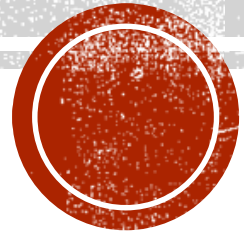
# RESEARCHING FILE ERRORS

A Refresher on Figuring Out Prevalidation Failure, Error Reports, and Processing Errors



# WHY FILES FAIL PREVALIDATION

- Pre-validation is a basic check that the file meets the format required in order to process. A file failing pre-validation means the file failed to meet those basic requirements.
- Common Reasons Files Fail
  - Header/Trailer Issues
  - Punctuation/Characters
  - Tabs (Only file that allows tabs is the ChangeID_Form)
  - Missing College ID

# WHY FILES FAIL

- Finding the Fatal Error

When counting line numbers, the first Header in the file is always 0

File Failure Email:
DAG Validation failed for \\...\e$\sftp_root\usr\sis\xyz_sis\xyz173.dat.

Stray Line is the line with the Error. Look for this line number in your file.

stray_line = 0
Stray DAG fragment = 0410

The error is somewhere in this segment of the record. Locate the line number 0, then find the sequence “0410”. Review the file format to determine where the error is.

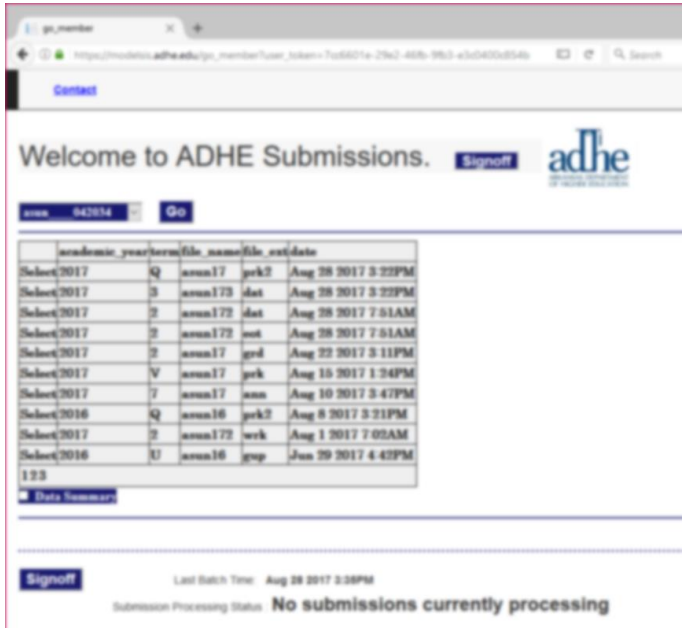
When counting line numbers, the first Header in the file is always 0

File Failure Email:
Stray Punctuation Found -- fatal.
header_line = 0
highest detail line = 511
Invalid punctuation invalidates candidate submission file.
A copy of the submission has been retained as

While there may be multiple instances of punctuation being found in the file, the first line of the file with punctuation is this line number. This is the line that caused the failure.

# HOW TO READ AND RESEARCH ERROR REPORTS

- Step 1: Login to modelsis.adhe.edu and click on "Select" next to the file name. This will download the error report.



# HOW TO READ AND RESEARCH ERROR REPORTS

- Step 2: Identify the Error Codes in the report (highlighted in red below).
- Step 3: Open Filezilla (SISdb) and click on Repository. Find the folder for the file with errors and open it.
- Step 4: Match the error code in the error report with the SQL with the same number. Opening this SQL will show you the validation that caused the error!

