

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

System Settings

General Settings Event Save Email Event Form Settings Embedding Blackout Management Document Management Service Portal

Master Definitions Search Settings Pricing Settings Publisher Settings

Location Custom Attributes

Type: [Create New](#)

Filter: [Save Sort](#)

	Id	Name		Active	Abridged	Type	Usage	Delete	Force Delete
Location	73	Location Photo		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Image	View	Delete	Force Delete
Resource	63	Software Installed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Long Text	View	Delete	Force Delete
Organization	62	Internal Location Notes		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Long Text	View	Delete	Force Delete
Contact	52	Card Access		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Boolean	View	Delete	Force Delete
	30	For Use, Contact		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Contact	View	Delete	Force Delete
	31	HVAC Zone		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Integer	View	Delete	Force Delete
	53	Last Maintenance Date		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date	View	Delete	Force Delete

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.

25Live Group Administration [Help](#) [More](#)

Summary Basic Options Administrative Options Academic Options Tools Access

Filter By Question ✕ Undo Save

13.0 View All Event Master Definitions (Not Just Abridged List)	No <input checked="" type="checkbox"/> Yes
14.0 Basic Location Searching	No <input checked="" type="checkbox"/> Yes ▼
15.0 View All Location Master Definitions (Not Just Abridged List)	No <input checked="" type="checkbox"/> Yes
16.0 Basic Resource Searching	No <input checked="" type="checkbox"/> Yes ▼
17.0 View All Resource Master Definitions (Not Just Abridged List)	No <input checked="" type="checkbox"/> Yes
18.0 Basic Organization Searching	No <input checked="" type="checkbox"/> Yes ▼
19.0 View All Organization Master Definitions (Not Just Abridged List)	No <input checked="" type="checkbox"/> Yes
20.0 Change 25Live Password	No <input checked="" type="checkbox"/> Yes
21.0 View All Contact Master Definitions (Not Just Abridged List)	No <input checked="" type="checkbox"/> Yes

Image: Group Administration Master Definition view settings.

- 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**

Location Custom Attributes

Type: Create New

Filter:

Id	Name	Active	Abridged	Type	Usage
73	Location Photo	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Image	View Location Photo has the following object usage: <ul style="list-style-type: none"> • ARTS 111 • CSS 234 No searches use this master definition Close

Image: Click View under the Usage column for information on where a custom attribute is being used.

