



Learner Information Suite 17.01 Known Issues

Document Details:	
Document Type:	Known Issues
Creation Date:	20 July 2009
Version:	Version 1

Active Known Issues

29/ Batch Import will not run if the LIS has been installed from a shared drive.

If the LIS has been installed from a shared drive then users may experience problems when running a Batch Import process. The batch import process will not run and an error message 'Automation Error' will appear. To avoid or correct this issue install the LIS from a local hard drive.

Suggested action: Users to be aware of this issue. The workaround for this is to uninstall the current version and install the new one from the local hard drive..

30/ Postcode database update functionality can show an error message when linking to a database.

The Postcode update functionality can produce a warning message informing the user that the database they are linking to has an earlier date stamp than the currently linked-to version when this is not the case. The validation which triggers this is incorrect as it only looks at fields of the date record in isolation from the others when it should view the date as a whole record. This does not stop the data being linked-to as it is only a warning.

Suggested action: Users to be aware of this issue, it will be fixed in the next version of LIS series 17.

31/ Regional settings of English (United States) on the host PC will cause incorrect results to be produced.

If the regional settings within the version of the MS Windows operating system installed on the host PC are set to English (United States) then the date format used across the PC will be the American format of MM/DD/YYYY rather than the usual format of DD/MM/YYYY. Every date field in the LIS has been set-up to accommodate this possibility except, due to an oversight, the File Reference date in the ILR file footer. The impact of this is that the Entry 2 Employment section in the Learner Responsive funding calculation will .

Suggested action: Users to be aware of this issue, it will be fixed in the next version of LIS series 17.

32/ Automation error message upon installation when previous LIS 17 versions have already been installed.

An 'Automation Error' message is displayed when you try to load the ILR file and start the process, having installed an updated version of LIS (e.g. NOT a major upgrade, but just the minor upgrade, e.g. LIS 17.01.001 to LIS 17.01.002) on top of the existing one. This is generally found for users who have had access to the Beta version, prior to the formal release version being made available.

Suggested action: Users to be aware of this issue. The workaround for this is to uninstall the current version and install the new one from the local hard drive.

Standing Known Issues

1/ Attempting to open LISdata2000.mdb results in the error message “This database is in an unexpected state; Microsoft Access can’t open it.”

The LIS database was changed to Microsoft Access 2000 from Microsoft Access 97, in a previous year’s LIS. As a result of this change, the error message given when a user attempts to open LISdata.mdb is as above, instead of the “You do not have the necessary permissions. . .” error that displayed in early LIS versions.

Suggested Action: Open the LISData2000.mdb from the shortcut in the folder C:\LIS\Release16.

2/ When exporting a report from batch import, the filename of the export cannot be changed.

When setting up an export of a report from batch import the browser seemingly allows a new filename to be created for the export, however, when the report is exported the default filename is used. This can sometimes result in a previous export being unexpectedly overwritten.

Suggested action: None. Users should be aware that these reports always use their default filenames.

3/ Opening the Provider Data Update file from outside LIS produces the message “This database is in an unexpected state; Microsoft Access can’t open it.”

The Provider Data Updates are not intended to be opened outside the LIS – this can be the result. The Provider Data Update file is intended to be opened from within the LIS application: Within the LIS, select ‘Options’ then on the ‘Maintenance’ tab select ‘Update Data’ and specify the location of the unzipped update file.

Suggested action: None.