

Error Uploading Candidates

When uploading a CSV file spreadsheet of candidates to *pan* using the Upload Candidates feature (under Assign), if there are more than 15 candidates listed in the spreadsheet, *pan* may display an error, starting at line 17 (header row in line 1 of the spreadsheet, plus 15 candidates). The error appears similar to the following:

Error: Line 17 - Incorrect number of fields (Try inserting data into required fields or a blank space in non-required fields)

This is a known limitation of Excel 2003 and prior in which Excel neglects to insert commas for blank fields in the CSV file after line 16. (See the Microsoft knowledgebase article <http://support.microsoft.com/kb/77295>.) Therefore, starting with line 17 of the CSV file, commas are NOT inserted for the blank fields, interfering with *pan*'s import of the file.

The workaround is to add spaces into blank fields for rows 17 and above of the file and then re-save the CSV file. Once this is done, re-import the file and all of the candidates will be successfully imported.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4393>