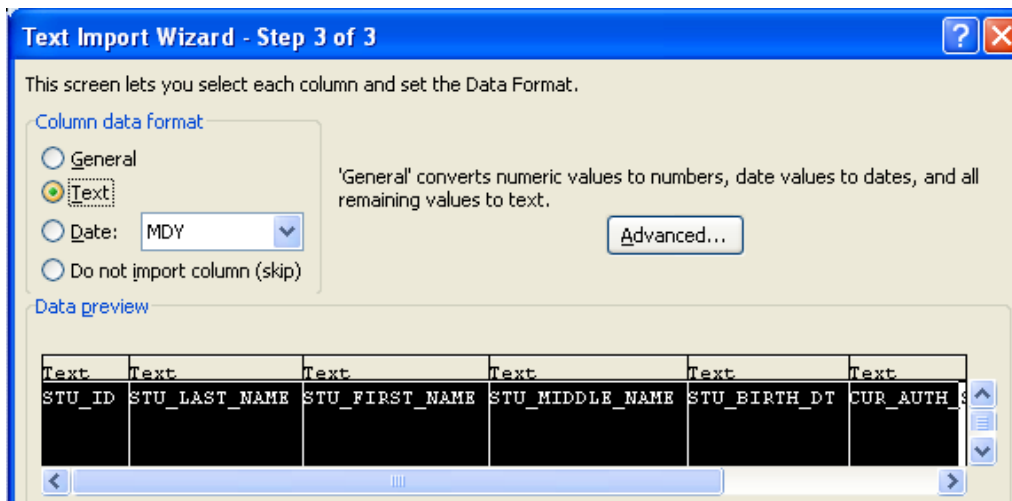


Troubleshooting the Student Claiming Process

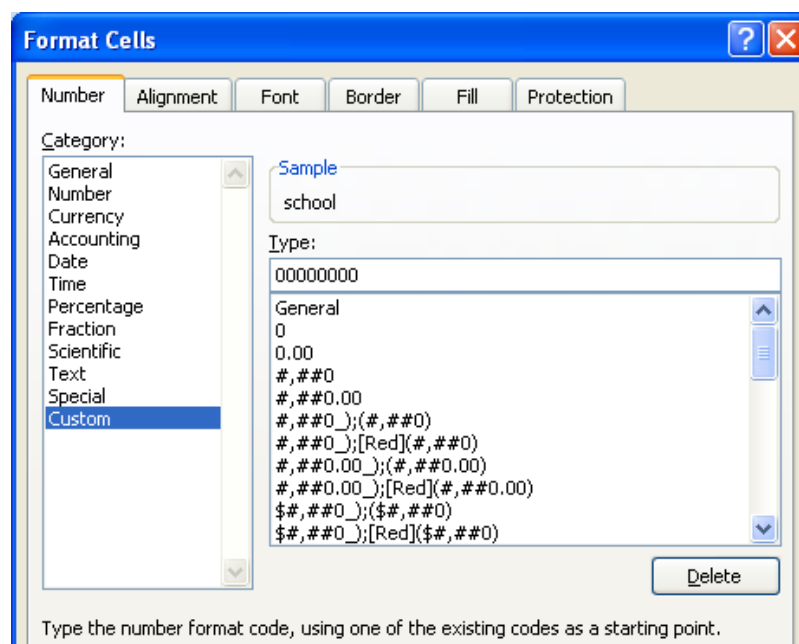
File formatting issues:

Microsoft Excel drops leading zeros in fields that contain only numbers, such as the district and school codes. This can be fixed in one of two ways:

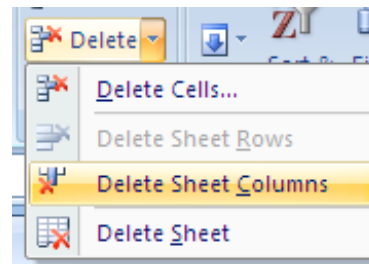
1. To open a .txt file in *Excel*, open the file from within the application. The Text Import Wizard box will open. Step 3 enables you to format all columns as Text.



2. If your file is .txt or .csv format and you appear to lose the leading zeros when you open it, select the two columns and go to Format Cells. Select 'Custom' from the category list and type 8 zeros.



