

Guide to Error Messages

LAUSDMAX users may encounter error messages as they use the applications. There are two main types of messages likely to appear. The first type may appear in any District application, the second type is specific to LAUSDMAX.

District System Error Messages

Message	Meaning	Action
Login failure (not valid credential)	Wrong password entered; password might have expired, or caps lock on/off.	Re-enter password, check the LAUSD - Single Sign On Console if your password has expired*
Unknown user	User enters the wrong/former username or enters their full email address (username@lausd.net).	Re-enter user name without lausd.net, or check spelling, or verify that you are using your current user name.
Login failure (idm.lausd.net...)	LAUSDMAX is not connected to SSO.	Log in to SSO
Your account is disabled or inactive	User has not applied for access, the account was disabled due to inactivity or the school has not implemented LAUSDMAX.	Check the LAUSD - Single Sign On Console to verify that you have an active account (see below)
Session Timed Out	Bad internet connection, incorrect system date/time on computer, or District network issues.	Clear cache, close browser, re-log on

* NOTE: Your password expires 180 days from your last password reset. ITD will send an email to your District email account two weeks before your password expires, reminding you to change your password. It is important that you check your District email account regularly so that you receive the reminder.

[LAUSD - Single Sign On Console](#) is available on the Employees home page (**Inside LAUSD > Employees > Resources & Applications**). If there are any issues or questions about your SSO account or your password, please consult the resources available here.

LAUSDMAX Error Messages

There are many different messages in LAUSDMAX. One of the most common is:

We're sorry, you have encountered a system error. Please contact customer support or the system administrator. (request id=1288823123778_35)

When you get an error message in LAUSDMAX, contact the IT Helpdesk (<http://techsupport.lausd.net>), either by phone or by opening an online ticket. Please have the following information available:

- What LAUSDMAX page were you on (i.e., what screen were you looking at)?
 - In the Grades, Attendance, Student, Report module
- What were you trying to do when the message appeared?
 - Were you trying to run a report, access a screen?