



Revision Information
Published 04/04/19
Updated 05/04/19 – correction of version number
Updated 09/04/19 – new and updated items indicated

CTF Issue Spring 2019 – customer FAQs

How will I know if my data has potentially been affected?

The potential issue can only occur during the import of a CTF into the Spring19 release version of SIMS.

School creating the CTF version of SIMS	School importing the CTF version of SIMS	
Autumn 7.184	Autumn 7.184	No issue
Spring 7.186	Autumn 7.184	No Issue
Autumn 7.184	Spring 7.186	Potential issue could occur
Spring 7.186	Spring 7.186	Potential issue could occur

How can I check my version of SIMS?

You can check your version within SIMS via Help | About SIMS.net.

NEW 9/4: Do I need to apply Patch 24836?

Yes, this patch is essential for all schools to prevent a potential CTF issue. The SIMS Spring 2019 Database Patch 24836 is available via SOLUS and addresses a CTF issue identified with the SIMS 7 Spring 2019 Release 7.186 which has been raised by one school.

The patch has been applied for all Capita Hosted SIMS customers.

NEW 9/4: Could my data potentially be affected if I have imported a CTF into the Spring 2019 release version of SIMS prior to applying patch 24836?

Yes, however, the potential issue **can only occur** if all of the follow statements are true:

- the CTF was imported into the Spring 19 release
- contact addresses were included in the import
- the CTF contained incomplete address(s)
- the CTF contained one or more contacts with blank addresses

NEW 9/4: Could my data potentially be affected if I have imported a CTF from a non-sims school?

Yes, however, the potential issue **can only occur** if all of the follow statements are true:

- the CTF was imported into the Spring 19 release
- contact addresses were included in the import
- the CTF contained incomplete address(s)
- the CTF contained one or more contacts with blank addresses

NEW 9/4: How can I check when a CTF was imported?

You can check via Routines | Data In | CTF | View Import History Log.

NEW 9/4: What should I do if I believe my data has been affected?

- apply Patch 24836 to ensure there are no issues moving forward
- log a case with your support provider for further information/guidance

NEW 9/4: Are CMJ and CML exports (Children Missing Education) affected by this issue?

No, the potential issue can only occur during the **import of a CTF** into a Spring19 release version of SIMS.

Is the CTF export process used to generate a ULN request impacted by this issue?

(Routines | DataOut | CTF Export | ULN Requested)

No. As the export for ULN's does not contain learner contacts this export would not be affected by this issue.

With the spring release now available and the school census on 16th May, we have a number of ULN's that need generating. Are these impacted?

No, there is no impact to ULN's.

Should I stop roll out of the Spring upgrade?

Schools can continue to take the Spring release but we are offering precautionary advice regarding CTF until the resolution is in place.

Update 9/4: SIMS Spring 2019 Database Patch 24836 is now available via SOLUS.

Shouldn't Capita remove the upgrade from SOLUS if it could cause a problem?

We have not removed from SOLUS as the issue is limited to a specific scenario within CTF. We are aiming to provide a patch to resolve early next week.

Update 9/4: SIMS Spring 2019 Database Patch 24836 is now available via SOLUS.

How will any patch be delivered?

A database patch will be delivered via SOLUS. For Capita Hosted schools we will apply the patch. We expect the patch to be available early next week.

Update 9/4: SIMS Spring 2019 Database Patch 24836 is now available via SOLUS.

Does this issue have an impact on census?

No, there is no impact to census.

Will a delay to census be communicated to DfE by Capita?

There is no impact to census.

Are ATFs affected by this issue?

No, there is no impact to ATFs