



Scholastic Enterprise Edition v2.0.x Top Troubleshooting FAQs

Before You Begin: It is important to keep your Scholastic software current. Many errors are fixed through software updates. Please download and install these updates before troubleshooting any issues. Updates are posted on the [Scholastic Product Support](http://www.scholastic.com/education/productsupport) website (www.scholastic.com/education/productsupport).

Issue	Solution
New <i>Scholastic Reading Inventory</i> data is not displaying on <i>SRI</i> reports.	Manually adjust the School Year and Grading Year under the School Profile to reflect the current school year. School years are not automatically adjusted in data imports.
<i>Scholastic Reading Inventory</i> data is not collected at the end of a student's <i>SRI</i> session.	Ensure that students are properly exiting <i>SRI</i> at the end of a test using the Quit button, and not just clicking the "X" in the upper corner of the browser window. Session data is not recorded unless the program is closed correctly.
Students are getting stuck while using <i>System 44</i> [®] .	This is a known issue that Scholastic is investigating; however, a customized SQL script is available to allow students to advance beyond this point in the program. Please contact Scholastic Technical Support at 1-800-283-5974 for assistance.
The <i>System 44</i> Student Software Performance Report is not recording data correctly.	The <i>System 44</i> Student Software Performance Report is showing data outside of the report timeframe. It is also showing inaccurate and unusual times and cycle amounts. This is a known issue that will be addressed in the November update.
The <i>System 44</i> Reading Progress Report is showing "n/a" for median session time.	This is a known issue that will be addressed in the November update.
<i>System 44</i> and <i>READ 180</i> [®] students receive 1056, 1009, or 1069 errors.	These errors are typically caused by variations in the version of the Flash Player being used. This is a known issue that Scholastic is investigating.
I need to register my SAM Server with SAM Connect.	From the SAM Server computer, use the SAM Connect Registration Wizard at samconnect.scholastic.com/regwiz and follow the steps. You may need to bypass firewall or content filter with IP addresses ranging from 63.251.75.0 through 63.251.75.255 (Ports 80 and 443). Please contact Scholastic Technical Support at 1-800-283-5974 for assistance.