



Community Server

Version 1.1.1

User's Guide



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FatWire Community Server User's Guide

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About This Guide

This guide describes FatWire Community Server, a social computing application designed to gather visitors' comments and reviews on website content. This guide begins with an overview of Community Server and its users. It continues to the process of configuring and deploying widgets on web pages, and describes methods for moderating site visitors' comments and reviews.

Who Should Use This Guide?

This guide is for Community Server administrators, moderators, and designers. It is assumed that these users have a comprehensive knowledge of their company's business needs and a basic understanding of their role in site development and management processes. All Community Server users should have a clear understanding of the content displayed on their company's websites in order to effectively moderate visitor feedback.

Administrators and designers should also have experience with the FatWire Content Server Advanced and InSite applications, and must be familiar with modifying page templates and publishing those templates to the website.

Conventions Used in This Guide

Many instructions in this guide are written as "quick steps" to provide readers with a quick reference for accessing various Community Server Admin screens. For example, the instruction for accessing the "Comments Deployment" screen reads as follows:

Select Deployment > Comments

The step above means:

Select **Deployment** in the menu bar, and then select the **Comments** option.

When features and associated operations require explanation, the steps are written in detail.

Terms and Definitions

The following terms are used throughout this guide:

- **Community widgets** refers to all added site functionality provided by Community Server:
 - Comments widget, comments summary, and links to topics
 - Reviews widget, reviews summary, top-ranked topics, and average rating
- **Community widget tag** refers to the code that defines the widget's properties, visitors' permissions to use the widget, and the system on which visitors' input will be collected and stored. Administrators and designers deploy widget tags on web pages to display the widgets to visitors.
- **Default settings** refers to a widget's saved settings. The comments and reviews widget tags' default settings can be reconfigured in the Community Server Admin "Permissions" and "Settings" screens. When these settings are saved, the tag is dynamically updated everywhere it is used.
- **Custom settings** refers to the settings of a widget tag that are configured using the tag generator in the widget's deployment screen. Custom settings are temporary values (they cannot be saved in the Community Server Admin interface). As a result, each time a widget tag's settings are customized, the tag must be redeployed on the desired web pages.
- **Deployment** refers to the process of inserting community widget tags into the desired page templates.
- **CM site** refers to the content management site where Community Server is enabled. All comments and reviews posted by site visitors are collected on this site.
- **Manual moderation** refers to the process of administrators and moderators manually approving, modifying, and/or deleting visitors' posts.
- **Auto-moderation filters** refer to the configurable filters that can be applied to assist administrators and moderators with the moderation process ("Restricted Words," "Visitor Blacklist," and "Visitor Whitelist").
- **General administrator** refers to an administrator of the entire system on which Community Server runs.
- **Site administrator** refers to a site user who has administrative permissions to an entire site and its applications, including Community Server Admin. These users have permissions to all Community Server Admin interface functions, such as configuring the appearance of community widgets, setting visitor permissions to community widgets, and deploying community widget tags on various web pages.
- **Moderator** refers to a Community Server Admin user who can configure the visitor permissions, moderation settings, and the auto-moderation filters for community widget tags. These users can also manually moderate comments and reviews that are posted to the pages on which community widget tags are deployed.
- **Designer** refers to a Community Server Admin user who can configure the default appearance of community widgets, authorize the domain on which community widget tags can be deployed, and customize a given community widget tag with temporary values. These users can also use the Content Server Advanced application to deploy community widget tags and publish the templates.

- **Site visitor** refers to any visitor of the website.
 - **Authenticated user** refers to a site visitor with credentials for logging in to the website.
 - **Anonymous user** refers to a site visitor who does not have credentials for logging in to the website.

For detailed descriptions of visitor permissions, see “[Community Server Roles and Permissions](#),” on page 14.

Chapter 1

Welcome to FatWire Community Server

This chapter introduces the FatWire Community Server application and the community widgets that you can deploy on your websites to collect visitor feedback.

This chapter contains the following sections:

- [Overview](#)
- [Deployment Options](#)
- [Community Server Roles and Permissions](#)

Overview

- You have published new content to one of your company's websites and you wish to collect feedback from site visitors.
- You and your staff want to know which site content is most popular among visitors. Using Community Server widgets, visitors are able to post comments, rate content and write reviews, and you are able to better understand your visitors' preferences.
- Your website needs a moderator and a variety of options for managing visitors' comments and reviews. With Community Server you can allow your site visitors to post comments and reviews automatically to the website, or you can monitor visitors' input before displaying it on the website.
- You want to add corporate blogs to your website. If you install the FatWire Community Server Blog Module on a content management site, it provides the site with default blog components that enable you to add blog functionality to the website.

FatWire Community Server is a social computing application that runs on the FatWire Web Experience Management (WEM) Framework. When Community Server is enabled on a content management (CM) site, it provides configurable community widget tags that can be deployed on any web pages to display comment and review widgets to visitors. Site visitors can form communities by utilizing these widgets to lead discussions, express opinions, and share experiences about specific topics on the sites. Administrators and moderators of Community Server can collect input from such communities in order to better understand visitors' preferences and adjust site content to visitors' expectations.

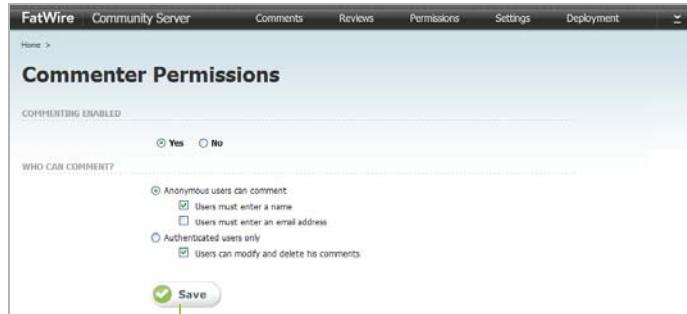
All comments and reviews posted to the website are displayed in the Community Server Admin interface where they can be manually moderated, and/or automatically moderated by the auto-moderation filters ("Restricted Words," "Visitor Blacklist," and/or "Visitor Whitelist").

[Figure 1, on page 11](#) illustrates how a default widget tag's settings are reconfigured in the Community Server Admin interface and deployed on a web page. Our example uses the comments widget tag. The other widgets are links to topics, comments summary, reviews, reviews summary, top-ranked topics, and average rating. [Figure 2, on page 13](#) presents a simplified diagram of a Community Server installation, illustrating the events that occur when you configure and deploy community widget tags.

Community Server also supports blog functionality. Integrating the FatWire Community Server Blog Module with Community Server enables your content providers to publish corporate blogs that display Community Server's comment fields and links. For more information about the blog module, see the *Community Server Blog Module: System Operations Guide*.

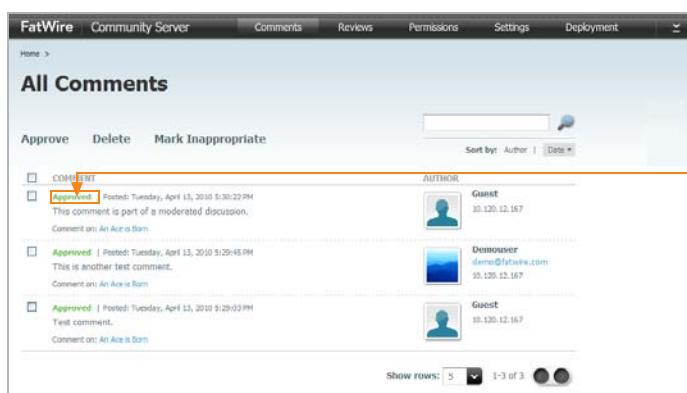
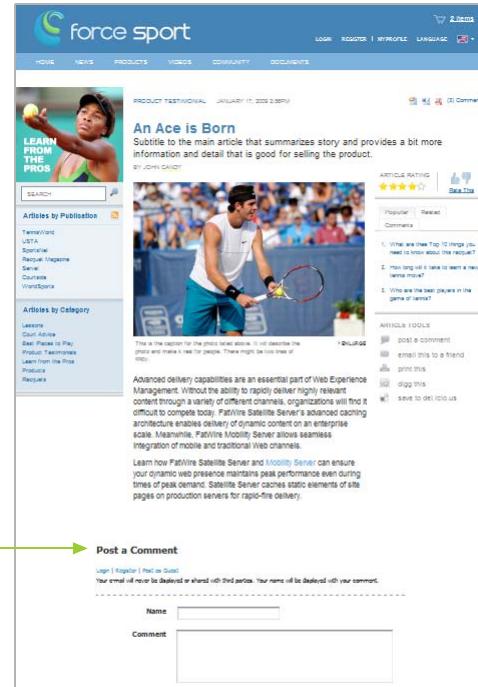
Figure 1: Overview of reconfiguring and deploying default community widget tag settings

1. Default community widget tag settings are reconfigured by using the options in Community Server's "Permissions" and "Settings" menus. Once saved, the settings are also saved to the widget's "Tag" field in its deployment screen.



2. The widget defined in the "Tag" field is displayed on web pages once the tag is deployed on those pages.

Comments widget
displayed on a web page.



3. Comments posted to the website are also displayed in Community Server's "All Comments" screen.

If moderation is enabled, then comments require approval in Community Server's "All Comments" screen. If moderation is disabled, then comments are automatically approved and displayed on the website.

A Closer Look at Widget Tags

Comments Deployment

Tag Format Site settings Custom settings

Tag

```
<div id="comments_container"></div>
<script type="text/javascript">
if(typeof cos == "undefined")
{
    var cos = {};
    cos.pageWidgets = new Array();
}
else if(typeof cos.pageWidgets == "undefined")
{
    cos.pageWidgets = new Array();
}
cos.pageWidgets.push({name:"comments", version:"0.1", attributes:{'site_id':FirstSite}, element:document.getElementById("comments_container")});
setTimeout(function(){if (((typeof fw) == "undefined") || (typeof fw.cos) == "undefined") || (typeof fw.cs.cm) == "undefined")
{
    document.getElementById("comments_container").innerHTML =
    "<div style='font-family: Tahoma, Verdana, Geneva, sans-serif; font-size: 12px; color: #333333; border: 1px solid #dbdbdb; padding-left: 2px; padding-top: 4px; height: 22px;>Sorry, commenting is unavailable right now. Please contact the site administrator.</div>";}
    ,10000);
</script>
<script type="text/javascript" charset="utf-8"
src="http://cosservice.infostoria.com.ua:80/cos-service/widgets/FirstSiteII/comments/1.0.js"></script>
```

Copy

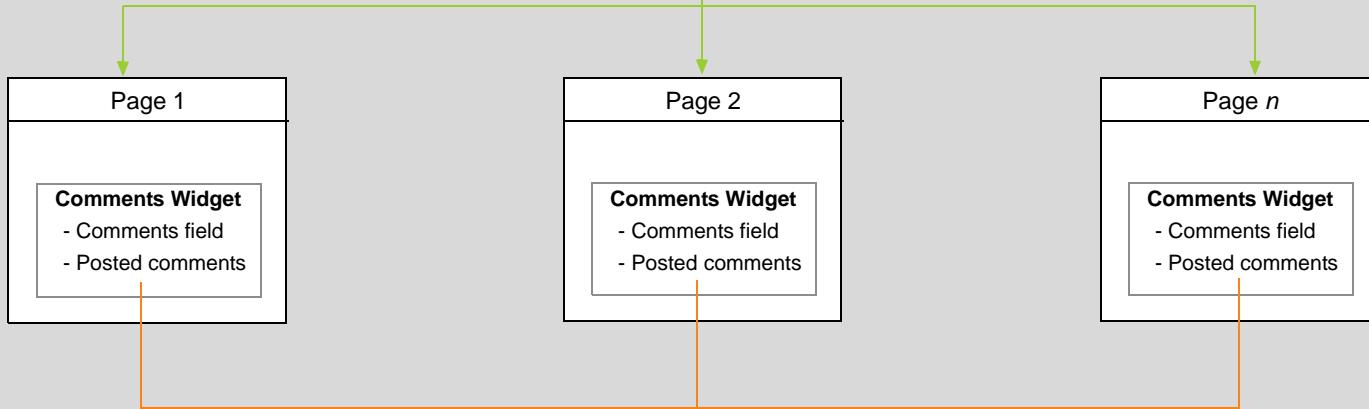
1. Each widget is defined by its own tag and each tag is associated with its own deployment screen in the Community Server Admin interface (on the site on which Community Server is enabled).

For example, the comments widget tag is located in the "Comments Deployment" screen and defines:

- The look and feel of the widget.
- The production (delivery) system, which serves the widget.
- The CM site (hosted by the production and management systems) where Community Server is enabled, which is the site where comments will be collected (see [Figure 2](#)).

Each widget tag defines similar properties. The other widgets are links to topics, comments summary, reviews, reviews summary, top-ranked topics, and average rating.

2. The widget tag can be deployed on any web pages by administrators or designers.



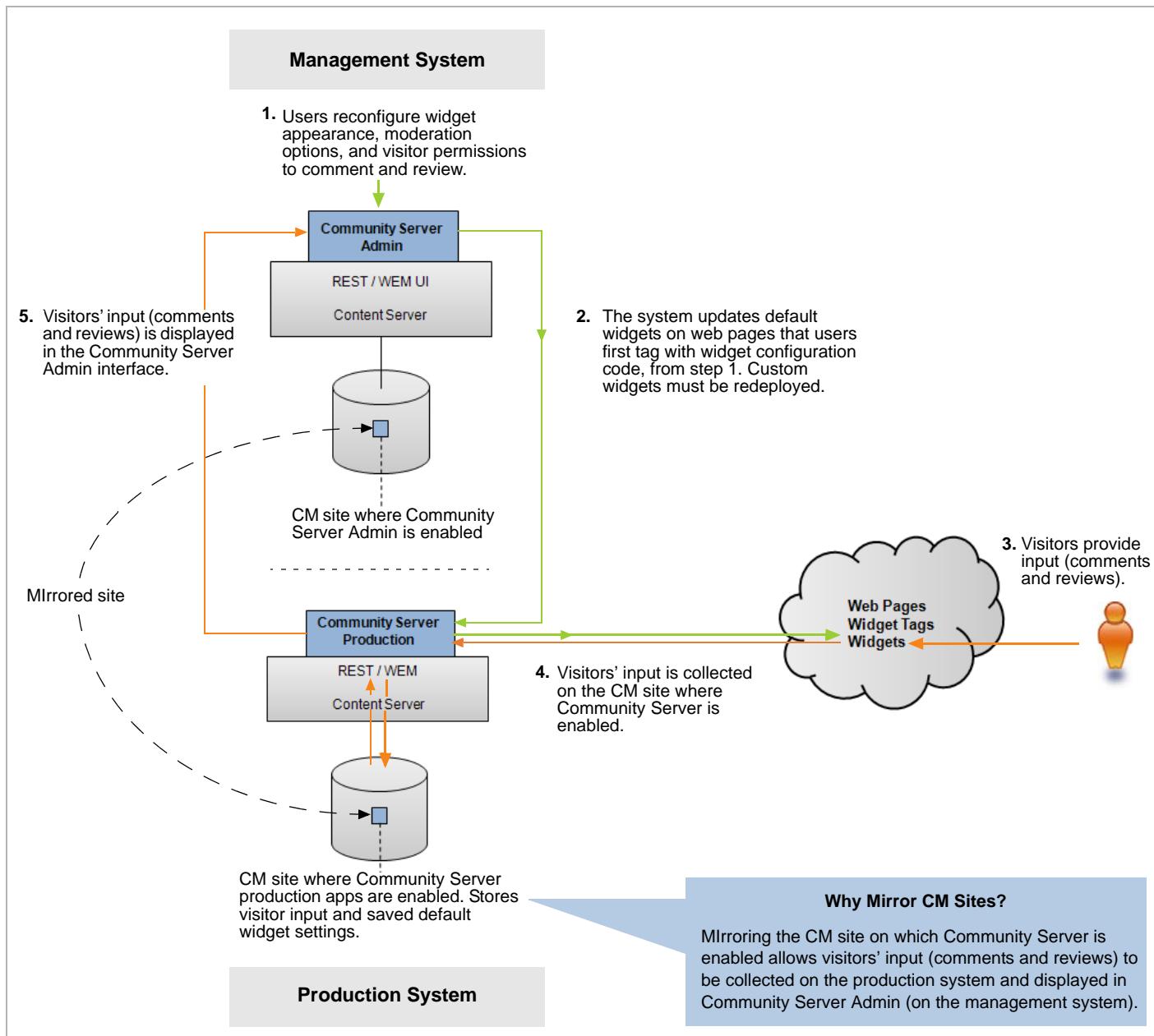
3. All visitors' comments are collected on the production CM site (defined in the widget tag) and displayed in the Community Server Admin interface, where they can be moderated (if moderation is enabled).



Deployment Options

Figure 2 illustrates the events that occur when you reconfigure and deploy community widget tags. Widget tags can be deployed with either default settings (stored on the CM site where Community Server production applications are enabled), or custom settings (temporary values configured for a given widget tag). When a default widget tag is modified and saved in the “Permissions” and “Settings” screens, the tag’s current settings are dynamically updated to the widgets on the website deployed with those settings. Because custom settings cannot be saved, configuring a tag with custom settings requires redeploying the tag on the desired web pages.

