

Support

OU Campus v10

OmniUpdate, Inc.
1320 Flynn Road, Suite 100
Camarillo, CA 93012



OmniUpdate, Inc.
1320 Flynn Road, Suite 100
Camarillo, CA 93012
800.362.2605
805.484.9428 (fax)
www.omniupdate.com
Copyright © 2014 OmniUpdate, Inc. All rights reserved.
Document Number: b-002
Publish Date: 8/26/2015

OmniUpdate[®] and OU Campus[™] are trademarks or registered trademarks of OmniUpdate, Inc. Any other company and product names, and trademarks mentioned within are property of their respective owners. Content is subject to change without notice.

About OmniUpdate, Inc.

OmniUpdate[®] is the leading web content management system (CMS) provider for higher education. The company focuses on providing an exceptional product and customer experience to its OU Campus[™] CMS users who manage more than 700 web and mobile sites in the U.S. and around the world. OU Campus is secure and scalable, server and platform independent, and seamlessly integrates with other enterprise campus systems. It provides college and university web developers, administrators, and marketers with the user-friendly tools and deployment flexibility they need to achieve excellence. For more information, visit .

About This Guide

The Support booklet includes the following topics: Supported Browsers, Troubleshooting, About this Site.

OU Campus Support

The Support site is available to everyone and users are encouraged to visit and browse the site for information. An institution's administrators are also available if the answer cannot be found on the Support site or further explanation and clarification is needed. Administrators may contact the OmniUpdate Support Team. Ways to access the OU Campus support documentation include:

- Support site: <http://support.omniupdate.com/>
- The help link in the main interface of OU Campus
- The WYSIWYG Help link
- Help links embedded in the system
- Text instructions are provide onscreen for specific fields and functionality
- OmniUpdate Community Network (OCN): <http://ocn.omniupdate.com/>

Conventions

Shorthand for navigation through the OU Campus CMS is indicated with a greater-than sign and bolded: > For example, Setup > Sites. Code snippets use Courier New and a shaded background.

Contents

Support.....	4	<i>Navigation.....</i>	<i>20</i>
Overview.....	4	<i>Screenshots.....</i>	<i>21</i>
Online Community.....	4	<i>Printing.....</i>	<i>21</i>
<i>OmniUpdate on Social Media.....</i>	<i>5</i>	<i>Feedback Form.....</i>	<i>21</i>
Access the Support Site.....	5	Accessing the Support Site.....	22
Contacting Support.....	5		
<i>Hours</i>	<i>5</i>		
<i>Response Time.....</i>	<i>5</i>		
Contacting OmniUpdate.....	6		
Supported Browsers.....	7		
Overview.....	7		
Opening Multiple Browser Tabs.....	7		
Browser Behaviors for Cut, Copy, Paste.....	7		
<i>Firefox/Chrome/Safari.....</i>	<i>8</i>		
<i>Internet Explorer.....</i>	<i>8</i>		
<i>Keyboard Shortcuts.....</i>	<i>8</i>		
Troubleshooting.....	9		
Overview.....	9		
<i>Google Analytics</i>	<i>9</i>		
<i>Gadgets.....</i>	<i>10</i>		
<i>Add-Ons.....</i>	<i>10</i>		
<i>Page Editing.....</i>	<i>10</i>		
<i>Image Editing.....</i>	<i>10</i>		
<i>Page Actions and File Operations.....</i>	<i>11</i>		
<i>Updates.....</i>	<i>12</i>		
<i>Site Setup.....</i>	<i>13</i>		
<i>Templates.....</i>	<i>13</i>		
<i>Logging In.....</i>	<i>14</i>		
<i>Publishing.....</i>	<i>15</i>		
<i>Directories.....</i>	<i>16</i>		
About This Site.....	17		
Home Page.....	17		
<i>Training Tuesday.....</i>	<i>17</i>		
<i>Popular Topics.....</i>	<i>17</i>		
<i>Reference Guides.....</i>	<i>18</i>		
System Status.....	18		
Recent Features.....	18		
Support RSS.....	19		
Shared Design Elements.....	19		
<i>Search.....</i>	<i>19</i>		
Interior Pages.....	20		

Support

Overview

The Support Site is just one facet of the network of support for OU Campus. OmniUpdate provides a local, in-house, award-winning, technical support team that can be contacted via phone, email, or the Help Desk system.



