Agenda
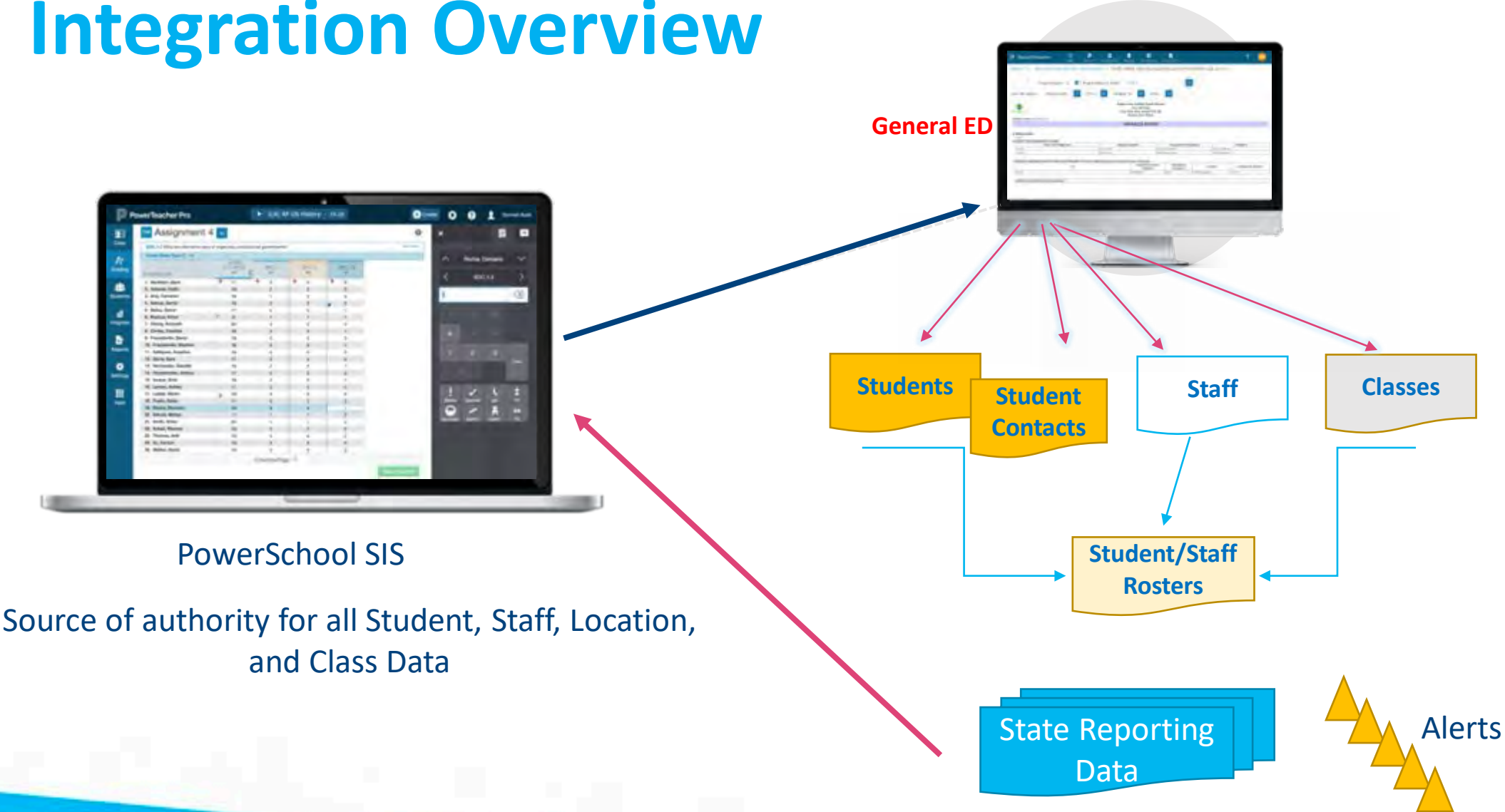
- Model Import Layouts
  - Continuous
  - Scheduled
- Remediations: Default Values, Links, Translations and Customizations
- Import Logs and Diagnostic Reports
- Understanding and Resolving Errors
- Duplicate Staff Profiles
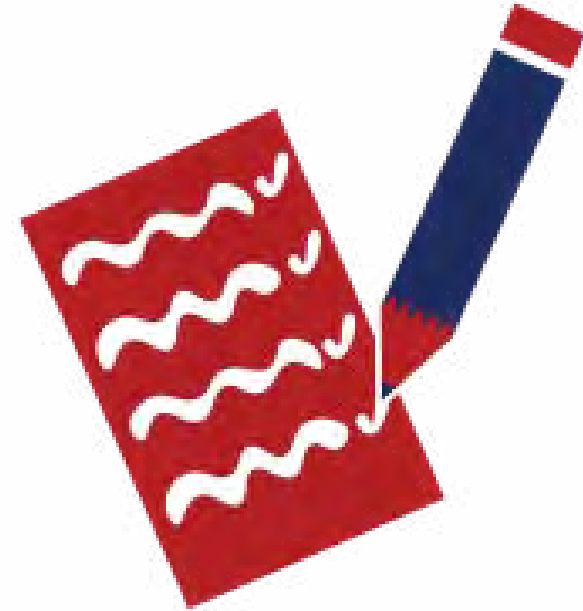
Zoom Meeting Norms

