

Troubleshooting Guide: Import and Export Functions

Introduction:

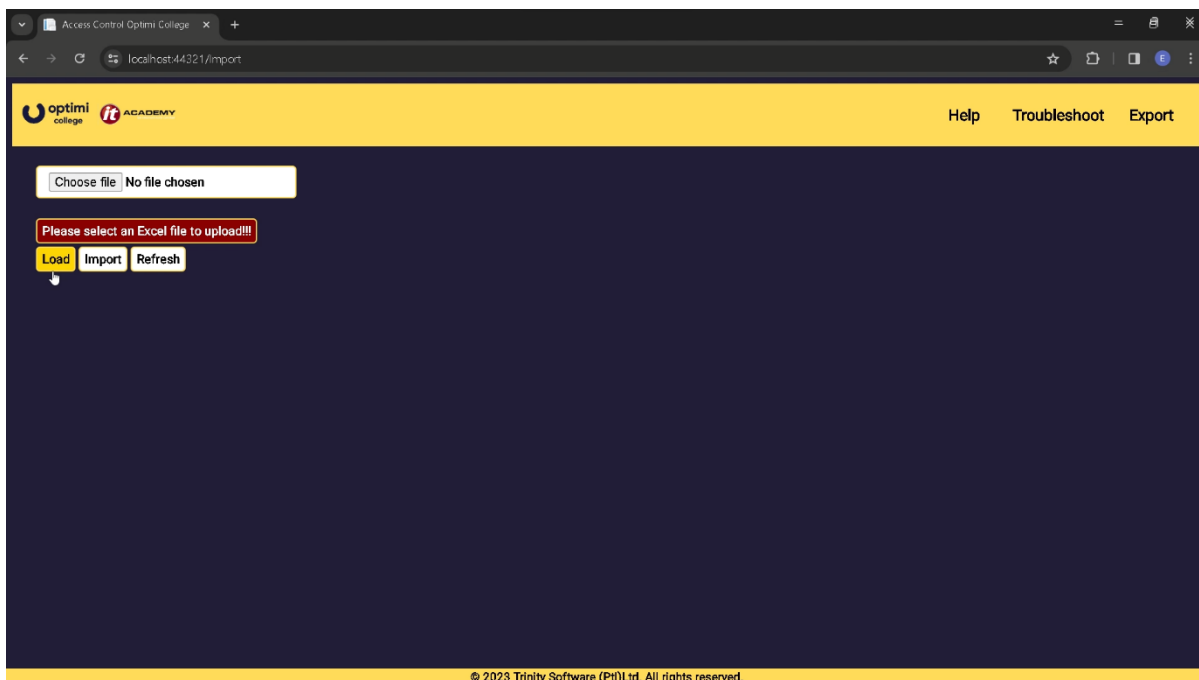
Welcome to our Troubleshooting Guide for the Import and Export functionalities of our software product Access Control Optimi College. This guide will assist users in resolving common errors encountered while using the Import and Export features on the Import and Export Webpage.

Overview:

The Import and Export functionalities are crucial components of our system, enabling users to upload data, manipulate records, and download information in Excel format. However, occasional issues may arise during these processes. This guide provides solutions to address these issues effectively.

