Data Integrations and EA.

February 15, 2019

Overview.

We have a few things to remember when using an integration to feed exhibitor data into the Exhibition Architect exhibitor manual.

The data may be from a registration site or an e-zone, but all uses the API integration to send exhibitor data into Exhibition Architect.

When a **new exhibitor** is sent through to EA, the system expects to receive three pieces of information:

1) Exhibitor details
2) Stand number and details
3) User details.

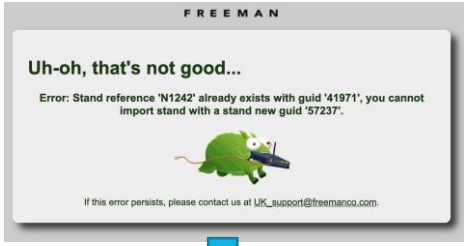
If one (or more) parts of this exhibitor information is missing, an error message will display.

The simple answer to fix this is that ***we need to delete that exhibitor information and push the data over again.***

Exhibitor cancelled?

When an exhibitor **replaces** a stand that another exhibitor is on (and the original exhibitor isn't attending at all and you do not need any previously submitted data), they may see this error message:

This error message is easily rectified.



The steps to do this remain the same:

1) Under the Exhibition Architect Dashboard, please search for the exhibitor's name, stand number or GUID code under **'Exhibitors'.**
As long as there are no orders or forms submitted for the exhibitor, please delete it.
2) The stand number will be available to Delete under 'Stands', please delete this.
3) Please ask the exhibitor to resubmit the request.

This will then mean that the stand is available when the request is resubmitted via the e-zone/registration site.

Important things to remember.

Always remember:

An exhibitor within Exhibition Architect will always need:

→ Exhibitor details

→ A stand number

→ A user

When the information is sent through, in the background there are **IDs linking up these parts,** which is why we need to clear these down before resubmitting the request.

No Primary User:

Page 4 explains how you can download a list of exhibitors who haven't had their user details transfer through.

(This may be because the initial request has timed out from the ezone/registration site to Exhibition Architect).

Reports:

We have two reports to help you identify potential exhibitors who will need reviewing:

Exhibitors without Stands ***and*** Stands without Exhibitors

Ideally you won't ever see stands or exhibitors when you run the report, but in case you do, pages 5-6 explain this in further detail.

Exhibitors without users.

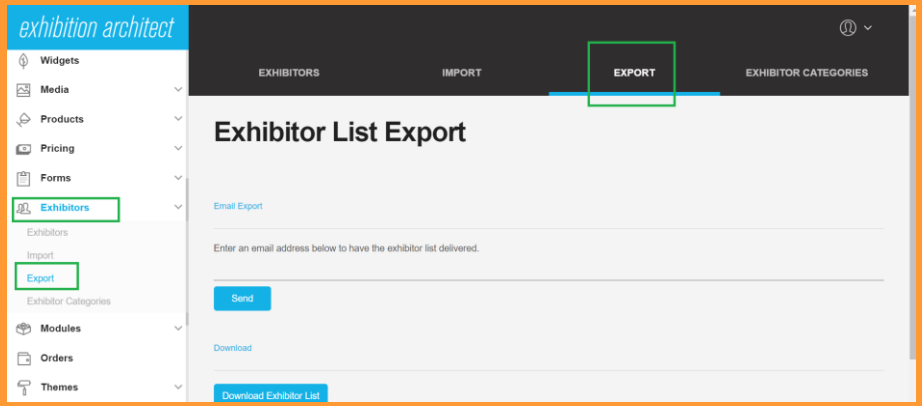
Sometimes you will see an error message like this:

