Known Issues

fft aspire

V4.0

October 2017

Reference	Date reported	Issue	Date resolved	Who is affected?
1601	January, 2016	SIMS IMPORT	(ongoing)	FFT users – Head Teacher/ Data Manager accounts
1602	March, 2016	PDF EXPORT - Resolved	May, 2016	FFT users – All accounts
1603	May, 2016	ASPIRE IMPORT FUNCTION - Resolved	June, 2016	FFT users – Head Teacher/Data Managers and LA data Managers
1604	December, 2016	WHOLE DASBOARD EXPORT	(ongoing)	All users – Student Explorer
1701	October, 2017	COLLABORATE GROUPS	(ongoing)	Users of a Collaborate Group in FFT Aspire

SIMS Import

REF: 1601

Item: Import error message when using a SIMS file.

Area affected: https://fftaspire.org > Aspire Pupil SIMS import function.

Known issue: Due to compatibility issues with certain versions of SIMS, the file that is exported from Capita SIMS for upload to FFT Aspire is rejected by the Aspire system.
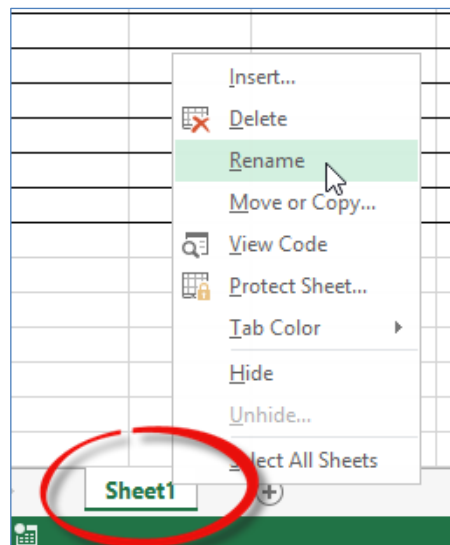
Workaround/Other options:

Due to compatibility issues with certain systems, the file that is exported from Capita SIMS for upload to FFT Aspire is rejected. The following modifications to the file should ensure successful upload to FFT Aspire.

a) Add a column header entitled Person_id to column J.

b) Change the name of the worksheet to Sheet1 by right clicking on the tab at the bottom of the worksheet and selecting Rename.

c) Save the file and upload to FFT Aspire as per the Pupil import guidance.

These instructions are also in Annex 1 of the guidance document Importing pupils from SIMS in the Help Centre of the main Aspire site.

PDF Export - Resolved

REF: 1602

Item: PDF exports in Target Setting.

Area affected: Target Setting > Pupils > Benchmark estimates and set targets > Export (located below the filters) > This report (PDF)

Known issue: When the subject is changed on the web page, this does not refresh in the downloadable PDF document. Therefore, regardless of the chosen subject, the PDF will always show the default subject; for KS2 it will show Reading or for KS4 it will default to Art and Design.

Aspire Import Function - Resolved

REF: 1603

Item: Pupil import file not completing full process for files of more than 100 pupils.

Area affected: Cog icon > Import pupils > New pupils

Known issue: This issue affects files containing more than 100 individual pupils. The import process remains 'Partially processed' at the match stage (step 3). The preceding import and format check stages complete successfully.

Workaround/Other options: Divide files of more than 100 pupils into multiple templates of 100 each and upload them separately.

Student Explorer: Whole Dashboard Export

REF: 1604

Item: Whole dashboard PDFs in Student Explorer

Area affected: https://fftaspire.org > Student Explorer > Aspire [export]

Known issue: The 'Whole Dashboard' export, found in the Student Explorer area of FFT Aspire is unavailable due to technical difficulties.

Workaround/Other options: N/A

Collaborate Groups Issue

REF: 1701

Item: Technical issues accessing Collaborate Groups in FFT Aspire

Area affected: https://fftaspire.org > Collaborate

Known issue: Some users do not have full access to their Collaborate Groups. This may mean that the group is not visible when the user logs into their data account. Additionally, some users are met with a "500: Internal Server Error" message.

Workaround/Other options: N/A – FFT are currently working to resolve the issues that users are experiencing with access to Aspire Collaborate Groups.