

CITK

Troubleshooting Bulk Imports Via CSV : CITK



Troubleshooting steps covered in this article:

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- [List of supported Countries](#)
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Master Bulk Importing Error Code List

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Master Type	Err	What the error	Steps to resolve the error
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Formatting mistakes when placing values in the spreadsheet	1	U	HighLevel is unable to process the file due to an unknown error.	is	Confirm that your file meets all requirements. Try to re-import after clearing your browser cache or using another browser.
	0	n		to	
	0	k		the	
	1	n		an	
		o		unknown	
		w		error.	
		n			
		er	Your data was		
		ro	not imported.		
		r			

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1 M "The import file contains an Owner value that matches more than one user in the account. This usually occurs for names (e.g., there are two John Doe users in your HighLevel account, and the import file contained the name "John Doe"). The affected records were imported, but the Owner's property does not contain a value."

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Replace the name of the owner with their email address in your import file, then re-import the file. You can also manually update the Owner property value in the affected records.

1 I "The import file contains more than one sheet. Your data was not imported."

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Remove any additional sheets from your import file, then re-import. Review additional file requirements for importing into High Level.

1 I "A required property in the import file contains an invalid value. The data in that row was not imported."

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id

Confirm the format requirements of your specific property or the property type,

1005 In **0 v 0 al 5 id** "The import file contains a value that does not match an existing option in an enumeration property. This applies to multi-select, dropdown select, radio select, and checkbox-type properties.

er at io n o pt io n The affected records were still imported, but the enumeration property does not contain a value."

Identify the incorrect value by comparing your import file against the property in HighLevel. You can choose to update the value in your import file to match an existing option or add the value as a custom option to your property. Once you're done, re-import the file or manually update the property value in the affected records.

1006 In **0 v 0 al 6 id c o nt a ct ID** "During the import, the checkbox to update existing records using Contact IDs was selected. However, the Contact ID listed in the file did not match an existing ID in HighLevel.

ID The records were not imported."

Ensure that the [object] IDs are correct. You may need to export your existing records to get the correct object IDs. If you're not updating or associating existing objects in HighLevel, do not select the checkbox during the import process.

1007 File **0 n 7 ot fo u n d** "The file you selected was not found. Your data was not imported."

Verify that you have saved your file to your computer and that it is the correct file type. Once you've done that, re-upload the file.

1008	Failed Email	validation of	"The import file contains an email address that does not conform to the format of a typical email address (e.g., name@domain.com)	"For contacts, update your import file with the correct email, to make sure your format is correct with '@'.com then re-import the file.
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Duplicate entries in HL/ File

The import did not create or update the records."

10010	Duplicate unique primary key value in the HL	"The same value of the primary column is present against multiple records. Your data was imported against all HL records but there may be duplicates of the same record in HighLevel"	"Choose a different column header to act as your primary column or fix any mistakes, then re-import the files."
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1 Empty 0 unique 9 empty property value in the file	"The import file contains a row with data that cannot be processed because there is no value against the record of its unique identifier (primary column)."	Verify that your data value matches the correct format for the property you are importing, then re-import the file. You can also manually update the property value in the affected records.
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1 Duplicate 1 unique property value in the file	"The same unique value was used multiple times within your files. Your data was imported but there may be duplicates of the same record in HighLevel. If you were trying to associate, your records were not associated."	"Choose a different column header to act as your unique value or fix any mistakes, then re-import the files."
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1 Duplicate 1 empty 2 Contact ID in the file	"The same Contact ID was used multiple times within your files. The affected records were not updated or associated in HighLevel."	Update your import file so that there is only one row with that Contact ID. Keep the row with the most up-to-date information that you want to be included in HighLevel. Once you've removed duplicates, re-import the files.
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Could not parse the phone number "The import file contains a value for a number property with non-numeric characters or numbers not formatted as per E.164 format"

The affected records were imported, but the number property does not contain a value."

"Update your import file with the correct numerical value and re-import, or manually update the property value in the affected records.

If your records should match the numerical field, learn how to format your file to correctly import data to multiple checkbox properties - [LEARN MORE](#)"

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4** Could not parse the date

"The import file contains a date value that does not match the format you selected during the import process.