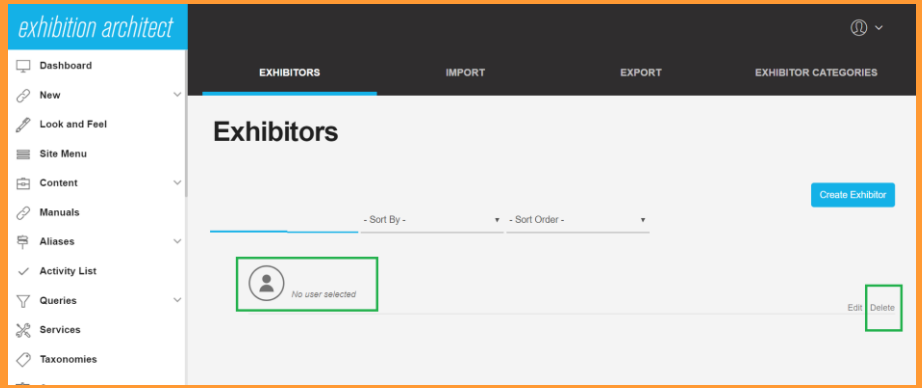
Error: Exhibitor '28585' doesn't exist or doesn't have a primary user.

- *This is normally because the data has timed out when creating a new exhibitor in EA.*
- *As the exhibitor has no users linked to the stand, no data will have been entered.*
- *You will need to delete these exhibitors without users.*

To do this:

1. Please log into the EA Dashboard, scroll down to Exhibitors.
2. Please scroll to export to download a report.
3. Please sort your report by Column S ‘Contact email’. Please delete these exhibitors and the next time they try to access the manual they should be able to continue.

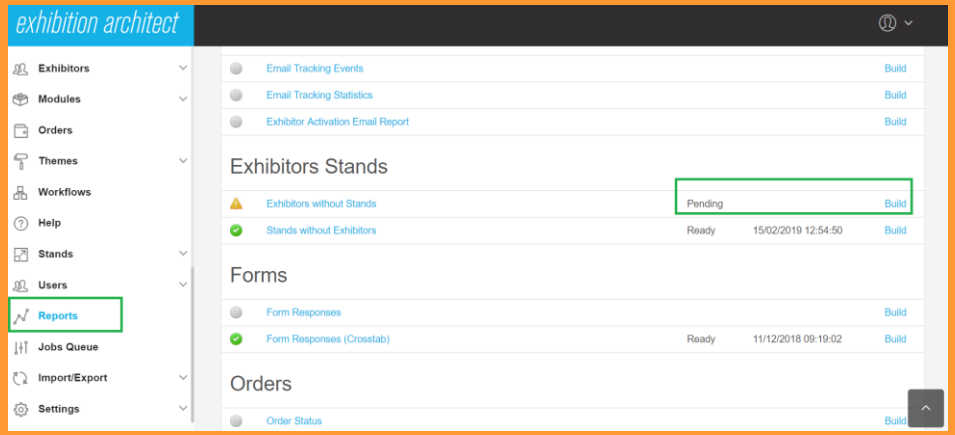


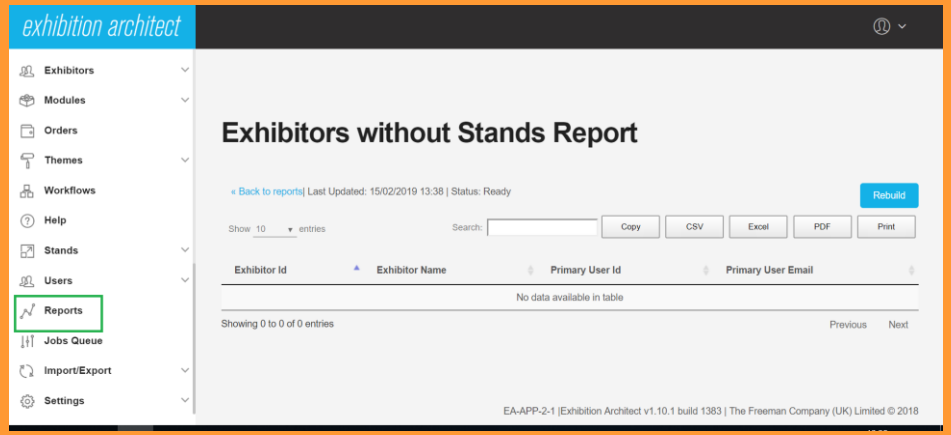


Exhibitors without stands.

