



## Common Peoplesoft Merge Errors

*Student Information Systems have many rules and requirements with regards to creating and updating objects. As such, when Coursedog scheduling updates (section data primarily) are merged with the SIS through our integrations certain requirements must be met in order for data to be accepted, otherwise, a merge error may occur.*

*The Coursedog team is committed to documenting all known SIS requirements and sharing those with our partners to ensure best practice set-up of system **rules, merge settings, section template settings, etc.** in our platform to avoid as many merge issues as possible automatically. You will continue to find up to date information, specific to each [SIS, in our Help Center](#) as we build and grow our knowledge base around this.*

*However, some common merge issues may not currently benefit from a configuration prevention. Please find these documented below for your reference. [Monitoring your merge error reports](#) regularly (after nightly syncs or once a week during active scheduling) is recommended to catch and resolve these issues. If you are not utilizing real-time or nightly syncs give your team at least 1-2 weeks between the end of scheduling and when POSTs should be finalized to resolve any merge errors.*

### Sections Errors

#### Subject Area + Course Number Combination is Not Unique

##### Error in Merge Report

Update Failure - Failure: Attempting to load CRSE\_ID:A. However, B was loaded into the Component buffer. Check that your INSTITUTION/SUBJECT/CATALOG\_NBR is unique.

##### Explanation

In PeopleSoft, it is possible to create a course offering that has a Subject Area + Course Number combination that is not unique, and that matches that of another course offering with a different Course ID.

In the following scenario, for example, there are two unique Course IDs, and within each, there are course offerings with the same Subject Area + Course Number:

Academic Institution	Term	Subject Area	Catalog Nbr	Academic Career	Campus	Description	Course ID	Course Offering Nbr
PSUNV	0505	ART	100	Undergrad	MAIN	3RD ART	668089	1
PSUNV	0505	ART	100	Undergrad	MAIN	Basic Studio in Art	001199	1



### **Explanation (continued)**

In Coursedog, when a user attempts to create or update a section associated with these Courses, an integration error will occur, preventing Coursedog from successfully creating or updating these sections. This is due to an issue at the Component Interface layer in Peoplesoft that determines how course information is loaded when these create or update operations are executed.

### **How to Resolve**

No fix is expected from PeopleSoft in the near future; see "Recommendation" below for a workaround.

### **Recommendation and Long-term fix**

If possible, change the course number of one of the duplicate courses, so that it contains a unique Subject Area + Course Number value.

## **Auto Enroll 1 & 2 Must Be Different**

### **Error in Merge Report**

```
"status": "fail",  
"response": "Update Failure - Fields with Errors:  
(CLASS_TBL.AUTO_ENROLL_SECT_1,CLASS_TBL.AUTO_ENROLL_SECT_2) - Could not set CI  
Property AUTO_ENROLL_SECT_1: 1; Could not set CI Property AUTO_ENROLL_SECT_2:  
1; At least one CI update failed - We will NOT attempt CI save - Rejecting  
transaction."
```

### **Explanation**

Each section in Peoplesoft has an Auto Enroll 1 & Auto Enroll 2 field. If these fields are filled out and set to the same value in Coursedog then when we post the update to Peoplesoft it will reject any updates.

### **How to Resolve**

Edit the section(s) to update the Auto Enroll fields to be different.

### **Recommendation and Long-term fix**

We have added a rule to the baseline Peoplesoft environment in Coursedog to help prevent schedulers from submitting a section edit/add if this rule is broken. If marked as a 'Required Rule' then schedulers cannot save the section until they resolve the problem.

## **Violation of Business Logic/Rules in Peoplesoft**

### **Error in Merge Report**

```
"status": "fail",  
"response": "Update Failure - Fields with Errors: (CRSE_CATALOG.INSTRUCTOR_EDIT) -  
Could not set CI Property INSTRUCTOR_EDIT: ; At least one CI update failed - We will  
NOT attempt CI save - Rejecting transaction."
```

### **Explanation**



Many Peoplesoft environments have business rules added to them to return errors and enforce rules. For example, certain instruction modes may not be permitted for certain campuses.

