
FREQUENTLY

ASKED



QUESTIONS



California
TECHNOLOGY AGENCY
Office of Technology Services

This document contains Frequently Asked Questions (FAQs) about the URSUS Content Management System (CMS). If you can't find the answer to your question here, please [contact us](#).

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About URSUS CMS

What is URSUS CMS?

URSUS is a web-based CMS used to create, edit, organize, manage, and publish an organization's information on the web. URSUS provides CMS functionality based upon the award-winning California State template. Read more on the [About URSUS](#) page.

Can I view a demo?

You can schedule a demo of URSUS by contacting your [Account Manager](#).

What other agencies use this CMS?

URSUS customers are listed on the [Featured Customers](#) page.

How can I receive additional training?

Contact your [Account Manager](#).

Using URSUS CMS

How do I get started?

Contact your [Account Manager](#).

What are the system requirements?

Windows XP, Vista or 2007. Browsers supported are Internet Explorer 8 or higher, FireFox 3.5 or higher, Google Chrome 13 or higher.

What templates are available?

Three templates are available, 2007 Fluid, 2009 Hero Shot, and 2010 Fixed. You can view these templates on [WebTools](#).

What is a sandbox site? How do I request one?

A sandbox site is an online environment in which code or content changes can be tested without affecting the original system. New features and modules are demonstrated best in a sandbox. You can request a sandbox site by contacting the OTech Service Desk and submitting a Work Order with the request. You will need to supply the names and email addresses of the users you want added. **Note:** There's up to a 30-day timeframe from which the sandbox site is assigned.

Can I add a database in URSUS?

URSUS supports Google Fusion Tables. Please contact your [Account Manager](#) for more information or a demonstration. [Commission on Judicial Performance](#) is using Google Fusion Tables for their decisions search. **Note:** The customer is responsible for backing up their database after OTech develops and trains on how to use the feature.

What are code snippets?

Code snippets are pieces of HTML code that are available in the content editor. The code snippets make it easy for a user to add containers and other special features without knowing how to code HTML. It is dropped in the content of the page and the only update is usually the images. The code snippets are based on the “Extras” that can be downloaded on [WebTools](#).

How do I update a document/file?

To update a current document with the same file name:

- Make sure you name the new document the same as the old document
- Go to the “Document Manager” within the Content Editor
- Browse to the URSUS folder where the old document is located
- Select the **Upload** icon
- Browse to your new document on your computer
- Select the “**Overwrite if file exists?**” checkbox
- Select **Upload** button. The new file will overwrite the old file.

Does URSUS support Google Site Search and Google Analytics?

Yes, URSUS supports Google Site Search as the search solution for URSUS sites.

Yes, URSUS supports Google Analytics as the web statistics tool for URSUS sites. Urchin site statistics are no longer used at OTech. To implement these features on URSUS, you will need your account ids. If you don’t have one, contact the OTech Service Desk and open a Remedy Work Order to request the service. Learn more about the search service on [WebTools](#).

How do I add an xml file to my site?

Upload the xml file in the Document Manager. You can create an xml file folder and add the file there. You can use this xml file to add to [Feedburner](#) for other options to improve communication with your audience. You can also use [Rssinclude.com](#) to create a widget to embed your feed into your URSUS webpage using the iframe option.

Where do I add a RSS Feed?

You **cannot** create a RSS Feed from URSUS but you can add information for an existing feed. To add RSS feed information to your URSUS site:

- Go to the page in your authoring site you want the feed to relate to (e.g., Home, News, Calendar)
- From the “Admin Panel”, select **Manage RSS Feeds**
- Enter the “Title” of your feed
- Enter the “URL” of your feed. If your feed will be an xml file in URSUS, enter the file path of that URL. If your feed is hosted on Feedburner or other feed software, enter the URL from that service.
- Select **Apply Changes**
- Select **View Page**. Now you will see the orange RSS Feed icon in the upper right of your browser indicating there is a RSS Feed for that page.

Can I embed a Calendar in my webpage?

