

Trouble Shooting DIMA:

Problem: DIMA crashes frequently

Solution

- 1) Restart your computer
- 2) Install Windows updates
- 3) Download a fresh DIMA database from Jornada.nmsu.edu and import your data into the new database

Problem: DIMA crashed, did I lose my data?

Solution

Every time you hit “Next” or “Close” in DIMA you save your data. If the database crashes while you are using it, you should retain your data. Check to be sure.

Problem: DIMA appears empty, but I know there is data in the database.

Solution

- 1) Make a copy of your database using “Save As”
- 2) Enable Macros in File→Options→Trust Center→Trust Center Settings→Macro Settings→“Enable all macros”

Problem: I receive an error when I run a report

Solution

- 1) Make sure all of the data sheets are complete. Check the data summary boxes in the Enter/Edit data form. If the summaries are blank or 0 DIMA is not reading the data for that line and method. Go into the form and hit “Recalculate summaries”. This should reset the link to the reports.
- 2) Reset your Delimited Reports Directory: Administrative Functions→System Setup→Maintain Application Constants
- 3) Run reports on fewer plots

Problem: I can't click on any buttons

Solution

Switch from keyboard/mouse mode (bottom left corner of main screen) to touch screen mode, or vice versa.

Problem: When I use the number touchpad, DIMA crashes

Solution

Switch into keyboard/mouse mode and use the tablet keyboard. This can be cumbersome but works until you can reset DIMA (see Problem #1)

Problem: I get a runtime error when I select a site on the home screen

Solution

You may have a special character or blank plot name. Go to the background plot table: Support Tables → Show Access Database Window → tblPlots to look for a suspiciously named plot. Rename the plot.

Other Common Solutions

- 1) Load your data into a fresh database (<http://jornada.nmsu.edu/monit-assess/dima>).
- 2) Make sure you are running the most up to date version of DIMA
- 3) Ensure that your Windows Updates are current.

Contacts

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