How do I correct Error 9999 - Module is missing?

In most cases, this error is triggered by a leaver with missing ethnicity and/or first language information.

- 1. Open the affected pupil record
- 2. Make a note of the pupil's admission date
- 3. In the School History panel, make a note of then delete the Date of Leaving and the

Reason For Leaving.

- 4. Click the **Save** button.
- 5. In the Ethnic/Cultural panel, click the History button then double-click Ethnicity (or
- 6. First Language) to display the Ethnicity (or First Language) dialog.

Effective Date Bange 25	5/09/2015 - 31/08	3/2016	Academic Year	Academic Year 2015/2016
Cursor Day	None>		Selected Item	Ethnicity
Cursor Date <1	lone>		Selected Ethnicity	<none></none>
🔯 Zoom 🖨 Details 🎕	Action			
ltem		Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug		
Ethnicity		∢Bangladeshi →		
Ethnic Data Source		Provided by the parent		
Religion		∢Muslim =		
Home Language				
First Language		<english td="" →<=""></english>		
First Language Source		<ascribed by="" current="" school="" td="" the="" →<=""></ascribed>		
English as an Additional L	anguage 🐴	′es		•
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- 7. Double-click the timeline (orange sausage) adjacent to the required data item to display the **Add/Edit Date Range** dialog.
- 8. Set the **Start Date** to the pupil **Admission Date** (noted previously). The **End Date** must be left blank.
- 9. Click the **OK** button to return to the **Ethnicity** (or **First Language**) dialog.
- 10. Click the **OK** button to return to the **History Details** dialog.
- 11. Click the **OK** button to return to the **Pupil Details** page.

12. Click the Save button.

13. Re-open the pupil record.

14. In the School History panel, re-enter the Date of Leaving and Reason for Leaving.

15. Click the **Save** button.

If the above fix does not resolve the issue, then it is likely that a different piece of vital data is missing from the record. Please ensure that all of the following is entered correctly:

1. The information in Panel 2 Registration. Click the History button and ensure all of the memberships have the correct dates.

2. The information in Panel 3 Addresses. Ensure an Address has been entered and it is correct.

3. The information in Panel 6 Dietary. Check that Meal Patterns and Eligibility for FSM have been entered correctly.

4. The information in Panel 8 Ethnic/Cultural. This will relate to the above fix, click the History button and ensure the information is present and all of the memberships have the correct dates.

5. The information in Panel 9 Additional Information. Ensure that YSSA has been entered correctly.

6. Any SEN information the student may have, by clicking 'SEN' in the Links panel.