Figure 2: Community Server Process Flow

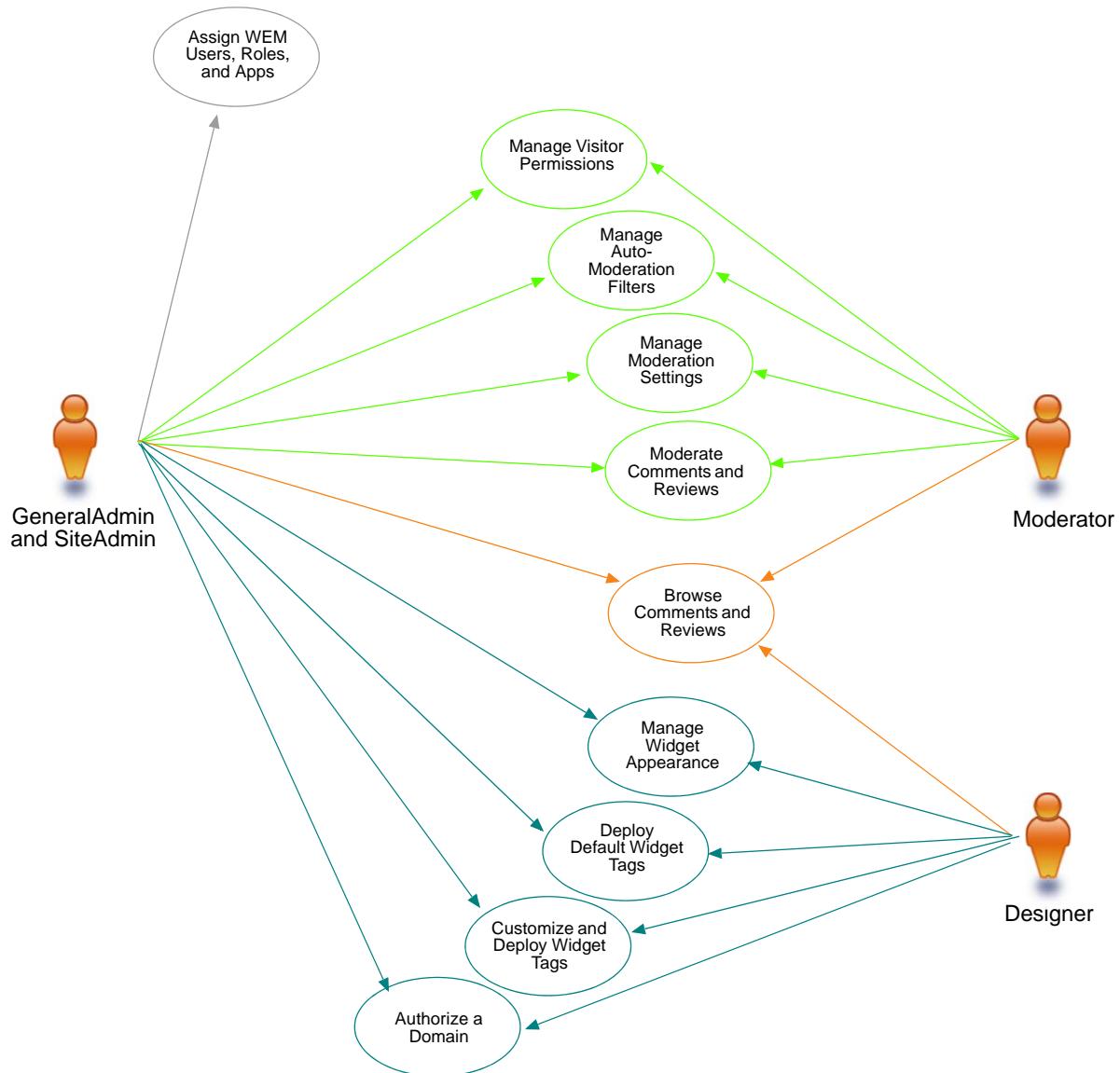


Community Server Roles and Permissions

Once the Community Server application is installed on the WEM Framework and assigned to a site, administrators of the WEM Framework can assign selected users roles to work with the application. The roles that can be assigned to users to give them permissions to Community Server Admin interface functions are GeneralAdmin, SiteAdmin, Moderator, and Designer.

Certain permissions are shared by roles. In [Figure 3](#), the color coded arrows indicate which roles share which permissions. For example, all roles share the permission to browse comments and reviews in Community Server Admin's moderation screens (as indicated by the orange arrows). For a detailed look at the permissions associated with each role, and the permissions site visitors can be assigned, see [Table 1, on page 16](#) and [Table 2, on page 17](#).

Figure 3: Community Server Roles and Permissions



When Community Server is installed, the roles `Moderator` and `Designer` are automatically created if they do not already exist.

GeneralAdmin

The `GeneralAdmin` role is a default Content Server role. Users assigned the `GeneralAdmin` role are administrators of the entire system on which Community Server runs.

SiteAdmin

The `SiteAdmin` role is a default Content Server role. Users assigned the `SiteAdmin` role have administrative permissions to an entire site and its applications, including Community Server. These users have permissions to all Community Server Admin interface functions, such as configuring the appearance of community widgets, setting visitor permissions to community widgets, and deploying community widget tags on various web pages.

Moderator

Users assigned the `Moderator` role can configure the visitor permissions, moderation settings, and the auto-moderation filters for community widget tags. These users can also manually moderate comments and reviews that are posted to the pages on which community widget tags are deployed.

Designer

Users assigned the `Designer` role can configure the default appearance of community widgets, authorize the domain on which community widget tags can be deployed, and customize a given community widget tag with temporary values. These users can also use the Content Server Advanced application to deploy community widget tags and publish the templates.

Table 1 provides an overview of the permissions users can be granted to Community Server Admin interface functions.

Table 1: Community Server Roles and Permissions

Permissions	General and Site Admin	Moderator	Designer	For More Information, See ...
Manage Visitor Permissions:				
Commenter	✓	✓		“Permissions > Commenters,” on page 30
Reviewer	✓	✓		“Permissions > Reviewers,” on page 31
Authorize a Domain	✓		✓	“Permissions > Authorized Domain,” on page 32
Manage Widget Appearance:				
Comments Widget	✓		✓	“Settings > Comments Appearance,” on page 34
Reviews Widget	✓		✓	“Settings > Reviews Appearance,” on page 36
Manage Auto-Moderation Filters:				
Restricted Words	✓	✓		“Settings > Restricted Words,” on page 38
Visitor Blacklist	✓	✓		“Settings > Visitor Blacklist,” on page 39
Visitor Whitelist	✓	✓		“Settings > Visitor Whitelist,” on page 40
Manage Moderation Settings	✓	✓		“Settings > Moderation,” on page 41
Deploy Default Widget Tags	✓		✓	“Deploying Default Settings,” on page 44
Customize and Deploy Widget Tags	✓		✓	“Configuring and Deploying Custom Widget Tags,” on page 48
Moderate Comments and Reviews	✓	✓		Chapter 6, “Moderating Comments and Reviews”

Table 2 provides an overview of the permissions site visitors can be granted on the website.

Table 2: Visitor Permissions to Community Widgets on the Website

Permissions	Authenticated User	Anonymous User	For More Information, See ...
Log in to the website	✓		“Logging in to the Site as an Authenticated User,” on page 69
Post Comments as an Authenticated Visitor	✓		“Posting Comments as an Authenticated User,” on page 70
Post Reviews as an Authenticated Visitor	✓		“Posting Reviews as an Authenticated User,” on page 71
Modify Approved Comments	✓		“Working with Comments as an Authenticated User,” on page 72
Delete Approved Comments	✓		
Modify Approved Reviews	✓		“Working with Reviews as an Authenticated User,” on page 74
Delete Approved Reviews	✓		
Post Comments and Reviews as a Guest	✓	✓	“Working with Widgets as an Anonymous User,” on page 76
Flag Inappropriate Comments and Reviews	✓	✓	“Flagging Inappropriate Posts,” on page 79
Reply to Approved Comments	✓	✓	“Replying to Posted Comments,” on page 80
View the Review Detail Menu	✓	✓	“Viewing Review Details,” on page 81

Chapter 2

Getting Started

This chapter provides instructions on logging in to Community Server Admin. The last section of this chapter provides a deployment scenario to help administrators and designers become familiar with the process of deploying community widget tags.

This chapter contains the following sections:

- [Logging In](#)
- [How Do I Deploy Community Widget Tags?](#)
- [Next Steps](#)

Logging In

The Community Server application is associated with the WEM Framework. By logging in to a site and accessing the Community Server application you allow the WEM Framework to recognize your status as an administrator, moderator, or designer and enable your permissions to Community Server Admin interface functions.

To log in to Community Server's Admin interface

1. Access the WEM Framework at the following URL:

`http://<server>:<port>/<context>/login`

where `<server>` is the host name or IP address of the server running the WEM Framework, `<port>` is the port number of the Content Server application, and `<context>` is the name of the web application that was deployed on the server.

2. Access the Community Server application by logging in to the WEM Framework.
Log in credentials are case-sensitive.

In this guide we are using the default login credentials of a general administrator:

Username: fwadmin

Password: xceladmin



3. Click **Login**.
4. If you are logging in for the first time, or logging in to a site that you have never accessed before, the following screen is rendered:

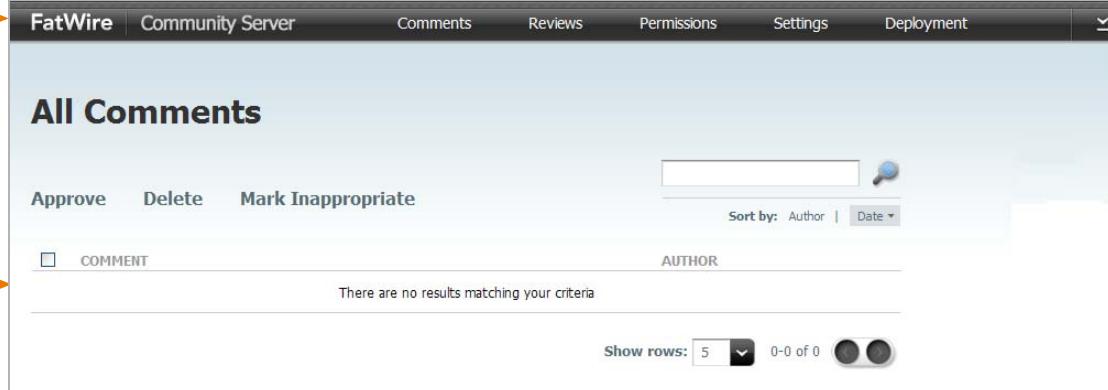


Select the site to which the Community Server application is assigned, and the **Community Server** icon.

The first screen you see is the “All Comments” screen.

If this is the first time Community Server is being used, then there will be no comments listed in the “All Comments” screen, as shown in [Figure 4](#).

Figure 4: Unpopulated Community Server “All Comments” screen



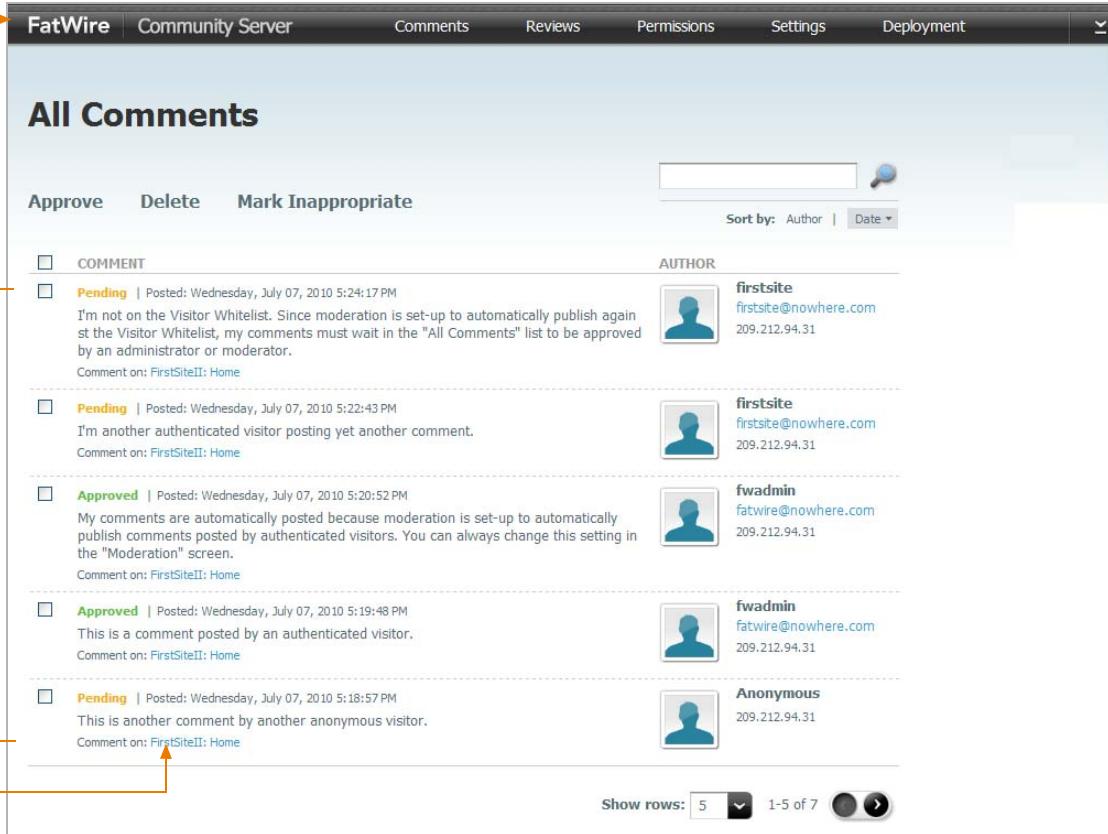
Community Server menu bar

Empty “All Comments” list

This screenshot shows the “All Comments” screen of the FatWire Community Server. The menu bar at the top includes “FatWire”, “Community Server”, and links for “Comments”, “Reviews”, “Permissions”, “Settings”, and “Deployment”. The main content area is titled “All Comments” and contains buttons for “Approve”, “Delete”, and “Mark Inappropriate”. A search bar and a “Sort by: Author | Date” dropdown are also present. The main list area is empty, displaying the message “There are no results matching your criteria”. At the bottom, there is a “Show rows: 5” dropdown and a “0-0 of 0” status indicator.

If the comments widget tag has already been configured and deployed on a web page, and site visitors have posted comments to that page, you will see those comments in the “All Comments” screen, as shown in [Figure 5](#).

Figure 5: Populated Community Server “All Comments” screen



Community Server menu bar

Approved and pending comments in “All Comments” list

Name of the web site and page asset this comment was posted to

This screenshot shows the “All Comments” screen of the FatWire Community Server with several comments listed. The menu bar and layout are identical to Figure 4. The list area shows the following comments:

- Pending** | Posted: Wednesday, July 07, 2010 5:24:17 PM
I'm not on the Visitor Whitelist. Since moderation is set-up to automatically publish again at the Visitor Whitelist, my comments must wait in the “All Comments” list to be approved by an administrator or moderator.
Comment on: [FirstSiteII: Home](#)
- Pending** | Posted: Wednesday, July 07, 2010 5:22:43 PM
I'm another authenticated visitor posting yet another comment.
Comment on: [FirstSiteII: Home](#)
- Approved** | Posted: Wednesday, July 07, 2010 5:20:52 PM
My comments are automatically posted because moderation is set-up to automatically publish comments posted by authenticated visitors. You can always change this setting in the “Moderation” screen.
Comment on: [FirstSiteII: Home](#)
- Approved** | Posted: Wednesday, July 07, 2010 5:19:48 PM
This is a comment posted by an authenticated visitor.
Comment on: [FirstSiteII: Home](#)
- Pending** | Posted: Wednesday, July 07, 2010 5:18:57 PM
This is another comment by another anonymous visitor.
Comment on: [FirstSiteII: Home](#)

Each comment includes a checkbox for “COMMENT”, the author’s name (e.g., “firstsite”, “fwadmin”, “Anonymous”), their email address, and their IP address (e.g., “209.212.94.31”). The “Show rows: 5” dropdown and “1-5 of 7” status indicator are at the bottom.

How Do I Deploy Community Widget Tags?

This scenario is for administrators and designers, and provides instructions for deploying a comments widget tag. In this scenario, Community Server is assigned to the Content Server FirstSiteII sample site. You will be deploying the comments widget tag on the site's Content_C/FSIIDetail page by inserting the tag into the Content_C/FSIIDetail page template.

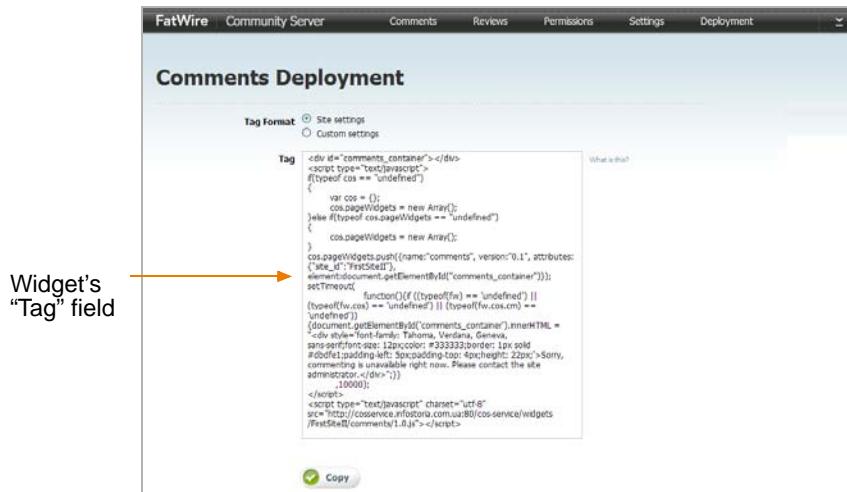
Note

- To deploy a widget tag to a page template and preview the widget on the page, you must have access to the Content Server Advanced (CS ADV) and InSite (CS INSITE) applications. Ensure that the Advanced and InSite applications are assigned to the same site as Community Server.
- If you wish to reconfigure the default settings and visitor permissions for the comments widget tag before you deploy the tag on a web page, see [Chapter 3, “Reconfiguring Community Widgets’ Default Settings.”](#)
- If you wish to test the current widget tag settings and visitor permissions without using Content Server sites, insert the tag into an html page instead to view the configurations you are starting with.

To deploy the comments widget tag on the Content_C/FSIIDetail page template

1. Log in to the WEM Framework with administrator or designer credentials. In this example we use the default log in credentials of a general administrator (fwadmin/xceladmin).
2. Access the site on which Community Server Admin is enabled (FirstSiteII sample site in this example), and select the **Community Server** icon.
3. In the menu bar, select **Deployment > Comments**.

The “Comments Deployment” screen opens:



4. Click **Copy**.
5. Access Content Server’s Advanced application, and insert the tag into the desired page template (Content_C/FSIIDetail template in this example):

- a. In the menu bar, mouse over the down-arrow icon, located at the extreme right of the screen, to render the applications bar.
- b. In the applications bar, click the **CS ADV** icon to render the Content Server Advanced application:

- c. Locate the page template into which you wish to insert the widget tag (comments widget tag in this example):
 - 1) From the start menu options, click **Search**.
 - 2) In the “Search” results list, select **Find Template**.
 - 3) In the “Search for Templates” form, click **Search**.
 - 4) In the “List of Templates” screen, select the template into which you wish to insert the widget tag. (Content_C/FSIIDetail template in this example.)
- d. In the template’s “Inspect” form, click **Edit**.
- e. In the template’s “Element” screen, insert (**Ctrl+v**) the widget tag into the “Element Logic” field in the exact location you want to display the widget.

