

CommonSpot™
Winter 2012
Release Notes

About this Document

The Winter 2012 release of CommonSpot updates the recent 6.2 release with:

- [Enhancements](#)
- [Notable Bug Fixes](#)

For detailed instructions for installing CommonSpot, see the current release of the *CommonSpot Installation Guide*.

For detailed instructions for upgrading from a previous version of CommonSpot, see the current release of the *CommonSpot Upgrade Guide*.

Before installing or upgrading to this release of CommonSpot, please review these [Important Notes](#).

Important Notes

Review the following important notes before installing or upgrading to this release of CommonSpot.

If you are upgrading from a release earlier than 6.0, you must also read the 6.0, 6.1, and 6.2 Release Notes, available from:

<http://www.paperthin.com/support/knowledgebase/doclibrary/index.cfm>

These notes include the following highlights:

- **CommonSpot requires UTF-8**

If you are upgrading from a version earlier than 6.0, you may need to update your environment before upgrading to the CommonSpot Winter 2012 release, or any of the 6.x releases. CommonSpot supplies a tool for validating and converting non-UTF-8 databases. Consult the *CommonSpot Winter 2012 Upgrade Guide* for details, as well as the most recent CommonSpot System Requirements, available from

<http://www.paperthin.com/support/tech-specs.cfm>

If you are a new CommonSpot customer, review the rest of these notes and the latest *CommonSpot Installation Guide* for installing in a UTF-8-supported configuration.

- **Changes to Default Browser Cache Handling**

As of Release 6.0, Custom Element rendering defaults to *non-browser-specific* output, a change designed to improve caching performance. You can implement browser-specific renderings by setting `Request.Element.DeviceIndependency=1` in the render handler. See the *CommonSpot Developer's Guide* for details.

- **Changes to the Element Gallery**

As of release 6.1, CommonSpot includes the following new categories in the Element Gallery:

- Multimedia Elements
- Form & Data Sheet Elements
- Word, HTML & Other Format Elements

If your current Element Gallery uses any of these terms, rename the category before upgrading. Otherwise, upgrading may produce a primary key violation in AvailableControls and fail to complete.

- **Changes to Scheduled Jobs**

As of release 6.2, CommonSpot includes a job manager feature for creating and managing all CommonSpot jobs from a single authoring server interface, replacing ColdFusion management of CommonSpot jobs.

This update affects the following:

CommonSpot Server Jobs

- Replication Monitor
- Static Site Generator

CommonSpot Site Scheduled Jobs

- Link Validation
- Freshness Reminders

If you currently use any of these utilities, note your current job settings before upgrade. After upgrade, remove all CommonSpot jobs from the ColdFusion Administrator on all servers running CommonSpot, then restore them through the CommonSpot Scheduled Job interface on authoring. See the latest release of the *CommonSpot Upgrade Guide* or the *CommonSpot Administrator's Reference* for details on this process.

In addition, to address an issue where scheduled jobs failed to run when an owner was a member of a large number of groups, this release of CommonSpot includes a change in the way CommonSpot stores user permissions in job parameters. Scheduled jobs defined before this update will not run until these parameters are updated, which can happen in one of two ways *for each job*:

1. The current job owner logs in. Scheduled job parameters are automatically updated and no further action is required
2. Another user edits the job. Scheduled jobs run with the permissions of the last user to edit the job.

Administrators must be aware of this change when changing permissions or group membership for users who own scheduled jobs. If a job owner is unavailable, another administrative user can enable jobs by simply submitting the job properties or the schedule dialog to refresh credentials (no changes are needed).

- **Changes to Text Handling**

As of release 6.0, text handling in CommonSpot changed to more consistently distinguish between plain text (such as page and image titles and descriptions) and HTML (such as formatted text blocks). This change helped to resolve problems with HTML data either unexpectedly displaying or unexpectedly escaped.

CommonSpot now handles most text data as plain text, storing text in the database exactly as it is entered and escaping HTML for display on the page. See “Text Handling in CommonSpot” and “Add Field Type” in the *CommonSpot Administrator’s Reference* and

<http://www.paperthin.com/support/knowledgebase/articles/text-handling-in-60-and-later.cfm>

- **Check the System Requirements and Railo support details for this release**

As of release 6.1, CommonSpot supports newer versions of SQL Server (SQL Server 2008 R2), and Oracle (Oracle 11g R2) databases, ColdFusion (9.0.1), and Operating Systems (Windows 2008 R2).

