

## Series25 Troubleshooting: 25Live Publisher Issues

Is there an event on your calendar that shouldn't be there? Perhaps an event that should be but isn't? Having trouble now that you can't publish a single event? This article will help you understand the 25Live Publisher process and use that knowledge to determine what should and shouldn't appear on your calendar.

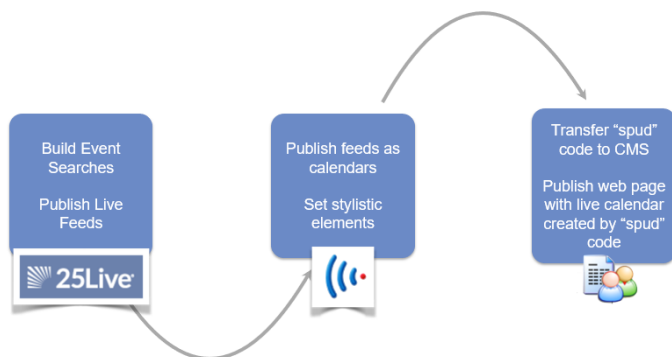
### Go More In-Depth With Training



*Image: Series25 Training Courses can help you learn more about this topic.*

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.](#)

### The Publisher Process



Searches in 25Live are used to create live feeds or streams of data. Those feeds are then stylized in the Publisher administration site and published as calendars with their own unique calendar name which generates "spud" code (using JavaScript) for each piece of your calendar. Finally, that spud code is entered in your content management system (CMS), and your website is published live.

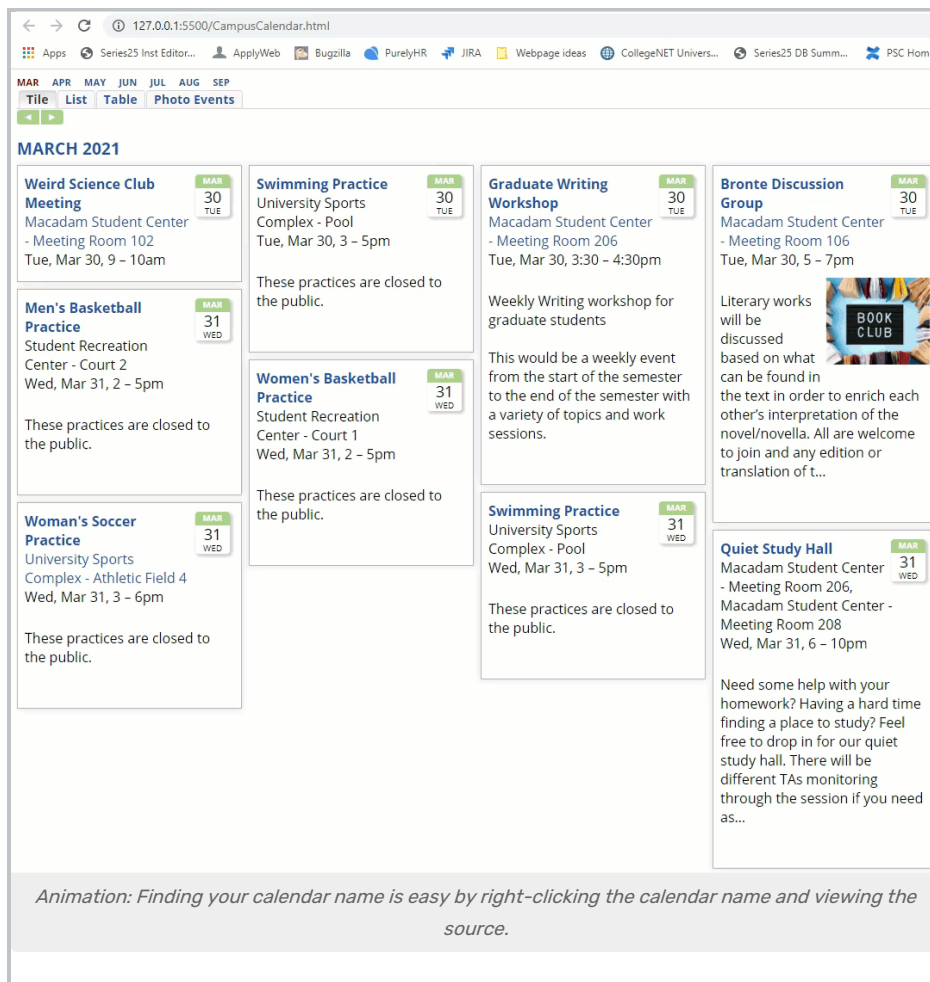
The bottom line is, if an event meets the criteria to be included in your search, it should appear on your calendar within a certain number of minutes.

