

## Troubleshooting Common Errors

<b>Error validating input records</b>	If the error threshold is exceeded, the import will abort. Review the information in the <b>BadData_XXX.txt</b> file and make appropriate corrections before re-importing this data.
<b>Inconsistent column counts</b>	Indicates that a record had more or less columns of data than the header record in the import data file and will be rejected. Make appropriate corrections, and then re-import this record.
<b>Exceeds maximum length - set to Null</b> First Name, Last Name, Login Name, Address Line, City, ZIP/Postal	Indicates that the data in the record exceeded the maximum allowed character length and the existing value was erased for that contact record. Review the <b>Data Format Guidelines</b> for allowed <b>Size</b> , make corrections to the data and re-import.
<b>Exceeds maximum length - record rejected</b> User ID, External Linking Key	Indicates that the <b>User ID</b> or <b>External Linking Key</b> value in the import record exceeded 40 characters. Make corrections to the data, and then re-import this record.
<b>Contains a Null value</b> First Name, Last Name, User ID and Login Name	Indicates a required field was blank or this field was not linked in the import map. The entire record will be rejected. Make appropriate corrections, and then re-import this record.
<b>Login Name contains spaces - record rejected</b>	Indicates that the <b>Login Name</b> contained one or more spaces. Make corrections to the data, and then re-import this record.
<b>Duplicate Login Name found</b>	Your data file has an identical <b>Login Name</b> as another contact in the system and duplicates are not allowed. Change the <b>Login Name</b> to a unique value, and then re-import this record.
<b>Invalid State Code or State Code is Null</b>	Indicates that the <b>State/Province</b> field in the record was not accurate, therefore no address information will be updated for this contact. Review the <b>Data Format Guidelines</b> for restrictions, make corrections to the data, and then re-import.
<b>Invalid Country Code</b>	The import is configured to accept either <b>DCC Country Codes</b> or <b>ISO Country Codes</b> . The imported country name or code must match those for which your system is configured or this error will display. To customize this setting, please contact DCC Technical Services.
<b>Country is USA and no State specified. Country set to Null.</b>	If the country is <b>USA</b> , then <b>State/Province AND Country/Region</b> must be in your data file AND mapped at the <b>Link Fields</b> page. No address information will be updated for this contact. Review the <b>Data Format Guidelines</b> for restrictions, make corrections to the data, and then re-import.
<b>Invalid Email, Phone Number or Fax Number</b>	Indicates that this data in the record was invalid and as a result, the entire record was rejected. Review the <b>Data Format Guidelines</b> for restrictions, make appropriate corrections to the data, and then re-import.
<b>Custom Field Name UDF does not exist or exceeds maximum length</b>	Indicates that the <b>Custom Field Name</b> in your import data file does not exist in the system or exceeded the allowable character limits. Review the <b>Data Format Guidelines</b> for restrictions, make appropriate corrections to the data, and then re-import this record.
Any message stating <b>Aborting Process or Exception Failure</b> - Call DCC Technical Services.	

### Please take advantage of the NEW Import Data Validation Utility

This tool provides a quick and easy way to have a program analyze and identify any errors that may be present in your import contact data file allowing corrections to be made prior to importing. This utility is a separate, stand-alone PC application. Download this utility from the Communicator! NXT page on our product support website, located at [support.dccusa.com](http://support.dccusa.com).