However, we no longer support ColdFusion 7.x, ColdFusion 8.0.0, ColdFusion 9.0.0, Firefox 3.5, or IE 7. Review support details for Railo, the open source CFML server, and the latest system requirements here:

<http://www.paperthin.com/support/tech-specs.cfm>

See the *Upgrade* or *Installation Guides* for specifics on running CommonSpot on the Railo platform.

- **Clear Browser Cache**

Make sure that all contributors clear browser cache after upgrading to this release of CommonSpot.

- **Oracle Configuration Requirements**

At least one of the following character set configurations is required when running Oracle:

- NLS_CHARACTER_SET = 'AL32UTF8' (primary character set is UTF-8)
- NLS_NCHAR_CHARACTER_SET = 'AL16UTF16' (international character set is UTF-16)

NOTE: PaperThin also strongly recommends setting the Oracle Initialization value to CHAR for the NLS_Length_Semantics setting. Accepting the default value BYTE for this setting may result in unexpected errors for content containing extended characters.

Determine the current configuration by running the following query:

```
SELECT *
FROM NLS_Database_Parameters
WHERE Parameter IN
('NLS_CHARACTERSET','NLS_NCHAR_CHARACTERSET','NLS_LENGTH_SEMANTICS')
```

- **Customers Running SQL Merge Replication**

To prevent potential overwriting issues, customers with this configuration must add the variable `ServerInfo.UsingMergeReplication` to `servervars.cfm` on both the authoring server and any Read Only Production Servers and set the value to 1.

- **Performance Considerations**

Version 6.1 added the ability to render “stale” cache for Page Indexes and Custom Elements. When enabled, this feature significantly reduces page load times for site visitors. Note that by default no stale cache duration is specified. Consult the *Administrator's Reference* for details on configuring this option and the background Rebuild Stale Cache scheduled job. If you have a significant number of Page Index elements and/or Custom Elements in re-use mode, we recommend that you also consider setting Performance Option #1 in conjunction with using the Stale Cache feature.

Additionally, keeping the Firebug debugger for Firefox open while working in CommonSpot may affect JavaScript performance. The number of AJAX calls and the amount of DOM manipulation in this release may result in slow performance when Firebug is running.

Enhancements

The Winter 2012 release of CommonSpot includes the following enhancements:

Integrated Analytics

Marketing users can now enable Google Analytics on a subsite-by-subsite basis and view integrated Google Analytics metrics and charts for the current page within the authoring left pane. Contributors can also launch Google Analytics directly from CommonSpot for more detailed data on the current page, subsite or site.



SEO Redirects and Vanity URL Features

CommonSpot now enables marketers to easily create and manage vanity URLs and redirects for improved search engine optimization (SEO). CommonSpot automatically builds appropriate redirects for moved or renamed pages or uploaded documents. When migrating existing sites into CommonSpot, marketers can also create new redirects to previous URLs to preserve search engine rankings. Refer to “Manage URL Redirects” in the *CommonSpot Administrator’s Reference* and “Manage Page URLs” in the *CommonSpot Contributor’s Reference* for details on using this utility. See the *CommonSpot Developer’s Guide* for implementation details.

Manage Page URLs

The following URLs redirect to the 'Request Our Brochure' page. Click the 'Add Page URL' link below to add a new one.

[Select All](#) [Deselect All](#)

URL ^	Reason	Description	Expires	Last Modified	Actions
/demo/resources/Brochure.cfm	Page Moved	Visitors look for this more often from Admissions.		2012-01-30	

+ [Add Page URL](#)

i **Showing 1 record.**
X **Close**

Visitor Context

This release of CommonSpot allows marketers to deliver personalized content to site visitors based on contextualization rules. These rules automatically place visitors into groups based on their visitor activity, referring URL, search terms, IP address, or other attributes. Create Contextualization groups and rules through Site Administration – Visitor Context. See “Visitor Context” in the *CommonSpot Administrator’s Reference* for details.

