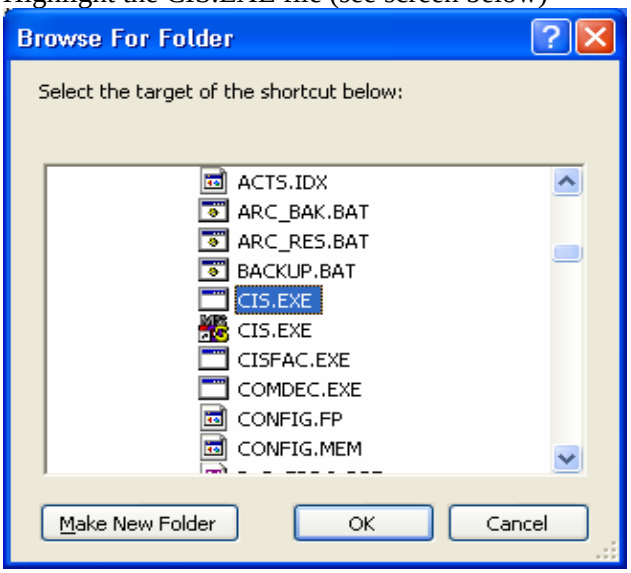
For the CIS SCA Level User Manual, click here.

Back to Access to CIS

Unable to Access CIS

This usually happens when the CIS application is already open and minimized. Check the bottom of your screen to see if you already have CIS open. If so, maximize it so you can continue working in it. If this is not the case you may be using the wrong .exe file as the path on your CIS shortcut. For the Facility CIS application, the path in your CIS shortcut needs to be – C:\CISFAC\CIS.EXE. For the SCA CIS application, the path in your CIS shortcut box needs to be – C:\CISSCA\CIS.EXE. To see the path in your CIS shortcut, right click on your CIS shortcut on your desktop, select Properties and select the Program tab. The top box should have "CIS.EXE"and the Cmd Line box should have the path C:\CISFAC\CIS.EXE for the Facility CIS application or C:\CISSCA\CIS.EXE for the SCA CIS application. If this information is not present in your shortcut, follow these steps:

1. Go to your Windows Desktop
2. Right click your mouse on an open space on your Windows desktop
3. Select New
4. Select Shortcut
5. Select Browse
6. Select My Computer
7. Select Local Disk (C:)
8. Select the CISFAC folder (For the SCA CIS application, select the CISSCA folder)
9. Highlight the CIS.EXE file (see screen below)



10. Select OK
11. Select "Next"
12. In the "Type in a name" text box, enter the name of your new shortcut that is different from your old shortcut
13. Select "Next"
14. Select the MSDOS icon on top left
15. Select "Finish"
16. Remove the old shortcut, by right clicking your mouse on the old shortcut on your desktop and selecting "Delete"

Back to Access to CIS

Editing the config.sys or config.nt File

As part of the installation of CIS, editing the config.sys or the config.nt file is the last step in completing the installation. **If you have Windows 2000 and above including XP on your computer**, follow these steps to edit your config.nt for CIS:

1. Select "Start" at the left corner of your screen
2. Select "All Programs"
3. Select "Accessories"
4. Select "Command Prompt" (black DOS box)
5. Enter the following command where the cursor appears in the black command box:

   cd c:\windows\system32
6. Press <Enter> key
7. Enter the following command:

   edit config.nt
8. Press <Enter> key
9. Scroll to the bottom of the file in the blue box using the arrow keys
10. Change **files= 40** to **files=70**
11. Press <Enter> to go to the next line
12. Enter the following: **buffers=20**
13. Select *File* at the top of the screen
14. Select *Save*
15. Select *File* at the top of the screen
16. Select *Exit*
17. Close the Command Prompt window
18. No need to restart your computer for this change

If you have Windows 98 or below on your computer, follow these steps to edit your config.sys for CIS.

1. Left click on Start at the left corner of your screen
   a. Select "All Programs"
   b. Select "Accessories"
   c. Select "Command Prompt" (black DOS box)
2. Enter the following command where the cursor appears in the black command box:

   cd c:
3. Press <Enter> key
4. Enter the following command:

   edit config.sys
5. Press <Enter> key
6. Scroll to the bottom of the file in the blue box using the arrow keys
7. Change **files= 40** to **files=70**
8. Press <Enter> to go to the next line
9. Enter the following: **buffers=20**
10. Select *File* at the top of the screen
11. Select *Save*
12. Select *File* at the top of the screen
13. Select *Exit*
14. Close the Command Prompt window
15. **Restart your computer**

Back to Access to CIS

Moving Facility CIS from One Computer to Another Computer

When the Facility CIS application needs to be moved from one computer to another computer at the Provider site, the application must be copied to a removable storage media, such as a thumb drive or USB drive, CD, etc. and then copied from that removable storage media to the new computer. The steps that follow provide all the instructions for moving the application to a new computer:

1. To copy the Facility CIS application from the current computer, you will need to have a removable storage medium that will be able to store the entire application ready and follow these steps:
    a. Attach/load removable storage media to your old CIS computer
    b. Left click on "Start" at the bottom of your screen
    c. Select "My Computer"
    d. Under Hard Disk Drives, highlight "Local Disk (C:)"
    e. Press <Enter> key
    f. Highlight the CISFAC folder
    g. Select "Copy this Folder" from left side under File and Folder Tasks
    h. **Highlight the drive where your removable storage media is loaded/attached**
    i. Select "Copy" to copy the folder on the C: drive to the removable storage media
    j. When the copy has been completed, close this window
    k. Safely remove the removable storage device and take it to the new Facility CIS computer.
    l. Close this window

2. To load the CIS application from the removable storage medium where you have copied it, follow these steps:
    a. Place removable storage medium in the proper drive on the new computer
    b. Left click on "Start" at the bottom of your screen
    c. Select "My Computer"
    d. Find the removable medium and highlight the removable medium"
    e. Press <Enter> key
    f. Highlight the CISFAC folder in the removable medium
    g. Select "Copy this Folder" from left side under File and Folder Tasks
    h. Highlight "Local Disk (C:)"
    i. Select "Copy"
    j. Select "My Computer" from left side of screen
    k. Highlight "Local Disk (C:)"
    l. Press <Enter> key

    You will see the CISFAC folder in the list of folders on your root C: drive

    m. Close this window

3. You now must edit your config.nt or config.sys depending on the Windows operating system on the new computer:

    If you have **Windows 2000 and above including XP on your computer**, follow these steps to edit your **config.nt** for CIS:

    a. If you are already in the Command Prompt go to Step 2. If you are not in the Command Prompt, follow these steps:
        i. Select "Start" at the left corner of your screen
        ii. Select "All Programs"
        iii. Select "Accessories"
        iv. Select "Command Prompt" (black DOS box)
    b. Enter the following command where the cursor appears in the black command box:

cd c:\windows\system32

c. Press <Enter> key
d. Enter the following command:

edit config.nt

e. Press <Enter> key
f. Scroll to the bottom of the file in the blue box using the arrow keys
g. Change **files= 40** to **files=70**
h. Press <Enter> to go to the next line
i. Enter the following: **buffers=20**
j. Select *File* at the top of the screen
k. Select *Save*
l. Select *File* at the top of the screen
m. Select *Exit*
n. Close the Command Prompt window
o. No need to restart your computer for this change
p. Go to Step 4

If you have **Windows 98 or below on your computer**, follow these steps to edit your config.sys for CIS:

a. If you are already in the Command Prompt go to Step 2. If you are not in the Command Prompt, follow these steps:
   i. Left click on Start at the left corner of your screen
   ii. Select "All Programs"
   iii. Select "Accessories"
   iv. Select "Command Prompt" (black DOS box)
b. Enter the following command where the cursor appears in the black command box:

cd c:

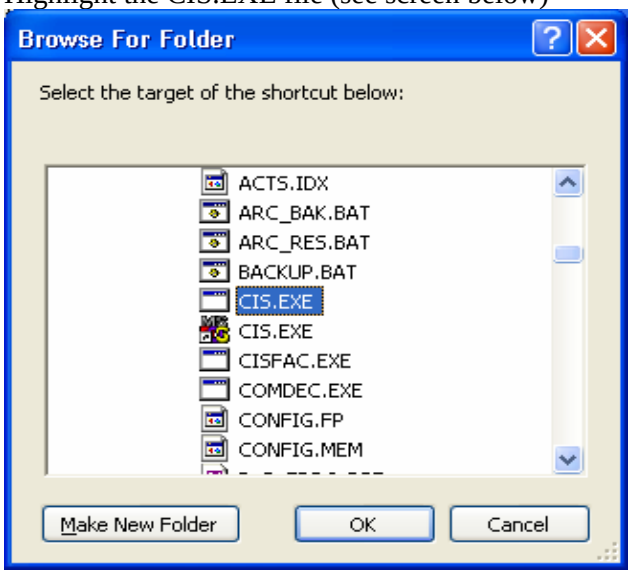
c. Press <Enter> key
d. Enter the following command:

edit config.sys

e. Press <Enter> key
f. Scroll to the bottom of the file in the blue box using the arrow keys
g. Change files= 40 to files=70
h. Press <Enter> to go to the next line
i. Enter the following: buffers=20
j. Select *File* at the top of the screen
k. Select *Save*
l. Select *File* at the top of the screen
m. Select *Exit*
n. Close the Command Prompt window
o. Restart your computer
p. Go to the next step

4. You now must create a shortcut to the application on your Windows Desktop. To create a shortcut for your CIS Facility application, follow these steps:
   a. Go to or return to your Windows Desktop
   b. Right click your mouse on an open space on your Windows desktop
   c. Select New
   d. Select Shortcut

e. Select Browse
f. Select My Computer
g. Select Local Disk (C:)
h. Select the CISFAC folder
i. Highlight the CIS.EXE file (see screen below)



j. Select OK
k. Select "Next"
l. In the "Type in a name" text box, type **CISFAC**
m. Select Next
n. Select the MSDOS icon at the top left
o. Select Finish

You have completed your move of your Facility CIS application to the new computer. By double-clicking on the CISFAC shortcut icon on your desktop on the new computer, you will start the CIS Facility application. Go into the application and check to make sure that you see your providers and clients in the application. All data and user files from the Facility CIS application that was moved from the old computer should be present. If all appears in order, proceed with using the new computer for the Facility CIS from this point forward.