### **How to Resolve**

Correct the value provided for the field to meet the business logic or rule requirements and save the section to submit again.

### **Recommendation and Long-term fix**

Ensure that any field defined at the catalog (course) level is set to default from course or use course options where applicable.

Generally in Coursedog you can add rules that prevent schedulers from violating your Peoplesoft rules and thereby prevent them from making these types of mistakes.

Ex: "Online Instruction Mode cannot be selected for classes on 'Upper Campus'".

Remember that you can set the flag for 'This rule cannot be violated' which will force the scheduler to fix the mistake before being able to save the section.

## **Associated Class Cannot Be Blank Or Zero**

### **Error in Merge Report**

```
"status": "fail",  
"response": "Update Failure - Fields with Errors: (CLASS_TBL.ASSOCIATED_CLASS) - Could  
not set CI Property ASSOCIATED_CLASS: 0; At least one CI update failed - We will NOT  
attempt CI save - Rejecting transaction."
```

### **Explanation**

The Associated Class number must be a non zero number and posted to the SIS on all create/update operations.

### **How to Resolve**

Ensure section has an Associated Class number that is non zero.

### **Recommendation and Long-term fix**

We have implemented a rule in the baseline Peoplesoft environment that warns schedulers when they have made this mistake. If marked as a 'Required Rule' then schedulers cannot save the section until they resolve the problem.

## **Preferred Room Capacity Cannot Be Zero**

### **Error in Merge Report**

```
"status": "fail",  
"response": "Update Failure - Fields with Errors: (CLASS_TBL.ROOM_CAP_REQUEST) - Could  
not set CI Property ROOM_CAP_REQUEST: 0; At least one CI update failed - We will NOT  
attempt CI save - Rejecting transaction."
```

### **Explanation**

When creating and/or updating sections, Peoplesoft will not let Preferred Room Capacity to be empty or zero. As a result, if this field is not set, we default the value to 1.

### **How to Resolve**



Ensure sections have Preferred Room Capacity set at 1 or more.

### **Recommendation and Long-term fix**

We have added a rule to the baseline Peoplesoft environment to prevent schedulers from making this mistake. If marked as a 'Required Rule' then schedulers cannot save the section until they resolve the problem.

## **Section Numbers of a Course Must Be Unique /**

## **Section Update/Save Failure - Data Conflicts with Existing Data**

### **Error in Merge Report**

```
(1)"status": "fail",  
"response": "Update Failure - Class CI Save Failure. Check that this class can  
be saved in the PeopleSoft UI.; Data being added conflicts with existing data.  
(18,2) - When adding a new item to the database, the system found a conflicting  
item already exists.This problem can happen if another user has entered similar  
information at the same time as you. Note the changes you have made, cancel the  
page, then retry your changes.If the problem persists, it may be because of an  
application or other programming error and should be reported to technical  
support staff.This error occurs when the keys on the record being inserted  
match a record that is already in the database. The application must ensure  
that each inserted record has unique keys.; Error saving Component Interface.  
{N_CLASS_DATA} (91,37) - An error occurred while saving the Component  
Interface. The most likely cause is that required fields were uninitialized, or  
that the business logic enforcement written in PeopleCode returned an error."
```

(2) Update Failure - Class CI Save Failure. Check that this class can be saved in the PeopleSoft UI.; Data being added conflicts with existing data. (18,2) - When adding a new item to the database, the system found a conflicting item already exists.This problem can happen if another user has entered similar information at the same time as you. Note the changes you have made, cancel the page, then retry your changes.If the problem persists, it may be because of an application or other programming error and should be reported to technical support staff.This error occurs when the keys on the record being inserted match a record that is already in the database. The application must ensure that each inserted record has unique keys.; Error saving Component Interface. {N\_CLASS\_DATA} (91,37) - An error occurred while saving the Component Interface. The most likely cause is that required fields were uninitialized, or that the business logic enforcement written in PeopleCode returned an error."

