

Troubleshooting SAMS

SAMS is Stuck

- Every once in a while SAMS may hang or get stuck
- The first rule of thumb is to wait a few minutes
 - Many times, our internet is at fault and SAMS mis-communicates with the servers in Burlington, Vermont

How do I know?


- How do I know if SAMS is having issues?
 - Have you received an RTE or Run Time Error?
 - A RTE has occurred when you see a small window pop up and on it will be a cryptic message. At the top of the small window it will say Run Time Error
- If you receive this message, attempt to save your work by clicking on the SAVE button
 - If SAMS will not allow you to save, you will need to exit out of SAMS and log on again
- This is sometimes not as easy as it sounds

I Can't Exit!

- If you try to log out of SAMS and nothing happens, please wait a minute. Sometimes the communication between us and the servers are not quite up to par and you may have to try to exit again.
- If, after you try again, you can't exit SAMS, here are the steps to take.

Citrix Icon

What to look for

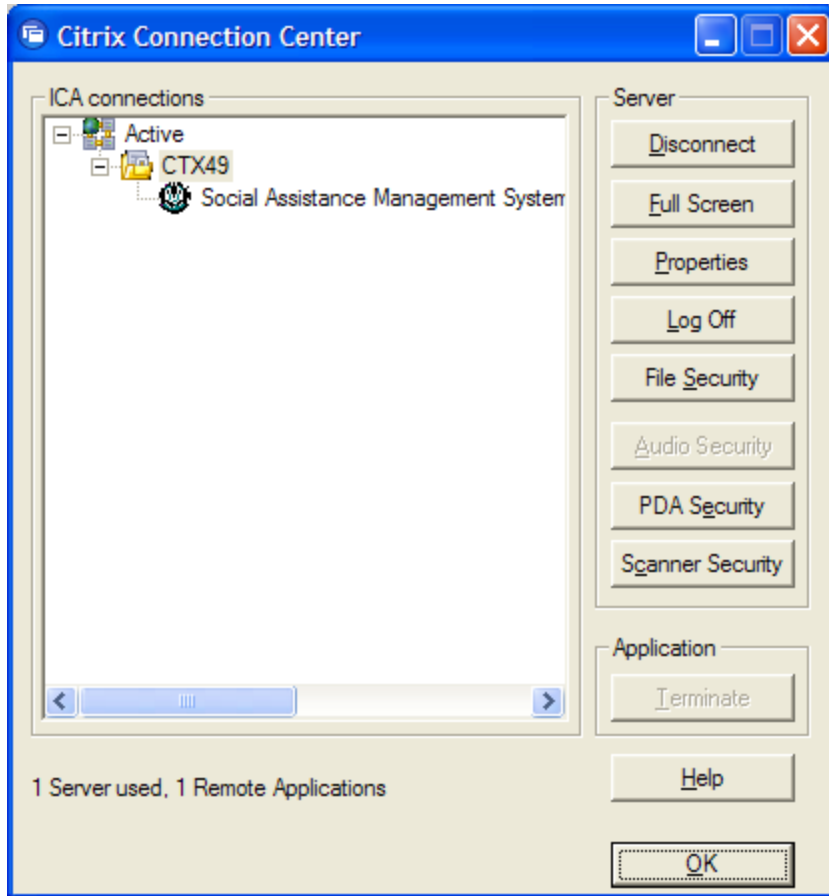
- Double click on the Citrix Connection Center icon
 - It is located in the lower right hand corner on the task bar of Windows. 