Yes, Google Calendar is a working feature in URSUS. All you need is the iframe code to copy and add it to the content page you want the calendar. Usually there is an “Embed this Calendar” option within the calendar properties, which provides the code for you.

Can I archive a page for later use?

No, URSUS does not archive or have versioning control. You can unpublish the page. The unpublish feature will leave the page on your authoring site but removes it from production.

Does URSUS support a folder structure for web pages?

No, URSUS does not support a folder structure for web pages.

Can I rename the webpage file extension “.htm” to “.html” or “.asp”?

No, the webpages are flat files. That’s why it’s important when creating file names. **Note:** Do not use spaces in file names; use underscores.

What is the granularity of Security?

There are two roles assigned to customers Managing Editor and Editor. URSUS does not allow permissions to specific folders.

For more information on the roles, please read the Managing Editor and Editor Manuals under the “[Resources](#)” tab.

What is an Email Token or Token GUID?

This is the value that is created to replace an email address within the Sample Form Code Snippets in URSUS. You can access the feature under Edit My Site tab and selecting the Email List link. More information is in the [Sample Form Code Snippets Update](#).

Can I revoke immediate access to site users?

Yes, as a Managing Editor, this can be done by going to the Edit Users tab and selecting User/Site Manager.

2010 State Template

How do I access the 2010 State Template in URSUS?

Contact the OTech Service Desk at 916-464-4311 or Service.Desk@state.ca.gov to open a Remedy Work Order requesting activation of the 2010 State Template on your URSUS site.

Do I need a Service Request (SR) to convert my 2007 site to the 2010 template?

An SR is needed only if you would like to request consulting services from the Web Consulting Unit. A site assessment and cost estimate will need to be done. Contact your [Account Manager](#) for more information. If you will be converting the site yourself, no SR is needed.

What color schemes are available?

You can view the five different color schemes on [WebTools](#).

Can I convert all my 2007 pages to the 2010 State Template at the same time?

No, it is recommended that you create a 2010 Master Page and apply the master to one of the small pages on your site to see how your site fits within the 2010 template. **Do not** change the current master page called “Master” that is available in your “Master Page List”. Use the interactive reference forms under the “[Resources](#)” tab to save and/or print, so you have each master page documented. You can create a “Master Pages” folder in your document manager.

Assess your site and the information architecture (current tabs and navigation) to see what would need to be moved and where to move it. After assessing your site, then start converting the site pages one by one. Do not publish your site during the conversion.

How do I add a master page to my content page?

Please read the [Inheritance Tutorial](#).

How do I know what block areas are in my master page?

Go to the “Master Page List” and select the master page. Under the “Admin Panel”, select “Master Page Details”. It is recommended that you use the interactive reference forms provided under the “[Resources](#)” tab to save and/or print, so you have each master page documented. You can create a “Master Pages” folder in your document manager.

How do I add the big rotating pictures above the ribbon as featured on Ca.gov?

Ca.gov is using a Flash movie on the site. You would need a Flash developer to create the images for you. You could also use JavaScript. If you don't have the resources to create the code or images, you could use a static image instead. The dimension of the

image is 936 x 285 pixels. If you would like to use OTech resources to create a static image, contact the OTech Service Desk at 916-464-4311 or Service.Desk@state.ca.gov to open a Remedy Work Order requesting consulting services. You must have a consulting SR to request work.

Can I add additional information in the mega drop-down navigation area under my links?

No, that feature is not available in URSUS. The mega drop-down only allows links not content or images.

How do I add a mini carousel for social networking?

Add the mini carousel by using the code snippet feature. To access the code snippets,

- Go to the “Edit Content & Navigation” Panel
- Select “Main Content” or “Banners” area
- Select the “Code Snippets” icon  in the toolbar
- Select **Mini Carousel**. Once the carousel is on the page you can update the images and links.

How do I add the “Connect With Us” title in front of the mini carousel?

Add a <h2> header tag with the “style” attribute code in front of the mini carousel.

Example: <h2 style="float: left">Connect With Us</h2>

How do I get the brown curve at the bottom of the page?

