Troubleshooting

Overview

The troubleshooting page includes troubleshooting tips based on frequently asked questions (FAQ) and issues that actual users have experienced and asked our Support team about. The questions and answers are grouped as follows:

- Google Analytics
- Gadgets
- Add-Ons
- Page Editing
- Image Editing
- Page Actions and File Operations
- Updates
- Site Setup
- Templates
- Logging In
- Publishing
- Directories

Google Analytics

Q: After I added a view of a property, there isn't any data being shown. In my Google Account I get a weird notification.
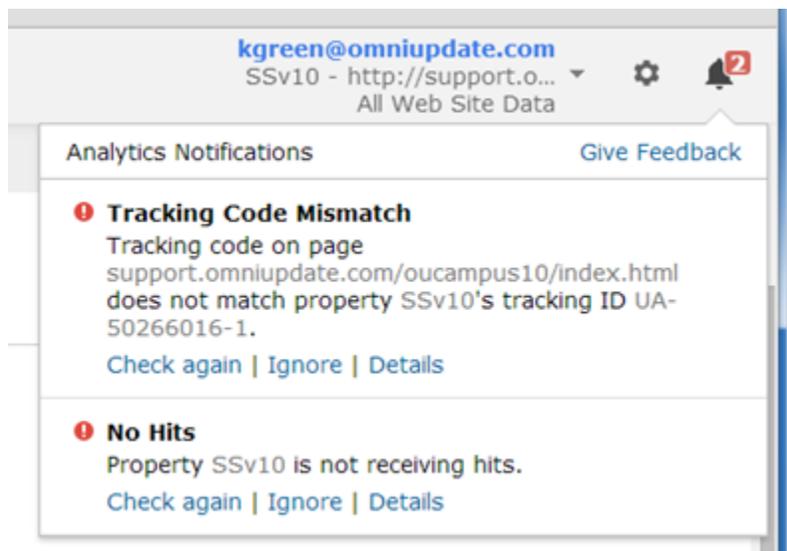
A:
Both notifications shown above (tracking code mismatch and no hits) indicate the same error, that the wrong tracking code for the institution website was placed in the JavaScript. To fix this, update the JavaScript to have the correct site ID.

Q:Why isn't there any data showing for my page in the Page Analytics Gadget?

A:

This also caused by having an incorrect tracking code. To fix this, update the JavaScript to make sure that the site ID is correct.

Gadgets

Q:I get the error message,
"This gadget could not be loaded. Please note that gadgets with http URLs cannot be loaded when OU Campus is using https."

If the OU Campus interface is using https mode, then gadgets that use the non-secure protocol, http, will not load.
The gadget must be changed to https mode through

Setup > Gadgets.
When adding a custom gadget, the URL must be prefaced with https.

Add-Ons

Q: I get the error message,
"This add-on could not be loaded. Please note that add-ons with http URLs cannot be loaded when OU Campus is using https."

If the OU Campus interface is using https mode, then add-ons that use the non-secure protocol, http, will not load.
The add-on must be changed to https mode through

Setup > Account > Add-ons
, where you can edit your existing add-ons to add https to the url.

Page Editing

Q: How do I link to pages on external websites?

Links to external websites can be added to a site in the OU Campus system using the WYSIWYG Editor. While in the WYSIWYG Editor, users select an image or text and then click the **Insert/Edit Link** button to create a hyperlink on the image or text. Additionally, users may include regular links to external sites by simply copy and pasting the URL path into the WYSIWYG Editor.

For more information, visit the Insert/Edit Link page.

Q: How do I insert special characters into a page?

While in the WYSIWYG Editor, place the cursor at the location where the special character is to be inserted. Click on the **Insert Custom Character** button to display a dialog window with a preview of all available special characters. Click the desired special character and it will be automatically inserted on the page.

For more information, visit the Toolbar Overview page.

Q: An error occurs when a user attempts to insert an image or a link to a page.

In order to be able to upload images directly to the staging server, Binary Management must be enabled on the account. If errors still occur, the site was not setup correctly and a system

administrator must be contacted to resolve the issue as regular users do not have access to this functionality.

Image Editing

Q: I edited an image with the Image Editor and now it looks squashed on the publish page. What happened?

You may just need to refresh the browser or clear the browser cache as the previous iteration of the image may have been saved by the browser. This can be found in various places in the **Settings** menus for browsers, and for some browsers/platforms this can be accomplished by pressing CTRL+F5 or CTRL+R, or holding CTRL and clicking the Reload icon.

