

Frequently Found Error Messages

Common Error 1

Error Message

Failed: Couldn't create snapshot of table: PS.ATTENDANCE (Cannot initialize the data source object of OLE DB provider "OraOLEDB.Oracle" for linked server "SC000". OLE DB provider "OraOLEDB.Oracle" for linked server "SC000" returned message "ORA-12170: TNS:Connect timeout occurred".)

Why does the error occur?

Run the SIS Import while the PowerSchool VPN or CLG VPN connections are disconnected. This typically occurs when the VPN connection disconnects automatically during the evening because it has become idle or the Enrich server was logged out.

Solution

Contact Enrich Support. Establishing the VPN connection resolves this issue.

Common Error 2

Error Message

Error occurred while performing the sandboxed action. Violation of PRIMARY KEY constraint 'PK_PSSIS_Mem_Dflt'. Cannot insert duplicate key in object 'x_SCDE.PSSIS_Membership_Defaults'. The duplicate key value is (2019, CDC, 00000, 2701, 11, 2016-03-24). The statement has been terminated.

Why does the error occur?

This type of error message can occur for multiple reasons. The primary reason this occurs is because there is duplicated data in the source system, PowerSchool. This can be caused by importing data into PowerSchool or performing mass changes through the user interface. These features in PowerSchool tend to not have validation protections to prevent duplication.

Solution

Contact Enrich Support. Resolved by removing the duplicated values from PowerSchool.

Common Error 3

Error Message

Error: The server had an error while processing that request. Error: ConnectFailure

Why does this error occur?

This error occurs when your Enrich server is unable to connect to the SCDE Enrich Central Servers.

Solution

Contact the SCDE to have your district white listed in the state Firewall. As part of support, changes to the external IP Address that is reported to the SCDE is monitored by Enrich. Changes are reported nightly to the SCDE Network Services team and Enrich Support