Troubleshooting Importing Data in SCRIBE

Issues During File Format Phase

Missing Required Fields

1. The **File Format** tab will indicate whether there are any File Format issues with your import. You will see a **red** exclamation mark if you are missing one or more required fields. The exclamation mark will appear at the top of the tab and next to the missing field(s) in the Field List.


2. If one or more required fields are missing, SCRIBE will not allow you to proceed to the Data Validation step. There are several options to proceed with the import:

    a. Click the **Complete File Format Review** button at the bottom of the Fields List. A box will appear. Your only option will be Cancel Import. Select **Cancel Import** and click the **Save File Format Result** button. *This will delete the file you just imported and take you back to the Import List.*
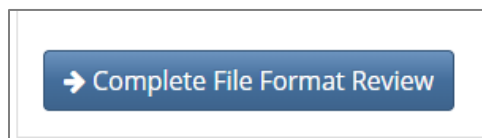
b. Click the **Download Original File** button at the top of the File Format tab to download the original file you are trying to import. Add the missing field(s) to this file*.

c. Click the **Delete Import** button to delete the import and the file you were trying to upload. *This will delete the file you just imported and take you back to the Import List.*
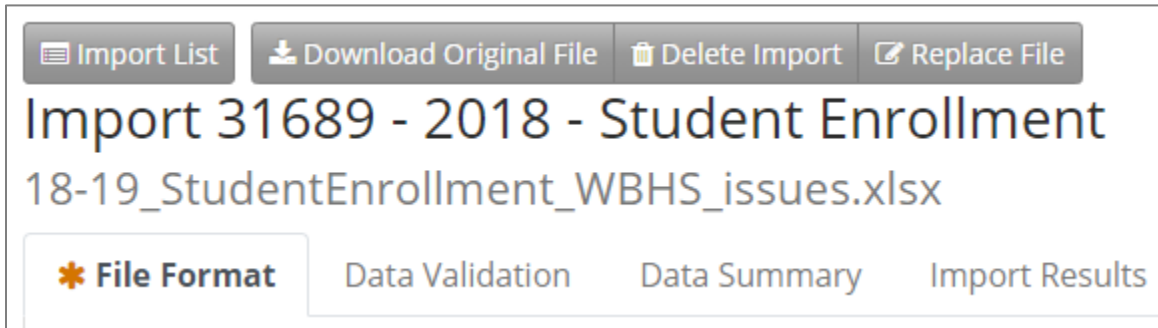
d. Once you have added the missing field(s) to the import file, click **Replace File** to upload the corrected file* to SCRIBE and replace the original file. SCRIBE will scan this new file for format errors.

Note: It is best practice to save the corrected file as a separate, new file instead of replacing the original file that had issues. Name the corrected file to indicate it has been corrected (e.g., "18-19_studentenrollment_WestBeverlyHS_*corrected.")

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Unknown Fields

1. The **File Format** tab will indicate whether there are any File Format issues with your import. You will see an **orange** question mark if your file contains unknown fields. The question mark will appear at the top of the tab and next to the unknown field(s) listed at the bottom of the Field List.

2. Click the **Complete File Format Review** button at the bottom of the page. You will have two choices:

    a. **Cancel Import**: This will delete the file you just imported and take you back to the Import List.
    b. **Approve File Format**: SCRIBE will ignore data in unknown fields and will continue with the import procedure as normal

Click **Save File Format Result**

Issues During Data Validation Phase

1. The **Data Validation** tab will list any fields with errors. This tab will list the number of records that have errors, the fields that have errors and what errors each field has.

2. Click the **Complete Data Validation** button to:

    a. **Cancel Import**: This will delete the file you just imported and take you back to the Import List.
    b. **Revalidate Import** if you updated SCRIBE to address the error(s)
    c. **Accept Errors / Issues** (Note: records with errors will NOT be imported into SCRIBE. It is not recommended to pick this option.)

    Click **Save Data Validation Result**

OR

3. Click the **Download Invalid Values** button to download a spreadsheet that lists which fields have an error (FieldName), the invalid value (InvalidValue), why there is an error (ErrorMessage) and the number of records that have that specific error (NumberOfRecords).

	A	B	C	D
1	FieldName	InvalidValue	ErrorMessage	NumberOfRecords
2	SchoolNumber	22	School 22 is not valid for this School Year	3
3				

4. Click the **Download Validation Info** button to download a spreadsheet that indicates which rows contain errors (Record_Has_Errors) and what the errors are (Record_Error_Description).

|	A	B	C	D	E	F	G	H
1	RECORD_HAS_ERRORS	RECORD_HAS_CHANGES	RECORD_ERROR_DESCRIPTION	StudentID	FirstName	MiddleName	LastName	Gend
2	Yes		[SchoolNumber] School 22 is not valid for this School Year	1234	Carol		Danvers	M
3	Yes		[SchoolNumber] School 22 is not valid for this School Year	4321	Natalia		Romanova	F
4	Yes		[SchoolNumber] School 22 is not valid for this School Year	9876	Stephen	Vincent	Strange	M
5	No	No		6789	Anthony	Edward	Stark	M
6	No	No		4567	T'Challa	Black	Panther	F
7								

   a. This file also contains all of the fields in the original import file. Fix the error(s) in this file, delete columns A-C and save the file.* Click **Replace File** to replace the files with errors with the corrected file.

Note: It is best practice to save the corrected file as a separate, new file instead of replacing the original file that had issues. Name the corrected file to indicate it has been corrected (e.g., "18-19_studentenrollment_WestBeverlyHS_*corrected.")

OR

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3. Other options are:
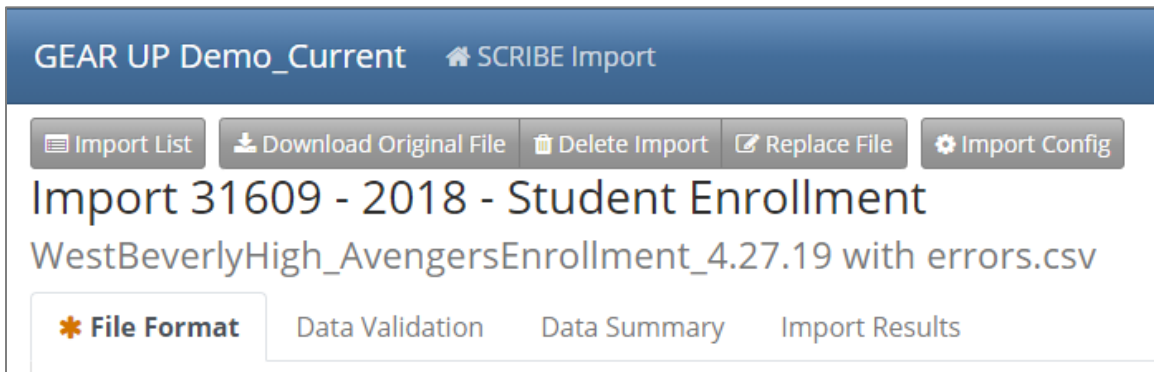
   a. Click the **Download Original File** button at the top of the File Format tab to download the original file you are trying to import.
   b. Click the **Delete Import** button at the top of the File Format tab to delete the import. The will delete the file you just imported and take you back to the Import List.
   c. Click the **Replace File** button at the top of the File Format tab to upload a new, corrected import file. Click Browse to select the file from your computer then click **Replace Import**.

4. SCRIBE will scan the corrected import file beginning with the File Format phase and proceed as normal.