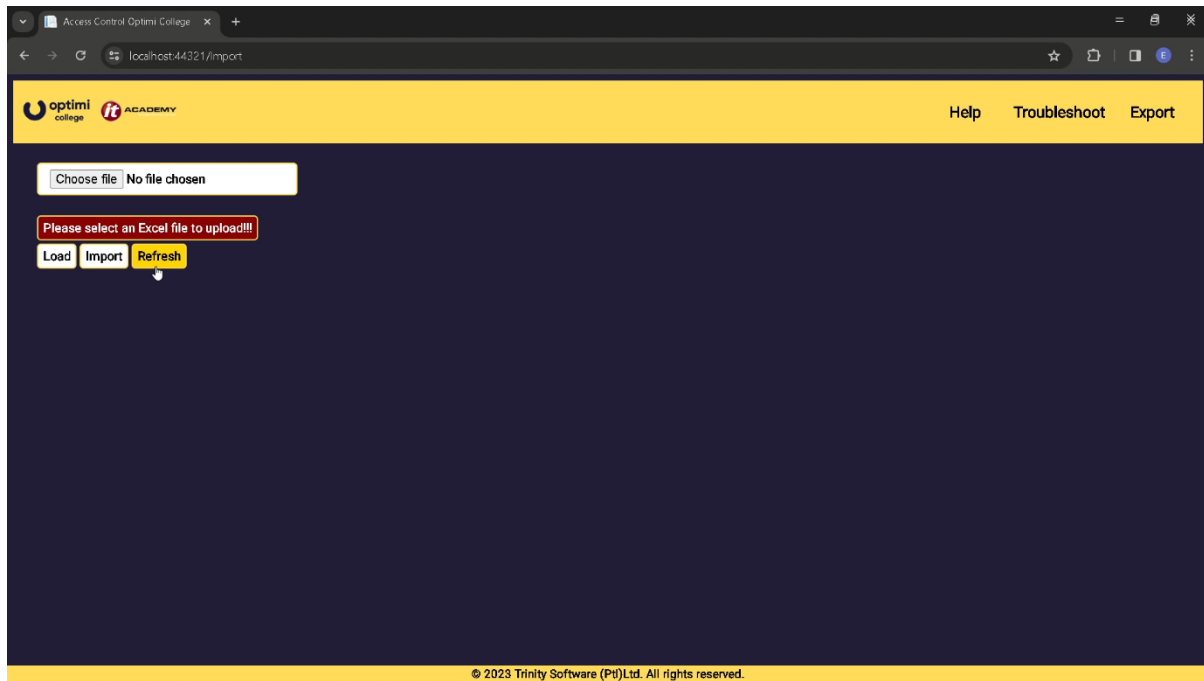
Common Error Scenarios:

Below are all the common error scenarios that users encounter which are illustrated below followed by a quick and easy solution.

