
What To Do If SAARMS Doesn't Work

By

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The following provides several specific troubleshooting techniques that you can try if you are having trouble operating the Budget Execution Module of the Security Assistance Automated Resource Management System (SAARMS).

Before You Call For Technical Support

1. Check the user's manual, press the Help key (F1) or use the pull-down menu to see if you can get an immediate solution to your problem.
2. Choose "Exit" from the Main Menu to exit SAARMS. If you are running the "WINDOWS" program, exit Windows completely. Start SAARMS again by typing "GOSAARMS" and pressing the return key.

With SAARMS running again, you might see an error message explaining the problem with SAARMS. SAARMS maintains an index file to improve access to your fiscal data. Sometimes SAARMS does not have the chance to save the index file before you exit. By restarting, the SAARMS program has the opportunity to reconstruct its index file.

3. Duplicate, duplicate, duplicate.

Try the procedure again, starting at the beginning. The best way to decide if something is really wrong is to try to duplicate the problem. Go through the procedure again and write down the steps you took.

4. If the problem persists, prepare to describe it clearly and in detail.

Make notes if necessary; the exact wording of any problem message is very important if you need to call for assistance. When possible get a "print screen" of any error message or problem screen.

5. Try a related procedure.

For example, if you have a printing problem, try printing something else. If you have trouble printing Feeder Data Reports, try printing it through a word processor. If nothing prints, you know the problem is related to the printer, not SAARMS. Check the printer connections.

6. If something used to work, think about what has changed.

If the procedure used to work, you should consider any changes made to your system. Have you added or removed any applications? Added a screen saver or menu? Hooked up to a network? Changed operating systems? Compressed your drive? Added a virus checker? Added a peripheral such as a CD-ROM or an internal modem?

How To Get Better Technical Support If You Call

1. Have the following available when you call:
 - a. Hardware type, model number and amount of memory (RAM).
 - b. Operating system type and version.
 - c. Monitor type.
 - d. Printer manufacturer, type and model.
 - e. Network configuration, if any.
 - f. Version of SAARMS you are using (version number available on SAARMS start-up screen).
 - g. SAARMS installation disks.

2. To assist in the programmer's diagnostics, "Run" the programs listed below after closing the Windows program.

From the "C:\SAARMS2" directory:

- a. Type "VER" and press the return key. Then press the shift key and print screen key simultaneously.
- b. Type "CHKDSK/F" and press the return key. If a prompt appears requiring a yes or no response, respond yes. Then press the shift key and print simultaneously.
- c. Type "MEM" and press the return key. Then press the shift key and print screen key simultaneously.
- d. Type "TYPE C:\CONFIG.SYS" and press the return key. Then press the shift key and print screen key simultaneously.
- e. Type "TYPE C:\AUTOEXEC.BAT" and press the return key. Then press the shift key and print screen key simultaneously.
- f. Type "C:\SAARMS2\FILESIZE.TXT" and press the return key. Then press the shift key and print screen key simultaneously.

Remember: Run the above programs after completely exiting from Windows.

3. Be at your computer with SAARMS running. Be prepared to manipulate the various SAARMS programs.

4. Have a pencil and paper ready to take notes.

5. When you have all the information listed above, call your Unified Command budget office for assistance. They will either assist you or refer your problem to the SAARMS program manager.

ABOUT THE AUTHOR

MSgt Greg Marme is a Security Assistance Budget Officer within HQ United States Central Command, Office of the Comptroller. For the past two years, he has worked on the Security Assistance Automated Resource Management System (SAARMS) program and has significantly contributed to its development of internal programming, troubleshooting, installation, and testing. He adapted SAARMS to manage Foreign Military Sales (FMS) cases under his control. He holds a bachelor's degree in accounting from Wayland Baptist University and is presently enrolled in the University of Tampa MBA program.