

Why Can't I See a New Event Custom Attribute

If you've created a new Master Definition (such as a Custom Attribute) in the 25Live System Settings, but cannot see it when you log in as a user it may be that you need to adjust your settings.

Troubleshooting Steps

Check the Master Definition Settings

- In **System Settings > Master Definitions > Custom Attributes**, locate your custom attribute

Location Custom Attributes

Type: [Create New](#)

Filter:

Order	ID	Name		Active	Abridged	Type	Tags	Usage	Report
1	30	For Use, Contact		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Contact	Add	View	View
2	31	HVAC Zone		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Integer	Add	View	View
3	-14	Latitude		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Float	Add	View	View
4	-15	Longitude		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Float	Add	View	View
5	-3	Map		<input type="checkbox"/>	<input checked="" type="checkbox"/>	URL	Add	View	View
6	45	Parking Zone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Integer	Add	View	View
7	32	Phone Extension		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Integer	Add	View	View

Image: Location Custom Attribute columns.

- Check that the custom attribute is **Active**
- If relevant, check the **Abridged** column to see if some users don't have the right to view the custom attribute
 - If you're not sure if a security group is limited to abridged security rights, you will need to log in to Group Administration and go to **Configure... > Security**. There, you can view and update the settings for viewing an object's master definitions under the **Basic** tab.
- If active, select the **View** button in the **Usage** column to verify if is currently mapped where you'd expect it to be
 - If you need to map the attribute, that can be done in **System Settings > Master Definitions > Event Types**

Tags	Usage	Report	Delete
Add	View	View	Delete
Add	View	View	Delete
<div> <div>HVAC Zone</div> <div> <div>Object Usage</div> <ul style="list-style-type: none"> • ARTS 101 • ARTS 102 • ARTS 103 • ARTS 104 • ARTS 105 • ARTS 200 • ARTS 201 • ARTS 202 • ARTS 203 • ARTS 204 • ARTS 205 • ARTS 300 • ARTS 301 • BAQ 100 • BAQ 102 • BAQ 214 </div> <div>No searches use this master definition</div> </div>			
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Image: Click View under the Usage column for information on where a custom attribute is being used.