

Log Troubleshooter

In the bottom left corner of the Troubleshooter is a search box and a 'Find' button.

Type in the order number of part of the Description of the item that you are looking for in the search box and click on 'Find'.

The Troubleshooter will bring you to the first avail where the program tried to log the spot.

Items on the Troubleshooter are listed as follows:

Order Number / Sponsor / Length/ Allowed Run Times
Event ID (from the log template) / Time / Rule violation showing why the spot did not log

If the item does log, it will show as "Logged".

An example is 'Required Avail Type = / Template Avail Type = NR'. The Required Avail Type lists the Avail Type that is entered on your order. The Template Avail Type is the Avail Type that is set for that specific avail on your log template, as can be identified by the Event ID number. In order for an item to log, the template avail type and the order avail type must match. You can either edit your log template or edit your order line to fix this so that the spot will log.

You can continue to click on the Find button and the Troubleshooter will continue to show each avail where it tried to log the spot, along with the reason that it was unable to log.