OmniUpdate has been recognized three years in a row as a Silver Stevie award winner for Customer Service Department of the Year - in 2014 for Software Companies under 100 Employees, in 2015 for the Public Services & Education sector, and in 2016 for Customer Service Department of the Year in both Public Services & Education and Computer Software (Up to 100 Employees). We were also awarded a Bronze Stevie for Customer Service Department of the Year - Software Companies under 100 Employees in 2015.

Online Community

There is an active online community of OU Campus users:

- The [OmniUpdate Community Network \(OCN\)](#)^{**}: The OCN members include both staff and OU Campus users. There are forums, photos, videos, and coding topics available.
- The [OU Campus New Features and Feedback Forum](#)^{**}: The Feedback Forum provides a way to offer a suggestion for a new feature or improved functionality for an existing feature for OU Campus.

^{**}These sites require a login for access. Any OU Campus user can request access to the OCN as well as the New Features and Feedback Forum. Please send a request for access to the Support team: support@omniupdate.com.

Links to the Help Desk, OCN and Features and Feedback Form are available on every page of the Support Site via the on-page icons.



OmniUpdate on Social Media

Twitter: [@omniupdate](#)
 Facebook: www.facebook.com/omniupdate
 LinkedIn: [OmniUpdate, Inc.](#)
 Google+: [OmniUpdate](#)
 YouTube: [OmniUpdate](#)

Access the Support Site

Three ways to access the Support site are:

- Directly (through this site): <http://support.omniupdate.com/>
- Via the Help menu in the interface (top right)
- Via the document-specific links within an area of the OU Campus interface

Contacting Support

Our support team is available to key contacts at each institution, who are Named Users on their support plans. If you are an end-user who requires additional help, please reach out to one of these key contacts, who will in turn contact us.

Here is the technical support contact information:

Phone: 800.362.2605
Email: support@omniupdate.com
Help Desk*: helpdesk.omniupdate.com (login required)

*This site requires a login for access. OU Campus key customer administrators can request access by sending a request to support@omniupdate.com.

Hours

The Support team is available Monday–Friday during the following hours:

Pacific Time	Mountain Time	Central Time	Eastern Time
6:00 AM–6:00 PM	7:00 AM–7:00 PM	8:00 AM–8:00 PM	9:00 AM–9:00 PM

Response Time

The support team strives to respond to all support inquiries within 24 hours (Monday– Friday), whether it was received via phone or email. While the goal is to respond to and resolve requests in under 24 hours, please allow the full 24 hours before contacting the Support team again.

Every attempt is made to resolve an issue within the initial communication; most initial communication will contain information regarding when the issue will be resolved and may contain follow up questions.

What format should my support request be in to get the quickest response to my problem?

To help get to the root of a problem and solve it quickly, our service teams must first collect the relevant information necessary to replicate the issue. Sending the following information with any reported issue is critical:

- Operating System (Windows XP, Windows Vista, Windows 7, Mac OS X, etc.)
- Browser: (IE10, IE11, Firefox 38, Firefox 39, Chrome 43, Chrome 44, Safari 8.3, Safari 8.4, etc.)
- URL of the page on which the issue is occurring (<http://www.gallenauniversity.com/about/>)
- Username of the person whom the issue concerns
- Legible screen shots that will help us see what you are doing and help us see what is the issue (sent as attachments)
- Detailed message describing the exact steps for us to recreate the issue

The detailed message is extremely important to help the Support Team replicate the issue and understand the implications and details. Step-by-step instructions for how to replicate the issue are extremely helpful for the support staff.

