This document identifies the most common error codes users may encounter with PowerSchool 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.

400 Unable to Create Assignment

Error Message
COLLECTION_GENERIC - 71608256-b2d7-450f-a7cb-5349af35977d - Unable to create assignment [*xxxx*]; Reason: HTTP response HTTP/1.1 400 Bad Request response: {"message":"Validation errors","errors":[{"resource":"","field":"assignmentsection.name","code":"Value may not contain more than 50 character(s)."}]}

What it means	How to fix	Resources
The assignment name exceeds 50 characters **Note:** Best practice suggests using assignment names with 30 or fewer characters.	1. In Canvas, update the assignment name to have 50 or fewer characters. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Editing assignment details • Sync grades from Canvas to PowerSchool

403 Forbidden Rate Limit

Error Message
EXCHANGE_ERROR_NON_RETRYABLE -[*xxx-xxx-xxx*] - HTTP response HTTP/1.1 403 Forbidden response: 403 Forbidden (Rate Limit Exceeded)

What it means	How to fix	Resources
The Canvas rate-limit has been exceeded.	1. Contact the Canvas SIS Support Team to report this error.	

403 User Does Not Teach Section

Error Message
Reason: HTTP response HTTP/1.1 403 Forbidden response: {"message":"User does not teach section or does not have requested Permission: EDIT"}

What it means	How to fix	Resources
The instructor is not associated with the imported categories.	1. In Canvas, re-import PowerSchool grading categories. **Note:** You may need to delete the existing categories. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Import PowerSchool grading categories • Sync grades from Canvas to PowerSchool

404 Not Found

Error Message
404 Not Found response: {"message":"Query 'com.instructure.schools.get_actual_score_grade_scale_dcid' not found"}; Error retrieving Grade Scale DCID for section [*xxxxxx*]

What it means	How to fix	Resources
In the admin PowerSchool section settings for "Grade Scale" are blank instead of "Same as Course".	1. Admins, in the PowerSchool admin console, verify the Grade Scale setting option. a. Open Section Settings. b. Locate the Grade Scale settings section. c. Verify that the Grade Scale setting option is blank (instead of “Same As Course”). 2. Admins, locate the problem section in PowerSchool a. To your PowerSchool URL, add “*admin/sections/home.htm*” b. Locate the problem section. 3. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

409 Actual Score Grade Scale ID

Error Message
COLLECTION_GENERIC - [*xxxxxx*] - HTTP response HTTP/1.1 409 Conflict response: {“message”:“ActualScoreGradeScaleId 1 is not valid for Section with Id: [*xxxxx*]

What it means	How to fix	Resources
In PowerSchool, a custom grade scale is selected for the course. **Note:** PowerSchool custom grade scales are not supported for grade passback.	1. In PowerSchool, remove the custom grade scale 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

409 Assignment is Locked

Error Message
Unable to update assignment [*xxxx*] Reason: HTTP response HTTP/1.1 409 Conflict response: {"message":"The specified assignment is locked.","errors":[{"resource":"Assignment","code":"Locked"}]}

What it means	How to fix	Resources
The specified assignment has a due date in a closed PowerSchool grading period.	1. In Canvas, turn off sync to SIS for the assignment. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Setting up an assignment to sync to PowerSchool • Sync grades from Canvas to PowerSchool

409 Due Date Error

Error Message
Message: None Details: HTTP response HTTP/1.1 409 Conflict response: {"message":"Due date must be between [xx/xx/xxxx and xx/xx/xxxx.","errors":[]}

What it means	How to fix	Resources
The assignment due date falls outside of the PowerSchool term dates. **Note:** In PowerSchool, assignments synced from Canvas post with a due date one day after their Canvas due date. For example, if the PowerSchool term end date is 01/02/2021, your latest due date in Canvas can be 01/01/2021.	1. In PowerSchool, verify the term dates. 2. In Canvas, adjust assignment due dates to fall within PowerSchool term dates. 3. In Canvas, re-sync Canvas grades to PowerSchool.	• Editing assignment details • Sync grades from Canvas to PowerSchool

