

This document identifies the most common error codes users may encounter with Infinite Campus grade passback. In addition to the text for each error code, entries may include an explanation for what caused the error, ideas for how to fix the issue, and any resources available to help resolve the issue.

If Canvas displays an error code not listed here, please contact Canvas Support to report the error.

Assignment Dates Error

Error Message		
Assignment dates fall outside of dates in which this class is taught		
What it means	How to fix	Resources
Assignment dates are outside of the course dates.	<ol style="list-style-type: none"> 1. In Canvas, adjust the assignment due date. 2. Re-sync grades in Canvas to Infinite Campus. 	<ul style="list-style-type: none"> • Editing assignment details • Syncing grades from Canvas to Infinite Campus

Assignment ID Error

Error Message		
Assignment with app id [xxxxxx] cannot be created for section with app id blank		
What it means	How to fix	Resources
In Canvas, the specified section does not have an SIS ID.	<ol style="list-style-type: none"> 1. In Canvas, remove manually created sections. 2. Re-sync grades in Canvas to Infinite Campus. 	<ul style="list-style-type: none"> • Manage course sections • Syncing grades from Canvas to Infinite Campus

Assignment Scores Export Error

Error Message		
ASSIGNMENT_SCORES_EXPORT - [xxxxxx] - text		
What it means	How to fix	Resources
Assignment has no due date.	<ol style="list-style-type: none"> 1. In Canvas, add or update the assignment due date. 2. Re-sync grades in Canvas to Infinite Campus. 	<ul style="list-style-type: none"> • Editing assignment details • Syncing grades from Canvas to Infinite Campus

Assignment Scores Export-PUT for OneRoster Error

Error Message		
<p>ASSIGNMENT_SCORES_EXPORT - 59a62ebe-7a3a-49cf-8a8e-bc563adba188 - PUT for ONEROSTER: Result[result/results] for "[xxxxxxx]" failed with HTTP Status: 401 with: [{"codeMajor":"FAILURE","severity":"ERROR","codeMinor":"UNAUTHORIZED","description":"User not authorized."}]</p>		
What it means	How to fix	Resources
<i>No meaning currently specified.</i>	<ol style="list-style-type: none"> 1. In Infinite Campus, delete the listed assignment. 2. In Canvas, resync grades to Infinite Campus. 3. If error persists, contact the Canvas SIS Support Team. 	<ul style="list-style-type: none"> • Syncing grades from Canvas to Infinite Campus

Could Not Determine Class or Grading Period Error

Error Message		
<p>Could not determine the class or grading Period for this line Item</p>		
What it means	How to fix	Resources
Assignment dates are outside of Infinite Campus grading period.	<ol style="list-style-type: none"> 1. In Infinite Campus, verify grading period dates. 2. In Canvas, update the assignment due date. 3. Re-sync grades in Canvas to Infinite Campus. 	<ul style="list-style-type: none"> • Editing assignment details • Syncing grades from Canvas to Infinite Campus

Exchange Error

Error Message		
<p>EXCHANGE_ERROR_NON_RETRYABLE - [xxx-xxx-xxx] - HTTP response HTTP/1.1 403 Forbidden response: 403 Forbidden (Rate Limit Exceeded)</p>		
What it means	How to fix	Resources
The Canvas rate-limit has been exceeded.	Admins, report the error to the Canvas SIS Support Team for further investigation.	<ul style="list-style-type: none">

Kimono Job Error

Error Message		
<p>A Kimono Job has timed out and been cancelled.</p>		
What it means	How to fix	Resources
The grade posting job took too long and timed out.	<ol style="list-style-type: none"> 1. Re-sync grades in Canvas to Infinite Campus. 2. If the error continues, contact the Canvas SIS Support Team. 	<ul style="list-style-type: none"> • Syncing grades from Canvas to Infinite Campus

PUT for OneRoster Error

Error Message		
<p>PUT for ONEROSTER:Result[result/results] for “s[xxxx]” failed with HTTP Status: 422 with: [{"codeMajor":“FAILURE”,“severity”:“ERROR”,“codeMinor”:“INVALID DATA”,“description”:“Result denied. Neither ‘score’ nor ‘metadata.ext_infiniteCampus_scoreGrade’ is populated.”}]</p>		
What it means	How to fix	Resources
<p>The sync includes an assignment with no score that was previously synced with a score.</p> <p>Note: This error does not prevent other assignment scores from posting properly.</p>	<ol style="list-style-type: none"> 1. In Canvas, use gradebook history to find the assignment with the adjusted score. Note: Grade history displays a “Current” score of blank. 2. Enter a score for the assignment or turn off Sync to SIS for the assignment. 3. Re-sync grades in Canvas to Infinite Campus. 	<ul style="list-style-type: none"> • View grading history • Enter grades • Syncing grades from Canvas to Infinite Campus

Unable to Process Score

Error Message		
Unable to process score for s[xxxxx]; missing "assignment_source_id" attribute		
What it means	How to fix	Resources
Assignment has no due date.	<ol style="list-style-type: none"> 1. In Canvas, add or update the assignment due date. 2. Re-sync to Infinite Campus. 	<ul style="list-style-type: none"> • Editing assignment details • Syncing grades from Canvas to Infinite Campus
Assignment has differentiated due dates. Note: Grade passback does not support differentiated due dates.	<ol style="list-style-type: none"> 1. In Canvas, verify that the assignment has an “Everyone” due date for the course or section. 2. Re-sync to Infinite Campus. 	