

Location Assignments Disappear After Saving

When assigning a location to an event, if the location reservation does not remain after you save the event, please follow the troubleshooting steps below.

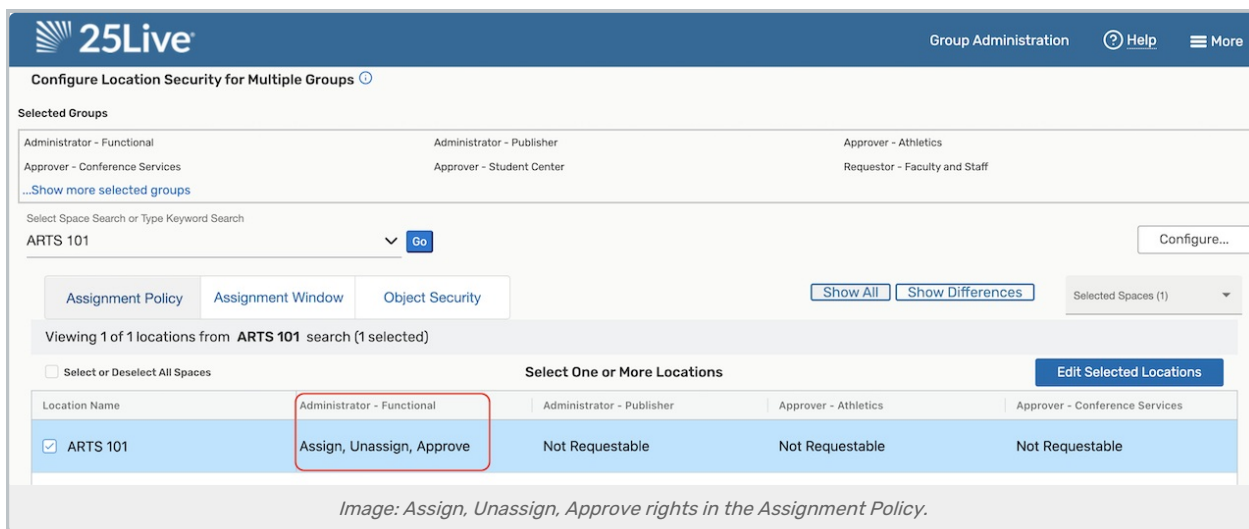
Troubleshooting Steps

Check the Event State

Locations and resources can only be assigned to an event if the event's state is **Tentative** or **Confirmed**. If an event is saved as Draft, all assignments will be saved as preferences.

Check the Assignment Policy

- In order for a location or resource to be assigned to an event, the assignment policy must have at least one security group with permission to [Assign, Unassign, Approve](#) rights for that object. If no group has that right, the assignment will not stick.



The screenshot shows the 25Live Group Administration interface. The main heading is 'Configure Location Security for Multiple Groups'. Below this, there are sections for 'Selected Groups' and 'Select Space Search or Type Keyword Search'. The 'Selected Groups' section lists several groups: Administrator - Functional, Administrator - Publisher, Approver - Athletics, Approver - Conference Services, Approver - Student Center, and Requestor - Faculty and Staff. The 'Select Space Search or Type Keyword Search' section shows 'ARTS 101' selected. Below this, there are tabs for 'Assignment Policy', 'Assignment Window', and 'Object Security'. The 'Assignment Policy' tab is active, showing a table of location security policies. The table has columns for 'Location Name', 'Administrator - Functional', 'Administrator - Publisher', 'Approver - Athletics', and 'Approver - Conference Services'. The 'ARTS 101' location is selected, and the 'Assign, Unassign, Approve' rights are highlighted in the 'Administrator - Functional' group. Below the table, there is a note: 'Image: Assign, Unassign, Approve rights in the Assignment Policy.'

- If the assignment policy is correct, note that an event can be saved with a location request pending as a task. If the event form requires a location for an event, that will be satisfied by requesting a room even if you can't directly assign it.

Check Your Browser

Some older web browsers will not work correctly with our software, causing room information to not save properly. Find our browser support information here: [Support Information for Third Party Applications](#)

If none of these apply to your affected event, please contact support@collegenet.com

