FAQ-Turnitin Error Messages

> **Important:**
> When you submit a file to an assignment dropbox with Turnitin enabled, you may receive an error message that prevents your submission from uploading successfully to Turnitin platform. Rest assured, the error messages are clear to understand and easily rectifiable by the following solutions provided below.
>
> 當你上傳檔案至已啟用 Turnitin 的作業提交箱時，你可能會收到錯誤訊息，導致檔案無法成功上傳至 Turnitin 平台。請放心，這些錯誤訊息淺顯易懂，且可透過以下提供的解決方案輕鬆修正。

An example of Turnitin error message

Error message: [XML Response could not be parsed]

XML error message is due to the file name issue.

Solution : please rename the file with no more than 40 characters nor containing any Chinese brackets or quotation marks. If this does not solve the issue, please send your request to Learningmall@xjtlu.edu.cn we will help you with the resubmission.

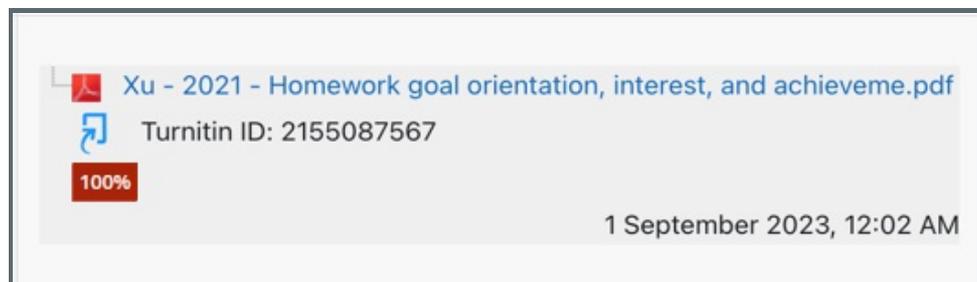API log error mainly is due to connection issue when files are transmitted from Learning Mall Core to Turnitin platform.

Solution: Please rename the file and resubmit it in the dropbox if it's before the due date. If this does not solve the issue or pass the due date, please send your request to Learningmall@xjtlu.edu.cn we will help you with the resubmission.

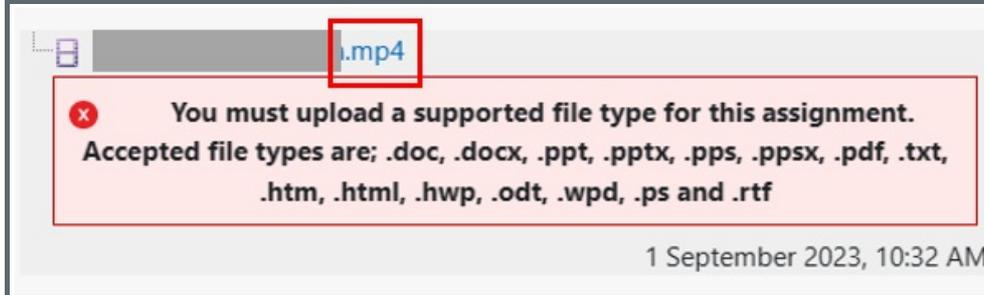Error message : [a 100% similarity score]

During the period when Turnitin disconnected with Learning Mall Core, an alternative is provided to conduct the informal checking in Turnitin official website. However, if papers submitted to dropbox other than "Turnitin Website Checking" remended, any submissions to the previous/formal modules will be saved to Turnitin repository. Thus, the informal checking submission may cause high similarity score for their future formal submissions.

Solution: if time permits, the student is suggested to send the auto-reply(with paper ID information)of the wrong submission to Learningmall@xjtlu.edu.cn to request for the deletion of the wrong submission. After the deletion is confirmed by Learning Mall team, please remind the lecturer to refresh the score.

> **Tips:**
> Turnitin function in Learning Mall Core platform is back to normal! It is highly suggested to implement your informal similarity checking in Turnitin Check AY23/24 page on Learning Mall Core platform.

Question: Is there any issue if I got the warning message as below?

1. The warning message below means that the format of the submission cannot be checked by Turnitin. If your submission is not a format listed below, you will get this warning message.

如果您上传的文件格式不属于下列文件格式，Turnitin将无法检测您所提交的文件的原创性，您将会收到该警告信息。

2. This warning message will not influence the grade of your submission, if the file format is required by your teacher.

如果任课老师规定了作业提交的文件格式，则该警告信息将不会影响您提交的作业的成绩。

3. If you get this message, your submission has been uploaded to the assignment successfully.

如果收到该信息，则表明您已成功将作业提交至相应作业提交点。

Note: File file types that Turnitin supports please refer to File Requirements under Turnitin.