How Software AG built up its Online Communities with OpenCms

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Module 1
Software AG & componio GmbH at a glance
Software AG at a glance

- Revenue over €1 billion
- Global Leader for Process & Integration Solutions
- 10,000 of enterprise & public customers
- Over 5,600 employees worldwide
  - 3,500 services consultants
  - 850 R&D staff
- Offices in 70+ countries
- Software AG Foundation
componio GmbH

- Math.ceil(5600*10^{-3})+1 = 7 Employees
- Located in Darmstadt, Germany
- Web-Centric Software Development
  - Knowledge Management
  - Social Media
  - Information Portals
- OpenCms development since 2005
Module 2
Software AG Communities
Why Communities?

Software AG

- Impacting prospect decision-making
- Reduced support cost
- Customer retention
  - Skills argument
  - Innovation
- Improve perception
- Extended marketing channel
- Meet customer demand

Customer

- Benefit from best practices
- Collaborate with peers
- All-In-One information portal
- Stay up to date on latest product releases
- Skills building
- Developer productivity
  - Knowledge base
  - Code samples
Community Websites - http://communities.softwareag.com

- Promotions
  - product news
  - Webinars
  - Events
- Latest forum posts viewable inside web page
- Key Resources
  - Wiki Articles
  - Code Samples
  - Videos
  - Documentation
  - Free Downloads
  - TECHniques Customer newsletter
Ask a question and find an answer from an expert. Find out what users discussed most

- 100+ discussion forums
- List of most discussed & popular topics as well as top contributors
- RSS updates & email notifications
- Sharing content
Community wiki:
Find out the benefits of upgrading to different versions of Adabas and Natural and even more interesting articles in the community wiki

New Natural code sample section
Code samples integrated with NaturalONE development environment
• submit code samples yourself
• easily search the code samples library
Today's Agenda

- An own Theme Engine to automatically adapt page structures and layouts (components, color coding, etc ...)
- Enhanced error handling, to better react to problems on the page or parts of the page, using e-mail notification
- Code Samples with IDE integration
- Community Event Management with MS Exchange integration
- Integration with a Single Sign On (SSO) system
- OpenBlog - A Blog module for OpenCms
- Useful backend extensions
Module 3
An own theme engine to automatically adapt page structures and layouts
Why a Theme Engine

• Share documents across different sub sites with different layouts.
  ▪ Content is maintained only once, even if the page exists with different layouts.
  ▪ Different themes can be applied to different „siblings“ of the same object.
• Save time, when you have layout changes (simply create a new theme)
• Single objects are not physically involved.
  ▪ Themes are linked to folders by default.
  ▪ Themes linked to a folder apply to all elements in that folder as well as to all subfolders and all elements in subfolders.
  ▪ Themes can be assigned to single files on an individual base.
• Zero Maintenance
  ▪ No need to assign a theme to an object at creation time.
  ▪ No need to do any changes, when changing the layout of a page. Theme changes automatically when objects are moved to other folders.
Theme Engine - Big Picture
Theme Engine - Sample 1
Theme Engine - Sample 2
Module 4
Enhanced error handling
Enhanced Error Handling

- Avoid time consuming search for the log entries of interest for you and be notified automatically.
- Define different notifications for different folders.
  - Customize the error message shown to users for any folder you like.
  - Use Regular Expressions for customization.
  - Define as many recipients as you like for notification mails.
- Be notified immediately and not at the moment, when you analyze the log file. This may be too late.
- Be also notified on mail capable mobile devices like Blackberrys and other Smartphones.
- Automatically attach log file to notification mails (planned).
Enhanced Error Handling - Big Picture

We are sorry, but the page you were looking for reported a server error. Please visit http://communities.softwareag.com and choose your preferred Community site. If you have any questions, please email technologycommunity@softwareag.com.

We will be pleased to help you.
Enhanced Error Handling - Sample Output

An error occurred while processing the resource
Server Error 500
Internal Server Error

The call of the URL "/ecosystem/communities/public/index.html" produced the following error:
java.lang.ArithmeticException: / by zero

No stacktrace available!

We are sorry, but the page you were looking for reported a server error.
Please visit http://communities.softwareag.com and choose your preferred Community site.
If you have any questions, please email: technologycommunity@softwareag.com

We will be pleased to help you.
Module 5
Code Samples with IDE integration
What are Code Samples?

• Code snippets available for common use on the Internet
  ▪ Registered community users can contribute their own code snippets.
  ▪ Registered community users can modify code snippets.
  ▪ Everyone can view and download code snippets.

