

PowerSchool Technical Support recommends running the reports in the order listed below. The steps below need to be repeated for each report.

- Terms
- Courses
- Sections
- Students
- Schools
- Term Bins
- Teachers
- Grade Scales
- Grade Scale Items
- CC

### 1. Run a Data Validation Report

1. Navigate to **Start Page > System > Special Operations**.
2. Select **Data Validation Reports** from the drop-down menu. Click **Submit**.
3. On the Report List page, ten different reports are listed. The Report Name, Version, and Description of each report are also displayed. Each report will need to be run separately.
4. To run a data validation report, click on the Report Name.
  - For example, the **Sync Error SQL Script - CC** report generates a CSV file containing possible Sync Errors specifically related to the CC table.
  - The **Sync Error SQL Script - Sections** report generates a CSV file containing possible Sync Errors specifically related to the Sections table, etc.. Ensure the **Display Header?** option is set to **Yes**. This will help you in identifying errors found in the report output.
5. If the report is empty or only contains header columns, this indicates no invalid data was found in that table. Move on to the next report.
6. If the report contains records, then proceed to step **2: Correct Invalid Records Identified by the Report**.

### 2. Correct Invalid Records Identified by the Report

This step will vary as the error may indicate that a record was deleted such as invalid errors. In these cases it will be up to the district as to how they would like to resolve the error.

**Example 1:** Invalid Sectionid in the CC record. *Cause:* this error indicates the Section that was linked to the CC record no longer exists. To address this issue, customer can recreate the section and then edit the sectionID on the CC records to match the new ID on the new section.

(**Note:** In current version of PowerSchool, when a section is deleted via DDA, all corresponding CC records are automatically deleted as well.)

**Example 2:** Unknown Sync Error in Section record. *Possible Cause:* error indicates the section is tied to a non-existent teacher. Resolve the issue by associating the section to valid teacher.

**Example 3:** Unknown Sync Error in Student record. *Possible Cause:* field in student record in Students table may contain a special character (e.g.: ~, :, (, ), etc.). Resolve the issue by removing the special character from the affected field(s).

Data Validation Report results are best viewed with a spreadsheet application (Excel).

### 3. Full Resynchronization Between Tables

1. Navigate to **Start Page > System Administrator > Special Operations**.
2. Select **Resync PowerTeacher** from the drop-down menu.
3. Click **Submit**.

 Only click the **Submit** button once. When the page re-loads, the process will be complete.

### 4. Run the Same Data Validation Report Again

This step confirms that all the records have been corrected. If there are still records reported, then return to step 2 and correct the records.

### 5. Check Log Files

Please check the log files for errors as needed for advanced troubleshooting.

Log files are found on the server under:

- PowerSchoolPremier\data\log
- PowerSchoolPremier\system\Tomcat\logs