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To quickly search this document for a specific topic, use the FIND feature in your word processor (Edit/Find or Ctrl+F in MS Word; Search in notepad). For example, if you wanted to search for the error message "Protected field" you would go to Edit then Find, type in "protected field" and press Enter.

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I. PROBLEMS CONNNECTING - WINDOWS 95

\* Error Message 1 -WINDOWS 95

"You have been disconnected from the computer you dialed.  
Double-click the connection to try again."

1. This error message occurs when an incorrect User name, Password, or Phone number is entered.
2. Verify that the User name is your organization's NUI. This number looks like a phone number.
3. Verify that the Password is the 6 character Network Password you were issued in class. This code most often begins with X or W. It does not begin with JU.
4. Verify that the phone number you are dialing is (281) 529-0096.
5. If all of these settings were correct the first time you dialed in, change the type case (lowercase to uppercase, or uppercase to lowercase) of your Password and dial again.
6. If you still get the error message, call the Subscriber Access Coordinator at (713) 755-7815.

\* Error Message 2 -WINDOWS 95

"Dial-Up Networking could not negotiate a compatible set of network protocols you specified in the Server Type settings."

Check your network configuration in the Control Panel then try the connection again."

1. Verify that the User name is your organization's NUI. This number looks like a phone number.
2. Verify that the Password is the 6 character Network Password you were issued. Code most often begins with X or W. It does not begin with JU.
3. Verify that the phone number you are dialing is (281) 529-0096.
4. If all of these settings were correct the first time you dialed in, change the type case (uppercase to lowercase, or lowercase to uppercase) of your Password and dial again.
5. If the error message persists, reboot your computer. To insure that data is not lost, and files are not corrupted, you should contact your network administrator or technical support person for rebooting instructions.
6. If you continue to get an error message after you have rebooted, call the Subscriber Access Coordinator at (713) 755-7815.

\* Error Message 1 - Win 3.1

"Login Failed: Timeout waiting for connect"

1. Check to make sure that your modem has a plugged-in connection to the phone socket.
2. If you have an external modem, make sure that it is turned on.

\* Error Message 2 - Win 3.1

"Authentication Status: Failure"

This error message usually occurs when an incorrect User name, Password, or Phone number is entered.

In your ACCESSBULDER BUILDER CLIENT box

1. Select PHONEBOOK.
2. Select the NAME you are dialing.
3. Select OPEN.
4. Verify that the phone number you are dialing is (281) 529-0096.
5. Select SECURITY.
6. Make sure that your Username is the same as your NUI: 713221\_\_\_\_.
7. Verify that the Password is the 6 character Network Password you were issued in class. This code most often begins with X or W. It does not begin with JU.
8. If all of these settings were correct the first time you dialed in, change the type case (lowercase to uppercase, or uppercase to lowercase) of your Password and dial again.
9. If you still get the error message, call the Subscriber Access Coordinator at (713) 755-7815.

\* Cannot establish telnet connection

A technical professional should handle this difficult problem.

The Subscriber Access Coordinator cannot help with this kind of user-specific problem.

Below are some suggestions for where to begin troubleshooting Telnet problems:

1. Page 449 of the Microsoft Windows '95 Resource Kit.
2. Make sure that you are connected to JIMS via Dialup Networking.
  - The phone number you should be dialing 281-529-0096.
  - If the time is not running in the dialup networking box after you dial, then you are not connected.
3. Make sure that the TCP/IP settings have a server assigned IP address and Server assigned name server addresses.
4. If you are on a network, take one computer off of the network and try to logon.
5. Do not use Win Proxy while running Telnet.
6. Reinstall Dialup-Networking and Telnet.

\* Online Help - Windows 3.1 ABCClient

The ABCClient software for Windows 3.1 users has an extensive help system. Select Help from your menu bar, and then search for the topic you are interested in.

\* Modem Pool Help - Windows 3.1 ABCClient

For information about running ABCClient on a modem pool:

- Open your Access Builder Remote Client
- Press the REMOTE CONTROL Button
- Press the HELP button
- Press the SEARCH button
- Type "Modem Pool"
- Press the SHOW TOPICS button and select a topic

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 II. PASSWORDS:

\* Password Already Logged On

If your connection is interrupted in the middle of a JIMS session, your logon ID will remain active on the JIMS computer for 20 minutes before it is automatically logged off.

If you continue to get the "Already logged on" message after 20 minutes, call the Subscriber Access Coordinator at (713) 755-7815.

\* Changing passwords

Error Message:

"PASSWORD FOR LOGON ID JU\_\_\_ HAS EXPIRED."

HCP/TUBES  
 HARRIS COUNTY LOGON SCREEN

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Enter  Logon ID    ===>
       Password   ===>
       New Password ===>
       Re-enter New Password ===>
  
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1. Enter the personal logon ID issued to you in class. (JU\_\_\_)
2. TAB to Password

3. Enter the password that is expiring. New users who have never accessed the system will enter TEST.
4. TAB to New Password.
5. Enter a new password between 4 and 8 characters.
6. TAB to Re-enter New password.
7. Re-enter your New password.
8. ENTER.