## How to Troubleshoot Publisher Issues

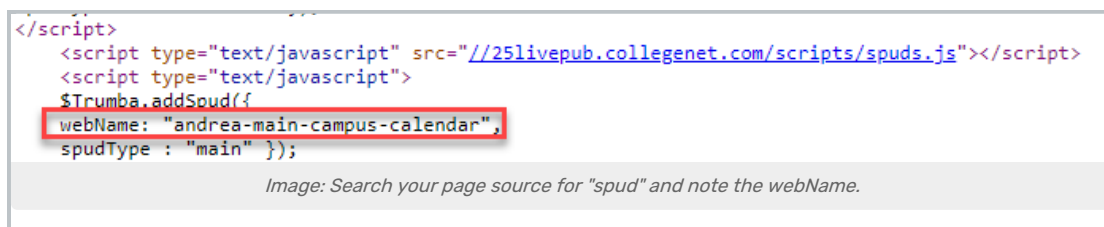
If you know which search is feeding your calendar it's pretty easy to look up the criteria that make up your search but often the person that created the calendars has left the college and so you might not even know where to start. That's where we can help!

### Find Your Calendar Name

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



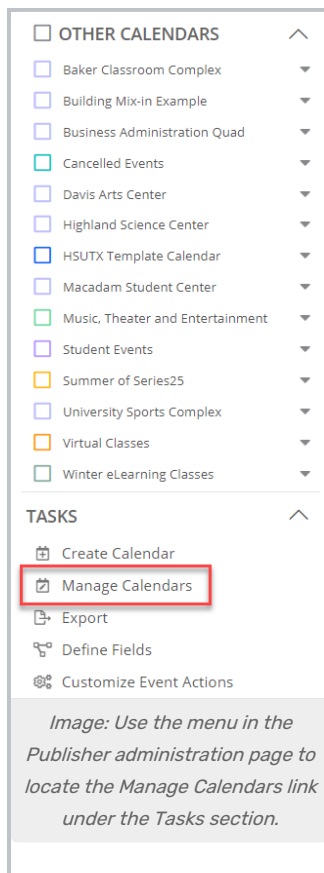
In your page source search for the word "spud" and you should be presented with several snippets of spud code depending on how many calendar elements you have embedded in your page. Find the one that says `spudType: "main"` and note the `webName`. This is the unique calendar name we're going to look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



## Locating the Correct Calendar

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

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



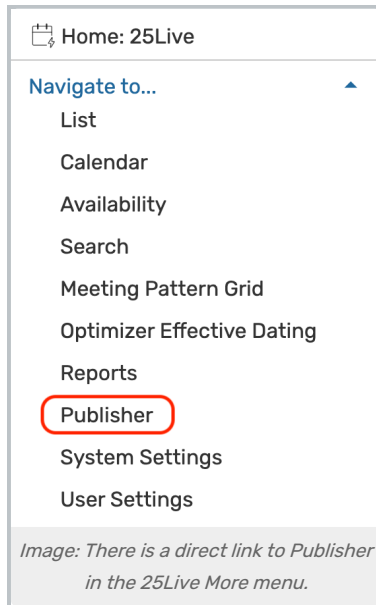
In your list of calendars, you should be able to search and find the unique webName you located earlier. Note the calendar name (in this example it's "Main Campus Calendar") as you'll need this for the next step.