Back to Access to CIS

Moving SCA CIS from One Computer to Another Computer

When the SCA CIS application needs to be moved from one computer to another computer at the SCA site, the application must be copied to a removable storage media, such as a thumb drive or USB drive, CD, etc. and then copied from that removable storage media to the new computer. The steps that follow provide all the instructions for moving the application to a new computer:

1. To copy the SCA CIS application from the current computer, you will need to have a removable storage medium that will be able to store the entire application ready and follow these steps:
   a. Attached/load removable storage media to your old CIS computer
   b. Left click on "Start" at the bottom of your screen
   c. Select "My Computer"

d. Under Hard Disk Drives, highlight "Local Disk (C:)"
e. Press <Enter> key
f. Highlight the CISSCA folder
g. Select "Copy this Folder" from left side under File and Folder Tasks
h. Highlight the drive where your removable storage media is loaded/attached
i. Select "Copy" to copy the folder on the C: drive to the removable storage media
j. When the copy has been completed, close this window
k. Safely remove the removable storage device and take to the new computer.

2. To load the SCA CIS application from the removable storage medium where you have copied it, follow these steps:
   a. Place removable storage medium in the proper drive on the new computer
   b. Left click on "Start" at the bottom of your screen
   c. Select "My Computer"
   d. Find the removable medium and highlight the removable medium"
   e. Press <Enter> key
   f. Highlight the CISSCA folder in the removable medium
   g. Select "Copy this Folder" from left side under File and Folder Tasks
   h. Highlight "Local Disk (C:)"
   i. Select "Copy"
   j. Select "My Computer" from left side of screen
   k. Highlight "Local Disk (C:)"
   l. Press <Enter> key

   You will see the CISSCA folder in the list of folders on your root C: drive

   m. Close this window
   n. Safely remove the removable storage device

3. You now must edit your config.nt or config.sys depending on the Windows operating system on the new computer:

   If you have **Windows 2000 and above including XP on your computer**, follow these steps to edit your **config.nt** for CIS:

   a. If you are already in the Command Prompt go to Step 2. If you are not in the Command Prompt, follow these steps:
      i. Select "Start" at the left corner of your screen
      ii. Select "All Programs"
      iii. Select "Accessories"
      iv. Select "Command Prompt" (black DOS box)
   b. Enter the following command where the cursor appears in the black command box:

      cd c:\windows\system32

   c. Press <Enter> key
   d. Enter the following command:

      edit config.nt

   e. Press <Enter> key
   f. Scroll to the bottom of the file in the blue box using the arrow keys
   g. Change **files= 40** to **files=70**
   h. Press <Enter> to go to the next line
   i. Enter the following: **buffers=20**
   j. Select *File* at the top of the screen
   k. Select *Save*

l. Select *File* at the top of the screen
m. Select *Exit*
n. Close the Command Prompt window
o. No need to restart your computer for this change
p. Go to Step 4

If you have **Windows 98 or below on your computer**, follow these steps to edit your config.sys for CIS:

a. If you are already in the Command Prompt go to Step 2. If you are not in the Command Prompt, follow these steps:
   i. Left click on Start at the left corner of your screen
   ii. Select "All Programs"
   iii. Select "Accessories"
   iv. Select "Command Prompt" (black DOS box)
b. Enter the following command where the cursor appears in the black command box:

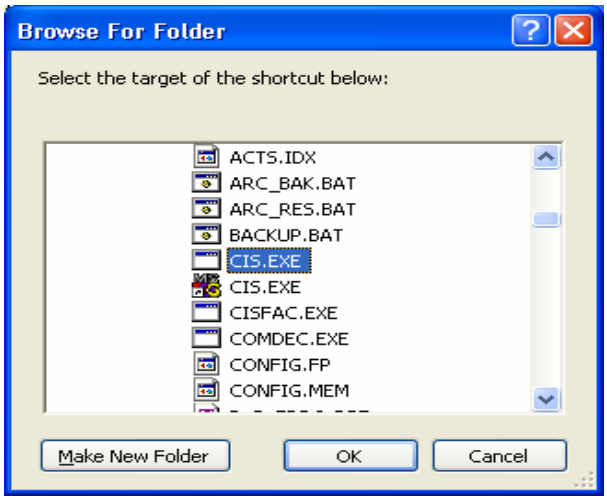
   cd c:

c. Press <Enter> key
d. Enter the following command:

   edit config.sys

e. Press <Enter> key
f. Scroll to the bottom of the file in the blue box using the arrow keys
g. Change files= 40 to files=70
h. Press <Enter> to go to the next line
i. Enter the following: buffers=20
j. Select *File* at the top of the screen
k. Select *Save*
l. Select *File* at the top of the screen
m. Select *Exit*
n. Close the Command Prompt window
o. Restart your computer
p. Go to the next step

4. You now must create a shortcut to the application on your Windows Desktop. To create a shortcut for your CIS SCA application, follow these steps:
   a. Go to or return to your Windows Desktop
   b. Right click your mouse on an open space on your Windows desktop
   c. Select New
   d. Select Shortcut
   e. Select Browse
   f. Select My Computer
   g. Select Local Disk (C:)
   h. Select the CISSCA folder
   i. Highlight the CIS.EXE file (see screen on next page)



j. Select OK
k. Select "Next"
l. In the "Type in a name" text box, type **CISSCA**
m. Select Next
n. Select the MSDOS icon at the top left
o. Select Finish

You have completed your move of your SCA CIS application to the new computer. By double-clicking on the CISFAC shortcut icon on your desktop on the new computer, you will start the CIS SCA application. Go into the application and check to make sure that you see your providers and clients in the application. All data and user files from the SCA CIS application that was moved from the old computer should be present. If all appears in order, proceed with using the new computer for the SCA CIS from this point forward.

Back to Access to CIS

System Administrator Login Deleted – Unable to get into CIS

Contact BDAP via an email with "**CIS System Admin Login Deleted**" in the Subject line to receive instructions to access your CIS application and restore the System Administrator Login. In the body of the email, include the information requested by BDAP concerning emails

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Using CIS – Facility User Manuals

A Client Information System Facility Level User's Manual is available for users of the CIS. This manual provides step-by-step instructions for the use of CIS and the functionality provided in the system. This User's Manual can be referenced by clicking here. The CIS Facility System Administrator Menu has additional menu options, such as "Data Transfer Menu", for those users that have System Administrator security access. A Client Information System Facility Level System Administrator User's Guide is available for the Facility User with a higher level of security. This User's Guide can be referenced by clicking here The Technical Supplement that contains additional technical information about CIS files and system information can be referenced by clicking here.

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Using CIS – SCA User Manuals

A Client Information System SCA Level User's Manual is available for users of the CIS. This manual provides step-by-step instructions for the use of CIS and the functionality provided in the system. This User's Manual can be referenced by clicking here. The Technical Supplement that contains additional technical information about CIS files and system information can be referenced by clicking here.

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Unable to See Data Transfer Menu in System Administrator Menu Now

Your security level on the "Users/counselors" section as a User may have been modified when changes were made to your user profile and is now not high enough to allow you to see all the menus. Go into CIS under the default system administrator login and password (login=**123456789**, password=**dba**). Follow these steps to modify your security level:

1. Select *System Administrator Menu* from the *Main Menu*
2. Select *System User/Counselor Information*
3. Select *Edit an existing user* and press <Enter> key
4. Use the arrow keys to go to the box at the bottom of the screen showing a userid, number and name
5. When box with user id and name is highlighted, press <Enter> key
6. Use the arrow keys to find your name in the list of users
7. When your name and user id is highlighted in the box, press <Enter> key
8. OK will be highlighted, press <Enter> key
9. Select *Sec Level* field
10. Enter a "9" in Sec Level field
11. Press <Enter> key
12. Select OK
13. Press <Enter> key.
14. Press <ESC> key

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Unable to See Menus in CIS

Your security level on the "Users/counselors" section as a User is not high enough to allow you to see all the menus. Go into CIS under the default login and password (login=**123456789**, password=**dba**). Follow these steps to modify your security level:

15. Select *System Administrator Menu* from the *Main Menu*
16. Select *System User/Counselor Information*
17. Select *Edit an existing user* and press <Enter> key
18. Use the arrow keys to go to the box at the bottom of the screen showing a userid, number and name
19. When box with user id and name is highlighted, press <Enter> key
20. Use the arrow keys to find your name in the list of users
21. When your name and user id is highlighted in the box, press <Enter> key
22. OK will be highlighted, press <Enter> key
23. Select *Sec Level* field
24. Enter a "9" in Sec Level field
25. Press <Enter> key
26. Select OK
27. Press <Enter> key.
28. Press <ESC> key

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Counselor Names Not on Popup List

Either the counselor was not added in the User/Counselor section, or if they were added, "counselor" was not selected as their job classification. If they were not added, follow these steps to add the counselor:

