# iLoop Text Uploader

## User Manual

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**Support**

For assistance, please contact Grapevine: +27 21 702-3333 or email info@vine.co.za.

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# Abbreviations

**GVI**    Grapevine Interactive
**iTU**    iLoop Text Uploader
**URL**    Universal Resource Locator
**WAP**    Wireless Application Protocol
**XML**    eXtensible Markup Language
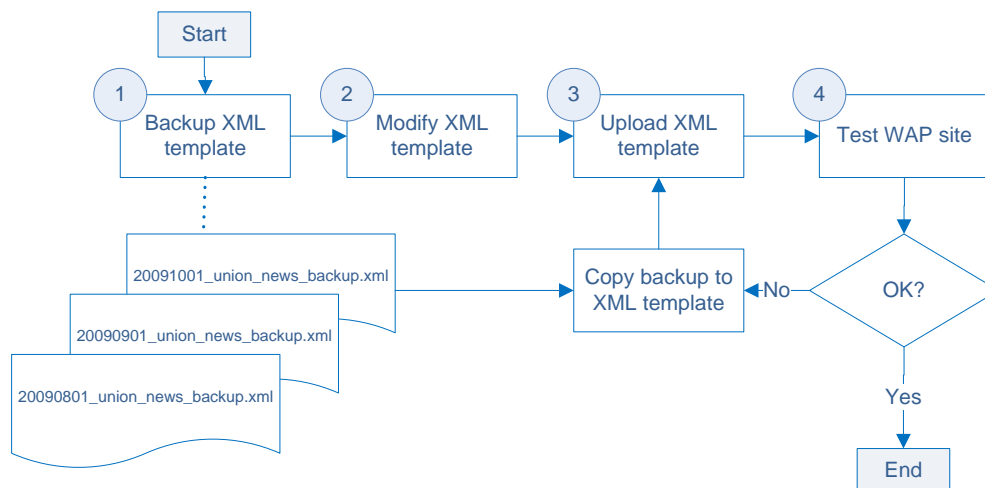
# 1.    When to use this manual

Use this manual for assistance in uploading XML files to your WAP site in order to update text information on specific pages using Grapevine's iLoop Text Uploader (iTU).

For help editing XML files, see Appendix A – Editing XML files on page 9.

**For assistance, please contact Grapevine: +27 21 702-3333 or email info@vine.co.za.**

# 2.    Introduction

Grapevine's **iLoop Text Uploader** (iTU) is a dedicated web application that enables you to modify content on your WAP site by simply modifying /adding text to a Grapevine-supplied XML template file, and then uploading the updated file. If your changes  are incorrect, you have to make necessary corrections and upload these. It is therefore suggested that you back up the existing file so this can be used if necessary.



*Figure 1 – 4-step process*

This document shows you how to use iTU. It assumes you have some knowledge of editing XML files. If not, see Appendix A – Editing XML files on page 9.

**Audience**
This manual is applicable to iTU users, company administrators and GVI administrators.

# 3.    Prerequisites

To use iTU, you need:

- an iTU username and password
- the URL to the iTU web interface
- the relevant XML template files

All the information you need to access and use the iTU web application will be in the email you receive from Grapevine when you are provisioned on the system.

**Note:** For assistance, please contact Grapevine: +27 21 702-3333 or email info@vine.co.za.

# 4.    Editing your XML file

Before you upload changes to your WAP site, you will have to edit the XML template file sent to you by Grapevine.

You can use any text, HTML or XML editor to edit your XML file. It is recommended you do not use a document editor like MS Word, or any editor that will add unwanted formatting information to the file. Instead, there are a number of free XML editors you can download from the internet, e.g. XML Wrench ((http://www.xmlwrench.com).

You can also use MS Notepad, which ships with the Windows operating system.

Below is a sample XML file and the corresponding sample WAP site it was used to update.

```
<?XML version=”1.0" encoding=’ISO-8859-1"?>

<news>
<date>20 October 2009</date>

<topic>
<region>Gauteng</region>
<info>Board meeting to be held at the Convention Centre
in Cape Town on 31st October 2009 </info>
<region>Gauteng</region>
<topic>
<info>The proposal for a monthly update meeting has
been approved. We will publish the date soon. </info>
</topic>

</news>
```

*Sample XML file*



*Sample WAP site*

To edit your XML file, you will need to understand what each XML tag means.