Visitor Context Rules

The following visitor context rules have been defined. These rules automatically assign site visitors to selected groups based on a specific event.

i **Showing 5 records.**
X **Close**

+ [Add Rule](#)

i **Showing 5 records.**
X **Close**

New Multiple File Upload Features

Users can now batch upload multiple documents, images, or files and simultaneously apply similar metadata to selected items. Upload multiple items through either the standard browse-and-select method or a new drag-and-drop interface. This feature is available for New – Uploaded Document, for New – Uploaded Image, and for Tools – File Upload. See the *CommonSpot Contributor’s Reference* for details.

Upload Multiple Documents

To upload multiple documents into your 'My Pending Uploaded Documents' staging area, either drag and drop one or more files into the 'Drop files here' area or click the 'Add File' button and browse to the file to be uploaded one at a time. Once all desired files have been added, click the 'Upload Document(s)' button below.



NOTE: Internet Explorer and Safari do not support drag-and-drop for this function.

Expired Pages and Publication Reporting

The My CommonSpot Reminders section now provides direct access to a new Expired Pages report, enabling contributors to easily see which of their pages has expired. In addition, new filter criteria added to the CommonSpot page reports enables CommonSpot users to view pages scheduled for publication and pages scheduled for expiration.

Pages Scheduled For Expiration

You are the owner of the following pages that have an expiration date in the future.

Subsite: /demo/ Include Child Subsites
 Date Restrictions: Expiration date | Next 30 days
 Owner: Me or My Groups

Select All Deselect All

Expiration Date	Page Title	State	Subsite	Actions
2012-02-29	Profile Beth Ciovacco		/demo/academics/	
2012-02-29	Cookout		/demo/	

More Actions...

2 items found.

Enhanced Browser Support for Authoring

In addition to existing IE 8 and 9 support, this version of CommonSpot adds authoring support for Google Chrome and Safari for the Mac.

This version also supports the latest version of Firefox's Extended Support Release (Version 10.0). PaperThin will continue support for Firefox 3.6 until Mozilla de-supports that version in April of 2012.

NOTE: *Full* support for Firefox is limited to Firefox ESR (Extended Support Release) 10, downloaded from the ESR update channel, not from release update channel. Download the ESR version of Firefox from:

<http://www.mozilla.org/en-US/firefox/organizations/all.html>

Contributors using Firefox should check Help – About to make sure they are using the enterprise version of the browser. For users of the release update channel version of Firefox, PaperThin will attempt to address any post-release incompatibilities as hotfixes.

NOTE: When using Chrome for authoring, the Rich Text Editor (RTE) cut-and-paste operations require PaperThin's Chrome Extension. When not installed, CommonSpot automatically prompts users to download and install on first use. Clipboard functions become active after browser restart. To avoid the interruption this may cause, contributors using Chrome should create a sample instance of cut-and-paste in the RTE to invoke the download in advance of using the clipboard for actual content creation.

Also note that authoring in Safari restricts cut-and-paste to right-click operations, affecting the RTE toolbar and keyboard shortcuts.

Both Chrome and Safari require a third-party extension (like xml tree for Chrome) to correctly display XML. If you are using either of these browsers for authoring, download the appropriate extension to view XML for CommonSpot Elements.

See the *CommonSpot Contributor's Reference* for details.

Railo Support

This release of CommonSpot now supports the open source CFML engine, Railo 3.3.2. To download Railo please visit <http://www.getrailo.org/index.cfm/download/>

See the *Winter 2012 Installation Guide* for instructions specific to installing CommonSpot on the Railo platform.

NOTE: This release does not support replication for Railo installations.

ADF 1.5.1 and ADF 1.5.2 Support

This release of CommonSpot supports the latest version of the PaperThin Application Development Framework, version 1.5.1. Shortly after this release, version 1.5.2 will be released and it too will be supported.

Updated API

The “command” API includes new methods and components. For details, see “[What's New in this Release of CommonSpot](#)” in the *Command API Reference* accessible from the CommonSpot Help menu.