### **Explanation**

This issue occurs when PS is attempting to update multiple sections of the same course at once. It is unrelated to our merge settings, but an issue on the PS side.

If a user tries to create a duplicate section number for a course in a term, they will receive a Peoplesoft error.

For example, if BIO200 Section 01 exists in Fall 2020, then there can be no other Section of BIO200 with the 01 Section Number.



## How to Resolve

In Coursedog we prevent schedulers from making this mistake by automatically incrementing the 'add section' number and code that watches for two schedulers creating a section at the same time, however, if this does occur it may be necessary to delete the section in Coursedog and then recreate it.

The path to resolution is to have the user retry saving these sections one at a time (i.e. save one section, wait for it to sync, then save the next)

## Start Time Must Be Before End Time

### Error in Merge Report

Fields with errors: CLASS\_MTG\_PAT.MEETING\_TIME\_END. Could not set CI property....

### Explanation

If a user creates a section meeting where start time is after the end time then Peoplesoft will return an error:

### How to Resolve

Resolve the time conflict in the section(s)

### Recommendation and Long-term fix

In Coursedog to prevent the above your customer success team will add a rule like that shown below. The scheduler will not be able to save the section if you check the 'This rule cannot be violated' checkbox.

## Start Date must be before End Date

### Error in Merge Report

Fields with errors: CLASS\_TBL.END\_DT. Could not set CI property END\_DT....

### Explanation

If the section start date falls after the end date then the following error will be returned from Peoplesoft.

### How to Resolve

Resolve the date conflict in the section(s)

### Recommendation and Long-term fix

This can be prevented by implementing a simple rule in Coursedog that prevents schedulers from saving the section when the dates violate the rule. Your provisioned integrated environment should already have this rule added for you by your Customer Success team.

## Meeting End Date Must Be Before Section and Session End Date

### Explanation



In Peoplesoft, meetings can have their own date ranges, that are separate from either the section dates or the session dates. The end date for each meeting, if set, must be less than or equal to the session end date and the term end date. Otherwise, the following error will occur:

```
Update Failure - Fields with Errors: (CLASS_MTG_PAT.END_DT) - Could not set CI P
roperty END_DT: 2021-08-12; At least one CI update failed - We will NOT attempt
CI save - Rejecting transaction.
```

### How to Resolve

This is something schedulers can resolve themselves by going into the section editor and updating the meeting dates to be within the allowed range.

## Reserve Capacity Total Must Not Be More Than Enrollment Capacity

### Error in Merge Report

```
Ex: The Enrollment Reserve Capacity Total (42) must not exceed the Class
Enrollment
Capacity of 30. (14620,42) - The sum of Enrollment Reserve Capacity cannot
be greater than the Class Enrollment Capacity.
```

### Explanation

If user creates a reserve capacity group, the reserve capacity total can not exceed the enrollment capacity.

### How to Resolve

Edit the reserve capacity to be less than enrollment capacity

### Recommendation and Long-term fix

This is a situation that schedulers must be trained on. If they make this mistake they will see an error in the section editor on the next edit indicating the failure and the cause noted above.

## Part Time Instructors Cannot Be Assigned to Full Time Sections

### Error in Merge Report

```
Ex: Warning -- Instructor Class is Full-Time, Job is Part-Time. (14600,602) -
Instructor class and job do not match for full/part time assignment.
```

### Explanation

If an instructor is part time, the job record associated with a section must also be part time. Otherwise peoplesoft will return an error.

### How to Resolve

Resolve the conflict

### Recommendation and Long-term fix

This is a situation that schedulers must be trained on. If they make this mistake they will see an error in the section editor on the next edit indicating the failure and the cause noted above.



## Relationships (Combined Sections) Must Have Same Instructor

### Error in Merge Report

"Update failure - CI Save failed for SCTN\_CMBND; Class Numbers: xxx and xxx cannot be combined because they have different instructors..."