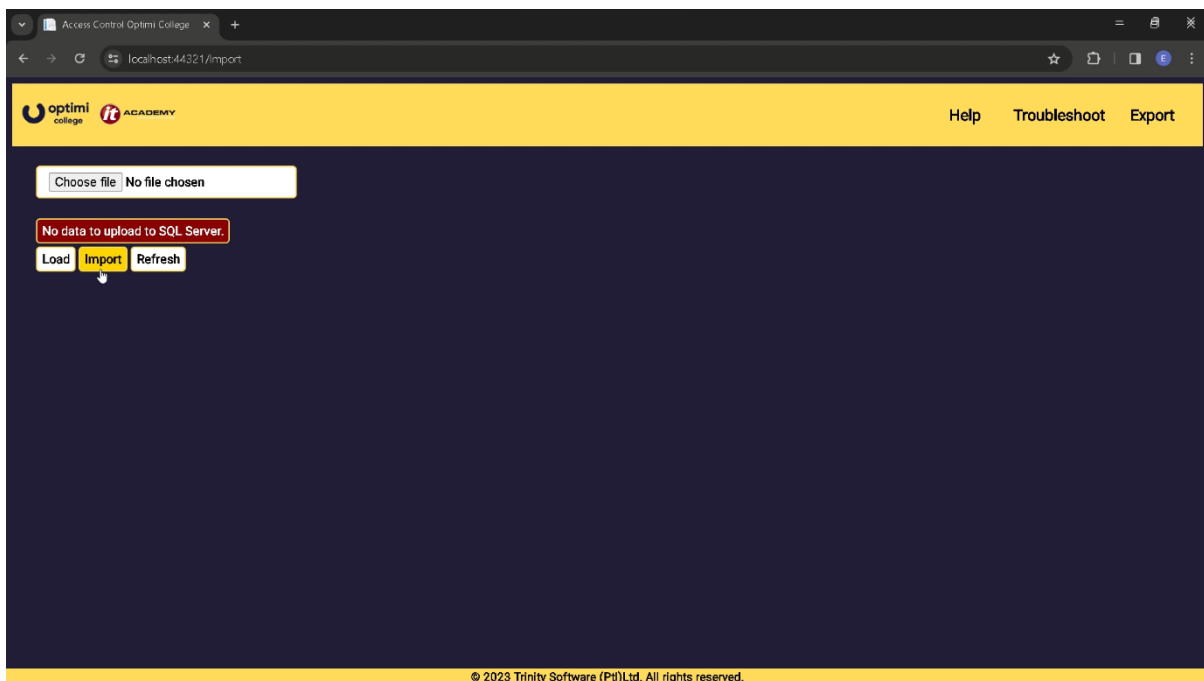


Error 1: Load button error, no data to display

If no file is selected before clicking the "Load" button, an error message will prompt: "Please select an Excel file to upload!!!"

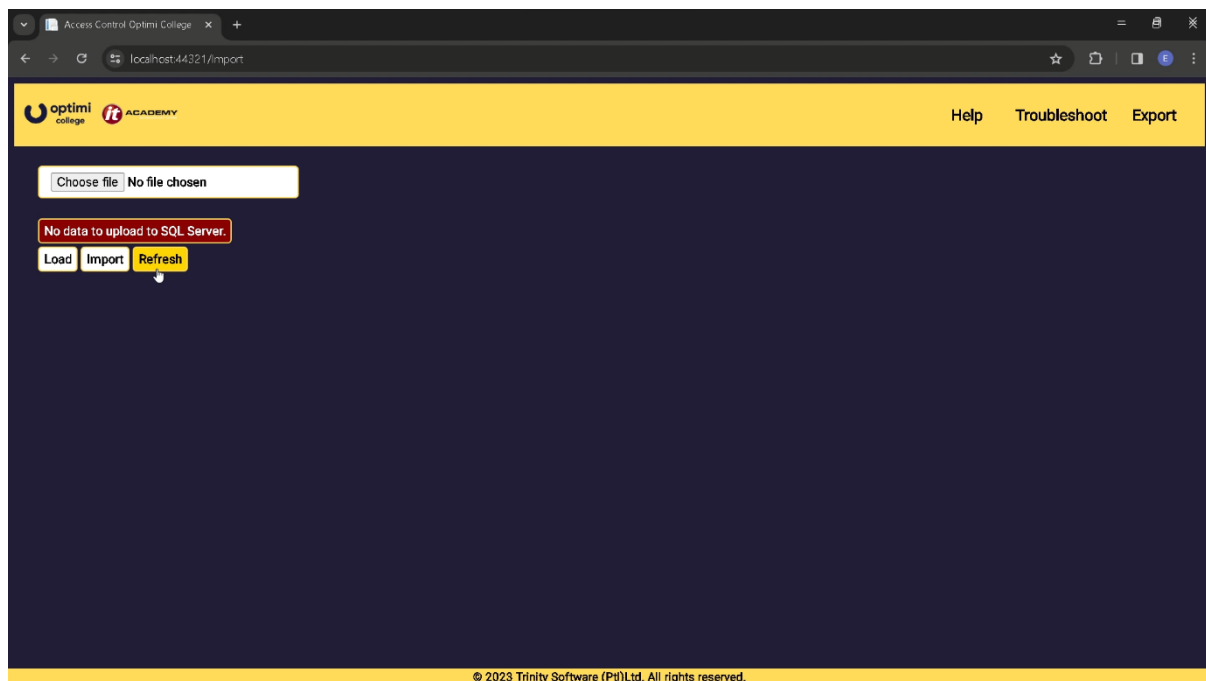


Solution: Click "Refresh" button to clear the error message and return to the webpage initial state.



Error 2: Import button error, no data to Import

If attempting to import without any data selected, an error message will appear: "No data to upload to SQL Server."

