



## Deleting Invalid Student

1. Navigate to Direct Database Access (DDA).
2. Select the Students table.
3. Search the Students table for a record with the ID value referenced in the error message. No such record should exist. If it does, stop, and contact Technical Support. If not, proceed to the next steps.
4. Select the CC table.
5. Search the StudentID field, and enter the ID value referenced in the error message.
6. Search the SchoolID for this school
7. Search all records in the table.
8. Delete all records returned by the search after you have verified they are correct. If you are unable to delete the records, Set Sync to Non Atomic Mode, Delete record, then Set to Atomic Mode again.
9. Navigate to System > Special Operations.
10. Select Re-align section/schedule enrollments and click Submit.
11. Return to the Special Operations page, select Rebuild Schedules, and click Submit.
12. Return to the Special Operations page, select Reset Class Counts, and click Submit.

After performing these steps, check the affected class counts via the Teacher Schedules link again. The class sizes should be correct, and no error should appear when the class size link is clicked.