Troubleshooting

Akari users will occasionally encounter a problem that prevents them from being able to edit a draft, edit a field, or action a change in system. The following are common reasons that users cannot take the action required, and how to resolve the problem.

If you encounter a problem in Akari, don't panic.
1. Take a screenshot of any error message that you received
2. Document the steps that you took when you encountered the problem
3. Provide details on the study package that you were working on.
Provide these details in an email to either the CITS Service Desk or Courses Management, along with your contact details.

Cannot edit a draft

If you are not **listed as the coordinator or member of other staff**, you will not be able to see a draft to be able to edit it. This will be the case **even if you created the new draft** as a copy of an existing study package.
Resolution: Contact Courses Management and request that you be added as the coordinator (if a component) or a member of other staff (if a unit or a course)

If you are listed as the coordinator or member of other staff, but still cannot edit the draft, it might be **locked for editing because an affiliated course is going through the approval process**. The action menu pop-up will state that there is an affiliated course that is under review. All actions must be taken by administrators to ensure that any future unit changes are reflected in the course
Resolution: Contact Courses Management and request
a) That the unit be submitted with no further changes to allow the course change to progress;
b) That further changes be made to the unit, and then submitted to allow the course change to progress;
c) That the course be updated to reflect the latest approved version of the unit; OR
d) That the course be reverted to draft to allow further editing of units

If you are listed as the coordinator or member of other staff and affiliated courses are not going through the approval process, but you still cannot edit a draft, you may not have appropriate user rights. This is likely to be the case if the action menu pop-up only shows **View**, **Download**, **Create a Copy** and **View Status Log**, but you are listed as the coordinator or member of other staff.
Resolution: Contact Akari Systems Administration and request that your user rights be reinstated so that you can access the draft. Please include details of the draft study package, in case there is another problem that is preventing you from accessing the draft.

Cannot edit a field

If you cannot edit a particular field in a draft, it could be that the **field is locked to a particular workflow**. Details on which data fields are available in each workflow can be found in the **Data Entry Overview** section of the **Akari User Guide**. To determine what type of workflow a study package is on, click on the **Action Menu Pop-up**.
- A central change will have the option to **Set to Submitted**
- A faculty change will have the option to **Set to Submitted** AND **Upgrade to Central**
- A non-workflow change will have the option to **Set to Approved** AND **Upgrade to Central**

Resolution: If the study package is set to a non-workflow change OR the required field is locked for a central change only, upgrade the change to central

Some fields are **locked to administrators** and cannot be edited by Akari users regardless of the workflow selected. The main example of this is the **Administration Notes** field, but other fields are also locked to particular users, as outlined in the **Data Entry Overview** section of the **Akari User Guide**.
Resolution: Contact Courses Management, or others as indicated in Akari help text, to update a locked field.

Some **generic text**, such as Course Overview (Generic), Course Entry Requirements (Generic) and Course Organisation (Generic), has been built into the system and will automatically populate based on the category type. This text is generic and cannot be changed between individual courses. There are other fields that will be **locked from Version 2** onwards, as outlined in the **Data Entry Overview** section of the **Akari User Guide**. This text and these fields cannot be edited by administrators, and any errors in the data must be resolved by Akari Ireland.
Resolution: Contact Akari Systems Administration to raise an error with locked data or generic text.

Cannot select required option

Some fields are **dependent on other fields**, and the options available in a data field will be limited by earlier selections. Refer to the **Entering and Changing Data** section of the **Akari User Guide** for details on entering and changing specific fields which have dependencies. If the mapping between fields needs to be updated, this will need to be managed by either the Systems Administrator or Akari Ireland, depending on the field.
Resolution: Contact Akari Systems Administration to raise an error with linked fields.

Date fields are dependent on the date fields of the previous version, and new versions must have the same or a later effective date than all previous versions. The deactivation date that is selected must also be after the effective date of that version. Normal Akari users will not be able to select the same date as a previous version, but Courses Management can make this change on behalf of the Akari users.
Resolution: Contact Courses Management to set the effective date of a change to the same date as the previous version.

Cannot submit/approve a change

Date fields can also prevent submission or approval of a change to a course or a component, which will be shown in an error message. The error message is triggered if the effective date for units/components in a course/component structure is **after** the effective date of the course/component. This issue arises for study packages that have been migrated over from Student One.
Resolution: Contact Courses Management and request that they change the effective dates of study packages to allow for the submission/approval of the change, and note the date of first offering in the discussion notes.

A study package cannot be submitted or approved if **mandatory fields** are not complete. Refer to the **Data Entry Overview** section of the **Akari User Guide** for details on mandatory fields. The error message that is generated will usually (but not always) indicate what mandatory field is incomplete. Look at any error message that is generated by Akari to determine what is preventing submission. In

most cases, the error message will be generated on submission, but in some cases, the change will be held up during the approval process due to system validation issues.

Resolution: Contact Courses Management to update any mandatory fields that cannot be edited by the Akari user.

Various **assessment policy rules** will prevent submission unless an approved exemption clause has been added. The Manager of Assessment approves exemptions to the assessment policy, and enters the approved exemption clause into Akari. Refer to the Policy rules section of the Akari User Guide for details on what assessment tasks require an exemption to the assessment policy before changes can be made.

Resolution: Contact Connie Price with a rationale for the exemption to assessment policy

If the action menu pop-up only shows **View**, **Download**, **Create a Copy** and **View Status Log**, but you believe that you should be able to take action (ie submit, endorse etc), you may not have appropriate user rights.

Resolution: Contact Akari Systems Administration and request that your user rights be reinstated so that you can action the change. Please include details of the study package, in case there is another problem that is preventing you from actioning the change.

Support Areas

- The CITS Service Desk (ext 9000 or email Service.Desk@curtin.edu.au) is the best first point of call if you have trouble logging in or with system speed and functionality. The Service Desk will triage the call to other relevant areas as required.
- The Akari Systems Administrator is able to make changes and updates to user rights and some system configurations, as well as troubleshooting issues that arise in system. Where the issue can not be resolved by systems administration, they will escalate the issue to Akari Ireland for resolution.
- Some known issues are already scheduled for development and release in 2017. Please refer to the CLT Support Site for information about the upcoming releases.
- Certain changes and issues, such as changing the names and locations of data fields or making changes to workflows, can only be made by Akari Ireland. Issues that cannot be resolved by Curtin staff will be escalated to Akari Ireland by the relevant areas – normal Akari users would not be expected to contact Akari Ireland directly.