On page publish, there should be an option to publish any unpublished dependencies and if that was selected, then the image would be automatically published. However, confirm that the edited version of the image was published.

Q: How do I insert images from other sites?

Images can be inserted from external sites using the WYSIWYG Editor. While in the WYSIWYG Editor, click the **Insert/Edit Image** button. When the modal is displayed, users can paste the link to the external image into the text field labeled **Image URL**.

For more information, visit the Insert/Edit Image page.

Page Actions and File Operations

Q: How do I back up files?

Depending on the file type, there are several ways to back up files. Pages can be backed up from the Pages list view or from any screen that displays the **Page Actions** toolbar. Assets can be backed up from the Assets list view or from any screen that displays the **Asset Actions** toolbar. In the list view for either pages or assets, hover over the target items row to display the available actions. In the **Review** menu in the list view, users select **Save Versions**. Additionally, users can select the **Save Version** button from the **Page Actions** toolbar or **Asset Actions** toolbar to accomplish the same task.

For more information, visit the Versions page.

Q: How do I upload files?

The ability to upload files is available for users with permission level of 6 or above, and can be assigned for other levels. Users with permission level 8 or above have the authority to overwrite an existing file. Files can be uploaded using **Upload** in the Pages list view, or from various other features within the CMS.

For more information, visit the Upload page.

When users wish to upload binary files like images directly to the staging server, Binary Management must first be enabled. By default, Binary Management is enabled for version 10. Binary files can be managed in a fashion similar to pages and, also like pages, need to be

published to be made available on the production server. Otherwise, binary uploads are published directly to the production server or default publish target.

Q: Why is the .mov file that I added still showing up?

For Windows users using Internet Explorer 10 or Internet Explorer 9 and working with .mov files, there is a known issue because of the browser. After adding a .mov file to a page and saving the page, and then when editing later with the WYSIWYG Editor or Source Editor, the video player continues to be displayed on the screen. The work-around for this issue is to reload the page. This does not occur in Internet Explorer 11 or with Safari/Apple platforms.

Q: How do I add a date/time stamp for pages?

OU Campus automatically adds the date a page was last modified to any location on the page itself. As an option, this "date last modified" can become the direct-edit entry point for authorized users. The date is actually a hyperlink that redirects to the authentication page.

Q: A user attempts to check out a page for editing, but the file's status is shown as locked or there are no edit options displayed. Why can't they edit the file?

There are several reasons a user would be unable to edit a page. If the status shows a lock icon, then another user has the content checked out.

In order to unlock the file, the user will have to contact the original user who currently has the file checked out in their name. Additionally, a system administrator can check files in, even if they are checked out to other users.

If there is not an option to edit the content or the file name is not linked, then the user may not be a member of the access group that is assigned to that particular content region.

Q: A user selects the Pages item from the Content menu, and it says "Sorry, an error occurred while processing the request. Please try again" in big red lettering. What's causing this?

This problem can occur when a site is first being set up, when OU Campus is unable to access the staging server for a site. Additionally, the user's session may have timed-out, which automatically logs a user out of OU Campus.

Updates

Q: There was an update to OU Campus, but I can't see the changes and/or functions are not working the way they should. Why is this happening?

If there was an update, one needs to clear their browser cache in order for the changes to take effect. See below.

Q: What is "clearing the cache" and how can it be performed?

A web browser stores copies of visited pages and files associated with them. These stored files are used the next time a site is visited. This way, the browser is not being forced to load the page anew each time, which takes more time than viewing a stored copy. This storage of pages is called a "cache". However, this cache can sometimes pose a problem if it is necessary to view the most

updated version of a page. Clearing one's cache can ensure the most up-to-date version of a page, rather than an older copy, is viewed. For example, after updating an image, it may be necessary to refresh the browser or clear the cache.

The method for clearing the browser cache is different for each browser. The links below provide tutorials for each browser-specific cache clearing function.

Google Chrome:

Delete your cache and other browser data

Internet Explorer:

How to delete the contents of the Temporary Internet Files folder

Safari:

Safari 5.1 (OS X Lion): Empty the cache

Firefox:

How to clear the Firefox cache

See also:

Supported Browsers

Site Setup

Q: I just created a new site and I'm not able to use Zip Import to upload files.