Performance Improvements

The Winter 2012 Release includes the following features for optimizing cache management and improving overall performance:

Site Performance Options

A new Site Performance Option 5 disables automatic cache rebuilding, enabling custom rebuild cache options (as described for *Scheduled Jobs* below) to better manage the performance impact of cache processing in heavy authoring environments.

Scheduled Jobs

A new Rebuild Cache Saved Search job allows for selectively rebuilding cache for a set of pages defined through saved search parameters. This allows administrators to design a cache rebuild strategy based on custom metadata of pages. See “Scheduled Job Properties – Rebuild Cache Saved Search” in the *Administrator's Reference* for details.

Options to Limit the Number of Subsites Returned

You can now constrain the number of child subsites retrieved for page indexes and custom page or image searches. Use this feature to reduce the complexity of filter criteria and improve page or search performance. For details, see the description of “custom search criteria” for Find, Find – Advanced Search and other modules that use search components in the *CommonSpot Elements Reference* and the *CommonSpot Contributor’s Reference*.

Build Cache Files

Changes to this Site Tools task or Scheduled Job improve job reliability and resource usage.

Stale Cache Monitoring

Server Tools now includes an option to view status for the Stale Cache processing queue. Use this dialog to get insight on the throughput of rebuilding stale cache in the background.

My SQL

Several CommonSpot queries were restructured to improve MySQL database performance.

Query Performance

Several indexes were added to the site content database to enhance query performance, particularly for page indexes and Custom Elements.

Page Set Improvements

This dialog now includes a Save button for keeping all changes, allowing for multiple operations before save, for more efficient page set creation and management. A new insert action icon enables one-click insertion of multiple page set members, for easier reordering of pages within the page set.

Scheduled Jobs

This latest release improves the ability to run scheduled jobs in secure environments.

Style Sheet Members Improvements

This dialog now auto-saves changes to style sheet set order and provides a click and drag interface for reordering, as well as a new insert action icon for one-click insertion of multiple style sheet sets. A new Save button displays when selecting Other from the 'Class to use on Body tag' option list.

New Insert Link Options

Users can now use Quick, Advanced, or Saved Search options when creating or modifying links.

New Results per Page Option for Search Forms and Search Results Elements

Both search forms and search results elements now include an *all* option, which sets the maximum number of results per page to 50,000.

Improvements to User/Group Management

- You can now create a New Company/Organization from within the User Contact Information Dialog.
- Manage Companies and Manage Organizations dialogs now include search filters for more easily locating individual companies or organizations.

Logging Improvements

File errors are now logged separately from other errors, for better log readability and file size management. Review file errors in `/commonspot/logs/{date-prefix}.{siteName}.file-errors.log`.

Alternate location for commonspot-data

This release adds support for an alternate way to specify the location of the `/commonspot-data` directory. See the *Shared Database Configuration Guide* for details.

“Classic” Template Gallery View

This release includes the classic Template Gallery “Listing” view, provided in previous releases, with preview icons for each template.

Rich Text Editor Authoring Improvements

Lightboxes containing the Rich Text Editor now open with initial width of 900px width and 520px height.

UNIX Permissions

To enable both group and application access to servervars.cfm on Linux and Solaris platforms, this release assigns 644 permissions for this file.

Notable Bug Fixes

This release fixes issues with:

Administrator Module

Underscores were not accepted in server aliases resulting in errors when clicking on My CommonSpot in the entrance tab.

Authentication

Logging into a Shared Database Read-Only Production Server produced a “required context: 'Authoring' ” error.

Caching

- After resolving rendering errors during cache rebuild, CommonSpot served expired cache files.
- "Cache dynamic content" options set at the template or subsite level did not work if no time limit was set at the page level.
- PK violation errors were reported when two servers (in a shared database cluster) attempted to save the same cache file.

Change Owner

Link ownership did not change after ownership of a page was reassigned.

Custom Elements

- Under certain circumstances, links to Custom Element viewer pages were malformed.
- In certain cases, users with admin permissions for Custom Elements could not view them in the Element Gallery.
- Users with edit permissions for Custom Elements were incorrectly denied access.
- When no browser types were selected in Subsite Admin for cache creation, CommonSpot built empty cache for Custom Elements, producing unexpected results.
- Exporting or importing a Custom Element using a custom field type from the ADF did not properly report that you should install the ADF.

