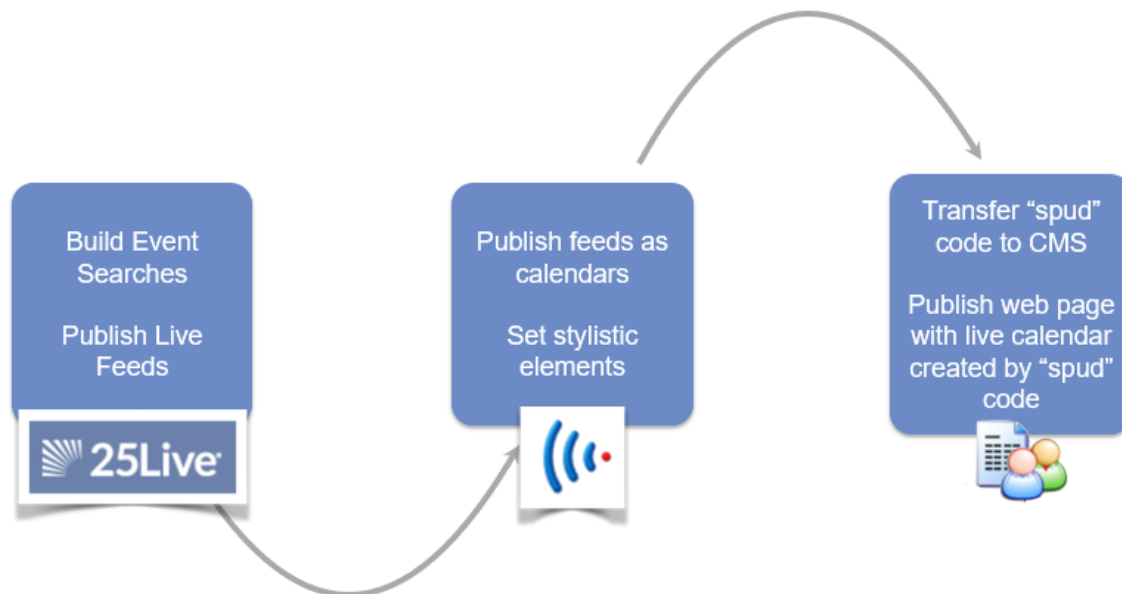


Gathering 25Live Publisher Information for Troubleshooting

Before your web calendars are published, they each go through this three-step process: First, a search is 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:

- [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.](#)



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

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**.

Animation: Right-click your calendar page and view the page source 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">
  $Trumba.addSpud({ webName: 'academic-events', spudType: 'main', url: { hosted: 1}
}); == $0
```

Image: Search your page source for "spud" and note the webName.

Locating Your Calendar in 25Live Publisher

FILTER EVENTS

CURRENT PUBLICATION

Academic Events

OTHER CALENDARS

Athletic Events

Campus Fundraisers

Community Events

Event Search

Test Calendar

Non-Academic Events

publisher's calendar

Student Recreation Center

TASKS

Create Calendar

Manage Calendars

Export

Define Fields

Define Registration Forms

Customize Event Actions

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 "academic-events") as you'll need this for the next step.

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.

Home: 25Live

Navigate to...

