



Common Jenzebar EX 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 week between the end of scheduling and when POSTs should be finalized to resolve any merge errors.

Illuminate API path configuration violation

Error in Merge Report

```
"error": "unable to persist some updates on SIS",
"errorDetails": {
  "wZiIwF3iXwCUGad4TKNN": [
    {
      "error": "SIS did not give a response. This may be an issue with N2N.",
      "requestId": "28-1636046525.426-767-805229-48",
      "body": {
        "status": "FAIL",
        "error": "Illuminate API path configuration violation identified, please contact support"
      }
    }
  ]
}
```

```
"error": "SIS did not give a response. This may be an issue with N2N.", "requestId":
"28-1636046525.426-767-805229-48", "body": { "status": "FAIL", "error": "Illuminate API path
configuration violation identified, please contact support" }
```

Explanation

This error is due to a misconfiguration in the partner integration layer, which is preventing a createSection POST from completing successfully.



Coursedog was able to successfully execute all merge steps up to 'Sync Coursedog Updates with SIS', which appears with the status 'Unable to sync some changes'.

STEPS		CONFIGURATION
▼	Fetch SIS Data	Success
▼	Verify SIS Data	Success
▼	Merge SIS and Coursedog Data	Success
▼	Sync Coursedog Updates with SIS	Unable to sync some changes
▼	Store Merge Report	Success

How to Resolve

Please escalate to Coursedog support for immediate assistance.



Failed to create schedule. Section is Inactive

Error in Merge Report

```
{
  },
  "postType": "CreateMeetingTimes",
  "objectId": "40160"
},
{
  "error": "SIS operation failed",
  "requestId": "28-1636582892.206-807-6693988-71",
  "body": {
    "status": "success",
    "response": {
      "p_status": "Failed",
      "p_status_msg": "Failed to create schedule. Section is Inactive"
    }
  }
},
"postBody": {
```

"error": "SIS operation failed", "requestId": "27-1636582891.487-807-6766904-43", "body": { "status": "success", "response": { "p_status": "Failed", "p_status_msg": "Failed to create schedule. Section is Inactive" } }

Explanation

The Coursedog field 'Status' is wired to the Jenzabar column section_master.crs_cancel_flg. In this example, the section was edited to include a new Meeting Pattern, which was disallowed due to this particular section having its crs_cancel_flg set to 'Y'.

How to Resolve

Ensure you are editing the desired term and/or section. If so, please manually update the crs_cancel_flg in Jenzabar to allow the merge to complete successfully. If necessary, revert the crs_cancel_flag back to its original setting in Jenzabar after the merge completes.



INSERT statement conflicted with the FOREIGN KEY constraint

Error in Merge Report

```
"error": "SIS operation failed",
"requestId": "28-1638464275.462-772-11320176-15",
"body": {
  "status": "success",
  "response": {
    "p_status": "Failed",
    "p_status_msg": "Failed creating Section Schedule The INSERT statement
conflicted with the FOREIGN KEY constraint 'RE_REF_3219'. The conflict occurred in database
'TmsEPLY', table 'dbo.FACULTY_MASTER', column 'ID_NUM'."
  }
}
```

"error": "SIS operation failed", "requestId": "28-1638464275.462-772-11320176-15", "body": { "status": "success", "response": { "p_status": "Failed", "p_status_msg": "Failed creating Section Schedule The INSERT statement conflicted with the FOREIGN KEY constraint 'RE_REF_3219'. The conflict occurred in database 'TmsEPLY', table 'dbo.FACULTY_MASTER', column 'ID_NUM'." } }

Explanation

The Jenzabar table SECTION_SCHEDULES has a foreign key constraint to the table FACULTY_MASTER, tied using the column ID_NUM. In the example above, the section was created with a meeting pattern but no assigned instructor. The constraint disallowed inserting a NULL value for the instructor ID_NUM.

How to Resolve

In this example, a rule was created in Coursedog to help prevent schedulers from submitting a section edit/add if the instructor card is left blank/null. For this particular client, the rule was marked as a 'Required Rule' so schedulers cannot save the section until they include an instructor.



Cannot insert duplicate key row (section_master)

Error in Merge Report

```
"error": "SIS operation failed",
"requestId": "28-1638426802.864-768-11064689-47",
"body": {
  "status": "success",
  "response": {
    "p_status": "Failed",
    "p_status_msg": "Failed creating section Cannot insert duplicate key row in
object 'dbo.SECTION_MASTER' with unique index 'SECTION_MASTER_AK'. The duplicate key value is
(2020, SP, BIO 1530 12          )."
  }
}
```

"error": "SIS operation failed", "requestId": "28-1638426802.864-768-11064689-47", "body": { "status": "success", "response": { "p_status": "Failed", "p_status_msg": "Failed creating section Cannot insert duplicate key row in object 'dbo.SECTION_MASTER' with unique index 'SECTION_MASTER_AK'. The duplicate key value is (2020, SP, BIO 1530 12)." } }

Explanation

This error indicates Coursedog attempted to create a section within Jenzabar that already exists with the same Course Code (section_master.crs_cde). The section is 'out of sync' with Coursedog, meaning it was created before a nightly or manual merge with the SIS had occurred. It may have been manually created using the Jenzabar UI.