409 Score Entry Points Required

Error Message
Details: HTTP response HTTP/1.1 409 Conflict response: {"message":"Score entry points is required.","errors":[]}

What it means	How to fix	Resources
In Canvas, an assignment has no (“null”) points possible.	1. In Canvas, update the assignment with at least “0” points possible. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Editing assignment details • Sync grades from Canvas to PowerSchool

409 Student ID

Error Message
Details: HTTP response HTTP/1.1 409 Conflict response: {"message":"Student.id [*xxxxx*] does not have an AssignmentStudentAssociation in AssignmentSection.Id: [*xxxx*]","errors":[]}

What it means	How to fix	Resources
The specified user is not enrolled in the course in PowerSchool.	1. In Canvas, conclude the user's enrollment in the course. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Concluding an enrollment • Sync grades from Canvas to PowerSchool

409 Teacher Category ID

Error Message
Details: HTTP response HTTP/1.1 409 Conflict response: {"message":"TeacherCategoryID is not active or does not belong to lead teacher for Section","errors":[{"resource":"AssignmentService","field":"Sections.Dcid","code":"259941"},{"resource":"AssignmentService","field":"TeacherCategory.TeacherCategoryId","code":"7233"}]}

What it means	How to fix	Resources
Assignment categories do not match across all sections in PowerTeacher Pro.	1. In PowerTeacher Pro, verify that grading categories in each section match. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

412 Assignment Update is Missing Record

Error Message
HTTP response HTTP/1.1 412 Precondition Failed response: {"message":"Assignment update is missing record for section ######"}

What it means	How to fix	Resources
No meaning currently specified.	1. In PowerSchool, remove all assignments synced from Canvas 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

Assignment Already Exists

Error Message
response: {"message":"An assignment already exists with this name [*xxx*] and due date [*xx/xx/xxxx*] for one or more classes.","errors" :[{"resource":"AssignmentResource","field":"Sections.Dcid","code":59489}]}

What it means	How to fix	Resources
There is already an assignment in PowerSchool with the same name and due date.	1. In PowerSchool, delete the specified assignments from the gradebook. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

Assignment Cannot Be Created

Error Message		
Details: Assignment cannot be created for section with id=[*xxxx*]		
What it means	**How to fix**	**Resources**
In Canvas, the specified section does not have an SIS ID.	1. In Canvas, remove manually created sections. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Manage course sections • Sync grades from Canvas to PowerSchool

Error Message		
Assignment with app id (ASSIGNMENT ID) cannot be created for section with app id blank		
What it means	**How to fix**	**Resources**
One or more sections in Canvas course do not have a SIS ID.	1. In Canvas, remove manually created sections.	• Manage course sections

Assignment Section Locked

Error Message		
At least one of the specified assignment sections is locked.		
What it means	**How to fix**	**Resources**
An assignment is in a locked grading period in PowerSchool.	1. In Canvas, disable post to SIS on all old assignments. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Disable post to SIS • Sync grades from Canvas to PowerSchool

Exchange Error Exceeded Retries

Error Message		
EXCHANGE_ERROR_EXCEEDED_RETRIES - XXXXXXXX - Retryable error accessing [URL]		
What it means	**How to fix**	**Resources**
PowerSchool cannot be accessed.	1. Contact the Canvas SIS Support Team to report this error.	

Grading Category Missing

Error Message		
Details: Grading Category missing for assignment [*xxxxxxx*]		
What it means	**How to fix**	**Resources**
Assignments in Canvas are not in assignment groups imported from PowerSchool.	1. In Canvas, re-import grading categories from PowerSchool. 2. In Canvas, verify that all assignments set to sync with PowerSchool are in an imported assignment group. 3. In Canvas, re-sync Canvas grades to PowerSchool	• Import PowerSchool grading categories • Sync grades from Canvas to PowerSchool