I have the contact information of a specific support team member. May I contact him directly?

Unless that team member has specifically requested to be contacted directly, it is recommended to submit all support requests within the main support lines:

- Email: support@omniupdate.com
- Phone: 800.362.2605

By contacting the Support Team using the methods above, a support request is seen by the entire Support Team and handled as expeditiously as possible. It will also be assigned to the appropriate staff member for the type of request.

Contacting OmniUpdate

OmniUpdate, Inc.
1320 Flynn Road
Suite 100
Camarillo, CA 93012 USA

805.484.9400 (menu options 1–3 or employee's 3 digit extension)
800.362.2605 (toll-free)
805.484.9428 (fax)

Sales: Phone + option 1 or sales@omniupdate.com
Customer Support: Phone + option 2 or support@omniupdate.com
Media and Press: Phone + option 3 or marketing@omniupdate.com
Human Resources: jobs@omniupdate.com

Supported Browsers

Overview

Here is a list of the browsers and release versions that are currently supported and tested for use with the OU Campus interface. Please note that this list is not related to the browsers that an institution may choose to support for visitors to web sites that are managed in OU Campus.

Currently the following browsers are supported:

- Microsoft Internet Explorer and Edge
- Mozilla Firefox
- Google Chrome
- Apple Mac OS X Safari

Opening Multiple Browser Tabs

One strategy for updating content in OU Campus is to open multiple tabs with one browser in order to work on one or more files simultaneously. While this can be employed with OU Campus version 10, browsers limit the number of persistent connections that can be open at the same time to the same server. In modern browsers, this limit is generally five. Additionally, certain actions in OU Campus cause a connection to be opened. Once the maximum number of open connections has been reached, the system has to wait for a connection to be closed before another connection can be made. This can lead to a slow response in the browser. One work-around is to limit the number of open tabs (or browser windows); two or three is a reasonable number that allows other processes to open connections. Another option is to use more than one brand of browser, such as IE, Chrome, and Firefox.

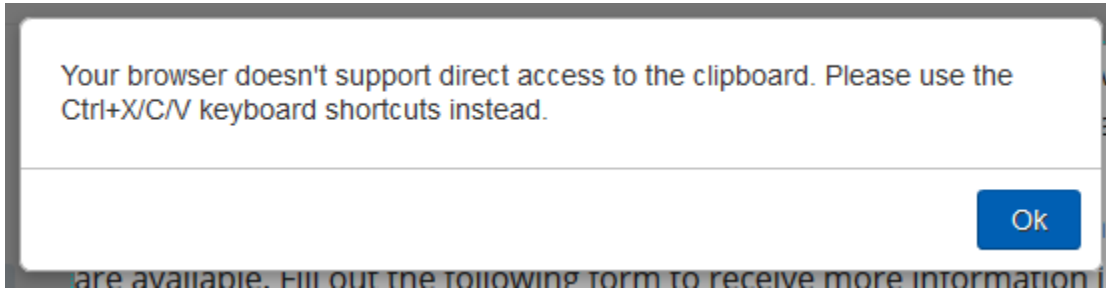
Browser Behaviors for Cut, Copy, Paste

Many browsers disable the use of the cut, copy, and paste commands via the WYSIWYG toolbar for security purposes. This is not a function of OU Campus; this is a browser behavior. The alternative workaround is to use keyboard shortcuts.

