

Appendix D: Troubleshooting and FAQs

TROUBLESHOOTING

I marked an article for deletion by accident

It is easy to accidentally mark an article for deletion. It is also easy to undo the deletion!

How you did it (relax it's very easy to do)

1. Opened the article. Did not select <Edit>.
2. Pressed <Delete>.
3. Closed the article, either by clicking <Cancel> or by closing the window tab.
4. Your article has been marked with a cross.

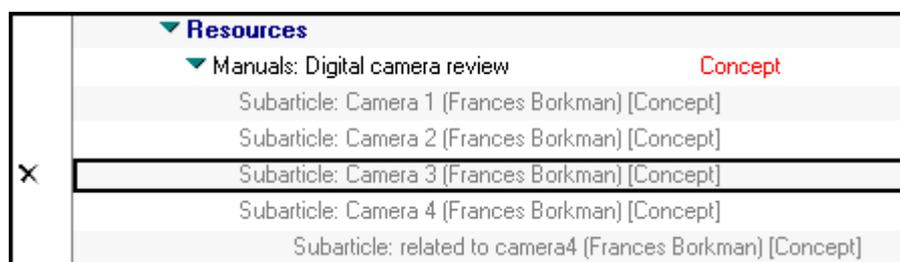


Figure 234: Article marked for deletion is indicated with a cross.

How to undelete it (this is also easy)

Do one of the following:

1. Select the **Edit** menu (at the top of your screen). Select *Undo Delete* OR
2. Press <Ctrl>+z.

I really did delete an article

You need to contact your System Administrator as quickly as possible. If your deletion is replicated your article may need to be restored from backup versions of your database.

It's always best to change the Copy status to Cancelled instead of deleting an article.  see [section 15.2: Cancelling an Article](#) for more information.

I want to print a view, but cannot get the Print View or Print Documents dialogue boxes to display

Some views require you to select a document before selecting print. You tell edDesk to print the entire view when the dialogue box is displayed.

1. Click once on any article listed in the view. The **Print View** dialogue box opens.
2. What to Print – Click on *Selected view*.

3. Click on the **Page Setup** tab.
4. Orientation – Click on *Landscape*.
5. Click <OK> to print, or <Preview...> to have a preview and check that your print settings are correct.

FREQUENTLY ASKED QUESTIONS

Why are Volume and Issue fields pre-filled in my new article?

If you have an article selected in the content view then added a new article, the Volume and Number fields in the new article are pre-filled with the information from the article you had selected.

In the diagram below the selected article is dated 07/31/2004 (that is, 31 July 2004) – or Volume 2004, Number 7.