1. Select *System Administrator Menu* from the *Main Menu*
2. Select *System User/Counselor Information*
3. Select *Edit an existing user* and press <Enter> key
4. Use the arrow keys to go to the box at the bottom of the screen showing a userid, number and name
5. When the user id and name is highlighted in the box, press <Enter> key
6. Use the arrow keys to find the Find missing counselor on the list of users
7. If counselor name is found, select/highlight that counselor and press <Enter> key
8. OK will be highlighted, Press <Enter> key
9. Select *Job Classification* field and press <Enter> key
10. User the arrow keys to highlight Counselor and press <Enter> key
11. Select OK.
12. If counselor name is not found, select key to go back to previous screen
13. Select Add a new user and press <Enter> key.
14. Follow system prompts to add the counselor to the user list making sure to select "Counselor" as their job classification

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Unable to re-admit a client

You are putting something different in one of the three key fields (birth last name, birth date or social security number) from the first admission. If the first admission was wrong, delete that record by following these steps:

1. Login to your CIS Facility application
2. Select *Initial Client Information* from the *Main Menu*
3. Select default *Retrieve Information on an existing Client*
4. Select Provider for that incorrect client
5. Select an Identification Method and enter the appropriate information to retrieve the incorrect client information
6. Select <OK>
7. Make sure this is the incorrect client and that you have all the information that has been entered about that client.
8. Press <Ctrl> <Delete> keys at the same time and press any key to remove message displayed.
    a. If you are unable to delete the incorrect client information, you will see a message that you cannot delete a record that was sent to the SCA. Perform CIS Database Reset as follows:
        i. Select *System Administration Menu* from the *Main Menu*
        ii. Select *Data Transfer Menu*
        iii. Select *CIS Database Reset Section*
        iv. Select *Reset*
        v. Select *<Yes> to continue with the reset*
    b. Then repeat steps 2 through 8 above.
9. Select <Yes> if you are sure this is the incorrect client id and press <Enter> key
10. Re-enter all the client information that was removed under the correct client identifier.
11. You will now be able to readmit that client using CIS.

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HealthChoices not on Popup List

If you do not see HealthChoices in your popup, you did not load the last file when installing CIS. To correct this problem, you will need to perform one part of Part 1 and all of Part 4 of the installation of the upgrade for Popups that is shown in the Facility CIS installation instructions by clicking here or shown in the SCA CIS installation instructions by clicking here. Using the last file – Disk 3 - listed on the website, you will need to create the file on your C: drive and uncompress it using the instructions on the website for copying and uncompressing only Disk 3 in Part 1 of the instructions. Then go straight to Part 4 of these instructions on the website for installing Upgrade Two HealthChoices in your CIS program using the contents of the uncompressed file.

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Provider is not in Active Provider List – Facility User.

The Provider must first be in your "Master List" of providers/facilities before they may be added to your Active Provider List. You must then add it to the "Active Provider List" by performing the instructions that follow in the CIS application to add the Provider to your Active Provider List:

1. Select *System Administrator Menu* from the *Main Menu*
2. Select *System Facility List Master Manipulation*
3. Locate the Facility in the Master List by using the PgDp or PgDn option
4. If the Facility is not in the Master List, it must be added to the master list:
    a. Follow the instructions provided at Provider is not in Master Facility List – Facility User
    b. Continue with step 6 in these instructions
5. If the current name has been changed from the name in the list, follow these steps:
    a. Select <Edit>
    b. Enter the 6 digit Facility Number of the Facility name to be changed
    c. Change the name in the box shown to the correct name
    d. Select OK
    e. If this Provider was an original BDAP Provider, the application will not allow you to change the name in the application. If this happens, follow the instructions provided at Change Name of Provider in Master Facility List – Facility User
    f. Inform your SCA of these name changes when you send your next set of Transfer Files
    g. Continue with step 6 in these instructions
6. Write down the Facility Number of the Facility you are going to add to your Active Provider List while in the Master List
7. Press <Esc> key to return to the System Administrator Menu
8. In the *System Administrator Menu*, select *Active Provider List Manipulation*
9. Select <Add> option
10. Enter the 6 digit Facility Number you are adding to your Active Provider List when prompted by the application
11. Select <Edit>
12. Add the Treatment Activity approach by selecting <Add> and selecting one approach from the popup and entering the number of beds for Bed Capacity (if appropriate) for this approach. Repeat this process for as many treatment approaches for the Facility by using the Add, Edit and Delete options on the screen.
13. Select <Exit> when finished
14. Select <Exit> to exit from the Active Provider List
15. Select <Esc> to return the *Main Menu*

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Provider is not in Active Provider List – SCA User.

The Provider must first be in your "Master List" of providers/facilities before they may be added to your Active Provider List. The Provider name in the Active Provider List for the SCA must be identical to that of the Provider, right down to a space, period, etc. You must then add it to the "Active Provider List" by

performing the instructions that follow in the CIS application to add the Provider to your Active Provider List:

1. Select *System Administrator Menu* from the *Main Menu*
2. Select *Facility List Master Management*
3. Locate the Facility in the Master List by using the PgDp or PgDn option
4. If the Facility is not in the Master List, it must be added to the master list:
    a. Follow the instructions provided at Provider is not in Master Facility List – SCA User
    b. Continue with Step 6
5. If the current name has been changed from the name in the list, follow these steps:
    a. Select <Edit>
    b. Enter the 6 digit Facility Number of the Facility name to be changed
    c. Change the name in the box shown to the correct name
    d. Select OK
    e. If this Provider was an original BDAP Provider, the application will not allow you to change the name in the application. If this happens, follow the instructions provided at Change Name of Provider in Master Facility List – SCA User
    f. Inform BDAP of these name changes when you send your next set of Transfer Files
    g. Continue with Step 6
6. Write down the Facility Number of the Facility you are going to add to your Active Provider List while in the Master List
7. Press <Esc> key or <Quit> to return to the *System Administrator Menu*
8. Press <Esc> key to return to the *Main Menu*
9. In the *Main Menu*, select *Data Transfer Menu*
10. In the *Main Menu*, select *Active Provider List Manipulation*
11. Select <Add> option
12. Enter the 6 digit Facility Number you are adding to your Active Provider List when prompted by the application
13. Select <Edit>
14. Add the Treatment Activity approach by selecting <Add> and selecting one approach from the popup and entering the number of beds for Bed Capacity (if appropriate) for this approach. Repeat this process for as many treatment approaches for the Facility by using the Add, Edit and Delete options on the screen.
15. Select <Exit> when finished
16. Select <Exit> to exit from the Active Provider List
17. Select <Esc> to return the *Main Menu*

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Provider is not in Master Facility List – Facility User

When the Provider you want to put in the Active Provider List is not on the Master Facility List, that Provider must first be added to the master list using your CIS application. You will need to know the Facility Number, Facility Name and the Geographical SCA (SCA for county where Provider is located) to add the Provider to your Master Facility List by performing the instructions that follow in the CIS application:

1. Select *System Administrator Menu* from the *Main Menu*
2. Select *System Facility List Master Manipulation*
3. Select <Insert>
4. Enter the 6 digit Facility Number
5. Enter the Facility Name
6. Highlight the Geographical SCA box
7. Press <Enter> key
8. Select the correct geographical SCA for this Provider by finding that SCA in the list using the arrow keys and highlighting that SCA
9. Press <Enter> key
10. Select OK
11. Exit from Master List using <Esc> key or <Quit>

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Provider is not in Master Facility List – SCA User

When the Provider you want to put in the Active Provider List is not on the Master Facility List, that Provider must first be added to the master list using your CIS application. You will need to know the Facility Number, Facility Name and the Geographical SCA (SCA for county where Provider is located) to add the Provider to your Master Facility List by performing the instructions that follow in the CIS application:

1. Select *System Administrator Menu* from the *Main Menu*
2. Select *System Facility List Master Management*
3. Select <Insert>
4. Enter the Facility Number
5. Enter the Facility Name
6. Highlight the Geographical SCA box and select the correct geographical SCA for this Provider by finding the SCA in the list and highlighting that SCA
7. Press <Enter> key
8. Select OK
9. Exit from Master List using <esc> or <Quit>

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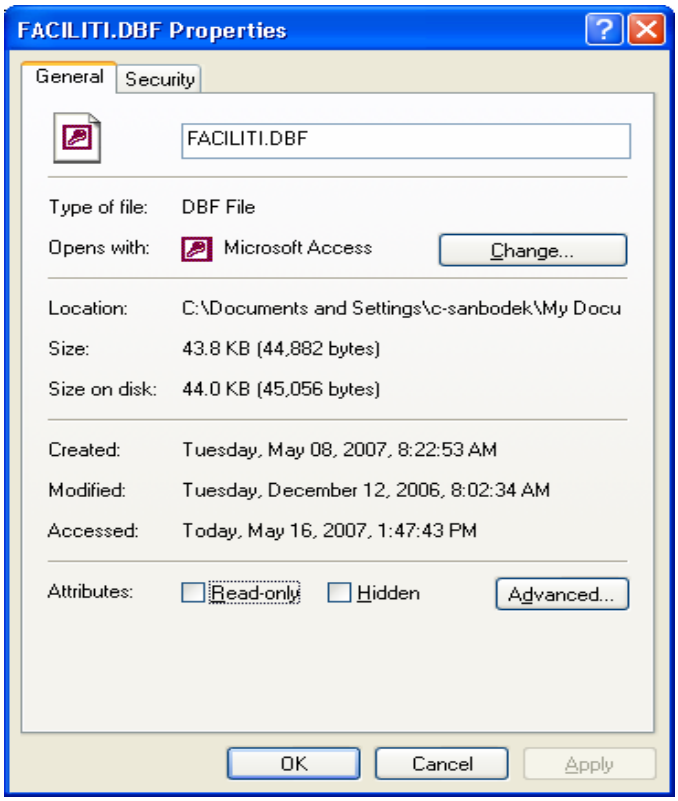
Change Name of Provider in Master Facility List – Facility User

The instructions that follow provide the steps to be followed by the Facility user to change the name of a Facility that was originally supplied by BDAP when the CIS application was deployed. *This procedure would only be necessary at the facility level if the provider using the CISFAC program had a name change and/or added another site that they would be inputting CIS data for that has a different name.

