

Data Import Tool Errors and Warnings

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Import Tool Error/Warning	Cause
Cell value different than allowed set	A cell includes something that is not allowed. For example, custom attribute types can only be one of a specific set including "S," "X," "N," etc.
Cell value does not match that found in database	A cell value that would be expected to match a corresponding value in the database doesn't. For example, 25Live Users expects a matching user name.
Cell value has invalid characters: < > ! @ % ^ \	Characters not allowed in certain names have been used.
Cell value number set to the specified maximum	A numerical value is too large and has been capped at a maximum. For example, layout capacities are capped at room capacity.
Cell value should be a date	A cell value that should be a date isn't.
Cell value should be an email address	A cell value that should be an email address isn't.
Cell value should be a number	A cell value that should be a number isn't.
Cell value size greater than allowed	A cell value has too many characters.
Column must have only one value corresponding to master column value	Two values have been given to the same item. For example, two formal names have been given to the same location. Also the cause when a capacity is not entered for new locations.
Custom attribute data does not match definition	The value of a custom column doesn't fit its type. For example, attempting to enter text for a numerical custom attribute.
Custom attribute data does not match definition size	A custom column value is too long for its type.
Default value of the column set	Something that has a default value wasn't filled in.
Duplicate value in column	A value appears more than once. Usually found in simple spreadsheets like partitions or features rather than more complex ones like locations.
Error in database: Multiple database matches	More than one database entry match. For example if more than one contact has the same email address in the database.
Error(s) during import: Please contact the owner of the import tool.	An unexpected error occurred during the import step.

Import Tool Error/Warning	Cause
File type cannot be determined by filename	The object type (location, contact, etc.) isn't part of the file name.
Name already exists on a different record in the database	The name the object is being renamed to already exists with a different name in the database.
Name appears under a different ID in the spreadsheet	The name the object is being renamed to already exists with a different name in the spreadsheet.
No corresponding custom attribute definition	The custom attribute column label isn't listed as a custom attribute in the database or elsewhere in the workbook.
No corresponding database definition	Something that is expected to be in the database isn't.
No corresponding master list definition	Something that is expected to be in the database or elsewhere in the workbook isn't.
Null or empty value in cell	A cell that must be filled in hasn't been.
Record already exists in database	The entry you're trying to insert already exists in the database. Applies to simple spreadsheets like partitions and features that just insert rather than update.
Record does not correspond to record in main spreadsheet	An entry in one spread sheet expects a corresponding entry in another spreadsheet but doesn't find one. For example, the 25Live Users spreadsheet expects to find its contacts in the Contacts spreadsheet.
Start date should be lower than the end date	A row has two dates and the end date is earlier than the start date.

Excel File Error	Cause
Invalid # of Worksheets	The number of worksheets in the workbook doesn't match the expected number.
Invalid Worksheet Name: Sheet \$name	A worksheet name is not expected where \$name is the name of the worksheet.
Incorrect # of Columns: Sheet \$name	A worksheet has the wrong number of columns where \$name is the name of the worksheet.
Incorrect Column Names: Sheet \$name	A worksheet has the right number of columns but with the wrong names where \$name is the name of the worksheet.