This document identifies the most common error codes users may encounter with Q-SIS 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.

### Grading Category Not Found

**Error Message**

Grading category [Canvas assignment group name] not found in Q for assignment [assignment name]. Please ensure that your assignment categories/groups match between Q and Canvas. Available grading categories for class [####] are: [Q grading category names]

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| The assignment is not in a Canvas assignment group that matches a Q-SIS grading category. | 1. In Canvas, add the assignment to an assignment group with a name that matches a Q-SIS grade category.  
2. In Canvas, re-sync Canvas Grades to Q-SIS. | ● Editing assignment details  
● Entering and editing grades in the gradebook |

### Student is Excluded

**Error Message**

Student is excluded from assignment

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| In the Canvas gradebook, the student is “Excused” from the assignment. | 3. In the Canvas gradebook, enter a numeric score for the student.  
4. In Canvas, re-sync Canvas Grades to Q-SIS. | ● Entering and editing grades in the gradebook |

### Error Message

Object reference not set to an instance of an object.

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| In the Canvas gradebook, the student score displays as “Null”. | 1. In the Canvas gradebook, enter a numeric score for the student.  
2. In Canvas, re-sync Canvas Grades to Q-SIS. | ● Entering and editing grades in the gradebook |