Excel can also add extra commas at the ends of rows if additional columns in those rows once contained data. Be sure to delete unnecessary columns and not just the content in the columns.



Always double check a file created in Excel by opening the file in a text editor before uploading it to the drop box.

Examples of error messages in emails:

File name claimingstudents.csv did not conform to the naming standard

The file naming format is <4-digit district code>_student_cur_auth.txt or .csv, e.g., 0274_student_cur_auth.txt or 0168_student_cur_auth.csv

ERROR: STUDENT_CUR_AUTH records for District 0999 were not loaded to the staging table
Please see attached Log files

Two files are attached. The name of the file that contains the error information begins “Js_Load_StudCurAuthFex_<distcode>...”

Examples of error messages in Js_Load files:

DM-STX-0116 data format error on column "Stu_Cur_Auth"."CUR_AUTH_SCHL" (file 'Student_Cur_Auth' row 2); value length (9) greater than column precision (8).

- There is an additional space in the school field making the character length 9 characters when it should only be 8. NOTE: Step 1 of the claiming process will only pick up district and school codes that are too long. District and school codes that are too short are corrected in Stage 2 where they are identified as unmatched records in the staging report:

District Code	SASID	Last Name	First Name	Middle Name	Birth Date	Claiming District	Claiming School	SASID Match	LNAME Match	FNAME Match	DOB Match	SCHL Length Match	DIST Length Match

DM-STX-0119 row parse error on table "Stu_Cur_Auth" (file 'Student_Cur_Auth' row 13); incorrect number of columns (expected 7, got 8).

- An extra comma exists in row 13.

DM-STX-0119 row parse error on table "Stu_Cur_Auth" (file 'Student_Cur_Auth' row 27); incorrect number of columns (expected 7, got 6).

- A comma is missing in row 27 to designate a new column.

DM-STX-0119 row parse error on table "Stu_Cur_Auth" (file 'Student_Cur_Auth' row 2); incorrect number of columns (expected 7, got 11).

- Several extra commas exist in the row. Possibly this file was created in Excel and there was once data in these columns. The content was deleted but not the columns so Excel added commas for empty columns.

DM-STX-0106 data format error on column "Stu_Cur_Auth"."STU_BIRTH_DT" (file 'Student_Cur_Auth' row 2); ' 09/12/2003' is an incorrect or badly formatted date or time, expected format 'mm/dd/yyyy'.

- The date itself is formatted correctly but there is an extra space before the date, which is shown here after the single quote. Open the file in *Notepad* or any text editor and delete the space.

DM-STX-0106 data format error on column "Stu_Cur_Auth"."STU_BIRTH_DT" (file 'Student_Cur_Auth' row 2); '03-09-2003' is an incorrect or badly formatted date or time, expected format 'mm/dd/yyyy'.

- The date should be formatted with slashes instead of dashes (/ not -).

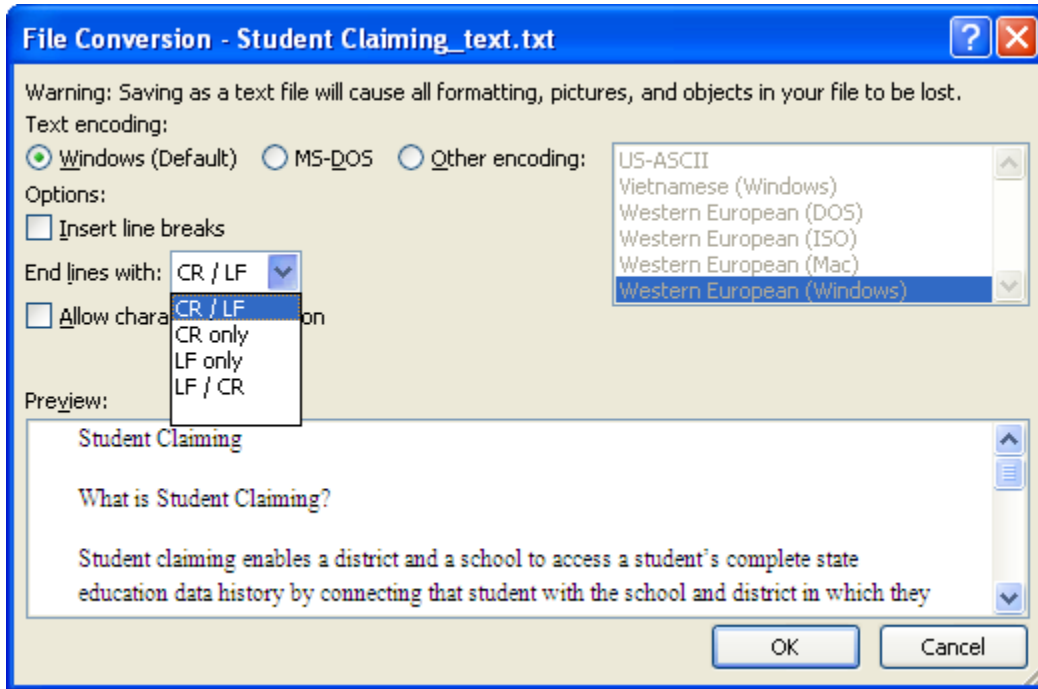
DM-STX-0128 data format error on column "Stu_Cur_Auth"."STU_BIRTH_DT" (file 'Student_Cur_Auth' row 9); field is empty or all whitespace on non-nullable column.

