



Topic: Troubleshooting Spreadsheet Journal Errors

Error Message	Cause of Problem	Resolution
Confidentiality Information: * This module is the confidential and proprietary information of PeopleSoft, Inc.; etc.	User ID and/or password entered incorrectly	<ul style="list-style-type: none"> • Enter you user ID in UPPERCASE • Enter your password in regular case • Check to see if your CAPS lock is on
Site name is not valid. Check your url syntax and try again	The import address is incorrect.	<ul style="list-style-type: none"> • Click on the Setup button on the home page and ensure that the address situated in the lower left corner of the dialog box is set to: https://fins.sfu.ca/xmllink/fsprd/
The system cannot locate the resource specified	There is no internet connection The import address is incorrect	<ul style="list-style-type: none"> • Ensure that you have an internet connection • Click on the Setup button on the home page • Ensure that the address situated in the lower left corner of the dialog box is set to: https://fins.sfu.ca/xmllink/fsprd/
Cannot update journal with a status of Posted.	A journal with unique combination of journal ID and date has already been imported and posted in the system	<ul style="list-style-type: none"> • Determine if this is a previous journal that you have already imported • Either change the date or change the journal ID
Invalid Fund code Value Invalid Dept Value Invalid Project-Grant Value Invalid Account Value	A fund, dept, project or account does not exist in the system	<ul style="list-style-type: none"> • Check the entry of the code • Check to see that SFUNV is entered in each line in the Unit column
Imported 0 journals	You are missing the appropriate permissions in your Peoplesoft user profile to import journal	<ul style="list-style-type: none"> • Contact finshelp to add the role SFUGL006 to your user profile in Peoplesoft



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Imported 0 journals Updated 1 journal	The journal is been successfully imported again	This is not a error unless you were trying to import two journals with the same journal ID and date. If this is the case, the second journal has overwritten the first journal.