Template: FSIIDetail

Element Logic:

```

<div id="comments_container"></div>
<script type="text/javascript">
if(cos == undefined)
{
    var cos = {};
    cos.widgets = new Array();
} else if(cos.widgets == undefined)
{
    cos.widgets = new Array();
}
cos.widgets.push({name:"comments", version:"0.1",
</script>
<script type="text/javascript" src="http://coserv</script>

```

Comments widget tag inserted into the page template's "Element Logic" field.

f. Click Save Changes.

6. Preview the widget to ensure it is properly rendered on the page:

- Locate the page asset that is rendered by the template containing the widget tag.
- In the page asset's "Inspect" form, click **Preview**.

The page asset's preview opens displaying the widget (comments widget in this example):

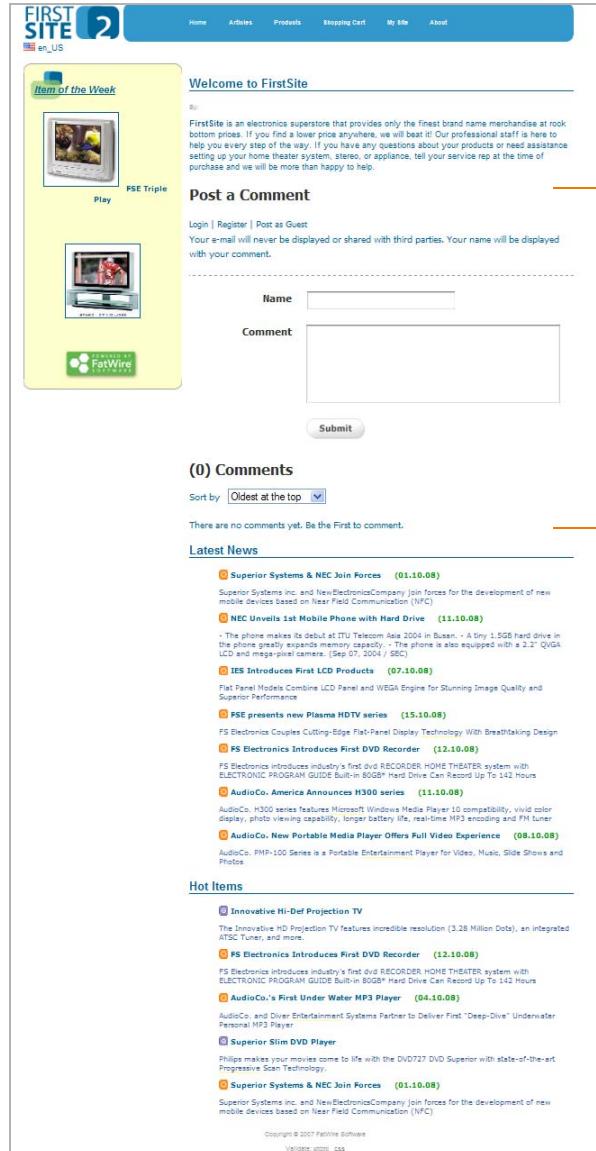
The screenshot shows the FatWire Content Server 7 Preview window. The left pane displays the 'Site: FirstSite' configuration, including 'Page' and 'Template' settings. The right pane shows a preview of the 'FIRST SITE 2' website. The website features a 'Item of the Week' section with a video player and a 'Post a Comment' section with a form. Below these are 'Latest News' and 'Hot Items' sections, each listing several news items with titles and dates.

- If you want to publish the template to the website, see [step 7](#).
- If you want to reconfigure default settings for community widget tags, see [Chapter 3, "Reconfiguring Community Widgets' Default Settings."](#)

- If you want to deploy another type of widget tag (for example, the reviews widget tag), see [Chapter 4, “Implementing Default Community Widgets.”](#)
- If you want to configure and deploy custom settings for a community widget tag, see [Chapter 5, “Working with Custom Community Widgets.”](#)

7. Publish the template (for instructions, see the *Content Server Administrator’s Guide*).
8. Access the website to view the widget on the page (comments widget in this example).

The page should look similar to the following:



Published page with deployed comments widget displayed.

The screenshot shows the FirstSite website with the following layout:

- Header:** FIRST SITE 2, en_US, Home, Articles, Products, Shopping Cart, My Site, About.
- Left Sidebar:**
 - Item of the Week:** PSE Triple (with a thumbnail image and a "Play" button).
 - Hot Items:** Superior Slim DVD Player (with a thumbnail image).
 - Footer:** FatWire SOFTWARE.
- Content Area:**
 - Welcome to FirstSite:** A brief introduction to FirstSite.
 - Post a Comment:** Form fields for Name and Comment, and a Submit button.
 - Comments Section:** (0) Comments, Sort by: Oldest at the top, and a message: "There are no comments yet. Be the first to comment."
 - Latest News:**
 - Superior Systems & NEC Join Forces (01.10.08)
 - NEC Unveils 1st Mobile Phone with Hard Drive (11.10.08)
 - IRS Introduces First LCD Products (07.10.08)
 - PSE presents new Plasma HDTV series (15.10.08)
 - PS Electronics Introduces First DVD Recorder (12.10.08)
 - AudioCo. America Announces H300 series (11.10.08)
 - AudioCo. New Portable Media Player Offers Full Video Experience (08.10.08)
 - Hot Items:**
 - Innovative Hi-Def Projection TV (01.10.08)
 - PS Electronics Introduces First DVD Recorder (12.10.08)
 - AudioCo.'s First Under Water MP3 Player (04.10.08)
 - Superior Slim DVD Player (01.10.08)

Next Steps

The next chapter provides information and instructions for Community Server users to reconfigure community widget tag default settings and visitor permissions.

Chapter 3

Reconfiguring Community Widgets' Default Settings

This chapter is for all Community Server users, and provides information and instructions about reconfiguring default settings and visitor permissions for community widgets in the Community Server Admin interface.

This chapter contains the following sections:

- [Overview](#)
- [Reconfiguring Visitor Permissions](#)
- [Reconfiguring Appearance and Moderation Options](#)

Overview

Default settings are a widget's saved settings. The default settings of the comments and reviews widget tags can be reconfigured in the “Permissions” and “Settings” screens. When saved, these settings become the widgets' new defaults, and are automatically used as property values in the widgets' tags. If a widget tag is deployed, its current settings are dynamically updated on the web pages where its widget is displayed.

Note

Custom settings can be configured for each widget (except links to topics) using the tag generator in the widget's “Deployment” screen. Custom settings are temporary (they cannot be saved in the Community Server Admin interface). Custom tags must be manually redeployed if their settings are modified. For more information, see “[Configuring and Deploying Custom Widget Tags](#),” on page 48.

The only default setting that affects all community widget tags is the authorized domain, which can be specified by administrators and designers in the “Authorized Domain” screen (**Permissions > Authorized Domain**).

Table 3 lists the community widget tags and indicates whether they can be reconfigured with default and/or custom settings.

Table 3: Reconfiguring widget tags

Widget Tag	Reconfigure Default Settings	Configure Custom Settings
Comments	✓ ^a	✓
Links to Topics	✓ ^b	
Comments Summary	✓ ^b	✓
Reviews	✓ ^a	✓
Reviews Summary	✓ ^b	✓
Top-Ranked Topics	✓ ^b	✓
Average Rating	✓ ^b	✓ ^c

- a. All default settings for this widget can be reconfigured (in the “Permissions” and “Settings” screens).
- b. The only default setting that can be reconfigured for this widget is the authorized domain (in the “Permissions” screen).
- c. This widget tag must be customized before it can be deployed.

Reconfiguring Visitor Permissions

In this section, you will use the “Permissions” menu to set visitors’ permissions to community widgets, and/or to authorize the domain on which widget tags can be deployed. Once the settings are saved, the system dynamically updates the widgets’ default tags in the Community Server Admin interface and on pages where tags using default settings are deployed.

Note

Using the “Permissions” menu:

- Administrators can reconfigure all available options.
- Moderators can only reconfigure visitor permissions to community widgets.
- Designers can only authorize the domain on which widget tags can be deployed.

For more information about Community Server roles and permissions, see [“Community Server Roles and Permissions,” on page 14](#).

To reconfigure visitor permissions to community widgets

1. Log in to the WEM Framework with administrator or moderator credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Permissions** and a menu option. Your options are:
 - [Permissions > Commenters](#)
 - [Permissions > Reviewers](#)

Field definitions for these options begin on [page 30](#).

To authorize a domain for community widget tags

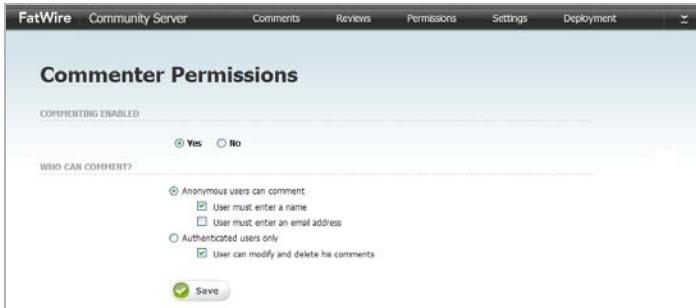
Authorizing a domain protects deployed tags from unauthorized use.

1. Log in to the WEM Framework with administrator or designer credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select [Permissions > Authorized Domain](#).

Information about this option can be found on [page 32](#).

Permissions > Commenters

This screen is used to display or hide comment fields and set visitors' permissions to comment.



Section	Field
Commenting Enabled	<ul style="list-style-type: none"> • Yes configures the widget to display a comment field. • No hides the comment field, but displays only approved comments, if the widget was previously enabled.
Who Can Comment?	<p>Available only if the widget is configured to display a comment field:</p> <ul style="list-style-type: none"> • Anonymous users can comment grants commenting permissions to all site visitors. <p>Available only if anonymous users can comment:</p> <ul style="list-style-type: none"> - User must enter a name requires users to specify a name when posting a comment. - User must enter an email address requires users to specify an email address when posting a comment. <ul style="list-style-type: none"> • Authenticated users only grants commenting permissions only to authenticated users. - User can modify and delete his comments allows authenticated users to modify and delete the comments they post.

Permissions > Reviewers

This screen is used to display or hide review fields and set visitors' permissions to review.



Section	Field
Reviewing Enabled	<ul style="list-style-type: none"> Yes configures the widget to display a review field. No hides the review field, but displays only approved reviews, if the widget was previously enabled.
Who Can Review?	<p>Available only if the widget is configured to display a review field:</p> <ul style="list-style-type: none"> Anonymous users can review grants reviewing permissions to all site visitors. <p>Available only if anonymous users can review:</p> <ul style="list-style-type: none"> - User must enter a name requires users to specify a name when posting a review. - User must enter an email address requires users to specify an email address when posting a review. - Restrict user to one review per topic allows site visitors to post only one review about a given page asset (topic). <ul style="list-style-type: none"> Authenticated users only grants reviewing permissions only to authenticated users. <ul style="list-style-type: none"> - User can modify and delete his reviews allows authenticated users to modify and delete the reviews they post. - Restrict user to one review per topic allows authenticated users to post only one review about a given page asset (topic).

Permissions > Authorized Domain

This screen is used to protect deployed tags from unauthorized use. Authorizing a domain enables you to specify the domain on which community widget tags can be deployed. This restricts usage of the tags to only the domain you authorize.



Section	Field
Domain URL	<p>Domain name of the site on which you wish to display community widgets.</p> <p>For example:</p> <p>www.mycompany.com, - or - www.mysite.mycompany.com</p> <p>Widgets can be deployed only on the specified domain. If a site visitor views the source code of your company's site, and attempts to copy and deploy the widget tags to his own site, the deployment will fail.</p>

Reconfiguring Appearance and Moderation Options

In this section, you will use the “Settings” menu to specify widget display properties such as color schema and/or the ability to filter visitors based on the nature of their input. Once the settings are saved, the system dynamically updates the widgets’ default tags in the Community Server Admin interface and on pages where tags using default settings are deployed.

Note

Using the “Settings” menu:

- Administrators can reconfigure all available options.
- Designers can only reconfigure widget appearance options.
- Moderators can only configure the auto-moderation filters and reconfigure moderation options.

For information about Community Server roles and permissions, see “[Community Server Roles and Permissions](#),” on page 14.

To reconfigure widget appearance options

1. Log in to the WEM Framework with administrator or designer credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Settings** and a menu option. Your options are:
 - [Settings > Comments Appearance](#)
 - [Settings > Reviews Appearance](#)

Field definitions for these options begin on [page 34](#).

To configure the word and visitor filters and reconfigure moderation options

1. Log in to the WEM Framework with administrator or moderator credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Settings** and a menu option. Your options are:
 - [Settings > Restricted Words](#)
 - [Settings > Visitor Blacklist](#)
 - [Settings > Visitor Whitelist](#)
 - [Settings > Moderation](#)

Field definitions for these options begin on [page 38](#).

Settings > Comments Appearance

This screen is used to reconfigure the comments widget's color schema, sort order, and other display properties.

Section	Field	Description
General	Show Comments	Select either Display or Do not display to specify whether approved comments are displayed to site visitors.
	Comment Type	Select whether your deployment supports a flat commenting structure, or a threaded commenting structure which allows replies to comments.
	Pagination	Select the number of approved comments that will be displayed on a given page at one time. Note: This field is available only if the "Comment Type" field is set to support a flat commenting structure.
	Display Order	Select either Oldest at the top or Newest at the top to specify the order in which approved comments will be arranged on a given page. Note: This field is available only if the "Comment Type" field is set to support a flat commenting structure.
	Comment Submit Box	Select either At the top or At the bottom to specify the placement of the comment field on a given page.
	Skin	Select Default to use the default color schema for the comments widget, or select Custom to upload your own CSS file.
	Upload Custom CSS	If you selected the Custom option in the "Skin" field, use the Browse button to select a cascading style sheet that will control the appearance of the comments widget.

Section	Field	Description
General (continued)	Language	Specifies the language in which the comments widget will be displayed. The only available option is English .
Comment Body	Max Length	Select either 450 characters or 900 characters to set the comment field size.
	Format	Select the type of text that can be entered into the comment field. Select either: <ul style="list-style-type: none"> Plain text – Visitors can only enter text into the comment field. HTML with blocked JS – Visitors can enter text and basic HTML tags into the comment field. HTML and Media with blocked JS – Visitors can enter text, basic HTML tags, videos, audio, and so on into the comment field.
Topic Categories	Upload Categories	Use the Browse button to upload the desired category file, which will dynamically modify: <ul style="list-style-type: none"> The asset types available from the “Resource Type” field in the comments widget tag’s custom deployment screen (“Deployment > Comments > Custom Settings”). The asset types available from the “Comments by Topic” screen’s “Filter” panel (Comments > Comments by Topic). <p>Note: The category file must be in .txt format, the asset types listed in the file must be in a key=value structure, each asset type listed in the file must be on its own line, and the size of the file you are uploading can be no more than 20MB.</p>

Settings > Reviews Appearance

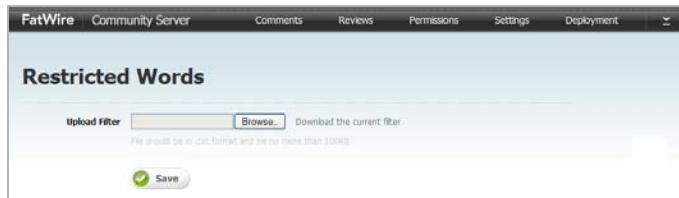
This screen is used to reconfigure the reviews widget's color schema, sort order, and other display properties.

Section	Field	Description
General	Show Reviews	Select either Display or Do not display to specify whether approved reviews will be displayed to site visitors.
	Review Type	Select the type of review structure your deployment supports. Select either: <ul style="list-style-type: none"> Full Review – Supports a review field with a title field and rating capabilities which allows visitors to write a review, include a title for their review, and submit a rating with their review. Brief review – Supports a review field with rating capabilities which allows visitors to write a review and submit a rating with their review. Rating only – Supports only rating capabilities which allows visitors to rate a given page asset.
	Pagination	Select the number of approved reviews that will be displayed on a given page at one time.
	Display Order	Select either Oldest at the top or Newest at the top to specify the order in which approved reviews will be arranged on a given page.
	Review Submit Box	Select either At the top or At the bottom to specify the placement of the review field on a given page.
	Skin	Select Default to use the default color schema for the reviews widget, or select Custom to upload your own CSS file.

Section	Field	Description
General <i>(continued)</i>	Upload Custom CSS	If you selected the Custom option in the “Skin” field, use the Browse button to select a cascading style sheet that will control the appearance of the reviews widget.
	Language	Specifies the language in which the reviews widget will be displayed. The only available option is English .
Text Body	Max Length	Select either 450 characters or 900 characters to set the review field size.
	Format	Select the type of text that can be entered into the review field. Select either: <ul style="list-style-type: none"> • Plain text – Visitors can only enter text into the review field. • HTML with blocked JS – Visitors can enter text and basic HTML tags into the review field. • HTML and Media with blocked JS – Visitors can enter text, basic HTML tags, videos, audio, and so on into the review field.
Topic Categories	Upload Categories	Use the Browse button to upload the desired category file, which will dynamically modify: <ul style="list-style-type: none"> • The asset types available from the “Resource Type” field in the reviews widget tag’s custom deployment screen (“Deployment > Reviews > Custom Settings”). • The asset types available from the “Resource Type” field in the top-ranked topics widget tag’s deployment screen (“Deployment > Top-Ranked Topics”). • The asset types available from the “Reviews by Topic” screen’s “Filter” panel (Reviews > Reviews by Topic). <p>Note: The category file must be in .txt format, the asset types listed in the file must be in a key=value structure, each asset type listed in the file must be on its own line, and the size of the file you are uploading can be no more than 20MB.</p>

Settings > Restricted Words

This screen is used to upload a filter file, which will prevent the publication of comments and reviews containing words that are listed in the file. The comments and reviews will be marked as **Inappropriate** and will await approval by an administrator or moderator in the Community Server Admin interface.



Field	Description
Filter File	<p>Click Browse to upload a filter file. The size of the file you are uploading can be no more than 100KB, the file must be in .txt format, and each word contained in the file must be on its own line.</p> <p>Note: When you upload a file and save it to Community Server, the file is renamed <code>word_filter.txt</code>.</p>

Settings > Visitor Blacklist

This screen is used to prevent certain visitors' comments and reviews from being displayed on the website without first going through the moderation process. Administrators and moderators must manually moderate all comments and reviews posted by blacklisted visitors.

Blacklisting Anonymous Users

If you are blacklisting anonymous visitors, you will need their IP addresses. A visitor's IP address is located next to each of his comments and reviews listed in the Community Server Admin interface.