Manage Calendars				
← Return to Main Campus Calendar				
▼ Cancelled Events	Standard Event	cancelled-events-3	<a href="https://25livepub.collegenet.com/calendars/cancelled-events-3">https://25livepub.collegenet.com/calendars/cancelled-events-3</a>	
▼ Davis Arts Center	Standard Event	andrea-davis-arts-center	<a href="https://25livepub.collegenet.com/calendars/andrea-davis-arts-center">https://25livepub.collegenet.com/calendars/andrea-davis-arts-center</a>	
▼ Highland Science Center	Standard Event	andrea-highland-science-center	<a href="https://25livepub.collegenet.com/calendars/andrea-highland-science-center">https://25livepub.collegenet.com/calendars/andrea-highland-science-center</a>	
▼ HSUTX Template Calendar	Standard Event	andrea-hsutx-template-calendar	<a href="https://25livepub.collegenet.com/calendars/andrea-hsutx-template-calendar">https://25livepub.collegenet.com/calendars/andrea-hsutx-template-calendar</a>	
▼ Macadam Student Center	Standard Event	andrea-macadam-student-center	<a href="https://25livepub.collegenet.com/calendars/andrea-macadam-student-center">https://25livepub.collegenet.com/calendars/andrea-macadam-student-center</a>	
▼ Main Campus Calendar	Standard Event	andrea-main-campus-calendar	<a href="https://25livepub.collegenet.com/calendars/andrea-main-campus-calendar">https://25livepub.collegenet.com/calendars/andrea-main-campus-calendar</a>	
▼ Music, Theater and Entertainment	Standard Event	andrea-music-theater-and-entertainment	<a href="https://25livepub.collegenet.com/calendars/andrea-music-theater-and-entertainment">https://25livepub.collegenet.com/calendars/andrea-music-theater-and-entertainment</a>	
▼ Student Events	Standard Event	andrea-student-events	<a href="https://25livepub.collegenet.com/calendars/andrea-student-events">https://25livepub.collegenet.com/calendars/andrea-student-events</a>	

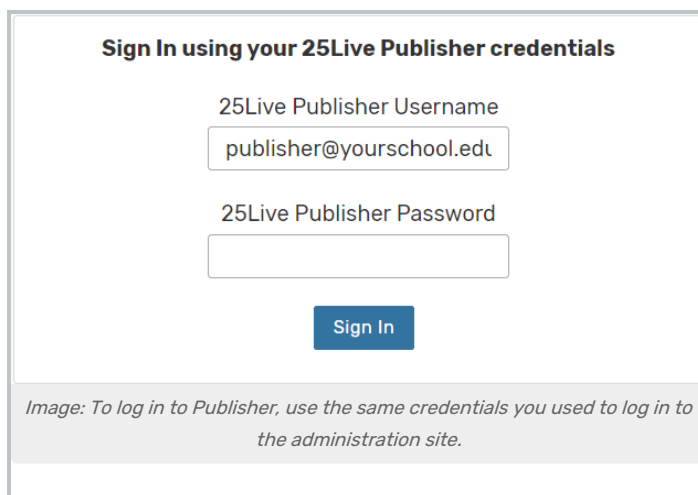
Image: Find the unique calendar webName in your list of calendars.

## Find Your Calendar in 25Live

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



You'll be prompted to log into 25Live Publisher. Use the same credentials you used when you logged into the Publisher administration site.

A screenshot of the 25Live Publisher login page. The title is 'Sign In using your 25Live Publisher credentials'. There are two input fields: '25Live Publisher Username' with the text 'publisher@yourschool.edu' and '25Live Publisher Password'. Below the fields is a blue 'Sign In' button. At the bottom of the form, there is a caption: 'Image: To log in to Publisher, use the same credentials you used to log in to the administration site.'

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 (such as the example, "Main Campus Calendar") in the top search field then use the **Search** button.

