

Troubleshooting Sample Issues in SiteManager

Maintain Sample Information Window:

[Error Message “ccalcreq”](#)
[Producer/Supplier not on dropdown list](#)
[Sampler not on dropdown list](#)
[Mix ID not showing design number](#)
[Contract or Contract Line Item not found](#)
[Destination Lab not found](#)
[Test Not Available on Test tab](#)
[Error Message When Removing a Test from a Contract Item](#)

LIMS:

[Cannot find sample in LIMS](#)
[Cannot see tests in Review Tests or Review Samples window](#)
[Cannot enter tests in LIMS](#)

Maintain Sample Information Window tabs

Get error message with the text “ccalcreq” in the message box:

Grab the file from this link and replace the existing 'CCalculateRequirement.dll' file located in the SMAPP Folder found directly on the C: drive of the computer having the issue.

<https://www.tdot.tn.gov/Applications/Documents?pathName=%5CConstruction%5CSiteManager%5CNew%20folder>

Cannot find a “Sampler” or Producer/Supplier using “Filter Search”:

Usually the problem is a space in the field before the data that was entered. Using “Search” instead of “Filter Search” will show the full list of choices. . **NOTE:** Contact **Regional Materials & Tests** if a P/S cannot be found using “Search”. The P/S may have been made inactive or a specific material from that P/S may no longer be approved for use.

Mix ID is not displaying a specific design number I am searching for:

Either the material code used on the sample does not match the material code used for the mix design or an incorrect “Design Type” was selected before searching designs. **NOTE:** BOE Report [RR016- Mix Designs - Approved Report](#) can be run to see if a design is “Active” or if it has been “Expired”. Contact Regional Materials Supervisor for asphalt mix design issues. For concrete mix design issues contact TDOT.SiteManagerMaterials@tn.gov

Contract or specific contract line item is not found when trying to add data to “Contract” tab:

1. “Contract ID” field is case sensitive; make sure upper-case letters are used.
2. Use BOE report [RR005-Materials Sampling Checklist](#) or go to the “Contract Sampling and Testing” window (Materials Management tab>Contract Materials>Contract Sampling and Testing) to verify material is linked to Contract line item. If material is not linked contact Regional Materials and Tests Supervisor or email TDOT.SiteManagerMaterials@tn.gov

“Destination Lab” is not listed on the “Other” tab:

Incorrect “Sample Type” or material code has been used on Basic Sample Data tab.

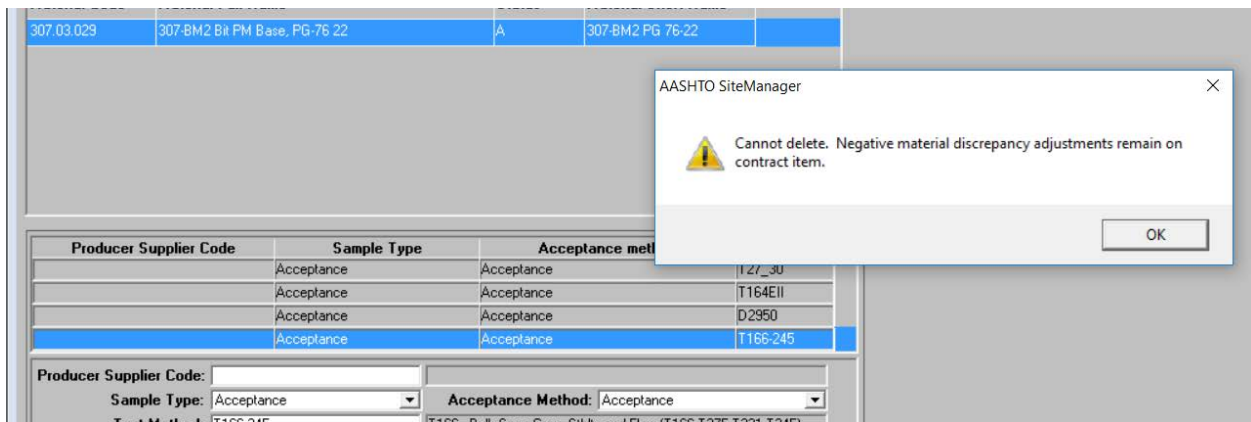
A specific test is not available to be added to the sample:

Either the “Lab unit” selected does not perform the test or the test is not linked to the material.

NOTE: Contact TDOT.SiteManagerMaterials@tn.gov to link the test to the material

Error Message When Removing a Test from a Contract Item:

If you get the message below when trying to remove a test from a contract item; it means a pending estimate has been generated by the field office. You will need to have the field office generating the estimate cancel the pending estimate before you can remove the test.



LIMS WINDOWS

If user has created a sample and cannot find it in LIMS, below are some steps to troubleshoot the issue:

1. In the SiteManager ‘Maintain Sample Information’ window for the sample; make sure the correct sample type, acceptance method and destination lab have been chosen. Also verify the correct tests are linked to the sample.
2. Make sure there is not a filter on the window that is keeping the sample from showing up. Click the “reset” button to completely clear any filters and select the “All My Lab Units” option.
3. Verify the users testing rights for the specific test(s) have not expired. Run BOE report [RR072- SiteManager Tester Qualification Report](#) to see all active and expired certifications.
4. User may not have the correct security role, region and/or unit assigned or may not be active in SM. Contact TDOT.SiteManagerSupport@tn.gov to verify is user information is correct.
5. If Sample was made using the DWR Role, have user log out then back in using inspector role to see if they can see the sample.
6. Regional M&T users will not see tests if there is a contract in another Region (that they do not have contract authority for) linked to the sample. Operations users will not see tests if they have a contract in another Unit (that they do not have contract authority for) linked to the sample. **NOTE:** If the user needs rights to those contracts, they will need to be added in the “Contract Authority” window (main panel/contract administration/contract records/contract authority). For user rights the supervisor should send a request to TDOT.SiteManagerSupport@tn.gov

If user cannot see a test in either the “Review Tests” or “Review Sample” window:

1. Verify that the test(s) have been moved forward from the “Enter Test Results” window.
2. Make sure there is not a filter on the window that is keeping the sample from showing up. Click the “reset” button to completely clear any filters and select the “All My Lab Units” option.
3. Three things are required to see a sample in the “Review Sample” window:
 - a. All tests must be marked “Review Completed” and saved to move the sample from the “Review Tests” window to the “Review Sample” window. The sample will not show up for review in the “Review Samples” window until all tests have been reviewed.
 - b. User must have rights to the “Product Group” that is linked to the material. This is added by an Administrator after a certification class is passed for a specific group of materials. (Example: You must have the 500 or 600 “Product Group” to approve concrete samples, and these groups are added after the user has passed the “Concrete Field Technician” certification class.) To have product groups added contact TDOT.SiteManagerMaterials@tn.gov

If user cannot enter a test in LIMS:

1. Verify that the user has the correct certification needed to enter the test and that it is valid. Either run BOE report [RR072- SiteManager Tester Qualification Report](#) or in SM go to the Tester Qualification window (Materials Management>Approved Lists>Tester Qualifications) to view specific tester certifications. If user’s certification is expired schedule user for a certification class or if class has been taken but is not in SM contact TDOT.SiteManagerMaterials@tn.gov
2. Verify that user entered correct material code and tests on sample in SiteManager>Sample Information window.
3. Verify that user has been assigned to the correct lab where sample is tested by contacting TDOT.SiteManagerMaterials@tn.gov