

# Resolving error messages when accessing TCIC/NCIC data

**Issue**

A recent JIMS conversion was performed to satisfy new DPS security requirements for accessing TCIC/NCIC data. In some cases, users may receive error messages when running JIMS transactions that access this data. This document provides steps for resolving these errors.

**Resolving the error**

<p><b>If...</b></p>	<p>You run any of these JIMS transactions:</p> <ul style="list-style-type: none"> <li>• WDRL</li> <li>• WIJC</li> <li>• WMIN</li> <li>• LCTI</li> <li>• WADM</li> <li>• WNDQ</li> <li>• LCCH</li> <li>• WEJC</li> <li>• WIQS</li> <li>• WNIC</li> <li>• LE58</li> <li>• WNAQ</li> <li>• WNFQ</li> <li>• LCIC – all options</li> <li>• WHTA</li> <li>• WMDL</li> <li>• WNTL</li> <li>• PTIC</li> <li>• WNBQ</li> <li>• WNIQ</li> <li>• LCAC– all options</li> </ul>								
<p><b>And...</b></p>	<p>You receive either of these error messages:</p> <ol style="list-style-type: none"> <li>1. Invalid DPS ID entered in JIMS.  <pre> +++++ ++14:46:55+++++ REPLY : [1]AUHC.LUS2..ER.TXERROR00.TX1010098.  MESSAGE REJECTED - Invalid User ID 'SE44401' AT 14:46 16OCT09 MRI-00742630 </pre> </li> <li>2. No DPS ID exists in JIMS:  <pre> +++++ ++12:37:15+++++ REPLY : AUHC.LUS2..ER.TXERROR00.TX1010098.  MESSAGE REJECTED - Invalid User ID '' AT 12:36 14OCT09 MRI-00740501 </pre> </li> </ol>								
<p><b>Then...</b></p>	<p>Follow these steps.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Contact TLETS at 1-800-63-TLETS to obtain your DPS User ID (Omnixx ID). (<b>Note:</b> You will not use the DPS ID to log into JIMS, but this ID must be connected to your JIMS record so that you can log in with your JU code.)</td> </tr> <tr> <td style="text-align: center;">2</td> <td>E-mail your DPS User ID (Omnixx ID) to the following email address: <a href="mailto:OmnixxIDs@hctx.net">OmnixxIDs@hctx.net</a>. <b>If TLETS does not have a DPS User ID for you</b>, send your name and phone number, along with the text “TLETS has no user ID for me,” to the same address.</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Wait to receive an e-mail letting you know when your access has been reinstated or what you will need to do to regain access.</td> </tr> </tbody> </table>	Step	Action	1	Contact TLETS at 1-800-63-TLETS to obtain your DPS User ID (Omnixx ID). ( <b>Note:</b> You will not use the DPS ID to log into JIMS, but this ID must be connected to your JIMS record so that you can log in with your JU code.)	2	E-mail your DPS User ID (Omnixx ID) to the following email address: <a href="mailto:OmnixxIDs@hctx.net">OmnixxIDs@hctx.net</a> . <b>If TLETS does not have a DPS User ID for you</b> , send your name and phone number, along with the text “TLETS has no user ID for me,” to the same address.	3	Wait to receive an e-mail letting you know when your access has been reinstated or what you will need to do to regain access.
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