List

Calendar

Availability

Search

Meeting Pattern Grid

Optimizer Effective Dating

Reports

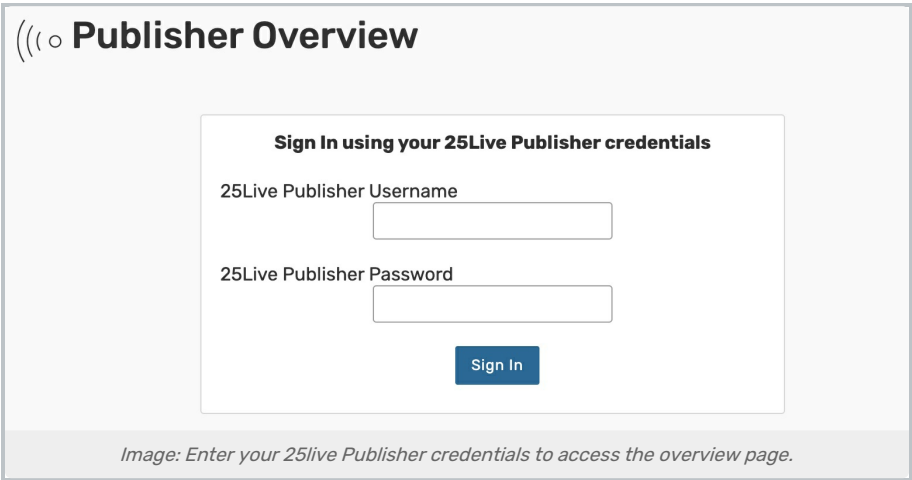
Publisher

System Settings

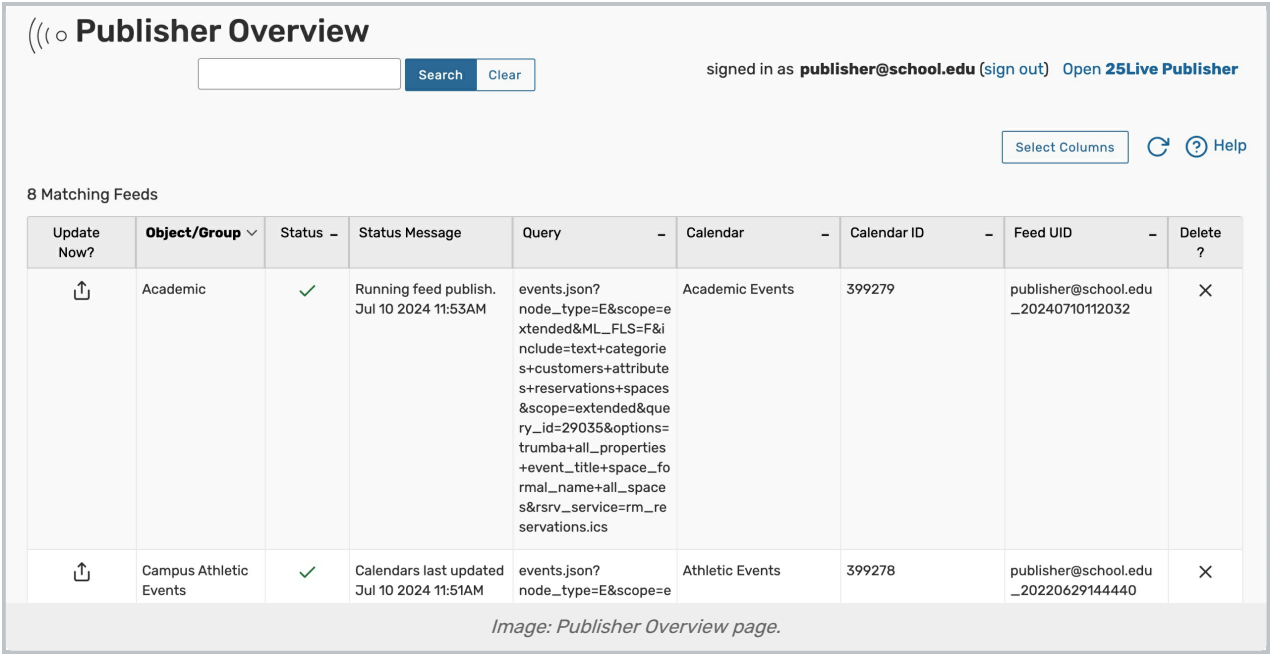
User Settings

Image: There is a direct link to Publisher in the 25Live 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.



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.