"Update your import file with the correct value and re-import, or manually update the property value in the affected records.

The affected records were imported, but the date property does not contain a value."

If your records should match the date field, learn how to format your file to correctly import data to multiple checkbox properties - [LEARN MORE](#)"

1 C **"The import file** **"Update the data in the Owner**
0 ou **contains a record** **column of your import file to**
1 ld **owner that does not** **include the first and last name or**
5 no **match a user in** **email of a user in your account. If**
t **HighLevel.** **the person you want to assign the**
fin **The affected records** **record to is not yet a user in the**
d **were imported, but the** **account, add them as a user, then**
th **Owner field does not** **re-import with their name or email**
e **contain a value."** **as it appears in the account.**
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If your records should match contact owners, learn how to format your file to correctly import data to multiple checkbox properties - [LEARN MORE](#)"

1 A **"The same record** **"Identify the incorrect value by**
0 m **matches more than one** **comparing your import file against**
1 bi **of the existing options** **the property in HighLevel. Update**
6 gu **defined for an** **the value in your import file to**
ou **enumeration property.** **match only one existing option,**
s **This applies to multi-** **then re-import the file. You can**
en **select, dropdown** **also manually update the property**
u **select, single-choice** **value in the affected records.**
m **select, and checkbox-**
er **type properties.** **If your records should match**
ati **The affected records** **multiple options, learn how to**
on **were imported, but the** **format your file to correctly import**
op **enumeration property** **data to multiple checkbox**
tio **does not contain a** **properties - [LEARN MORE](#)"**
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- 1017** Location does not allow duplicate contacts - use 1010 & 1011
-
- 1018** CustomField not supported -> validate while mapping itself - file and signature
-
- 1019** Invalid Custom Field value -> use 1005 instead
-
- 1020** Failed to create a contact
-
- 1021** No email, phone, firstName and lastName, and type are created
-
- 1022** Contact was not found
-
- 1023** Failed to update a contact
-
- 1024** Failed to add campaign/workflow
-