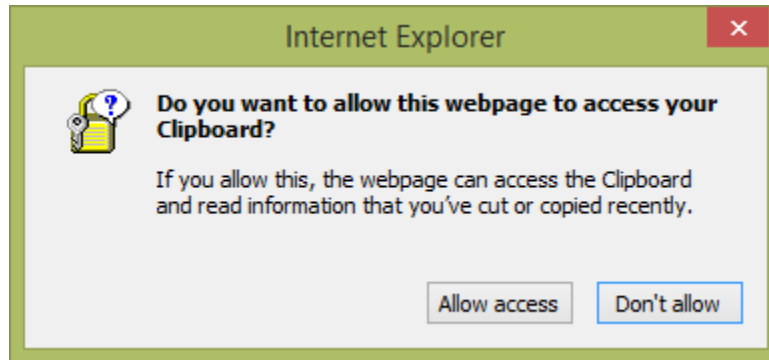
Previously, the security preferences for Firefox, Mac and PC, could be edited to allow for the use of the cut, copy, and paste tools in the WYSIWYG Editor. This work-around cannot be proven effective for all Firefox users and the topic has been removed from the Support Sites.

Browser/OS	Toolbar Support
Firefox	Toolbar buttons not supported; user is prompted to use keyboard shortcuts.
Webkit(Chrome, Safari)	Toolbar buttons not supported; user is prompted to use keyboard shortcuts.
IE 11	Toolbar buttons supported, but a message prompts the user asking if the webpage should be allowed to access the keyboard.

Firefox/Chrome/Safari



Internet Explorer



Keyboard Shortcuts

In OU Campus keyboard shortcuts work for all supported browsers and operating system combinations.

Command	Shortcut Mac	Shortcut PC
Cut	CMD-X	CTRL+X
Copy	CMD-C	CTRL+C
Paste	CMD-V	CTRL+V

Troubleshooting

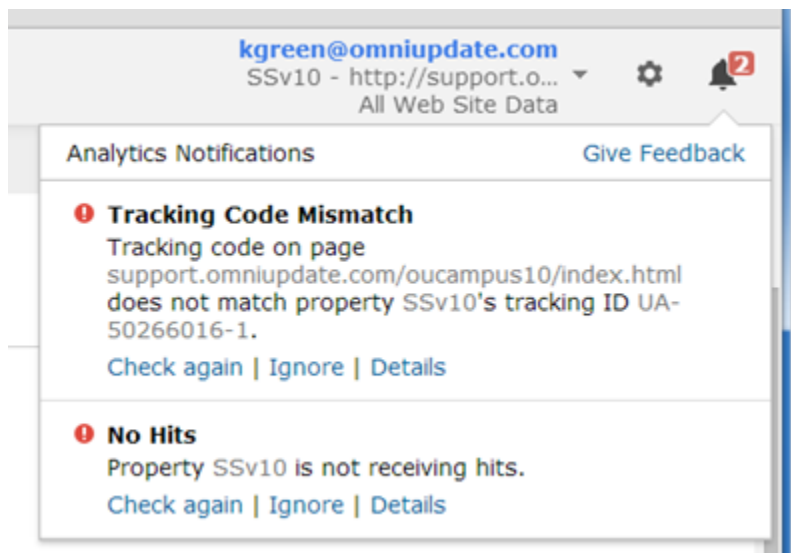
Overview

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 is 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: 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 resetting 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](#).

About This Site

The content of the Support site is organized by content and is aligned with the content groupings of the v10 interface. The major categories are:

- **About:** Contains basic information about OU Campus, as well as training and support resources
- **Interface:** Provides an overview of the major elements of the interface and how to navigate throughout. Also contains information about RSS feeds & News and Events.
- **Pages:** Provides information about editing, reviewing, and publishing and other page options and actions that are available. Includes information about WYSIWYG Editing.
- **Reusable Content:** Includes creating and using assets, snippets, and include files.
- **Social Media:** Includes information about OU Social, Facebook, Twitter, and how to integrate and publish social media content in conjunction with OU Campus.
- **Reports:** Includes information about reports that are available to users levels 1 through 8 and to level 9 and 10 administrators.
- **Setup:** Provides information about the setup items that are on the Setup menu and for other major functionalities within OU Campus.
- **OU Campus Modules:** Includes information about the various optional modules that can be used in conjunction with OU Campus, including Live Delivery Platform, OU Blogs, and Email Campaign Manager.
- **Site Development:** Provides information for the web developer audience who may need to prepare content or migrate content into OU Campus and develop templates for existing sites.
- **Super Administration:** Provides information for the Super Administration interface for OU Campus for Enterprise installations.