1. Check for Read Only Properties:
    a. Find the CISFAC Folder on the C: drive as follows:
        1) Left click on “Start” at the bottom left of your screen.
        2) Select “My Computer”.

3) Under Hard Drives, highlight “Local Disk (C:)”
4) Press <Enter> key

b. Highlight CISFAC folder
c. Press <Enter> key
d. Locate FACILITI.DBF file in the list of files and highlight that file
e. Select File from menu at the top of the screen
f. Select Properties
g. If Attributes Read Only checkbox is blank, no action is needed. If there is a checkmark in the Read Only checkbox, click on the checkbox to remove the checkmark and Select <Apply>. See sample screen on next page.
Note: If unable to remove the check, the IT person on site must give System Administrator rights for their computer or do this task for them.



2. Open MS Excel with a new spreadsheet
3. Select File from the top menu
4. Select <Open>
5. Select <Browse> to find the CISFAC folder on the C: drive
6. Select “All Files” for the Files of Type option in the window
7. Select the FACILITI.DBF file
8. Select <Open>
9. Find the Facility name to be changed in the spreadsheet and highlight the name
10. Enter the correct name.
11. Select File from the top menu
12. Select <Save> and save in dBase IV format

13. Login to CIS application
14. Select *System Administration Menu*
15. Select *Active Provider List Manipulation* in *System Administration Menu*
16. Find the Facility that was just changed using the <PageUp> and <PageDown> keys
17. For each activity listed for that Facility, write down the Activity code and information and the associated number of beds
18. Delete that Facility
19. Add the Facility to the Active Provider List so that the name that was just changed comes over from the Master List
20. Add the activities that were associated with the name that was changed
21. Facility must communicate the name change to every SCA to whom the Facility will be sending transfer files

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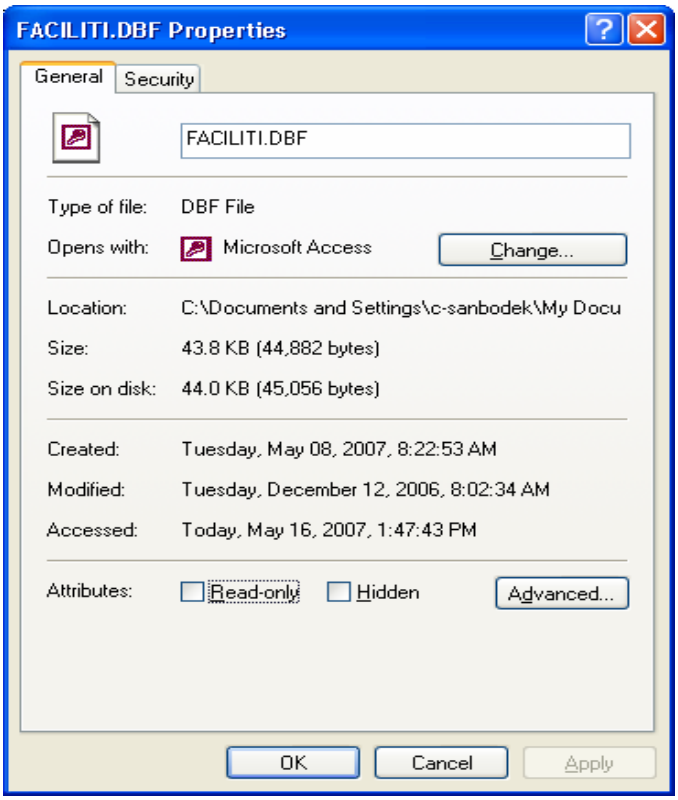
Change Name of Provider in Master Facility List – SCA User

The instructions that follow provide the steps to be followed by the SCA user to change the name of a Facility that was originally supplied by BDAP when the CIS application was deployed.

1. Check for Read Only Properties:
    a. Find the CISSCA Folder on the C: drive as follows:
        1) Left click on "Start" at the bottom left of your screen.
        2) Select "My Computer".
        3) Under Hard Drives, highlight "Local Disk (c:)"
        4) Press <Enter> key
    b. Highlight CISSCA folder
    c. Press <Enter> key
    d. Locate FACILITI.DBF file in the list of files and highlight that file
    e. Select File from menu at the top of the screen
    f. Select Properties
    g. If Attributes Read Only checkbox is blank, no action is needed. If there is a checkmark in the Read Only checkbox, click on the checkbox to remove the checkmark and Select <Apply>. See sample screen on next page.
    Note: If unable to remove the check, the IT person on site must give System Administrator rights for their computer or do this task for them.



2. Open MS Excel with a new spreadsheet
3. Select File from the top menu
4. Select <Open>
5. Select <Browse> to find the CISSCA folder on the C: drive
6. Select “All Files” for the Files of Type option in the window
7. Select the FACILITI.DBF file
8. Select <Open>
9. Find the Facility name to be changed in the spreadsheet and highlight the name.
10. Enter the correct name.
11. Select File from the top menu
12. Select <Save> and save in dBase format
13. Login to CISSCA application
14. Select *Data Transfer Menu*
15. Select *Active Provider List Manipulation*
16. Find the Facility that was just changed using the <PageUp> and <PageDown> keys
17. For each activity listed for that Facility, write down the Activity code and information and the associated number of beds
18. Delete that Facility
19. Add the Facility to the Active Provider List so that the name that was just changed comes over from the Master List
20. Add the activities that were associated with the name that was changed
21. Inform BDAP of any Facility Name changes when you send your next set of Transfer Files

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Delete/Correct Incorrect Client ID in CIS database – Facility User

Since the Client ID is a database key, it cannot be modified in the system. The CIS Facility user must resolve this problem differently when the transfer files have **not** been created and sent to the SCA using Resolution #1 below versus when the transfer files have been created and sent to the SCA using Resolution #2 below. In both resolutions, the incorrect client id must be deleted and the original information must be added again by creating a new client id and adding all information that was formerly under the incorrect client id. If the transfer files have been created with the incorrect client id, a database reset must be performed after deleting the incorrect client id and before adding the new client id as shown in Resolution #2. **Prior to deleting the records with the incorrect client id, it is extremely important for you to have a record of all the information needed to re-enter the same records with a new and correct client id.**

Resolution #1: Follow the steps below only when the transfer files with the client information having the incorrect client id have NOT been created and sent to the SCAs:

1. Delete all existing records with the incorrect client id. Explanations and warning messages for removing a client's information are provided on page 62 of the CIS Facility User's Manual.
    a. **Prior to deleting the records for this client id, make sure you have all the information needed to re-enter the same records with the correct client id.**
    b. Select *Initial Client Information* from the *Main Menu*
    c. Select <No> to retrieve information from an existing client
    d. Select the correct provider for the incorrect client id by pressing <Enter> key when the top provider text box is highlighted
    e. Find the correct provider by using the arrow keys
    f. When correct provider is highlighted, press <Enter> key
    g. Enter the appropriate information to locate the incorrect client id using one of the three methods provided on the screen
    h. Select <OK>
    i. Make sure that this is the incorrect client id that you want to remove
    j. Press both <Cntl> <Delete> keys at the same time
    k. A message will appear that all records for this client id will be deleted
    l. Press any key
    m. A message will appear asking you if you are sure you want to remove this client's information
    n. Select <Yes>
    o. A confirmation message will appear saying the client information has been removed
    p. Press any key

2. Add the client as a new client by entering all the client key information correctly. Re-enter all the information that was added for the incorrect client id for that client following these steps:
    a. Select *Initial Client Information* from the *Main Menu*
    b. Select <Yes> to add a new record to the database
    c. Using the arrow keys, select the correct provider for the new client record being added and press the <Enter> key when the correct provider is highlighted
    d. Enter all information for the client in the screens that appear. Instructions for all of these screens are provided in the CIS Facility User's Guide.
3. If the client was also discharged, that information must also be added for the new correct client id.
4. If the client was admitted to the program again with the incorrect client id, that next admission must be re-entered using the correct client id for that client.
5. **Communicate these changes to all of the SCAs who receive information for this client when you create next month's CIS transfer files. Provide them with the Facility number, Unique Client Id and the Admission Number for the client record(s) you have removed.**

Resolution #2: Follow the steps listed below when the transfer files with the client information having the incorrect client id HAVE BEEN created and sent to the SCAs:

1. Delete all existing records with the incorrect client id.
    a. **Prior to deleting the records for this client id, make sure you have all the information needed to re-enter the same records with the correct client id.**
    b. Select *Initial Client Information* from the *Main Menu*
    c. Select <No> to retrieve information from an existing client
    d. Select the correct provider for the incorrect client id by pressing <Enter> key when provider text box is highlighted
    e. Find the correct provider by using the arrow keys
    f. When correct provider is highlighted, press <Enter> key
    g. Enter the appropriate information to locate the incorrect client id using one of the three methods provided on the screen
    h. Select <OK>
    i. Make sure that this is the incorrect client id that you want to remove
    j. Press both <Cntl> <Delete> keys at the same time
    k. A message will appear that all records for this client id will be deleted
    l. Press any key

m. A message will appear asking you if you are sure you want to remove this client's information
n. Select <Yes>
o. A confirmation message will appear saying the client information has been removed
p. Press any key

2. **Reset your CIS database to remove the Date Sent from all records.**
   a. Select *System Administration Menu* from the *Main Menu*
   b. Select *Data Transfer Menu*
   c. Select *CIS Database Reset Section.*
   d. Press any key
   e. Select *Reset*
   f. Select <Yes> to continue with the reset
   g. Press any key
   h. Return to the Main Menu
3. **After the database has been reset**, add the client as a new client by entering all the client key information correctly. Re-enter all the information that was added for the incorrect client id for that client following these steps:
   a. Select *Initial Client Information* from the *Main Menu*
   b. Select <Yes> to add a new record to the database
   c. Using the arrow keys, select the correct provider for the new client record being added and press the <Enter> key when the correct provider is highlighted
   d. Enter all information for the client in the screens that appear. Instructions for all of these screens are provided in the CIS Facility User's Guide.
4. If the client was also discharged, that information must also be added for the new correct client id.
5. If the client was admitted to the program again with the incorrect client id, that next admission must be re-entered using the correct client id for that client.
6. The database has been corrected and you may continue to make changes and add information until next month's CIS transfer files creation.
7. **Communicate these changes to all of the SCAs who receive information for this client when you create next month's CIS transfer files.** Provide them with the Facility number, Unique Client Id and the Admission Number for the client records you have removed so that they may also remove them from their CIS database.
   Note: If the SCA instructs you to resend the monthly CIS transfer files for that same month and not wait until next month, you may re-create them now. The current months transfer files containing the incorrect client id will be overwritten. You may use the same disk because the original files will be overwritten. Be sure to send the re-created monthly

transfer files to all the SCAs that you sent the original monthly transfer files to with an explanation about the incorrect client id deleted and the reset of your database. Provide them with the Facility number, Unique Client Id and the Admission Number for the client records you have removed.