List of supported Timezones

Etc/GMT+12

Pacific/Midway

Pacific/Honolulu

America/Juneau

US/Alaska

America/Dawson

America/Los_Angeles

America/Phoenix

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America/Tijuana

US/Arizona

America/Belize

America/Boise

America/Chihuahua

America/Denver

America/Edmonton

America/Guatemala

America/Managua

America/Regina

Canada/Saskatchewan

US/Mountain

America/Bahia_Banderas

America/Bogota

America/Cancun

America/Chicago

America/Mexico_City

Troubleshooting Bulk Imports Via CSV : CITK

US/Central

America/Caracas

America/Detroit

America/Indiana/Indianapolis

America/Louisville

America/Manaus

America/New_York

America/Santiago

America/Santo_Domingo

America/Toronto

US/East-Indiana

US/Eastern

America/Argentina/Buenos_Aires

America/Glace_Bay

America/Montevideo

America/Sao_Paulo

Canada/Atlantic

Troubleshooting Bulk Imports Via CSV : CITK

America/St_Johns

Canada/Newfoundland

America/Godthab

America/Noronha

Etc/GMT+2

Atlantic/Cape_Verde

Atlantic/Azores

UTC

Africa/Algiers

Africa/Casablanca

Africa/Lagos

Atlantic/Canary

Europe/London

Africa/Cairo

Africa/Harare

Europe/Amsterdam

Europe/Belgrade

Europe/Brussels

Europe/Madrid

Europe/Oslo

Europe/Sarajevo

Africa/Nairobi

Asia/Amman

Asia/Baghdad

Asia/Jerusalem

Asia/Kuwait

Asia/Qatar

Europe/Athens

Europe/Bucharest

Europe/Helsinki

Europe/Moscow

Asia/Baku

Asia/Dubai

Asia/Kabul

Asia/Tehran

Asia/Karachi

Asia/Yekaterinburg

Asia/Colombo

Asia/Kolkata

Asia/Calcutta

Asia/Kathmandu

Asia/Almaty

Asia/Dhaka

Asia/Rangoon

Asia/Bangkok

Asia/Krasnoyarsk

Asia/Irkutsk

Asia/Kuala_Lumpur

Asia/Shanghai

Asia/Taipei

Australia/Perth

Asia/Seoul

Asia/Tokyo

Asia/Yakutsk

Australia/Adelaide

Australia/Darwin

Asia/Vladivostok

Australia/Brisbane

Australia/Canberra

Australia/Hobart

Australia/Sydney

Pacific/Guam

Asia/Magadan

Pacific/Auckland

Pacific/Fiji

Pacific/Tongatapu

Accepted Custom Field Format Requirements

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Depending on the records you are importing, your file could include the following columns:

Date Picker

- Acceptable formats-
 - mm/dd/yyyy (e.g. 10/28/2020)
 - yyyy/mm/dd (e.g. 2020/10/28)
 - You can also replace '/' with '-' : and it'll recognize the uploaded fields as a Date field (Available in our future release!)

Multiple Options, Checkbox, Textbox List

- Acceptable formats-
 - Value 1, Value 2, Value 3 (e.g. Blue, Yellow, Green or Blue, Yellow, Green or Blue, Yellow , Green)
 - You can also replace ', ' with '; ' . ' and it'll recognize the uploaded fields as the aforementioned field

Radio, Single Option

- Acceptable formats:
Value 1 (e.g. Blue)

File Upload, Signature

Not Supported

Contact Owner

- To assign an owner to your contacts during the import, include the name of the 'User'
- Acceptable formats:
 - FirstName LastName (e.g. Logan Paul or logan paul)
 - LastName FirstName (e.g. Paul Logan or paul logan)
 - Note #1: Unless the user has both FirstName and Last Name, the system will not recognize it during the upload

Tags

- Acceptable formats-
 - Value 1, Value 2, Value 3 (e.g. Blue, Yellow, Green or Blue, Yellow, Green or Blue , Yellow , Green)

You can also replace ' , ' with ' ; ' ' . ' and it'll recognize the uploaded fields as the aforementioned field

Tags (example formats)	Status
lowercase	ok
UPPERCASE	ok (will be lowercased)
ProperCase	ok (will be lowercased)
with a space	ok
With A Space	ok (will be lowercased)
pre-existing tag	ok (maps successfully)

DoNotDisturb

- Acceptable formats-
 - True or False (true or false)
 - Yes or No (yes or no)

Phone Number

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- For the vast majority of cases, as long as you format the phone numbers in E.164 (Ex: +1 1234567890) our system will recognize it as valid- irrespective of the default Country picked at the sub-account level
 - Additionally, if you have set the Country to the US, the following would work perfectly fine as well
 - 123-456-7890
 - (123) 4567890
 - 1234567890
 - Furthermore, if you are working with international numbers (Outside the US), we'd encourage you to visit: <https://libphonenumber.appspot.com/> and run your phone number format by the tool in conjunction with the codes below to ascertain its appropriateness for upload.

Numerical

- Acceptable formats-
 - 1.23.4
 - 1234
 - .123
- Monetary
 - Acceptable formats-
 - 1234
 - 1,234,234,333