The brown curve is produced by adding links to the “Option Curve Footer Nav” area under the “Edit Header & Footer” panel. URSUS only allows links not content or images.

Will my Site Settings override my master page?

No, the master page will override the site settings. The page details settings will override the site settings and the master page settings. You can either inherit the settings or override them.

If you apply a master page to a content page, you don’t inherit the default settings. It is using the master page settings.

How do I create images for the slideshow?

The slideshow images can be downloaded from [WebTools](#). The image files are available in .psd (PhotoShop), .ai (Illustrator), and .eps formats.

How do I apply the yellow ribbon with the image?

Add a 936x285 pixels image in the “Image” area under the “Edit Content & Navigation” panel and apply the mega drop-down navigation style for that page.

How do I apply the blue curve image effect?

Download the blue curve image from [WebTools](#). The image file is available in .psd, .ai, and .eps formats. After creating the image, add it to the “Gov/Blue Curve” area under the “Edit Content & Navigation” panel. After the image is added, add the following “style” attribute to your tag.

Example:

How do I add the weather widget?

The weather widget is not compatible with URSUS.

Troubleshooting

Who do I contact for support?

For Technical Support and Content help, contact the OTech Service Desk at 916-464-4311 or Service.Desk@state.ca.gov to open a Remedy Work Order. If your site is down and not accessible to the public, open a Remedy Incident Ticket with the Service Desk.

I can't see the main content on my page after applying a master page. What happened?

If you have created content on a page within the editor, and it does not show when you preview that page, look at the "Page Details" to see what master page is affecting the page. Working backwards, check the page specific master page and if need be, the site's master page, and see what blocks are checked. Most likely, the main master content block #2 was selected.

I get an error message, Err #10, when I try to delete a master page I created. What is wrong?

You are trying to delete a master page that is associated with a child page. If you no longer need this master, reference all associated internal pages and remove the master page from those pages, then you can delete the master page that's no longer needed.

I just updated a page or link but I still see the old information. What is wrong?

Refresh your browser first. If this does not work, then [clear your browser's cache](#).

I want to change the styles on my site, but I can't download the custom.css file. What do I do?

Contact the OTech Service Desk at 916-464-4311 or Service.Desk@state.ca.gov to open a Remedy Work Order for Web Services requesting your custom.css file. If you would like the Web Consulting Unit to add the style code to your file, please put that in the request.

My page is locked and I receive an Error in block="x" message. What do I do?

If your page is locked, please follow the instructions on the Fix Block Error page that you receive. You have the option of going back into the content area and fixing the problem without losing the code or click the Fix Block button which will delete ALL content from that area (bad and good code) and you can start over from scratch. If you are still having problems, please contact the OTech Service Desk at 916-464-4311 Service.Desk@state.ca.gov to open a Remedy Incident ticket.

I added an anchor tag and hyperlink on my page but the hyperlink doesn't work. What is wrong?

- Highlight the text you want to link
- Select the “Hyperlink Manager” icon  in the toolbar
- In the “URL” field enter # and the name of the hyperlink (e.g., #2011)
- Click **OK**
- Go to “HTML” view to manually correct the link
- Find the text in HTML view with the hyperlink you just created.

```
<li><a  
href="https://cms.portal.ca.gov/xxxx/ContentEdit.aspx?b=2&amp;p=3650&amp;rp  
=3650#2011">2011</a></li>
```

Changes to make:

- Change “Content” to “Site”
- Delete text between the “?” and the last “p”

New URL

```
<li><a href="https://cms.portal.ca.gov/xxxx/SiteEdit.aspx?p=3650#2011">2011</a></li>
```

I forgot my password. How do I reset?

- From the CMS Main Home Page, below the login information, enter your User Name and click the **Submit** button.
- You will be ask to input an answer to the security question you previously selected under your Profile (Edit Users > Edit My Profile). Once successfully answered, a temporary password will be emailed to you. Login using the temporary password. Please be sure to assign your own new password under your Profile. If you are still having problems, please contact the OTech Service Desk at 916-464-4311 Service.Desk@state.ca.gov to open a Remedy Incident ticket.