- Make sure that your audio is on mute during the presentation to limit background noise.

- If you have question that will benefit the entire group please ask. Those specific to your database please keep until we meet with you.

- Monitor your airtime both in the main room and breakout rooms. We have a limited amount of time and are trying to see as many clients as possible.

- Remember the goal of the Office Hours is to complete the tasks for the Topic of the Day and not every item on the audit.

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Integration Overview

General ED

Students

Student Contacts

Staff

Classes

Student/Staff Rosters

State Reporting Data

Alerts

PowerSchool SIS

Source of authority for all Student, Staff, Location, and Class Data

Model Import Layouts

- General Ed Students
- Students
- Staff
- Classes
- Class Staff
- Class Student
- Locations
- Alternate Locations
- District
- State Related

Change Notifications are delta changes in PS SIS based on server polling of import layout data fields

🔍	PowerSchool - Staff Change Notification (model)	Staff	PowerSchool SIS Rest API
🔍	PowerSchool - Staff Import (model)	Staff	PowerSchool SIS Rest API
🔍	PowerSchool - Student Change Notification (model)	Students	PowerSchool SIS Rest API
🔍	PowerSchool - Student Import (model)	Students	PowerSchool SIS Rest

Server controlled daily imports are a full refresh of PS SIS imported data fields scheduled "off peak" hours

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Monitoring Integration Post-Production

Role

- Assigned as resource to receive notification of Row Issues/Failures
- System administrator of PS SIS (recommended)
- Security Administrator of PSSP (admin access)

Responsibilities

- Review notifications/import logs as received
- Review and troubleshoot Administration > Configuration > Integration > import logs
- Correct data errors in PS SIS; add translations/keyword values to Special Programs (if applicable)
- Enter Special Education Support tickets for failures (post production)

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Continuous Integration Monitoring

Imports and Exports are currently running in all databases (with the exception of Class Imports)

Post Production Integration Monitoring is required for Go Live Signoff

Troubleshooting Integration Issues

Success with Row Issues			
Translations	Keyword values	Not Set/Null	Format Issues

Row Rejections		
IntegrationIDT same	PS SIS ID = PSSP ID	FirstName/LastName match

