

Troubleshooting Errors

All sources quoted in this article refer to the Import Specifications article which can be viewed and downloaded from the Import Data page in the LogiPro Manual.

	Error Message	Solution	Source Import Specifications
1	"CSV file cannot be imported as the CSV file headers are not as expected for {object type being imported} data import"	Check headers The headers for the CSV data import file must match the headers listed in Section 1 of the Import Specification Document. • Fields in the Companies CSV import file must match the fields listed in Section 1.1, Import Companies • Fields in the Properties CSV import file must match the fields listed in Section 1.2 Import Properties • Fields in the Units CSV import file must match the fields listed in Section 1.3, Import Units • Fields in the Contacts CSV import file must match the fields listed in Section 1.4, Import Contacts	Section 1, File headers
2	"CSV file cannot be imported as it contains more columns than expected"	Check for additional columns If the CSV import file contains the correct headings but also contains additional headings after the correct headings then this error message will be displayed.	Section 1, File headers, point 3
3	"CSV file cannot be imported as the column headers are not in the correct order"	Headers in incorrect order If the CSV import file contains the correct headings but these are in the incorrect order then this error message will be displayed.	Section 1, File headers, point 2
4	"CSV file cannot be imported as it contains extra columns in addition to expected fields"	Check for data present in the columns past the defined headers for this data import type If the CSV import file contains the correct headings, but there is data present in the file past the defined fields, then this error will display.	Section 1, File headers, point 5

	Error Message	Solution	Source Import Specifications
5	“Unable to read CSV file because line number {line number} contains data with a comma, but the field is not enclosed in inverted commas. Import process for {object type being imported} has been terminated.”	If a field includes commas it must be enclosed in inverted commas It is permissible for the fields and headers either to be enclosed in inverted commas or to not be enclosed in inverted commas, however if a field includes commas and is not enclosed in inverted commas then this error message will display.	Section 1, File format, point 2
6	“Unable to process CSV file because mandatory field is missing: Field {Field header}, line {line number}. Import process for {object type being imported} has been terminated.”	There are one or more mandatory fields missing For all data import types, there are some fields which are mandatory. These can be found in the tables listed in sections 1.1 – 1.4 of the Import Specification Document. There are some fields which only become mandatory when data is entered into other fields. For example, if a CompanyType is a Nominee Company, then VATRegistered becomes a mandatory field. Please see sections 1.1 – 1.4 of the Import Specification Document.	Section 1, File headers, point 6
7	“Unable to process CSV file because data is not in expected format: Field {Field header}, line {line number}. Import process for {object type being imported} has been terminated.”	The data is in the incorrect format There are some fields for which a specific data format is required. For example, if text is entered where numerals are required this error message will display. The fields which require a particular data format can be found in the tables listed in sections 1.1 – 1.4 of the Import Specification Document.	Section 1, File format point 3

	Error Message	Solution	Source Import Specifications
8	“Unable to process record because data is not in allowed list of values for this field: Field {Field header}, line {line number}. Import process for {object type being imported} has been terminated.”	The data entered is not an allowed value For all data import types, there are some fields where a specific value has to be entered. For example, there are specific CompanyTypes. If the value entered is not one that is listed in the table in sections 1.1 – 1.4 of the Import Specification Document then this error message will display.	Section 1, File format point 4
9	“Unable to process file because field does not have expected value: Field {Field header}, line {line number}. Import process for {object type being imported} has been terminated.”	The data entered does not match the rules for conditional validation For all data import types, there are some fields for which the value is conditional based on the value of another field. For example, VATCode is conditionally linked to VATRegistered. If a Company is VATRegistered then the VATCode cannot be T9. Please see sections 1.1 – 1.4 of the Import Specification Document.	
10	“Unable to process file because referenced ID does not exist in the Logipro database: Field {Field header}, line {line number}. Import process for {object type being imported} has been terminated.”	Data in that field is conditional on data in another field which has not been provided For all data import fields, if there is data that is conditional to other data which cannot be found, then this error will display. See the tables listed in sections 1.1 – 1.4 of the Import Specification Document for which fields are conditional	

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11	“Companies import file is not in the correct order. Company ID {referenced company ID} occurs after Company ID {ID of referencing company} which references it. Please change order of records and try again.”	If importing Partnership Companies that contain Nominee Companies, the Partnership Company must come before the Nominee Company in the CSV file The companies import file must be ordered so that if there are partnership companies that contain nominee companies, then the partnership companies must come first in the CSV file before the nominee companies. Otherwise, the system will not find the partnership company when evaluating the CompanyPartnershipID.	
12	“Error has occurred during import of CSV data file, field {Field header}, line {line number}. {Error message returned by code}. Import process for {object type being imported} has been terminated.”	General import error This error is due to unexpected data or characters within the CSV file.	