## Data Format Guidelines

NXT Fields	Size	Restrictions
Last Name (required)	40	Alphanumeric - no punctuation or special characters
First Name (required)	40	Alphanumeric - no punctuation or special characters
User ID (required)	40	Unique, Numeric - no punctuation, spaces or special characters
Login Name (required)	40	Unique, Alphanumeric - may include @, (underscore), (period), + (plus) and/or - (minus). All other punctuation, special characters or spaces are not allowed. No spaces and must be unique.
Assigned Department (required for all but Admin's)	40	Alphanumeric - avoid punctuation and special characters. Department must be valid and include proper permissions.
Address Line1	40	Alphanumeric - avoid punctuation and special characters. Values greater than 40 characters will be truncated.
City	30	Alphanumeric - avoid punctuation and special characters.
State/Province (required if Country is USA)	2	Only 2 alpha characters (e.g., TN, PR, HI, etc.). Note: If the default country is USA, then State/Province is required.
Country/Region	30	Refer to the Country List (available in Help) and use exact syntax.
ZIP/Postal Code	40	Use the following format: 12345-1234 or 12345. Yes, No or blank. Refers to the check box field titled <i>This contact can receive Activation reports.</i>
Work Phone Number		U.S. numbers: use spaces between the Area Code, Exchange, Subscriber Number and a lower case x before an extension. For example: 815 123 1234 x555 or 800-123-1234
Home Phone Number		International numbers: use spaces between the Country Code, City Code, Local Number and a lower case x before an extension. Country Code <space> City Code <space> Local Number <space> x<extension> For example: 44 207 123 1234 x123
Cell Phone Number		Contents are strictly numeric (e.g., 12345) - no punctuation.
Numeric Pager Number		Contents are strictly numeric (e.g., 12345) - no punctuation.
Alpha Pager/PIN	60	Contents must be a valid email address. Use the following format: prefixaddress@domain.extension (e.g., jdoe@dccusa.com).
Numeric Pager/PIN	40	Alphanumeric - no punctuation or special characters and must first be created in the Settings module. Do not use these reserved custom fields - Job Title, Division, Company, Security PIN, Automatically Imported.
Email1	200	Alphanumeric - no punctuation or special characters.

## General Guidelines

- Use the **Save As** command to save your data file as a CSV file type.
- Verify your data file is delimited properly.
- Use **Line Feeds** or **Carriage Returns** to indicate each line of data.
- Use a **Text Qualifier** (for all fields, even blanks) if your import data contains commas or special characters (e.g., "Smith, J.>").
- Do not exceed maximum field length.
- The **User ID** must be unique and cannot be changed through the import process.
- User ID, First Name, Last Name and Login Name are required.
- Verify that import data was mapped correctly. A common mistake is having mismatched data.
- Import will Abort** if - 1) Your data file has more/less columns than defined, 2) A User ID or External Linking Key has not been identified and 3) if you use an invalid Pager Service Name.

# Communicator! NXT

## Import Contacts Quick Reference

### 2.X - 3.X



### Import Step-by-Step:

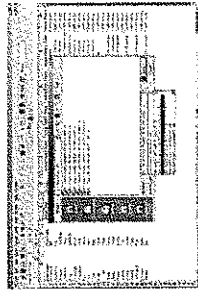
1. Verify your data file complies with all Guidelines
2. Save your contact data file as a CSV file type
3. Access Contacts > Import Contacts
4. Upload the contact data file
5. Create an Import Map and Link Fields
6. Fix Errors (if necessary)
7. Enter Password and click Start Import
8. Review Import Results

### ① Create a contacts data file:

To ensure a successful import, please comply with the **General and Data Format Guidelines** listed.

### ② Save your contact data file as CSV file type:

1. In your spreadsheet application, click **File > Save As**.
2. At the **Look In** dropdown, navigate to desired drive and path.
3. At the **File Name** text box, type the file name.
4. At **Save as Type**, select **CSV (Comma delimited) (\*.csv)**.
5. Click **Save**.



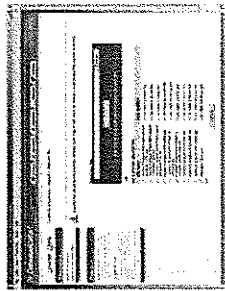
6. At the message, *The selected file type does not support workbooks that contain multiple sheets*, click **OK**.

7. At the message *'...may contain features that are not compatible...'*, click **Yes**. The file is saved as a .csv file type.

8. Select **File > Exit** to close the application.

### ③ Access Import Contacts:

1. From any page in **Communicator! NXT**, click the **Contacts** tab heading, and then click **Import Contacts** at the **Import quick actions** menu. The **Import > Upload File** page displays.



**Note:** The **Import Contacts** link is a configuration setting. Unlike administrators, users with **Department** permissions will not be able to access this feature until it is turned on. Please call DCC Customer Support for assistance.

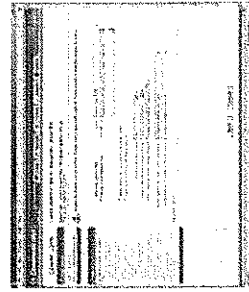
### ④ Upload your contact data file:

1. At **Upload new file**, click the **Browse** button.
  2. At the **Choose file** dialog box:
    - At the **Look In** dropdown, navigate to the saved file location.
    - Click to select the file name, and then click **Open**
  3. Click **Upload**. The **Import Map** page displays.
- Or, you can select an existing file to import . . .