Data Migration

In some combinations of Oracle instances, the validation step of the data migration tool failed, even though data migration succeeded.

Datasheets

- Under some conditions, upgrading from 5.1.1 to 6.2 resulted in missing Datasheet elements.
- CommonSpot incorrectly handled blank column headers and duplicate column labels, reporting errors when columns with blank headers were reordered or when header text was duplicated. The `saveColumnOrder` method of the `DatasheetElement` API component now expects actual column names, instead of an array of header labels. The latest release of the *CommonSpot API Reference* specifically documents this update.
- Under certain conditions, Datasheet column labels were missing.
- You could not reset checkbox values for Datasheet edit modules within Custom Elements and simple forms.
- Alphabetical links within Datasheets pointed to the wrong subsite after a moving the page with the datasheet to a new subsite.

- Updating a Custom Element via a Datasheet edit action failed for fields of type image with the error "you no longer have a lock on the requested item."
- Exporting data from datasheets did not correctly render special characters.

Facet Navigation Element

- Subsite restrictions defined for page indexes bound to this element were not honored.
- Attempting to change the definition of a registered URL produced an "invalid argument" error.

Find Images – Search Results

The vertical scroll bar did not display in this dialog for small and large image views.

Formatted Text Block

A closing HTML tag (/html) was incorrectly inserted at the point where the empty text block should be.

Image Upload

On sites with Oracle databases, uploading images with uppercase file extensions failed (*image_name.jpg* was accepted, but *image_name.JPG* was rejected).

Installation

Customers installing a new Read-Only Production Server in a Shared Database Environment reported failures.

LinkBar Element

When the LinkBar Element included a link to an external site, the Open in a New Window setting did not display as enabled on reopening the dialog.

Logging

Error logs included a large number of entries for the message "handle-in-list was called with an empty list."

"Cache status... not updated – cache is still marked invalid" errors appeared frequently in logs

Page Creation

Setting then clearing an expiration date with a redirect URL prevented Create Page from completing.

Page Index Elements

- In configurations with one or more virtual root sites, URLs for uploaded documents displayed incorrectly in Page Index Elements.
- Copying pages using custom metadata as a filter displayed new pages but not the original in Page Indexes.
- A null pointer exception error occurred when permissions were checked for Custom Element usage, resulting in corrupt page indexes on the ROPS.

Page Metadata

Metadata form data bound to a template did not display for that template.

Page Sets

- Under certain conditions, Page Set Members displayed out of order in the Edit Page Set Contents dialog.
- Drag-and-drop positioning did not work correctly when the number of entries made the selection area scrollable.

Performance

Under certain conditions, locking errors were reported for servers under heavy “read” load after upgrading to release 6.2.

Pop-up Menus

In isolated circumstances, editing pop-up menus results in loss of menu and simple form definitions.

Query by Example

- QBE elements bound to a metadata form and submitted to a page index returned an error.
- Submitting criteria in a query by example element returned no results from a Custom Element.
- Selecting Apply Query by Example Filter Criteria did not stick when used with a Custom Element that included filtering criteria

Referring Pages Dialog

The lightbox referenced “undefined” instead of the page title.

Render Handlers

Under certain circumstances “DebugMode not defined in Session” errors were logged.

Replication

- When setting up a new scheduled replication, clicking *Save* appeared not to work.
- Authoring servers in replication environments did not display the full set of site tools.
- Replication failed for sites with high page counts and large numbers of form submissions.
- Problems building cache for a “virtual root” site when Page Index order was modified caused replication failure.

Restart

Errors occur after a ColdFusion restart if CommonSpot does not have 'read' access to the registry.

Rich Text Editor

- Increasing the height of a formatted text block in the RTE did not result in a height change on output.
- Formatted text blocks contained in local Custom Elements produced CSS issues when text blocks were empty on submit.
- For sites configured to treat .htm files as ColdFusion files, the Rich Text Editor Inspector panel did not highlight selected objects.
- When updating images in the RTE using IE, the Properties Inspector did not highlight the image tag resulting in the selected image not displaying in the Image Properties preview.
- Updating an image element inside a formatted text block also updated all other single image elements containing that image on that page.