To obtain a visitor's IP address

1. Access the Community Server "All Comments" (or "All Reviews") screen.
2. Navigate to the comment (or review) posted by the anonymous visitor you wish to add to the blacklist. The visitor's IP address is listed under the "Author" column, next to that visitor's comment or review.

Field	Description
Add Visitors	When you add an authenticated user to the blacklist you will have to manually moderate that user's posts. All comments and reviews posted by that authenticated user are marked as Inappropriate and await moderation in the site's Community Server Admin interface. Use the "Reason" field to note the reason for blacklisting the visitor.
Add IP Address	When you add an anonymous user to the blacklist, you must identify that user by IP address. All comments and reviews posted from the specified IP address are marked as Inappropriate and await moderation in the site's Community Server Admin interface. Use the "Reason" field to note the reason for blacklisting the IP address.
Remove	Select the visitors and click Remove . When you remove a visitor from the blacklist, you allow that visitor's posts to be managed by the visitor permissions and moderation settings configured for community widgets.

Settings > Visitor Whitelist

This screen is used to allow authenticated visitors to post comments and reviews without requiring approval.

Note

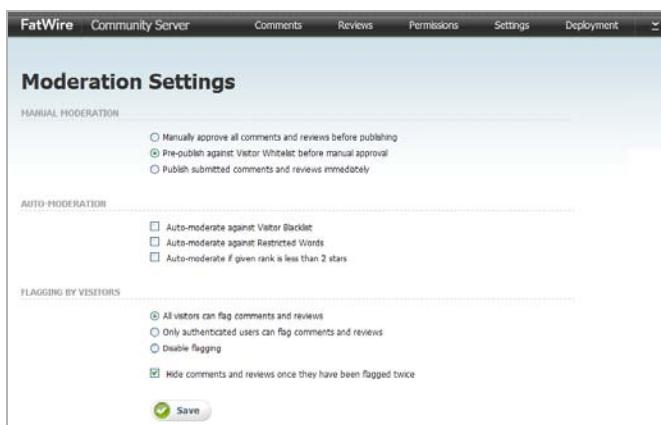
Only authenticated users can be added to the visitor whitelist.

Field	Description
Add Visitors	Once visitors are added to the whitelist, all comments and reviews posted by those visitors are automatically approved and displayed on the website.
Remove	Select the visitors and click Remove . When you remove a visitor from the whitelist, that visitor's posts will be managed by the visitor permissions and moderation settings configured for community widgets.

Settings > Moderation

This screen is used to specify the following options:

- Enable manual or auto-moderation. Allow comments and reviews to be either passed through the moderation process or automatically approved and displayed on the website.
- Apply the auto-moderation filters to assist in the moderation process. The filters for auto-moderation are “Restricted Words,” “Visitor Blacklist,” and “Visitor Whitelist.” For information, see “[Settings > Restricted Words](#),” on page 38, “[Settings > Visitor Blacklist](#),” on page 39, and “[Settings > Visitor Whitelist](#),” on page 40.
- Choose to auto-moderate reviews by their given rank.
- Specify whether authenticated or all site visitors can flag comments and reviews.



Field	Description
Manual Moderation	Enables you to control whether comments and reviews will be automatically approved or manually moderated before being approved. You can also choose to enable the “Visitor Whitelist” filter. When applied, it approves all comments and reviews posted by whitelisted visitors.
Auto-Moderation	Enables you to apply the “Restricted Words” and/or “Visitor Blacklist” filters. When one or both of these filters are applied, they mark as Inappropriate all comments and reviews that either contain prohibited words (“Restricted Words”) and/or are posted by blacklisted visitors (“Visitor Blacklist”). You can also choose to automatically moderate reviews by their given rank. When enabled, any review that is given a rank of 2 stars or less is automatically marked as Inappropriate .
Flagging by Visitors	Enables you to control site visitor flagging capabilities for approved comments and reviews.

Chapter 4

Implementing Default Community Widgets

This chapter contains the following sections:

- [Deploying Default Settings](#)
- [Hiding Default Widgets on Web Pages](#)

Deploying Default Settings

Default settings are a widget's saved settings. Each widget has its own deployment screen, which displays the widget's tag. The default settings are used as property values in the widget's tag. The only widget tag that cannot be deployed with default settings is average rating.

To deploy a default widget tag

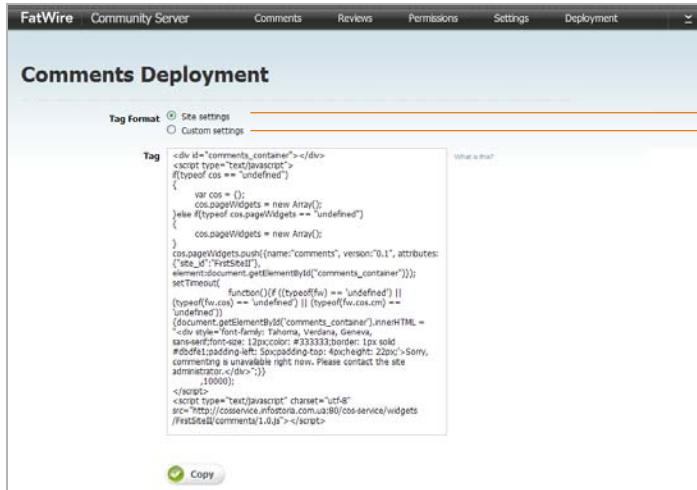
1. Log in to the WEM Framework with administrator or designer credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Deployment** > *select the name of the widget tag you wish to deploy:*
 - **Comments** – to deploy the comments widget tag. If commenting is enabled (**Permissions > Commenters**), the comments widget displays a comment field. If displaying comments is enabled (**Settings > Comments Appearance**), then a list of site visitor comments is displayed on the web page.
 - **Links to Topics** – to deploy the links to topics widget tag. When deployed, this tag displays the number of comments (or reviews) posted on a given page asset (topic) along with a link to that asset's comments (or reviews).

Note

For the links to topics widget to link to a given page asset's comments (or reviews), you must manually add a link to that page asset into the tag's code snippet. For more information, see "["Links to Topics Widget Tag," on page 86.](#)

- **Comments Summary** – to deploy the comments summary widget tag. This tag will display short, summarized information about the number of comments posted on a particular page asset (topic), and the date of the most recently posted comment. If you are deploying this tag on a page asset separate from the page asset on which the comments widget tag was deployed, see "["Deployment > Comments Summary," on page 52.](#)
- **Reviews** – to deploy the reviews widget tag. If reviewing is enabled (**Permissions > Reviewers**), the reviews widget displays a review field. If displaying reviews is enabled (**Settings > Reviews Appearance**), then a list of site visitor reviews is displayed on the web page.
- **Reviews Summary** – to deploy the reviews summary widget tag. This tag will display short, summarized information about the number of reviews posted on a particular page asset (topic), and the date of the most recently posted review. If you are deploying this tag on a page asset separate from the page asset on which the reviews widget tag was deployed, see "["Deployment > Reviews Summary," on page 55.](#)
- **Top-Ranked Topics** – to deploy the top-ranked topics widget tag. When this tag is deployed it lists and provides links to the website's highest rated assets (topics).

The deployment screen for each widget tag looks similar to the “Comments Deployment” screen, shown below:



Site settings is used to deploy the widget tag with its default settings.

Custom settings enables you to customize the tag directly in the tag generator. Because the settings are not saved, a deployed custom tag cannot be dynamically updated on the pages where it is displayed. It must be redeployed. For more information, see [Chapter 5, “Working with Custom Community Widgets.”](#)

4. In the “Tag Format” field, make sure **Site settings** is selected.
5. Deploy the tag:
 - a. Click **Copy**.
 - b. Insert the widget tag into the desired page template, preview the page, and publish the page template to the website. For detailed instructions, see [steps 5 – 8 on page 22](#) in the section “[How Do I Deploy Community Widget Tags?](#)”

Hiding Default Widgets on Web Pages

If a default comments or reviews widget is displayed on various pages and you wish to hide it from site visitors, you can reconfigure the widget by using the “Permissions” and “Settings” screens, instead of accessing the page template’s source code.

To hide widgets on web pages

1. Log in to the WEM Framework with administrator, moderator, or designer credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. Hide the default widgets on the web page(s):

To hide the comments widget

- If you are an administrator or moderator, hide the comment field:
 - a) In the menu bar, select **Permissions > Commenters**.
 - b) In the “Commenting Enabled” field, select **No**.
 - c) Click **Save**.

The comment field is now hidden from site visitors.

- If you are an administrator or designer, hide the list of comments:
 - a) In the menu bar, select **Settings > Comments Appearance**.
 - b) In the “Show Comments” field, select **Do not display**.
 - c) Click **Save**.

The list of comments is now hidden from site visitors.

To hide the reviews widget

- If you are an administrator or moderator, hide the review field:
 - a) In the menu bar, select **Permissions > Reviewers**.
 - b) In the “Reviewing Enabled” field, select **No**.
 - c) Click **Save**.

The review field is now hidden from site visitors.

- If you are an administrator or designer, hide the list of reviews:
 - a) In the menu bar, select **Settings > Reviews Appearance**.
 - b) In the “Show Reviews” field, select **Do not display**.
 - c) Click **Save**.

The list of reviews is now hidden from site visitors.

Chapter 5

Working with Custom Community Widgets

This chapter is for administrators and designers. This chapter includes the following sections:

- [Overview](#)
- [Configuring and Deploying Custom Widget Tags](#)
- [Custom Widget Tag Deployment Screens](#)

Overview

You can customize any community widget tag (except links to topics) by setting its properties using the tag generator in the widget's "Deployment" screen. Each time a widget tag is customized, it must be redeployed because custom values cannot be saved.

Configuring and Deploying Custom Widget Tags

1. Log in to the WEM Framework with administrator or designer credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Deployment** > *select the name of the widget tag you wish to customize and deploy:*
 - **Comments** – to customize and deploy the comments widget tag: that is, specify the unique identifier of the page, the title of the page asset, the URL of the page asset, and/or the type of asset on which the widget tag can be deployed. You can also reconfigure certain properties that were set as defaults in the tag's "Permissions" (**Permissions > Commenters**) and "Settings" (**Settings > Comments Appearance**) screens.
 - **Comments Summary** – to customize and deploy the comments summary widget tag: that is, specify the unique identifier of the page asset whose comments this widget will display short, summarized information about, and whether or not this widget will display the date of the most recently posted comment.
 - **Reviews** – to customize and deploy the reviews widget tag: that is, specify the unique identifier of the page, the title of the page asset, the URL of the page asset, and/or the type of asset on which the widget tag can be deployed. You can also reconfigure certain properties that were set as defaults in the tag's "Permissions" (**Permissions > Reviewers**) and "Settings" (**Settings > Reviews Appearance**) screens.
 - **Reviews Summary** – to customize and deploy the reviews summary widget tag: that is, specify the unique identifier of the page asset whose reviews this widget will display short, summarized information about, and whether or not this widget will display the date of the most recently posted review.
 - **Top-Ranked Topics** – to customize and deploy the top-ranked topics widget tag: that is, specify a date indicating how recent a topic must be to be included in the list, and the type and number of assets that will be displayed in this list.
 - **Average Rating** – to customize and deploy the average rating widget tag. This tag's settings **must** be customized before it is deployed. When this tag is deployed it displays the average rating (number of stars) visitors posted for a given page asset.

4. In the “Tag Format” field, select **Custom settings**. Customize the desired widget tag by setting values for the available fields in the tag’s custom deployment screen.

For field definitions, see:

- [Deployment > Comments > Custom Settings](#)
- [Deployment > Comments Summary](#)
- [Deployment > Reviews > Custom Settings](#)
- [Deployment > Reviews Summary](#)
- [Deployment > Top-Ranked Topics](#)
- [Deployment > Average Rating](#)

5. Deploy the custom tag:

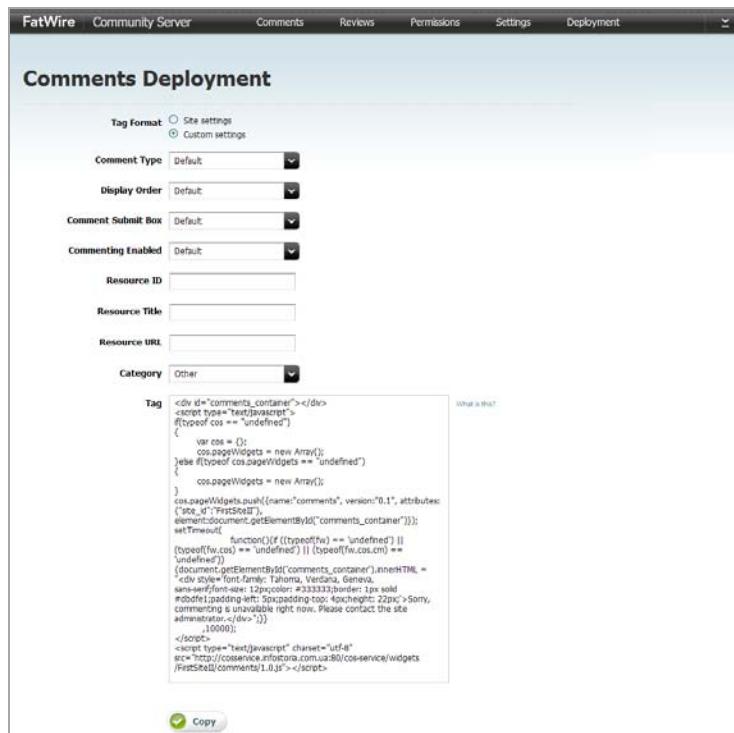
- a. Click **Copy**.
 - b. Insert the widget tag into the desired page template, preview the page, and publish the page template to the website. For instructions, see [steps 5 - 8](#) on page [22](#) in the section “[How Do I Deploy Community Widget Tags?](#)”

Custom Widget Tag Deployment Screens

Once you access a given widget's custom deployment screen (step 4 on page 49) you can use the available fields to set temporary values for the widget tag. This section provides field definitions.

Deployment > Comments > Custom Settings

This screen is used to define temporary values for the comments widget tag which can then be deployed on web pages.



Note

The **Default** field value references the setting that is specified in the widget's "Permissions" or "Settings" screen. If you choose a default setting for your custom tag, and you deploy the tag, that default setting will be dynamically updated if it is modified and saved.

Field	Description
Comment Type	Select whether your deployment supports a Flat commenting structure, or a Threaded commenting structure which allows replies to comments.
Display Order	Select either Oldest at the top or Newest at the top to specify the order in which approved comments will be displayed on a given page.
Comment Submit Box	Select either At the top or At the bottom to specify the placement of the comment field on a given page.

Field	Description
Commenting Enabled	Select either Yes or No to specify whether a comment field will be displayed for visitors to post comments on a given page.
Resource ID	Enter the unique identifier of the page asset on which the widget tag will be deployed.
Resource Title	Enter the title of the page asset on which the widget tag will be deployed.
Resource URL	Enter the URL of the page asset on which the widget tag will be deployed.
Resource Type	Select the type of asset on which the widget tag will be deployed. Note: The current category file (Settings > Comments Appearance) determines the asset types (categories) that are available to you. If assets are associated with categories (for example, “Article” or “Product”) that are not specified in the current category file, those assets are included in the default “Other” category.

Deployment > Comments Summary

This screen is used to define temporary values for the comments summary widget tag which can then be deployed on web pages.



Field	Description
Resource ID	<p>Enter the unique identifier of the page asset on which the comments widget tag was deployed in order to display the number of comments posted on that page asset.</p> <p>Note: This field is required only if you are deploying the comments summary widget tag on a different page asset from the page asset on which the comments widget tag was deployed.</p>
Show Last Comment Date	Select Yes to display the most recent date a comment was posted about the given asset, or select No to display only the number of comments posted about the asset.

Deployment > Reviews > Custom Settings

This screen is used to define temporary values for the reviews widget tag which can then be deployed on web pages.

The screenshot shows the 'Reviews Deployment' interface. The 'Tag Format' is set to 'Custom settings'. The 'Tag' area displays the following JavaScript code:

```

<div id="reviews_container"></div>
<script type="text/javascript">
if(typeof cos == "undefined")
{
    var cos = {};
}
if(typeof cos.pageWidgets == "undefined")
{
    cos.pageWidgets = new Array();
}
cos.pageWidgets.push({name: "reviews",
version: "0.1",
elementID: "reviews_container",
attributes: {"site_id": "FirstSite"}});
setTimeout(function(){
if(typeof reviews == "undefined" || (typeof reviews.v_0_1 == "undefined"))
{
    document.getElementById("reviews_container").innerHTML = "<div style="font-family: Tahoma, Verdana, Geneva, sans-serif; font-size: 12px; color: #333333; border: 1px solid #0000ff; padding-left: 20px; padding-top: 4px; border-bottom: 2px solid #0000ff; margin-bottom: 10px; >Sorry, reviewing is unavailable right now. Please contact the site administrator.</div>";
}
},10000);
</script>
<script type="text/javascript" charset="utf-8" src="http://cosservice.infotopia.com.ua:80/cos-service/widgets/FirstSite/reviews/0.1.js"></script>

```

Note

The **Default** field value references the setting that is specified in the widget's "Permissions" or "Settings" screen. If you choose a default setting for your custom tag, and you deploy the tag, that default setting will be dynamically updated if it is modified and saved.

Field	Description
Review Type	Select whether your deployment supports a review field with a title field and rating capabilities (Full review), a review field with rating capabilities (Brief review), or only rating capabilities (Rating only).
Display Order	Select either Oldest at the top or Newest at the top to determine the order in which approved reviews will be rendered on the site's page.
Review Submit Box	Select either At the top or At the bottom to determine the placement of the review field on a given page.
Reviewing Enabled	Select Yes or No to determine whether a review field will be displayed for visitors to post reviews on a given page.
Resource ID	Enter the unique identifier of the page asset on which the widget tag will be deployed.
Resource Title	Enter the title of the page asset on which the widget tag will be deployed.

Field	Description
Resource URL	Enter the URL of the page asset on which the widget tag will be deployed.
Resource Type	Select the type of asset on which the widget tag will be deployed. Note: The current category file (Settings > Reviews Appearance) determines the asset types (categories) that are available to you. If assets are associated with categories (for example, “Article” or “Product”) that are not specified in the current category file, those assets are included in the default “Other” category.

Deployment > Reviews Summary

This screen is used to define temporary values for the reviews summary widget tag which can then be deployed on web pages.