**Note:** The tags used below are examples only. Your WAP site may not display news stories and may use completely different tags but the principle remains the same.

| iTU XMl tags | |
|---|---|
| **Opening and closing tags** | **Description** |
| <news> & </news> | Boundary tags for the content on your WAP page |
| <date> & </date> | Date the XML file is uploaded to your WAP site via iTU, e.g., 20 October 2009 |
| <topic> & </topic> | A news segment, comprising a region or news category, and a news story |
| <region> & </region> | Region or news category, e.g., "Western Cape" or "General". The word 'news' is hard coded so you only need to identify the type of news |

| <info> & </info> | A news story , e.g., "Board meeting to be held at the convention ..." |

You need to update the text between the date, region and info tags.

**Tips:**
- Before editing the XML file sent to you by Grapevine, make sure you have a backup of the original. If your changes do not update your WAP site correctly, you will need to use the backup to reverse your changes.
- It is recommended you change the **Date** field in your XML file to the date you edit and upload it so that you will be able to identify it as the correct version when you upload it to your WAP site.

**Important:** Do not change the name of the file. If you do, iTU **will** upload your file but your WAP site will **not** be updated. This is because iTU cross-references your WAP site with an XML file name that is allocated by Grapevine. If you change the name, the upload application will not find the correct file.

# 5. Logging in to the iTU web site

When you have finished editing your XML file and are ready to upload it:

1. Open your web browser and enter the following URL:
   http://gvrhapp0.vine.co.za/iloopTextUploader
2. Enter your **username**.
3. Enter your **password**.
4. Click **Login**.

All the information you need to access and use the iTU web site is in the email you received from Grapevine when you were provisioned on the system.

**Note:** Your username and password are case-sensitive.

If you have forgotten your password, click the **Forgotten your password?** link and enter your email address. If this address is in the iTU database, the system will send you an email with your password.



# 6. Checking your XML file

Before uploading your file, you should check that it is a well-formed and valid XML file. To do this, you can open it in a web browser like Internet Explorer or Mozilla Firefox. The process of opening a file in Firefox and Internet Explorer is slightly different (and often slightly different between different versions of the same application too) but the principle remains the same.

**Note:** The most common XML errors are unmatched starting and ending tags, e.g. <region> and </region>, either by omission or misspelling. These errors are usually caused by inadvertently overriding an existing

tag(s) when copying and pasting additional segments into an XML file, or by not checking the spelling of tags.

It is therefore important that you open your XML file in a web browser to check if it is well-formed and valid. Following are examples of how these errors will be displayed in your web browser.

**Omitting a boundary <tag>**

```
<?xml version="1.0" encoding="ISO-8859-1" ?>

<news>
<date>20 October 2009</date>

<topic>
 <region>General</region>
 <info>Board Meeting to be held at the Convention Centre in
Cape Town on 31st October 2009</info>
</topic>
```

*Internet Explorer error message*

The XML page cannot be displayed

Cannot view XML input using XSL style sheet. Please correct the error and then click the Refresh button, or try again later.

**The following tags were not closed: news. Error processing resource 'file:///C:/Users/Guest/Documents/iTU/union_news.xml'.**

*Internet Explorer error message*

Boundary tags are the outermost tags in the XML file, in this case <news> and </news>. In this example, the end tag </news> is missing.

**Misspelling a start or end <tag>**

```
<?xml version="1.0" encoding="ISO-8859-1" ?>

<news>
<date>20 October 2009</date>

<topic>
 <region>General</region>
 <info>Board Meeting to be held at the Convention Centre in
Cape Town on 31st October 2009</info>
</topics>
</news>
```

*Internet Explorer error message*

The XML page cannot be displayed

Cannot view XML input using XSL style sheet. Please correct the error and then click the Refresh button, or try again later.

**End tag 'news' does not match the start tag 'topic'. Error processing resource 'file:///C:/Users/Guest/Documents/iTU/union_...**

```
</news>
--^
```

Every start <tag> must have a matching end </tag>. If you misspell a tag, a match can't be found for it.  In this case, the </topics> end tag does not match the <topic> start tag.

