# Gathering 25Live Publisher Information for Troubleshooting

Before your web calendars are published, they each go through this three-step process: First, a search is are created in 25Live, which is then sent to Publisher. This creates a live feed—or stream—of data. Next, feeds that are sent to 25Live Publisher are stylized and published as web calendars with their own unique calendar name. This generates "spud" code (using JavaScript) for each piece of the calendar. Finally, that spud code is entered in your content management system (CMS), and your website is published live.



Because of this consistent process, when an issue arises, it is important to gather the search, feed, and calendar information so that you can isolate each part of the process and troubleshoot them separately to find the cause. Use the steps below to collect this information.

### In This Article:

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- Finding Your Calendar Name Using Your Web Calendar
- Locating Your Calendar in 25Live Publisher
- Finding Your Calendar Feed From the Publisher Overview Page
- Find Your Calendar's Associated 25Live Search

### Training Can Help You Go More In-Depth

Series25 Training offers the opportunity to avoid issues that you might later need to troubleshoot. Learn more in courses, such as "Jazzing up your Published Calendars." See the Course schedule.



# Finding Your Calendar Name Using Your Web Calendar

First, start by pulling up the web page your calendar is on, right-clicking in the calendar, and choosing **View Page Source**.

luly 2024	Table Lis	t Month		
S M T W T F S				🖶 🖬 Subscribe 📰 My Events
30         1         2         3         4         5         6           7         8         9         10         11         12         13	All			Add to My Calendar Email Reminder More Event Actions
14 15 16 17 18 19 20 21 22 23 24 25 26 27	JULY 2024	Ļ		
28 29 30 31 1 2 3	Date	Time	Event	Location
4 5 6 7 8 9 10 Today is: July 10, 2024	🗌 Jul 10	8am	Diversity & Adaptation/Lab	Highland Science Center - Room 102
Search	🗌 Jul 10	8:15am	Advanced Investments	Highland Science Center - Room 124
	🗌 Jul 10	8:15am	American Authors II	Baker Classroom Complex - Room 413
	🗌 Jul 10	8:15am	Classical Physics I	Lehmann Law and Justice Building - Room 210
	🗌 Jul 10	8:15am	Classical Physics II	Lehmann Law and Justice Building - Room 104
Hosted calendar powered by	🗌 Jul 10	8:15am	Comm/Interviewing Skills	Baker Classroom Complex - Room 213
and the second s	🗌 Jul 10	8:15am	Critical Read/Writing I	Baker Classroom Complex - Room 109
CollegeNET	🗌 Jul 10	8:15am	Critical Read/Writing I	Baker Classroom Complex - Room 319
Genegen	🗌 Jul 10	8:15am	Critical Read/Writing I	Baker Classroom Complex - Room 117
	🗌 Jul 10	8:15am	Critical Read/Writing I	Baker Classroom Complex - Room 205
	🗌 Jul 10	8:15am	Critical Read/Writing II	Baker Classroom Complex - Room 719
	🗌 Jul 10	8:15am	Critical Reading/Writing	Baker Classroom Complex - Room 405
	🗌 Jul 10	8:15am	Elementary French II	Highland Science Center - Room 116
	🗌 Jul 10	8:15am	Elementary Spanish II	Business Administration Quad - Room 210
	🗌 Jul 10	8:15am	Engineering Mechanics I	Business Administration Quad - Room 110
	🗌 Jul 10	8:15am	Ethics & Pract:Found of Bus	Lehmann Law and Justice Building - Room 102
	🗌 lul 10	8:15am	Fitness: Run. Walk. log	Highland Science Center - Room 202
	Animatio	n: Right-c	lick your calendar page and view the page s	ource to find the calendar name.

In your page source search for the word "spud" and you should be presented with several snippets of spud code depending on how many calendar elements you have embedded in your page. Find the one that says spudType: "main" and note the webName. This is the unique calendar name we're going to look for in the publisher administration page.

▼ <script type="text/javascript"></script>								
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Locating Your Calendar in 25Live Publisher



Now that you have the unique webName your calendar is using, log into 25Live Publisher with your Publisher credentials (such as publisher@school.edu). If you don't have the information, reach out to support@collegenet.com for help.

On the left side of the calendar menu, navigate down to the **Tasks** section and select **Manage Calendars**.

In your list of calendars, you should be able to search and find the unique webName you located in the previous step. Note the calendar name (in this example it's "academicevents") as you'll need this for the next step.

$\sim$	Owned Calendars (10)				
	Name	Template	Web Name		
	★ Athletic Events	Standard Event	athletic-events-2		
	Academic Events	Standard Event	academic-events		
Image: Find the unique calendar webName in your list of calendars.					

## Finding Your Calendar Feed From the Publisher Overview Page

Log into 25Live and find **Publisher** in the **More** menu.



