



RSS Feeder - Administrator Guide

for OpenText Social Workplace and FirstClass

Werner de Jong, Senior Solutions Architect
8 July 2011

Abstract

This document is an administrator's guide to the installation and configuration of the RSS Feeder, an RSS aggregator for FirstClass and OpenText Social Workplace.

With the RSS Feeder, you can submit Twitter and RSS feeds, both public feeds and feeds that require authentication, to FirstClass Conferences, OpenText Social Workplace Communities and The Pulse or as email messages.



Contents

Introduction.....	3
System Requirements.....	4
Installation.....	5
Initial Configuration.....	7
Creating RSS Feeds	10
Examples.....	13
Error Messages.....	16
Logging.....	18



Introduction

Since the release of OpenText Social Workplace (OTSW), the social media application for business, customers have been asking for aggregating RSS feeds into OTSW communities. Until recently, the only solutions available were online feed-to-email services, such as FeedMyInbox.

With the arrival of the all new RSS Feeder application, we now have a native solution available. With this tool, the System Administrator or OTSW Custodian can setup any number of RSS feeds, which are delivered as messages, documents or wikis to a community, conference or mailbox. The application can also deliver RSS feeds to external email addresses, which means that the RSS Feeder is a feed-to-email service by itself.

This document describes the installation and configuration of the RSS Feeder.



System Requirements

Before you can start the installation of the RSS Feeder, you must check the following:

- Are you running FirstClass Server version 11 or later?
- Have you installed FirstClass Application Services version 4154 or later? Note that FCAS version 4513 or later is preferred for full functionality.
- Is FirstClass Application Services logged in to the server and running? Check the Session Monitor to verify that the FCAS gateway is signed in.

ID	Name	User ID	Action	Last Object	Open Objects	IP Address
7	Administrator	admin		Mailbox		86.46.219.192
8	Administrator	admin				10.133.48.108
10	Internet	1000000000	Login			127.0.0.1
15	Internet	1000000000		Mailbox		86.43.183.36
16	Internet	1000000000	Open	MailBox		127.0.0.1
36	Internet	1000000000				207.46.199.40
38	Internet	1000000000		Desktop		10.133.24.108
54	Internet	1000000000		Desktop		86.42.116.192
70	FCAS	5000000000	Open			10.133.48.108
76	FCAS	5000000000		Desktop		10.133.24.108
82	FCAS	5000000000	Open	Desktop		10.133.48.108
85	FCAS	5000000000	Open			10.133.48.108
86	FCAS	5000000000		Desktop		10.133.49.213

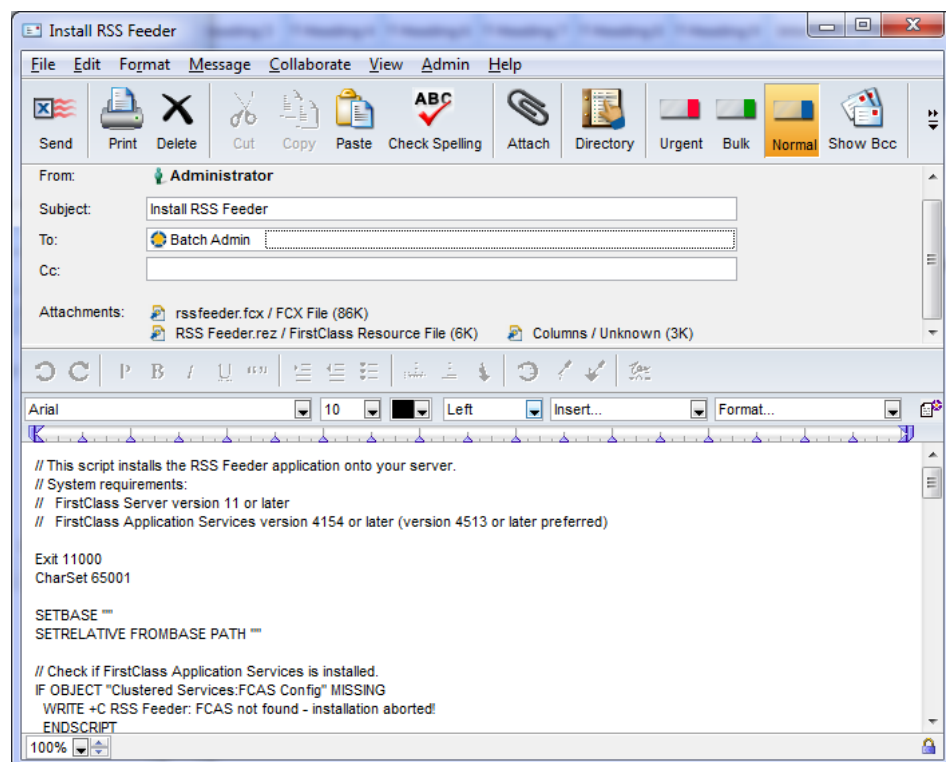


Installation

Installation of the RSS Feeder application is simple.