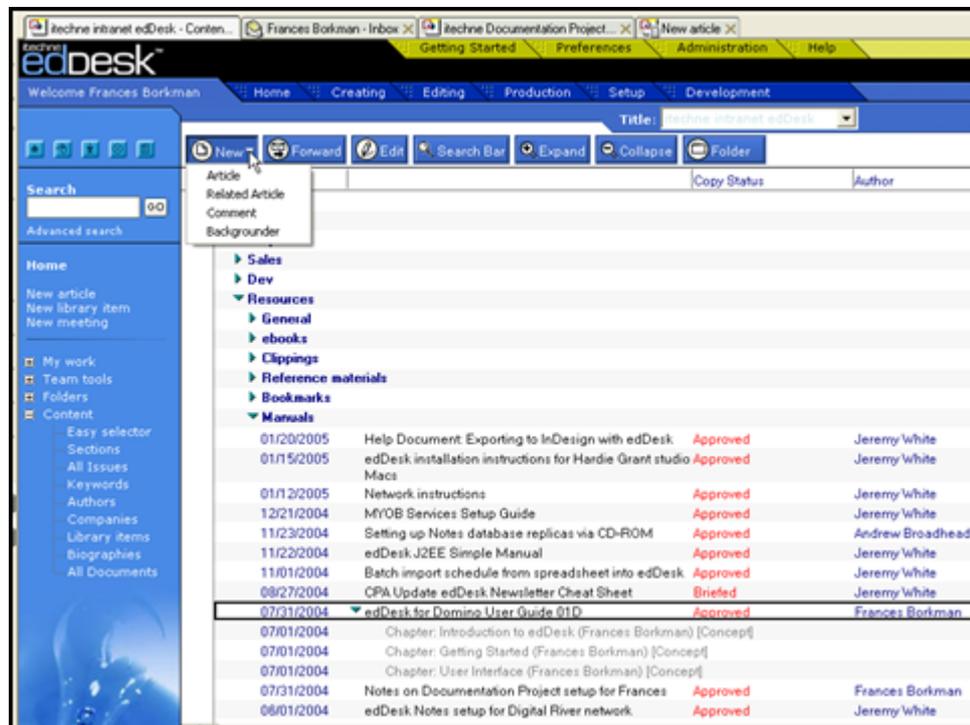


Figure 235: Article selected from Content > Sections

If you select the *New* menu and then *Article* you will find that your new article has the Volume and Number fields pre-filled with the same information as for the article you had selected.

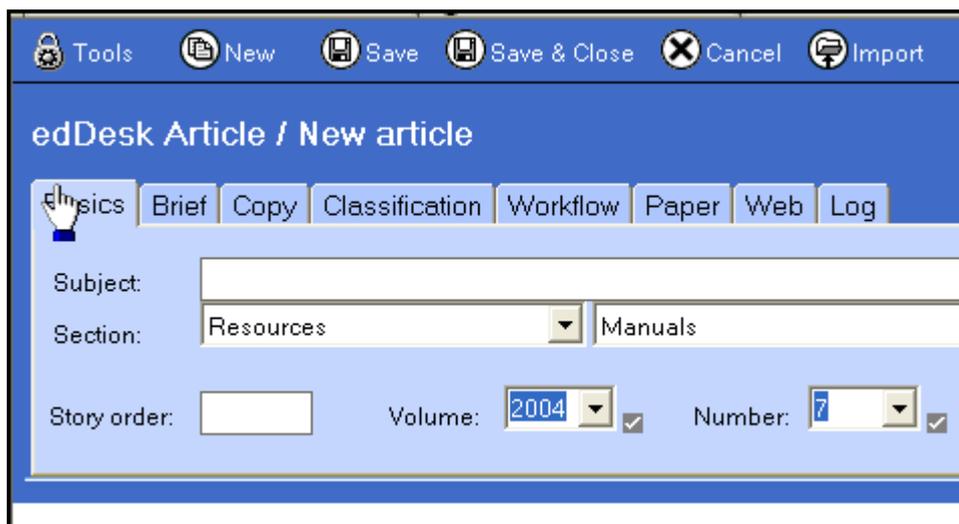


Figure 236: Pre-filled Volume and Number fields taken from selected article in Figure 10 above

Important Note:

If you use the Content view and are briefing out a lot of material you must remember that your new articles inherit characteristics from the selected article in your view.

After you have briefed out your new article, edDesk takes you back to your content view and any new article automatically inherits the Volume and Number from the selected article.

Remember that you may need to update these fields with the correct information for the particular new article you are creating.

How do I create a link from a small image on my webpage to a larger (or better quality) image, preferably opening in a new window.?

11. Be in the article you want to have the images available in.
12. Add the small image to the article, in the position in which you want it to display on the posted webpage.
13. Click on **Attachments and resource files** (this is at the bottom of your article). This section expands.