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Delete Incorrect Client ID in CIS database – SCA User

A Facility User has sent transfer files with incorrect Client IDs that has been loaded to the SCA CIS database. The Facility User has deleted those client IDs on their database and created the transfer files for the SCA with the correct Client ID and the Facility Number, Client ID and Admission Number for the incorrect Client ID. The Facility is to provide the SCA with this incorrect Client ID information when sending their CIS transfer files. The SCA must delete the incorrect Client ID from their SCA CIS database prior to creating their monthly State CIS transfer files. If the SCA has already sent their CIS transfer files to the State with the incorrect Client ID, the SCA is to communicate the invalid Client ID to the States so the State can remove it from the State CIS database. Instructions for deleting a Client ID at the SCA level are also provided in the CIS SCA User's Manual on pages 129 – 130.

1. Select *System Administration Menu* from the *Main Menu*
2. Select *Client Data Corrections Menu*
3. Select *Forced Client Data Removal*
4. Select <Add> to add a client Id to be removed
5. Enter Facility ID for Incorrect Client ID
6. Enter Incorrect Client ID
7. Enter Admission Number for Incorrect Client ID
8. Select <OK>
9. If you want to add some additional Incorrect Client IDs to this list, repeats steps 4 through 8 until you have added all the Incorrect Client IDs to the list
10. Select <Remove> to remove one at a time, starting with the last Client ID entered
11. Select <Purge Clients> to remove all client ids on the list
12. The database has now been corrected and the monthly CIS transfer files can now be created without the invalid Client ID
13. If you have sent your CIS transfer files to the State with the Invalid Client ID, communicate the deletion of the Client ID (s) to the State immediately or when you create next month's CIS transfer files. Provide the State with the Facility number, Unique Client Id and the Admission Number for each of the client records you have deleted from your CIS database so that the State may also remove them from the State CIS database

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Perform Backup of CIS

There are two backups that must be performed to keep a backup of your most current CIS data on diskettes in the event of a system crash: CIS Client Data and System Files Backup and CIS Archive Files Backup. For both of these backups, detailed step-by-step instructions are provided in the CIS Facility System Administrator User's Guide. You may access and print this User's Guide by clicking here and selecting the link "CIS Facility Level System Administrator User's Guide" and printing the document or only the pages you need. The pages to reference in this manual for each of these two different backups will be provided in the step-by-step instructions below.

CIS Client Data & System Files Backup #1: The first backup is the backup of your CIS Client Data and System files. Each time you exit CIS, you are asked if you want to backup your files. You can select <Yes> to backup the files or <No> to skip the backup process. **It is highly recommended that you perform a backup of your CIS data once each day after you have entered information into CIS or immediately after you have entered a large amount of data into CIS because this is the only backup of the client data that is on your hard drive. Any data that is not on the backup diskette will have to be reentered manually by you if the CIS Client Data and System files are restored from the backup diskettes.** To perform the backup of the client data and system files, you can answer <Y> when asked if you want to backup the files as you are exiting the system. Detailed instructions to perform this backup with screens that you will see are provided on pages 27 through 30 of the CIS Facility Level System Administrator User's Guide. To perform this backup independently, follow these steps:

1. Login to CIS and select *System Administrator Menu* from the *Main Menu*
2. Select *Data Backup/Restoration Menu*
3. Select *Perform Backup for CIS*
4. Read pages 27 through 30 of the CIS Facility Level System Administrator User's Guide and perform Steps 1 through 6 described on those pages to create the backup diskette(s) for the CIS Client Data and System files.
5. Exit from CIS

Remove the diskette(s) and label clearly with CIS Client & System Files and the date performed. It is recommended that you have five sets of diskettes for the Client Data & System files backups, one for each business day of the week. The next week, reuse the original set of diskettes. To reuse a diskette, delete the files on that previous week day's diskette and use that diskette for the next backup writing the updated date on the diskette. If you do not use CIS regularly or have minimal input into CIS each week, a weekly backup may be sufficient, but always keep two sets of the weekly backups (one week on each set for a total of two weeks of CIS backups) on a separate sets of diskettes if you are only doing a weekly backup.

CIS Archive Files Backup: The second backup is the backup of your CIS Archive files, which contain your CIS State Fiscal Year client data history but does not contain active client data. At the end of each week, the CIS application asks you if you would like to Archive client information. If you choose to archive the data, only certain inactive client records will be added to the CIS Archive files and removed from the CIS Client Data. If you choose not to archive, the data stays in your CIS Client Data files until you do archive or the end of the year archive, which is mandatory. **It is highly recommended that you perform a backup of your CIS Archive**

files after you archive the data and/or at the end of each week because this is the only backup of the archive data that is on your hard drive. Any clients that have been admitted and discharged and sent to the SCA within the Fiscal Year that are not on the backup diskette will have to be reentered manually by you if the CIS system data is restored from the backup diskettes. To perform a backup of the CIS Archive files, follow these steps:

1. Login to CIS and select *System Administrator Menu* from the *Main Menu*
2. Select *Data Archival Menu*
3. Select *Perform Backup of Archive Files*
4. Read pages 51 through 53 of the CIS Facility Level System Administrator User's Guide and follow the instructions given to create the backup diskette for the CIS Archive files
5. Exit from CIS

Remove the diskette and label clearly with CIS Archive Files and the date performed. It is recommended that you have two sets of diskettes for the Archive file backups and alternate backing up the Archive files on each set, so that you always have two weeks of backups. To reuse a diskette, delete the files on the oldest backup diskette set and use that diskette for the current backup writing the updated date on the diskette.

Back to CIS Backup & Restore

Restoring Facility CIS on the Same Computer Using CIS Backup Diskettes

These instructions assume that you have CIS backup diskettes and are restoring CIS on the same computer that crashed. You are asked each time you exit the application if you would like to back up the application, which backs up the client and system CIS files. Backing up the CIS archive files is a separate process and is not done automatically when you do the backup as you exit the system. **If you also have a recent backup diskette of your CIS archive files, go to Step 2 now.** If you do not have a recent backup copy of your CIS archive files, you must first see if you can access the **current CIS computer** and see files on the C: drive under the CISFAC directory by following these steps:

a. Left click on "Start" at the bottom of your screen
b. Select "My Computer"
c. Under Hard Disk Drives, highlight "Local Disk (C:)"
d. Press <Enter> key
e. Highlight the CISFAC folder
f. Press <Enter> key to see all the files in the CISFAC folder

You should see a folder called TRANSFER and a list of many files with names such as 0708_DIS.DBF, 0708_UTI.DBF, 0708_PAT.DBF, 0708_FAC.DBF, 0708_DPAT.DBF, 07, CIS.EXE, DISCHARGE.DBF, FACILTY.DBF, etc. under the CISFAC folder. If this is the case, continue on to Step 1 below. **If you can get in the CIS computer, but do not see any of these files in the CISFAC folder, all of your CIS data may have been lost with the computer crash and you will not be able to recover the archive data. Skip Step 1 and go to Step 2 and continue the restore process with the understanding that the CIS Archive files in the restored CIS application will be empty until the first archive process is completed in the new application. Any clients that have been admitted and discharged and sent to the SCA within this Fiscal Year may have to be re-entered by you to recreate the history on the archive file after the application is running again.**

1. To copy the 5 CIS archive files from the current CIS computer, you will need to have empty High Density (HD) 3 ½ " diskettes ready and follow these steps:
   a. Insert a blank diskette into drive A: of the current CIS computer
   b. Left click on "Start" at the bottom of your screen
   c. Select "My Computer"
   d. Under Hard Disk Drives, highlight "Local Disk (C:)"
   e. Press <Enter> key to see all the folders under Local Disk
   f. Highlight the CISFAC folder
   g. Press <Enter> key to see all the files in the CISFAC folder
   h. Double click the "Name" column to sort the files in this folder by name
   i. Highlight the following 5 CIS archive files shown below by pressing the <Cntl> key as you highlight each one of the 5 files

   j. Double check that you have highlighted only the exact 5 files in the above list
   k. Select "Copy the selected items" from left side under File and Folder Tasks
   l. Highlight "3 ½ Floppy (A:)"
   m. Select "Copy" to copy these 5 files to the diskette
   n. When the copy to the diskette has been completed, close this window
   o. Remove the floppy from the A: drive of the computer and clearly label it "**CIS Archive Files**" with the date.

