



Exclusive Customer Content

CSV Event Import Error and Warning Messages

If the CSV file uploaded successfully, the next step is to **review any import warnings or errors**.

These messages will be sent to the email address associated with the user who ran the event import. You can also view these messages using the **SIS Import Messages** report in 25Live Reports.

A **warning** indicates that as much as possible was imported for a given event, but something was left out. For example, if the import file has a misspelled location name then most event details will import but no location will be assigned.

An **error** indicates a problem that prevented anything from being imported for an event. This is typically something involving an invalid date format or an inability to route the event into a folder.

Warning Messages

Issue	Explanation
Ignored unknown... <contact, contact role, location, location preference, organization>	<p>This message appears when there is not an exact match between something in the CSV file and its counterpart in 25Live. The event will be imported as if this field were blank. Check spelling and try again.</p> <p>An "unknown organization" warning may result in "cannot route" errors. (See below.)</p>
Event is related to another event that has not imported yet.	<p>If two events have a relationship and one is imported at a different time, then you'll see this message. It's nothing to worry about as long as both events import eventually (and the last one to be imported indicates the relationship in the CSV file).</p>
Not all binding events can be edited, location information cannot be changed	<p>Events in <u>bound relationships</u> require that all locations on all events be updated at once. If you are unable to edit the location on one event, editing it on another will fail.</p> <p>One possible reason to encounter this message is because you are attempting to assign a location to an event which is bound to a cancelled or denied event (which cannot have a location by definition).</p>
No location assigned, all dates not available	<p>The event's location cannot be assigned because it is not available for all occurrences of the event.</p>

Issue	Explanation
Cannot change event type from <current event type> to <new event type> due to event type incompatibility with the event's parent folder	The new event type must be able to be saved in the same folder as the original event type.
Updated reservation dates and times are incompatible with existing resource reservations on the imported event. Existing resource assignments have been removed.	The event's date and time were updated, but resources assigned to the event were not available at the new time and had to be removed.

Error Messages

Issue	Explanation
Cannot route event <event UID>, no matching rules	There are no matching folders in your 25Live event structure into which the event could be routed. (Read more.)
Cannot route event <event UID>, no unique match	There are too many matching folders in your 25Live event structure into which the event could be routed. (Similar to the "choose a heading" screen you may encounter in 25Live.) Creating an event via CSV import requires a single folder. (Read more.)
Invalid dates – DTEND must be later than DTSTART	The start time cannot be later than the end time. (They can, however, be the same.)
Missing or invalid DTSTART/DTEND properties	The CSV file contains an alphabetic date (eg. Fifteenth of May) and/or alphabetic time (eg nine am, (9:00AM). Replace any offending values in YYYY-MM-DD or 24-hour HH:MM:SS format.
Error saving <event UID> to the Series25 database.	Series25 database issues have prevented the event from being saved. Contact support@collegenet.com .
Invalidated VCAL because duplicates of VEVENT <event UID> are found	The import file has been invalidated because it contains duplicate events.
Used only the latest version of event <event UID>	A later version of the event has been found in the same import chunk, so that version has been used and older versions in the same chunk have been invalidated.
Invalid RRULE	The RRULE property of the event is invalid. Use the format specified in CSV Event Import Formatting Guidelines .
Duplicates found in RDATE property	The RDATE property of the event contains duplicates.

Issue	Explanation
Space-bound event <related event UID> of event <event UID> locked, please try again later	<p>Events in bound relationships require that all locations on all events be updated at once. If you are unable to edit the location on one event, editing it on another will fail.</p> <p>A bound event of this event is currently locked, so the event cannot be updated at this time.</p>
Email notification failed to send due to empty or invalid contact email. Reimport URL: <URL>	No import notification email was sent because the contact email address specified does not exist or is invalid.
Invalid ad-hoc dates as the first occurrence date comes after the end date.	When creating an event with dates repeating in an "ad hoc" pattern, the first occurrence must come before the rest of the occurrences in the ad hoc list.
Cannot import a folder event type <folder type ID>	The event is using a folder type instead of an event type.
Event type type information invalid <event type>	The event's type is not recognized in 25Live. Check spelling and try again.