

## CAPER Troubleshooting Guide

Screen Number	Table Name	Issue	Interim Solution
CR-25	First 2 textboxes	Inserted objects (including text boxes, JPEGs, and tables) on this screen do not appear in MS Word download for the first two textboxes.	<p>Please manually add the text in the MS Word document before making it available for public comment.</p> <p>When the plan is submitted for review, the Field Office can view the inserted objects when reviewing the screen.</p>
CR-30	First 2 textboxes	Inserted objects (including text boxes, JPEGs, and tables) on this screen do not appear in MS Word download for the first two textboxes.	<p>Please manually add the text in the MS Word document before making it available for public comment.</p> <p>When the plan is submitted for review, the Field Office can view the inserted objects when reviewing the screen.</p>
CR-35	First 6 textboxes	Inserted objects (including text boxes, JPEGs, and tables) on this screen do not appear in MS Word download for the first six textboxes.	<p>Please manually add the text in the MS Word download document before making it available for public comment.</p> <p>When the plan is submitted for review, the Field Office can view the inserted objects when reviewing the screen.</p>
CR-35	Second and third textboxes	<p>The on-screen label for the 2nd text box is incorrectly repeated as the label for the 3rd text box.</p> <p>The label for 3rd text box should be: "Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)."</p>	<p>Please respond to the meeting underserved needs question in the second text box and answer the lead-based paint question in the third text box. The correct label for this third text box appears in the MS Word download document.</p>
CR-40	First textbox	Inserted objects (including text boxes, JPEGs, and tables) on this screen do not appear in MS Word download for the first textbox.	<p>Please manually add the text in the MS Word download document before making it available for public comment.</p> <p>When the plan is submitted for review, the Field Office can view the inserted objects when reviewing the screen.</p>
CR-50	Second and Third Textbox	Inserted objects (including text boxes, JPEGs, and tables) on this screen do not appear in MS Word download for the second and third textboxes.	<p>Please manually add the text in the MS Word download document before making it available for public comment.</p> <p>When the plan is submitted for review, the Field Office can view the inserted objects when reviewing the screen.</p>

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Screen Number	Table Name	Issue	Interim Solution
CR-60	ESG Recipient Information	Unable to add a subrecipient to the subrecipient list.	<p>If the selection list available through CR-60 does not include a particular subrecipient, it is because that entity was not included on any of the grantee's funded ESG activities in IDIS. However, grantees may go back to the IDIS funding screens to add an ESG subrecipient to an activity if that activity still has funds available. After the subrecipient has been added, it will automatically appear in the selection list generated on screen CR-60 and can be selected by the grantee completing the CAPER.</p> <p>The instructions for setting up subrecipients are located on p. 25 of the IDIS Guide for ESG, and can be accessed at:  <a href="https://www.hudexchange.info/resources/documents/IDISGuidanceforESG.pdf">https://www.hudexchange.info/resources/documents/IDISGuidanceforESG.pdf</a>.</p> <p>If you are unable to add an ESG subrecipient to an activity because the funds for that activity have been fully drawn, you can add a text box to the administration screen CR-00 containing the subrecipient's information.</p>
CR-75	Other Grant Expenditures	Totals in tables 11e and 11g in the MS Word download currently excludes the 'Street Outreach' values in table 11d from the totals calculation	<p>Please manually add the text in the MS Word document before making it available for public comment.</p> <p>When the plan is submitted for review, the Field Office can view the screens where users have entered responses.</p>

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Screen Number	Table Name	Issue	Interim Solution
All Screens		An error message sometimes appears when trying add a map from CPD Maps in the Consolidated Plan, Annual Action Plan or CAPER Template.	<p>This is an intermittent problem that will be resolved in a future update to CPD Maps. In the event that the print function is not allowing maps to be exported to IDIS, users can take a screenshot of the map and legend directly from the CPD Maps screen and upload the resulting map image as a JPEG file into IDIS by following the procedure below.</p> <ol style="list-style-type: none"> <li>1. Once you have created a map you would like to upload, take a screenshot with the map on the computer screen by pressing the "Print Screen" button (in the upper right corner of most PC keyboards)</li> <li>2. Open a blank, Word or other word processing document and use the "Paste" function (Ctrl+V) to paste the image into the document.</li> <li>3. Crop the image if necessary (this can be done from the "Picture Tools" ribbon menu that appears in Microsoft Word after clicking on the image)</li> <li>4. Right click on the image to be uploaded and click "Save as Picture"</li> <li>5. Give the file a name, chose "JPEG File Interchange Format" from the "Save as type" dropdown menu, and click "Save"</li> <li>6. Go to the point in the Consolidated Plan, Annual Action Plan or CAPER IDIS template where you would like to insert your map, and use the "Add JPEG" button to upload your map image file</li> </ol>