Home Page

A large portion of the content of the Support site is accessible from the home page. The content is categorized in alignment with the interface and these major sections can be clicked through to by the link-boxes on the left. The drop-down navigation bar at the top provides links to information organized by audience, to the PDF reference guides, and displays an RSS feed of recent releases.

Training Tuesday

On the last Tuesday of every month, our Training team holds a free webinar for users about certain parts of OU Campus. To watch past recordings, please visit the [Training Tuesdays](#) page.

A series of shorter training videos explaining various aspects of usage, particularly the WYSIWYG functionality, are available both as FLVs and MP4s. Watch them on the [Video Tutorials](#) page.

Popular Topics

The Popular Topics tag cloud includes links to frequently searched-for topics.




Popular Topics

[Interface](#) [New Icons](#) [WYSIWYG](#)
[Toolbar](#) [Dashboard](#) [Source](#)
[Editor](#) [Upload](#) [Facebook](#) [Super](#)
[Administration](#) [Glossary](#)
[Versions](#) [Page Check](#)
[Dependency Manager](#)
[Properties](#) [Tables](#) [Permissions](#)
[Chart](#) [Pages](#) [Publish](#)

Reference Guides

Three main reference guides in PDF format are linked to from the Reference Guides box. Both the End-User and Administrator guides come in full-length and short versions.




Reference Guides

[End-Users](#) 
[End-Users \(Short\)](#) 
[Administrators](#) 
[Administrators \(Short\)](#) 
[Web Developers](#) 
[Quick Reference Guide](#) 
[Many more PDFs available here!](#)

System Status

The System Status information gives real-time information on the state of OmniUpdate systems.

System Status

-  OU CMS Systems
-  OU Search Systems
-  OmniUpdate Email Server

Recent Features

The Recent Releases area includes a short list of recent features and releases based on an RSS feed.

Recent Features

- Assets Gadget
- XSL API for Tag Management
- Page Reports
- Links Report
- Accessibility Report
- Spelling Report
- SEO Report
- OU Insights
- Publish Settings (Enhanced)
- Tag Management
- Notes Gadget
- Tags (Setup Menu)

Support RSS

The Support RSS feed can be subscribed from the Support RSS Feed Icon, which can be found in the top left of the page.



Shared Design Elements

On every page of the Support site, there are several shared elements. They include the top navigation and the secondary navigation bar.

The top navigation bar includes these links to the major sections of the Support site: pages geared towards End-Users and Administrators, links to Training resources, What's New in OU Campus and on the Support site, and Support links.

The Support site is just one facet of the network of support for OU Campus. The in-house technical support team can be contacted via , [Help Desk ticket system](#), or [email](#) (emails sent to support automatically create tickets in the OmniUpdate Help Desk). Members of the active OmniUpdate Community Network (OCN) include both staff and OU Campus administrators and users. The OU Campus [New Features and Feedback Forum](#) provides a way to offer a suggestion for a new feature or improved functionality for an existing feature for OU Campus. The links are accessible on every page by clicking the corresponding icon:



For more information about contacting support, please see the [Contacting Support](#) page.

Search

OmniUpdate's OU Search feature is available on every page.

