From: Judd, Peter

Sent: Monday, July 22, 2013 3:59 PM

To: <>

Subject: Methode Live Update #49: How To Avoid Tansa Crashes;

Restore Disappearing Summaries; Searching and Purging (Stuff you need to know)

Hi all,

THE Mysterious Case of the Disappearing Topic Summary has been revealed as a Methode sleight of hand.

Now you see it, now you don't, but watch now as I extract the recalcitrant summary from behind your left ear!

Methode Live Update #49 shows everyone how to perform the Methode "jiggle" and bring those summaries back to life.

We also have an excellent tip on how to avoid Tansa crashes and dig deeper into searching purged folders for missing stories. (Sorry, everyone needs to understand this one!)

Now read on…

For any Méthode technical issues, in the first instance Call 13 MY IT then press "2" (Please report any WMéthode failures ASAP)

(* These updates give plain English advice on common issues, changes to procedures, software updates and lessons from users in the live system.

Please read carefully, discuss with your teams and distribute to others that need to know.)

WHAT YOU NEED TO KNOW

WHAT YOU NEED TO DO

HOW YOU DO IT

1. THE TEXT OF MY SUMMARY IN THE TOPIC HAS DISAPPEARED: The good news is that it's still there, just sometimes it doesn't draw correctly. This bug occurred after last week's upgrade.

Jiggle the expand and minimise buttons on the Topic.

 (I have it on good authority that jiggle is a technical term.)

Step 1: Expand the topic by clicking on the '+' next to the topic name

Step 2: Minimise the topic by clicking on the '-' next to the topic name – the summary will appear.

Step 3: Double click in the Summary and add to the summary (can be just a single character) >>>

Step 4: Save the topic / topic plan

The summary will display from then on.

2. TANSA IS CRASHING METHODE WHEN RUNNING A SPELLCHECK ON A STORY FROM THE PRINT CHANNEL: A Tansa spellcheck on a story sometimes causes Méthode to crash in the print channel.

This will happen when the spell check is launched from outside the text. Eg. After skimming through

Make sure your cursor is inside the body of the story that is being spellchecked before clicking the Tansa button

Always click into the body of your story before hitting the Tansa button

This prevents crashing.

3. METHODE SEARCH HASN'T FOUND MY STORY. BUT I KNOW IT'S THERE BECAUSE I'M READING IT IN THE PAPER: This is likely to be a story that has entered the Purged state after print publication.

The purge process starts on both the Channel None and all Channel Copies immediately after a story has been published on a print edition. Purging is driven from print publication, not web publication.

Note: It is entirely possible for a story to enter the purged folders by the actions of another masthead. For example, a network Taste story in Channel None enters the Purged status after its Adelaide Advertiser channel copy is published.

A default Methode search will fail to locate the story.

Users should include Purged folders in a Methode search when trying to find a story that may have been published.

Always include Purged folders when trying to find a story that may have been published in print.

Step 1: Open a Methode search query.

Step 2: Tick the Purged older location in the Archives list.

Cheers,

Peter Judd

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On 22/07/2013, at 6:11 PM, "Atkins, Dennis" wrote:

Why send out notices that no one who has a rational brain can understand?

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On 22/07/2013, at 6:14 PM, "Akerman, Piers" > wrote:

Did anyone with any editorial experience put Methode through the same scrutiny given to Atex and Cyber before it was purchased?

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On 22/07/2013, at 8:14 PM, "Syvret, Paul" < > wrote:

I have no idea. I rarely attempt to read the updates as I don't speak that sub dialect of incomprehensible technobabble mumble-fuck.

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From: McVay, Sue

Sent: Monday, 22 July 2013 8:42 PM

To: Syvret, Paul

Cc: <>

Subject: Re: Methode Live Update #49: How To Avoid Tansa Crashes; Restore Disappearing Summaries; Searching and Purging (Stuff you need to know)

That's enough I think chaps!

Mind your manners and your language.

Sue

Sent from my iPad

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On 22/07/2013, at 11:18 PM, "Savage, Rod" < > wrote:

Dear me. This from someone who describes themselves as a "cat whisperer" on Twitter.

It's only technobabble if you don't attempt to understand it. I'd recommend reading the updates and absorbing them and if you don't understand, ask. It is not being too dramatic to say our collective future depends on collective understanding and enthusiasm.

I wholeheartedly trust the journalistic pedigree of Peter Judd and the huge team of excellent journos who have led and contributed to this program. It is setting a global benchmark.

Please get on board. Rod

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From: Akerman, Piers

Sent: Tuesday, July 23, 2013 2:51 AM

To: McVay, Sue; Syvret, Paul

Cc: <>

Subject: RE: Methode Live Update #49: How To Avoid Tansa Crashes; Restore Disappearing Summaries; Searching and Purging (Stuff you need to know)

Thank you for the handy reminder on etiquette but what about the issue?

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Unnecessarily catty, aren't we?