Security

- Null pointer errors occurred for users attempting to access Custom Elements without explicit permissions.
- ColdFusion 9 installations can now use the HTTPOnly attribute for session cookies (CFID, CFToken, and JSessionID).

Server Administration

To provide better tracking for email error reports, site IDs now display with site name in the Admin center panel.

Scheduled Jobs

- Scheduled jobs failed to run when created by users who were members of a large number of groups.
- Scheduled jobs incorrectly reported the status "initializing" for tasks in a running state or that terminated unexpectedly.
- Occasional locking errors occurred when checking background job status.

Shared Cache

Content did not render from cache when cache-sharing was enabled for shared-database configurations.

Shared Database

- In shared-database configurations with one or more read-only servers offline, updates to server-level files (such as servervars.cfm) were not processed correctly once the read-only server came back online.
- The Synchronize Content utilities used incorrect timestamps to copy files, resulting in subsequent sync operations repeatedly copying changed files.

Simple Forms

Errors occurred when viewing or editing a simple form element based on a Custom Element definition.

Site Administration

- The file format .xlsx is now indexable by default.
- Changing the category of an element did not update the category in subsequent report listings. The Element Gallery correctly displayed the updated category.

Site Migration

The Site Migration utility failed when run on a root site (path was "/").

Subsite Creation

For 6.2 customers, New SubsiteID values were not being passed to the after-create-site.cfm file. Instead, the variable was passed, resulting in emails containing newSubsiteID in place of the ID number of the new subsite.

Subsite Administration

- Clicking the image link in the Subsite Administration Statistics produced unexpected results.
- The Actions column width in the Subsite Administration dialog was not wide enough to display the delete icon when the dialog contained a long list of subsites.

SQL Queries

XML publication queries containing an OR argument in the advanced filter caused a database crash.

Taxonomy

- Attempts to open and edit a published taxonomy resulted in a system hang. CommonSpot now updates Taxonomy data in advance of editing sessions.
- When using the CommonSpot expression builder to pass in a comma-delimited list of taxonomy term IDs, the page index element did not return records as expected.
- Under certain circumstances, adding a taxonomy field to a Custom Element generated a ColdFusion error.

Upgrade

- Small memory leaks during the 6.2 upgrade process may have caused upgrade failure for large sites or small JVM configurations.
- A "null pointer exception" error occurred during upgrade for certain configurations.

- SQL Server installations upgrading to 6.2 reported system hangs due to extremely slow database server response.
- Improved keyword processing in Schema Upgrade. Upgrade now detects keyword records for non-existent pages or subsites. This prevents an error resulting from ColdFusion attempts to de-reference a structure for missing keyword record information.
- Oracle customers with more than 1000 subsites reported schema update/keyword conversion errors when upgrading from CommonSpot 5.1.
- After upgrade to 6.2, sites with a large number of subsites experienced occasional lock errors (CS_SiteX_Update, where X is a site ID) after ColdFusion restart.
- Upgrading from a pre-6.1 database was allowed to proceed with pending file system updates. In order to avoid errors after the upgrade, these pending updates must now be completed before the upgrade can proceed.

Style Sheets

CommonSpot did not update subsite-specific styles when pages were moved.

Upload Files and External documents

- File system URLs entered for uploaded documents (such as file:///c:/public/test.txt) were not accepted as valid for sites upgrading from 4.6 to 6.2.
- Sites reported occasional PK Violation errors when editing permissions for uploaded documents.

User Administration

- Using the Undelete feature after changing the user login name generated a ColdFusion error. You can no longer change Profile or User Information for users marked for deletion.
- Group membership records for deleted users were not removed.
- Editing user information records containing ampersands in the company name field reset the company name.

Utilities

Under certain circumstances, internal errors were either not reported correctly (or at all) for CommonSpot dashboard actions.

XML

Under certain circumstances, a pending "?XML=1" to a CommonSpot URL on pages containing one or more dynamic elements caused dynamic elements to disappear and produced XML errors on re-entering the "?XML=1" request.