This document identifies the most common error codes users may encounter with Pinnacle grade passback. In addition to the text for each error code, entries may include an explanation for what caused the error, ideas for how to fix the issue, and any resources available to help resolve the issue.

If Canvas displays an error code not listed here, please contact Canvas Support to report the error.

### Cannot Find Due Date

**Error Message**

Cannot find due date for assignment "[assignment name]", skipping

<table>
<thead>
<tr>
<th>What it means</th>
<th>How to fix</th>
<th>Resources</th>
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</thead>
</table>
| The assignment has an invalid due date. | 1. In Canvas, verify that the assignment includes an “Everyone” or an “Everyone Else” due date.  
2. Re-sync grades in Canvas to Pinnacle. | ● Manage assignment details |

**Note:** This error does not prevent grades from syncing from Canvas to Pinnacle.

### Error Code 400: Invalid Due Date

**Error Message**

"errors":[{"errorCode":400,"codeMajor":"failure","severity":"error","codeMinor":  
"invaliddata","description":"Could not find gradebook term based on the due date."}]

<table>
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<th>Resources</th>
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| The assignment due date is outside of the Pinnacle gradebook term dates | 1. In Canvas, verify that the assignment due date falls within the Pinnacle gradebook term dates.  
2. Re-sync grades in Canvas to Pinnacle. | ● Manage assignment details |