

Toolkit Refresher Training

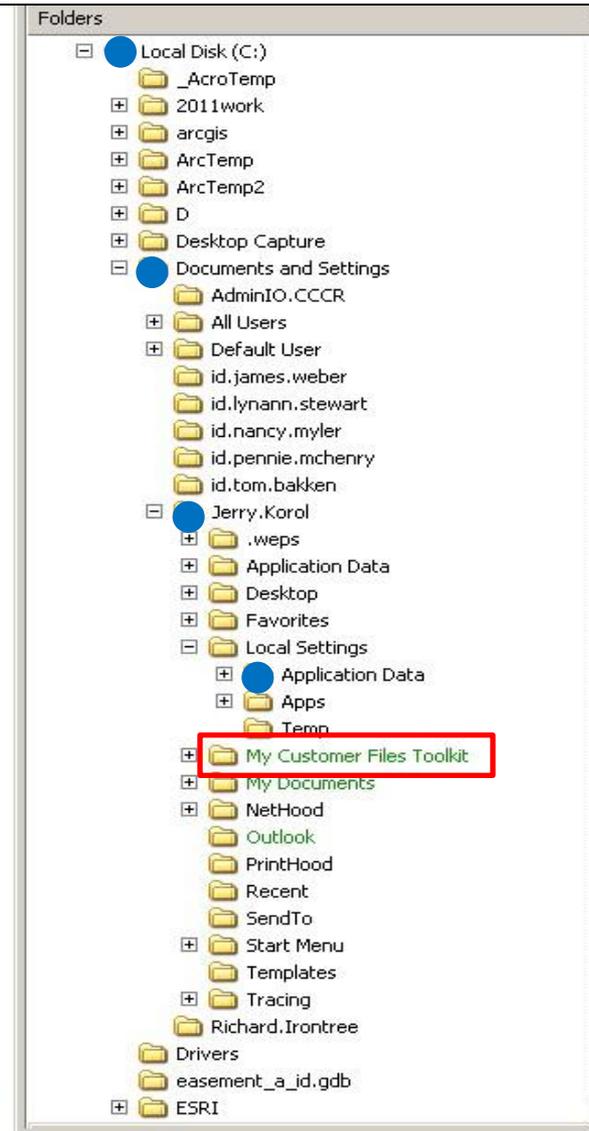
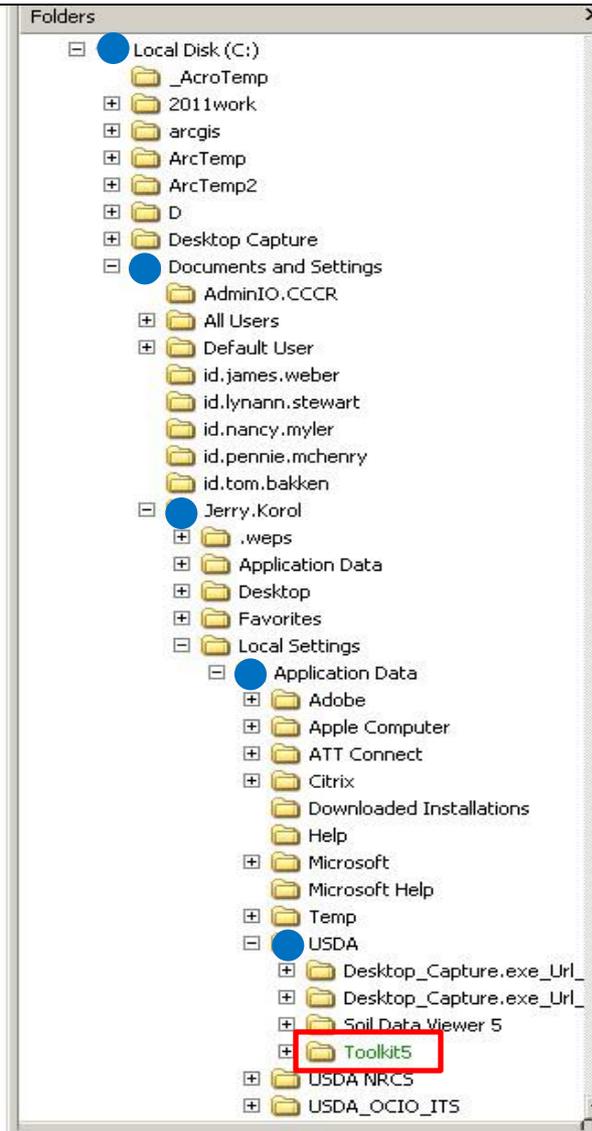
# Common Error Messages