Check to make sure that the SFTP/FTP server credentials for the production server are correct. Even when uploading to staging, OU Campus creates directories on the production server, and if it is not able to connect, Zip Import is not able to complete.

Q: Is there a way to view the number of pages that are currently available on a website in the OU Campus system?

The number of pages per site can be viewed by an administrator through the use of a custom report or via the Super Administration interface. For administrators of the CMS, the Custom Reports feature is available by navigating to **Reports > Custom Reports**. For administrators with access to the Super Administration interface, the Accounts list view provides a snapshot of all available accounts within a skin in the OU Campus system. There are two columns, Sites and Pages, which allow administrators to view the number of sites per account, and the number of pages for all sites within the account.

Q: How does a user replace content across an entire site in the OU Campus system?

Content can be replaced across an entire site using a global Find and Replace search. Level 10 administrators may access this functionality on the Content menu. A Find and Replace search compares a user-generated search string to all content within the selected site, then replaces the matched content with new content defined by the user.

For more information, visit the Find and Replace page.

Q: What is a good regex to use when restricting file naming?

One example of a regex frequently used to restrict file naming is as follows:

The above regex, translated into common terms, means: "Allow only lower-case letters, numbers, periods, underscores, and dashes."

Any of the elements from within the brackets can be removed to restrict file naming even further. For instance, in order to only be able to use letters, numbers, and periods, the regex would look like this:

It is important to always allow periods so that users can add the file extension, e.g. .html or .xml.

For more information, visit the Regular Expressions page.

Templates

Q: We are attempting to create a template that has drop-down boxes in the TMPL file and TCF file. The problem is that when a user selects a value and we use the echo command to place that value in the newly generated PCF file, we no longer have the options and the user cannot change the value using the edit properties for that PCF file. Is there a way to properly generate the options with the correct value selected in the PCF file? I've noticed that in other places we don't display the drop-downs in the TCF and just use a defaulted value in the PCF, but I hope there is a better solution.

When you wish to output all of the options instead of just the value from a TCF variable to a TMPL there is an attribute to add to the TCF variable and an attribute to the TMPL echo statement.

TCF select/checkbox/radio variable attribute: output="xml"

```
<variable name="myvar" type="select" prompt="My Var" alt="Choose the ..."
output="xml">
<option value="one" selected="true">One</option>
<option value="two" selected="false">Two</option>
</variable>
```

TMPL Reference

TMPL echo statement attribute: encoding="none"

```
<parameter name="myparam" prompt="My Param" alt="Choose the..."
type="select">
<!--%echo var="myvar" encoding="none" -->
</parameter>
```

The combination of output="xml" and encoding="none" outputs all of the option nodes where you place the echo statement in a TMPL file.

```
<parameter name="myparam" prompt="My Param" alt="Choose the..."
type="select">
<option value="one" selected="true">One</option>
<option value="two" selected="false">Two</option>
</parameter>
```

Q: When a template is updated, why does the page previously created by that template not get updated to use the new style of the updated template?

When a change is made to a template, it is not recursive. The change will be implemented and included when new pages are created using the updated template. To avoid this issue, utilize XML/XSL, which OU Campus fully supports. Using XML/XSL allows one style sheet to be updated and those updates to be automatically applied to new pages as well as existing pages.

Q: When clicking New, why are there are no templates from which to choose?

No templates available when clicking New can be caused by the fact that no templates have been set up by the site administrator yet, or it could be that the Template Group assigned to the directory is empty. To check what Template Group is assigned for a directory, view the directory in Pages view and go to **Edit > Access** to bring up a modal (administrator authority level required). The Template Group assignment is listed and shows the templates that should be allowed to be used in the folder. To determine the templates that are included in that particular group, click **Setup > Template Groups > Edit** for the group. The templates that are included are checked.

Logging In

Q: User attempts to login with the correct username and password, but they are not working. What's wrong?

The user's password may need to be reset by an administrator. Contact the system administrator for assistance. Also verify the active authentication method (LDAP, CAS, Shibboleth) and insure that the account has been properly activated.

For more information, visit the Authentication page.

Q: When I log in, I get an error saying "OU Campus Version 9 is no longer in service," or I am rerouted to the OmniUpdate site.

This message is appearing because the page has not been published since the discontinuation of OU Campus v9. The DirectEdit link you clicked on is still pointing to OU Campus v9 instead of v10. To fix the error, simply republish the page and the DirectEdit link will automatically update to OU Campus version 10. No other changes are necessary.

