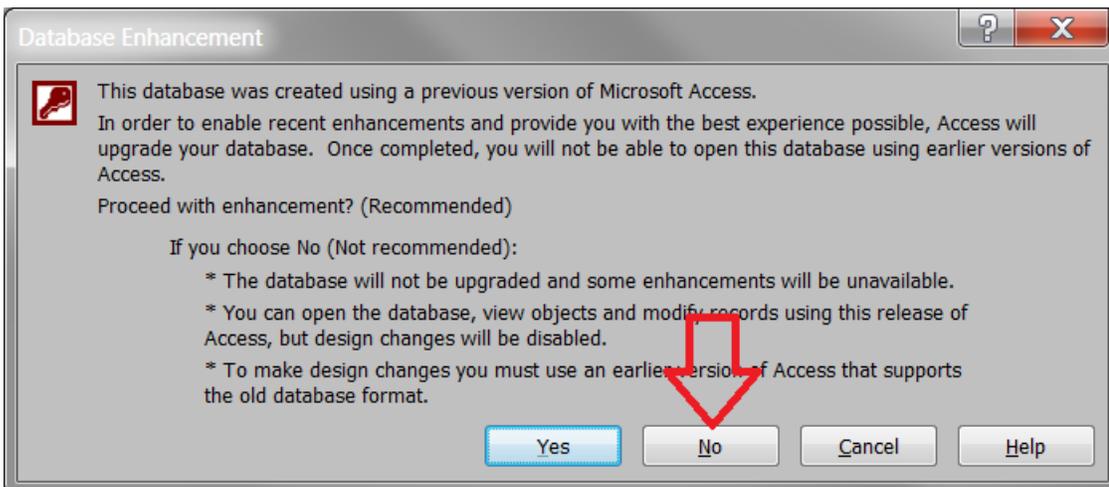


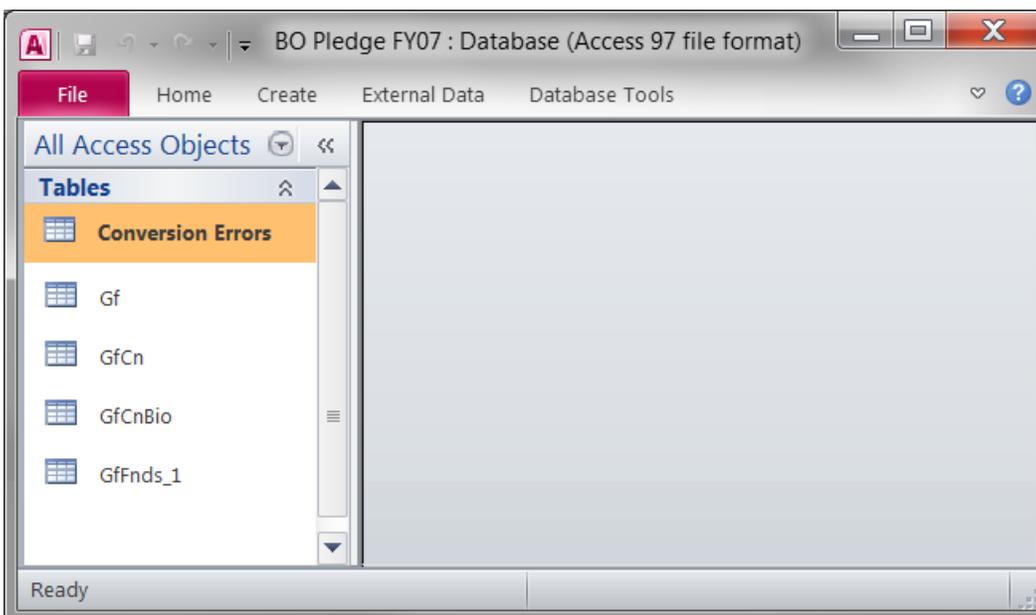
## Issue: Missing Data in report

Opening up the Microsoft Access Database file to verify that all of the expected records/values are being exported out by Raiser's Edge/Education Edge/Financial Edge.