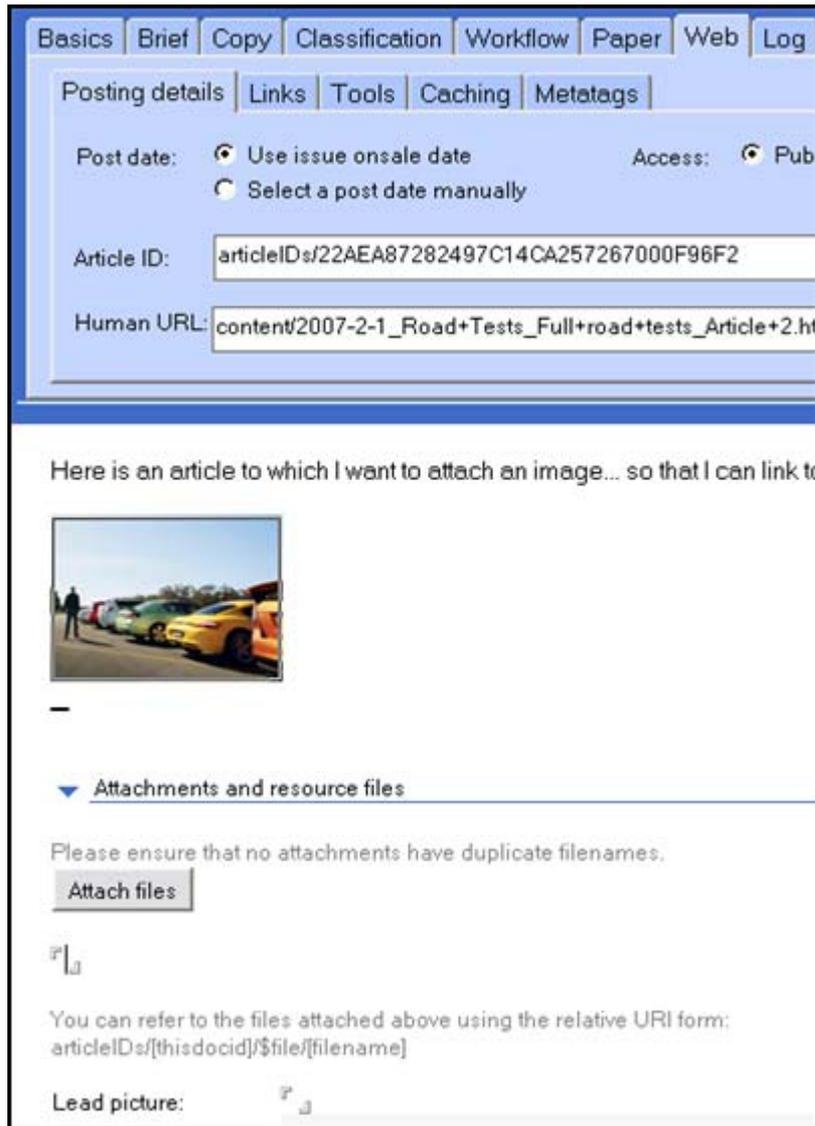


Figure 237: Expanded Attachments and resource files section of the article

14. Click on the <Attach files> button.
15. The **Create Attachments** dialogue box displays. Locate the image you want to link to.
16. Double-click on the image. It is now added to the article (in the Attachments and resource files section).
17. Click once on the small image.
18. Select *Add Hotspot (shape)*.
19. Choose a shape that fits with the area you want to make a hotspot. If you want to select an irregular area then select *Add Hotspot Polygon*.
20. Position your cursor where you want your hotspot to be then drag your mouse to make the hotspot the required size.
21. The **Hotspot** properties dialogue box opens. There are a couple of fields that you need to complete:
 - Type: leave this as URL

- **Value:** This must be in the format
articleIDs/[thisdocid]/\$file/[filename]

WHERE

[thisdocid] is the article ID and
[filename] is the filename of the image.

Important

The square brackets just indicate that variable information goes here - make sure that you don't put them in your value field.

- **Type:** enter `_new` . This opens the linked image in a new browser window.