List of supported Countries

“BD”: “Bangladesh”,

“BE”: “Belgium”,

“BF”: “Burkina Faso”,

“BG”: “Bulgaria”,

“BA”: “Bosnia and Herzegovina”,

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“BB”: “Barbados”,

“WF”: “Wallis and Futuna”,

“BL”: “Saint Barthelemy”,

“BM”: “Bermuda”,

“BN”: “Brunei”,

“BO”: “Bolivia”,

“BH”: “Bahrain”,

“BI”: “Burundi”,

“BJ”: “Benin”,

“BT”: “Bhutan”,

“JM”: “Jamaica”,

“BV”: “Bouvet Island”,

“BW”: “Botswana”,

“WS”: “Samoa”,

“BQ”: “Bonaire, Saint Eustatius and Saba “,

“BR”: “Brazil”,

“BS”: “Bahamas”,

“JE”: “Jersey”,

“BY”: “Belarus”,

“BZ”: “Belize”,

“RU”: “Russia”,

“RW”: “Rwanda”,

“RS”: “Serbia”,

“TL”: “East Timor”,

“RE”: “Reunion”,

“TM”: “Turkmenistan”,

“TJ”: “Tajikistan”,

“RO”: “Romania”,

“TK”: “Tokelau”,

“GW”: “Guinea-Bissau”,

“GU”: “Guam”,

“GT”: “Guatemala”,

“GS”: “South Georgia and the South Sandwich Islands”,

“GR”: “Greece”,

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“GQ”: “Equatorial Guinea”,

“GP”: “Guadeloupe”,

“JP”: “Japan”,

“GY”: “Guyana”,

“GG”: “Guernsey”,

“GF”: “French Guiana”,

“GE”: “Georgia”,

“GD”: “Grenada”,

“GB”: “United Kingdom”,

“GA”: “Gabon”,

“SV”: “El Salvador”,

“GN”: “Guinea”,

“GM”: “Gambia”,

“GL”: “Greenland”,

“GI”: “Gibraltar”,

“GH”: “Ghana”,

“OM”: “Oman”,

“TN”: “Tunisia”,

“JO”: “Jordan”,

“HR”: “Croatia”,

“HT”: “Haiti”,

“HU”: “Hungary”,

“HK”: “Hong Kong”,

“HN”: “Honduras”,

“HM”: “Heard Island and McDonald Islands”,

“VE”: “Venezuela”,

“PR”: “Puerto Rico”,

“PS”: “Palestinian Territory”,

“PW”: “Palau”,

“PT”: “Portugal”,

“SJ”: “Svalbard and Jan Mayen”,

“PY”: “Paraguay”,

“IQ”: “Iraq”,

“PA”: “Panama”,

“PF”: “French Polynesia”,

“PG”: “Papua New Guinea”,

“PE”: “Peru”,

“PK”: “Pakistan”,

“PH”: “Philippines”,

“PN”: “Pitcairn”,

“PL”: “Poland”,

“PM”: “Saint Pierre and Miquelon”,

“ZM”: “Zambia”,

“EH”: “Western Sahara”,

“EE”: “Estonia”,

“EG”: “Egypt”,

“ZA”: “South Africa”,

“EC”: “Ecuador”,

“IT”: “Italy”,

“VN”: “Vietnam”,

“SB”: “Solomon Islands”,

“ET”: “Ethiopia”,

“SO”: “Somalia”,

“ZW”: “Zimbabwe”,

“SA”: “Saudi Arabia”,

“ES”: “Spain”,

“ER”: “Eritrea”,

“ME”: “Montenegro”,

“MD”: “Moldova”,

“MG”: “Madagascar”,

“MF”: “Saint Martin”,

“MA”: “Morocco”,

“MC”: “Monaco”,

“UZ”: “Uzbekistan”,

“MM”: “Myanmar”,

“ML”: “Mali”,

“MO”: “Macao”,

“MN”: “Mongolia”,

Troubleshooting Bulk Imports Via CSV : CITK

“MH”: “Marshall Islands”,

“MK”: “Macedonia”,

“MU”: “Mauritius”,

“MT”: “Malta”,

“MW”: “Malawi”,

“MV”: “Maldives”,

“MQ”: “Martinique”,

“MP”: “Northern Mariana Islands”,

“MS”: “Montserrat”,

“MR”: “Mauritania”,

“IM”: “Isle of Man”,

“UG”: “Uganda”,

“TZ”: “Tanzania”,

“MY”: “Malaysia”,

“MX”: “Mexico”,

“IL”: “Israel”,

“FR”: “France”,