You must login to OTSW or FirstClass as Administrator (the default user ID is “admin”), create a new message and address it to “Batch Admin”.

You can drag and drop the file “script.txt” into the body of the message (or copy and paste the content of the file) and attach the remaining files (“Columns”, “RSS Feeder.rez” and “rssfeeder.fcx”) to the message. This is a screenshot of the message that is ready to be sent:



Click on the Send button to start the installation. You can check the server log to see if the installation process has finished.

The installation process performs the following tasks:

- It updates or creates the application file “rssfeeder.fcx” in the Clustered Services/FCAS Config/Online Applications folder.
- It creates the “All RSS Feeds” container template in the Groups folder.



- It sets the view for containers that are members of this new container template.
- It uploads the custom columns and resources available to members of this new container template.

You must restart the FirstClass Application Services module to start the RSS Feeder for the first time.



Initial Configuration

The first time the RSS Feeder application starts, it attempts to create the main RSS Feeds conference in General Conferences (or Private Conferences on old servers). This conference is the location where an administrator can specify the generic RSS Feeds.

It will also automatically configure itself with some default values by creating a new System Configuration document in FirstClass Applications/RSS Feeder. If the configuration form is not available, please open the main RSS Feeds conference in General Conferences first. See below for a screenshot of the default configuration document.

System Configuration : FirstClass EU

Save and Close Find Check Spelling Print Delete History

System Configuration Creator: FCAS

Name System Configuration
Subject

RSS feeds conference Private Conferences | RSS Feeds
RSS user group name RSS Users
RSS user conference name My RSS Feeds
Update RSS feeds every 15 minutes
Log level Progress information

Authenticated RSS Feeds

Full path to WGET C:\Program Files (x86)\GnuWin32\bin\wget.exe
Upload images to Internet Services | WWW | Main Site | Uploaded Images
URL to uploaded images http://www.mydomain.com/uploaded%20images
Image expiry 14 days

Note: entered values are not validated!

Field	Description
Name	The name of the System Configuration document, which must be System Configuration .
Subject	The subject of the System Configuration document (optional).



RSS feeds conference	The full path to the generic RSS Feeds conference, relative to the Administrator's desktop. The default is determined when the RSS Feeder is started for the first time, is it either General Conferences RSS Feeds or Private Conferences RSS Feeds (mandatory).
RSS user group name	Users who are a member of this user group will be checked for RSS feeds. The user group must exist. For example: All RSS Users (optional).
RSS user conference name	The full path, relative to the user's desktop, for the RSS feeds conference. This conference will be created automatically for each user, who is a member of the RSS user group mentioned above. An example is My RSS Feeds (optional).
Update RSS feeds every	The refresh cycle in minutes, the default is 15 minutes (mandatory).
Log level	Logging level for the RSS Feeder. The name of the log file is FCAS RSSFeeder.LOG . The default log level is Progress Information.
Full path to WGET	FirstClass Application Services cannot perform authentication at this stage. To connect to RSS feeds that require authentication, we rely on the external application WGET. This can be downloaded from http://gnuwin32.sourceforge.net/packages/wget.htm (for Windows) or from http://www.gnu.org/software/wget/ (other Operating Systems). If not configured, RSS feeds that require authentication will be skipped. The default value is C:\Program Files (x86)\GnuWin32\bin\wget.exe .



Upload images to	RSS feeds can contain embedded images. This may be a problem for authenticated feeds, as sessions will expire. To prevent these images from becoming unavailable, they can be stored on the local OTSW or FirstClass server. You can enter the full path, relative to the Administrator's desktop, to a container that is published online. The RSS Feeder will download external images and copy them to this folder. The default is Internet Services WWW Main Site Uploaded Images . If this field has not been configured, images may not be available when you view the RSS feed in your mailbox or community. This container can be a FirstClass conference, so you can set access permissions if necessary.
URL to uploaded images	This is the web address to access the container listed above from a web browser. The default value of http://www.mydomain.com/uploaded%20images is unlikely to be correct, and will require modification.
Image expiry	The expiry period in days for the embedded images that were downloaded to a local container. The default is 14 days.

