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Why isn't my spot playing?

Author: [Jeremy Argue](#) Reference Number: [AA-00238](#) Views: 17250 Created: 2010-11-19 11:12

0 Rating/ Voters



There are several issues that could cause an ad not to play. Here are some of the most common things to check:

If a single Campaign has not garnered any plays whatsoever...

1. Check to ensure that the [campaign](#) has been Activated. If you view the [Campaign Details](#) screen and the button in the upper right hand corner of the screen reads Activate or Re-Activate, the [Campaign](#) is currently activated and it is unable to play. To correct this, just click the Activate or Re-Activate button.
2. If the [campaign](#) is enabled, check the individual spots in the [campaign](#) to see if they have active Flight dates. You should also check the [Campaign Dates](#) from the [Campaign Options](#) > [Edit Campaign Details](#) screen. If either the flight or the [campaign](#) does not have active dates, then the [campaign](#) will be unplayable.

If a single spot has NEVER played...

1. Check to ensure that the [spot](#) has a valid duration. If you see a -1 in the duration field, then the system is unable to play it. To correct this just choose the [Edit Spot Details](#) link from the [Spot Actions Menu](#). Check the Override box for the duration field and manually set the [spot's](#) duration to the whole number closest to the [spot's](#) actual duration. Once you click save the [spot](#) will update and it will be playable in about 15 minutes.
2. Check to see if a station, or stations, has been assigned for the [spot](#). To do so, just run your mouse over the [Stations](#) link. If no station call letters or station name shows in the popup, then the station will need to be set. Just click the [Stations](#) link, choose the market, highlight the station and click the Green right pointing arrow for each needed station. Then click Save.
3. Check to see if a Play Schedule has been set. To do so, mouse over the [Dayparts](#) link on the right side of the screen. If no play schedule has been assigned to the station then the pop-up will be empty. To set a play schedule just click the [Dayparts](#) link, then choose the needed days and dayparts from the subsequent screen. To add these days and times click Add To Schedule, then scroll to the bottom of the page and click Save.
4. Check to see if the [Spot](#) itself is active. If it is, then the header bar for the [spot](#) will be Green. If the header bar for the [line item](#) is Orange, then the flight dates are scheduled in the future. If the [line item](#) is Red then the [spot](#) needs to be activated. To activate it, just click the Activate link on the far right of the colored bar.

If No Spots or Campaigns are playing - or a large number of campaigns are not playing...

1. This is most likely due to a data outage where the automation system has stopped sending data to the [streaming PC](#). To verify that this is the case, click the [Home](#) link at the top of the screen. Then scroll down under the three live stats graphs and check to see if any of the stations where spots should be playing are showing a red alert. If so, click the red alert light to open a more information screen. Then mouse over any of the other red blinking alert lights to see what the issue is. If both the Last Data Received alert and the Last [Spot Play alerts](#) are Red, reach out to you local engineering staff and have them check to see why the automation system has stopped sending data to the [streaming PC](#).