Failures	
Server access	Special Ed Support
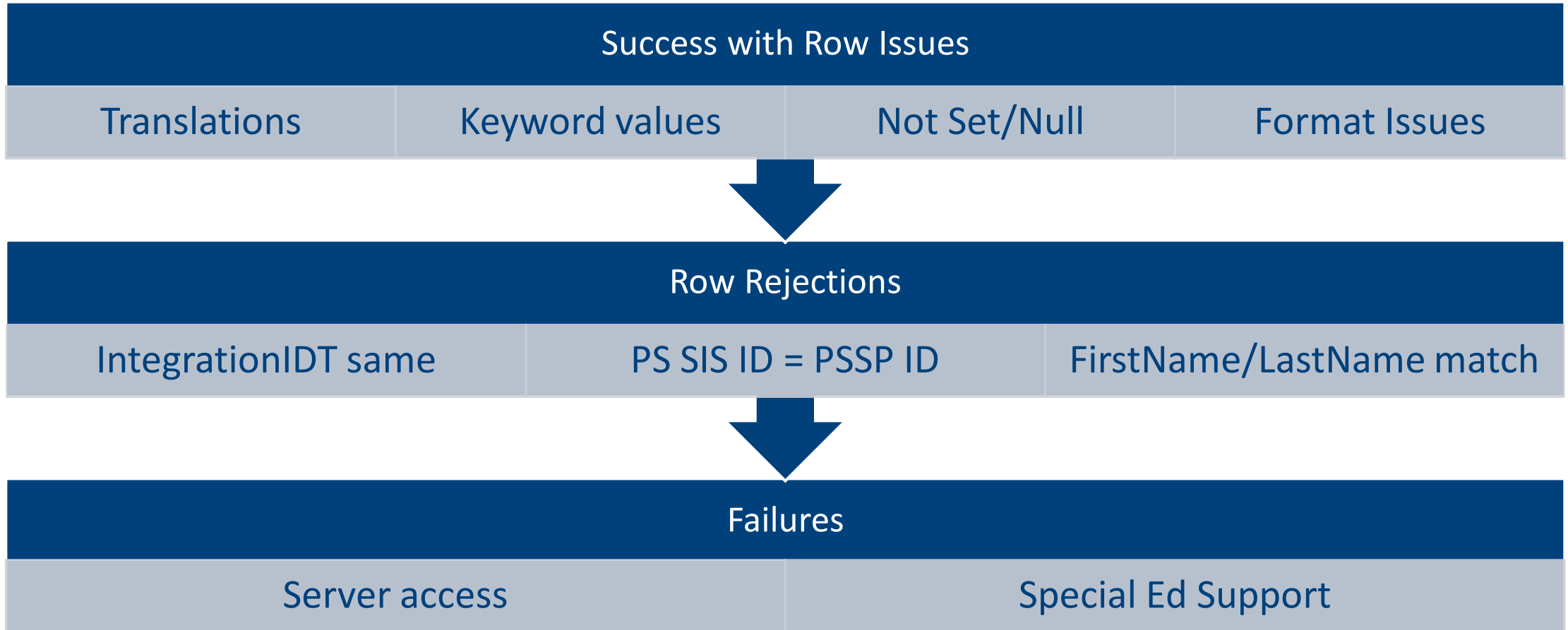
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Reviewing Import Logs for Errors

1. Select Administration > Configuration > Integration
2. Select import layout to review
3. Click the Last Import hyperlink to view Import Logs
4. Click the Import Logs

PowerSchool - Student Import (model)   03/24/2021   **Success With Row Issues**

Last Import: **Success With Row Issues : Continuou**

Import Logs

< Import Logs   ↑ Next   ↓ Previous

Completed Date/Time   11/30/2020 Mon, 07:00 AM

Server Duration   2 minute(s)

Status Code   Success With Row Issues

Status Message   Continuous integration completed, last location: 'Transition School (888888)'

Row	Problem	ID	Last Name	First Name	Integration IDT
792	Problem with BirthDate: '//' Must be MM/DD/YYYY, MM/DD/YY, MM-DD-YYYY, etc.	1085422			NL:22148
5636	Problem with BirthDate: '//' Must be MM/DD/YYYY, MM/DD/YY, MM-DD-YYYY, etc.	1117381			NL:1623718