Advanced search includes several ways to delimit the search, including:

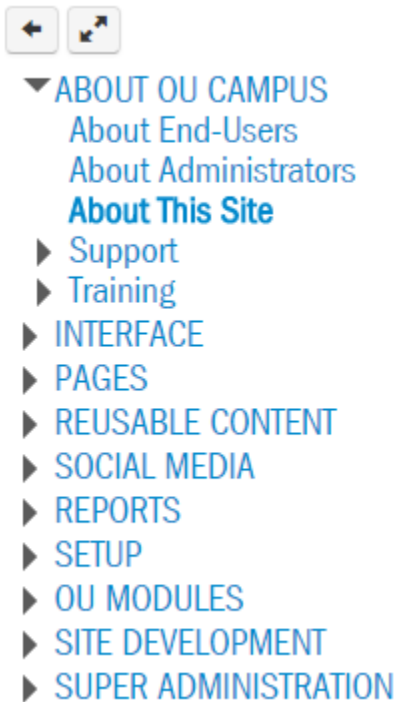
- Searching by words, phrases, or name
- Location of the words or phrase
- Whether the search should, must, or must not contain the words or phrase
- Searching by a specified time period or date range
- Searching by document type (e.g., .html, .xml, .pdf)

The advanced search functionality includes options regarding how many results to show, how to sort (by relevance or date), with or without summaries, and grouped by location (or not). One last option is to include the word scores. Word scores are the number of hits each search term receives, as shown at the top of the search results page.

Interior Pages

Navigation

The interior pages of the OU Campus Support site have collapsible/expandable navigational elements. The left-side navigation column can be collapsed to show just the article content. It can also be expanded or collapsed to show or hide the subtopics of a particular section, or expanded to show the complete hierarchy.



The right-hand navigation column includes a link to the page in a printable PDF. Some pages have a Related Content area, which provides internal and external links to additional information, including any available videos.

RELATED CONTENT

- [OU Marketplace](#)
- [Gadgets Setup](#)
- [Training Tuesday:
Building Custom Gadgets](#)

PDF

- [View/Download](#)

The automated breadcrumbs at the top of each article page show the directory path to the current file. The date the page was last updated can be found to the right of the main heading.

[Home](#) >> [Interface](#) >> [Common Functionality](#) >> [Icons](#)

LAST UPDATED 8/16/16

Icons

Screenshots

Many pages contain screenshots of OU Campus, including aspects of it that will vary from implementation to implementation (such as page parameters and templates). For these screenshots we have used OmniUpdate's fictional college, Gallena University, and its website. Please bear in mind that some specifics of your OU Campus implementation may therefore vary from what is shown in screenshots.

Printing

The interior pages are designed for easy printing. The navigational elements and the comments area are omitted when printing an article.

Feedback Form

Included at the end of each article page is a short feedback form, asking whether the page was helpful, with additional spaces to add comments and your email address if you'd like a reply from an OmniUpdate team member. We do appreciate your feedback and are continually striving to improve on the content of the Support site and its overall usability.

Was this page helpful?

Yes No

Additional Comments:

If you would like a response, please provide your email address below:

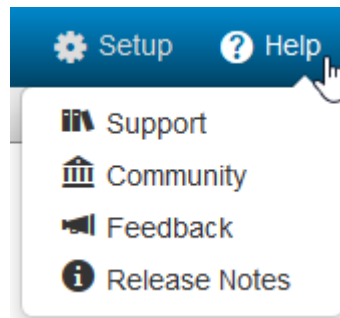
Accessing the Support Site

The support site can be accessed:

- Directly by going to <http://support.omniupdate.com/>
- Via the Help button in the main OU Campus interface. Clicking the Help button opens the Support Site in a new browser window.



- Hover over the Help button to display the rest of the menu.



These include:

Support: Opens the [Support Site](#) in a new browser window

Community: OmniUpdate Community Network (OCN)

Feedback: [New Features and Feedback Forum](#)

Release Notes: Opens a modal that lists release notes.

- In the WYSIWYG and JustEdit editors, there is a Help icon found in the top right of the toolbar. This link brings up a pop-up window detailing the functions of all icons in the toolbar.



- Via the document-specific links within an area of the OU Campus interface