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Why isn't my spot playing?

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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.