The 'Exhibitors without Stands' report:

1. This report can be run at any time.
   - *The report will generate a list of any exhibitors without a stand linked to them.*
   - *Because they don't have a stand they won't have been able to login.*
   - *If you delete these exhibitors, it means that when the request is submitted via the API, the exhibitor will proceed through correctly*
2. Please log into the EA Dashboard, scroll down to 'Reports' and click on 'Build' next to the report name.
3. This will generate a report and it can be clicked on when you see 'Ready'.
   - *This report can be run 24/7*
   - *Ideally this report will always be blank.*
   - *Please review any exhibitors highlighted in the report if it isn't blank.*

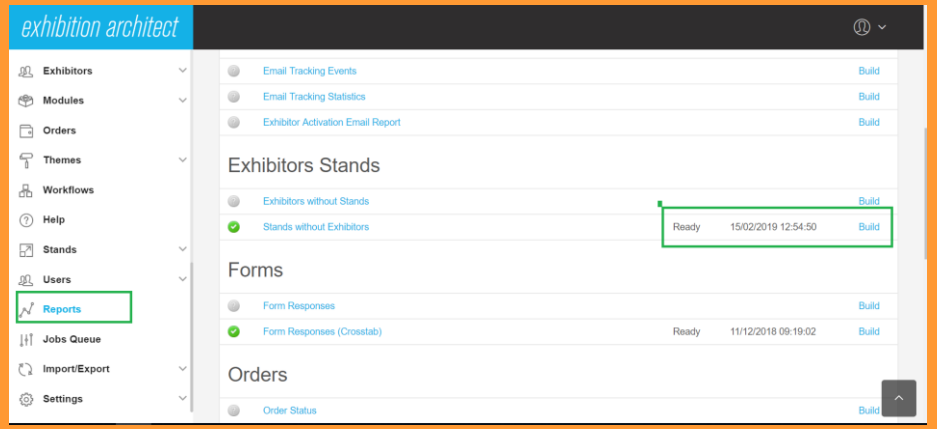


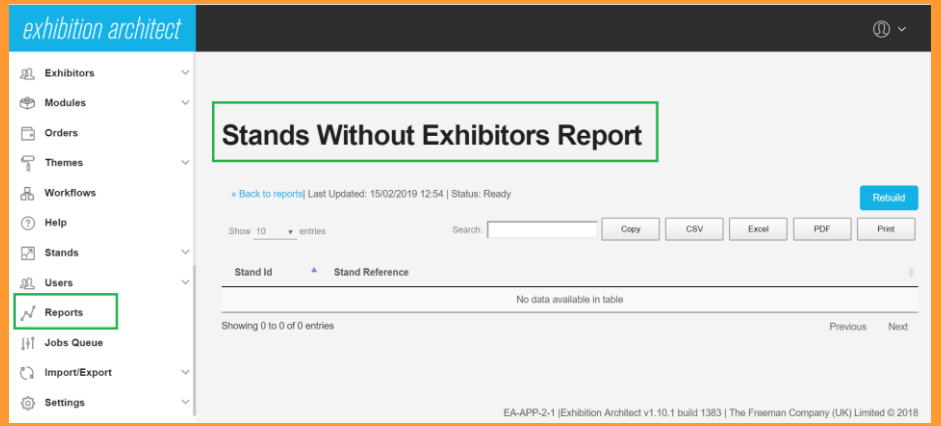


Stands without exhibitors.

The 'Stands without Exhibitors' report:

1. This report can be run at any time.
   - *The report will generate a list of any stands with no exhibitors on them.*
   - *If you delete these unoccupied stands, it means that when the request is submitted via the API, the new stand information will be linked to the new exhibitor.*
2. Please log into the EA Dashboard, scroll down to 'Reports' and click on 'Build' next to the report name.
3. This will generate a report and it can be clicked on when you see 'Ready'.
   - *This report can be run 24/7*
   - *Ideally this report will always be blank.*
   - *Please review any exhibitors highlighted in the report if it isn't blank.*





Ongoing Support.

We are here to help you as an Organiser once your show has gone live.

Please email ExhibitionArchitect@freemanco.com for any queries using Exhibition Architect as an Organiser.

Please email EAhelp@freemanco.com for any queries logging into EA as an Exhibitor.

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