

# Frequently Asked Questions

## Learner Information Suite 18.01

July 2010

### Purpose

This document provides guidance for users experiencing common issues when using the LIS. Users are recommended to consult this document and apply guidance before reporting issues.

### 1. Error message when running the LIS which says “LISVersion cannot be a zero-length string”.

This issue is caused by an incomplete installation of the LIS. This can happen for a number of reasons.

- The installation has been run by a user who was not logged-in with full System Administrator rights for the PC.
- The PC was not logged into as a standalone PC.

**Advice:** Log-in to the PC in standalone mode using full system administrator rights; run the uninstall functionality to remove any part of the earlier installation of this LIS and then reinstall. Run the LIS once as system administrator to ensure there are no continuing issues.

### 2. Error message when running the LIS which says “Active X.....”.

This issue is caused by an incomplete installation of the LIS. This can happen for a number of reasons.

- The installation has been run by a user who was not logged-in with full System Administrator rights for the PC.
- The PC was not logged into as a standalone PC or was not off-network at the time of installation.
- The windows object library on the host PC is incomplete or damaged.
- The uninstallation of an earlier version of LIS 18 was incomplete

**Advice:** During the installation log-in to the host PC in standalone mode using full system administrator rights; run the uninstall functionality to remove any part of the earlier installation of this LIS and then reinstall. Run the LIS once as system administrator to ensure there are no continuing issues.

A damaged or incomplete windows library is considered to be an environmental problem meaning that it is the responsibility of the system owner, we cannot assist with errors of this nature.

Manually uninstall the earlier LIS version using the ‘Add/Remove programs’ option in Windows Control Panels and rename or delete its root folders.

### 3. The LIS does not appear to produce any funding figures but ILR data has been imported.

This can happen for a number of reasons.

- ILR Field A51a has a low value. This field if not populated will pass a zero value to the calculation and prevent a funding figure from being produced.
- There is no valid data. **Advice:** Look at the Rule Violations Summary Report to check that there are valid learners in the imported ILR data file.
- The funding factors for the provider in the currently imported Provider Data Update have zero-values. **Advice:** Download and import the latest Provider Data Update from the LIS 17.02 webpage.
- The ‘Calculate Funding’ option has not been selected on the Batch Import screen (also see section 8 of this guidance). **Advice:** select ‘Calculate Funding’ and ‘Calculate Derived Data’ in the Batch Import screen before running a process.
- The imported ILR file is Adult Safeguarded Learning (ASL) or European Social Funding Short Record (ESF SR) not ER or LR Demand Led Funding (DLF). ASL and ESF are not DLF funding streams so do not have a funding calculation in the LIS.
- There are problems with the ILR data. They will appear as ‘Funding Rule’ errors in the Rule Violations report. These types of errors prevent funding being calculated for that learning aim and

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prevent the LIS from exporting all aim and learner records for the affected data. When this file is later re-imported into the LIS or uploaded to on-line data collections, the learner will not be in the ILR file. Reports are available in the LIS which show where Rule Violation errors occur and to which data sets they belong.

- No learning aims in the ILR data file have duration beyond 6 weeks.

**4. An error message saying “Unexpected error postcodes cannot be imported.” Or “An unexpected error has occurred. Please check the error log for details” Appears when importing the Postcode Factors file or the Employer Data file.**

This occurs when the Postcode Factors file and the Employer Data are imported using the ‘Update Data’ button in the Maintenance screen. There is separate functionality available for these updates.

**Advice:** Use the functionality which appears in the Options/Maintenance screen in a section called ‘Postcode Factors’ and ‘Employer Data’ by clicking the ‘Change’ button in each case.

**5. The file size must be an exact multiple of the record length.**

This error occurs when the ILR data file has missing or extra characters. For 2010/11 the ILR specification for ILR file line length is 388 characters. With the additional end-of-line and carriage-return characters for each line the LIS expects the file size to be multiples of 390. When the LIS checks this by dividing the file size by 390, it expects a whole number.

**Advice:** When editing data files make sure there is no missing or added data which would cause this problem and only edit ILR data files using a text editor like notepad, excel can add hidden characters.

### Further Support and advice

Queries should be directed to the Data Service Helpdesk at the following:

Email: [servicedesk@thedata-service.org.uk](mailto:servicedesk@thedata-service.org.uk)

Tel: 08702 670001