1. Open up the appropriate MDB/data file. If you are prompted to upgrade/enhance the database while opening select 'No'. We only want to look at what's in the database. We don't need to make any changes to the database.



After opening the database you will see the exported tables and possibly Conversion Errors tables. You can ignore the Conversion Errors tables.



2. Open up the appropriate Table.

*Note that the first 2 characters of each table are determined by what type of export is being used. If the export is a Gift type export then each table in the Access file will start with "Gf". If the export is a constituent export then each table in the Access file will start with "Cn". The remaining letters after the first 2 characters identify what type of data is in the table.*

**Examples of table names:**

**CnAct\_1** – Cn indicates Constituent type export; Act\_1 indicates Action information.

**CnAdrSal** – Cn indicates Constituent type export; AdrSal indicates Addressee/Salutation.

**Gf** – Gf indicates Gift type export with Gift information.

**GfCnBio** – Gf indicates Gity type export with Biographical information.

**GfFnds\_1** – Gift type export with Fund information.

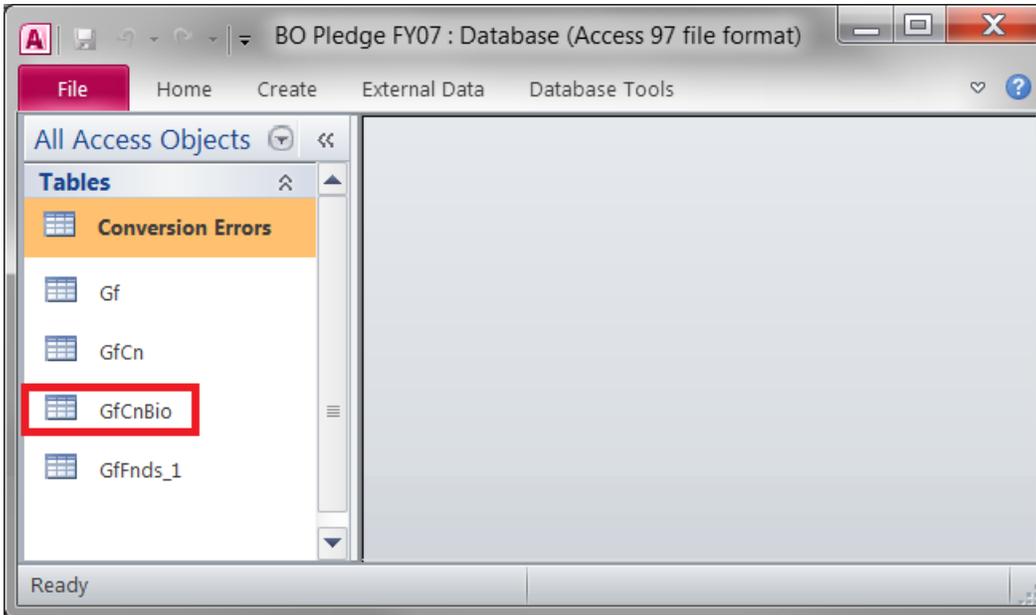
3. Once you have opened up the appropriate table, look in the appropriate column/field to see if the missing information there.