Important notes:

- None of the fields are validated when you close the form. Please ensure that you enter the values accurately.
- When entering paths, remember to use "|" as path separators, not forward slashes (/) or back slashes (\).
- The configuration file is read automatically before the RSS Feeder application scans for available RSS feeds.



Creating RSS Feeds

After the RSS Feeder has been tuned for your environment, you are ready to create RSS feeds. This means that you need to create forms that contain the appropriate information in the generic RSS feeds conference or, if enabled, a personal RSS feeds conference.

To create an RSS feed, open an RSS feeds conference and choose File->New->New Document Special->RSS Feed from the FirstClass Client menu.

A new RSS Feed form opens. By default, the form has been formatted to deliver an RSS feed as a message:

Other options are:

- Deliver the RSS feed to a document in a conference (FirstClass)

- Deliver the RSS feed to a wiki in a community (OTSW)



The table below is a list of available fields and their description.

Field	Description
Enable Subscription	Tick this check box to enable the feed. If the box is not ticked, the RSS Feeder application will skip this form.
Force Full Sync	Tick this check box to force a full sync of all available RSS items. When the destination is a document or a wiki, the existing contents is overwritten. The tick is removed automatically after the resync.
RSS Feed Name	The name of this RSS Feed. A unique name is recommended. This is also the name for the destination document or wiki and the subject of the message (mandatory).
RSS Feed / Twitter Feed	Select the type of the RSS feed. If “Twitter Feed” is selected, the “RSS Feed URL” field label is changed into “Twitter Name”, so only a Twitter name needs to be specified.
RSS Feed URL	The URL for this RSS feed, for example http://twitter.com/statuses/user_timeline/18761739.rss (mandatory).
Deliver As	Determines how the RSS feed is delivered to OTSW or FirstClass: a message, a FirstClass document or an OTSW wiki.
Destination	The directory name or email address when delivering the feed as a message. The email address can be external. The name of a conference or community when the feed is delivered as a document or wiki. The name must refer to a local conference or community and must be listed in the directory. This field is mandatory.
Originator	The originator name or email address (optional, message only).
Subject Prefix	A prefix for the subject (optional, message only).



Delivery Format	Single item per post, multiple items per post or as a Pulse status update. Note that the latter option will only send the description field of an RSS item. (message only, optional).
Maximum Number of Items	The maximum number of RSS items that a document or wiki can contain. This is used to restrict the size of the document or wiki. Items are removed on a first-in/first-out basis (documents or wikis only, optional).
Suppress Versioning	By default, updates to wikis generate a new version of the wiki. This behavior can be suppressed by ticking this check box (wikis only, optional).
Requires Authentication	Tick this check box if the RSS feed requires authentication. You can then enter a user ID and password. Feeds that require authentication are fetched using the external WGET application (see section on Configuration, optional).
Feed Status	A black icon if the feed is disabled, a green icon if there are no errors or a red icon if there an error has occurred.
Last Connection	The last date and time the RSS Feeder connected to the RSS feed.
Last Update	The last date and time that the RSS Feeder retrieved an item from the RSS feed.
Last Processed	The number of items the RSS Feeder retrieved during the last update.
Last Error Message	The last error message that occurred.
Last Item ID	The unique identifier of the last RSS item retrieved.
Total Processed	The total number of RSS items retrieved since this RSS feed was created.

When you have completed the form, click Save and Close from the toolbar. During the next refresh, the RSS Feeder will attempt to connect and process the specified feed.



Examples

This is an example of an RSS feed form that delivers a message to an individual's mailbox.