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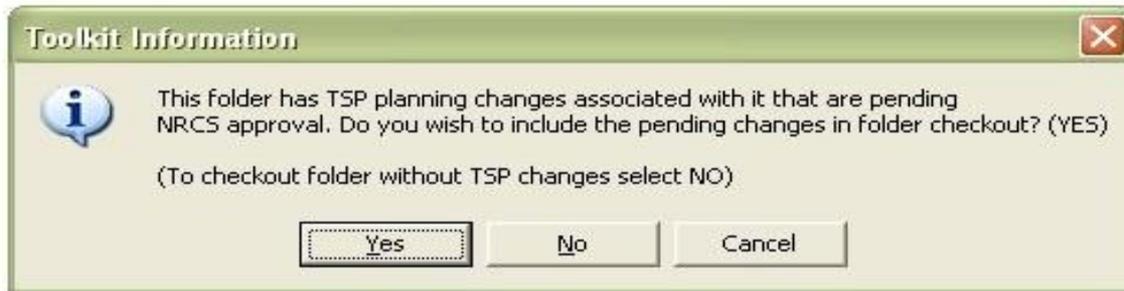
The two folders shown below should always be encrypted



# Common Error Messages

The two folders should **NOT** be encrypted for the following offices:

**Blackfoot**  
**Caldwell**  
**Coeur d'Alene**  
**Idaho Falls**  
**Lewiston**  
**Rexburg**  
**Twin Falls**

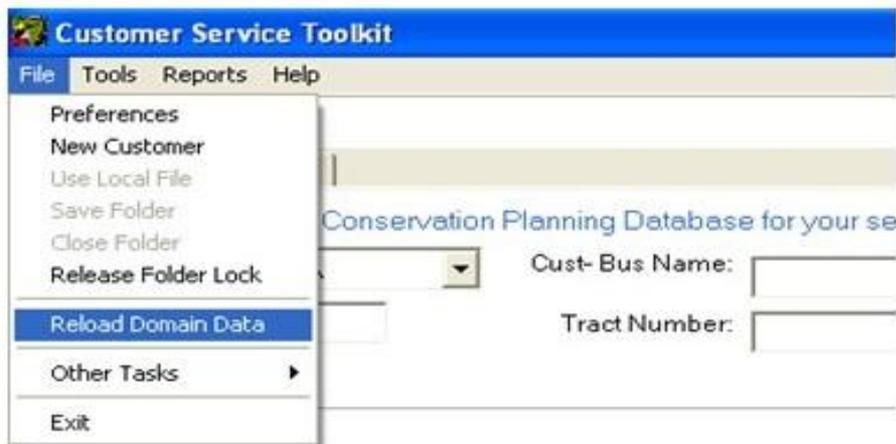


This message is typically shown when the status flags for these folders have been set to “Pending Correction” or “Pending Review” and occurs when a previous user or a TSP who was working on this folder has set one of these statuses to the customer folder.

However, upon further investigation, we have found that when Toolkit is missing the requisite domain data that describe the workflow for status codes, it inadvertently displays the above message prior to every check out. We had deployed a database fix that reloaded domain data for all users to fix the issue a few weeks ago.

However, users may continue to encounter this issue on occasion. In that event, please request them to ignore it and to click <Yes>. Please also request them to reload their domain data. This should repopulate the requisite domain data and prevent further displays of this message:

(File --> Reload Domain Data)





## RE: Toolkit Issues. Lgo# 77265

You replied on 7/27/2009 2:05 PM.

**To:** RA.cofortcol3.ToolkitSupport; Korol, Jerry - Boise, ID

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Hello Jerry,

Jeff and Rosana are now able to access Toolkit. I did a net meeting with both of them and deleted the PGDB's on their machines.

Navigate to the folder "C:\ documents and settings \ your.name \ local settings \ application data \ usda \ toolkit5"  
Highlight the file "Toolkitv50.mdb" and rename it something like 'Toolkitv50.old'