# 7.     Uploading your XML file

**To upload your XML file:**

1. To locate your XML file, on the iTU **Home** page, click **Browse.**

   

2. This will open the Windows Explorer **File Upload** (Firefox) or **Choose File** (Internet Explorer) dialog box. Browse to the folder on your PC where you saved your XML file, select it, and then click **Open**.

3. To preview the file you have selected, in the iTU application, click **Next.**

   

4. In the **Preview XML** section you can view the first few lines of your XML file to confirm that it is the correct version.

   **Tip:** If you have correctly updated the **Date** field with the date you made your updates, you will be able to use this to verify that you are about to upload the correct file.

   

5. If you are satisfied that you have selected the correct file, click **Upload**. If this isn't the correct file, click **Cancel** to search for and upload a different file (go to Step 1 above).

6. If the upload is successful, a message will be displayed: 'Your xml has been saved successfully'.

   

   **Note:** Remember, a successful upload will **instantaneously** update your WAP site with the information contained in the selected file so, immediately after uploading your file, you need to browse your WAP
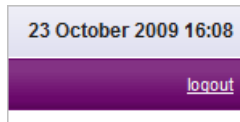
site and make sure that your XML file has indeed updated it correctly.

If your changes are correct, proceed to Step 8 below.

If the changes are NOT correct, you must upload the previous (backup) version of your XML file straight away. To do this, in Windows Explorer, locate the previous version of the XML file you saved as a backup. Rename the backup XML to the name of the current file and then, in iTU, proceed to upload the backup (see Step 7 below) by clicking the **HERE** link.

---

7.  Click the **HERE** link to upload another file, or click the **logout** link in the top right hand corner of the page to exit the iTU application.



Your xml has been succesfully.  [ Click HERE to upload a new XML file ]

23 October 2009 16:08

logout

---

# 8.      Testing your WAP page

ALWAYS check your WAP site after uploading the edited file. If you're getting an error on the page that should have been updated, there is a problem with the XML file you uploaded. You can reverse your changes by uploading the previous (backup) version of the XML file. Don't forget to change the backup name to the original file name, which is the name of the template that was sent to you by Grapevine. Don't forget to change the date in the XML file.

# 9.      FAQ – XML file editing

**How many items may I include in a file?**
You may include as many items as you wish, bearing in mind that the more items you include, the more information will be displayed on the WAP page and the more the user will have to scroll, which is uncomfortable for a mobile phone user.

**How many characters can each item be?**
Each item can be as long as you wish, but the longer your items, the more information will be displayed on the WAP page and the more the user will have to scroll. This may make your WAP site unfriendly to a mobile phone user. Remember that an SMS is 160 characters long and that alone often requires scrolling.

**What is the best editor with which to open my XML file?**
You can open your XML file with any text, HTML or XML editor, including MS Notepad, but it is recommended that you download a free XML Editor from the internet, e.g. XML Wrench (http://www.xmlwrench.com), which displays XML code in a user-friendly format. Do not use a document editor like MS Word.

**Can I change the name of my XML file?**
You can change the name of your XML file and it will upload successfully, but any changes you made will not be updated on your WAP site. This is because iTU cross-references your WAP site with an XML file name that is allocated by Grapevine. So, **do not change the name of your XML file**. If you have to upload a backup file, make sure you rename it to the name of the original XML file sent to you by Grapevine.

**I would like to add other parameters to the XML file.**
You may not add other parameters to your XML file. If you wish to add different content to your WAP site, contact Grapevine support.

**What if my update 'breaks' my WAP site?**
Upload the file that you backed up. To do this, delete the current template and then rename the backup file to the name of the template. Don't forget to change the date in the XML file. Upload your template as you did previously.

# Appendix A - Editing XML files

## 1.    Introduction

Updating your WAP site is a four-step process you will need to follow every time you want to modify it. To do so, you will need to know about XML files and how to modify them because an XML file is what is used to update the content on your web site.

**Purpose of this appendix**
This appendix describes the layout of the XML template that you will be changing, and shows you how to back up, modify and test it.  In the body of this document you can read more about uploading your XML file using the iLoop Text Uploader in order to update your WAP site.

## 1.1.    What is an XML file?

An iLoop XML file contains and describes text elements (which are simply strings of characters) that comprise the content of your WAP site. The XML file that you will modify will contain the  news stories on your site.

An XML **tag** delimits the elements in an XML file. It is written between angled brackets. Tags come in matched pairs: an opening tag and a closing tag, which is preceded by a backslash (/).