“IO”: “British Indian Ocean Territory”,

“SH”: “Saint Helena”,

“FI”: “Finland”,

“FJ”: “Fiji”,

“FK”: “Falkland Islands”,

“FM”: “Micronesia”,

“FO”: “Faroe Islands”,

“NI”: “Nicaragua”,

“NL”: “Netherlands”,

“NO”: “Norway”,

“NA”: “Namibia”,

“VU”: “Vanuatu”,

“NC”: “New Caledonia”,

“NE”: “Niger”,

“NF”: “Norfolk Island”,

“NG”: “Nigeria”,

“NZ”: “New Zealand”,

“NP”: “Nepal”,

“NR”: “Nauru”,

“NU”: “Niue”,

“CK”: “Cook Islands”,

“XK”: “Kosovo”,

“CI”: “Ivory Coast”,

“CH”: “Switzerland”,

“CO”: “Colombia”,

“CN”: “China”,

“CM”: “Cameroon”,

“CL”: “Chile”,

“CC”: “Cocos Islands”,

“CA”: “Canada”,

“CG”: “Republic of the Congo”,

“CF”: “Central African Republic”,

“CD”: “Democratic Republic of the Congo”,

“CZ”: “Czech Republic”,

“CY”: “Cyprus”,

“CX”: “Christmas Island”,

“CR”: “Costa Rica”,

“CW”: “Curacao”,

“CV”: “Cape Verde”,

“CU”: “Cuba”,

“SZ”: “Swaziland”,

“SY”: “Syria”,

“SX”: “Sint Maarten”,

“KG”: “Kyrgyzstan”,

“KE”: “Kenya”,

“SS”: “South Sudan”,

“SR”: “Suriname”,

“KI”: “Kiribati”,

“KH”: “Cambodia”,

“KN”: “Saint Kitts and Nevis”,

“KM”: “Comoros”,

“ST”: “Sao Tome and Principe”,

“SK”: “Slovakia”,

“KR”: “South Korea”,

“SI”: “Slovenia”,

“KP”: “North Korea”,

“KW”: “Kuwait”,

“SN”: “Senegal”,

“SM”: “San Marino”,

“SL”: “Sierra Leone”,

“SC”: “Seychelles”,

“KZ”: “Kazakhstan”,

“KY”: “Cayman Islands”,

“SG”: “Singapore”,

“SE”: “Sweden”,

“SD”: “Sudan”,

“DO”: “Dominican Republic”,

“DM”: “Dominica”,

Troubleshooting Bulk Imports Via CSV : CITK

“DJ”: “Djibouti”,

“DK”: “Denmark”,

“VG”: “British Virgin Islands”,

“DE”: “Germany”,

“YE”: “Yemen”,

“DZ”: “Algeria”,

“US”: “United States”,

“UY”: “Uruguay”,

“YT”: “Mayotte”,

“UM”: “United States Minor Outlying Islands”,

“LB”: “Lebanon”,

“LC”: “Saint Lucia”,

“LA”: “Laos”,

“TV”: “Tuvalu”,

“TW”: “Taiwan”,

“TT”: “Trinidad and Tobago”,

“TR”: “Turkey”,

“LK”: “Sri Lanka”,

“LI”: “Liechtenstein”,

“LV”: “Latvia”,

“TO”: “Tonga”,

“LT”: “Lithuania”,

“LU”: “Luxembourg”,

“LR”: “Liberia”,

“LS”: “Lesotho”,

“TH”: “Thailand”,

“TF”: “French Southern Territories”,

“TG”: “Togo”,

“TD”: “Chad”,

“TC”: “Turks and Caicos Islands”,

“LY”: “Libya”,

“VA”: “Vatican”,

“VC”: “Saint Vincent and the Grenadines”,

“AE”: “United Arab Emirates”,

“AD”: “Andorra”,

“AG”: “Antigua and Barbuda”,

“AF”: “Afghanistan”,

“AI”: “Anguilla”,

“VI”: “U.S. Virgin Islands”,

“IS”: “Iceland”,

“IR”: “Iran”,

“AM”: “Armenia”,

“AL”: “Albania”,

“AO”: “Angola”,

“AQ”: “Antarctica”,

“AS”: “American Samoa”,

“AR”: “Argentina”,

“AU”: “Australia”,

“AT”: “Austria”,

“AW”: “Aruba”,

“IN”: “India”,

“AX”: “Aland Islands”,

“AZ”: “Azerbaijan”,

“IE”: “Ireland”,

“ID”: “Indonesia”,

“UA”: “Ukraine”,

“QA”: “Qatar”,

“MZ”: “Mozambique”

Atlantic/Canary
