

Mosoftware ERIS Error Management

	Error Message	Cause of Error	Resolution
1	Compression error	Invalid userpref file	Delete ERIS.userpref file from c:\eris*.1 folder
2	Username or Password is invalid	Entry of wrong username or password	Use the correct username and password
		Mysql_server has not been started	Double click to start mysql_server from c:\eris*.1\server folder
		Username has not been verified	Contact your system admin to verify your username in eris
		School Name conflict	Contact eris vender for the correct name change file
		Forgotten login password	Contact system admin to reset your account password
3	Server Error: Unspecified error	Mysql_server has been shutdown	Double click to start mysql_server from c:\eris*.1\server folder
4	This program has expired! Cannot continue	The trial period has elapsed	Contact eris vendor and order an active copy for your school
5	Incorrect overall total or average score	Assign Marks value changed after computing subject marks	Go to academic > Bulk Entry > resubmit to compute the total of each of the subject marks for the affected class and term and finally compute total / ave. by submitting overall
		Incorrect value given for the number of subjects done	Go to Admin > School Details > Edit Details and enter the correct value for number of subjects done for the respective class
		Students have started to specialize in subjects before form 3 term 1	Go to Admin > School Details > Edit Details and for the affected term, change from None-KCSE to KCSE
		Students have not specialized in subjects after form 3 term 1	Go to Admin > School Details > Edit Details and for the affected term, change from KCSE to None-KCSE
6	Incorrect school name displayed	Default school name in use	Contact eris vender for the correct name change file
7	Incorrect School details displayed	Default school details in use	Go to Admin > School Details > Edit Details, enter correct details and submit
8	Value entered for **** is more than allowed amount of	Mark entered is more than value entered in Assign Marks value	Enter the correct mark or input the correct respective maximum value in Admin > Exam System > Assign Marks
		The class stream selected is not in the list of streams in school details	Select the correct stream or edit the stream details in Admin > School Details > Edit Details
9	Image or picture not displaying after upload	Passport images are more than 210x260 pixels	Edit the passport image, resize to desire size and re-upload
		Incorrect image extension uploaded	Edit the passport image, save file as jpg extension and re-upload

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10	Incorrect subject or overall grades	Use of incorrect subject or overall grades	Adjust subject or overall grades to either Grading 1 or Grading 2 as indicated below <table><tr><th colspan="2">Grading 1</th><th></th><th colspan="2">Grading 2</th></tr><tr><th>Min</th><th>Max</th><th>Grade</th><th>Min</th><th>Max</th></tr><tr><td>74.5</td><td>100</td><td>A</td><td>79.5</td><td>100</td></tr><tr><td>69.5</td><td>74.4</td><td>A-</td><td>74.5</td><td>79.4</td></tr><tr><td>64.5</td><td>69.4</td><td>B+</td><td>69.5</td><td>74.4</td></tr><tr><td>59.5</td><td>64.4</td><td>B</td><td>64.5</td><td>69.4</td></tr><tr><td>54.5</td><td>59.4</td><td>B-</td><td>59.5</td><td>64.4</td></tr><tr><td>49.5</td><td>54.4</td><td>C+</td><td>54.5</td><td>59.4</td></tr><tr><td>44.5</td><td>49.4</td><td>C</td><td>49.5</td><td>54.4</td></tr><tr><td>39.5</td><td>44.4</td><td>C-</td><td>44.5</td><td>49.4</td></tr><tr><td>34.5</td><td>39.4</td><td>D+</td><td>39.5</td><td>44.4</td></tr><tr><td>29.5</td><td>34.4</td><td>D</td><td>34.5</td><td>39.4</td></tr><tr><td>24.5</td><td>29.4</td><td>D-</td><td>29.5</td><td>34.4</td></tr><tr><td>0.5</td><td>24.4</td><td>E</td><td>0.5</td><td>29.4</td></tr></table>	Grading 1			Grading 2		Min	Max	Grade	Min	Max	74.5	100	A	79.5	100	69.5	74.4	A-	74.5	79.4	64.5	69.4	B+	69.5	74.4	59.5	64.4	B	64.5	69.4	54.5	59.4	B-	59.5	64.4	49.5	54.4	C+	54.5	59.4	44.5	49.4	C	49.5	54.4	39.5	44.4	C-	44.5	49.4	34.5	39.4	D+	39.5	44.4	29.5	34.4	D	34.5	39.4	24.5	29.4	D-	29.5	34.4	0.5	24.4	E	0.5	29.4
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11	Missing dropdown menu in new entry form	Missing dropdown menu content (e.g Product Supplier, Book Publisher or Book category) not entered before hand	Enter the dropdown details (e.g Product Supplier, Book Publisher or Book category) before going to the new entry form																																																																						
12	Incorrect Teacher comments on student academic performance	Use of special characters (.,*/';) when uploading bulk comment csv	Avoid using special characters (.,*/';) when uploading bulk comment csv file																																																																						
13	Unable to issue or retrieve book(s) or product (s) to or from staff	The staff is in <i>Terminated</i> status	Change the staff status to <i>Employed</i> in Staff > Staff Admin, enter the staff username, change employment status and submit to save																																																																						
14	Unable to issue or retrieve book(s) or product (s) to or from student	The student is not in <i>Enrolled</i> status	Go to Student > Register > Edit Entry > Single Entry, enter the student adm no or name, open their details then click on edit details																																																																						
15	<i>Username or Password is invalid</i> not displaying on login page yet unable to login	Username has been suspended	Contact system admin for assistance in un-suspending the username																																																																						
16	Class List missing names of students	Class List accessed before any marks have been input hence lack details of current year	Go to Student > Academic > Bulk Entry, select desired stream, class, term and <i>Overall</i> Subject, click submit then click compute																																																																						
17	Bulk upload done but data uploaded still missing	Extra or missing columns in the csv file; or wrong data type entered	Compare the column data of the csv file to upload against what is required by ERIS application, make corrections and upload. If error persists, contact ERIS vendor for assistance																																																																						
		Different file (excel spreadsheet) uploaded other than a csv file	Confirm the file type. If it is excel spreadsheet, go to file > save As, select CSV (comma delimited) under <i>save as type</i> as save the file																																																																						