• Directly usable in own applications.

• Code snippets are available as HTML pages.

• Code within the snippets can be downloaded separately and used directly.

• Separate detailed description available for each code snippet.
What are Code Samples?
What are Code Samples?
What are Code Samples?

Description:
There is a significant difference between the following two statements:

READ WORK FILE 3 ONCE #GROUP (*)

READ WORK FILE 3 ONCE RECORD #GROUP (*)

The first program in this posting explains what Group Names (and Group Array Names) really are, namely abbreviations.

There is one exception to the last statement, namely the use of Group Names in a READ WORK FILE...RECORD statement.

The second and third programs in this posting explain the difference between the two statements above, namely:

READ WORK FILE 3 ONCE #GROUP (*)

READ WORK FILE 3 ONCE RECORD #GROUP (*)

Disclaimer:
Utilities and samples shown here are not official parts of the Natural products. These utilities and samples are not eligible for technical support through Software AG Customer Care. Software AG makes no guarantees pertaining to the functionality, scalability, robustness, or degree of testing of these utilities and samples. Customers are strongly advised to consider these utilities and samples as "working examples" from which they should build and test their own solutions.
Search Interface

Software AG Communities Search

Search results for query "Natural" by community:

- **Adabas Community (48)**

  26 - Improving System Performance at Newell Rubbermaid with Adabas Fastpath (19%)
  By Bruce Beaman, Senior Director of Adabas &amp; Natural Product Marketing Are you feeling CPU constraints in your SLAs to end users? Read this article to learn how Newell Rubbermaid ensured sub-second performance for even 99% of these employees working in remote locations and batch jobs running against 1 SLA. Senior Director of Adabas &amp; Natural Product Marketing Are you feeling CPU constraints in your SLAs to end users? Read this article to learn how Newell Rubbermaid ensured sub-second performance for even 99% of these employees working in remote locations and batch jobs running against the same data.

  27 - How the Adabas SOA Gateway Will Help You Support a Service-oriented Architecture
  By Bruce Beaman, Director Adabas &amp; Natural Product Marketing For many organizations, day-to-day challenges need to be addressed more immediately with tactical solutions. This article will help you act tactically while thinking strategically. Read this article How the Adabas SOA Gateway Will Help You Support a Service-oriented Architecture... By Bruce Beaman, Director Adabas &amp; Natural Product Marketing For many organizations, day-to-day challenges need to be addressed more immediately with tactical solutions. This article will help you act tactically while thinking strategically. Read this article...
Code Snippets from Developer Community

- Enter source code snippets in the Developer Community

- Source code can now be directly used by every NaturalONE developer

```plaintext
* THIS PROGRAM ACTUALLY HAS NOTHING TO DO WITH
* READ WORK FILE. HOWEVER IT DOES SHOW HOW NATURAL
* NORMALLY DEALS WITH GROUP ARRAYS.
* IN SUBSEQUENT PROGRAMS WE WILL LOOK AT THE USE OF
* GROUP ARRAYS WITH READ WORK FILE RECORD AND
* READ WORK FILE.
*
* DEFINE DATA LOCAL
1 #GROUP (3)
  2 #A (A3) INIT '<A1A','A2A','A3A'>
  2 #B (A3) INIT '<B1B','B2B','B3B'>
1 REDFNDE #GROUP
  2 #STRING (A10)
END-DEFINE
*
* INCLUDE #A
INCLUDE #A
*
WRITE 2/10 'HERE IS OUTPUT FROM #GROUP (*)'
// 10T #GROUP (*) / 10T '+'(30)
```
Code Snippets from Developer Community

- Search criteria requested via help key
- Search for source code snippets in the community
- Different search options
  - Title
  - Footer
  - Content
  - Description
Code Snippets from Developer Community

- Results shown in search view
- Select one hit for details
Code Snippets from Developer Community

• Source Code snippet shown in search view
Code Snippets from Developer Community

- Select source code to be copied
- Copy Source Code to NaturalONE editor
Module 6
Community Event Management
Community Event Management with MS Exchange integration

- Requirements:
  - individual and geographically distributed Software AG stakeholders need to manage community events
  - arbitrary event types (e.g. fair, congress, product release)
  - arbitrary calendars for individual community interest groups
  - system's physical network location (DMZ) requires OpenCms to provide storage, editing and rendering capabilities for events
Community Event Management with MS Exchange integration