Field	Description
Resource ID	<p>Enter the unique identifier of the page asset on which the reviews widget tag was deployed in order to display the number of reviews posted on that page asset.</p> <p>Note: This field is required only if you are deploying the reviews summary widget tag on a different page asset from the page asset on which the reviews widget tag was deployed.</p>
Show Last Review Date	Select Yes to display the most recent date a review was posted about the given asset, or select No to display only the number of reviews posted about the asset.

Deployment > Top-Ranked Topics

This screen is used to define temporary values for the top-ranked topics widget tag which can then be deployed on web pages.

The screenshot shows the 'Top-Ranked Topics Deployment' screen. The 'Number of Topics' field is set to 5. The 'Category' dropdown is set to 'All'. The 'Include Reviews Since' dropdown is set to 'None'. Below the form is a code editor containing the following HTML and JavaScript:

```

<script type="text/javascript">
  if(typeof cos == "undefined")
  {
    var cos = {};
  }
  if(typeof cos.pageWidgets == "undefined")
  {
    cos.pageWidgets = new Array();
  }
  cos.pageWidgets.push({name: "top-ranked-reviews",
    version: "1.1",
    elementID: "top_ranked_reviews_container",
    attributes: {"site_id": "FirstSite"}});
</script>
<script type="text/javascript" charset="utf-8"
src="http://cosservice.infotora.com.us:80/cos-service/widgets/FirstSite/reviews/0.1.js"></script>

```

At the bottom of the code editor is a 'Copy' button.

Field	Description
Number of Topics	Enter the number of topics to be displayed in the list (for example, enter 5 to display the first 5 top-ranked topics).
Resource Type	Select the type of asset that will be displayed in the list rendered by this widget tag. Note: The current category file (Settings > Reviews Appearance) determines the asset types (categories) that are available to you. If assets are associated with categories (for example, "Article" or "Product") that are not specified in the current category file, those assets are included in the default "Other" category.
Include Reviews Since	Click in this field to render the date picker. Select a date indicating how recent a topic must be to be displayed in the list. This enables you to avoid displaying outdated page assets and reviews. Note: If you do not wish to use the date picker, you can enter a date using the format <i>dd-mm-yyyy</i> (for example, 02-Oct-2010).

Deployment > Average Rating

This screen is used to define temporary values for the average rating widget tag which can then be deployed on web pages.



Note

To deploy the average rating widget tag you **must** specify the unique identifier of the page asset on which the reviews widget tag was deployed.

Field	Description
Resource ID	Enter the unique identifier of the page asset on which a reviews widget tag was deployed in order to display the average rating given to that page asset (topic).

Chapter 6

Moderating Comments and Reviews

This chapter is for administrators and moderators, and provides information and instructions about moderating comments and reviews posted to the website.

This chapter contains the following sections:

- [Moderating Comments](#)
- [Moderating Reviews](#)

Moderating Comments

All posted comments are stored on the CM site where Community Server production applications are enabled. The comments are displayed in the Community Server Admin “All Comments” screen. Comment moderation options enable you to approve and display the helpful comments on the website, and modify or delete the inappropriate comments.

To moderate comments

1. Log in to the WEM Framework with administrator or moderator credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Comments > All Comments**.

The “All Comments” list opens.

All Comments	
<input type="checkbox"/> COMMENT	AUTHOR
<input type="checkbox"/> Approved Posted: Tuesday, July 20, 2010 4:32:39 PM This is my comment. I'm an authenticated visitor. Comment on: FirstSiteII: Home	 DemoUser nowhere@fatwire.com 209.212.94.31
<input type="checkbox"/> Pending Posted: Tuesday, July 20, 2010 4:29:49 PM This is a comment posted by an authenticated visitor. Comment on: FirstSiteII: Home	 fwadmin fatwire@nowhere.com 209.212.94.31
<input type="checkbox"/> Inappropriate Posted: Tuesday, July 20, 2010 4:29:03 PM This is a very good introduction to your website. Comment on: FirstSiteII: Home	 Anonymous 209.212.94.31
<input type="checkbox"/> Approved Posted: Tuesday, July 20, 2010 3:00:04 PM This is a comment. Comment on: FirstSiteII: Home	 Guest 209.212.94.31

Show rows: 5 1-4 of 4

To approve comments

1. Mouse over the comment you wish to approve.
2. In the menu that appears, select **Approve**.

The comment you approved is displayed on the website.

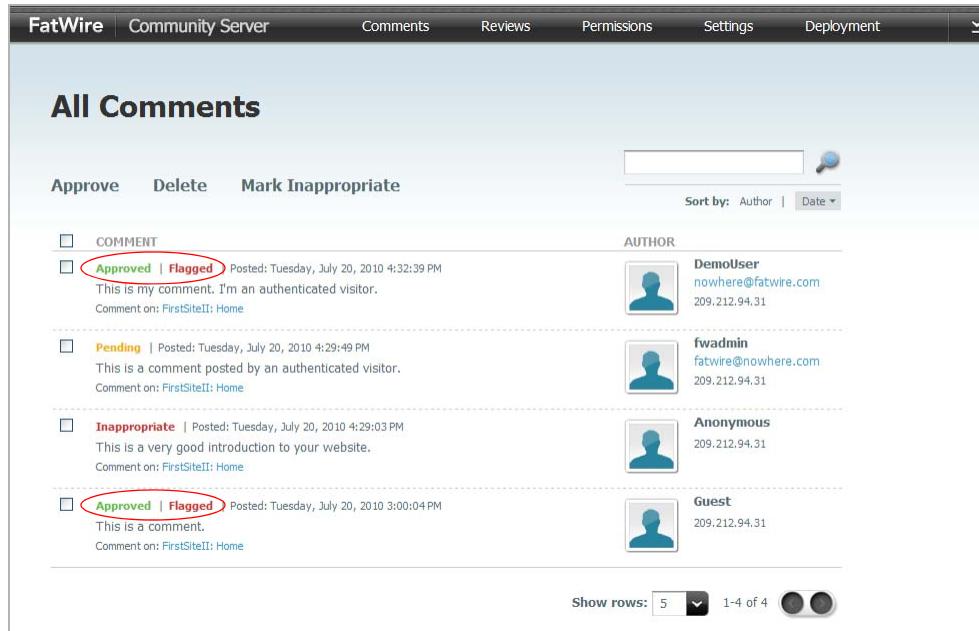
To delete comments

1. Mouse over the comment you wish to delete.
2. In the menu that appears, select **Delete**.
3. In the confirmation box, click **OK**.

The comment is removed from the “All Comments” screen and from the list of comments displayed on the website.

To identify a flagged comment

A comment that is flagged on the website by a visitor will appear in the “All Comments” screen with **Flagged** posted next to its **Approved** status:



The screenshot shows the 'All Comments' screen in the FatWire Community Server interface. The top navigation bar includes 'FatWire', 'Community Server', 'Comments', 'Reviews', 'Permissions', 'Settings', and 'Deployment'. The main area is titled 'All Comments' and contains a table with the following data:

COMMENT	AUTHOR
<input type="checkbox"/> Approved Flagged Posted: Tuesday, July 20, 2010 4:32:39 PM This is my comment. I'm an authenticated visitor. Comment on: FirstSiteII: Home	 DemoUser nowhere@fatwire.com 209.212.94.31
<input type="checkbox"/> Pending Posted: Tuesday, July 20, 2010 4:29:49 PM This is a comment posted by an authenticated visitor. Comment on: FirstSiteII: Home	 fwadmin fatwire@nowhere.com 209.212.94.31
<input type="checkbox"/> Inappropriate Posted: Tuesday, July 20, 2010 4:29:03 PM This is a very good introduction to your website. Comment on: FirstSiteII: Home	 Anonymous 209.212.94.31
<input type="checkbox"/> Approved Flagged Posted: Tuesday, July 20, 2010 3:00:04 PM This is a comment. Comment on: FirstSiteII: Home	 Guest 209.212.94.31

At the bottom, there are buttons for 'Approve', 'Delete', and 'Mark Inappropriate', and a search bar with a magnifying glass icon. The footer shows 'Show rows: 5' and '1-4 of 4'.

To mark a comment as inappropriate

1. Mouse over the comment that contains inappropriate or inaccurate content.
2. In the menu that appears, select **Mark Inappropriate**.

The status of the comment changes to **Inappropriate**. Marking the comment as inappropriate indicates to other moderators that the comment must be modified before being displayed on the website.

To modify a comment

1. Mouse over the comment you wish to modify.
2. In the menu that appears, click **Edit** to render the “Edit Comment” screen.
3. In the “Comment” field make the necessary changes to the content.
4. Click **Save**.

The modified comment is displayed in the “All Comments” list with the changes you made.

To search for a comment containing specific content

1. In the “Search” field, enter the criteria you wish to search for.
2. Click the **magnifying glass** (🔍) icon.

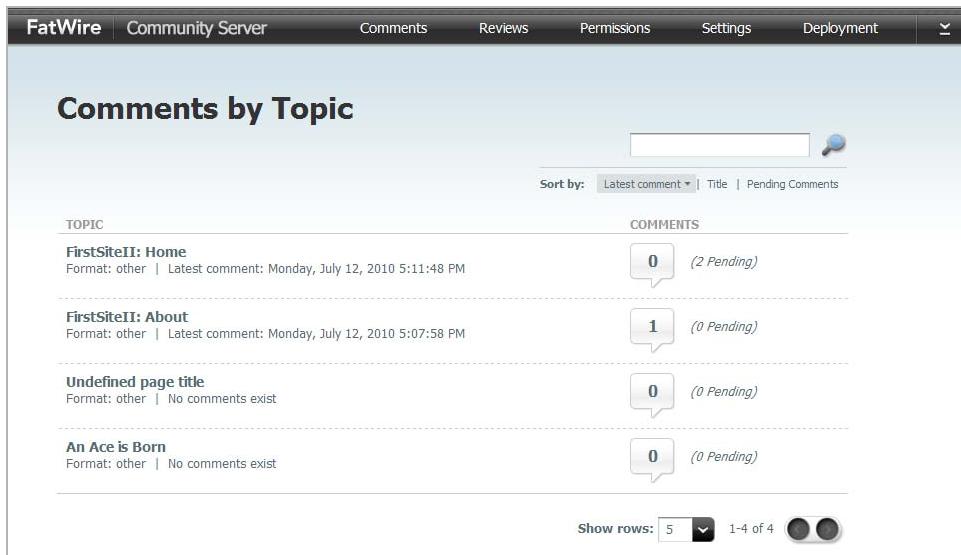
Any comments containing the content you specified are rendered in the “All Comments” screen.

To sort comments by topic

Now, say you want to sort comments by topic. For example, you only want to view comments posted to a specific article on the website.

1. In the menu bar, select **Comments > Comments by Topic**.

The “Comments by Topic” list opens.



TOPIC	COMMENTS
FirstSiteII: Home Format: other Latest comment: Monday, July 12, 2010 5:11:48 PM	0 (2 Pending)
FirstSiteII: About Format: other Latest comment: Monday, July 12, 2010 5:07:58 PM	1 (0 Pending)
Undefined page title Format: other No comments exist	0 (0 Pending)
An Ace is Born Format: other No comments exist	0 (0 Pending)

2. (Optional) Filter the topics by category (asset type). In the “Filter” panel, select the checkbox(es) of the desired asset type(s) to display the topics of only the selected asset type(s).

Note

The asset types available in the “Filter” panel are dynamically modified by the current category file (**Settings > Comments Appearance**). All topics associated with asset types that are not specified in the current category file will be included in the default “Other” category.

3. Select the title of the page whose comments you wish to view.

The “All Comments” list opens and displays only the comments posted to the topic you specified (for example, if you selected the “An Ace is Born” article, you will only see comments posted on that particular topic).

Moderating Reviews

All posted reviews are stored on the CM site where Community Server production applications are enabled and displayed in the Community Server Admin “All Reviews” screen. Review moderation options enable you to approve and display the helpful reviews on the website, and modify or delete the inappropriate reviews.

To moderate reviews

1. Log in to the WEM Framework with administrator or moderator credentials.
2. Access the site on which Community Server is enabled, and select the **Community Server** icon.
3. In the menu bar, select **Reviews > All Reviews**

The “All Reviews” list opens:

Review Status	Author	Review Title	Rating	Post Date
Pending	Demouser	This is a new review	★★★☆☆	Friday, April 02, 2010 2:11:52 PM
Approved	Demouser	My Review	★★★☆☆	Friday, April 02, 2010 1:50:49 PM
Pending	Demouser	New Review	★★★☆☆	Friday, April 02, 2010 1:50:35 PM
Approved	CoS Guest	CoS Guest	★★★☆☆	Friday, April 02, 2010 9:18:33 AM
Approved	Demouser	Second one	★★★★★	Friday, April 02, 2010 8:08:42 AM

To approve reviews

1. Mouse over the review you wish to approve.
2. In the menu that appears, click **Approve**.

The review you approved is displayed on the website.

To delete a review

1. Mouse over the review you wish to delete.
2. In the menu that appears, click **Delete**.

3. In the confirmation box, click **OK**.

The review you deleted is removed from the “All Reviews” screen and from the list of reviews displayed on the website.

To identify a flagged review

A review that is flagged on the website by a visitor will appear in the “All Reviews” screen with **Flagged** posted next to its **Approved** status:

To mark a review as inappropriate

1. Mouse over the review that contains inappropriate or inaccurate content.
2. In the menu that appears, click **Mark Inappropriate**.

The status of the review changes to **Inappropriate**. Marking the review as inappropriate indicates to other moderators that the review must be modified before being displayed on the website.

To modify a review

1. Mouse over the review you wish to modify.
2. In the menu that appears, click **Edit** to render the “Edit Review” screen.
3. In the “Title” and/or “Review” field, make the necessary changes to the content.
4. Click **Save**.

The modified review is displayed in the “All Reviews” screen with the changes you made.

To search for a review containing specific content

1. In the “Search” field, enter the criteria you wish to search for.
2. Click the magnifying glass (🔍) icon.

The reviews containing the content you specified are rendered in the “All Reviews” screen.

To sort reviews by topic

1. In the menu bar, select **Reviews > Reviews by Topic**.

The “Reviews by Topic” list opens.

TOPIC	AVERAGE RATING
FirstSiteII: Home Format: other Reviews: 1 (1 Pending)	★★★★★
FirstSiteII: About Format: other Reviews: 3 (0 Pending)	★★★★★
Undefined page title Format: Reviews: 0 (0 Pending)	★★★★★
An Ace is Born - Reviews Format: other Reviews: 0 (0 Pending)	★★★★★

2. (Optional) Filter the topics by category (asset type). In the “Filter” panel, select the checkbox(es) of the desired asset type(s) to display the topics of only the selected asset type(s).

Note

The asset types available in the “Filter” panel are dynamically modified by the current category file (**Settings > Reviews Appearance**). All topics associated with asset types that are not specified in the current category file will be included in the default “Other” category.

3. Select the title of the page whose reviews you wish to modify.

The “All Reviews” list opens, displaying only the reviews posted to the topic you specified (for example, if you selected the “Yet Another Ace is Born” article you will only see reviews posted on that particular topic).

Chapter 7

Testing Deployed Community Widget Tags

This chapter provides you with instructions for verifying deployed community widget functionality.

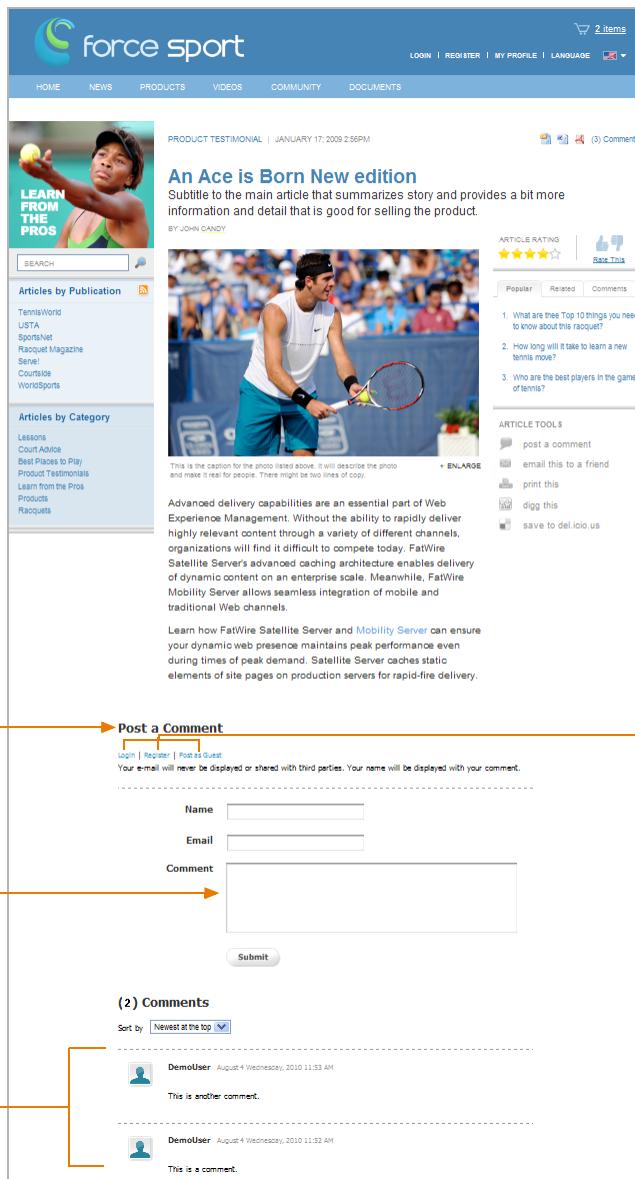
This chapter contains the following sections:

- [Sample Site with Community Widgets Deployed](#)
- [Working with Widgets as an Authenticated User](#)
- [Working with Widgets as an Anonymous User](#)
- [Sorting Comments and Reviews](#)
- [Replying to Posted Comments](#)
- [Viewing Review Details](#)

Sample Site with Community Widgets Deployed

Figure 1 is an example of a site on which a comments widget is deployed. The **Login**, **Register**, and **Forgot Password?** links are automatically configured in the comments (or reviews) widget tags, and rendered when the comments (or reviews) widget tag is deployed. The **Post as Guest** link is rendered if administrators and moderators have configured the visitor permissions to allow anonymous users to post comments (or reviews) to the site. If the widget's visitor permissions are configured to allow only authenticated users to post comments to the site, then the **Post as Guest** link will not be displayed.