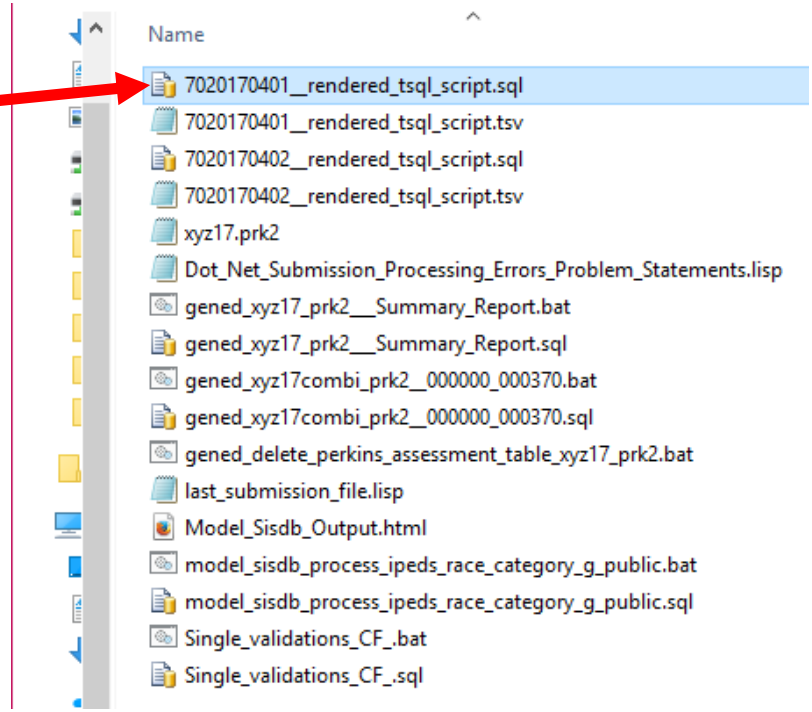
```
                Arkansas Department of Higher Education
              Student Information System Data Validation
                     Submission File: xyz17.prk2
                         Academic Year: 2017
                   Processed: Aug 28 2017 3:22 PM

_____________________________________________________________
NO STUDENT RECORD FOR ASSESSMENT PERKINS (...
Error Code:  7020170401

           123456789
           987654321

_____________________________________________________________
PRK2 SSN ID DOES NOT EXIST IN STUDENT TABLE AS SSN
Error Code:  80222000009

XX1234567
_____________________________________________________________
                      Submission Report Summaries
                      ---------------------------
                 Total Records Submitted:        1
                  Total Records Inserted:        1
                   Total Header Trailers:
                          Total Warnings:       51
                            Total Errors:       18
                   Total Student Records:     1000
                Total Instructor Records:       50
             Total Credit Course Records:      120
              Total Registration Records:     1800
               Total End of Term Records:
                  Total Graduate Records:      777
                   Total Athlete Records:
         Total Annual Instructor Records:      150
                   Total Perkins Records:     8000
             Total Perkins Assessment Records:      400
```



# PROCESSING ERRORS - 0500000016

- What to look for when you receive "Processing Error – 0500000016 – Contact ADHE"
  - These errors are usually caused by primary key conflicts such as:
    - Multiple SSNs being reported with one college ID
    - Multiple college IDs being reported with one SSN
    - The same degree code being reported multiple times for one student
    - Etc.
  - If this error is found, look in the repository for a file named "Dot_Net_Submission_Processing_Errors_Problem_Statements.sql"
    - This SQL will show the records with the processing errors and is the beginning point of troubleshooting.

# READING SQL VALIDATIONS

- You DO NOT have to be a programmer to be able to review validation SQL to figure out errors!!!!!
- Tips:
  - Lines with -- or in green font are not being used. Ignore these lines.
  - Look for field names from your files. This shows where the problems may be.

```
--     End If
-- End If
-- ====== trailer line 20114401
select top 100 '((' + ssn_id + '))' + char(9) + co
from [sisdb].[dbo].[student_table]
WHERE
(
    fice_code = '020735'
)
and
(
    (academic_year = '2019' and term = '1')
    or
    (academic_year = '2019' and term = '4')
)
and
test_science = 0
and
enroll_status = '01'
and
ent_exam_type = '0'
and
(
    test_type_math = '0'
    or test_type_english = '0'
    or test_type_reading = '0'
)
and
(
    degree_intent = '2'
    or degree_intent = '4'
    or degree_intent = '6'
)
```

Line that has been "commented out" – Is not being used in the validation

Table name that is being referenced by the validation. Multiple tables may be listed.

Fields within the table being looked at by the validation. The error in your file will be in one of these fields.

# SQL EXAMPLE

# REMEMBER!

- You will receive THREE (3) emails while your file is processing. A download email, a prevalidation email, and an Error Report Digest.
  - Your file has not finished processing until all three emails are received.

- Don't forget to review your data summary after your file has processed! This summary may reveal issues that passed validation.

# CONTACT INFORMATION

Beth Stewart

Senior Research Specialist and FERPA Compliance Officer

Arkansas Department of Higher Education

beth.stewart@adhe.edu

(501)371-2058