- The DOB field is empty.

DM-STX-0323 error reading data for table "Stu_Cur_Auth" (file 'Student_Cur_Auth' row 2); No end of record delimiter was found, and the maximum was exceeded at 20,480.

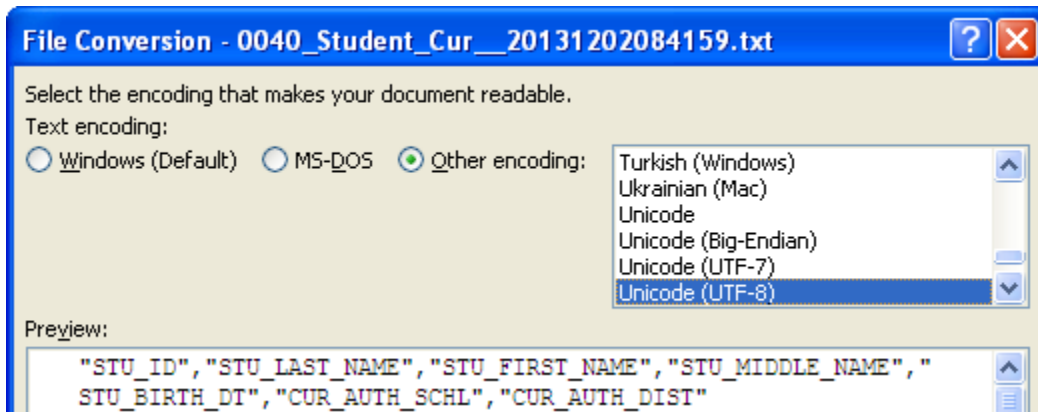
- The error is due to the line endings not being CR LF, which is the default for the script interpreting the file. However, if you are not able to create a file with CR LF line endings, you can change the name of the file to trigger the correct script for interpreting the file:
 - CR line endings: add `_mac` to file name, e.g., `<distcode>_student_cur_auth_mac.txt`
 - LF line endings: add `_lf` to file name, e.g., `<distcode>_student_cur_auth_lf.txt`

- To change line endings, open the document in Microsoft Word and *Save As Plain Text* (*.txt). The following window appears where the CR / LF line ending can be chosen.



DM-FIL-0410 An encoding error occurred on file 'D:\Cognos\data files\DistrictExtracts\Student_Cur_Auth'; expected encoding 'windows-1252' but found a Unicode signature for 'UTF-8'.

- This error can be fixed by going through the same process explained above. Open the file in Microsoft Word. The file conversion window opens and shows the Unicode (UTF-8) encoding. Select Windows (Default) and click OK to open the file. Then save the file as Plain Text and re-upload the file to the drop box with the encoding changed to Windows.



Accept/Reject button not working

When claiming students, you may encounter access problems with the Accept/Reject buttons. If this occurs, it is most likely due to your district's firewall or student Internet filters. Ask your network administrator to ensure that the firewall allows access to port 80 and supports trusted access to <https://edw.doemass.org> and <https://gateway.edu.state.ma.us/>.