1. At **Select previously uploaded file**, check the box to select desired file.
2. Click **Continue**. The **Import Map** page displays.

### ⑤ Create an Import Map – defaults & settings:

1. Click the circle to **Select an Import Map** or **Create a new Import Map**.
  - If **Create a new Import Map** is chosen, type a **Name** for the import map, and then a **Description**.
  - If **Select an Import Map** is chosen, at **Name**, select an existing import map.



**Note:** If you choose **Select an Import Map**, your data file must conform to the same structure that was originally mapped. For example, if you added a column to your data file, the map is no longer valid, and a new one should be created. As an alternative, you can choose to **redefine your linked fields**.

2. Click the circle to select **Merge these records with the existing contacts** or **Replace all contacts with these records**.

● If **Merge** is chosen, additional or appended information will be added to the current contacts database.

● If **Replace** is chosen, you can completely substitute the new import data for the existing contact database; therefore, any contacts not included in the new import file will be eliminated and existing contacts will have their information updated and/or deleted if not identified.

3. (Optional) Click the checkbox to specify **Apply default country**, and then click the dropdown and at **Select a default Country** to be assigned the selected country to any contact who does not have a country included in his record.

**Note:** You must choose a default country. If the selected country is **USA**, then **State/Province** is required. Be sure your data file contains a valid U.S. state code and this field is mapped to the **State/Province** field in the **NXT Fields List**. Records that do not contain a **State/Province** will result in errors.

4. At **Select a default Alpha Pager Service**, click the dropdown to assign an alpha pager service to all alpha pager devices.

5. At **Select a default Numeric Pager Service**, click the dropdown to assign a numeric pager service to all numeric pager devices.

6. At **Email address to notify upon completion**, type a valid email address to receive an import notification message. Errors and statistics will be logged and returned to the identified email address as a file attachment titled **ImportResults\_xxx.txt** (where xxx is the unique Import ID).

7. At **Email address to notify of any/all errors**, type a valid email address to receive an import failure email with a bad record attachment of any errors the system encountered that resulted in the termination of the import.

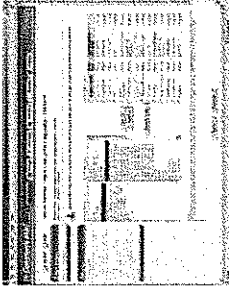
8. Click **Continue** to access the **Link Fields** page.

### Create an Import Map – link fields (continued):

1. At the **Import Fields List**, click to select a field name in your import data file.

2. At **NXT Fields List**, click to select a corresponding **NXT** field name. Required information that must be linked include:

- **Last Name**
- **First Name**
- **User ID**
- **Login Name**
- If **Country** is **USA**, then **State** must be linked



3. Click **Link**. The two selected fields are moved to the **Linked Fields List**. Continue these steps until all desired fields are linked.

4. If needed, correct any errors that display.
5. Click **Continue**. The **Errors** page displays.

### ⑥ Review and Correct Errors:

1. If no errors are found, enter your **Password** and click **Start Import**.

Or, correct data errors (rows that contain errors that are not corrected will not be imported) . . .

1. Click **Change** and correct the data displayed in the **Value** column.

### ⑦ Start the Import Process:

1. Type your **Password** and click **Start Import**. A confirmation status page displays.

### ⑧ Review Import Results – Email Notifications:

**Import Process Failed** – Call DCC Customer Support for assistance.

- An import failure email will be sent if the import had to abort, was unable to be processed or had an extensive number of errors.

**Successful Import** – Always review the files attached to this email notification for statistics and any error conditions that may have occurred.

- **ImportResults\_xxx**: summarizes the import results by identifying errors with specific records, pre- and post-import data counts, and the number of records Updated, Inserted and Deleted as a result of this import activity.

● **Errors\_xxx.txt**: may be included as an attachment if records or data could not be processed due to errors. Errors will be identified by the row number of the record, a description of the error and the data value that caused the error.

- **BadData\_xxx.txt**: may be included as an attachment and lists the entire record that was rejected or that contained bad data (partial updates to these records may have occurred) so corrections can be made easily and re-imported.