Figure 1: Sample site with a comments widget deployed



The screenshot shows a website for 'force sport' with a navigation bar for HOME, NEWS, PRODUCTS, VIDEOS, COMMUNITY, and DOCUMENTS. The main content is a 'PRODUCT TESTIMONIAL' from January 17, 2009, at 2:56PM. The article is titled 'An Ace is Born New edition' and is subtitled 'Subtitle to the main article that summarizes story and provides a bit more information and detail that is good for selling the product.' It is written by JOHN CANDY. The article includes a photo of a tennis player and a caption: 'This is the caption for the photo listed above. It will describe the photo and may need to read for people. There might be two lines of copy.' Below the article is a section titled 'Advanced delivery capabilities are an essential part of Web Experience Management. Without the ability to rapidly deliver highly relevant content through a variety of different channels, organizations will find it difficult to compete today. FatWire Satellite Server's advanced caching architecture enables delivery of dynamic content on an enterprise scale. Meanwhile, FatWire Mobility Server allows seamless integration of mobile and traditional Web channels.' At the bottom of the article, there is a section titled 'Learn how FatWire Satellite Server and Mobility Server can ensure your dynamic web presence maintains peak performance even during times of peak demand. Satellite Server caches static elements of site pages on production servers for rapid-fire delivery.'

Post a Comment widget displayed at the bottom of the page.

Comment field: Enter the content of your comment in this field

Approved comments displayed on the web page.

These links are automatically encoded in the primary comments and reviews widgets, and are rendered on the site once community widgets are deployed.

Click the desired action:

- **Login**
- **Register**
- **Post as Guest**

Working with Widgets as an Authenticated User

This section provides instructions for logging in to the website on which community widget tags are deployed, and working with the widgets as an authenticated user.

Note

The permissions authenticated users have to community widgets are determined by the configurations made to the widget tags in Community Server Admin. Therefore, certain instructions in this section may not be applicable to you.

This section contains the following topics:

- [Logging in to the Site as an Authenticated User](#)
- [Posting Comments as an Authenticated User](#)
- [Working with Comments as an Authenticated User](#)
- [Working with Reviews as an Authenticated User](#)

Logging in to the Site as an Authenticated User

Logging in actuates the visitor permissions and settings for authenticated users configured for the community widget tags in Community Server Admin.

To log in to the site

1. Access the page of a site on which community widget tags are deployed.
2. Navigate to the comments or reviews widget and click the **Login** link, located under the “Post a Comment” or “Post a Review” section of the page.

Log in using your assigned credentials. **Log in credentials are case-sensitive.**

You can also use the following default credentials to log in as an authenticated user:

Username – demouser

Password – demopass

Post a Comment

Login | Register | Post as Guest
Your e-mail will never be displayed or shared with third parties. Your name will be displayed with your comment.

Username
Password

[Forgot password?](#)

Post a Review

Login | Register | Post as Guest
Your e-mail will never be displayed or shared with third parties. Your name will be displayed with your review.

Username
Password

[Forgot password?](#)

The “Comment” or “Review” field is rendered:

- Now that you are logged in, you can verify that the community widgets are configured with the appropriate permissions and moderation settings for authenticated users.

Posting Comments as an Authenticated User

To determine whether the commenting permissions and moderation settings configured for authenticated users are deployed successfully, log in to the site as an authenticated user and post a comment.

To post a comment as an authenticated user

- Access the page of a site on which the comments widget is deployed.
- Navigate to the comments widget and click **Login**. Log in with your assigned credentials.

The “Comment” field is rendered:

- In the “Comment” field, enter your comment.
- Click **Submit**.
 - If pagination is enabled, and the sort order is **Oldest at the top** (**Settings > Comments Appearance**), then the comment you post will be displayed as the last comment on the first page. This enables you to view the comment you just posted. Refreshing the page will place the comment in the appropriate order.
 - The widget tag’s moderation settings (**Settings > Moderation**) determine whether an authenticated user’s comment is automatically approved and displayed on the website, or if all comments must be manually approved before they are displayed on the website. For information about configuring moderation settings, see “[Settings > Moderation](#),” on page 41.
 - If the comment is posted by a blacklisted user, then the comment must be manually approved before it is displayed on the website. The comment is marked with a status of **Inappropriate** in Community Server Admin (**Comments > All Comments**). For information about the “Visitor Blacklist,” see “[Settings > Visitor Blacklist](#),” on page 39.

- If the comment is posted by a whitelisted user, then the comment is automatically approved and displayed on the website. For information about the “Visitor Whitelist,” see “[Settings > Visitor Whitelist](#),” on page 40.

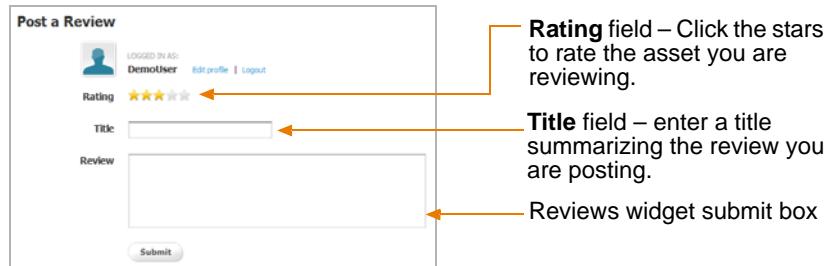
Posting Reviews as an Authenticated User

To determine whether the reviewing permissions and moderation settings configured for authenticated users are deployed successfully, log in to the site as an authenticated user and post a review.

To post a review as an authenticated user

1. Access a page of the site on which the reviews widget is deployed.
2. Navigate to the reviews widget and click **Login**. Log in with your assigned credentials.

The “Review” field is rendered:



3. Fill in the fields. The fields you see are determined by the configurations made to the reviews widget tag before deployment ([Settings > Reviews Appearance](#)):
 - **Rating** field – Rate the page asset by clicking the stars.
 - **Title** field – If a title is required, enter a title for your review. The title will be displayed above the content of your review.
 - **Review** field – Enter the content of your review in this field.
4. Click **Submit**.
 - If pagination is enabled, and the sort order is **Oldest at the top** ([Settings > Reviews Appearance](#)), then the review you post will be displayed as the last review on the first page. This enables you to view the review you just posted. Refreshing the page will place the review in the appropriate order.
 - The widget tag’s moderation settings ([Settings > Moderation](#)) determine whether an authenticated user’s review is automatically displayed on the website, or if all reviews must be manually approved before they are displayed on the website. For information about configuring moderation settings, see “[Settings > Moderation](#),” on page 41.
 - If the review is posted with a low rating (two stars or less), and the widget tag’s moderation settings is set to mark all reviews given a rating of two stars or less as **Inappropriate**, then the review is marked with a status of **Inappropriate** in Community Server Admin ([Reviews > All Reviews](#)) and must be manually approved before it is displayed on the website.

- If the review is posted by a blacklisted user, then the review must be manually approved before it is displayed on the website. The review is marked with a status of **Inappropriate** in Community Server Admin (**Reviews > All Reviews**). For information about the “Visitor Blacklist,” see “[Settings > Visitor Blacklist](#),” on [page 39](#).
- If the review is posted by a whitelisted user, then the review is automatically approved and displayed on the website. For information about the “Visitor Whitelist,” see “[Settings > Visitor Whitelist](#),” on [page 40](#).

Working with Comments as an Authenticated User

Depending on how commenting permissions, appearance settings, and moderation settings are configured for the comments widget tag determines which actions authenticated users can perform on comments displayed on the website.

This section contains the following:

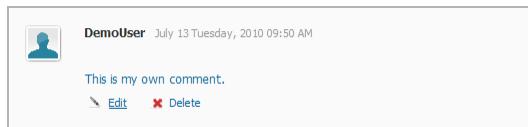
- [Modifying Comments on the Website](#)
- [Deleting Comments from the Website](#)

Modifying Comments on the Website

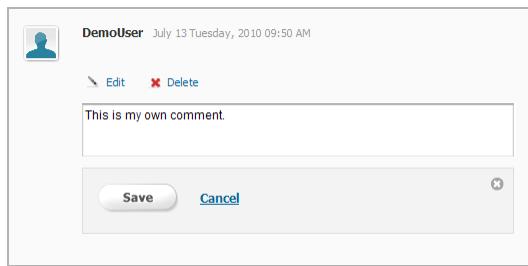
If the comments widget tag is configured to enable authenticated users to modify the comments they post to the website, then authenticated users can modify their own comments directly on the website.

To modify a comment on the website

1. Access the site’s page on which you posted the comment you wish to modify, and log in with your assigned credentials.
2. Mouse over the comment you wish to modify.



3. From the options that appear, click **Edit**.



4. In the field, modify the comment. Click **Save**.

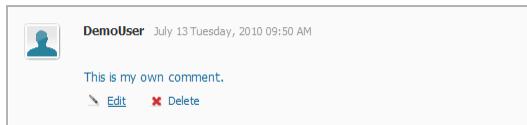
The widget tag’s moderation settings (**Settings > Moderation**) determine whether the modified comment is automatically approved and displayed on the website, or if the modified comment must be manually approved before being displayed. For information about moderation configurations, see “[Settings > Moderation](#),” on [page 41](#).

Deleting Comments from the Website

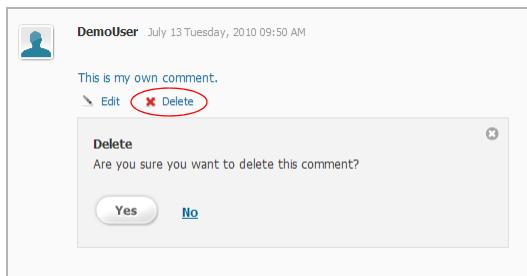
If the comments widget tag is configured to enable authenticated users to delete their own comments, then authenticated users can delete their own comments directly on the website.

To delete a comment from the website

1. Access the site's page on which you posted the comment you wish to delete, and log in with your assigned credentials.
2. Mouse over the comment you wish to delete.



3. From the options that appear, click **Delete**.



4. Click **Yes** to delete the comment.

The comment is deleted from the website, and from Community Server Admin (**Comments > All Comments**).

Working with Reviews as an Authenticated User

Depending on how reviewing permissions, appearance settings, and moderation settings are configured for the reviews widget tag determines which actions authenticated users can perform on reviews displayed on the website.

This section contains the following topics:

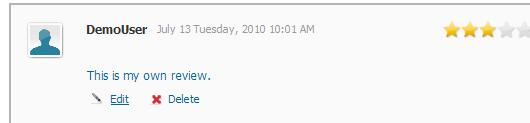
- [Modifying Reviews on the Website](#)
- [Deleting Reviews from the Website](#)

Modifying Reviews on the Website

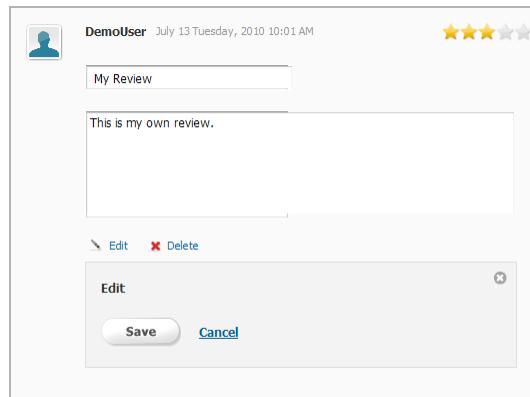
If the reviews widget tag is configured to enable authenticated users to modify the reviews they post to the website, then authenticated users can modify their own reviews directly on the website.

To modify a review on the website

1. Access the site's page on which you posted the review you wish to modify, and log in with your assigned credentials.
2. Mouse over the review you wish to modify.



3. From the options that appear, click **Edit**.



4. Modify the content in the desired fields. Click **Save**.

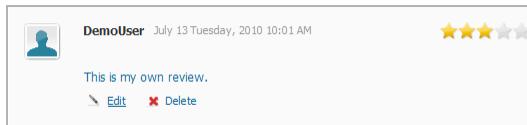
The widget tag's moderation settings (**Settings > Moderation**) determine whether the modified review is automatically approved and displayed on the website, or if the modified review must be manually approved before being displayed on the website. For information about moderation configurations, see "[Settings > Moderation](#)," on [page 41](#).

Deleting Reviews from the Website

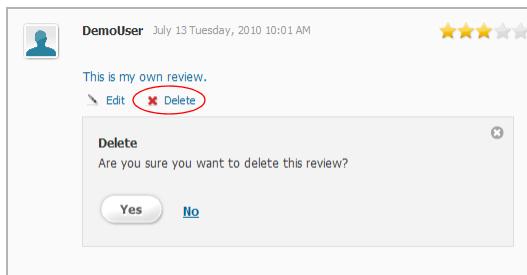
If the reviews widget tag is configured to enable authenticated users to delete their own reviews, then any authenticated user can delete their own reviews directly from the website.

To delete a review from the website

1. Access the site's page on which you posted the review you wish to delete, and log in with your assigned credentials.
2. Mouse over the review you wish to delete.



3. From the options that appear, click **Delete**.



4. Click **Yes** to delete the review.

The review is deleted from the website, and from Community Server Admin (**Reviews > All Reviews**).

Working with Widgets as an Anonymous User

This sections provides instructions for working with community widgets as an anonymous user. The actions you can perform as an anonymous user are determined by the configurations made to the community widget tags in Community Server Admin.

This section contains the following topics:

- [Posting Comments as an Anonymous User](#)
- [Posting Reviews as an Anonymous User](#)

Posting Comments as an Anonymous User

To ensure that the commenting permissions for guests are configured and deployed successfully, post a comment to the website as an anonymous user. If commenting permissions are configured to allow anonymous users to post comments, then you will see the **Post as Guest** link.

Note

If you do not see an option to post a comment as a guest, then the commenting permissions are configured to allow only authenticated users to post comments. To re-configure the commenting permissions for the comments widget tag, see [“Permissions > Commenters,” on page 30](#).

To post a comment as an anonymous user

1. Access a page of the site on which the comments widget is deployed.
2. Navigate to the “Post a Comment” section. If you are logged in to the website, click **Post as Guest** to post a comment as an anonymous user.

The screenshot shows a 'Post a Comment' form. At the top, there are links for 'Login' and 'Register', and a red circle highlights the 'Post as Guest' link. Below this, a note states: 'Your e-mail will never be displayed or shared with third parties. Your name will be displayed with your comment.' The form has two text input fields: 'Name' and 'Comment'. At the bottom is a 'Submit' button.

3. If a name or email address is required to post a comment as a guest, then you must enter your information into the “Name” and/or “Email” field(s) provided.
4. Enter your comment in the “Comment” field.

5. Click **Submit**.

- If pagination is enabled, and the sort order is **Oldest at the top** (**Settings > Comments Appearance**), then the comment you post will be displayed as the last comment on the first page. This enables you to view the comment you just posted. Refreshing the page will place the comment in the appropriate order.
- The widget tag's moderation settings (**Settings > Moderation**) determine whether all comments are automatically approved and displayed on the website, or if comments posted by anonymous users must be manually approved before they are displayed on the website. For information about configuring moderation settings, see "["Settings > Moderation," on page 41](#).
- If the comment is posted by an anonymous user whose IP address is blacklisted, then the comment must be manually approved before it is displayed on the website. The comment is marked with a status of **Inappropriate** in Community Server Admin (**Comments > All Comments**). For information about the "Visitor Blacklist," see "["Settings > Visitor Blacklist," on page 39](#).

Posting Reviews as an Anonymous User

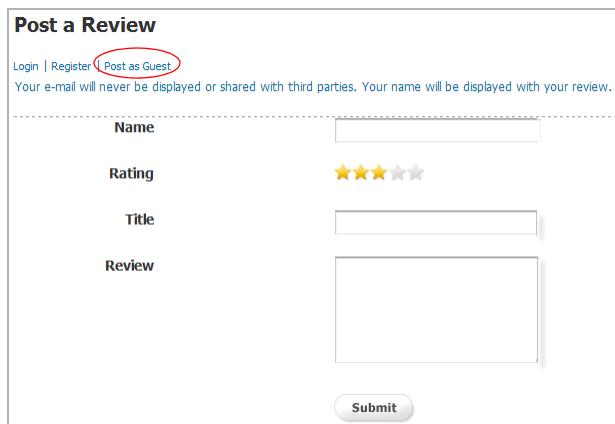
To ensure that the reviewing permissions for anonymous users are configured and deployed successfully, post a review to the website as an anonymous user. If reviewing permissions are configured to allow anonymous users to post reviews, then you will see the **Post as Guest** link.

Note

If you do not see an option to post a review as a guest, then the reviewing permissions are configured to allow only authenticated users to post reviews. To re-configure the reviewing permissions for the reviews widget tag, see "["Permissions > Reviewers," on page 31](#).

To post a review as an anonymous user

1. Access a page of the site on which the reviews widget is deployed.
2. Navigate to the "Post a Review" section of the page. If you are logged in to the website, click **Post as Guest** to post a review as an anonymous user.



Post a Review

Login | Register | [Post as Guest](#)

Your e-mail will never be displayed or shared with third parties. Your name will be displayed with your review.

Name

Rating

Title

Review

Submit

3. Fill in the required fields. The fields you see are determined by the configurations made to the reviews widget tag in Community Server Admin:
 - **Name** and/or **Email** fields – If a name and/or email address is required to post a review as an anonymous user, then you must enter your information into the field(s) provided.
 - **Rating** field – Rate the topic you are reviewing by clicking the stars.
 - **Title** field – If a title is required to post a review, enter a title summarizing the content of your review.
 - **Review** field – Enter the content of your review in this field.
4. Click **Submit**.
 - If pagination is enabled, and the sort order is **Oldest at the top** (**Settings > Reviews Appearance**), then the review you post will be displayed as the last review on the first page. This enables you to view the review you just posted. Refreshing the page will place the review in the appropriate order.
 - The widget tag's moderation settings (**Settings > Moderation**) determine whether all reviews are automatically approved and displayed on the website, or if reviews posted by anonymous users must be manually approved before being displayed on the website. For more information about configuring moderation settings, see "["Settings > Moderation," on page 41](#)".
 - If the review is posted with a low rating (two stars or less), and the widget tag's moderation settings is set to mark all reviews given a rating of two stars or less as **Inappropriate**, then the review is marked with a status of **Inappropriate** in Community Server Admin (**Reviews > All Reviews**) and must be manually approved before it is displayed on the website.
 - If the review is posted by an anonymous user whose IP address is blacklisted, then the review must be manually approved before it is displayed on the website. The review will be marked with a status of **Inappropriate** in Community Server Admin (**Reviews > All Reviews**) For information about the "Visitor Blacklist," see "["Settings > Visitor Blacklist," on page 39](#)".

Sorting Comments and Reviews

When browsing comments (or reviews) on a page of the website, you can choose the order in which the comments (or reviews) appear.