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Row Issues

Fix Data in PS SIS

Import Logs

| < Import Logs | ↑ Next | ↓ Previous |

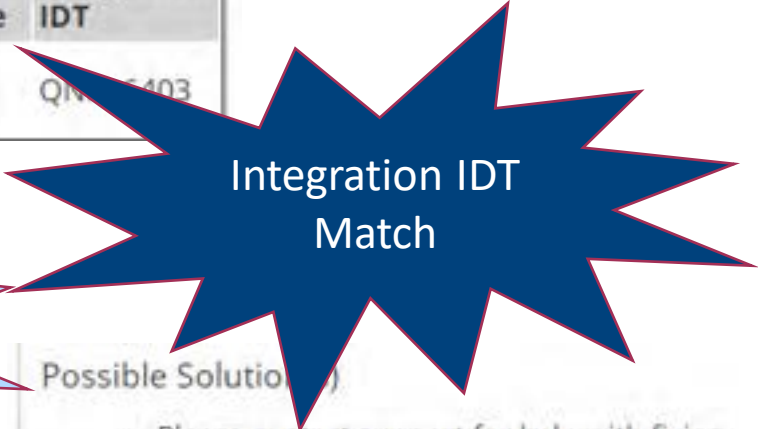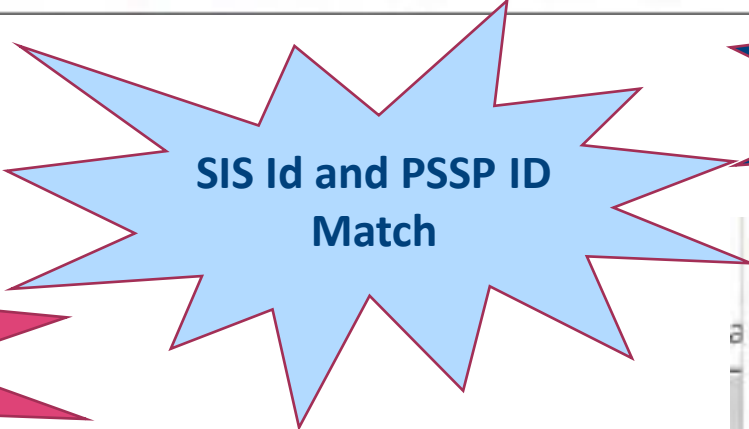|	
Completed Date/Time	11/30/2020 Mon, 07:00 AM
Server Duration	2 minute(s)
Status Code	Success With Row Issues
Status Message	Continuous integration completed, last location: 'Transition School (888888)'

Row	Problem	ID	Last Name	First Name	Integration IDT
792	Problem with BirthDate: '//' Must be MM/DD/YYYY, MM/DD/YY, MM-DD-YYYY, etc.	1085422			NL:22148
5636	Problem with MM/DD/YY,				

Row	Problem	ID	Last Name	First Name
9	Problem with EmailAddress: Must be a valid email address.	39370		

Row	Problem	ID	Last Name	First Name	Integration IDT
252	'Not Set' not a keyword. Problem with Province: 'Not Set' not a keyword.	1058427			NL:38088

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Row Rejections

Row	Problem	ID	Last Name	First Name	Integration IDT
48	Row rejected because the other match value would not be unique within the system.	739424711			QN...6403

Integration IDT Match

SIS Id and PSSP ID Match

FirstName/LastName Match

Possible Solutio...

- Please contact support for help with fixing this problem.
  Give the following information to support when contacting them.

Item	SIS	Special Programs
ID	739424711	10216
IntegrationIDT	QNM:6403	QNM:6403
Name	Jesse	Jesse

Click here to go to the profile.

- **If no imported profile data or documents, delete Special Programs Profile**
- **If documents, merge Special Programs Profile**

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Failures

Failed : Error encountered while importing data: Failed to connect to SIS server. Error Invalid JSON primitive: . Response from server: OK [html][head] [title]PowerSchool page unavailable[/title][script type="text/javascript"]function getQueryVariable(variable) {var query window.location.search.substring(1);var vars = query.split("&"); i=0;i[vars.length;i++) {var pair = vars[i].split("=");if (pair[0] == variable air[1];}}}var server = getQueryVariable("server")[/script][/hea...

11/15/2020 8:44:25 AM

PS SIS Server Down?