This will take you to the Publisher Overview page, where you will be prompted to login. Use the same credentials you used when you logged into 25Live Publisher.

((( • <b>Publish</b>	ner Overview
	Sign In using your 25Live Publisher credentials
	25Live Publisher Username
	25Live Publisher Password
	Sign In
Image: El	inter your 25live Publisher credentials to access the overview page.

Once you've done that, you'll be presented with a list of calendars. Simply type in the name or a keyword from the calendar you found in publisher administration in the top search field then use the **Search** button.

(((	o Pub	lisher Ov	ervie	W						
,				Search Clea	ar	signed in as <b>pub</b>	lisher@school.edu (sig	gn out) Open <b>25Live F</b>	ublisher	
8 M	latching Fee	eds Object/Group V	Status -	Status Message	Query -	Calendar –	Calendar ID –	Select Columns	? Help Delete	
	Now?	enjeet, ereup		Citatas Hossiage	-				?	
	Û	Academic	~	Running feed publish. Jul 10 2024 11:53AM	events.json? node_type=E&scope=e xtended&ML_FLS=F&i nclude=text+categorie s+customers+attribute s+reservations+spaces &scope=extended&que ry_id=29035&options= trumba+all_properties +event_title+space_fo rmal_name+all_space s&rsrw_service=rm_re servations.ics	Academic Events	399279	publisher@school.edu _20240710112032	×	
	ſ	Campus Athletic Events	$\checkmark$	Calendars last updated Jul 10 2024 11:51AM	events.json? node_type=E&scope=e	Athletic Events	399278	publisher@school.edu _20220629144440	×	
	Image: Publisher Overview page.									

There are a few things you'll want to note. The 25Live User is the user that published the search that feeds that calendar. The query is the ID that exists behind the scenes that correlates with that search. The status shows whether the feed is active or if it is encountering a problem. Finally, the update now button allows me to push the feed again (this can be used if you expect an event to be on the calendar but it isn't.) For more information about the columns on the Publisher Overview page, please see: Reviewing and Monitoring 25Live Publisher Feeds in the Publisher Overview.

### Find Your Calendar's Associated 25Live Search

Log in as the 25Live user that published your calendar.

If you don't have credentials for that user or if that user has long since left the campus, you can leverage masquerade mode in 25Live by going to the **More** menu, then **System Settings** > **General**.



When you looked at the **Publisher Overview** area within 25Live, your feed had a query and that query contained a query ID.

Status _	Status Message	Query –	Calendar –				
~	Running feed publish. Jul 10 2024 11:53AM	events.json? node_type=E&scope=e xtended&ML_FLS=F&i nclude=text+categorie s+customers+attribute s+reservations+spaces &scope=extended&que ry_id=29035&options= trumba+all_properties +event_title+space_fo rmal_name+all_space s&rsrv_service=rm_re servations.ics	Academic Events				
Image: The query ID can be found in the Query column of the Publisher Overview page.							

Go to the **Search** view in 25Live (logged in as the calendar publish user) and load an event search. Note that the 25Live URL now has numbers at the end of it. Those correspond with a unique query ID for that search.

Simply copy the ID from your Publisher Overview, replace the number in the 25Live URL, and use your Enter key to load the search URL.

← → C S https://25live.collegenet.com/pro/school#!/home/search/event/lis	(29036)
<sup>™</sup> 25Live <sup>®</sup>	🛱 25Live 🕜 Event Form 🔋 Tasks Jane Smith 🗮 More
Select Object: Events	Nothing recently viewed Academic
Quick Search 🔿 Advanced	
Academic	
	Reset   Export Results   🛆 Security   Save   Save as Search
Search Actions ~	
List Calendar ← Recent and Future →	Recent & Future         Future         All Dates         Select Columns         Bulk Edit         C*         (?) Help
Image: The Query ID	will be in the URL of the search page.

In the 25Live Search view, toggling Quick Search to Advanced will show you the search criteria.

	Select Object:	Events	~	Academic 😭	~		
uick Search 🔲 Adva	nced						
Query							
Conjunction and 🗘							
Folders							^
Select Folders							
X Imported Section	ns						
Categories							^
Do Not Include	\$						
Select Categories							
X Do Not Display o	n Web Calendars						
Event States							^
Select States							
X Confirmed							
Add Criterion							
			Dee	ot Export Dopulto	A Security	Search has	not been sav
			Res	et Export Results	Becuity	Save Sav	ve as search

In the example calendar search pictured above, if an event is an imported section, has the confirmed event state, and doesn't have the category "Do Not Display on Web Calendars," it should appear on my main campus calendar.

Are the correct events appearing on your calendar? Do you have duplicate events? Continue on to our <u>Monitoring</u> Published Calendars and Making Modifications to Existing Calendars article to find out why.