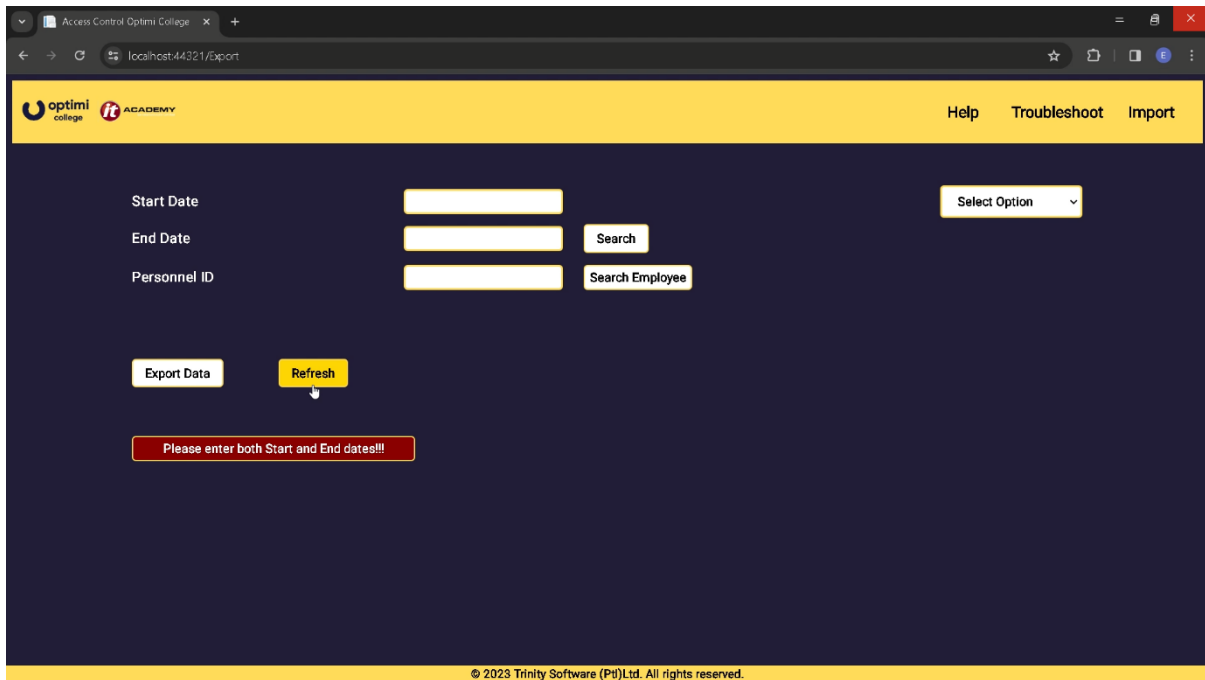


Solution: Click "Refresh" button to clear the error message and return to the webpage initial state