How to Resolve

Delete the duplicate section from Coursedog and execute a manual merge, or wait for the next nightly merge to occur. That will bring Coursedog back to current, and allow you to view/edit the desired section in Coursedog. An alternative approach would be to run a manual merge with the 'Default Source of Truth' set to 'Resolve as Institution'. This will cause Jenzabar to overwrite the section in Coursedog however please be aware that any OTHER pending section changes/updates that exist within Coursedog (but not yet in Jenzabar) will be overwritten by the Jenzabar values.



Enter Valid Course Code

Error in Merge Report

```
"errors": [
  {
    "error": "unable to persist some updates on SIS",
    "errorDetails": {
      "40438": [
        {
          "error": "SIS operation failed",
          "requestId": "93-1631810331.157-802-14209097-82",
          "body": {
            "status": "success",
            "response": {
              "p_status": "Failed",
              "p_status_msg": "Enter Valid Course Code"
            }
          }
        }
      ]
    }
  },
]
```

"error": "SIS operation failed", "requestId": "93-1631810331.157-802-14209097-82", "body": { "status": "success", "response": { "p_status": "Failed", "p_status_msg": "Enter Valid Course Code" } }

Explanation

This error was caused by changing the 'Campus' value within the Coursedog template while editing a given section. The 'Campus' question is tied to the section_master.loc_cde and crs_comp5 within the Coursedog section template. The Course Code (section_master.crs_cde) is a concatenation of all 6 crs_comp codes, so by changing the Campus value, the Course Code was also unintentionally updated. When passed through the integration, this scenario appears to Jenzabar as if Coursedog had attempted to edit a section that does not exist.

How to Resolve

Change the campus value back to its original setting for that section, and hit save. The next merge (realtime or nightly) will pass any other changes included as part of the update over to the correct section within Jenzabar, since the Course Code will now match an existing entity. If you do need to update a section by changing the campus, please use the 'Add Section' option to create a new one, and then set the original to Inactive.



Missing 'CRM Display' from section template

Error in Merge Report

```
"error": "unable to persist some updates on SIS",
"errorDetails": {
  "40432": [
    {
      "error": "SIS operation failed",
      "requestId": "131-1631658217.514-803-12924645-47",
      "body": {
        "status": "success",
        "response": {
          "p_status": "Failed",
          "p_status_msg": "Failed to update section Cannot insert the value NULL into
column 'XLISTED_CRS_LISTS', table 'tmseplyv6.dbo.SECTION_MASTER'; column does not allow nulls.
UPDATE fails."
        }
      }
    }
  ]
}
```

"error": "SIS operation failed", "requestId": "131-1631658217.514-803-12924645-47", "body": { "status": "success", "response": { "p_status": "Failed", "p_status_msg": "Failed to update section Cannot insert the value NULL into column 'XLISTED_CRS_LISTS', table 'tmseplyv6.dbo.SECTION_MASTER'; column does not allow nulls. UPDATE fails." } }

Explanation

This error was encountered during initial template testing that was completed by the Coursedog team. This error was due to a missing template question, which in this case caused the POST body to omit the 'XlistedCrsLists' element. Since this column is flagged as 'NOT NULL' in Jenzabar, the POST fails.

How to Resolve

In this example, the question was added to the baseline Jenzabar template. By doing so it is included with any new Coursedog Jenzabar implementation so this error should not be seen. If you should encounter this error or one similar post go-live, please engage Coursedog support.



Deadlock on Lock Resources

Error in Merge Report

```
"error": "unable to persist some updates on SIS",
"errorDetails": {
  "40100": [
    {
      "error": "SIS operation failed",
      "requestId": "162-1641205582.482-801-4293893-66",
      "body": {
        "status": "success",
        "response": {
          "p_status": "Failed",
          "p_status_msg": "Failed to update section Transaction (Process ID 59) was
deadlocked on lock resources with another process and has been chosen as the deadlock victim.
Rerun the transaction."
        }
      }
    }
  ]
}
```

"error": "SIS operation failed", "requestId": "162-1641205582.482-801-4293893-66", "body": { "status": "success", "response": { "p_status": "Failed", "p_status_msg": "Failed to update section Transaction (Process ID 59) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction." } }

Explanation

This error occurred during a section update that was POSTed to Jenzabar in real time. The database had chosen the Coursedog transaction as the deadlock victim, so the update was not committed to Jenzabar. By default, the Database Engine chooses as the deadlock victim the session running the transaction that is least expensive to roll back.

How to Resolve

There should be no user action needed to resolve. The next merge (realtime or nightly) will pass this along with any other changes as part of the update over to Jenzabar. If the error persists for two or more merges (realtime or nightly), please engage Coursedog support.



Race Condition

Error in Merge Report

```
"error": "unable to persist some updates on SIS",
"errorDetails": {
  "150cb2bdbcf9052a15905e3c4fff8bcc": [
    {
      "error": "Unexpected state deprecating Coursedog entity 150cb2bdbcf9052a15905e3c4fff8bcc;
No changes made to Coursedog data.",
      "errorDetails": "No equivalent SIS entity found on SIS; could not verify if change went
through on SIS."
    }
  ]
}
```

```
"error": "unable to persist some updates on SIS", "errorDetails": {
"150cb2bdbcf9052a15905e3c4fff8bcc": [ { "error": "Unexpected state deprecating Coursedog entity
150cb2bdbcf9052a15905e3c4fff8bcc; No changes made to Coursedog data.", "errorDetails": "No
equivalent SIS entity found on SIS; could not verify if change went through on SIS." } ] }
```

Explanation

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

How to Resolve

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



FAQs:

- What does it mean when merges return a **“No Coursedog 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.

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