### Explanation

Relationships in Coursedog set as "Same Time Same Day Same Room" relationships must also have the same instructor.

### How to Resolve

Edit the instructor assignment

### Recommendation and Long-term fix

Coursedog will not warn the scheduler if they make this mistake and therefore schedulers should be trained.

## Relationships (Combined Sections) Must Use SIS groupId if it exists

### Explanation

Relationships in Coursedog must use the SIS groupId field if it exists on the SIS, i.e. alwaysInstitution or resolveInstitution. Otherwise a new groupId will be calculated to send back to the SIS, and the SIS will create a separate/new relationship.

### Resolution

Coursedog data engineers will ensure your default Merge Setting configuration for groupId is set up correctly.

## Sections Cannot Be Combined

### Error in Merge Report

Update Failure - CI Save Failed for SCTN\_CMBND; Class numbers: [ID] and [ID] cannot be combined because they have different [meeting patterns or rooms]

### Explanation

If two sections cannot be combined, it is likely that they do not have the same meeting patterns and room assignments. However, in rare cases, this error can occur even if two sections have the exact same meeting pattern and room assignment.

### How to Resolve

This is a bug in Peoplesoft that we cannot resolve. If users see this, they should remove both meeting patterns from the sections, then create the relationship, then try to add the meeting patterns back in.

## Prim Instr Section Must Exist

### Error in Merge Report



```
"status": "fail",  
"response": "Update Failure - Fields with Errors: (CLASS_TBL.PRIM_INSTR_SECT) - Could  
not set CI Property PRIM_INSTR_SECT: 001; At least one CI update failed - We will NOT  
attempt CI save - Rejecting transaction."
```

### **Explanation**

If a user sets the Prim Instr section to a value that does not exist (i.e. a section that is not in Peoplesoft) an error will occur.

### **How to Resolve**

Ensure Primary Instr Section match the section number of the section being edited exactly

### **Recommendation and Long-term fix**

In some Peoplesoft integrated environments we can require that the Primary Instr Section match the section number of the section being edited exactly and can create a rule as noted below. If marked as a 'Required Rule' then schedulers cannot save the section until they resolve the problem.

## **Update Call Concurrencies**

### **Error in Merge Report**

```
Update Failure - Class CI Save Failure. Check that this class can be saved in  
the PeopleSoft UI.; Data being added conflicts with existing data. (18,2) -  
When adding a new item to the database, the system found a conflicting item  
already exists.This problem can happen if another user has entered similar  
information at the same time as you...
```

### **Explanation**

For Peoplesoft, when updating two different sections that belong to the same course, the updates cannot be made at the same time and must be made sequentially

### **How to Resolve**

Note the changes you have made, cancel the page, then retry your changes.

### **Recommendation and Long-term fix**

Note that Coursedog generally prevents this issue from occurring and we don't see it happening in client environments

## **Race Condition**

### **Error in Merge Report**

```
"Unable to persist some updates on SIS", "Unexpected state deprecating Course  
dog entity [ID]; No changes made to Course dog data..."
```

### **Explanation**

A scheduler clicks 'Add Section' and then immediately re-enters the section, makes an edit and saves prior the section syncing to the SIS.





## How to Resolve

Coursedog automatically rectifies errors like this. There should be no cleanup needed by the scheduler when this issue arises.

Cannot change part of term (session) if the class already has enrollments.

## Error in Merge Report

"...This class has enrollment. You are not allowed to change the session code..."

## Explanation

Scheduler tries to update Part of Term when enrollments exist which Peoplesoft will not allow.

## How to Resolve

Reset the Part of Term

## Recommendation and Long-term fix

Coursedog has a built in rule to prevent this situation but it needs to be turned on and enabled.

Error with updating min enrollment field when class status is cancelled

## Error in Merge Report

(CLASS\_TBL.MIN.ENRL) - Could not set CI Property MIN\_ENRL: [ID]; At least one CI update failed...