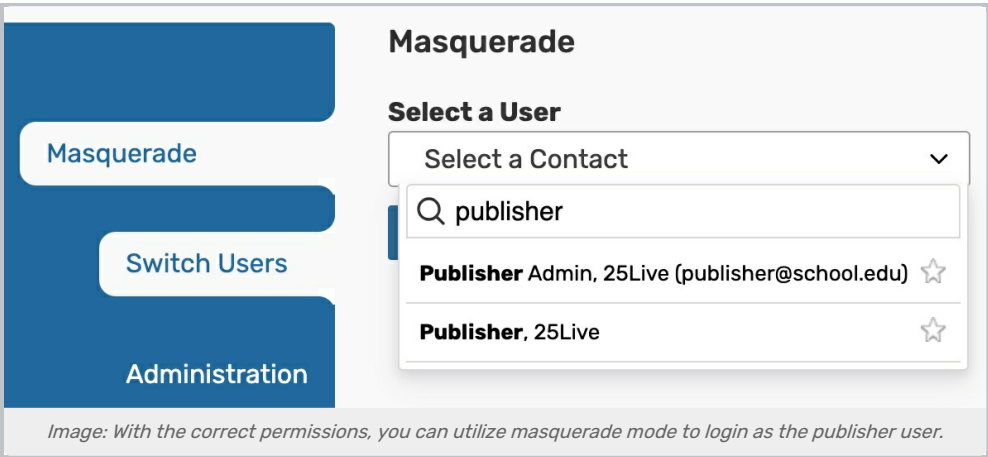


There are a few things you'll want to note. The 25Live User is the user that published the search that feeds that calendar. The query is the ID that exists behind the scenes that correlates with that search. The status shows whether the feed is active or if it is encountering a problem. Finally, the 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**.



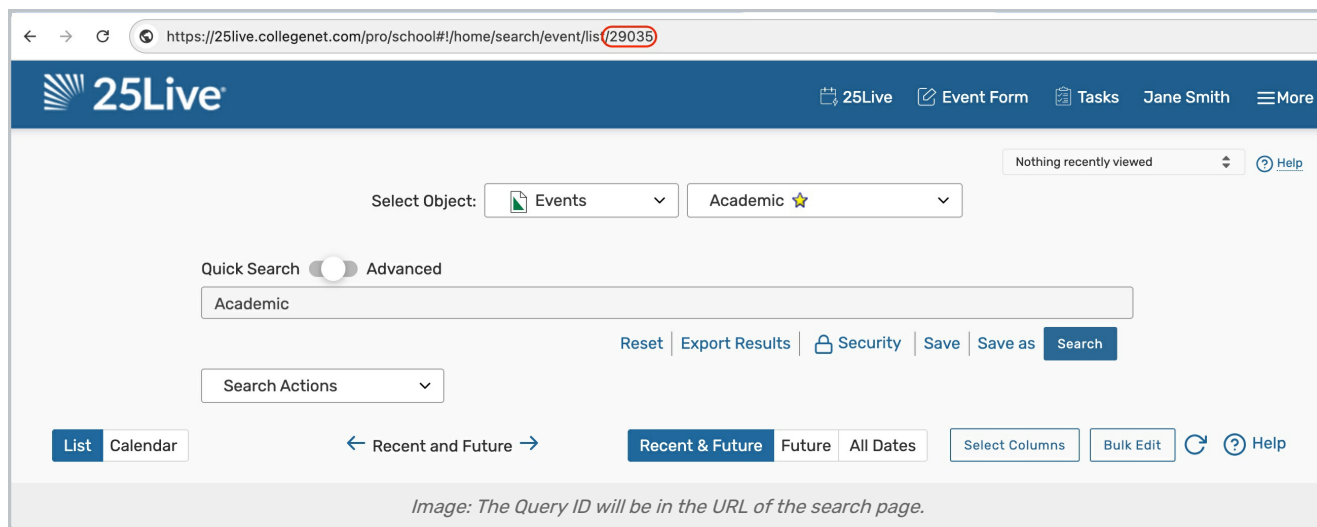
When you looked at the **Publisher Overview** area within 25Live, your feed had a query and that query contained a query ID.