The screenshot shows the 'RSS Feeder' application window. The title bar reads 'Social Networking News / http://feeds.feedzilla.com/uk/news_headlines/internet/social-networking.rss : FirstClass ...'. The interface includes a toolbar with icons for 'Save and Close', 'Find', 'Check Spelling', 'Print', 'Delete', and 'History'. Below the toolbar, the 'RSS Feed' section shows the 'Creator' as 'Werner de Jong'. There are checkboxes for 'Enable Subscription' (checked) and 'Force Full Sync' (unchecked). A note states '* Fields are required'. The 'RSS Feed Name' is 'Social Networking News' and the 'RSS Feed URL' is 'http://feeds.feedzilla.com/uk/news_headlines/internet/social-networking.rss'. The 'Deliver As' is set to 'Message'. The 'Destination' is 'Werner de Jong', 'Originator' is 'RSS Feeder Demo', and 'Subject Prefix' is 'News'. The 'Delivery Format' is 'Multiple Items Per Post'. A note says 'Note: entered values are not validated!'. The 'Feed Status' is indicated by a green dot. The 'Last Update' is '08/07/2011 13:21', 'Last Connection' is '08/07/2011 13:21', 'Last Error Message' is 'No errors', and 'Last Item ID' is 'feedzilla.com:111220284'. The 'Total Processed' is '393'. The bottom status bar shows '100%' zoom.

The RSS Feeder application combines multiple new RSS items into a single message.

The screenshot shows an email client window titled 'News - Social Networking News : FirstClass EU'. The menu bar includes 'File', 'Edit', 'Format', 'Message', 'Collaborate', 'View', 'Admin', and 'Help'. The toolbar has icons for 'Reply', 'Forward', 'Unsend', 'History', 'Print', 'Delete', 'Copy', 'Find', 'Next Unread', 'Previous in Thread', and 'Next in Thread'. The email header shows 'From: RSS Feeder Demo', 'Subject: News - Social Networking News', and 'To: Werner de Jong'. The date is '08 July 2011 13:23:53'. The main body of the email contains two news items. The first item is titled 'Facebook Apologizes For Disabling Apps, Launches New Feedback Metrics, Granular Enforcement, Disabled Mode (Inside Facebook)' and is dated 'Fri, 08 Jul 2011 00:10:00 +0100'. It includes a 'Share With Friends' section with social media icons and a link to 'Internet - Social Networking Stories, News Feeds and News via Feedzilla'. The second item is titled 'MyPad Launches Twitter Integration to Differentiate From Facebook's Forthcoming iPad App (Inside Facebook)' and is dated 'Thu, 07 Jul 2011 20:19:00 +0100'. It also includes a 'Share With Friends' section with social media icons and a link to 'Internet - Social Networking News, RSS and RSS Feed via Feedzilla'. The bottom status bar shows '100%' zoom.



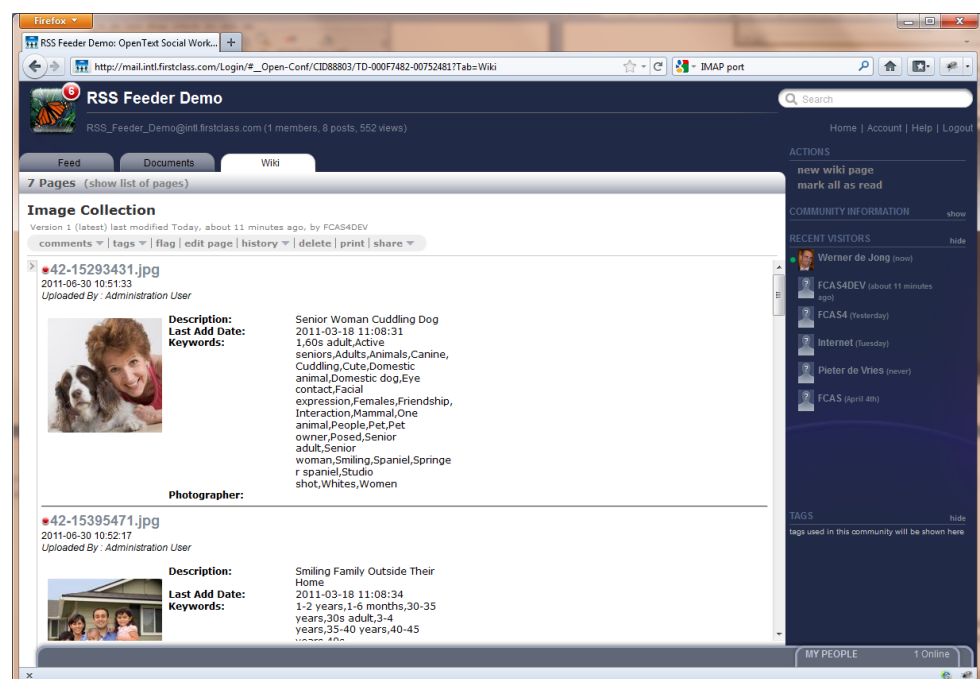
Below is an example of an RSS feed that requires authentication.