2. Install the CIS application by following instructions in FAQ Installing CIS – a new Facility. Completion of this process will create a new CIS application on the computer, but the application will not have any of your client data or CIS user information.

3. To restore the CIS Client Data and System files on the newly installed CIS application from the diskettes your backup diskette(s), follow these steps:
   a. Access the CIS Facility System Administrator User's Guide by clicking here

   b. Select the link "CIS Facility Level System Administrator User's Guide". Go to page 32 of the CIS Facility Level System Administrator User Guide to the section "Perform Restoration of System Data Files". **Print pages 32 through 34 of this manual to follow the instructions.**

   c. After successfully installing the application, login with the system administrator Id (login=**123456789**, password=**dba**), select *System Administrator Menu* from the *Main Menu*. Then select *Data Backup/Restoration Menu.*

   d. Follow steps 1 through 6 on pages 32 through 34 of the manual in section "Perform Restoration of System Data Files" using your backup diskette(s) that will have the 12 backup files.

As the last step in the manual states, exit completely out of CIS. All of the original user ids and client data up to the time the system crashed have now been loaded to this CIS application.

4. Place diskette labeled **CIS Archive Files created in Step 1** or your own backup of the Archive files diskette in drive A: of the new CIS computer
   a. Left click on "Start" at the bottom of your screen
   b. Select "My Computer"
   c. Under devices with removable storage, highlight 3 ½" Floppy (A:)
   d. Press <Enter> key
   e. Highlight all five archive files on the diskette by pressing the <Cntl> key as you highlight each one of the 5 files beginning with "0708"
   f. Select "Copy the selected items" from left side under File and Folder Tasks
   g. Highlight "Local Disk (C:)"
   h. Press <Enter> key to see the folders on the local disk
   i. Highlight the CISFAC folder under the C: drive
   j. Select "Copy" to copy these 5 files to the CISFAC folder on the C: drive
   k. A screen will appear asking you if you want to replace the existing files with these files from the diskette, select "*Yes to All*"
   l. Close this window

You may now login to CIS again on the CIS computer. The userids and client data from your original CIS application will now be restored and available for use. Add any new client information that was added since the creation of your backup diskettes. Remember to create backups on diskettes on a regular basis at the end of each day or the last time you use CIS that day for the system files, which is a question that is asked every time you exit CIS. Create backups of the archive files at the end of each week. See Perform Backup of CIS. The CIS Facility Level System Administrator User's Guide provides the instructions for creating backups for the client and system data and for the archive data.

Back to CIS Backup & Restore

Restoring Facility CIS on a New Computer Using CIS Backup Diskettes

These instructions assume that you have CIS backup diskettes and are restoring CIS on a new or different computer from the original CIS computer that crashed. You are asked each time you exit the application if you would like to back up the application, which backs up the client and system CIS files. Backing up the CIS archive files is a separate process and is not done automatically when you do the backup as you exit the system. **If you also have a recent backup diskette of your CIS archive files, go to Step 2 now.** If you do not have a recent backup copy of your CIS archive files, you must first see if you can access the **old CIS computer** and see files on the C: drive under the CISFAC directory by following these steps:

a. Left click on "Start" at the bottom of your screen
b. Select "My Computer"
c. Under Hard Disk Drives, highlight "Local Disk (C:)"
d. Press <Enter> key to see all the folders under Local Disk
e. Highlight the CISFAC folder
f. Press <Enter> key to see all the files in the CISFAC folder

You should see a folder called TRANSFER and a list of many files with names such as 0708_DIS.DBF, 0708_UTI.DBF, 0708_PAT.DBF, 0708_FAC.DBF, 0708_DPAT.DBF, 07, CIS.EXE, DISCHARGE.DBF, FACILTY.DBF, etc. under the CISFAC folder. If this is the case, close this window and continue on to Step 1. **If you can get in the old CIS computer, but do not see any of these files in the CISFAC folder, all of your CIS data may have been lost with the computer crash and you will not be able to recover the archive data. Skip Step 1 and go to Step 2 and continue the restore process with the understanding that the CIS Archive files in the restored CIS application will be empty until the first archive process is completed in the new application. Any clients that have been admitted and discharged and sent to the SCA within this Fiscal Year may have to be re-entered by you to recreate the history on the archive files after the application is running again.**

1. To copy the 5 CIS archive files from the **old CIS computer**, you will need to have empty High Density (HD) 3 ½" Floppy diskettes ready and follow these steps:
   a. Insert a blank diskette into drive A: of the **old CIS computer**
   b. Left click on "Start" at the bottom of your screen
   c. Select "My Computer"
   d. Under Hard Disk Drives, highlight "Local Disk (C:)"
   e. Press <Enter> key to see all the folders under the Local Disk
   f. Highlight the CISFAC folder
   g. Press <Enter> key to see all the files in the CISFAC folder
   h. Double click the "Name" column to sort the files in this folder by name
   i. Highlight the following 5 CIS archive files shown below by pressing the <Cntl> key as you highlight each one of the 5 files

a.

   j. Double check that you have highlighted only the exact 5 files in the above list
   k. Select "Copy the selected items" from left side under File and Folder Tasks
   l. Highlight "3 ½ Floppy (A:)"
   m. Select "Copy" to copy these 5 files to the diskette
   n. When the copy to the diskette has been completed, close this window
   o. Remove the floppy from the A: drive of the computer and clearly label it "**CIS Archive Files**" with the date.

2. Install the CIS application on the new computer by following instructions in FAQ Installing CIS – a new Facility. Completion of this process will create a new CIS application on the computer, but the application will not have any of your client data or CIS user information.

3. To restore the CIS Client Data and System files on the newly installed CIS application on the new CIS computer using your CIS backup diskettes, follow these steps:
   a. Access the CIS Facility System Administrator User's Guide by clicking here

b. Select the link "CIS Facility Level System Administrator User's Guide". Go to page 32 of the CIS Facility Level System Administrator User Guide to the section "Perform Restoration of System Data Files". **Print pages 32 through 34 of this manual to follow the instructions.**

c. After successfully installing the application, login with the system administrator Id (login=**123456789**, password=**dba**), select *System Administrator Menu* from the *Main Menu*. Then select *Data Backup/Restoration Menu.*

d. Follow steps 1 through 6 on pages 32 through 34 of the manual in section "Perform Restoration of System Data Files" using your backup diskette(s) that will have the 12 backup files.

e. **As the last step in the manual states, exit completely out of CIS.** All of the original user ids and client data up to the time the system crashed have now been loaded to this CIS application.

4. Place diskette labeled **CIS Archive Files you created in Step 1** or your own backup of the Archive files diskette in drive A: of the new CIS computer
   a. Left click on "Start" at the bottom of your screen
   b. Select "My Computer"
   c. Under devices with removable storage, highlight 3 ½" Floppy (A:)
   d. Press <Enter> key
   e. Highlight all five archive files on the diskette by pressing the <Cntl> key as you highlight each one of the 5 files beginning with "0708"
   f. Select "Copy the selected items" from left side under File and Folder Tasks
   g. Highlight "Local Disk (C:)"
   h. Press <Enter> key
   i. Highlight the CISFAC folder under the C: drive
   j. Select "Copy" to copy these files to the CISFAC folder on the C: drive
   k. A screen will appear asking you if you want to replace the existing files with these files on the diskette, select "*Yes to All*"
   l. Close this window

You may now login to CIS again on the **new CIS computer**. The userids and client data from your original CIS application will now be restored and available for use. Add any new client information that was added since the creation of your backup diskettes. Remember to create backups on diskettes on a regular basis at the end of each day or the last time you use CIS that day for the system files, which is a question that is asked every time you exit CIS. Create backups of the archive files at the end of each week. See Perform Backup of CIS. The CIS Facility Level System Administrator User's Guide provides the instructions for creating backups for the client and system data and for the archive data.

Back to CIS Backup & Restore

Restoring Facility CIS on the Same Computer – No CIS Backup Diskettes

These instructions are for those facilities that have not created CIS backup diskettes and are restoring CIS on the same computer that crashed.

You must first see if you can access the current CIS computer and see files on the C: drive under the CISFAC directory by following these steps:

a. Left click on "Start" at the bottom of your screen
b. Select "My Computer"
c. Under Hard Disk Drives, highlight "Local Disk (C:)"
d. Press <Enter> key to see all the folders under Local Disk
e. Highlight the CISFAC folder
f. Press <Enter> key to see all the files in the CISFAC folder

You should see a folder called TRANSFER and a list of many files with names such as 0708_DIS.DBF, 0708_UTI.DBF, 0708_PAT.DBF, 0708_FAC.DBF, 0708_DPAT.DBF, 07, CIS.EXE, DISCHARGE.DBF, FACILTY.DBF, etc. under the CISFAC folder. If this is the case, close this window and continue on to Step 1. **If you cannot get into the computer or can get in, but do not see these files, all of your CIS data may have been lost with the computer crash and you will not be able to recover the data. Email BDAP "Cannot Restore Facility CIS Files – No Backups" in the subject line. In the body of the email, tell BDAP if you can or cannot get into the computer in the body of the email, how long you have been using CIS on this computer and the last task that was executed successfully before the crash. STOP HERE and wait for BDAP's response.**

1. To copy the CIS files from the **old CIS computer**, you will need to have empty High Density (HD) 3 ½ " diskettes ready and follow these steps:
   a. Insert a blank diskette into drive A: of the **old CIS computer**
   b. Left click on "Start" at the bottom of your screen
   c. Select "My Computer"
   d. Under Hard Disk Drives, highlight "Local Disk (C:)"
   e. Press <Enter> key to see all the folders under the Local Disk
   f. Highlight the CISFAC folder
   g. Press <Enter> key to see all the files in the CISFAC folder
   h. Double click the "Name" column to sort the files in this folder by name
   i. Highlight the following 12 files by pressing the <Cntl> key as you highlight each one of the 12 files

   j. Double check that you have highlighted only the exact 12 filenames in the above list
   k. Select "Copy the selected items" from left side under File and Folder Tasks
   l. Highlight "31/2 Floppy (A:)"
   m. Select "Copy" to copy these 12 files to the diskette

n. When the copy has been completed, close this window – *(if asked for another diskette if the first diskette is full, remove the first diskette label it "CIS Client Data Files Disk #1 and insert the second blank diskette.)*

o. Remove the floppy from the A: drive of the computer and clearly label it **"CIS Client Data Files"** (include Disk Number if this was a second diskette or third that was needed to copy all the files) Also include the date.