The news stories, for example, in your template will be written between info tags like this:



An XML file only describes and transports text; it does not define the format of text or validate it. It is simply 'read' by a WAP site and the text displayed.

An XML file comprises a header and a number of **tags** that delimit text elements so that the application knows where text starts and where it ends. In the example below, the XML file contains:

- **a header** – standard for all XML files
- **the body of the WAP site content** – delimited by the opening <news> and closing </news> tags and itself containing the following tags:
    - **a date** – delimited by the opening <date> and closing </date> tags
    - **a news snippet** – delimited by the opening <topic> and closing </topic> tags
    - **a news region** – delimited by the opening <region> and closing </region> tags

    o    **a news story** – delimited by the opening <info> tag and a closing </info> tags

```
<?XML version=”1.0" encoding='ISO-8859-1"?>

<news>
<date>20 October 2009</date>

<topic>
<region>Gauteng</region>
<info>Board meeting to be held at the Convention Centre
in Cape Town on 31st October 2009 </info>
<region>Gauteng</region>
<topic>
<info>The proposal for a monthly update meeting has
been approved. We will publish the date soon. </info>
</topic>

</news>
```

*Sample XML file*



*Sample WAP site*

**Note:** The tags used above are examples only. Your WAP site may use different tags.

## 2.    Updating your WAP site

The first time you update your WAP site, you will back up and then modify an XML template sent to you by Grapevine. The template will include sample text that you will need to change. Whenever you make subsequent changes, you will first back up and then modify the XML file most recently used to update your site; this is the last XML file you uploaded to your WAP site.

Following this sequence means that:

- You will be able to see whether the news currently displayed on your WAP site is correct.
- You will always be able to revert to the previous version of your WAP site if the changes you make cause a problem.
- You will always edit the XML template with the correct name required to update your WAP site. This is because the XML template sent to you originally was allocated a name that is cross-referenced by your WAP site and this is the file you will keep updating. You must not change this file's name.

> **Notes:**
> - The original XML template you will use to update your WAP site will be attached to the email you receive from Grapevine when you are initially provisioned on the system.
> - Bear in mind when following the steps below that different software applications (e.g., browsers, editors, email applications, etc.) and different  versions of these applications, may look and behave slightly differently.
> - To illustrate the examples in this appendix, we are going to use an XML template called union_news.xml. We will use MS Notepad 2007 as our text editor.

## 2.1.    Backing up your XML file

Before modifying your XML template, you need to back it up so that you can back out your changes if they cause a problem on your WAP site. To do this, you need to make a copy of it.

It is recommended you prefix the backup file name with today's date and append it with the word backup, e.g., **20091103**_union_news_**backup**.xml.

| Name | Date modified | Type |
|---|---|---|
| template | 11/2/2009 8:09 ... | File Folder |
| 20091103_union_news_backup.xml | 11/3/2009 10:31... | XML Document |
| union_news.xml | 10/30/2009 9:01... | XML Document |

## 2.2.    Modifying your XML file

To modify your XML file, you can use any text, HTML, or XML editor that can save the file as plain text with the proper file extension (.xml).

> **Important:**
> A plain text file displays all the characters present in the file, unlike document editors that contain hidden control characters, which are the embedded characters used to depict bold, underlined or italicised characters. It is not advisable to use a document editor like MS Word to edit an XML file as these embedded characters can cause unexpected display problems on web pages.

Text editors commonly used to edit XML files include: MS Notepad, PSPad, TextPad.

The advantage of an XML editor is that it displays XML with the tags highlighted in different colours and indented. You can download a free XML editor, e.g., XML Wrench, from the internet (http://www.xmlwrench.com).

In the example that follows, we are going to modify an XML file called union_news.xml using MS Notepad, which ships with the Windows operating system.

**To open your XML file:**

- Click **Windows Start** > **All Programs** > **Accessories** > **Notepad**.
- On the **File** menu, click **Open**.
- In the **Open** dialog box, navigate to the folder where your XML file is saved. If you can't find it in the folder you're sure it was saved to, it may be that you are only viewing files with a specific extension. Make sure you have selected **All files (*.*)** at the bottom of the **Open** dialog box.

| File name: | | Text Documents (*.txt) |
|---|---|---|
| Encoding: | ANSI | Text Documents (*.txt) |
| | | All Files (*.*) |

- Select the XML file you wish to edit, and then click **Open**.