## Explanation

If a user tries to set a class as cancelled while the section has a non-zero minimum enrollment field Peoplesoft error - will not allow Min Enrollment field updates if the class status is cancelled.

## How to Resolve

Resolve the min enrollment field update by revisiting class status or reset and update in SIS.  
Ensure minimum enrollment is zero when cancelling a section

Set Class Type Error

## Error in Merge Report

"Update Failure - Fields with Errors: (CLASS\_TBL.CLASS\_TYPE) - Could not set CI Property CLASS\_TYPE: E; At least one CI update failed - We will NOT attempt CI save - Rejecting transaction."

## Explanation

Issue appears when setting the Class Type of certain sections as Enrollment sections when they should be Non-Enrollment sections.

Here is the Peoplesoft docs information on the Class Type field:

The class type of Enrollment indicates which section is the primary section at enrollment time.

The class type of Non-Enrollment is used to indicate that the section choice is the student's



secondary enrollment option, or that the section is used in auto-enrollment. Within a class, only one component can possess the class type of Enrollment.

### **How to Resolve**

Edit Class Type field directly in the Coursedog section editor UI for the sections in question and save, allowing the section to sync with the SIS.

## **Missing Course in Peoplesoft Error**

### **Error in Merge Report**

```
"Unable to sync some changes...unable to validate some updates...errorDetails:
{[Property ID], error:"\"postBody.institutionId/" is required.
\postBody.courseId" is required. \postBody.crseOfferNbr" is required.
\postBody.classAssocTable[0].courseId" is required.....
```

### **Explanation**

For Peoplesoft integrations, the Courses displayed for each term in Class Scheduling are filtered to only show active courses that are effective by the term's start date, and have canSchedule=true.

For an unknown reason, in Peoplesoft it is possible to create a section for a course A in Term B, even if Course A is not effective for Term B. When that data gets loaded in Coursedog, it causes two issues:

1. The course is missing in Coursedog, so a user can search for that course or any of the course's sections
2. When sending updates (posting/merging) from CD → PS the above error will appear.

### **How to Resolve**

If this happens, schools need to update the effective date of the course in PS, then reload all scheduling data into CD.

## **Incorrect Component Selected**

### **Error in Merge Report**

```
Update Failure - Fields with Errors: (CLASS_TBL.SSR_COMPONENT) - Could not set
CI Property SSR_COMPONENT: LLC; At least one CI update failed - We will NOT
attempt CI save - Rejecting transaction.
```

### **Explanation**

The Component drop down field in the section editor should show only the correct options for the scheduler to select from and display only those approved for the course so this error should only come up if rolled term data refers to component options that are no longer valid.

### **How to Resolve**

Access the section editor and select the correct Component from the drop down menu and save. The section will sync with the SIS and the error will be corrected.



## Incorrect Component and Associated Class

### Error in Merge Report

Update Failure - Fields with Errors:

```
(CLASS_TBL.SSR_COMPONENT,CLASS_TBL.ASSOCIATED_CLASS) - Could not set CI  
Property SSR_COMPONENT: LAB; Could not set CI Property ASSOCIATED_CLASS: 9999;  
At least one CI update failed - We will NOT attempt CI save - Rejecting  
transaction.
```

### Explanation

Associated class errors are often paired with COMPONENT errors. The fix is a manual review by the team of what component is permitted and an adjustment of both the component and associated class values directly in the Coursedog section editor. Once saved the section will sync with the SIS and the error will be resolved.

### How to Resolve

Edit the component and associated class fields in the section editor in the Coursedog UI.

## Class has been hard deleted in Peoplesoft

### Error in Merge Report

```
Update Failure - Fatal Error: Could not find CLASS_NBR: 2078 in component  
buffer to updated. Aborting operation; Failure due to application security.  
Processing will stop. (0,0) N_CLASS_V2.classUpdateHandler.OnExecute  
Name:onRequest PCPC:13368 Statement:169
```

### Explanation

Someone deleted the class from Peoplesoft that Coursedog is trying to post and the Merge Settings in Coursedog are set to Always Coursedog, preventing the deletion from being respected by Coursedog. Also, someone has edited the class in Coursedog and we're trying to post it yet it doesn't exist in the Peoplesoft system.