**Examples on next page**

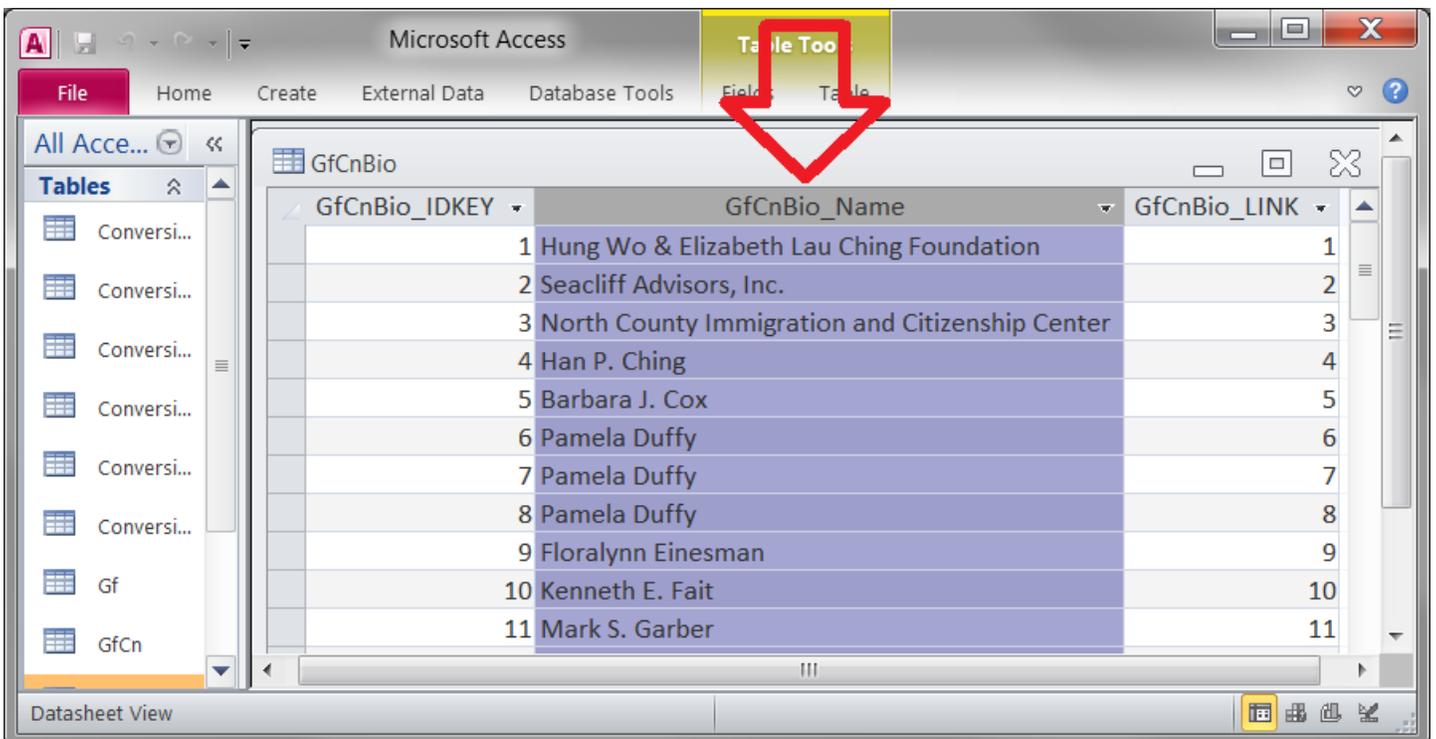
## Example 1:

Client says that a particular person/constituent is not showing up in the report.

- a. Open up the Access Database file that the client is exporting out of RE.
- b. Since Constituent information will be in the Biographical table open up the Bio table (the 'GfCnBio' table in this example).