During PS SIS Implementation, there may be instances of server down --- the integration will resume when maintenance activities are complete.
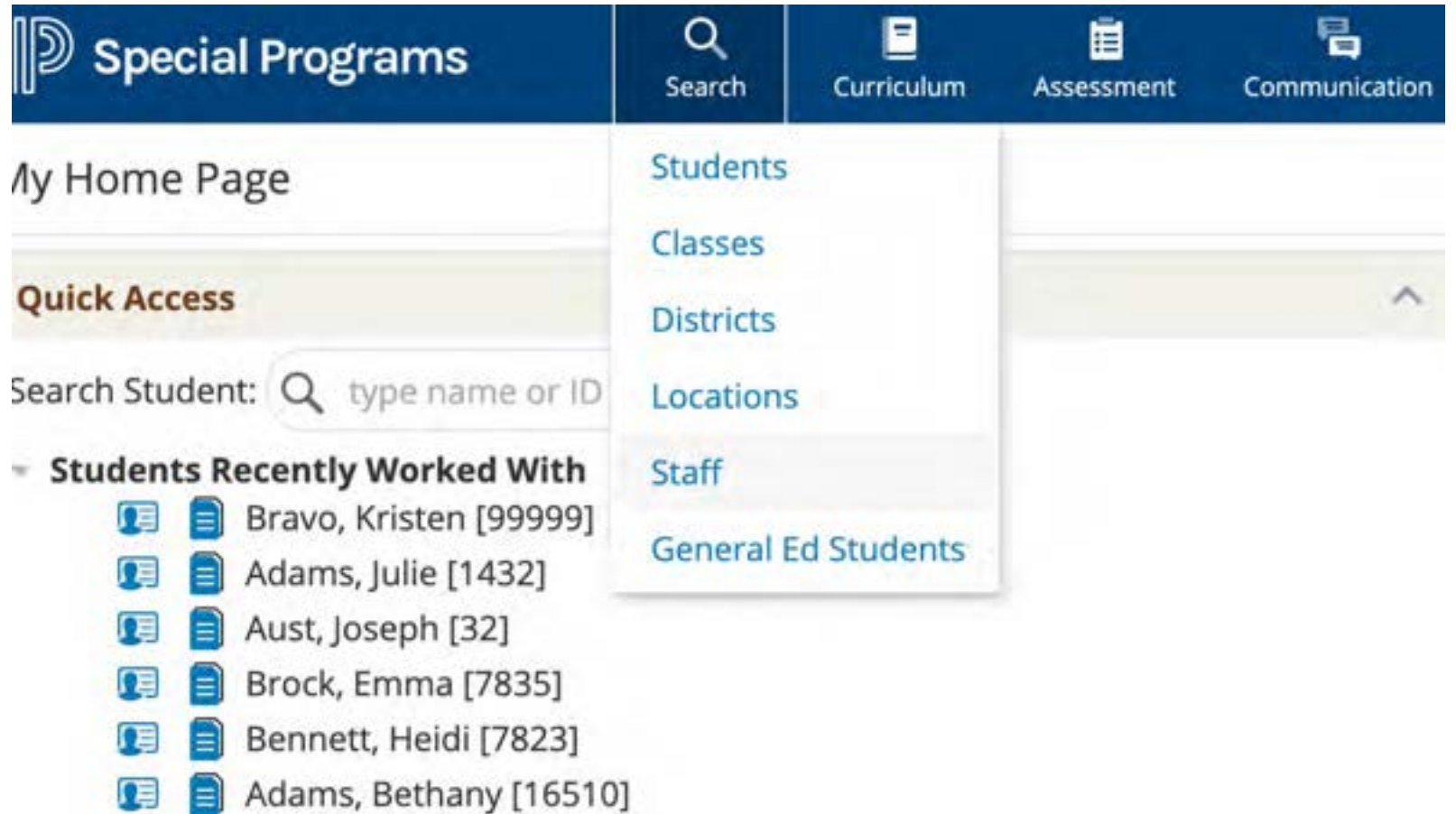
Continual?   Enter a Special Education Support Ticket

Special Education Support <specialeducationsupport@powerschool.com>;

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Duplicate Profiles

Please check the Staff in Special Programs.
If you see Duplicate Profiles let us know. It may be an issue that needs to be looked at further.

Critical Tasks for Migration

Tasks	Responsible Party	Due Date	Notes
Identify resource for Continuous Integration Monitoring (Make sure they view the Integration Deep Dive)	Customer	ASAP	
Check Staff for Duplicate Profiles	Customer	ASAP	

**Risk: If you do not complete critical task, your migration date will be delayed.

***Benefit: If you complete your tasks on time, you will receive your migration date without delay.

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