### How to Resolve

Ensure the merge settings 'Default Source of Truth' is set to Resolve as Coursedog. This will allow the class to be deleted from Coursedog.

## Parsing XML Error

### Error in Merge Report



```
Request ID: 747-10257277017017073503700277  
Body: {  
  "status": "fail",  
  "response": "Update Failure - Failure parsing inbound XML. It  
does not match expected structure.; Failure due to improper  
XML (0,0) N_CLASS_V2.classUpdateHandler.OnExecute  
Name:onRequest PCPC:5096 Statement:76"  
}
```

### Explanation

This error could occur if the data contains an unhandled set of special characters that causes the data to not be able to be transformed correctly.

### How to Resolve

These types of errors require a support ticket and resolution by our integration partner.

Generic “Internal Error Occured” or “error loading additional pages”

### Error in Merge Report

```
errorDetails: 1 element  
  0: 5 properties  
    status: "error"  
    error: null  
  body: 2 properties  
    status: "fail"  
    response: "Internal error encountered"  
    url: "https://ask.illuminateapp.com/beam/SectionList?illuminateApiKey=1CE7KYDJBL6OEB2LN4DHS&institutionId=LEH01&TermCode=1199&NextPage=CRSE-ID-102943%7CCRSE-OFFER-NBR-1%7CSTRM-1199%7CSESSION--  
CODE-1%7CCLASS-SECTION-23FY&limit=125"  
    requestId: "777-1625245002.383-850-49439271-13"  
id: "get"  
HonestamoStack: 4676244891093
```

### Explanation

This will occur if the school's SIS is overloaded and cannot process the request

### How to Resolve

Reduce the load on the SIS either by increasing the #CPUs and Memory, or else process the integration during lower load periods.

Could not set CI Property EMPLID

### Error in Merge Report

“Could not set CI Property EMPLID”

### Explanation

This issue is often caused by invalid effective dates of instructors.

### How to Resolve



This can be corrected by editing data in the SIS. Specifically, navigate to the Instructor/Advisor Table under Curriculum Management -> Instructor/Advisor Information and ensure that the Instructor effective date is **Less than or equal to** the Term Start Date

Could not set CI Property EMPL\_RCD

### **Error in Merge Report**

"Could not set CI Property EMPL\_RCD"

### **Explanation**

This issue is often caused by invalid effective dates of instructors.

### **How to Resolve**

This can be corrected by editing data in the SIS. Specifically, navigate to the Instructor/Advisor Table under Curriculum Management -> Instructor/Advisor Information and ensure that the Instructor effective date is **Less than or equal to** the Term Start Date

Could not set CI Property EMPL\_RCD

### **Error in Merge Report**

"Could not set CI Property EMPL\_RCD"

### **Explanation**

This issue is often caused by invalid effective dates of instructors.

### **How to Resolve**

This can be corrected by editing data in the SIS. Specifically, navigate to the Instructor/Advisor Table under Curriculum Management -> Instructor/Advisor Information and ensure that the Instructor effective date is **Less than or equal to** the Term Start Date

Could Not Find Class

### **Errors in Merge Report**

"postBody.classNbr is required"

or

"Update Failure - Fatal Error: Could not find CLASS\_NBR in component buffer to updated. Aborting operation; Failure due to application security. Processing will stop. (0,0) N\_CLASS\_V2.classUpdateHandler.OnExecute Name:onRequest PCPC:13744 Statement:170"



## Explanation

These errors will occur if the data in Coursedog gets out of sync with the SIS data (most often caused by overlapping merges, i.e. a manual merge being run at the same time as a real-time merge).