After 60 days you will be prompted to change your password again.

\* Password not matched

Error Message

"ACF01012 PASSWORD NOT MATCHED"

The wrong password was entered. Try another password that you might have used. If you cannot remember your password, call the Subscriber Access Coordinator at (713) 755-7815 to have it reset. Once the password is reset, you will have to create a new password using the steps above in "Changing Passwords"

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### III. PRINTING

There are two ways to print JIMS information from a Windows '95 telnet session.

#### A. CUT AND PASTE

- i. Select (or block) the text you want to print.
  - Move your mouse cursor to the upper left side of your screen.
  - Click your left mouse button and hold it.
  - Pull your mouse toward you. The text should be selected.
  - Go to Edit in your menu bar.
  - Click on Copy.
  - Go to your Start Button in the Bottom left of your screen and click.
  - Go to Programs.
- ii. Open Wordpad
  - Go to Accessories and click once.
  - Go to Wordpad and click.
  - When Wordpad is open:
  - Go to Edit in the menu bar.
  - Click on Paste.
- iii. Switch back to telnet
  - Go to the Taskbar at the bottom of your screen and click telnet.
  - Do your next search.
  - Highlight the text you want to print and copy it.
  - Go to the Taskbar at the bottom of your screen and click Wordpad.
  - Go to Edit and then paste.
  - Repeat as necessary.

#### B. LOG (SAVE) THE INFORMATION AS IT COMES IN AND THEN PRINT IT

- Go to the Telnet Menu bar. Select Terminal then click Start Logging.
- Select the name of the log file and where you want to save it.
- \*While the log is open it will store the information you receive.
- Run your searches.
- Go to the Telnet Menu bar. Select Terminal then click Stop Logging.
- Open your word processor. (See "ii. Open Wordpad" above)
- Find the log file that you created (e.g. telnet.log) and select open.
- Go to the word processor menu bar and select print.

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#### IV. CRIMINAL RECORDS INFORMATION

##### \*Error Message 1

"PROTECTED FIELD"

1. Turn your CAPS LOCK off.
2. Press Ctrl+z
3. Retype your qinq or qnam.

##### \*Criminal Background Checks:

See the "Criminal Inquiry for Subscribers" manual under  
NAME INQUIRY TRANSACTIONS: QINQ; QCAS; QNAM; QDOC;

Q:Why do I get a name and spin number but there are no cases listed?

A:The person may have been processed for a violation below a Level C misdemeanor, for example a traffic violation, Justice of the Peace case, etc.,. There is no way for subscribers to get more detailed information about these cases through JIMS.

##### \*Criminal Code Tables

To look up the meaning of a code:

1. Type qmnq on a blank screen.
2. Enter the number corresponding to the code you want to search.

##### \*Getting around the Criminal System:

To get from page to page in the criminal system, use the navigation keys defined at the bottom of your screen. Navigation keys have a PFnumber=screen name format e.g. PF6=QDOC.

To use your navigation keys, Press Esc (let off key) then press the number of the screen you want to go to. Eg. for PF6=QDOC: Esc (let off key) 6 to go to QDOC.

TIP 1: Code tables will give you detailed information about the codes used.

TIP 2: When doing a criminal background check in QNAM, enter social security numbers and drivers license numbers alone. Also, enter name and date of birth together without social security or driver's license numbers.

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#### V. CIVIL RECORDS INFORMATION

##### \*Civil Background Checks:

See the "Model 204 Civil Inquiry Manual" under INT 65.40.

##### \*Civil Code Tables

To look up the meaning of a code:

1. Move your cursor to a field with a > to the left. (E.g. COC>\_\_\_\_\_ )
2. Type a question mark (?).
3. Press [Esc 1 1] or [Esc Shift -] if there is a 1= key at the bottom.

##### \*Getting around the Civil System:

To get from page to page in the civil system, use the navigation keys defined at the bottom of your screen. Navigation keys have a number=screen name format

e.g. 3=CASE SUM.

To use your navigation keys, Press Esc (let off key) then press the number of the screen you want to go to. Eg. for 6=QDOC Esc (let off key) 6 to go to QDOC.

\*Scheduling Orders

Subscribers do not have access to Scheduling orders online. The Court Coordinators maintain this information.

TIP: If you do a name search in INT 65.40 and have a list of different case numbers

to get a summary on, copy or print the case numbers and then look them up on

the INT75 screen.

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VI. Telnet Keyboard Functions

Function	Key Sequence
Clear	Ctrl+z
Tab	Ctrl+i
Back Tab	Ctrl+b
Cursor Left	Ctrl+h
Cursor Right	Ctrl+l
Cursor Up	Ctrl+k
Cursor Down	Ctrl+j
Delete Character	Ctrl+d
Home	Esc+z
Insert	Esc Space
PF 1-10	Esc 1 through Esc 0
PF 11-24	Esc, Shift+ 1 through =
Reset after error	Ctrl+r
Redisplay Screen	Ctrl+v
Erase Current Field	Ctrl+u