2. To copy the 5 CIS archive files from the current CIS computer, you will need to have empty High Density (HD) 3 ½ " diskettes ready and follow these steps:
   a. Insert a blank diskette into drive A: of the current CIS computer
   b. Left click on the screen to remove the highlights from the 12 files
   c. Highlight the following 5 files shown below by pressing the <Cntl> key as you highlight each one of the 5 files

   d. Double check that you have highlighted the exact 5 files in the above list
   e. Select "Copy the selected items" from left side under File and Folder Tasks
   f. Highlight "3 ½ Floppy (A:)"
   g. Select "Copy" to copy these 5 files to the diskette
   h. When the copy has been completed, close this window
   i. Remove the floppy from the A: drive of the computer and clearly label it "**CIS Archive Files**" with the date.

3. Install the CIS application by following instructions in FAQ Installing CIS – a new Facility. Completion of this process will create a new CIS application on the computer, but the application will not have any of your client data or CIS user information.

4. To restore the CIS Client Data and System Files on the newly installed CIS application from the "**CIS Client Data Files**" diskette(s) you created in Step 2, follow these steps:
   a. Access the CIS Facility System Administrator User's Guide by clicking here

   b. Select the link "CIS Facility Level System Administrator User's Guide". Go to page 32 of the CIS Facility Level System Administrator User Guide to the section "Perform Restoration of System Data Files". **Print pages 32 through 34 of this manual to follow the instructions.**

   c. After successfully installing the application, login with the system administrator Id (login=**123456789**, password=**dba**), select *System Administrator Menu* from the *Main Menu*. Then select *Data Backup/Restoration Menu.*

   d. Follow steps 1 through 6 on pages 32 through 34 of the manual in section "Perform Restoration of System Data Files" using "**CIS Client Data Files**" diskette(s) you created in Step 2 that will have the 12 backup files.

As the last step in the manual states, exit completely out of CIS. All of the original user ids and client data up to the time the system crashed have now been loaded to this CIS application.

5. Place diskette labeled **CIS Archive Files created in Step 3** in drive A: of the current CIS computer
   a. Left click on "Start" at the bottom of your screen
   b. Select "My Computer"
   c. Under devices with removable storage, highlight 3 ½" Floppy (A:)
   d. Press <Enter> key to see all the files on the diskette
   e. Highlight all five archive files on the diskette by pressing the <Cntl> key as you highlight each one of the 5 files beginning with "0708"
   f. Select "Copy the selected items" from left side under File and Folder Tasks
   g. Highlight "Local Disk (C:)"
   h. Press <Enter> key to see all the folders under Local Disk
   i. Highlight the CISFAC folder under the C: drive
   j. Select "Copy" to copy these files to the CISFAC folder on the C: drive
   k. A screen will appear asking you if you want to replace the existing files with these files on the diskette, select "*Yes to All*"
   l. Close this window

You may now login to CIS again on the CIS computer. The userids and client data from your original CIS application will now be restored and available for use. Remember to create backups on diskettes on a regular basis at the end of each day or the last time you use CIS that day for the system files, which is a question that is asked every time you exit CIS. Create backups of the archive files at the end of each week. See Perform Backup of CIS. The CIS Facility Level System Administrator User's Guide provides the instructions for creating backups for the client and system data and for the archive data.

Back to CIS Backup & Restore

Restoring Facility CIS on a New Computer - No CIS Backup Diskettes

These instructions are for those facilities that have not created CIS backup diskettes and are restoring CIS on a new or different computer from the original CIS computer that crashed.

You must first see if you can access the **old CIS computer that crashed** and see files on the C: drive under the CISFAC directory by following these steps:

a. Left click on "Start" at the bottom of your screen
b. Select "My Computer"
c. Under Hard Disk Drives, highlight "Local Disk (C:)"
d. Press <Enter> key
e. Highlight the CISFAC folder
f. Press <Enter> key to see all the files in the CISFAC folder

You should see a folder called TRANSFER and a list of many files with names such as 0708_DIS.DBF, 0708_UTI.DBF, 0708_PAT.DBF, 0708_FAC.DBF, 0708_DPAT.DBF, 07, CIS.EXE, DISCHARGE.DBF, FACILTY.DBF, etc. under the CISFAC folder. If this is the case, continue on to Step 1. **If you cannot get into the computer or can get in, but do not see these files, all of your CIS data may have been lost with the computer crash and you will not be able**

<u>to recover the data. Email BDAP "Cannot Restore Facility CIS Files – No Backups" in the subject line. In the body of the email, tell BDAP if you can or cannot get into the computer in the body of the email, how long you have been using CIS on this computer and the last task that was executed successfully before the crash. STOP HERE and wait for BDAP's response.</u>

1. To copy the CIS files from the **old CIS computer that crashed**, you will need to have empty High Density (HD) 3 ½ " diskettes ready and follow these steps:
   a. Insert a blank diskette into drive A: of the **old CIS computer**
   b. Left click on "Start" at the bottom of your screen
   c. Select "My Computer"
   d. Under Hard Disk Drives, highlight "Local Disk (C:)"
   e. Press <Enter> key
   f. Highlight the CISFAC folder
   g. Press <Enter> key to see all the files in the CISFAC folder
   h. Double click the "Name" column to sort the files in this folder by name
   i. Highlight the following 12 files by pressing the <Cntl> key as you highlight each one of the 12 files

   j. Double check that you have highlighted the exact 12 filenames in the above list
   k. Select "Copy the selected items" from left side under File and Folder Tasks
   l. Highlight "31/2 Floppy (A:)"
   m. Select "Copy" to copy these 12 files to the diskette
   n. When the copy has been completed, close this window *–(if asked for another diskette if the first diskette is full, remove the first diskette label it "CIS Client Data Files Disk #1 and insert the second blank diskette.)*
   o. Remove the floppy from the A: drive of the computer and clearly label it **"CIS Client Data Files"** (include Disk Number if this was a second or third diskette that was needed to copy all the files) Also include the date.

2. To copy the 5 CIS archive files from the **old CIS computer that crashed**, you will need to have empty High Density (HD) 3 ½ " diskettes ready and follow these steps:
   a. Insert a blank diskette into drive A: of the current CIS computer
   b. Left click on the screen to remove the highlights from the 12 files
   c. Highlight the following 5 files shown below by pressing the <Cntl> key as you highlight each one of the 5 files

   d. Double check that you have highlighted only the exact 5 files in the above list
   e. Select "Copy the selected items" from left side under File and Folder Tasks
   f. Highlight "3 ½ Floppy (A:)"
   g. Select "Copy" to copy these 5 files to the diskette

h. When the copy has been completed, close this window
i. Remove the floppy from the A: drive of the computer and clearly label it "**CIS Archive Files**" with the date.

3. Install the CIS application on the **new CIS computer** by following instructions in FAQ Installing CIS – a new Facility. Completion of this process will create a new CIS application on the new CIS computer, but the application will not have any of your client data or CIS user information.

4. To restore the client and system CIS Data Files on the newly installed CIS application on the **new CIS computer** from the "**CIS Client Data Files**" diskette(s) you created in Step 2, follow these steps:
   a. Access the CIS Facility System Administrator User's Guide by clicking here

   b. Select the link "CIS Facility Level System Administrator User's Guide". Go to page 32 of the CIS Facility Level System Administrator User Guide to the section "Perform Restoration of System Data Files". **Print pages 32 through 34 of this manual to follow the instructions.**

   c. After successfully installing the application, login with the system administrator Id (login=**123456789**, password=**dba**), select *System Administrator Menu* from the *Main Menu*. Then select *Data Backup/Restoration Menu.*

   d. Follow steps 1 through 6 on pages 32 through 34 of the manual in section "Perform Restoration of System Data Files" using "**CIS Client Data Files**" diskette(s) you created in Step 2 that will have the 12 backup files.

      As the last step in the manual states, exit completely out of CIS. All of the original user ids and client data up to the time the system crashed have now been loaded to this CIS application.

5. Place diskette labeled **CIS Archive Files created in Step 3** in drive A: of the **new CIS computer**
   a. Left click on "Start" at the bottom of your screen
   b. Select "My Computer"
   c. Under devices with removable storage, highlight 3 ½" Floppy (A:)
   d. Press <Enter> key
   e. Highlight all five archive files on the diskette by pressing the <Cntl> key as you highlight each one of the 5 files beginning with "0708"
   f. Select "Copy the selected items" from left side under File and Folder Tasks
   g. Highlight "Local Disk (C:)"
   h. Press <Enter> key to see all the folders under the Local Disk
   i. Highlight the CISFAC folder under the C: drive
   j. Select "Copy" to copy these files to the CISFAC folder on the C: drive
   k. A screen will appear asking you if you want to replace the existing files with these files on the diskette, select "*Yes to All*"
   l. Close this window

You may now login to CIS again on the **new CIS computer**. The userids and client data from your original CIS application will now be restored and available for use. Remember to create backups on diskettes on a regular basis at the end of each day or the last time you use CIS that day for the system files, which is a question that is asked every time you exit CIS. Create backups of the archive files at the end of each week. See Perform Backup of CIS. The CIS Facility Level System Administrator User's Guide provides the instructions for creating backups for the client and system data and for the archive data.