In some cases, you may need to tick the “Basic HTTP AUTH Only” box, in which case the RSS Feeder will send the Basic HTTP AUTH information, without waiting for the server’s challenge.

The result of this example is delivered as a wiki to an OpenText Social Workplace community. The RSS items contain HTML with embedded images, which are stored locally to prevent them from being no longer available when the authenticated session expires.

The screenshot shows the 'RSS Feed' configuration window. At the top, it says 'Image Collection' and 'http://demo.emotion.com/mediarss/CollectionFeed.ashx?collection_id=0&large=: FirstClass EU'. Below this are icons for 'Save and Close', 'Find', 'Check Spelling', 'Print', 'Delete', and 'History'. The 'Creator' is 'Werner de Jong'. There are checkboxes for 'Enable Subscription' and 'Force Full Sync'. A note says '* fields are required'. The 'RSS Feed Name' is 'Image Collection' and the 'RSS Feed URL' is 'http://demo.emotion.com/mediarss/CollectionFeed.ashx?collection_id=0&large='. Under 'Deliver As', 'Wiki' is selected. 'Suppress Versioning' is unchecked, and 'Requires Authentication' is checked. 'Destination' is 'RSS Feeder Demo'. 'User ID' is 'rss' and 'Password' is masked with dots. 'Maximum Number of Items' is 'Unlimited'. There is a 'Basic HTTP AUTH Only' checkbox which is unchecked. A note says 'Note: entered values are not validated!'. Below this is a table with 'Feed Status' (green dot), 'Last Update' (08/07/2011 12:16), 'Last Connection' (08/07/2011 12:16), 'Last Processed' (12), 'Last Error Message' (No errors), 'Last Item ID' (102395:2:1), and 'Total Processed' (210).

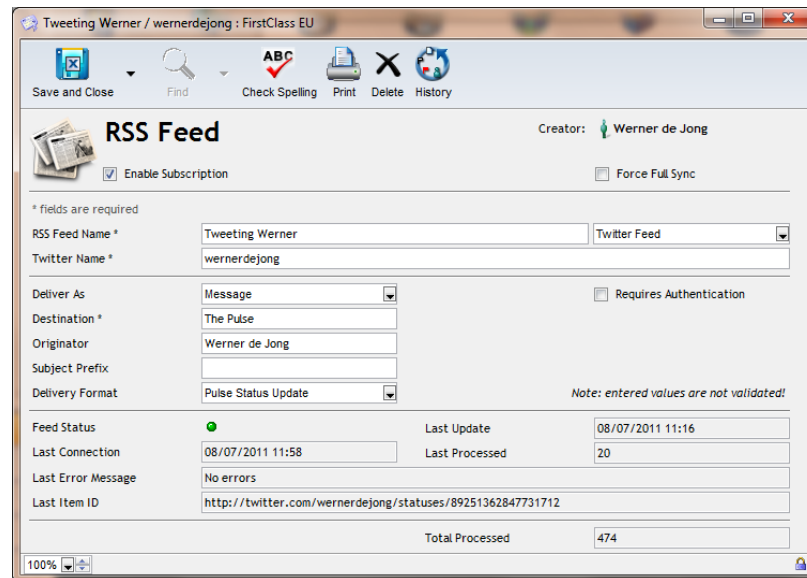
The RSS Feeder creates and updates a wiki in the specified community:



