

# Troubleshooting Action Patterns



No Action Pattern is ever complete and ready for release until it is tested.

## Testing and Troubleshooting Action Patterns

1. **Load a Customer** for testing the action pattern.
  2. Navigate to the **Systems** and **Programming** then add an **Event** (Event Actions Programming) and tie that **Action Pattern** to that event and zone.
  3. **Track** the Customer to yourself.
  4. Open the Manual Signal form and select the system and transmitter where the programming resides.
    1. **Enter the event code and zone** (when noted) that should receive the action pattern.
    2. **Send** the Manual Signal.
  5. **Verify**
    1. Is the Action Pattern Correct?
      - If not:
        - It could be that the **event or the zone** is incorrect on the programming.
        - Or, the record **didn't save**.
        - Or, there is some **Raw Event programming** on the Customer or Transmitter Type overriding the event.
    2. When action-ing the items do they function as expected?
      - If not:
        - Check the item. Is it **entered correctly**? Does it have a **query that is failing**?
    3. Does the "**happy path**" work as expected?
      - If not:
        - Check any **logic or nesting**.
    4. Does the "**negative path**" work as expected?
      - If not:
        - Check any **logic or nesting**.
  6. After **successful verification**, the Action Pattern is **ready** for release.
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