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SchoolTool Error Message Handling

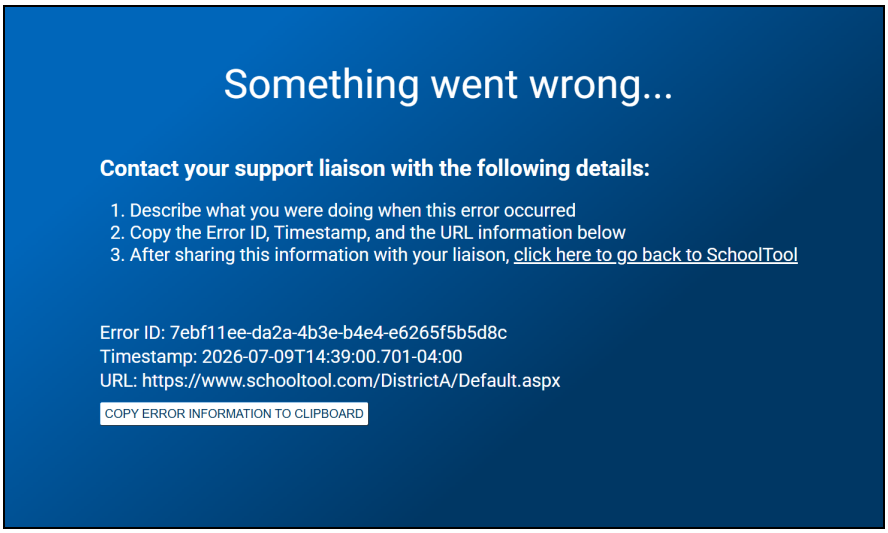
Summary

Error messages in SchoolTool have been updated to provide a unique error ID, a timestamp, and steps to take to report the error. This allows for more effective troubleshooting from Service Delivery and provides closer alignment with NIST Cybersecurity Framework guidelines and general security best practices.

Details

Users who encounter a server error will no longer see the standard stack trace error page. Instead, all districts will be updated to use the new custom error page, which will include an error ID, timestamp, and the site URL. These details will allow the Mindex Service Delivery team to more easily locate specific errors for troubleshooting.

Users can easily copy the error details and paste them into an email to their SchoolTool liaison so that the error can be shared with the Service Delivery team for assistance. Once the error has been captured, the user can easily refresh the page using the link provided on the error page.



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