

Slots File Error Messages

"Event not found. EventID: XX"

This error occurs when the EventID in your Slots file does not match any existing event on your account. It may be due to an incorrect ID or a deleted event.

How to Fix:

- Go to **Event Management / Settings / UI Setup / Scheduling Link**.
 - Copy the EventID from the URL of the event's scheduling link and use it in your import file.
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"Cannot create a slot for this type of event. EventID: XX"

This error appears when you attempt to import time slots into a Roster event. Roster events do not support time-based appointments.

How to Fix:

- Confirm that the event is set as a PTA or Normal event. Only these types support time slots.
 - If needed, create a new event with the correct type and re-import your slot file.
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"Resource not found. Resource: XX"

This error means the resource listed in your file does not match any existing resource in the event.

How to Fix:

- Check the spelling, capitalization, and spacing of the resource name in your file.
 - Go to the event setup screen and confirm the resource exists with the exact same name.
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"Resource: XX has a slot at this time."

This message indicates that the resource already has an existing slot at the specified time. The system does not allow overlapping or duplicate slots.

How to Fix:

- Check the event's existing slot schedule for the specified time.
- Remove or update the conflicting slot from your import file.

"Cannot create a slot for the specified time interval for resource XX. Error code - 103."

This error appears when the duration of a slot in your file does not match the time interval settings of the event.

Example:

If the event uses 15-minute intervals but your file specifies a 20-minute duration, this error will occur.

How to Fix:

- Go to the event's time slot configuration and verify the interval setting.
- Adjust your file so that the slot durations match the expected time increments (e.g., 15, 10, or 5 minutes).

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