To get the article ID:

3. Go to the **web** tab.
4. Copy the contents of the **Article ID** field.

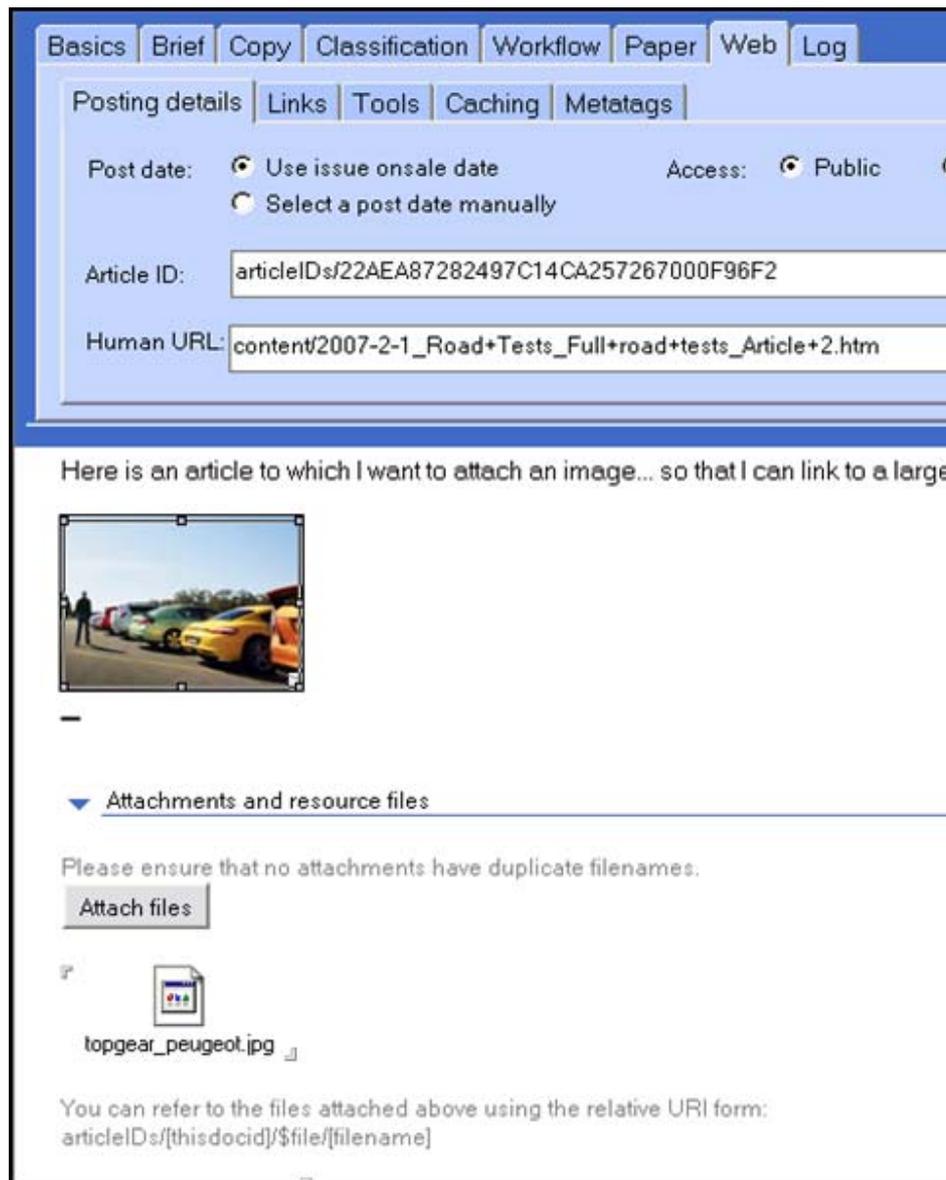
About the images used in this screen capture

Figure 238: Image in body of article, with Attach files listing image linked to by a hotspot set in the body image.

This article has an image in the body of the article. It also has an attached file `topgear_peugeot.jpg`.