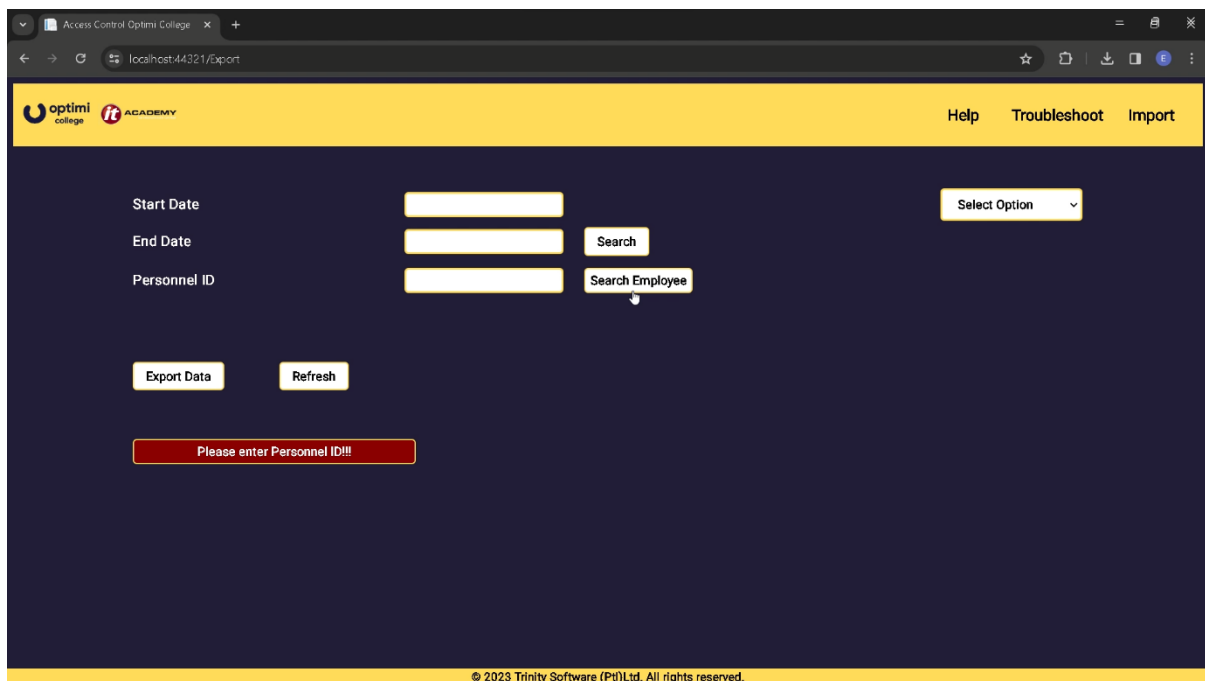


Error 3: Search button error, no dates selected

If searching without specifying both Start and End dates, "Please enter both Start and End dates!!!" message appears.



Solution: Click "Refresh" button to clear the error message and return to the webpage initial state



Error 4: Search Employee button error, no Personnel ID selected.

If searching without entering a Personnel ID, "Please enter Personnel ID!!!" message appears.