To sort comments (or reviews)

1. Access a page of the site on which the comments (or reviews) widget is deployed.
2. Navigate to the comments or reviews widget. Click the **Sort by** drop-down menu, and select one of the following options:
 - **Newest at the top**
 - **Oldest at the top**

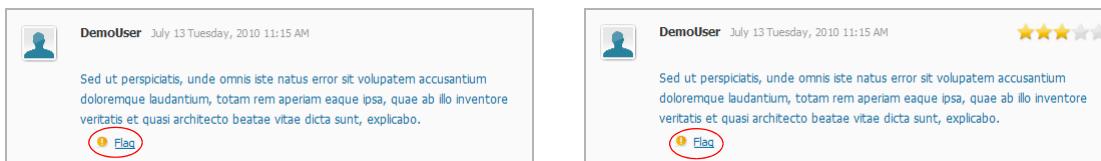
The comments (or reviews) are rendered in the order you specified.

Flagging Inappropriate Posts

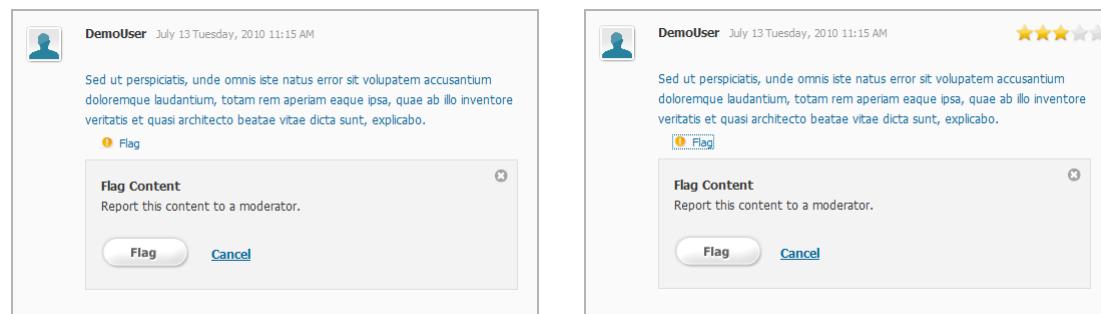
If a posted comment or review is seen as inappropriate, then visitors can assist in the moderation process by flagging that particular post. The type of visitors (authenticated and/or anonymous) who can flag comments and reviews is determined by the flagging permissions configured (**Settings > Moderation**).

To flag a comment or review on the website

1. Access the site's page that contains the comment (or review) you wish to flag, and log in using your assigned credentials.
2. Mouse over the comment (or review) that contains the inappropriate content, and click **Flag**.



3. From the options that appear, click **Flag**.



You have successfully flagged the comment (or review). Once an administrator or moderator accesses Community Server Admin (**Comments > All Comments or Reviews > All Reviews**), they will see **Flagged** next to the approved post's status, and can take the appropriate actions to either remove or edit the post's content.

Replies to Posted Comments

If the comments widget tag is configured to support a threaded commenting structure (**Settings > Comments Appearance**), then visitors can post replies to comments displayed on the website. The type of visitors (authenticated and anonymous) who can reply to comments is determined by the visitor permissions configured (**Permissions > Commenters**).

To reply to a comment

1. Access the site's page that contains the comment to which you wish to post a reply.
2. If you are an authenticated user, log in with your assigned credentials. If you are an anonymous user, then skip to **step 3**.
3. Mouse over the comment to which you wish to post a reply.



4. From the options that appear, click **Reply**.



5. In the "Post Reply" section, type your reply to the comment. If you are posting a reply as a guest you may also have to enter your name and/or email address depending on the configurations made to the comments widget tag in Community Server Admin.
6. Click **Submit**.



Your post is displayed under the comment to which you replied. If this is a moderated discussion, then the reply must be manually approved before it is displayed on the website.

Viewing Review Details

When browsing reviews, you can view the “Review Detail” menu which provides visitors with the total number of reviews and ratings posted about a given page’s asset. Each rating (number of stars) that can be given to an asset is listed in the “Review Detail” menu along with the number of reviews visitors posted with that rating.

To view review details

1. Access a page of a site on which the reviews widget is deployed.
2. Navigate to the “Reviews” section of the page and mouse over the stars (average rating given to the page’s asset) displayed next to it.

The “Review Detail” menu appears.

The screenshot shows a 'Post a Review' form on the left and a 'Review Detail' menu on the right. The 'Review Detail' menu is triggered by a mouse-over action on the average rating stars. The menu displays the total number of reviews (7) and a breakdown of reviews by rating: 5 Star (1), 4 Star (1), 3 Star (5), 2 Star (0), and 1 Star (0). Orange arrows point from the text labels to the corresponding parts of the menu.

Average rating given to the page's asset.

(7) Reviews

Sort by

fwadmin July 12 Monday, 2010

This is another review.

Review Detail

(7) Total Reviews

5 Star (1)

4 Star (1)

3 Star (5)

2 Star (0)

1 Star (0)

Total number of reviews posted about the page asset.

Rating given to asset for each posted review.

The “Review Detail” menu provides information about the reviews and ratings posted about a given page’s asset.

Appendix A

Analyzing Community Widget Tag Code

Each widget has its own deployment screen which displays the widget's tag. This appendix provides information about the parameters defined in each widget tag's code snippet.

This appendix contains the following sections:

- [Comments Widget Tag](#)
- [Links to Topics Widget Tag](#)
- [Comments Summary Widget Tag](#)
- [Reviews Widget Tag](#)
- [Reviews Summary Widget Tag](#)
- [Top-Ranked Topics Widget Tag](#)
- [Average Rating Widget Tag](#)

Comments Widget Tag

The “Comments Deployment” screen (**Deployment > Comments Deployment**) provides administrators and designers with the comments widget tag. This section analyzes the parameters defined in the comments widget tag code snippet:

Comments widget tag's code snippet

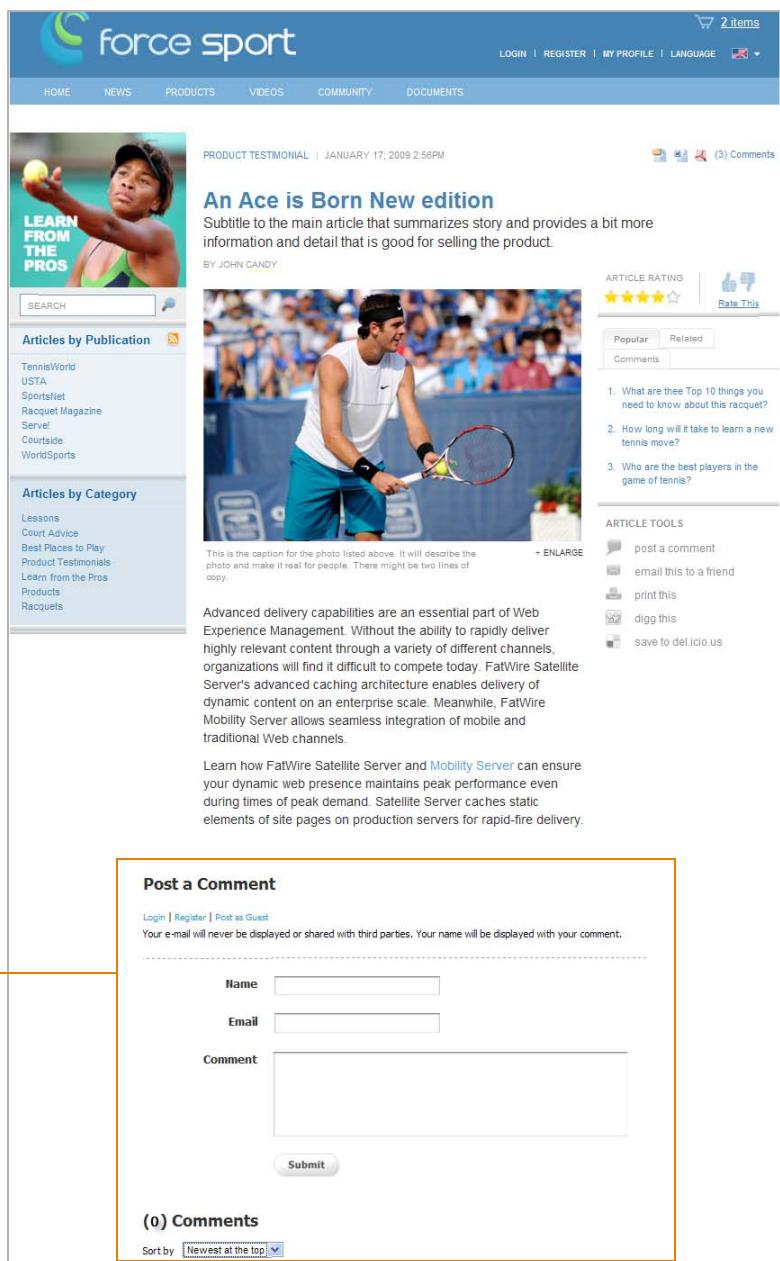
```
1  <div id="comments_container"></div>
2  <script type="text/javascript">
3  if(typeof cos == "undefined")
4  {
5  var cos = {};
6  cos.pageWidgets = new Array();
7  }else if(typeof cos.pageWidgets == "undefined")
8  {
9  cos.pageWidgets = new Array();
10 }
11 cos.pageWidgets.push({name:"comments", version:"0.1",
12 attributes: {"site_id":"FirstSiteII"},
13 element:document.getElementById("comments_container")));
14 setTimeout(
15     function(){if ((typeof(fw) == 'undefined') ||
16 (typeof(fw.cos) == 'undefined') || (typeof(fw.cos.cm) ==
17 'undefined'))
18 {document.getElementById('comments_container').innerHTML =
19 "<div style='font-family: Tahoma, Verdana, Geneva, sans-
20 serif;font-size: 12px;color: #333333;border: 1px solid
21 #dbdfef;padding-left: 5px;padding-top: 4px;height:
22 22px;'>Sorry, commenting is unavailable right now. Please
23 contact the site administrator.</div>";}
24     ,10000);
25 }
26 <script type="text/javascript" charset="utf-8" src="http://
27 cosservice.infostoria.com.ua:80/cos-service/widgets/
28 FirstSiteII/comments/1.0.js"></script>
```

Analyzing the comments widget tag's code snippet

- [Line 1](#) defines the container that holds the comments widget on the page.
- [Line 2](#) opens the bootstrapping JavaScript code needed for the widget.
- [Line 3](#) checks if Community Server functionality (`cos` object) is defined on the page. [Line 5](#) defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widget tags deployed on the page, then the `cos` object's value is empty.
- [Line 7](#) checks if there are any community widget tags defined inside the `cos` object.
- [Lines 6](#) and [9](#) define the list of widget tags that are deployed on the page. [Line 6](#) is executed if the condition in line 3 is true. [Line 9](#) is executed if the condition in line 3 is false and the condition in line 7 is true.

- **Line 11** defines the comments widget tag and adds the new element to the list of tags defined in lines 6 and 9. This line also contains a link that is used to render the comments widget tag inside the container defined in line 1.
- **Lines 12 – 14** check if the comments widget is rendered on the page. If the comments widget is not rendered after 10 seconds, then users are informed that there is an error and they should contact their site administrators.
- **Line 16** loads the JavaScript code that renders the comments widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the comments widget tag.

Figure 2: Comments widget rendered on a web page



The screenshot shows a web page from the 'force sport' website. At the top, there is a navigation bar with links for HOME, NEWS, PRODUCTS, VIDEOS, COMMUNITY, and DOCUMENTS. The main content area features a large image of a tennis player in action, with the text 'LEARN FROM THE PROS' overlaid. Below the image, the text 'PRODUCT TESTIMONIAL | JANUARY 17, 2009 2:56PM' and 'BY JOHN CANDY' are visible. The article title is 'An Ace is Born New edition'. A subtext provides a brief summary of the story. To the right of the article, there is a 'ARTICLE RATING' section with a 5-star rating and a 'Rate This' button. Below the rating, there are links for 'Popular' and 'Related' articles, and a list of three questions for users to answer. Further down, there is an 'ARTICLE TOOLS' section with links for posting a comment, emailing it to a friend, printing it, digg this, and saving it to del.icio.us. The bottom of the page contains a 'Post a Comment' form and a section for viewing comments, which currently shows '(0) Comments'.

Comments widget displaying the comment field and the list of approved comments posted about a given page asset.

Links to Topics Widget Tag

The “Links to Topics Deployment” screen (**Deployment > Links to Topics**) provides administrators and developers with the links to topics widget tag. This section analyzes the parameters defined in the links to topics widget tag code snippet:

Links to Topics widget tag's code snippet

```
1  <div id="comments_link_div"></div>
2  <script type="text/javascript">
3      if(typeof cos == "undefined")
4      {
5          var cos = {};
6      }
7      if(typeof cos.pageWidgets == "undefined")
8      {
9          cos.pageWidgets = new Array();
10     }
11     cos.pageWidgets.push({name: "comments-link",
12         version: "0.1",
13         elementID: "comments_link_div",
14         attributes:
15             {"site_id": "FirstSiteII", "count_template": "#count
Comments", "reviews_count_template": "#count Reviews"}});
16 </script>
17 <script type="text/javascript" charset="utf-8" src="http://
cosservice.infostoria.com.ua:80/cos-service/widgets/
FirstSiteII/comments_link/0.1.js"></script>
17 <a href='http://10.120.12.75:8180/cs2/
ContentServer?c=test_asset&cid=1285024957230&pagename=First
SiteII%2Fcomments'>FirstSiteII</a>
```

Analyzing the Links to Topics widget tag's code snippet

- [Line 1](#) defines the container that holds the links to topics widget on the page.
- [Line 2](#) opens the bootstrapping JavaScript code needed for the widget.
- [Line 3](#) checks if Community Server functionality (`cos` object) is defined on the page. [Line 5](#) defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widget tags deployed on the page, then the `cos` object's value is empty.
- [Line 7](#) checks if there are any community widget tags defined inside the `cos` object.
- [Line 9](#) defines a list of widget tags that are deployed on the page. [Line 9](#) is executed if the condition in line 7 is true.
- [Lines 11 – 14](#) define the links to topics widget tag and adds the new element to the list of tags defined in line 9. [Line 13](#) is a link that is used to render the links to topics widget tag inside the container defined in line 1.
- [Line 16](#) loads the JavaScript code that renders the links to topics widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the links to topics widget tag.

- Line 17 is a link to the page asset on which the comments (or reviews) widget tag was deployed, and must be manually added when the links to topics tag is inserted into the desired page template.

Figure 3: Links to Topics widget rendered on a web page

Links to Topics widget displaying the number of reviews posted about an asset. Clicking this link brings you to the reviews posted about the asset.

The **Links to Topics** widget can also be deployed to display the number of comments posted about an asset. Clicking this link brings you to the comments posted about the asset.

Comments Summary Widget Tag

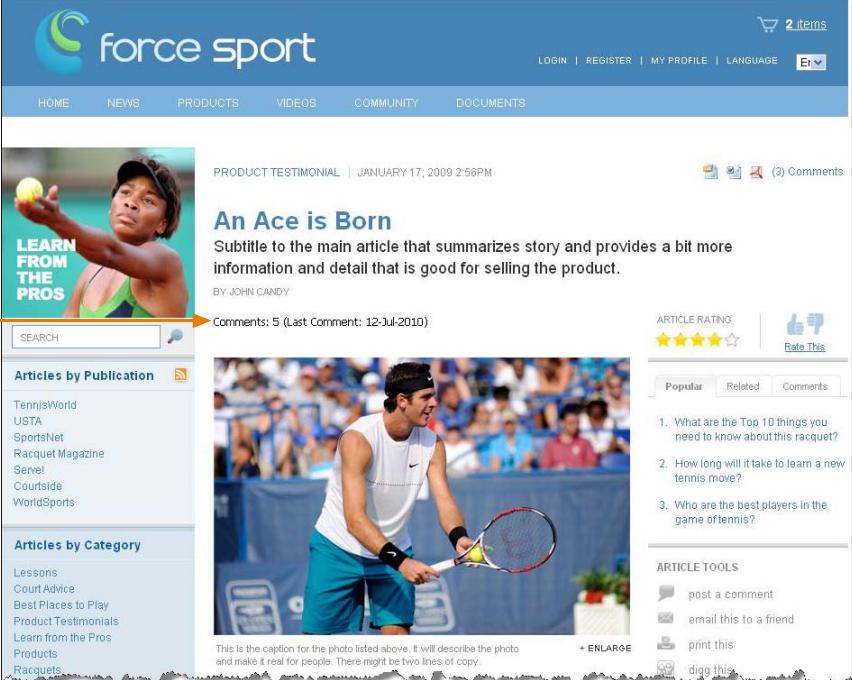
The “Comments Summary Deployment” screen (**Deployment > Comments Summary**) provides administrators and developers with the comments summary widget tag. This section analyzes the parameters defined in the comments summary widget tag code snippet:

Comments summary widget tag’s code snippet

```
1  <div id="comments_summary_container"></div>
2  <script type="text/javascript">
3      if(typeof cos == "undefined")
4      {
5          var cos = {};
6      }
7      if(typeof cos.pageWidgets == "undefined")
8      {
9          cos.pageWidgets = new Array();
10     }
11     cos.pageWidgets.push({name: "comments-summary",
12         version: "0.1",
13         elementID: "comments_summary_container",
14         attributes:
15             {"site_id": "FirstSiteII", "resource_id": "11145265248", "show_
last_comment_date": "true"}});
16 </script>
17 <script type="text/javascript" charset="utf-8" src="http://
cosservice.infostoria.com.ua:80/cos-service/widgets/
FirstSiteII/comments_summary/0.1.js"></script>
```

Analyzing the comments summary widget tag’s code snippet

- **Line 1** defines the container that holds the comments summary widget on the page.
- **Line 2** opens the bootstrapping JavaScript code needed for the widget.
- **Line 3** checks if Community Server functionality (`cos` object) is defined on the page. **Line 5** defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widget tags deployed on the page, then the `cos` object’s value is empty.
- **Line 7** checks if there are any community widget tags defined inside the `cos` object.
- **Line 9** defines the list of widgets that are deployed on the page. **Line 9** is executed if the condition in line 7 is true.
- **Lines 11 – 14** define the comments summary widget tag and adds the new element to the list of tags defined in line 9. **Line 13** is a link that is used to render the comments summary widget tag inside the container defined in line 1.
- **Line 16** loads the JavaScript code that renders the comments summary widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the comments widget tag.