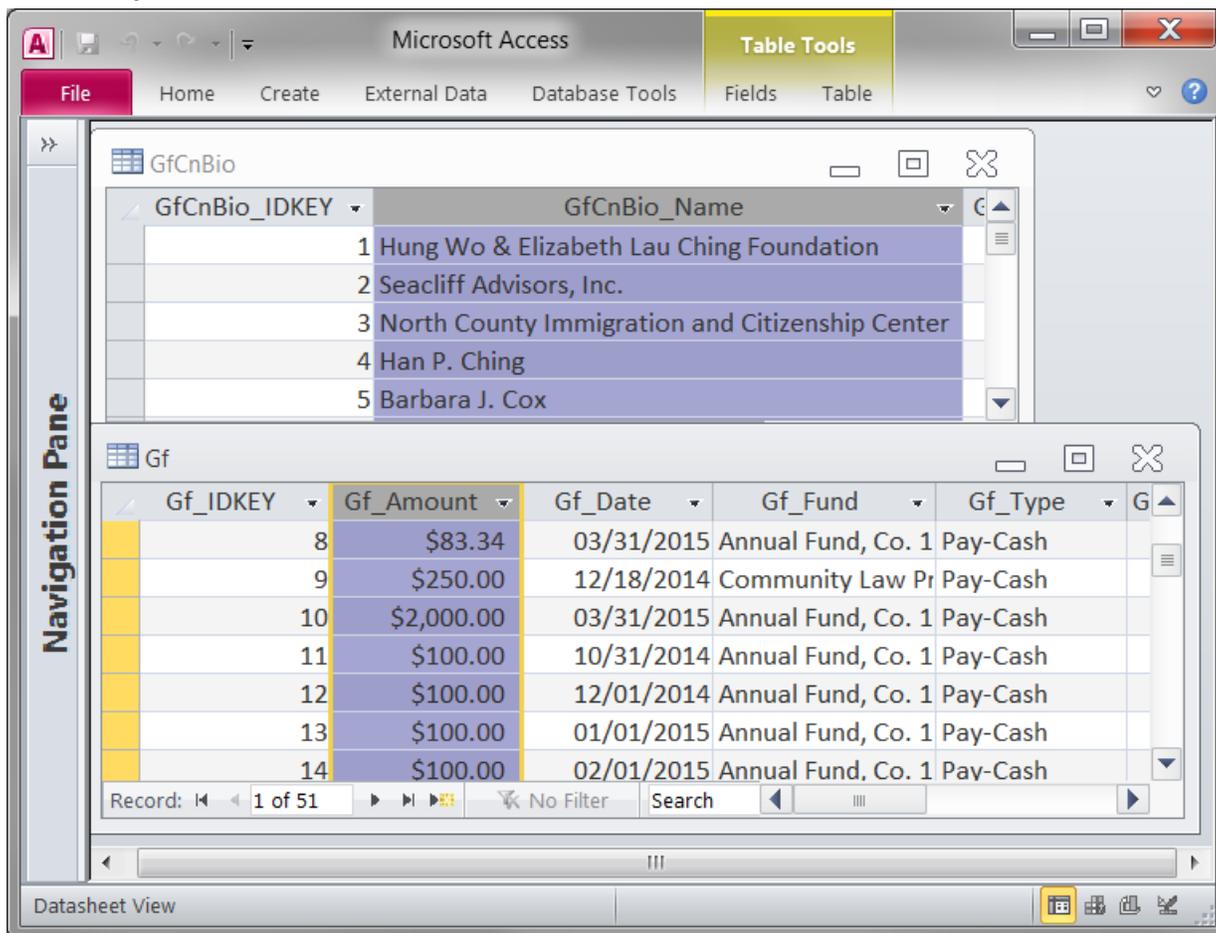


- c. Look in the appropriate Column/field to see if the person/constituent not showing in report is in this Column.



## Example 2:

Client says that a particular person/constituent is not showing a Gift of \$250.00 in the report. This would be a bit more challenging since the Bio Names are exported out to one table while the Gifts are exported out to a different table as shown below. Notice that we do see a gift of \$250.00 in the Gift (Gf) table but how do we know which Bio Name this Gift is related to. In the Access database you can verify which Bio Name this Gift is related to by tracking the \_LINK fields in each table but it's much quicker to go back into the Raiser's Edge and export out only records for the constituent in question if possible. If your export only outputs records for the one constituent in question then when you open up the Access database all of the gifts you see in the 'Gf' table would be for that one constituent in question. Then you know if you see the \$250.00 gift, the export is outputting what is expected.



The screenshot shows the Microsoft Access interface with two tables open. The top table, 'GfCnBio', lists five constituents. The bottom table, 'Gf', lists 14 gift records. The record with a \$250.00 amount is highlighted in yellow.

GfCnBio_IDKEY	GfCnBio_Name
1	Hung Wo & Elizabeth Lau Ching Foundation
2	Seacliff Advisors, Inc.
3	North County Immigration and Citizenship Center
4	Han P. Ching
5	Barbara J. Cox

Gf_IDKEY	Gf_Amount	Gf_Date	Gf_Fund	Gf_Type	Gf
8	\$83.34	03/31/2015	Annual Fund, Co. 1	Pay-Cash	
9	\$250.00	12/18/2014	Community Law Pr	Pay-Cash	
10	\$2,000.00	03/31/2015	Annual Fund, Co. 1	Pay-Cash	
11	\$100.00	10/31/2014	Annual Fund, Co. 1	Pay-Cash	
12	\$100.00	12/01/2014	Annual Fund, Co. 1	Pay-Cash	
13	\$100.00	01/01/2015	Annual Fund, Co. 1	Pay-Cash	
14	\$100.00	02/01/2015	Annual Fund, Co. 1	Pay-Cash	

See the next page if you are interested in tracking a Gift record from the 'Gf' table back to a constituent in the 'GfCnBio' table.