**Publisher Overview**

signed in as **andream@collegenet.com** (sign out) [Open 25Live Publisher](#)

1 Matching Feeds

Update Now?	Object/Group	Status	25Live User	Query	Calendar	Delete
	Calendar - All Confirmed Events		pubadmin	events.xml?node_type=E&scope=extended&ML_FLS=F&include=text+categories+customers+attributes+reservations+spaces&scope=extended&query_id=24398&options=trumba+all_properties+event_title+space_formal_name+all_spaces&rsrv_service=rm_reservations.ics	Main Campus Calendar	

*Image: Double-check the listed 25Live User and Query.*

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 me that the feed is active and that there are no issues with it. 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.)

## Find Your Search

Log in as the 25Live user that published your calendar (for example, "pubadmin").

### System Settings

[General Settings](#)
[Event Save Email](#)
[Event Form Settings](#)
[Embedding](#)

[Master Definitions](#)
[Search Settings](#)
[Pricing Settings](#)
[Publisher Settings](#)

Masquerade

Switch Users

Administration

#### Masquerade

Select a User

**Publisher Admin, 25Live** (test@collegenet.com)

**Publisher, 25Live**

*Image: If you don't have the credentials for the Publisher user, use 225Live's masquerade mode.*

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**.

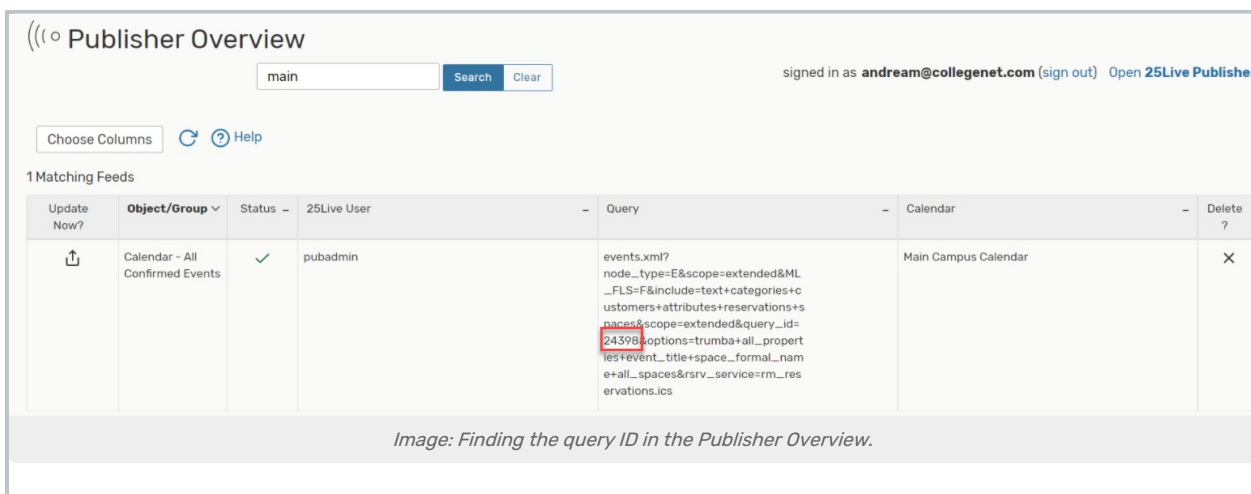


Image: Finding the query ID in the Publisher Overview.