## How to Resolve

1. Confirm the section does not exist in Peoplesoft
2. Delete the section in Coursedog
3. Rebuild the section in Coursedog
4. Save section and let section sync to Peoplesoft

## Changing Class Dates Error

### Explanation

This is caused by a confluence of factors with the underlying PeopleSoft code, how the data is entered, and nuances with component interface behavior. **This can manifest on class date changes and or session changes where the new session dates are in a different range.**

This only happen when:

- The class has existing meeting patterns
- The new class start date is moved to a date that is greater than or equal to the previous end date.

Specifically, CLASS\_MTG\_PAT.START\_DT.FieldEdit and CLASS\_MTG\_PAT.END\_DT.FieldEdit code triggers an error message and will reject the update.

Here is an example scenario: the class has the following start/end dates:

- Class start date: 5/31/21
- Class end date: 6/29/21

## Load Factor

### Error in Merge Report

In the Instructor Roles and Details modal if you set Load Factor to 0 Peoplesoft will return the following error:

Update Failure - Fields with Errors: (CLASS\_INSTR.INSTR\_LOAD\_FACTOR) - \*\*Could not set CI Property INSTR\_LOAD\_FACTOR: 0;\*\* At least one CI update failed - We will NOT attempt CI save - Rejecting transaction."

### Explanation

Peoplesoft does not permit a value of 0, however, if entered directly into the Peoplesoft UI Peoplesoft converts a 0 to an empty value.



## How to Resolve

Rather than setting a 0 value it is recommended to simply leave the Load Factor blank in order to achieve the desired result in the SIS.

Could not set CI Property CLASS\_STAT:X > Unable to cancel graded class

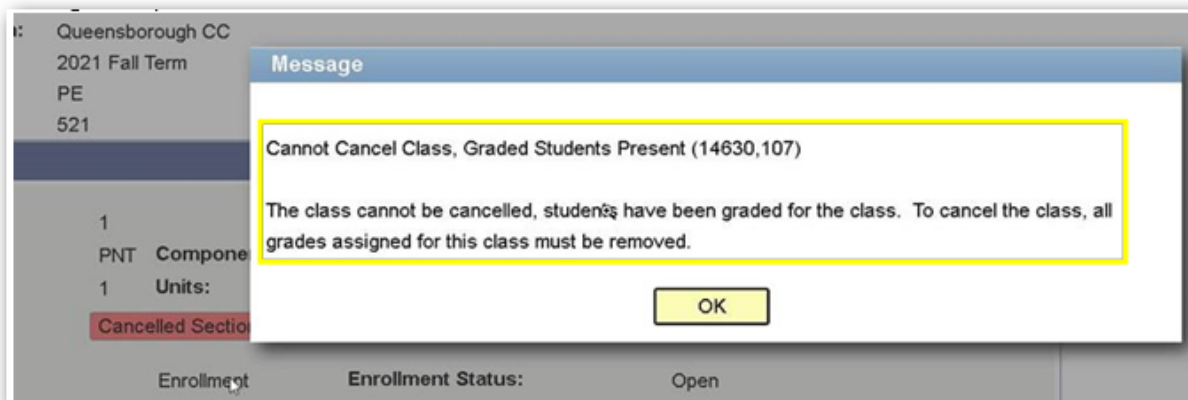
## Error in Merge Report

In the section's sync status bar, the integration return the following error:

Update Failure - Fields with Errors: (CLASS\_TBL.CLASS\_STAT) - "\*\*Could not set CI Property CLASS\_STAT:X;\*\* At least one CI update failed - We will NOT attempt CI save - Rejecting transaction."

## Explanation

Peoplesoft does not allow cancelling a section in which students have received grades. Below is the error message presented within PS for the same operation.



## How to Resolve

To cancel the class, all grades assigned for the class must be removed within Peoplesoft as noted in the Peoplesoft error.