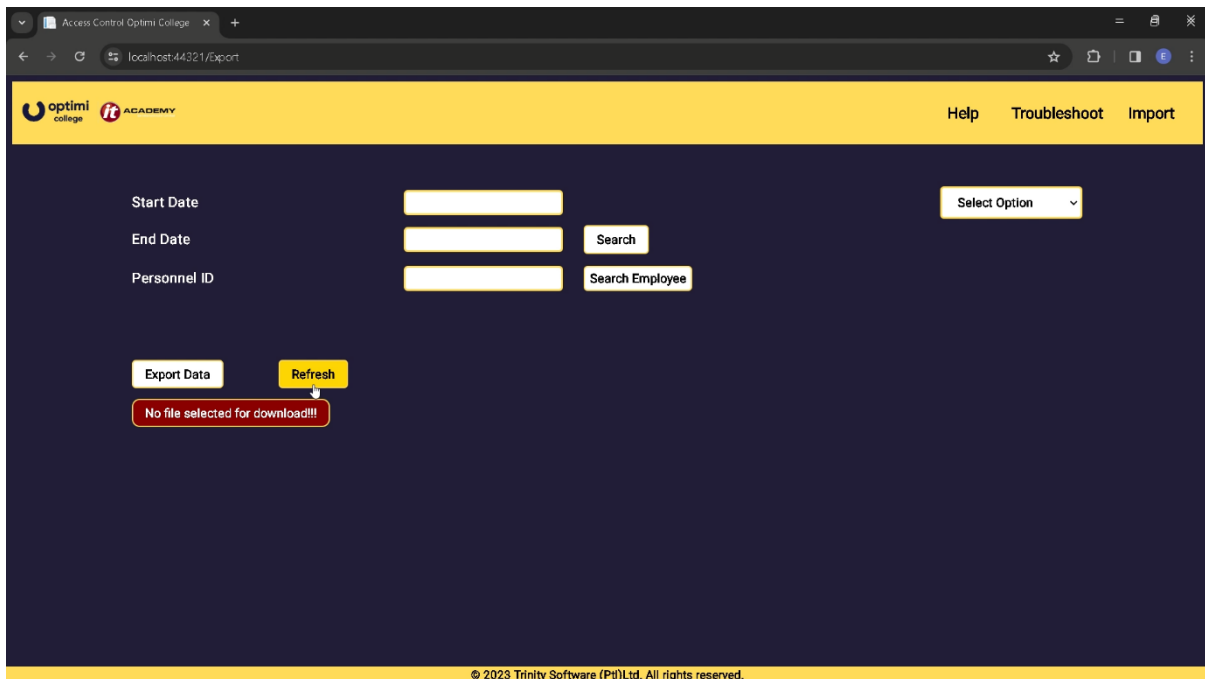


Solution: Click "Refresh" button to clear the error message and return to the webpage initial state



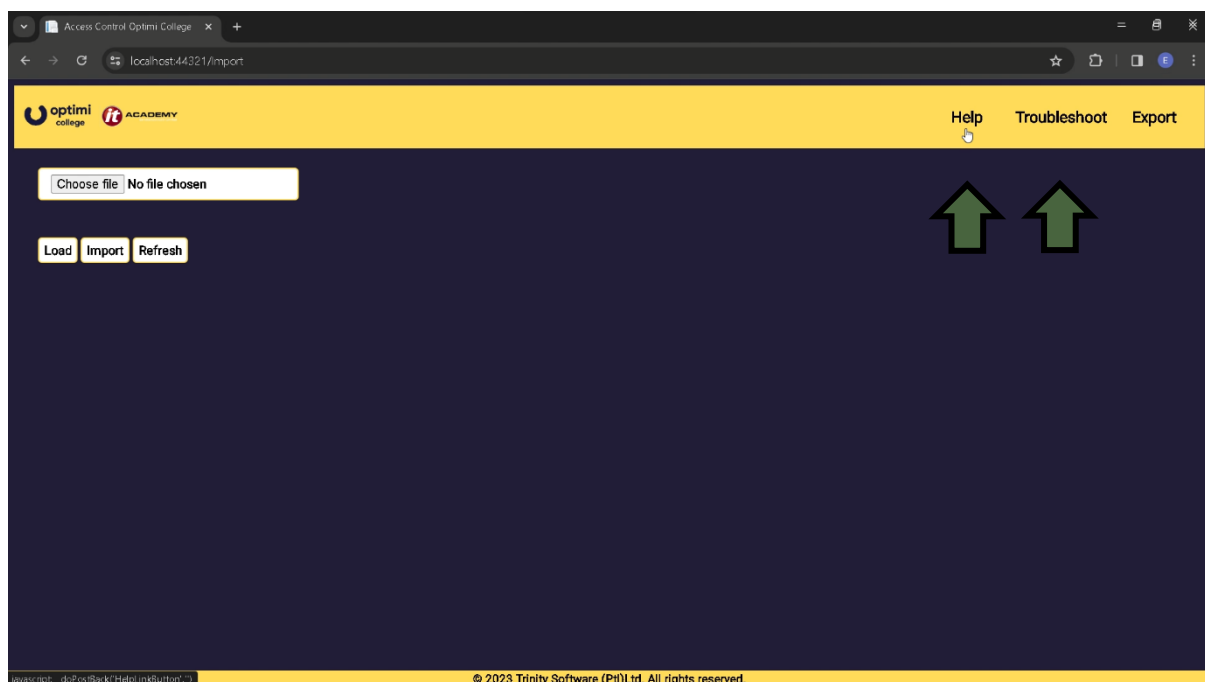
Error 5: "Export" button error, no Data to export.

If attempting to export without records in GridView, "No file selected for download!!!" message will appear.



Solution: Click "Refresh" button to clear the error message and return to the webpage initial state

Accessing Help and Troubleshoot Documents



Click on the "Help" button or "Troubleshoot" button to open the respective PDFs in a new tab/window for assistance.