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

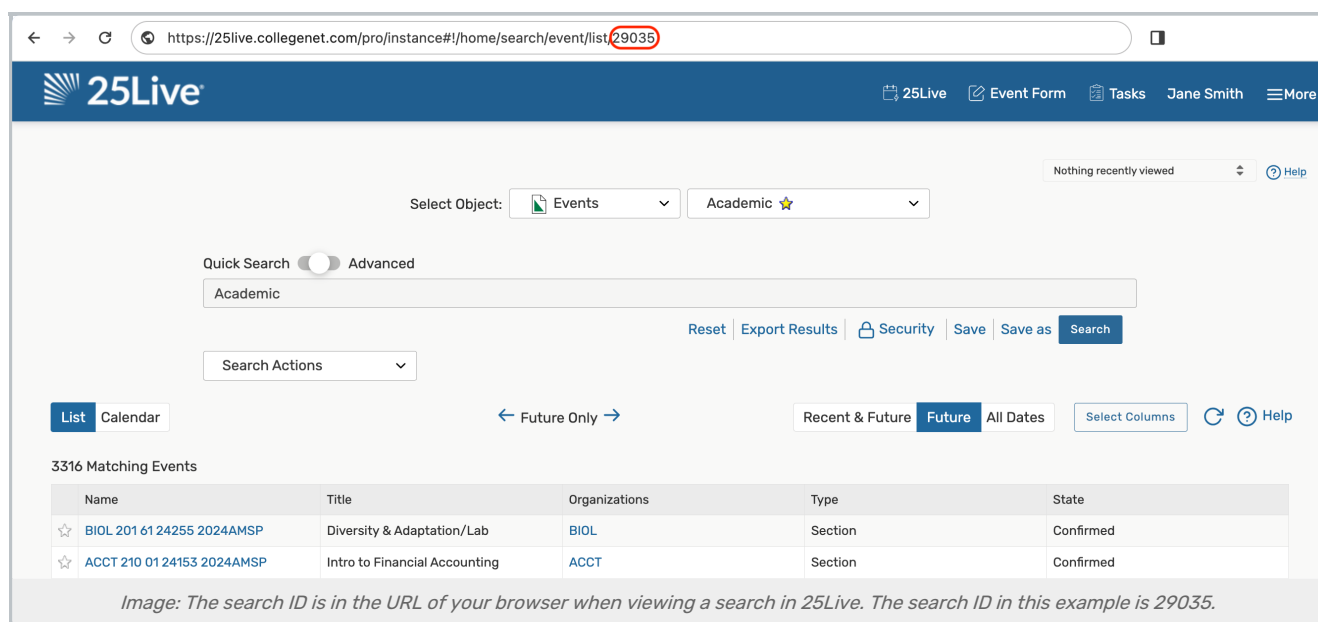
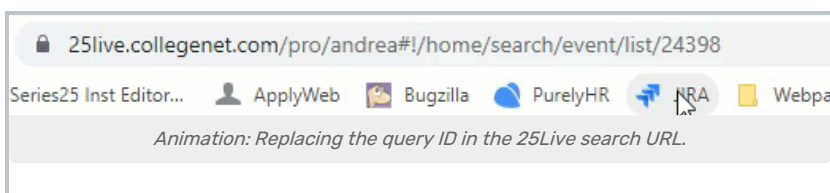


Image: The search ID is in the URL of your browser when viewing a search in 25Live. The search ID in this example is 29035.

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.



Animation: Replacing the query ID in the 25Live search URL.

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.

The screenshot shows the 'Calendar - All Confirmed Events' search criteria in the 25Live system. At the top, there are two dropdown menus: 'Select Object: Events' and 'Calendar - All Confirmed ...'. Below these is a 'Quick Search' toggle switch, which is currently set to 'Advanced'. The main section is titled 'Calendar - All Confirmed Events'. It contains three criteria boxes, each with an 'Event Types', 'Event States', or 'Categories' header. The first box, 'Event Types', has a 'Do Not Include' dropdown, an 'EDIT' button, and a search term 'Section'. The second box, 'Event States', has an 'EDIT' button and a search term 'Confirmed'. The third box, 'Categories', has a 'Do Not Include' dropdown, an 'EDIT' button, and a search term 'Do Not Display on Web Calendars'. Below the criteria boxes is a grey bar with the text: 'Image: Toggle to the Advanced search mode to view the criteria for your saved Publisher search.'

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

In the example calendar search pictured above, if an event is any type except 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 [Monitoring Published Calendars and Making Modifications to Existing Calendars](#) article to find out why.