In order to log into OU Campus, we recommend using the DirectEdit link on another, more recently updated page in your institution's website (such as an events page, perhaps). Once you are logged into OU Campus, use the file structure or pages list view to navigate to the page you need to publish. For more information on navigating OU Campus, visit the Interface page.

If you do not have another way to access OU Campus, or the ability to publish pages, contact your system administrator. If republishing the page does not fix the problem, contact our support team for assistance.

Q: Users editing a page sometimes will receive an error from the system notifying them that the page or file can't be found. What's wrong?

OU Campus' authentication is session-based, and it is possible for a session to lose its validity. This may be remedied by closing the browser, restarting the browser, and logging in again. If the problem persists, it may be required to contact a system administrator.

Q: OU Campus keeps logging me out, saying the session has expired. What's happening?

As a baseline at the OU Campus server level there is a 30 minute timeout on inactivity. If the server can't sense any browser activity in 30 minutes, then the session is dropped. The 30 minute timer is global for all users and can't be changed, as it is core to how OU Campus is built.
If you have an OU Campus session open in a browser, your OU Campus session will be kept alive through a "heartbeat" call every fifteen minutes.

Anything that sleeps the browser or computer will kill the heartbeat.
If

 the browser tab that is the OU Campus session is no longer the frontmost tab, the browser places that tab in a suspended state, and the heartbeat call is not sent to the server. If this misses two heartbeats (30 minutes go by) then the session is dropped.

The best way to avoid getting this error is to keep OU Campus open in its own browser window with no other tabs. OU Campus will be kept active as long as this window is open.
Any normal user activity in OU Campus (except using Gadgets) will send the heartbeat signal, and the 30 minute activity timer is reset. If you have OU Campus frontmost in a browser, and leave it open all day (no computer sleep), then the session will be kept active.

Publishing

Q: I wasn't able to publish a page and during the page publish, I received the following error notification, "The binary file could not be uploaded to the production server.'

This occurs when Binary Management is enabled for a site and there is a Dependency Manager tag to an image that can't be published, and you have selected **Include Unpublished Dependencies** with the publish. The system is trying to publish an image that is linked to on the page and when it can't, the publish cannot be completed. This error can be resolved with one of the following solutions:

- Update the link so that it links to an existing image
- Remove the Dependency Manager tag
- Clear the checkbox for **Include Unpublished Dependencies**
- Add the image that is expected or rename an existing image to the file name that the tag is expecting

Q: I tried to publish a page, but instead of being able to publish, the Submit for Approval dialog is displayed. Why can't I publish the file?

If the Submit for Approval dialog appears when users attempt to publish content, then the user simply does not have the proper permissions to publish content. In this case, an approver has been assigned either at the user level or for a content area such as a page or directory. If a user needs their permissions changed, they must contact a system administrator as a system administrator may add the user to the Bypass Approval group or remove the approver requirement.

Q: I can't see the Publish button on a dialog box. What happened?

A user should not zoom in with a dialog box already open. Zooming in and zooming out can be used with any browser to make the viewing area larger; however, magnifying a browser window should be performed before opening a dialog box. If encountering any issues with buttons or parts of the screen not being visible, try zooming out or reseting the zoom. Browser shortcut keys are:

- Zoom In: Ctrl and +, Ctrl+Mousewheel Forward (PC), Command and + (Mac)
- Zoom Out: Ctrl and -, Ctrl+Mousewheel Backward (PC), Command and - (Mac)
- Reset Zoom: Ctrl+0 (PC), Command+0 (Mac)

In other words, hold down the Ctrl key and then press the + key.

Directories

Q: I renamed a directory using FTP access, but now the folder either doesn't appear or cannot be selected. What happened?

This happens when renaming directories via staging server FTP access because the database cannot detect the change made through FTP. To make the system recognize the folders and files again, follow these steps:

1. Log in to the affected account/site.
2. Look at the URL in the address bar at the top of your browser window. Find the part of the URL that says "&site=SOMETHING". Copy the "something" part.
3. Open a new window or tab and paste in the following URL, adjusting the "SOMETHING" to match that in the previous step:
   http://www.omniupdate.com/servlet/OX/dbpathfix?site=SOMETHING
4. Press "Enter" (this may take a moment to several minutes depending upon the number of files in the site).
5. A response of "OK" means the operation was complete; review the content within OU Campus to determine if the problem was resolved. If it has not, contact Support Team.