- There are two types of icons to look for



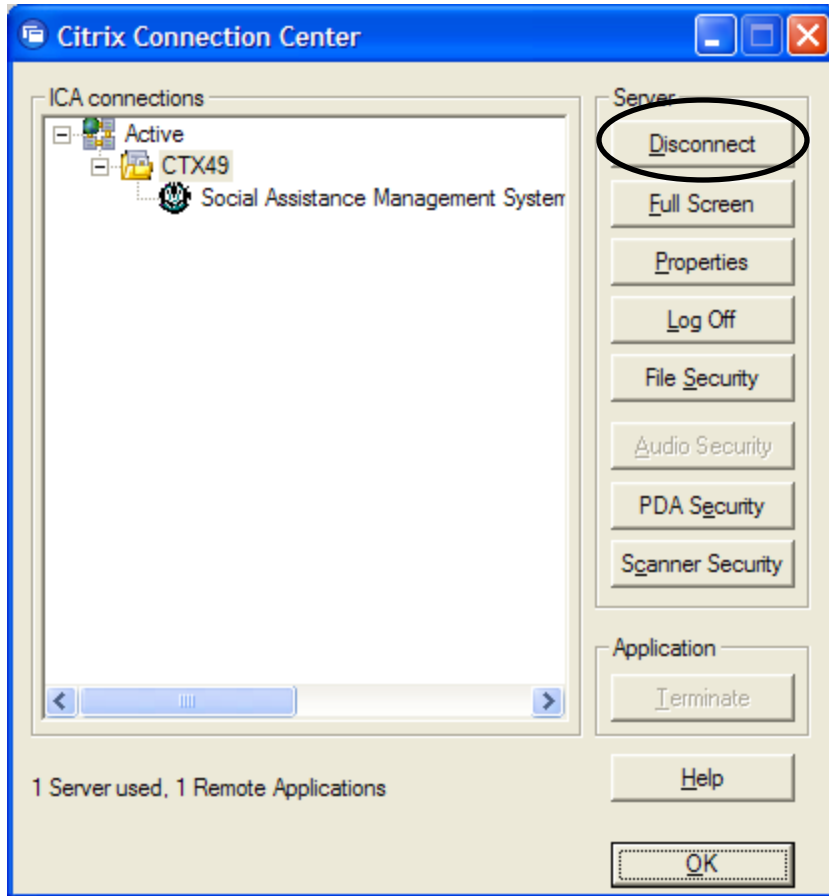
- Locate the icon and double click on it

Citrix Connection Center



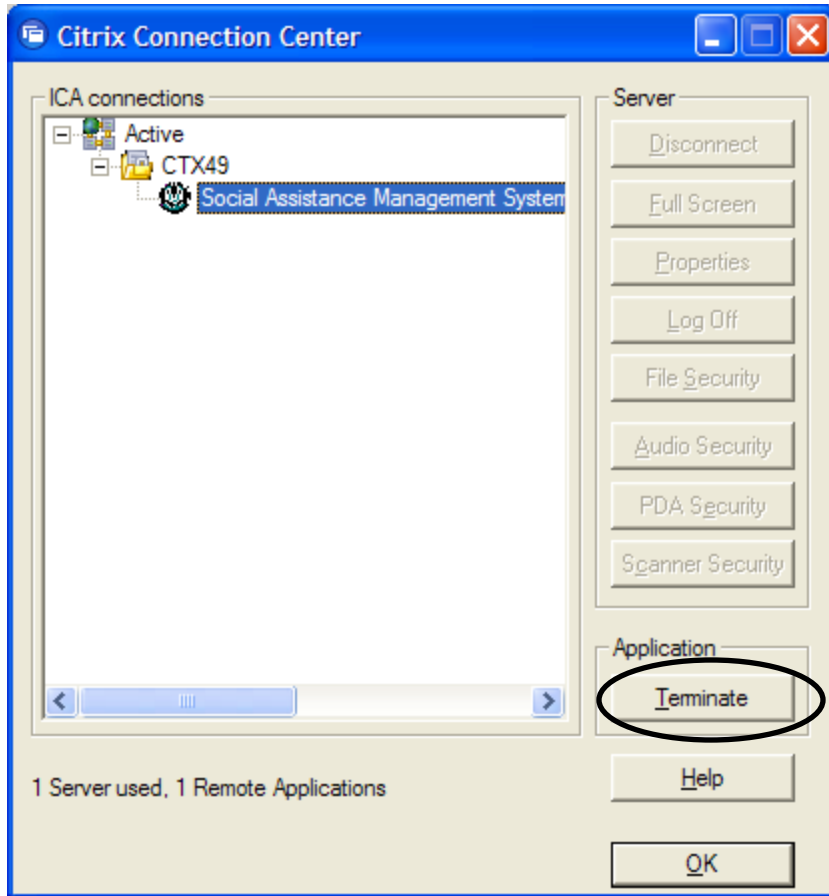
- The Citrix Connection Center will open and appear similar to this window
- Let's look at the three lines in this window
- Active
 - Let's you know what server and program is active
- CTX49
 - The number represents the server that you are on
 - In my example, I'm on server CTX49
- Social Assistance Management System
 - This is the active program (SAMS)

