

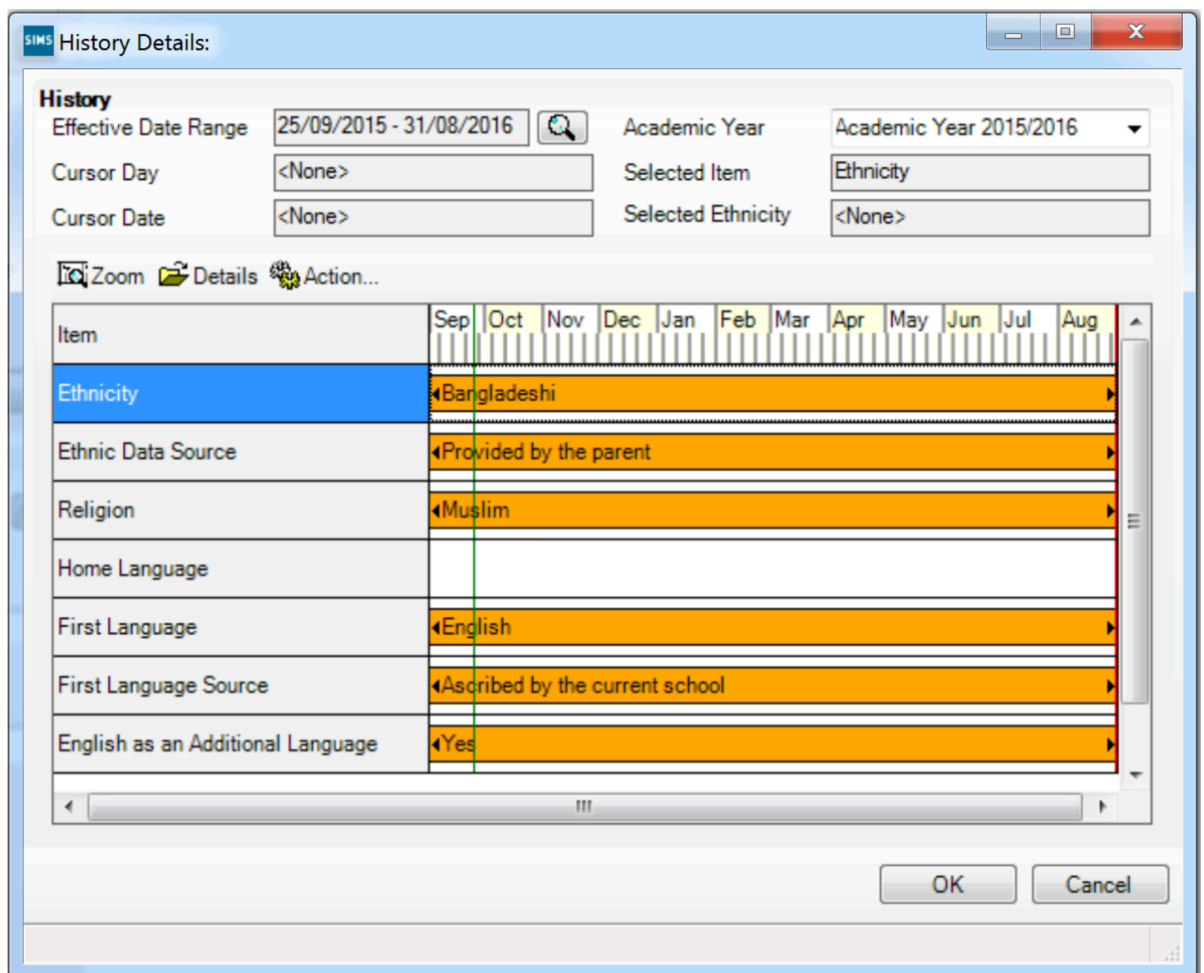
How do I correct Error 9999 – Module is missing?

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 **First Language**) to display the **Ethnicity** (or **First Language**) dialog.



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.