

TECHNICAL DOCUMENTATION 

TROUBLESHOOTING GUIDE

CROWNPEAK CMS

February 2012

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INTRODUCTION

This document provides you with important procedures for troubleshooting and reporting problems you encounter with the CMS. The strategy for dealing with issues involves three steps:

1. Identify the type of issue

Before looking for a resolution, it is critical to identify if you are dealing with an overall system performance issue or if it is a problem within the application itself.

2. Try some common quick fixes

In some cases, there are common fixes to problems that you can apply yourself. In the interest of finding a resolution as quickly as possible, you should determine if these procedures will work for you.

3. Report the problem to CrownPeak

The reporting procedures described in this document were designed by the CrownPeak Professional Services team to provide you with the fastest and most efficient response possible.

IDENTIFYING THE TYPE OF ISSUE

Before you can effectively troubleshoot or report a problem, it is important to know if the issue originates in the CMS application or somewhere in the overall system environment.

APPLICATION ISSUES

There are generally three kinds of issues you might encounter that are related to the CMS application itself:

- **Publishing:** A problem with the published site may involve a broken link, a missing document, or a malformed page. A publishing problem will be limited to your Web site—it will NOT be evident in the CMS.
- **Template:** A template problem will show up in the input form or the CMS preview mode, and is usually related to a mal-formed page – something missing, a layout problem, or the design has a problem. If a page was published while the problem exists, then you may also see the issue on the live Web site.
- **CMS Bug:** These issues are problems with the CMS itself, menus not working, login problems etc.

PERFORMANCE ISSUES

Sometimes the CMS seems to be working as expected, but the processing time seems excessively slow. Indications of system performance issues include:

- Slow page rendering
- Pages not completing

TROUBLESHOOTING TIPS

To troubleshoot CMS application issues:

- Try clearing your IE cache and starting a new browser window.
- For a missing link on the published pages, try redeploying the page and any index that links to that page.

To identify system or network issues:

- Try some other Web sites that have big pages to see if you are having overall network issues.
- Try it on someone else's machine in your office.
- Try it from home.
- Try the browser and connection tests at [http://advantage\[n\].crownpeak.com/advantage/cpt_test/test.html](http://advantage[n].crownpeak.com/advantage/cpt_test/test.html) (use advantage7, advantage8, etc., pertaining to your account).
 - 1 Try the JavaScript tests and latency tests once or twice, and the bandwidth test a few times.
 - 2 Click on the e-mail link at the lower left to send the results to CrownPeak support. Add some info in the e-mail about who you are, and the problems you are experiencing.
- If you have system support, you can have them check your CPU load, and a trace route to the CMS.

CONTACTING CROWNPEAK

If you are unable to troubleshoot a problem yourself, you should contact CrownPeak. The CrownPeak Professional Services team is committed to providing you with the technical support you need to keep your operation running smoothly.

Please see the next section, Escalation Procedures for support contact information.

When making your report, whether on the community site, through email, or via phone, please provide (or be ready to provide, in the case of a support phone call) the following information if possible:

- Is the problem in the CMS, the published site or both?
- If it is in the CMS, can you tell if it is a template issue, or a CMS issue? (See Troubleshooting Tips, above.)
- For CMS issues, **please find the CMS ID for the affected asset** if possible, or at least the path to the asset. For Site issues, send the URL. (See Finding the CMS ID, below.)
- **Send a screen grab** if possible, which is often a big help. There are many ways to capture images.
 - 1 If you are on Windows, you can press the **Print Screen** button on your keyboard to capture the whole screen, or **Alt-Print Screen** to capture the active window. Both actions copy the screenshot to your Clipboard, which you can then paste into Microsoft Word and send it along. Other programs can do this; we use a free program, MWSnap, which allows you to capture a portion of the screen using hot keys.
 - 2 On Mac OS X computers, use **Command-Shift-3** to capture the entire screen, or **Command-Shift-4** to select a part of the screen to capture. The Mac OS by default creates png graphic files on your desktop named "Picture #.png" that can be easily uploaded and sent to us as attachments to email.
- If you have more than one CMS instance, make sure to note which one is affected.

ESCALATION PROCEDURES

If you are dealing with an issue that is impacting your business operations, you can escalate the issue by using additional points of contact. The following list shows, in order, the contact steps for escalating an issue.

Note: Please allow a reasonable amount of time for a response before moving to the next step.

1. Check and post on discussion boards on our community site at <http://connect.crownpeak.com>.

2. Send e-mail to support@crowpeak.com. This e-mail will go to the whole production staff, and should be used whenever you have a support request.

In your emails to support, please:

- a. Provide a clear description of the problem or request
 - b. Provide an asset ID or asset path and name where appropriate
 - c. Provide live or stage URL(s) to example pages illustrating your issue where appropriate
 - d. Provide screen grabs as described above
 - e. **If you have multiple issues or requests, please submit them as separate emails / tickets;** please do not combine unrelated requests or issues in the same email ticket, as it makes it difficult for us to prioritize and track your issue status in our system.
3. For especially urgent requests, please call the CrownPeak main number, (310) 841-5920, and press 6 for support.
 4. **CrownPeak's Professional Services team monitors support e-mails from 6 a.m. to 6 p.m. PST every weekday (Monday – Friday).**

Note: Development services requested outside of 6 a.m. – 6 p.m. PST on weekdays and any time on weekends or holidays are billable at 200% of our normal hourly rate and are not included in any monthly “support” hours your contract may include.

- Additionally, if your support requests exceed your dedicated service hours, CrownPeak will contact you before commencing work on additional requests to get your approval and also to discuss if a change order will be necessary.

FINDING THE CMS ID

From Preview Mode:

- Use the View > Properties-General menu, or right-click and choose General Properties.

The Asset ID will be towards the bottom.

From the Folder Mode:

1. Select the Asset by clicking once on its Label (name).
2. Use the View > Properties-General menu, or right-click and choose General Properties.

The Asset ID will be towards the bottom.

If you cannot see the menus for either of these procedures, please notify your account representative.

Note: You can use the File > Goto menu with no sub-items to get to assets quickly. In the popup, use the CMS ID, or the path (even a URL from the site), and you jump directly to the asset in the General Properties View. From there you can use the View > Folder menu to see the asset in the folder view, or the View > Preview menu to preview the asset.



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