Do NOT click Disconnect



- Do NOT click Disconnect! (circled)
- Clicking on Disconnect will sever the communication to the server and leave an active session at Harmony
- If you inadvertently do click on Disconnect, the result when you try to log back onto SAMS will be an error message stating that you already have an active session and only one instance of SAMS is allowed
 - If this happens to you, contact I.T. and let them know. I.T. will need to contact Harmony. Harmony will then end your active session

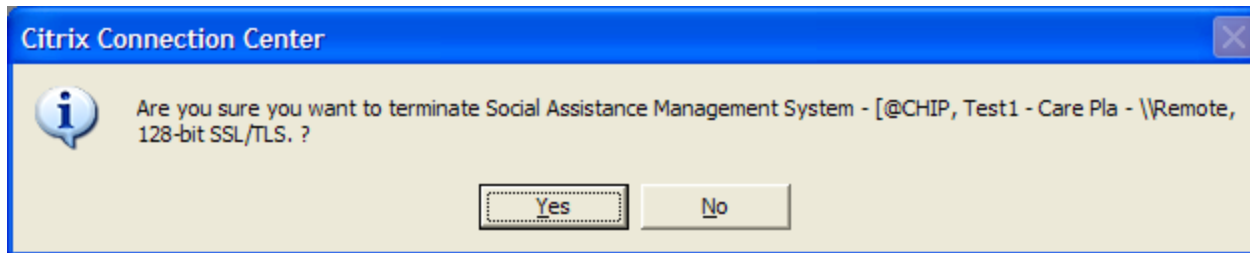
Terminate



- The first step to correctly end a SAMS session if SAMS is hung/stuck is to highlight the affect program.
 - In this case, highlight Social Assistance Management System
- NOTE: all of the buttons on the right side are grayed out except Terminate (circled)
- Click on Terminate

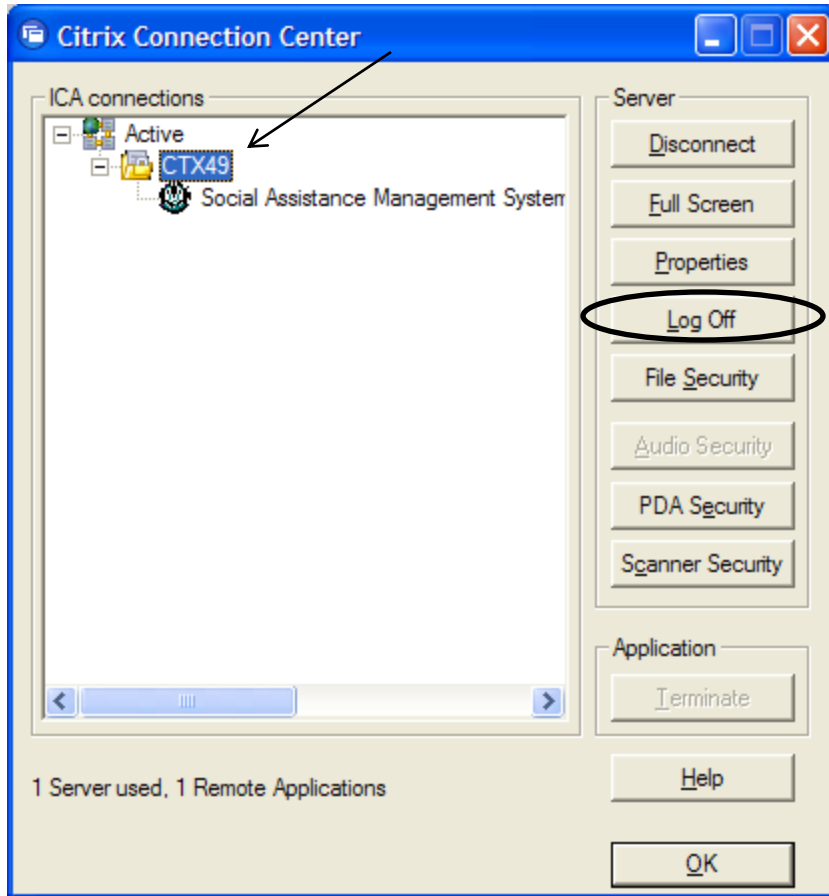
Confirmation

Terminate



- Once you click on Terminate, a confirmation window will appear
 - This window ask you if you are sure you want to terminate SAMS
- Click Yes

