

Unable to Link Banner and Zone

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Unable to Link Banner and Zone.

A troubleshooting guide to help when linking a banner and a zone doesn't work.

Symptoms

When attempting to link a specific banner and zone, the banner or zone desired is not made available to select in Revive Adserver; or, after linking a campaign and zone, one or more banners from the campaign are not appearing in the zone.

Troubleshooting Process

Step 1: Confirm Banner and Zone Dimensions

Revive Adserver will only link banners and zones where the dimensions of the banner and the zone are *identical*.

The only exception to this rule is that zones can be defined with a wildcard dimensions, using an asterisk (i.e. "*"), for either the width, or height (or both). When the wildcard is used, then any sized banner (along the appropriate dimension) can be linked to the zone.

Step 2: Confirm Banner and Zone Compatibility

There are number of different [banner types](#) and [zone types](#) in Revive Adserver. Only certain types of banner can be linked with certain types of zone.

The [Creating a Zone](#) page lists the different zone types as well as which banner types are compatible with each type of zone.