Grade Exchange Job Failed

Error Message		
Grade exchange job failed. Status in SIS: 5 - EXCHANGE_ERROR_NON_RETRYABLE - [*XXXXX*] - For input string: ""		
What it means	**How to fix**	**Resources**
There is a section in the course without any students. **Note:** This error does not prevent grades from syncing.	1. Admins, in Canvas remove the section without students. 2. In Canvas, re-sync Canvas grades to PowerSchool	• Remove a course section • Sync grades from Canvas to PowerSchool
No assignments in the current grading period are set to sync to SIS. **Note:** This error does not prevent grades from syncing.	1. In Canvas, set up at least one assignment for SIS sync. 2. Re-sync Canvas grades to PowerSchool	• Setting up an assignment to sync to PowerSchool • Sync grades from Canvas to PowerSchool
The instructor is not enrolled in the section in PowerSchool	1. Admins, in PowerSchool, verify that the instructor is enrolled in the course section. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

Error Message		
Grade exchange job failed. Status in SIS: 5 - EXCHANGE_ERROR_NON_RETRYABLE - [*XXXXXXXXXXXXX*] - Socket timeout, no response within 20 seconds		
What it means	**How to fix**	**Resources**
The grade sync request to PowerSchool timed after 20 seconds due to no response from the PowerSchool server.	1. Admins, verify your PowerSchool server connection and identify why it isn't responding to API calls within 20 seconds.	

Grade Exchange Not Finished

Error Message		
Grade exchange has not finished in the given time, cancelling. Last known state is: 3.		
What it means	**How to fix**	**Resources**
The grade posting job took too long and timed out.	1. In Canvas, re-sync Canvas grades to PowerSchool. 2. If error persists, contact Canvas SIS Support.	• Sync grades from Canvas to PowerSchool

PowerSchool Error: 'An assignment already exists...'

Error Message		
PowerSchool Error: 'An assignment already exists with this name XXXXX and due date XX/XX/XXXX for one or more classes.'		
What it means	**How to fix**	**Resources**
In PowerSchool, assignments are duplicated.	1. In PowerSchool, delete duplicate assignments. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

PowerSchool Error: 'Assignment not found.'

Error Message		
PowerSchool Error: 'Assignment not found.'		
What it means	**How to fix**	**Resources**
In PowerSchool, assignments were manually deleted.	1. Admins, clear the integration data. 2. Then run a new Remaster Grade Sync.	

PowerSchool Error: 'TeacherCategoryID...'

Error Message		
PowerSchool Error: 'TeacherCategoryID is not active or does not belong to lead teacher for Section.'		
What it means	**How to fix**	**Resources**
In PowerSchool, the teacher is not enrolled in the section. **OR** In Canvas, the teacher is not correctly enrolled in the course.	1. Admins, contact Instructure SIS Support Team for help.	

Student Does Not Exist In PTP

Error Message		
COLLECTION_GENERIC - XXXXXXXXXXXXXX - Student with sis_user_id=null does not exist in PTP		
What it means	**How to fix**	**Resources**
A student enrolled in this course does not have a SIS ID.	1. If the student should be enrolled, reach out to the SIS Support Team to update the student's SIS ID in Canvas. 2. If the student should not be enrolled in the course, remove the enrollment from Canvas.	• Removing an enrollment from a course • Sync grades from Canvas to PowerSchool
The Canvas Test Student has grades in the Canvas Gradebook.	1. In Canvas, delete the Test Student from course sections 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Removing an enrollment from a course • Sync grades from Canvas to PowerSchool

Teacher Category ID Not Active

Error Message
response: {"message":"TeacherCategoryID is not active or does not belong to lead teacher For Section","errors":[{"resource":"AssignmentService","field":"Sections.Dcid", "code":"259941"},{"resource":"AssignmentService","field": "TeacherCategory.TeacherCategoryId","code":"7233"}]}

What it means	How to fix	Resources
Assignment categories do not match across all sections in PowerTeacher Pro.	1. In PowerSchool, make sure that all categories in all sections are identical to each other. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool

Total Points Error

Error Message
{"message":"The total points value must be the product of weight and score entry points (*XXX*)."}

What it means	How to fix	Resources
No meaning currently specified.	1. In PowerSchool, delete the assignment. 2. In Canvas, re-sync Canvas grades to PowerSchool.	• Sync grades from Canvas to PowerSchool