**Step 1.** Identify the gift record (in our example let's look at the \$250.00 gift highlighted).

**Step 2.** Since we want to track this back to a constituent look at the 'GfCn\_LINK' column. If you wanted to track the gift to the Fund table you would look at the 'GfFnds\_1\_LINK' column. Notice that for this gift record we see a value of 9 for the 'GfCn\_LINK' column.

**Step 3.** Now open up the 'GfCn' table and look for the record where 'GfCn\_LINK' = 9.

**Step 4.** Now look at the value in the 'GfCnBio\_LINK' column so we can move from the 'GfCn' table to the 'GfCnBio' table. We see the value is 9 for the 'GfCnBio\_LINK' column.

**Step 5.** Open the 'GfCnBio' table and look for the record where 'GfCnBio\_LINK' = 9. We see that 'Floralynn Einesman' is the constituent this \$250.00 gift is linked to.

*Note that if you wanted to start in the Bio table with a particular constituent and then work your way back to the Gifts table to see which gifts were being exported for this constituent you would just open up the 'GfCnBio' table first, get the 'GfCnBio\_LINK' value; open up 'GfCn' table; match on the 'GfCnBio\_LINK' value; get the 'GfCn\_LINK' value; open up the 'Gf' table and match on the 'GfCn\_LINK' value.*

The screenshot displays three database tables in a grid view. The top table, 'Gf', contains columns: Gf\_IDKEY, Gf\_Amount, Gf\_Date, Gf\_Fund, Gf\_Type, GfNote\_1\_LINK, GfCn\_LINK, and GfFnds\_1\_LINK. The second row is highlighted, showing a gift of \$250.00 dated 12/18/2014, with GfCn\_LINK = 9. The middle table, 'GfCn', contains columns: GfCn\_IDKEY, GfCn\_LINK, and GfCnBio\_LINK. The second row is highlighted, showing GfCn\_LINK = 9 and GfCnBio\_LINK = 9. The bottom table, 'GfCnBio', contains columns: GfCnBio\_IDKEY, GfCnBio\_Name, and GfCnBio\_LINK. The third row is highlighted, showing GfCnBio\_LINK = 9 and GfCnBio\_Name = 'Floralynn Einesman'. Red arrows point from the highlighted 'GfCn\_LINK' value in the 'Gf' table to the highlighted 'GfCn\_LINK' value in the 'GfCn' table, and from the highlighted 'GfCnBio\_LINK' value in the 'GfCn' table to the highlighted 'GfCnBio\_LINK' value in the 'GfCnBio' table.

Gf_IDKEY	Gf_Amount	Gf_Date	Gf_Fund	Gf_Type	GfNote_1_LINK	GfCn_LINK	GfFnds_1_LINK
8	\$83.34	03/31/2015	Annual Fund, C	Pay-Cash		8	8
9	\$250.00	12/18/2014	Community Lav	Pay-Cash		9	9
10	\$2,000.00	03/31/2015	Annual Fund, C	Pay-Cash		10	10
11	\$100.00	10/31/2014	Annual Fund, C	Pay-Cash		11	11
12	\$100.00	12/01/2014	Annual Fund, C	Pay-Cash		12	12
13	\$100.00	01/01/2015	Annual Fund, C	Pay-Cash		13	13

GfCn_IDKEY	GfCn_LINK	GfCnBio_LINK
8	8	8
9	9	9
10	10	10
11	11	11

GfCnBio_IDKEY	GfCnBio_Name	GfCnBio_LINK
7	Pamela Duffy	7
8	Pamela Duffy	8
9	Floralynn Einesman	9
10	Kenneth E. Fait	10
11	Mark S. Garber	11