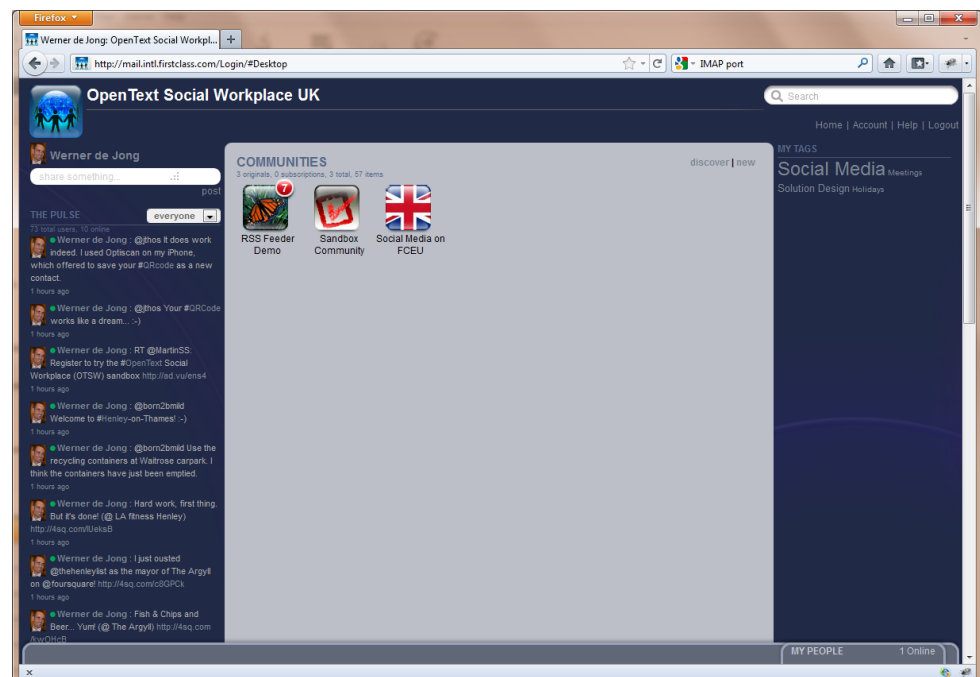


This final example subscribes to a Twitter feed to update The Pulse in OpenText Social Workplace. To create the right format for The Pulse, the delivery format is set to “Pulse Status Update”.

Note that the user’s status in Social Workplace is **not** updated.



Below is a screenshot of the result in OpenText Social Workplace.





Error Messages

When there is a problem with a feed, the form is updated with an error message, will be displayed in the corresponding RSS feed form, the status is initially set to an amber icon. The feed will be disabled after 3 failed attempts.

Social Networking News / http://feeds.feedzilla.com/uk/news_headlines/internet/socialnetworking.rss : FirstClass EU

Save and Close Find Check Spelling Print Delete History

RSS Feed Creator: Werner de Jong

☒ Enable Subscription ☐ Force Full Sync

* fields are required

RSS Feed Name * Social Networking News RSS Feed

RSS Feed URL * http://feeds.feedzilla.com/uk/news_headlines/internet/socialnetworking.rss

Deliver As Wiki ☐ Suppress Versioning ☐ Requires Authentication

Destination * RSS Feeder Demo

Maximum Number of Items 50

Note: entered values are not validated!

Feed Status  Last Update 08/07/2011 11:58

Last Connection 08/07/2011 12:22 Last Processed 5

Last Error Message URL is not a valid RSS feed (attempt 1 of 3)

Last Item ID feedzilla.com:111220284

Total Processed 373

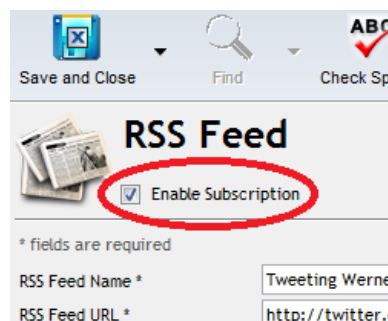
100%

Error Message	Description	Remedy
URL is not a valid RSS feed (attempt n of 3).	The RSS URL is invalid. The RSS Feeder performs three attempts. After the fourth failed attempt, the feed will be disabled.	Copy the URL to the clipboard, and paste it in the address bar of any web browser. If the result is not an RSS feed, correct the URL
URL is not a valid RSS feed or the authentication failed (attempt n of 3).	The RSS URL is invalid, or the credentials are incorrect. The RSS Feeder performs three attempts. After the fourth failed attempt, the feed will be disabled.	Load the URL in a browser as above and check if you can login with the user ID and password entered on the RSS feed form.