Back to CIS Backup & Restore

Integrity Test Errors – Facility User

You must use the Invalid Record Cleanup utility to find and remove invalid client data that has one of the two error codes below after running the Client Data File Integrity Test:

- EC52 – A client is found that does not have a client admission record
- EC80 – A client is recorded as a dependent client, but does not have at least one pattern record.

The instructions that follow provide the steps to be followed by the Facility user to correct these errors.

1. Login to your CIS Facility application
2. Select *System Administration Menu* from the *Main Menu*
3. Select *Invalid Record Cleanup Utility* to remove any EC80 or EC52 errors
4. Select <OK>
5. Press <Enter> key
6. Select *Data Transfer Menu*
7. Select *Perform Transfer of Client Data to SCA Level* and create the transfer files
    a. Any other errors other than EC 52 or EC80 that appear during the Integrity test need to be taken care of through FoxPro. If you have someone with the ability to query in Microsoft Access, be sure to save the files as the dBase IV option and NOT in Access format or the CIS will not know what it is. They could also open the dbf file in Excel, but must save it as the dBase IV format. After fixing these errors, execute Step 7 again in the CIS application.
8. Create a copy of the transfer files for each SCA that is to receive the files
9. Send the transfer files to all required SCAs.

Back to Error Corrections

Integrity Test Errors – SCA User

You must use the Invalid Record Cleanup utility to find and remove invalid client data that has one of the two error codes below after running the Client Data File Integrity Test:

- EC52 – A client is found that does not have a client admission record
- EC80 – A client is recorded as a dependent client, but does not have at least one pattern record.

The instructions that follow provide the steps to be followed by the SCA user to correct these errors.

1. Login to your CIS SCA application
2. Select *System Administration Menu* from the *Main Menu*
3. Select *Client Data Corrections Menu*
4. Select *Invalid Record Cleanup Utility* to remove any EC80 or EC52 errors
5. Select <OK>
6. Press <Enter> key
7. Press <Esc> key two times to return to the *Main Menu*
8. Select *Data Transfer Menu*
9. Select *Perform Transfer of Data to ODAP* and create the transfer files

a. Any errors other than EC 52 or EC80 that appear during the Integrity test need to be taken care of through FoxPro. If you have someone with the ability to query in Microsoft Access, be sure to save the files as the dBase IV option and NOT in Access format or the CIS will not know what it is. They could also open the dbf file in Excel, but must save it as the dBase IV format. Execute Steps 8 & 9 again in the CIS application and send the transfer files to BDAP.

Back to Error Corrections

Errors on Provider's transfer files when read by SCA – Facility Reset.

If the SCA gets errors when they read in a provider disk, the Provider must correct the files and send again following these steps: they must have the provider do the reset using the CISFAC application and create the transfer files again. The instructions that follow provide the steps to be followed by the Facility user to correct these errors that have been found on files that they have sent to the SCA.

1. Login to your CIS Facility application
2. Select *System Administration Menu* from the *Main Menu*
3. Select *Data Transfer Menu*
4. Select *CIS Database Reset Section*
5. Press any key
6. Select *Reset*
7. Select *<Yes> to continue with the reset*
8. Press any key
9. Select *Perform Transfer of Client Data to SCA-Level* and create the transfer files again. You may use the same disk because the original files will be overwritten on the disk.

Back to Error Corrections

Strange or Unusual Error Messages

Some unusual non-CIS errors will appear when running the CIS application if there are too many .tmp files in CISFAC directory caused by the user aborting out of the system improperly rather than following the exit or Back to DOS selections in the menus. These .tmp files are removed automatically when the system is exited properly. The instructions that follow provide the steps to be followed by the CIS user to remove these .tmp files that have been stored in the CISFAC folder.

1. Find the CISFAC Folder on the C: drive as follows:
   a. Left click on "Start" at the bottom left of your screen.
   b. Select "My Computer".
   c. Under Hard Drives, highlight "Local Disk (c:)"
   d. Press <Enter> key
2. Highlight CISFAC folder
3. Press <Enter> key
4. Highlight **only those files** with a **.tmp** file extension
5. Press <Delete> key
6. When asked if you wish to delete these files, select <Yes>
7. If you get a message that the file cannot be deleted, select <OK>

8. Remove the highlight on the file that cannot be deleted and repeat step 5 through 8 until all .tmp files that can be deleted are deleted.

Back to Error Corrections

New Printer Installation

New printers think you are running Windows programs and can change the font size. However, CIS is not a Windows program and has NO printer settings and the new printers have no menus. Therefore, half the data gets printed off the paper. When installing the new printer, you must select "Allow DOS spooling" or else it will not print at all. There is no fix for this unless your systems person can write a small batch file to tell the printer how to act when in CIS. Ideally, a compressed font and 80 lines per page needs to be selected.

Back to Printing

Backup of transfer file is too big to fit on a disk

When the transfer files are too large to fit on a disk for the transfer file backup, you will need to compress the files. The SCA CIS user may also use these instructions for their transfer backup files using their CISSCA folder instead of the CISFAC folder in these instructions. The instructions that follow provide the steps to be followed by the CIS user to compress the files for the backup files.

1. Select Start at the left corner of your screen
2. Select "All Programs"
3. Select Accessories
4. Select Command Prompt (black DOS box)
5. Enter the following command where the cursor appears in the black command box:

   cd c:\CISFAC
6. Press <Enter> key
7. Enter the following command where the cursor appears in the black command box:

   backup a:
8. Press <Enter> key
9. Follow the DOS system prompts and insert blank formatted backup disk in Drive a: when instructed to do so
10. Press any key and wait until the processing ends with the message that the process ended successfully
11. Close the Command Prompt window
12. Remove disk from Drive a: and store with backups

Back to Transfer File Size Problems

Transfer file is too big to send

When transfer files are too large to send via email or on one disk, you will need to compress the transfer files. The SCA user may also use these instructions to compress their files being sent to BDAP using

their CISSCA folder instead of the CISFAC folder in these instructions. The instructions that follow provide the steps to be followed by the CIS user to compress the transfer files.

1. Select Start at the left corner of your screen
2. Select "All Programs"
3. Select Accessories
4. Select Command Prompt (black DOS box)
5. Enter the following command in the command prompt:

   cd c:\CISFAC
6. Enter the following command in the command prompt:

   xfercopy a:
7. Press <Enter> key
8. Follow the DOS system prompts and insert blank formatted disk in Drive a: when instructed to do so
9. Press any key and wait until the processing ends with the message that the process ended successfully
10. Close the Command Prompt window
11. Remove disk from Drive a: and send to SCA or attach the compressed files on the disk as attachments to an email to the SCA

    Back to Transfer File Size Problems

Uncompress Provider Transfer Files

The provider has compressed their transfer files and the SCA needs to uncompress the files to read them.

1. Create a folder on your **Local Drive (c:)** root directory called **CISFAC**
   a. Select Start at the left corner of your screen
   b. Select "My Computer"
   c. Under Hard Disk Drives, highlight "Local Disk (C:)"
   d. Press <Enter> key
   e. Select "Make a new folder" link on left side menu
   f. Name this new folder "CISFAC" by typing in the name where cursor is blinking
   g. Press <Enter> key
2. Create a sub-folder under this **CISFAC** folder called **TRANSFER**
   a. When the new CISFAC folder is highlighted, Press <Enter> key
   b. Select "Make a new folder" link on left side menu
   c. Name this new folder "TRANSFER" by typing in the name where cursor is blinking
   d. Press <Enter> key

3. If the compressed Provider Transfer files are attached to an email, copy them to a blank disk
4. Select Start at the left corner of your screen
5. Select "All Programs"
6. Select Accessories
7. Select Command Prompt (black DOS box)
8. Enter the following command where the cursor appears in the black command box:

   cd c:\CISSCA
9. Press <Enter> key
10. Enter the following command in the Command Prompt black box:

    xferload a:

12. Press <Enter> key
13. Follow the DOS system prompts and insert disk with compressed Provider transfer files in Drive a: when instructed to do so:
14. Press any key and wait until the processing ends with the message that the process ended successfully
15. Close the Command Prompt window
16. Remove disk from Drive a:

The uncompressed transfer files for the provider are now on the C: drive in the CISFAC\TRANSFER directory.

17. **When you read the transfer files for this Provider, you must select to read from the c: drive and the CISFAC\TRANSFER directory location they are stored rather than the a: drive since the uncompressed transfer files for that provider are now on the c: drive.**

Back to Transfer File Size Problems

Generating a unique client number

To generate a unique CIS client number, follow the steps listed below:

1. Find the CISFAC Folder on the C: drive as follows:
   a. Left click on “Start” at the bottom left of your screen.
   b. Select “My Computer”.
   c. Under Hard Drives, highlight “Local Disk (c:)”
   d. Press <Enter> key
2. Highlight CISFAC folder
3. Press <Enter> key
4. Locate UCN.exe file in the list of files and highlight that file
5. Press <Enter> key
6. [A] selection in menu will be highlighted
7. Press <Enter> key
8. Enter Last Name and press <Enter> key
9. Enter birth date in MM/DD/YY format and press <Enter> key
10. Enter last four digits of SSN
11. Generated unique client number is displayed after the last of the four digits of the SSN is entered.

Back to Other/Misc

SCA Getting disks from Provider not on their List

SCA CIS user is getting disks/transfer files from a provider, but our list shows that Provider is NOT reporting for our SCA. The likely cause of this situation is that the Provider is not selecting that SCA as the referring (Paying) SCA on page 4 of the initial client information in the CIS application. SCA should contact the Provider and inform the Provider to make the changes in their CIS application for their clients with referring SCAs.

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