



# Student Data Upload (SDU) Troubleshooting Guide

This guide provides resolutions to common errors that might occur during the Student Data Upload (SDU) process in PearsonAccess<sup>next</sup>™. If you continue to have problems after following the recommended steps, please contact ACT by phone at 800.553.6244, ext 2800 or by email at [statetesting@act.org](mailto:statetesting@act.org).

*Note: If a student record has errors in more than one field, an error message will only show for one field at a time until that field is corrected. (For example, if both Last Name and First Name have errors, only errors for Last Name will appear to begin with.)*

Error Message	Resolution
An organization is required for a Student Test.	Enter organization code as appropriate. Valid characters are 0–9. <i>Note: Use the ACT high school code where the student will take the test.</i>
No matching organization could be found with code: 123456.	Change organization code in SDU to match organization code in PearsonAccess <sup>next</sup> . Organization code can be found next to the school name in the black bar at the top right, e.g. Bravo School (654321).
Last Name is required.	Enter student's last or first name as appropriate. Valid characters are A–Z, a–z, dash (-), apostrophe ('), and space.
First Name is required.	
Last Name is longer than the maximum of 16.	Reduce to maximum number of characters permitted. Enter as much of the name as will fit in the space provided.
First Name is longer than the maximum of 12.	
Middle Initial is longer than the maximum of 1.	
Last Name contains invalid characters.	Remove invalid characters from field. Valid characters are A–Z, a–z, dash (-), apostrophe ('), and space.
Middle Initial contains invalid characters.	
First Name contains invalid characters.	
Actual Grade of Student is required.	Enter student's actual grade level. Valid values are 10, 11, or 12.
Actual Grade of Student has an invalid option with value: 09 (for example).	Value must be 10, 11, or 12.
Actual Grade of Student is longer than the maximum 2 characters.	
Date of Birth is required.	Enter student's date of birth. Must be provided in mm/dd/yyyy format; date must be valid.
Date of Birth has an invalid value '1-22-2000' for a date field.	
Date of Birth has an invalid value '01-23-2000' for a date field.	
Date of Birth has an invalid value '11152001' for a date field.	
The student birthdate (mm/dd/yyyy) cannot be greater than or equal to the current date.	
State Student ID is required.	Enter student's State Student ID. Valid characters are A–Z, a–z, 0–9, and space. <i>Note: If the student does not have a State Student ID, then another type of ID may be used.</i>
State Student ID is longer than the maximum of 20.	Reduce to maximum number of characters permitted. Enter as much of the ID as will fit in the space provided.
Local Student ID is longer than the maximum of 20.	
State Student ID contains invalid characters.	Remove invalid characters from field. Valid characters are A–Z, a–z, 0–9, and space.
Local Student ID contains invalid characters.	

Error Message	Resolution
Test Code is required.	Enter test code. Valid values are MC or mc = the ACT, MW or mw = the ACT with writing, and WK or wk = WorkKeys.
'MC' is not a valid test.	For the WorkKeys administration, valid Test Code values are WK or wk.
'mc' is not a valid test.	
'MW' is not a valid test.	
'mw' is not a valid test.	
'W' is not a valid test.	
'w' is not a valid test.	
'WK' is not a valid test.	For the ACT administration, valid Test Code values are MC or mc = the ACT, MW or mw = the ACT with writing.
'wk' is not a valid test.	
Delivery Format is required.	Enter delivery format code. Valid values are P or p = paper.
The test 'WorkKeys' is not allowed in the online format.	For the WorkKeys administration, valid Delivery Format value is P or p.
Gender has an invalid option with value: MM.	Remove invalid characters from field. Valid values are M, F, m, f.
Gender is longer than the maximum 1 character.	
Address is longer than the maximum of 25.	Reduce to maximum number of characters permitted. Enter as much of the address as will fit in the spaces provided. Abbreviate where possible.
Address contains invalid characters.	Remove invalid characters from field. Valid characters are A–Z, a–z, 0–9, forward slash (/), and embedded space.
City is longer than the maximum of 15.	Reduce to maximum number of characters permitted. Enter as much of the city as will fit in the spaces provided.
City contains invalid characters.	Remove invalid characters from field. Valid characters are A–Z, a–z, and embedded space.
State is longer than the maximum of 2.	Enter two-letter state postal abbreviation.
State contains invalid characters; must be alpha.	
Zip Code is longer than the maximum of 5.	Enter only five-digit ZIP code.
Zip Code contains invalid characters. The field must be numeric.	Remove invalid characters from field. Valid characters are 0–9.
State Use Question [1–9, 11–15] has an invalid option with value: AA.	Enter single character. Valid characters are A–L, a–l.
State Use Question 10 has an invalid option with value: AA.	Leave blank; reserved for ACT use.
State Use Question 10 has an invalid option with value: a.	
Reporting High School Code is longer than the maximum of 6.	Enter organization code as appropriate. Valid characters are 0–9. <i>Note: Use the ACT high school code where the student is enrolled. This field is not required for paper testing; complete Block K ("ACT High School Code") on the answer document if the reporting high school is different than the testing high school.</i>
Reporting High School Code does not meet the minimum length of 6.	
Reporting High School Code contains invalid characters.	Remove invalid characters from field. Valid characters are 0–9.
Incorrect number of tokens found on line 2, expected: 40 actual: 39.	For CSV, the number of fields must be 40. Comply with all data specifications, including the number and order of fields. For fixed width, the length may not exceed or be less than 239 characters. Comply with all data specifications, including the length and order of fields. <i>Note: Verify that you are loading the file under <b>Student Registration Import</b> and not another file option in the Import/Export Data dropdown.</i>