ENPS RELEASE NOTICE

IDENTIFIER: Version 6.0

DATE: October 18, 2011

DESCRIPTION:

This is an update to ENPS social media components, versioned 6.00.0050 from October 2011 as explained below. Other ENPS core components have not changed from the previous 6.00.0048 release. Use of social media components requires use of ENPS client version 6.00.0046 or later, and the most recent version is 6.00.0048, while other unchanged elements retain earlier version/build numbers. Download access is available to registered system administrators via a private website.

NEW FEATURES

1. In addition to publishing content to your newsroom's Twitter feed, it is now possible to publish content, including media, to your newsroom's Facebook page.

   Setup

   To enable users to publish to your newsroom's Facebook page, you will need to first install the ENPS Internet Output add-in (available on the ENPS 6.x download site) on all workstations where you want this functionality available. If you have been previously using ENPS to publish content to Twitter, the same installer will upgrade your current plug-in to include the new functionality. You must install this as an administrator; if installing on a Windows 7 workstation, right-click on the installer and choose "Run as Administrator."

   Note: An updated G_LANGEN file is also included in the download package and will need to be placed on your ENPS Central Server in the ...\COMMON\G_SUPPORT folder.

   Next, launch ENPS, go to the fourth folder rover, choose System Maintenance, and then click on the Internet Output Accounts table. Enter the details for your Facebook account(s) as follows:

   Service ID: The account name for the Facebook page – if your page name includes spaces, omit them here
   Service Type: FACEBOOK (enter as shown for all accounts)
   Username: The account name for the Facebook page, including any spaces that exist in your page name
   Password: Leave this blank for the moment.
   Log Server: Name of the ENPS server to which the account's history logs will be written

   You will now need to authorize Facebook to allow ENPS outbound access to each account.

   First, start by giving yourself publishing rights in ENPS for each account you created. Synchronize your server with your central server, restart your client and go to System Maintenance-->Staff.

Scroll right in the Staff table to the Internet Accounts column. Click in this column for your user ID and check each account you just created. Save the changes, shut down your ENPS client and synchronize your server one more time.

Restart your ENPS client, click the rover on the messaging icon, and choose Social Media. Click on your Facebook page in the list on the left and type your first update into the message box, then click Share.

A Facebook login page will appear in the lower-half of the control, noting that you may need to display the control full-screen within ENPS to better see this page. Log in using an account authorized to manage your Facebook page (this account must have at least a basic Facebook profile configured). Follow the prompts and affirm you want to give your ENPS system authorization to publish to your Facebook page. A pop-up window will appear with an authorization token that needs to be copied into the Password field in the Internet Output Accounts table. Save the table, shut down your client, synchronize your server one more time, and restart your ENPS client.

Note: The security token will remain valid even if your Facebook password changes, so you need not repeat the above process if you do decide to change your password at some point.

Now you can assign Facebook publishing rights to other users. On the fourth folder rover, go to System Maintenance-->Staff. Scroll right in the Staff table to the Internet Accounts column. Click in this column for a specific user to assign their publishing rights. Only users specifically permissioned to publish to a particular page will be allowed to do so.

Use

To start publishing content to Facebook, click the rover on the messaging icon and choose Social Media. Note, the menu option will not appear if the add-in is not installed on the workstation or if the current ENPS user is not permissioned to publish to any outbound feeds.

Select the name of the feed to which you wish to publish. Both Twitter and Facebook accounts, if configured, will show up in the same list.

In the Status window, click the type your update in the message box. A counter in the upper-right corner of the window shows how many characters you have typed. The counter will begin to turn red the more you type and begin flashing when you hit the 420-character limit. If you exceed 420 characters, the Share button will automatically be disabled.

If you want to publish a link on your page, select the Link tab below the Status box and enter the URL.

If you want to publish media to your page, you can either use a MOS item reference from an ENPS story or navigate to a file stored somewhere on your computer or your network.

To upload using a MOS item, simply drag a MOS item containing proxy references from an ENPS story to the Links/Media section of the control. If there is only a single proxy reference, that media will be automatically selected for upload. If there is more than one proxy reference, you will be prompted to choose which proxy to upload.

To upload a file stored locally on your computer or on your network, use the Attach button on the Media tab to navigate to the file you wish to publish.

Hitting the Share button will upload your content to Facebook. If you select a video to upload, you will be prompted to add an optional title for the video.

To upload a still image, you must have first uploaded a photo directly via your Facebook page. This creates your "Wall Album" to which all still images from ENPS will be sent.

Due to Facebook limitations, you may include either a link or a single piece of media, but not both. If you enter a link and wish to instead publish media, or vice versa, you will first have to clear the current selection. If an uploaded video file is too large or runs too long, Facebook may not display your update. Please refer to Facebook's support pages for current information on video limitations.

If a URL is entered in the Status field, and no Link or Media is selected, the URL will be treated as it if it were also entered on the Link tab. If more than one URL is included in the Status field, only the first one will be treated as it if it were also entered on the Link tab.

The History box shows the most recent messages published to the selected feed along with who sent them and when. The date/time display is localized to the ENPS workstation's time zone and regional date/time format.

Text labels in the add-in window can also be localized via settings in the ENPS language files.

Social Media history files are stored on the server specified in the Internet Output Accounts table in the ..\COMMON\INTERNETOUT folder. The default log file size is 32k, and, when a log file exceeds this size, the oldest content in the file automatically rolls over into another file. By default, the system will track 99 log files per account. Both the log file size and number of log files kept can be modified by adding the following settings to the Global Configuration table:

InternetOutLogFiles: Number of log files to keep (1-999, default=99)
InternetOutLogSize: Maximum size of each file, in bytes (1024-65536, default=32768)

If Facebook returns any errors during the upload process, these will be logged to the file SocialMedia.log located at C:\Documents and Settings\All Users\ENPS (XP) or C:\ProgramData\ENPS (Windows 7).

CHANGES

1. It is no longer possible to enter text into the InternetOutput add-in without first selecting an account to which to publish. (9330)

2. Previously, long account names may have been truncated in the account list. This was corrected. (9334)