Figure 4: Comments summary widget rendered on a web page


Comments summary widget displaying the amount of comments posted about the given page's asset, and the date of the most recently posted comment.

The screenshot shows a web page for 'force sport' with a sidebar on the left containing navigation links like HOME, NEWS, PRODUCTS, VIDEOS, COMMUNITY, and DOCUMENTS. The main content area features a large image of a tennis player in action, with the text 'LEARN FROM THE PROS' overlaid. Below the image, the article title 'An Ace is Born' is displayed, followed by a subtitle and author information. The sidebar also includes sections for 'Articles by Publication' and 'Articles by Category'. A callout box highlights the 'Comments' section of the sidebar, which shows 'Comments: 5 (Last Comment: 12-Jul-2010)'. The main content area includes a photo of a tennis player, a rating section with 5 stars, and a list of 3 questions for users to answer. The bottom of the sidebar has an 'ARTICLE TOOLS' section with links for posting comments, emailing, printing, and sharing.

Reviews Widget Tag

The “Reviews Deployment” screen (**Deployment > Reviews**) provides administrators and developers with the reviews widget tag. This section analyzes the parameters defined in the reviews widget tag code snippet:

Reviews widget tag’s code snippet

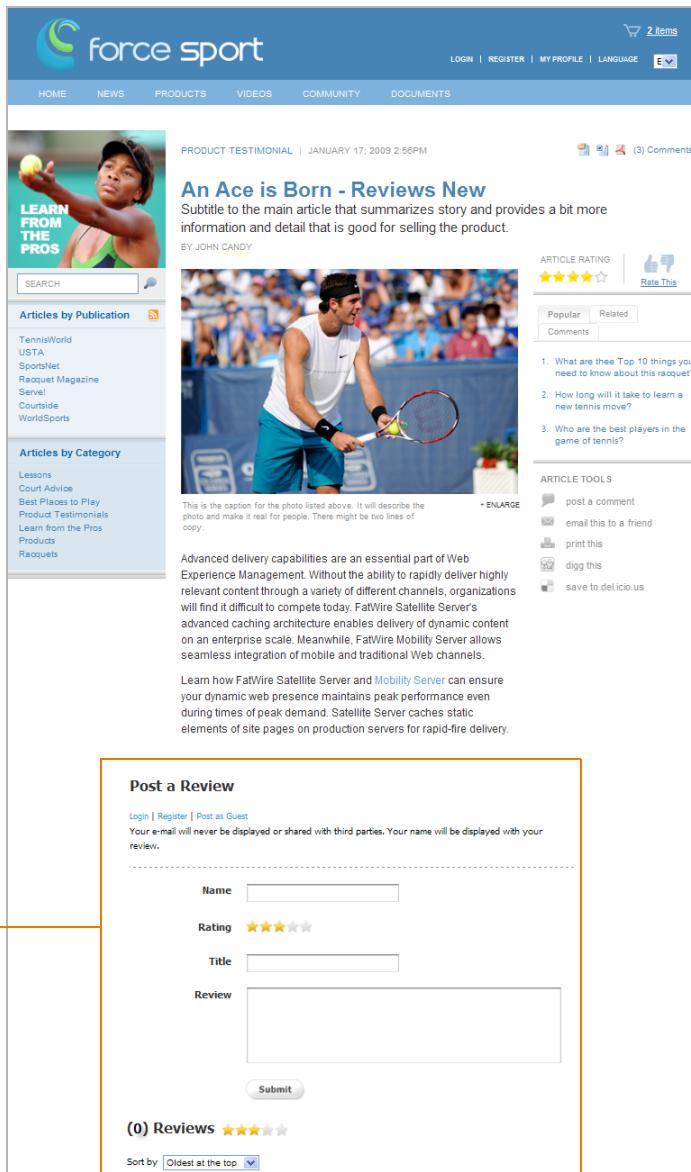
```
1  <div id="reviews_container"></div>
2  Reviews container
3  <script type="text/javascript">
4  if(typeof cos == "undefined")
5  {
6  var cos = {};
7  if(typeof cos.pageWidgets == "undefined")
8  {
9  cos.pageWidgets = new Array();
10 }
11 cos.pageWidgets.push({name: "reviews",
12 version: "0.1",
13 elementID: "reviews_container",
14 attributes: {"site_id":"FirstSiteII"}});
15 setTimeout(
16     function(){if ((typeof(reviews) == 'undefined') ||
17     (typeof(reviews.v0_1) == 'undefined'))
18     {document.getElementById('reviews_container').innerHTML =
19     "<div style='font-family: Tahoma, Verdana, Geneva, sans-
20     serif;font-size: 12px;color: #333333;border: 1px solid
21     #dbdfef;padding-left: 5px;padding-top: 4px;height:
22     22px;'>Sorry, reviewing is unavailable right now. Please
23     contact the site administrator.</div>";}
24     ,10000);
25 </script>
26 <script type="text/javascript" charset="utf-8" src="http://
27     cosservice.infostoria.com.ua:80/cos-service/widgets/
28     FirstSiteII/reviews/0.1.js"></script>
```

Analyzing the reviews widget tag’s code snippet

- **Line 1** defines the container that holds the reviews widget on the page.
- **Line 2** opens the bootstrapping JavaScript code needed for the widget.
- **Line 3** checks if Community Server functionality (`cos` object) is defined on the page. **Line 5** defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widget tags deployed on the page, then the `cos` object’s value is empty.
- **Line 7** checks if there are any community widget tags defined inside the `cos` object.
- **Line 9** defines the list of widget tags that are deployed on the page. **Line 9** is executed if the condition in line 7 is true.

- Lines 11 – 14 define the reviews widget tag and adds the new element to the list defined in line 9. Line 13 is a link that is used to render the reviews widget inside the container defined in line 1.
- Lines 15 – 17 check if the reviews widget is rendered on the page. If the reviews widget is not rendered after 10 seconds, then users are informed that there is an error and they should contact their site administrators.
- Line 19 loads the JavaScript code that renders the reviews widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the reviews widget tag.

Figure 5: Reviews widget rendered on a web page



The screenshot shows a web page from the 'force sport' website. The header includes a logo, navigation links for HOME, NEWS, PRODUCTS, VIDEOS, COMMUNITY, and DOCUMENTS, and a language selector. The main content area features a product testimonial for 'An Ace is Born - Reviews New' by John Candy, dated January 17, 2009. The article includes a photo of a tennis player and a list of questions for readers. Below the article is a 'Post a Review' form with fields for Name, Rating (4 stars), Title, and Review, along with a 'Submit' button. The footer contains a 'Reviews' section with a heading and a link to the reviews form.

Reviews widget displaying the review field, and the list of approved reviews posted about the given page asset.

Reviews Summary Widget Tag

The “Reviews Summary Deployment” screen (**Deployment > Reviews Summary**) provides administrators and designers with the reviews summary widget tag. This section analyzes the parameters defined in the reviews summary widget tag code snippet:

Reviews summary widget tag's code snippet

```
1  <div id="reviews_summary_container"></div>
2  <script type="text/javascript">
3      if(typeof cos == "undefined")
4      {
5          var cos = {};
6      }
7      if(typeof cos.pageWidgets == "undefined")
8      {
9          cos.pageWidgets = new Array();
10     }
11     cos.pageWidgets.push({name: "reviews-summary",
12         version: "0.1",
13         elementID: "reviews_summary_container",
14         attributes:
15             {"site_id": "FirstSiteII", "resource_id": "111546897", "show_la
16             st_comment_date": "true"}});
15 </script>
16 <script type="text/javascript" charset="utf-8" src="http://
cosservice.infostoria.com.ua:80/cos-service/widgets/
FirstSiteII/reviews/0.1.js"></script>
```

Analyzing the reviews summary widget tag's code snippet

- [Line 1](#) defines the container that holds the reviews summary widget on the page.
- [Line 2](#) opens the bootstrapping JavaScript code needed for the widget.
- [Line 3](#) checks if Community Server functionality (`cos` object) is defined on the page. [Line 5](#) defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widgets deployed on the page, then the `cos` object's value is empty.
- [Line 7](#) checks if there are any community widget tags defined inside the `cos` object.
- [Line 9](#) defines the list of widget tags that are deployed on the page. [Line 9](#) is executed if the condition in line 7 is true.
- [Lines 11 – 14](#) define the reviews summary widget tag and adds the new element to the list of tags defined in line 9. [Line 13](#) is a link used to render the reviews summary widget tag inside the container defined in line 1.
- [Line 16](#) loads the JavaScript code that renders the reviews summary widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the reviews summary widget tag.

Figure 6: Reviews summary widget rendered on a web page.

Reviews summary widget displaying the amount of reviews posted about the given page's asset, and the date of the most recently posted review.

Top-Ranked Topics Widget Tag

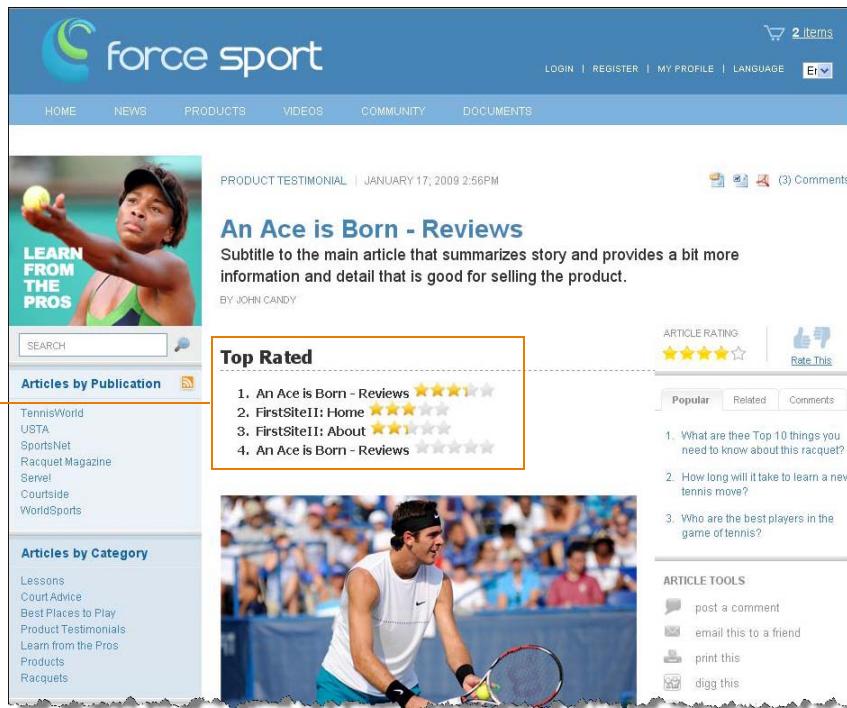
The “Top-Ranked Topics Deployment” screen (**Deployment > Top-Ranked Topics**) provides administrators and designers with the top-ranked topics widget tag. This section analyzes the parameters defined in the top-ranked topics widget tag code snippet:

Top-ranked topics widget tag’s code snippet

```
1  <div id="top_ranked_reviews_container"></div>
2  <script type="text/javascript">
3  if(typeof cos == "undefined")
4  {
5  var cos = {};
6  }
7  if(typeof cos.pageWidgets == "undefined")
8  {
9  cos.pageWidgets = new Array();
10 }
11 cos.pageWidgets.push({name: "top-ranked-reviews",
12 version: "0.1",
13 elementID: "top_ranked_reviews_container",
14 attributes: {"site_id": "FirstSiteII"}});
15 </script>
16 <script type="text/javascript" charset="utf-8" src="http://
cosservice.infostoria.com.ua:80/cos-service/widgets/
FirstSiteII/reviews/0.1.js"></script>
```

Analyzing the top-ranked topics widget tag’s code snippet

- **Line 1** defines the container that holds the top-ranked topics widget on the page.
- **Line 2** opens the bootstrapping JavaScript code needed for the widget.
- **Line 3** checks if Community Server functionality (`cos` object) is defined on the page. **Line 5** defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widgets deployed on the page, then the `cos` object’s value is empty.
- **Line 7** checks if there are any community widget tags define inside the `cos` object.
- **Line 9** defines the list of widget tags that are deployed on the page. **Line 9** is executed if the condition in line 7 is true.
- **Lines 11 – 14** define the top-ranked topics widget tag and adds the new element to the list of tags defined in line 9. **Line 13** is a link that is used to render the top-ranked topics widget tag inside the container defined in line 1.
- **Line 16** loads the JavaScript code that renders the top-ranked topics widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the top-ranked topics widget tag.

Figure 7: Top-ranked topics widget deployed on a web page


The screenshot shows a web page from the 'force sport' website. At the top, there is a navigation bar with links for HOME, NEWS, PRODUCTS, VIDEOS, COMMUNITY, and DOCUMENTS. A shopping cart icon indicates 2 items. Below the navigation, there is a large image of a tennis player in action, with the text 'LEARN FROM THE PROS' overlaid. To the right of the image, there is a 'PRODUCT TESTIMONIAL' section with a date of JANUARY 17, 2009 2:56PM and a link to (3) Comments. The main content area features an article titled 'An Ace is Born - Reviews' with a subtitle about summarizing the story. The article is by JOHN CANDY. Below the article, there is a 'Top Rated' section highlighted with an orange box, listing four items with their average ratings. To the right of the article, there is an 'ARTICLE RATING' section with a 5-star rating and a 'Rate This' button. Below the rating, there are links for Popular, Related, and Comments. A list of three questions is provided: 1. What are the top 10 things you need to know about this racquet? 2. How long will it take to learn a new tennis move? 3. Who are the best players in the game of tennis? On the left side, there are two sidebar sections: 'Articles by Publication' and 'Articles by Category'. The 'Articles by Publication' sidebar lists TennisWorld, USTA, SportsNet, Racquet Magazine, Sserve, Courtside, and WorldSports. The 'Articles by Category' sidebar lists Lessons, CourtAdvice, Best Places to Play, Product Testimonials, Learn from the Pros, Products, and Racquets. At the bottom of the page, there is an 'ARTICLE TOOLS' sidebar with links for post a comment, email this to a friend, print this, and digg this.

Top-Ranked Topics widget displaying the names of the assets that reviews have been posted about and the average rating each asset was given.

Average Rating Widget Tag

The “Average Rating Deployment” screen (**Deployment > Average Rating**) provides administrators and designers with the average rating widget tag. This section analyzes the parameters defined in the average rating widget tag code snippet:

Average rating widget tag's code snippet

```
1  <div id="average_rating_container"></div>
2  <script type="text/javascript">
3      if(typeof cos == "undefined")
4      {
5          var cos = {};
6      }
7      if(typeof cos.pageWidgets == "undefined")
8      {
9          cos.pageWidgets = new Array();
10     }
11     cos.pageWidgets.push({name: "average-rating",
12         version: "0.1",
13         elementID: "average_rating_container",
14         attributes:
15             {"site_id": "FirstSiteII", "resource_id": "1546987523"}});
16 </script>
17 <script type="text/javascript" charset="utf-8" src="http://
cosservice.infostoria.com.ua:80/cos-service/widgets/
FirstSiteII/reviews/0.1.js"></script>
```

Analyzing the average rating widget tag's code snippet

- **Line 1** defines the container that holds the average rating widget on the page.
- **Line 2** opens the bootstrapping JavaScript code needed for the widget.
- **Line 3** checks if Community Server functionality (`cos` object) is defined on the page. **Line 5** defines the `cos` object on the page. The `cos` object contains all Community Server functionality. If there are no community widget tags deployed on the page, then the `cos` object's value is empty.
- **Line 7** checks if there are any community widget tags defined inside the `cos` object.
- **Line 9** defines the list of widget tags that are deployed on the page. **Line 9** is executed if the condition in line 7 is true.
- **Lines 11 – 14** define the average rating widget tag and adds the new element to the list of tags defined in line 9. **Line 13** is a link that is used to render the average rating widget tag inside the container defined in line 1.
- **Line 16** loads the JavaScript code that renders the average rating widget on the page. This JavaScript code extends the `cos` object to contain all functionality for the average rating widget tag.

Figure 8: Average rating widget deployed on a web page

A screenshot of the force sport website. The top navigation bar includes links for HOME, NEWS, PRODUCTS, VIDEOS, COMMUNITY, and DOCUMENTS. A shopping cart icon shows 2 items. The main content area features a 'PRODUCT TESTIMONIAL' from January 17, 2009, at 2:56PM. The testimonial is titled 'An Ace is Born - Reviews' and is subtitled 'Subtitle to the main article that summarizes story and provides a bit more information and detail that is good for selling the product.' It is by John Candy. The testimonial includes a 5-star rating icon, a photo of a tennis player in action, and a list of 3 questions. A sidebar on the left shows 'ARTICLES BY PUBLICATION' and 'ARTICLES BY CATEGORY' sections. A callout box labeled 'Average Rating' points to the 5-star rating icon. A red arrow points from the 'Average Rating' label to the 5-star icon.

Average Rating widget displaying the average rank (number of stars) given to a page's asset.

SEARCH

ARTICLES BY PUBLICATION

TennisWorld
USTA
SportsNet
Racquet Magazine
Serve1
CourtSide
WorldSports

ARTICLES BY CATEGORY

Lessons
CourtAdvice
Best Places to Play
Product Testimonials
Learn from the Pros
Products
Racquets

PRODUCT TESTIMONIAL | JANUARY 17, 2009 2:56PM

An Ace is Born - Reviews

Subtitle to the main article that summarizes story and provides a bit more information and detail that is good for selling the product.

BY JOHN CANDY

ARTICLE RATING

★★★★★

Rate This

1. What are the Top 10 things you need to know about this racquet?
2. How long will it take to learn a new tennis move?
3. Who are the best players in the game of tennis?

ARTICLE TOOLS

post a comment
email this to a friend
print this
digg this
save to del.icio.us

LEARN FROM THE PROS

SEARCH

ARTICLES BY PUBLICATION

TennisWorld
USTA
SportsNet
Racquet Magazine
Serve1
CourtSide
WorldSports

ARTICLES BY CATEGORY

Lessons
CourtAdvice
Best Places to Play
Product Testimonials
Learn from the Pros
Products
Racquets

PRODUCT TESTIMONIAL | JANUARY 17, 2009 2:56PM

An Ace is Born - Reviews

Subtitle to the main article that summarizes story and provides a bit more information and detail that is good for selling the product.

BY JOHN CANDY

ARTICLE RATING

★★★★★

Rate This

1. What are the Top 10 things you need to know about this racquet?
2. How long will it take to learn a new tennis move?
3. Who are the best players in the game of tennis?

ARTICLE TOOLS

post a comment
email this to a friend
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LEARN FROM THE PROS

