Events File Error Messages

"Event not found. EventID: XX"

This message indicates that the Event ID is either incorrect or the event has been deleted.

How to Fix:

Go to **Event Management /Settings/ Online Scheduler Settings /Scheduling Link** and copy the correct Event ID from the URL shown in the Scheduling Link for the selected event. Use that ID in your import file.

"Could not find based event with ID XX"

This message means the baseEvent ID listed in your file does not match any existing event, or the referenced base event has been deleted.

How to Fix:

Locate the correct Event ID in the same way as above, and ensure the base event still exists in your account. Update the basedEvent column with the correct ID.

"Cannot create a slot for EventID: XX. Date column contains an invalid value. Error code = 107."

This error occurs when the Date field contains an improperly formatted or unrecognized value.

How to Fix:

Verify that the Date is in a valid format, such as MM/DD/YYYY (e.g., 10/23/2020). Ensure there are no extra characters or missing values in the date cells.

"Cannot create a slot for EventID: XX. The start time / end time column contains an invalid value. Error code = 108."

This message indicates that either the StartTime or EndTime fields have incorrect or missing values.

How to Fix:

Ensure that time values are in a supported format, such as 9:00 AM or 2:30 PM. Avoid 24-hour clock times or missing AM/PM markers. Confirm that StartTime is earlier than EndTime.

"Could not find the timezone with name XX."

This error means the value entered in the TimeZone column does not match a recognized time zone name.

How to Fix:
Use a valid time zone from the IANA time zone database, such as:

- America/New_York
- America/Chicago
- America/Denver
- America/Los_Angeles

> ***NOTE: Double-check spelling and capitalization. Avoid abbreviations like "EST" or "PST".***

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