- Solution:

OpenCms Calendar module
Community Event Management with MS Exchange integration

- Features:
  - colour schemes for arbitrary event types
  - visible timespan configurable (e.g. only 6 months)
  - automatic RSS-Feed aggregation
  - calendars can have POP3/IMAP accounts assigned for automatic event creation via e-mail invitation
  - easy calendar maintenance for CMS authors as standard OpenCms mechanisms apply (events are structured content items/documents)
Community Event Management with MS Exchange integration

- **Monthly View**

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*Dummy Events for OpenCms Days 2011*

*OpenCms Days 2011*

From: Mon, May 09, 2011
To: Tue, May 10, 2011
Hosted by: OpenCms Days 2011
Software AG contact: Robert Bawara

OpenCms Days 2011 - Hier wird die neue Version 8 von OpenCms vorgestellt und deren neuen Funktionen in Workshops von Experten der Alcacom Software erklärt.

For more details, click [here](#).
Community Event Management with MS Exchange integration

- Detail View
Module 7
Integration with a Single Sign On (SSO) system
Sign On Process Implementation Sample

1. Request protected resource from Application 1
2. Redirect to sign on server
3. Request credentials
4. Provide credentials
5. Check credentials
6. Approve sign on
7. Redirect back to application and provide token to the user
8. Perform request
9. Display resource to user
10. Request protected resource from Application 2
11. Display resource to the user
How to integrate JOSSO with OpenCms?

- componio's “SimSim” SSO module for OpenCms:
  - supports multiple approaches
    - JOSSO
    - NTLM
    - CAS
    - COOKIE
  - transparently embedded → no end user action required
  - OpenCms' user right management still applies
  - requires a directory connector (e.g. Alkacon OCEE)
Sample SSO OpenCms Access (simplified view)
Module 8
OpenBlog - A Blog module for OpenCms
OpenBlog ≠ WordPress
OpenBlog with OpenCms - Motivation

- OpenCms is
  - reliable
  - proven to work
  - easy to use
  - multi-user and
  - multi-language enabled
  - many features out of the box
- no additional software installation
- content authors were already acquainted with OpenCms and its capabilities
- very easy to extend
OpenBlog - Features

• arbitrary Blogs within one site
• Blog administration via OpenCms' Administration section
• offers basic Blog features such as
  ▪ chronological blog entries
  ▪ commenting
  ▪ content taxonomies (e.g. tagging)
  ▪ content syndication (e.g. RSS feeds)
  ▪ notifications
  ▪ basic SPAM prevention
• fully integrated with OpenCms' content paradigms (e.g. user rights, publishing, content editing)
OpenBlog - Widgets

- lightweight encapsulated containers
- individually configurable
- plug-in concept to enable third-party extensions
- 15+ currently available such as
  - Blogroll
  - Latest Articles
  - Latest Comments
  - Article Archive
  - Twitter/Facebook feed
  - Most Popular Articles
  - Best Rated Articles
  - Most Commented Articles
  - ...
OpenBlog - Article Editing

- structured content template
- one document per article
- standard OpenCms widgets and editors
- customizeable behaviour overwrites general settings
  - publishing
  - commenting
  - ping/trackback
Comment Editing

- structured content template
- standard OpenCms widgets and editors
- each blog article has one document associated which stores the comments
Module 9
Useful backend extensions
Many more widgets and modules

- TagCloud
- Alfresco Integration
- 5 Star Rating
- Comments with E-Mail notifications
- Message Channels (Twitter style)
- Frontend Content Contribution (upload, taxonomies, automated content review)
- Frontend document editing with WYSIWYG-Editor
- ...

...
FTP Folder - an example

- FTP Folder view as own resources
  - Storing pointer-resources instead of files in OpenCms VFS
  - Depth of folder-synchronization adjustable
  - Using as normal resources, such as physical files within OpenCms
  - Scheduled synchronization for ftp server and “FTP Folder”
- Downloading:
  1. For an anonymous ftp server, direct download possible (link)
     ftp://anonymous@ftp.server.com/folder/file.pdf
  2. For private ftp server, it is possible to download the file without knowing username and password for authentication (file-proxy)
FTP Folder - an example

- Creating a new resource (FTP Folder)
  - Defining informations as properties:
    - Server address
    - Username and password
    - Synchronization time
  - Creates automatically
    - external link structure
    - ScheduledJob
FTP Folder - an example

![FTP Folder Example](image-url)
Let's talk...

... and thank you for your attention!