**Note:** In Notepad, after you open your XML file, make sure you select **Word Wrap** on the **Format** menu otherwise your XML code will all be displayed on one long line.

### 2.2.1.   Adding new content

Occasionally you will want to add new content to your WAP site without changing the existing content. To add new content you will have to add extra news segments.

News segments are bounded by an opening <topic> and a closing </topic> tag, and comprise:

- **a region** (delimited by opening <region> and closing </region> tags)
- **a news story** (delimited by opening <info> and closing </info> tags)

**To add new content to your WAP site:**

1. Make a backup of the current XML file referenced by your WAP site.
2. Open the current XML file in a text, HTML or XML editor, e.g., MS Notepad 2007 or XML Wrench.
3. In the editor, copy all the text between and including the opening <topic> tag and closing </topic> tag of a news story. This is a news segment.
4. Paste this text in the position you want the news segment to be displayed, e.g.:
   - at the top of the page (after the opening <news> tag),
   - at the end of the page (before the closing </news> tag)
   - before another news story (before another opening <topic> tag), or after another news story (after a closing </topic> tag)

   Ensure that you don't overwrite any tags.
5. Now you can edit your new segment. Make sure you have edited the text between the region tags and info tags.
6. Save your changes.

### 2.2.2.   Editing existing content

Occasionally you will want to change existing content on your WAP site. Perhaps, for instance, you updated a news story incorrectly and you want to make a quick correction.

**To edit existing content:**

1. Make a backup of the current XML file referenced by your WAP site.
2. Open the current XML file in a text, HTML or XML editor, e.g., MS Notepad or XML Wrench.
3. In the editor, make your changes to the text between the relevant opening and closing tags. For instance, if you want to change the region, edit the text between the opening <region> tag and closing </region> tag.
4. Save your changes.

### 2.2.3.   Removing content

Occasionally, you may want to remove content that is no longer news. To do this, you will remove news segments.

News segments are bounded by <topic> tags, and comprise:

- **a region** (delimited by opening <region> and closing </region> tags)
- **a news story** (delimited by opening <info> and closing </info> tags)

**To remove content:**

1. Make a backup of the current XML file referenced by your WAP site.
2. Open the current XML file in a text, HTML or XML editor, e.g., Notepad or XML Wrench.
3. In the editor, highlight and delete all the text between and including the opening <topic> tag and closing </topic> tags of one or more news stories.
4. Save your changes.

**Important:**
- If you want to remove all the current news stories on your WAP site and create new ones, make sure that you DO NOT DELETE ALL THE NEWS SEGMENTS (each one of which is bounded by opening <topic> and closing </topic> tags). Leave at least one segment in the file. You will use this segment as a template for yourself to create new news stories.
- Ensure that you DO NOT DELETE THE BOUNDARY TAGS: <news> and </news>.

## 2.3. Saving your XML file

**To save your XML file:**

- In Notepad, on the **File** menu, select **Save**. Do NOT change the name of the file.

**Note:** NEVER change the name of the XML file you intend uploading to update your WAP site. Only a file with the original name and original tags will update your site. If you change the name of the file and upload it, you will receive a 'Successful upload' message but your WAP site will not be updated because when your content is uploaded, the upload application looks for the original file name allocated by Grapevine (and sent to you as a template).

**Notes:**
- Adding extra tags to an existing segment will not cause additional information to display on your WAP site. Only information contained within the original tags will be displayed.
- The punctuation and case of the text you enter in the XML file will be precisely mirrored on your WAP site. You cannot reformat font type and text colour in the XML file.
- Information on your WAP site will be displayed in the order that it's listed in the XML file. So, if you have a list of news items and you'd like a new one to appear at the top of the page on your WAP site, you need to copy and paste the new segment (delimited by the opening <topic> and closing </topic> tags) at the top of the list in the XML file, once again ensuring that you're within the boundary tags. In this case, the boundary tags are <news> and </news>.

## Support

If you need assistance, please ensure you have all the details of what you were doing in Text Uploader so that a support consultant can help you.

**For assistance, please contact Grapevine: +27 21 702-3333 or email [info@vine.co.za](mailto:info@vine.co.za).**