Delivery to <i>user name</i> failed - name does not exist (error 1003)	The destination name does not exist.	Ensure that the name is spelled correctly and that the user, conference or community exists in the FirstClass or OpenText Social Workplace Directory.
Delivery to <i>destination</i> failed - destination container was not found on the desktop (error 1048)	The destination conference or community location could not be verified.	Check the owner of the conference or community and check if it exists on the owner's desktop or home page.
Delivery to <i>destination</i> failed - mail submission error - check permissions (error nnnn)	Delivery to the destination failed, most likely due to permission errors.	Verify that the FirstClass Application Services gateway, FCAS, has Creator permissions in the destination conference or community.
Delivery to <i>destination</i> failed - destination container was not found in the directory (error 1081)	The destination conference or community is not listed in the directory.	Ensure that the destination exists and that it is listed in the FirstClass or OpenText Social Workplace Directory. Ensure that the check box "Do not publish in Directory" is not ticked on the Permissions form.

After you have corrected the problem, do not forget to re-enable the feed subscription!





Logging

The RSS Feeder application creates a log file in the same folder as where FirstClass Application Services was installed. How much is written to the file, depends on the log level set in the System Configuration document. For more information, see the Initial Configuration section from page 7 onwards.

Below is an example of a normal log conversation, with the log level set to “Progress information”.

```
08/07/2011 14:29:30 rssfeeder [ALWAYS ] RSS Feeder version 1.0 (build 38) started
08/07/2011 14:29:30 rssfeeder [ALWAYS ] Created by Werner de Jong (wdejong@opentext.com), Senior Solutions
Architect, Open Text UK
08/07/2011 14:29:30 rssfeeder [ALWAYS ] Copyright (c) 2011 Open Text Corporation. All Rights Reserved.
08/07/2011 14:29:32 rssfeeder [INFO   ] Looking for generic RSS feeds...
08/07/2011 14:29:32 rssfeeder [INFO   ] Scanning RSS feeds for Administrator...
08/07/2011 14:29:33 rssfeeder [INFO   ] BBC News: INITIATE
08/07/2011 14:29:33 rssfeeder [INFO   ] BBC News: establishing connection to
http://feeds.bbc.co.uk/news/rss.xml
08/07/2011 14:29:35 rssfeeder [INFO   ] BBC News: no new items to post to RSS Feeder Demo
08/07/2011 14:29:35 rssfeeder [INFO   ] BBC News: DONE
08/07/2011 14:29:44 rssfeeder [INFO   ] Processed 1 RSS feed and posted 0 new items
08/07/2011 14:29:44 rssfeeder [INFO   ] Finished RSS feeds for Administrator
08/07/2011 14:29:44 rssfeeder [INFO   ] Looking for personal RSS feeds...
08/07/2011 14:29:45 rssfeeder [INFO   ] User group RSS Users has 1 member
08/07/2011 14:29:49 rssfeeder [INFO   ] Scanning RSS feeds for Werner de Jong...
08/07/2011 14:29:53 rssfeeder [INFO   ] Werner on Twitter: INITIATE
08/07/2011 14:29:53 rssfeeder [INFO   ] Werner on Twitter: establishing connection to
http://twitter.com/statuses/user_timeline/18761739.rss
08/07/2011 14:29:54 rssfeeder [INFO   ] RSS item wernerdejong: Finished documenting the RSS Feeder
application: queueing for submission to The Pulse
08/07/2011 14:29:56 rssfeeder [INFO   ] RSS item Tweet - wernerdejong: Finished documenting the RSS Feeder
application: delivery to The Pulse successful
08/07/2011 14:29:56 rssfeeder [INFO   ] Werner on Twitter: successfully delivered 1 item to The Pulse
08/07/2011 14:29:56 rssfeeder [INFO   ] Werner on Twitter: DONE
08/07/2011 14:29:59 rssfeeder [INFO   ] Processed 1 RSS feed and posted 1 new item
08/07/2011 14:29:59 rssfeeder [INFO   ] Finished RSS feeds for Werner de Jong
08/07/2011 14:29:59 rssfeeder [INFO   ] Completed 2 RSS feeds in 27 seconds
08/07/2011 14:29:59 rssfeeder [INFO   ] Going to sleep for 872 second(s), resuming at 08/07/2011 14:44:34
```



About OpenText

OpenText is the world's largest independent provider of Enterprise Content Management (ECM) software. The Company's solutions manage information for all types of business, compliance and industry requirements in the world's largest companies, government agencies and professional service firms. OpenText supports approximately 46,000 customers and millions of users in 114 countries and 12 languages. For more information about OpenText, visit www.opentext.com.

www.opentext.com

North America
+800 304 2727

United States
+1 847 267 9330

Germany
+49 89 4629 0

United Kingdom
+44 0 1189 848 000

Australia
+61 2 9026 3400