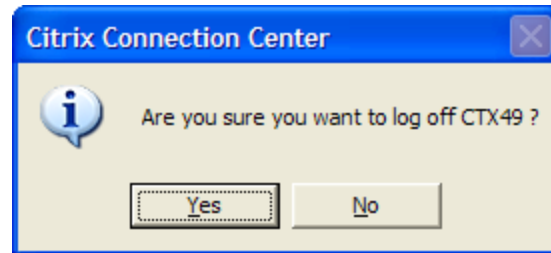
Log Off the Server



- If SAMS does not terminate, you will need to log off the CTX server
- To do so, click once on the CTX server
 - I clicked on CTX49 (arrowed)
- Now click on Log Off (circled)

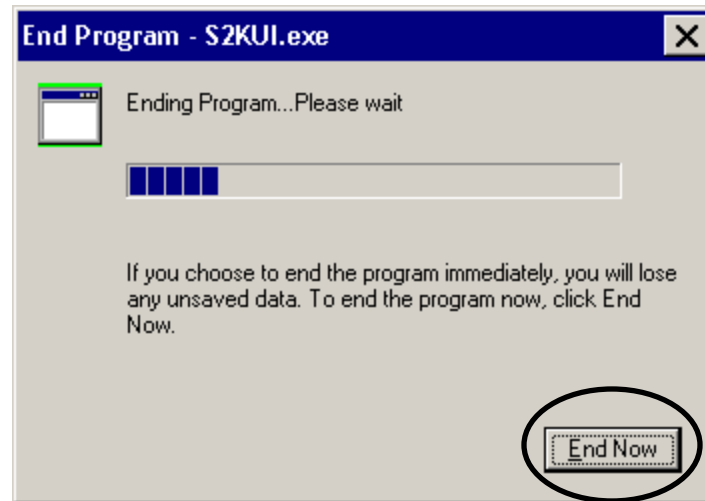
Confirmation

Log Off



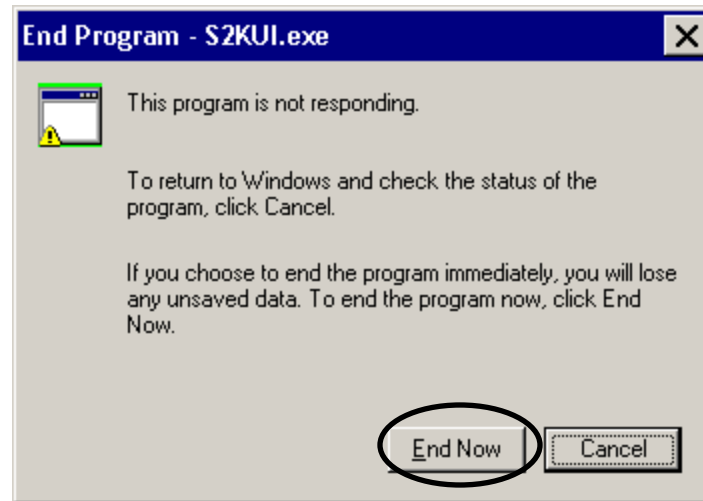
- You will see a confirmation window asking if you are sure you want to log off the CTX server
- Click on Yes

End Program



- A window will pop up within 30 seconds
 - This window is asking for permission to end SAMS
 - You can click End Now (circled) or wait
 - FYI: S2KUI stands for SAMS 2000 User Interface

End Now



- If you wait, this window may pop up.
 - This window is stating that SAMS is not responding
 - You have two choices, End Now or Cancel
 - Click on End Now (circle)

- As soon as you click on End Now, SAMS will shut down and within 30 seconds, the Citrix Connection Center will too, close down.
- You can now log back into SAMS.
- If you experience this issue again after you log back in, please notify us at aginghelp@adsd.nv.gov with SAMS Help in the subject line.