

Troubleshoot PMR Generation

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Overview

Use this article when the PMR Summary Report does not proceed through the expected generation process in the NC PMR Collection.

PMR Summary behavior depends on whether the selected School Month Sequence is in the PMR Preview Period or the submission window. Use the information below to identify the issue and continue to the appropriate guidance.

Determine the Next Step

PMR Preview is Active

The **PMR Preview Period** occurs during the active school month. A banner displays in the NC PMR Collection when the selected School Month Sequence is in the Preview Period.

During Preview:

- Preview the **PMR Summary** to monitor reporting data as the school month progresses.
- Run the applicable **PMR Data Validations manually**. PMR Data Validations do not run automatically when the PMR Summary is previewed during the Preview Period.
- Use the supporting **PMR Extract Types** to investigate data as needed.

Continue monitoring and correcting data during the Preview Period.

After the **School Month End Date**, the PMR moves into the submission process. When the PMR Summary is generated during the submission window, the applicable **PMR Data Validations run automatically**.

See [Generate Principal's Monthly Report \(PMR\)](https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/generate-pmr-process) (<https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/generate-pmr-process>) article for more information about the PMR Preview period and generation process.

PMR Data Validations Prevent Generation

After the Preview Period ends, the applicable PMR Data Validations run when the PMR Summary is generated.

If a FATAL validation is identified, the PMR Summary snapshot is not created.

Open the Review PMR Data Validations to:

1. Identify the FATAL validation rule reporting records.
2. Open the guidance for the applicable validation rule.
3. Review and correct the information identified by the rule.
4. Rerun the validation to verify the correction.
5. Generate the PMR Summary Report again after all FATAL validation issues are resolved.

PMR Summary Generates, but the Data is Unexpected

A successfully generated PMR Summary does not confirm that all reported data is accurate.

If the PMR Summary generates but the reported information is unexpected, continue to Review PMR Data.

Use the supporting PMR Extract Types to investigate:

- Calendar information
- Average Daily Membership (ADM)
- Average Daily Attendance (ADA)
- Student level information
- ADM 10-Day Violations
- Students excluded from PMR reporting
- Do not use the PMR Summary alone to determine whether the underlying data is accurate.

An Expected Student is Not Included

If an expected student does not appear in PMR reporting, use the Students Not Included in the PMR Summary Extract Type to determine whether the student's record meets a condition that excludes it from the PMR reporting population.

See Review Students Not Included in PMR for guidance on reviewing excluded students.

The NC PMR Collection Does Not Run as Expected

If the NC PMR Collection does not run, produces a system error, or does not behave as described in the PMR guidance, first confirm the report selections and requirements using the [NC Principal's Monthly Report Extract | Infinite Campus](https://kb.infinitecampus.com/help/nc-principals-monthly-report-extract) (<https://kb.infinitecampus.com/help/nc-principals-monthly-report-extract>) article.

Follow the applicable technical support process when the issue cannot be resolved using the available PMR guidance.

PMR Generation Troubleshooting Guide

What Happened?	Next Step
PMR Preview Period is active	Continue monitoring data. See Generate Principal's Monthly Report (PMR) (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/generate-pmr-process).
FATAL validation prevents generation	Open Review PMR Data Validations (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/review-pmr-data-validations) and locate the applicable validation rule.
PMR Summary generates, but reported data is unexpected	Continue to Review PMR Data (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/review-pmr-data).
Expected student is not included	Review Students Not Included in PMR (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/review-students-not-included-in-pmr) (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/review-students-not-included-in-pmr)
NC PMR Collection does not run or produces a system error	Review the NC Principal's Monthly Report Extract Infinite Campus (https://kb.infinitecampus.com/help/nc-principals-monthly-report-extract) technical guidance and follow the applicable support process.
PMR Summary generates and the data is ready for review	Continue to Review PMR Data (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/review-pmr-data).

NEXT: If the PMR Summary generates successfully, continue to **Review PMR Data**.

(<https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/review-pmr-data>)

If a FATAL validation prevents generation, continue to **Review PMR Data Validations**.

(<https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/pmr-data-validations>)

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