

# NPSP: Troubleshoot Rollups

If your rollups are not rolling up, or aren't showing the values you expected, here are some things you might want to look at.

## NPSP Version

Check the NPSP package version. Are you running the most recent version? Rollups are only available in versions 2.x and above for both Contacts and Accounts. See this video (<http://www.youtube.com/watch?v=0TIVK3JBBCw&hd=1>) for information about checking your installed NPSP package version.

## Validation Rules

Have you added custom validation or required fields to your Contact or Account records? Edit a Contact and try to save it. Are you able to save or does the operation fail? When rollups are updated, validation rules run on your Contacts and Accounts. If any Contacts or Accounts fail the validation checks, the associated rollups will not be updated.

## Opportunity Stage

Are your Opportunities in the Posted stage? The Opportunity stage must be set to Posted for the Opportunity to roll up.

## Excluded Record Types

Are you excluding any record types from rollups? You can check this by going to **NPSP Settings | Donations | Donor Statistics** and looking at the Opportunity Rollups Record Types section.

## Contact Roles

Does your Opportunity have an Opportunity Contact Role? If not, you may need to turn these on. Go to **NPSP Settings | Donations | Contact Roles** and check the Always Roll Up to Primary Contact Role option.



([http://creativecommons.org/licenses/by-nc-sa/3.0/deed.en\\_US](http://creativecommons.org/licenses/by-nc-sa/3.0/deed.en_US))

This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 3.0 Unported License ([https://creativecommons.org/licenses/by-nc-sa/3.0/deed.en\\_US](https://creativecommons.org/licenses/by-nc-sa/3.0/deed.en_US)).  
 CC&C Inc.

