



GS1 US DATA HUB®

Location Troubleshooting Guide

Problem	Likely Cause	Solution
I am unable to create a location.	You may not be assigned the Edit role to allow you to do this. Only the Location Administrator can assign roles for users.	Contact your Location Administrator and ask them to assign you this role. To find out who your Location Administrator is, click your name in the top right-hand corner and select user profile. Your Location Administrator will be listed there.
I am unable to edit a location.	You must be assigned as a user to that location, and only the Location Administrator can assign roles for users.	Contact your Location Administrator and ask them to assign you to this location. To find out who your Location Administrator is, click your name in the top right-hand corner and select user profile. Your Location Administrator will be listed there.
I am trying to make a new Location active, but I received a required error stating, "At least one Location Type is required for an Active Location." I cannot find that field on the Location Details page.	After saving the location name, you did not populate Location Type located on the Business Attributes tab. The application has been designed this way to allow you to create the location before requiring additional information to make the location active.	Go to Location > Manage Locations and click on the Location Name hyperlink. Click on the Business Attributes tab (which is next to the Details tab) and complete the required fields. You may also modify Location Type when the location is in Draft or Active modes after the initial set up.
I am unable to see the hierarchy for my Draft location.	A location must be Active to be viewed in Hierarchy.	Go to Location > Manage Locations and click on the Draft tab. Select your location and click Make Active .
I have a Top Level GLN that says it's a Draft. Why is this?	The Top Level GLN record was added to the top of your hierarchy. We couldn't choose your Business Attributes for you, so we left this GLN as a Draft for you to complete. Your Top Level GLN is the location that GS1 US assigns to your company.	Go to Location > Manage Locations and click on the Location Name hyperlink. Click on the Business Attributes tab (which is next to the Details tab) and complete the required fields. Then click Make Active . You'll then be able to use this location as a parent GLN for any new locations.
I removed a location, but it continues to show in my hierarchy, even after I refresh the Hierarchy screen.	This situation is unique to Internet Explorer caching and not related to GS1 US Data Hub.	Clear your Internet Explorer browser cache (read these instructions on how to do this). If this step does not work, switch your browser to Google Chrome or Firefox.



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I am unable to delete an Inactive location.	Inactive locations cannot be deleted. They are kept in the tool for historical purposes, but they cannot be searched for or exported by others viewing your data. (You may delete Draft locations.)	
When I view locations I only want to see the locations I manage, not all of the locations.	The box for "Only include Locations I manage" is not checked.	When you view locations under Location > Manage , put a check mark in the box "Only include locations I manage" (located under the Top level GLN above the table).
I want to manually assign a GLN, not have the system automatically assign one for me.	The box "Manually assign the GLN" is not checked.	You may check the box to manually assign the GLN, located under the GLN Information section.
I want to bulk approve a hierarchy with parent/child locations, but the report errors out.	The report will error out if the parent record is not listed first in the import file. We are working on fixing this in a future release.	You have two options: 1) you may resubmit the report after the parent record is approved, or 2) before submitting the approvals, you may move the parent record to the top of the file below the header and run the approval request.
Some of my locations have a yellow header that says "This location was derived from a Prefix not leased by your company".	These locations were previously created in the GLN Registry, which did not require that locations be created from a GS1 Company Prefix licensed to your company.	The location is still Active . We are working on a fix that will allow you to assign a different GLN to this location from one of the prefixes licensed by your company.
I am not able to change the columns on the Manage page to reflect information we use regularly.	This is not a capability in the current GS1 US Data Hub Location tool.	



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<p>My company's name is being shared with other companies and I don't want it shared.</p>	<p>This is the default state.</p>	<p>If you do not wish for your company's name to show up in searches for "Locations Not Shared", ask your Location Administrator to uncheck the "Display Company Information and Allow Access Requests for Locations Not Shared" box, location in Administration > Location > General Settings.</p>
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<p>The Level Report (aka Crosswalk), which allows me to download the location hierarchy for a GLN, processes without completing.</p>	<p>The export limitation for this type of report tops at 199,999 locations. Exporting hierarchies of 200,000 or more location GLNs causes the Data Hub process to timeout. This is a known bug that will be included with future process improvements.</p>	<p>You have two options:</p> <ol style="list-style-type: none"> 1) Before you export the file, select the "Tab Delimited" File Type and then click Export. This should produce a tab delimited file with all of the information you are seeking 2) An alternative option if you require the Excel format is to limit the number of columns to the Levels (0-9), Parent affiliation, GLNs and respective GLN address information and if needed Last Update date.