Rig Scheduling Common Problems and Solutions

## 1. Problem:

I can't access the Rig Scheduling application.

## Solution:

Ensure you are connected to the company network or VPN. If the issue persists, contact IT support to verify your access permissions.

## 2. Problem:

I get an error: "You do not have permission to create or edit schedules."

## Solution:

Only users with the Scheduler role can create or edit rig schedules. Request the necessary access from your supervisor or system administrator.

## 3. Problem:

The rig calendar view is not loading properly.

## Solution:

Clear your browser cache or try accessing the application in a different browser. If the issue continues, contact support with a screenshot.

## 4. Problem:

I accidentally scheduled a rig on overlapping dates.

## Solution:

The system should prevent overlaps, but if it occurs, edit the schedule and adjust the dates to avoid conflicts. Contact support if the conflict cannot be resolved.

## 5. Problem:

I can’t find a specific rig in the selection list.

## Solution:

Confirm that the rig is active and available in the system. If not, request the Data Management Team or administrator to update the rig list.

## 6. Problem:

Error: "Invalid date range selected."

## Solution:

Ensure the start date is before the end date. Check for any restricted date ranges based on project guidelines.

## 7. Problem:

Notifications about rig schedule updates are not being received.

## Solution:

Check your notification settings within the application. Ensure that your email is correctly registered and that notifications are enabled.

## 8. Problem:

The "Export Schedule" button is not working.

## Solution:

Try exporting in a different format (e.g., XLSX, PDF). If the issue persists, clear your browser cache or contact support.

## 9. Problem:

I scheduled a rig, but it does not appear on the dashboard.

## Solution:

Refresh the page or log out and back in. If the issue continues, confirm that the schedule was saved correctly.

## 10. Problem:

The rig schedule shows incorrect time zones.

## Solution:

Ensure your user profile settings reflect the correct time zone. Contact the system administrator if the rig schedule time zone needs adjustment globally.

## 11. Problem:

I get "Session expired" while editing a rig schedule.

## Solution:

The session times out after 30 minutes of inactivity. Save your changes frequently or complete edits within the session period.

## 12. Problem:

Unable to assign a rig to a specific location.

## Solution:

Verify that the rig is certified and available for that location. Contact the Rig Coordination Team for approvals if necessary.

## 13. Problem:

The Gantt chart view is misaligned or unreadable.

## Solution:

Zoom in/out or resize your browser window. If the issue persists, try using a different browser or device.

## 14. Problem:

Rig scheduling conflicts are not flagged.

## Solution:

Ensure conflict-checking is enabled in your settings. If the system fails to detect conflicts, report the issue to the support team.

## 15. Problem:

I can't save a draft schedule.

## Solution:

Ensure all mandatory fields (rig ID, location, dates) are filled. If the issue persists, clear your cache or try a different browser.

## 16. Problem:

I accidentally deleted a rig schedule.

## Solution:

Contact the system administrator or support team immediately. Some systems have a recovery option for recently deleted schedules.

## 17. Problem:

The "View Historical Schedules" option is missing.

## Solution:

Confirm that your user role includes access to historical data. If not, request access from your supervisor or administrator.

## 18. Problem:

Error: "Rig unavailable for the selected period."

## Solution:

Check if the rig is already assigned to another project during that period. Adjust the dates or select a different rig.

## 19. Problem:

I need to generate a utilization report for rigs but can't find the option.

## Solution:

The utilization report feature may be restricted to certain roles. Request access or ask the Data Management Team for assistance.

## 20. Problem:

Changes made to the rig schedule are not visible to other team members.

## Solution:

Ensure you’ve published the schedule, not just saved it as a draft. Other users will only see finalized schedules.