## Programs (Acad Plans & Sub Plans) Errors

### Setting Diploma Print Flag With No Diploma Description

## Error in Merge Report

"The Diploma Description is required if the Diploma Print Flag is on. Enter a description if the Print Flag is on"



### Explanation

If a user sets the Diploma Print Flag to “Yes” , they must also provide a diploma description

### How to Resolve

Provide a diploma description

## Setting Empty Program Type

### Error in Merge Report

“Update Failure - Fields with Errors: (ACAD\_PLAN\_TBL.ACAD\_PLAN\_TYPE) - Could not set CI Property ACAD\_PLAN\_TYPE”

### Explanation

The Program academic plan type (ACAD\_PLAN.ACAD\_PLAN\_TYPE) field must be set

### How to Resolve

Set the Program’s academic plan type (ACAD\_PLAN.ACAD\_PLAN\_TYPE) field

## Setting Empty Transcript Level

### Error in Merge Report

Update Failure - Fields with Errors: (ACAD\_PLAN\_TBL.TRANSCRIPT\_LEVEL) - Could not set CI Property TRANSCRIPT\_LEVEL

### Explanation

The Program transcript level (ACAD\_PLAN.TRANSCRIPT\_LEVEL) field must be set

### How to Resolve

Set the Program transcript level (ACAD\_PLAN.TRANSCRIPT\_LEVEL) field

- The class meeting pattern has the same start and end dates as the class start/end in the bullets above

User changes the session to a later session 7/5/21 – 8/3/21.

- Incoming request from Coursedog has class start/end date & class meeting pattern dates matching the 7/5/21 and 8/3/21
- Class start and end dates are adjusted just fine but when the new class meeting pattern date change is attempted to change from 5/31/21 to 7/5/21, it gets an error because 7/5/21 is AFTER the **current** end date of 6/29/21 because it hasn’t changed yet.

In this scenario, the Manual Path to Resolution is as follows:

- Remove meeting in coursedog. Save and allow the real time synchronization to occur





- Change the part of term (session). Save and allow the real time sync to occur
- Add the meeting back in and save. Synchronization should then correct the issue.

## Acad Org Configuration for Instructor Edit

### Error in Merge Report

"Update Failure - Fields with Errors:  
(CLASS\_INSTR.EMPLID,CLASS\_INSTR.EMPL\_RCD) - Could not set CI Property  
EMPLID: 10958208; Could not set CI Property EMPL\_RCD: 4; At least one CI  
update failed - We will NOT attempt CI save - Rejecting transaction."

### Explanation

Assignment for the instructor fails as the User attempts to perform the assignment transaction via the component interfaces as the integration does not have adequate access to the person records, only the I/A records.

The user is assigning the instructor from the pool of person records since the configuration on the Academic Organization page is set to "Edit Instructor Against " Personal Data, which may not be a best practice and is out of scope of the Coursedog integration.

### How to Resolve

To resolve this issue, assign to the user attempting to perform the assignment transaction via component interface in peoplesoft access, a primary permission list that has full access to the person records. This assignment is done in the Peoplesoft User Profile page. There is a section at the bottom of that page with a prompt for selection of the primary permission list. Request the peoplesoft client to perform this action when such an issue occurs. As best practice recommend to client to set the configuration for the Edit Instructor against on the Academic Organization page to "Instructor/Advisor", if possible within the realm of the school's business processes

### FAQs:

- **Q:** What does it mean when merges return a **"No Course dog or SIS data found"** error? Any action required?  
**A:** This message indicates one of the following:
  - There is no data in the SIS to retrieve for the given term
    - Check this first - If this is the case then ignore or resolve in SIS. If not, (i.e. data is expected) this should be escalated to Coursedog support as it is one of the following:
      - There was a connection error and the merge failed to retrieve data from the SIS



- There was a failure in transformation or processing in the partner (i.e. N2N) integration layer that led to the merge not receiving any data from the SIS.

More information and details about recommendations regarding best practice set up for Peoplesoft schools regarding the Admin Console, Section Template and more can be found via links below:

[Peoplesoft Best Practice Rules Configuration](#)

***Please feel free to ask your Coursedog Customer Success team  
if you have any questions!***