



# Contracted Work & Administration (CWA) Quick Guides

## Bulkload Troubleshooting

### Introduction

Online requires one of three types of file for bulk loading:  
**XML, CSV, TXT**

Only these types of file will be accepted for bulk load and they must comply to strict bulk load specifications to be successful.

This quick guide takes you through the error messages you may receive when loading the file and what causes them.

**XML**—Created by case management systems.

**CSV**—Created by case management systems and the bulkload spreadsheet. Opening a CSV file in Excel after it has been created can destroy the formatting.

**TXT**—Created by case management systems. This type of file has the same internal format as a CSV file.

### Errors using old style files

These are the errors which appear when files that were compatible with an older version of LAA Online are bulkloaded. If you are using an old file format you will need to contact your software vendor to get this updated, or use the new format bulkload spreadsheet to create your file.

CSV Error



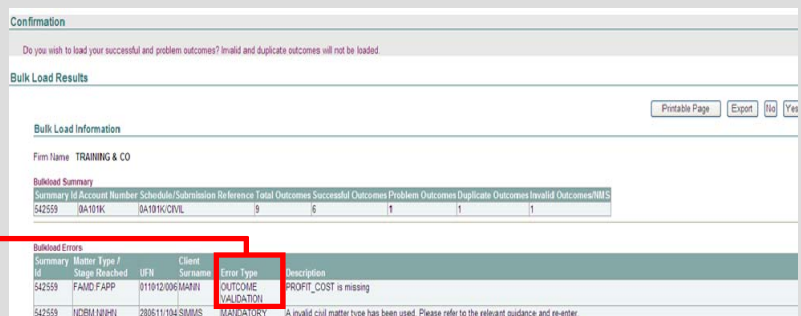
XML Error



### Problem Outcomes

**Problem outcomes** have errors in them. They appear with the error type **OUTCOME VALIDATION**.

The outcome can be identified by its Case Reference Number, UFN and/or Client Surname.



**You can choose to either:**

- load the problem outcomes into CWA and rectify the errors online or
- go back to your case management system or bulkload spreadsheet and correct the error there. You will need to recreate the bulk load file. This is the recommended option as it will ensure your records match what has been loaded onto CWA.

## Invalid and Duplicate Outcomes

Bulkload Summary									
Summary Id	LSC Account Number	Schedule/Submission Reference	Total Outcomes	Successful Outcomes	Problem Outcomes	Duplicate Outcomes	Invalid Outcomes		
223230	21735U	21735U/CIVIL	0	0	0	0	0		

Bulkload Errors									
Summary Id	Matter Type / Stage Reached	UFN	Client Surname	Error Type	Description				
223230				MANDATORY VALIDATION	The submission period you have provided (FEB-2012) is incorrect, please submit an active submission period.				

**Invalid outcomes** have an error which must be rectified in the original file before they can be loaded onto CWA. They appear with the error type: MANDATORY VALIDATION. Other valid outcomes in the file can still be loaded, but we recommend you first correct the invalid outcomes in the file.

**Duplicate outcomes** are outcomes that are already loaded into the submission or are present more than once on the bulk load file. They appear with the error type: DUPLICATE VALIDATION. If you bulk load your file and all the outcomes come up as duplicates you have already loaded that file onto LAA. Go to the submission list to view the outcomes for the current period.

Bulk Load Results									
Bulk Load Information									
Firm Name: LEGAL SERVICES SUPPLIER									
Summary Id	LSC Account Number	Schedule/Submission Reference	Total Outcomes	Successful Outcomes	Problem Outcomes	Duplicate Outcomes	Invalid Outcomes		
842437	21735U	21735U/CIVIL	2	1	0	1	0		

Bulkload Errors									
Summary Id	Matter Type / Stage Reached	UFN	Client Surname	Error Type	Description				
842437	JAIL KJAS		030511004 Brown	DUPLICATE VALIDATION	Duplicate Outcome				

## Examples of MANDATORY VALIDATION errors with XML Files

Bulkload Errors					
Summary Id	Case Reference Number	Client UFN Surname	Error Type	Description	
6568			MANDATORY VALIDATION	Invalid Schedule/Area of Law:1096	

**Error with Schedule Reference Number**  
**Solution:** Enter the correct Schedule Reference number into the appropriate section in your case management system. Please contact your software supplier for guidance on this.

Bulkload Errors					
Summary Id	Case Reference Number	Client UFN Surname	Error Type	Description	
6568			MANDATORY VALIDATION	Invalid Schedule Period/Report submission is in process:FEB-2008,41009	

**Error with Period**  
**Possible Causes:**

- Period you are trying to submit for is in the future.
- The period has already been submitted.
- Error with the period, e.g. FEBRUARY-2008 not FEB-2008.

## Examples of MANDATORY VALIDATION errors with CSV Files

**Error**  
 Error in CSV upload - An invalid field has been found in the submission file at line 2. The invalid entry is: scheduleNum=

**No Schedule number on CSV**  
**Solution:** Enter the correct Schedule number into the appropriate section in your case management system. Please contact your software supplier for guidance on this. If you are using the bulkload spreadsheet, enter the correct schedule number on the front page.

Bulkload Errors					
Summary Id	Case Reference Number	Client UFN Surname	Error Type	Description	
6565			MANDATORY VALIDATION	Invalid Schedule/Area of Law:106097	
6565			MANDATORY VALIDATION	Invalid Schedule Period/Report submission is in process:MAR-2008,	

**Error with Schedule number**  
**Solution:** Enter the correct Schedule number into the appropriate section in your case management system. Please contact your software supplier for guidance on this. If you are using the bulkload spreadsheet, enter the correct schedule number on the front page.