Status –	Status Message	Query –	Calendar –
✓	Running feed publish. Jul 10 2024 11:53AM	events.json? node_type=E&scope=extended&ML_FLS=F&include=text+categories+customers+attributes+reservations+spaces&scope=extended&query_id=29035&options=trumba+all_properties+event_title+space_formal_name+all_spaces&rsrv_service=rm_reservations.ics	Academic Events

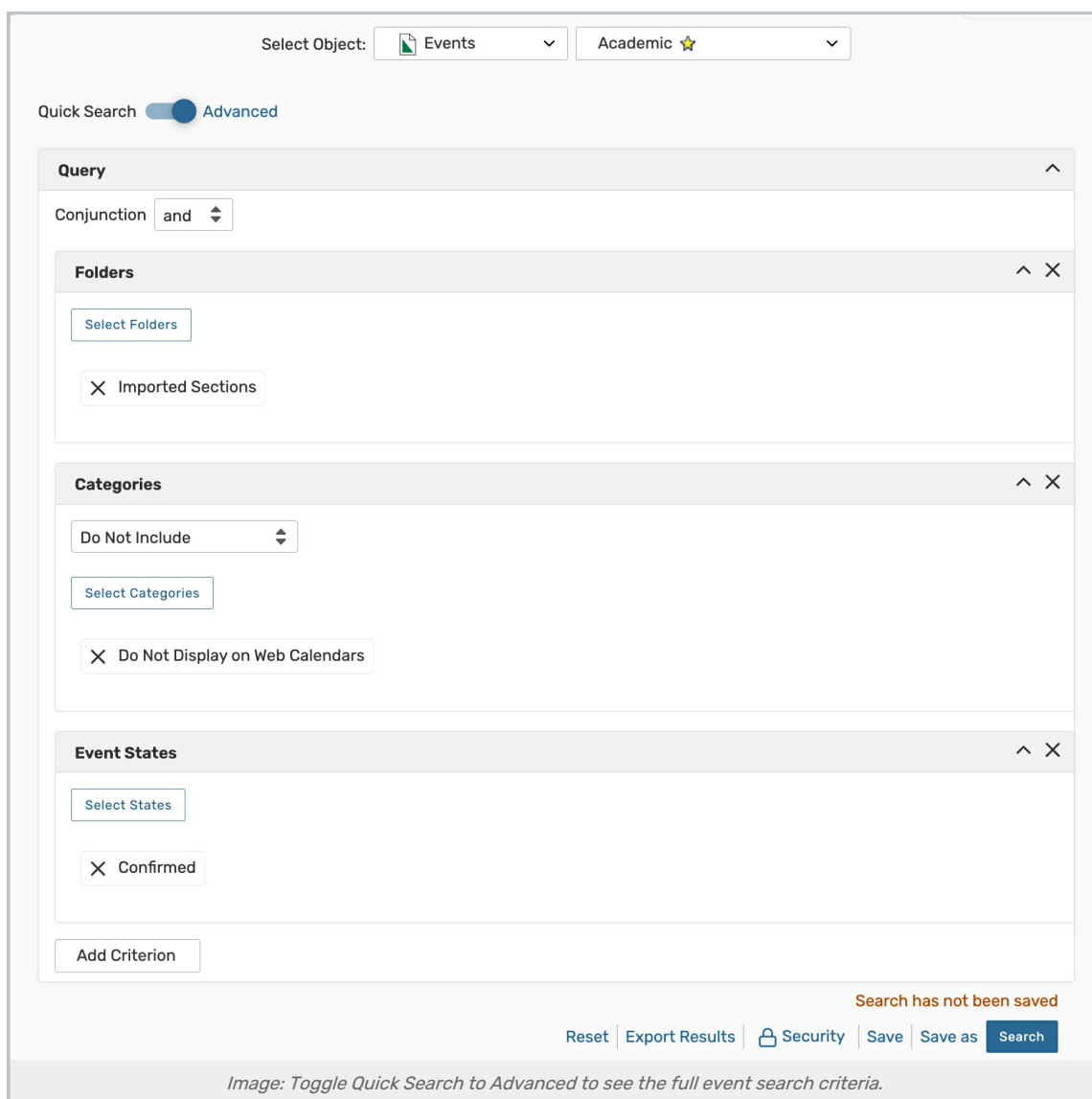
Image: The query ID can be found in the Query column of the Publisher Overview page.

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.



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 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 [Monitoring Published Calendars and Making Modifications to Existing Calendars](#) article to find out why.
