**Site Manager Workarounds:  
v7.1 Editor and Media Library issues**

**January 2013**

Following the summer upgrade to v7.1, we are aware of some bugs in Site Manager when working with the content editor and Media Library. Fixes for these are included in v7.2+ of Site Manager\*, and we will be upgrading the software this term in order to bring in these fixes. In the meantime we would like to offer you some temporary solutions.

If you need any further assistance or have any questions about these workarounds, please do not hesitate to contact the Helpdesk at [webcms@admin.ox.ac.uk](file:///C:\Documents%20and%20Settings\Rm\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\A537229X\webcms@admin.ox.ac.uk).

\* Items 2 and 4 are resolved in v7.2, items 1 and 3 is awaiting a future product update

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| 1. **Error**: Problem inserting media documents / PDFs from the Media Library | |
| **Description** | Links to media documents are sometimes broken on the live web site even though they work in preview |
| **Cause** | The identity reference (id) of the media item is not being inserted into the link by TinyMCE, and sometimes other code required to display links correctly is missing. |
| **Solution** | **New Solution**  Before inserting a media item: Right click at the place you wish to insert the media item and if present in the pop-up menu select the “unlink“option. You will then be able to insert the media as normal. This work around has so far proved reliable and doesn’t result in the “iterative” approach of the previous work around below.  When editing a media link it is advised to remove the media item and any link text associated with it before following above procedure.  **Old Solution**  In the editor, right-click on the link and select ‘remove media’. This will remove the link to the media item. Use the Insert Media button to re-insert the media link. Approve the content and the link should be fixed on the live site following the next publish. If the link is still broken after this, repeat the above steps; problems are almost certainly resolved by this iteration. |

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| 2. **Error**: Media history error / error while loading items from the Media Library | |
| **Description** | While inserting media items, Site Manager prompts with an error dialog box: ‘Media History not found’. |
| **Cause** | User clicks the select button for a media item too quickly before the ‘Usage’ tab has loaded. |
| **Solution** | Once clicked on a media item in the media library, wait for a few seconds and let the window fully load before clicking ‘Select’. |

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| 3. **Error**: Error with image Alt Tag | |
| **Description** | The ‘alt’ attribute is not output with the image tag. (nb. this attribute is not normally used, but is an accessibility feature used by screenreaders.) |
| **Cause** | Alt text is taken from the Description information given when adding an image to the media library. The issue occurs only with variants of original images. If the image used on the webpage is a variant, than alt text is not output. |
| **Solution** | 1. Consider if using the original image is possible.  2. Download the variant and upload it again as a new image, and use that one instead. |

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| 4. **Error**: Problem inserting media document / PDF / text next to an image | |
| **Description** | When a media document, PDF or piece of text is added next to an image on the right-hand side, this is not output in preview or on the live website. In some cases, two images display but not the other content. |
| **Cause** | The TinyMCE editor adds an extra span tag around the code for the image and the other content is then incorrectly loaded within this tag. This creates invalid HTML which the browser cannot render. |
| **Solution** | 1. Place the cursor just before the text or media item and press ENTER to put this onto a new line. Then place the cursor immediately in front of the image and press BACKSPACE to move the image to the line above. Now press ENTER again to move the image back to the line below. (This will remove the redundant span tag.) Place the cursor in front of the text or media item and press BACKSPACE to bring it onto the same line as the image. Preview the page to confirm correct rendering and save this Update.  2. Alternatively, if the above method proves difficult to apply, try inserting a table and add the image in one table cell and the media item / PDF / text in another. The table border will act as a separator preventing the content being loaded into the image span. |

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| 5. **Error**: Problem inserting media document / PDF into a ordered (numbered) or un-ordered (bullet) list. | |
| **Description** | When adding media items to ordered and unordered list the HTML generated gets "broken" and the media items all end up being the same item. |
| **Cause** | The TinyMCE editor adds the bullets inside the span tag that describes the first media item so when the content is saved all the media items become the same item. |
| **Solution** | To create a list of documents in a bulleted or numbered list put each document in a new paragraph (line) as with the existing advice.  Once done to add these documents to a bulleted or numbered list, highlight them, then click the required list button. |

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| 6. **Error**: Problem changing the link text of a document. | |
| **Description** | When a document with a long title is added to a content item it is sometimes required to change link text to a more succinct title. |
| **Cause** | An error occurs when following the process to change the media title. |
| **Solution** | A workaround for this problem is to upload the file to media library again with exactly the same filename and in the same media category, providing the alternative title as the “name”.   This will result in two entries in the media library pointing to the same file.  Assuming the filename hasn’t changed it will only be necessary to update one entry in the media library when updates to the document are uploaded. This will update all entries using that file in same category.  If the filename has changed then each entry will need to be updated. |

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| 7. **Error**: Slow performance of browser when approving content. | |
| **Description** | When approving content the browser runs slowly and is occasionally unresponsive. |
| **Cause** | Due to the large amount content on the approval list page the web browser uses up a lot of resource to render the page. |
| **Solution** | When approving use a different browser (or instance) to your usual browser. For example internet explorer. This will mean only the browser you are using for approval will potentially run slowly and your main browser will be un-affected. |