

# Worldnow Producer<sup>TM</sup> Known Browser Issues

**3/3/15**

## A. Overview

In order to guarantee the best performance in the Producer and utilize all functionality, we recommend that you use one of the suggested browsers listed under System Requirements on the Producer login page. (As of 3/3/15, these include Chrome 40, Internet Explorer 9 and Firefox 35.) You can access the Producer using any browser you wish, however, please be aware that some features may not be accessible. Known browser issues are below.

Note that Chrome 40 is currently the preferred browser when using the Worldnow Producer, and in order for the Producer to have the maximum amount of functionality, pop-ups should be turned off.

## B. Known Chrome Issues

### 1) Issue: Cursor moves to the beginning of the text editor after inserting or pasting occurs

**Description:** When a user inserts or pastes an item in the text editor (e.g. Ctrl+V, insert custom character, etc.), Chrome causes the cursor to automatically move to the beginning of the text instead of remaining stationary.

**Next Steps:** This issue is due to Chrome limitations with the Worldnow Editor, which we plan to address when we redesign the current text editor.

### 2) Issue: Objects added into a story body cannot be resized

**Description:** When a user adds an item into the story body (e.g. an image, table, etc.), Chrome does not allow that item to be resized.

**Current Resolution:** Ensure that items are the correct size before adding them into the story body or use one of the recommended browsers to perform the action instead.

### 3) Issue: On Classic pages only, “Save and Finish” unresponsive, “Save Work” button grayed out.

**Description:** On Classic pages, when a user attempts to save a story by clicking “Save and Finish” the button is unresponsive. Similarly, the “Save Work” button will be grayed out.

**Current Resolution:** This is an issue which will be resolved in a future release.

### 4) Issue: Inserting a Hyperlink will often not link

**Description:** When a user attempts to link something to a newly created story, it will not always link. Saving the story, and re-editing it will not allow the user to edit the hyperlink information.

**Current Resolution:** This issue is due to Chrome limitations with the Worldnow editor, which we plan to address when we redesign the current text editor. In the interim, placing a space after the inserted hyperlink may reveal the hyperlinked text.

## 5) Issue: Error message present when user attempts to use Cut, Copy, or Paste buttons in Classic pages

**Description:** “Cut”, “Copy” and “Paste” icons do not function on Classic pages and “Currently not supported by your browser, use keyboard shortcuts instead.” pop up appears

**Current Resolution:** Using keyboard shortcuts will allow this functionality to work. Use Ctrl+C to copy, Ctrl +X to cut, and Ctrl+V to paste.

## C. Known Firefox Issues

### 1) Issue: Security warning while performing Quick Search after login

**Description:** If a user performs a Quick Search *immediately after logging into the Producer*, they may see a security warning pop-up.

**Current Resolution:** Simply select “Continue” to proceed. It is our intention to resolve this issue in an upcoming front-end release.

### 2) Issue: In the text editor, striking the Return/Enter key will not skip line

**Description:** If a user elects to move text to the next line by striking the Return/Enter key, the cursor will move to the next line, but the text will remain on the previous line.

**Current Resolution:** Strike the enter key to skip a line, then cut and paste the intended text in the next line. As an alternative, hold SHIFT and strike the ENTER key to force a line break between text.

### 3) Issue: Error message present when user attempts to use Cut, Copy, or Paste buttons

**Description:** “Cut”, “Copy” and “Paste” icons do not function on Classic pages and “Currently not supported by your browser, use keyboard shortcuts instead.” pop up appears

**Current Resolution:** Using keyboard shortcuts will allow this functionality to work. Use Ctrl+C to copy, Ctrl +X to cut, and Ctrl+V to paste.

## D. Known Internet Explorer Issues

### 1) Issue: “Browse” button does not function under “Current Graphic” tab on “Create Email” page

**Description:** If a user attempts to click the “Browse” button, the button will not do anything.

**Next Steps:** This issue is due to Internet Explorer limitations with the Worldnow editor, which we plan to address when we redesign the current text editor.

## 2) Issue: Drag and drop functionality does not function on specific pages

**Description:** “Drag/drop” functionality is not available on the simple asset upload page available from *Content>Video>Upload*

**Current Resolution:** Select the “Browse or drag/drop video files” button, and navigate to the content to upload. Select the open button to upload the content.

## E. Known Safari Issues

### 1) Issue: Cursor moves to the beginning of the text editor after inserting or pasting occurs

**Description:** When a user inserts or pastes an item in the text editor (e.g. Ctrl+V, insert custom character, etc.), Safari causes the cursor to automatically move to the beginning of the text instead of remaining stationary.

**Next Steps:** Unfortunately, this is not something that can be currently fixed on our end. It is our intention to review Safari compatibility if/when we redesign the text editor.