A hotspot was created around the image in the body of the article. The hotspot properties Value field contains the following:

```
articleIDs/22AEA87282497C14CA257267000F96F2/$file/
topgear_peugeot.jpg
```

WHERE

`22AEA87282497C14CA257267000F96F2` is the articleID (from the **web** tab) AND

`topgear_peugeot.jpg` is the name of the attached file.

How do I make the text in an article larger, so it's easier to see when I'm editing?

1. Open the article and go into **Edit** mode.
2. Select all the text in the body of the article.
3. Press <Ctrl>+K. The **Text properties** dialogue box opens at the font **a** tab.

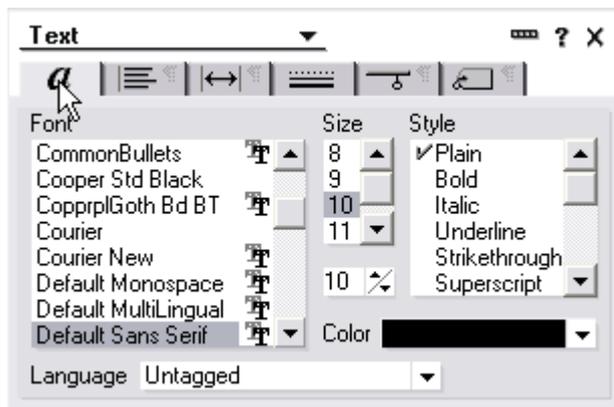


Figure 239: Text properties dialogue box

4. Select the font size as required.
5. Click on the close icon.

I prefer to use my keyboard where possible. Are there any keyboard shortcuts?

There are many keyboard shortcuts. The most useful when you are in an article are listed below. They are grouped into Macintosh and PC shortcuts.

Macintosh users

You must be in Edit mode before using the shortcuts.

Press	To do this
COMMAND+B	Bold selected text
COMMAND+E	Toggles between Edit and Read modes
COMMAND+F	Find text and replace
COMMAND+G	Find next word when "Find text and replace" starts
COMMAND+I	Italicize selected text
COMMAND+J	Format paragraphs (alignment, spacing, etc.)
COMMAND+K	Format text (font, size, color, etc.)
COMMAND+R	Show/Hide ruler
COMMAND+T	Change text style to default (color changes only if the text style is from a Paragraph Style)
COMMAND+U	Underline selected text
F1	Undo last action
F7	Indent first line in paragraph
F8	Indent entire paragraph
F9	Refresh current document (in Edit mode), view, or workspace
F11	Cycle through paragraph styles (defined in the Paragraph Styles tab in Text Properties)
SHIFT+COMMAND+L	Insert page break
SHIFT+F7	Outdent first line in paragraph
SHIFT+F8	Outdent entire paragraph

PC users

You must be in Edit mode to use these shortcuts.

Press	To do this
CTRL+B	Bold selected text
CTRL+E	Put document in either Read or Edit mode
CTRL+F	Find text and replace
CTRL+G	Find next word when "Find text and replace" starts
CTRL+I	Italicize selected text
CTRL+J	Format paragraphs (alignment, spacing, etc.)
CTRL+K	Format text (font, size, color, etc.)
CTRL+R	Show/Hide ruler
CTRL+T	Change text style to default (color changes only if the text style was applied using a Paragraph Style)
CTRL+U	Underline selected text
CTRL+Z	Undo last action
F2	Enlarge selected text to next available point size
F7	Indent first line in paragraph
F8	Indent entire paragraph
F9	Refresh current document (in Edit mode), view, or workspace
F11	Cycle through paragraph styles (defined in the Paragraph Styles tab in Text Properties)
SHIFT+CTRL+L	Insert page break
SHIFT+F2	Reduce selected text to next available point size
SHIFT+F7	Outdent first line in a paragraph
SHIFT+F8	Outdent entire paragraph