



xporter



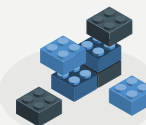
Useful Links To Help You

An Xporter Guide



Useful Links

- Visit our website: xporter.uk
- Email Us! Use partner@xporter.uk
- Visit our **Knowledge Base**
- **Raise a case** (if you cannot do so directly from your manage portal)
- **Escalation link** (if you have already commented on the case in your manage portal requesting an update and it is more than 5 days old)
- Take a look at our **Partner Directory**
- Find out about our **SEEMiS exclusive integration**
- Take a look at Xporter's **Manage User Guide**
- Get the facts on **Future Groups**



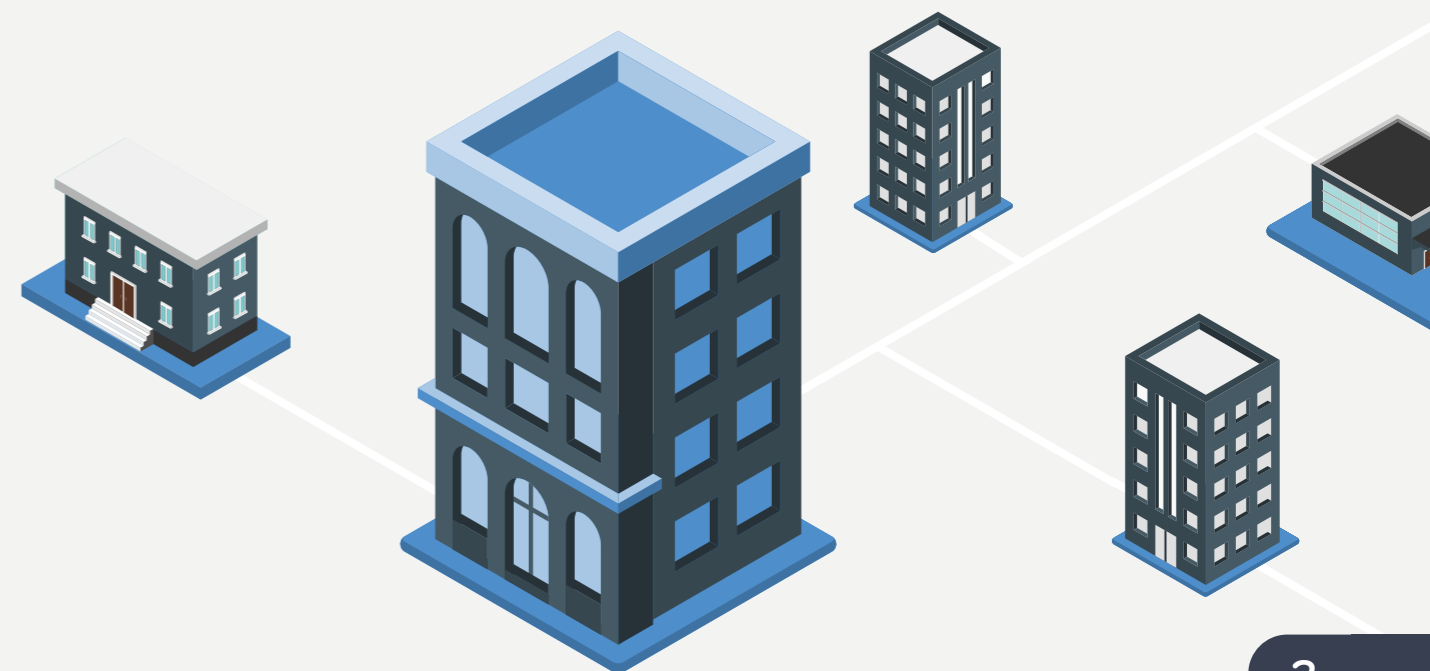
Self-Installing Options

- Check out our **Server Requirements** for self-installation
- Connect to **Capita SIMS** with Xporter.
- A self-install step-by-step guide will be provided shortly when the tool is released live at the end of the month.



Common Errors

- **SIMS login 2 failed** network related or instance specific error occurred
- **SIMS Processes** – Processes Unavailable Exception
- **System Argument Exception**
- **System Type** Initialization Exception
- **Failed to connect** to Xporter local host port
- **Xporter Failed** – Out of Memory
- **SIMS login 2 Failed:** Incompatible Database
- Change your GDPR controls and check whether you 'include all' or 'exclude all' with **this guide**.
- Check if your data feed has been accidentally **left on pause**.
- Authorise any **outstanding applications** which might be left in pending if not in active list.
- School don't know their **password**





**For more information about xporter, or
anymore support, please contact us.**

E: partner@xporter.uk

W: xporter.uk