



# Frequently Asked Questions

## CEN Document migration

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Will it still be possible, as secretary, to see the responses received during the course of a vote?

I currently have a CIB running at a TC level. The closure is planned at the end of the month. Will this running CIB be affected by the migration?

#### **V. MISCELLANEOUS REQUESTS**

When I download a group of files in a zip, the original 'modified date' is altered to today's date. Is there any way we can keep the original modified date?

At ISO ballot documents include all ballots including those that are closed.

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#### **I. COMMUNICATION**

**Will the Webinar presentation be made available?**

Yes, the Webinar presentation is available. You may find it on the CEN Quarterly IT Tools trainings page :

<https://www.cencenelec.eu/aboutus/ourservices/Training/ITtools/Pages/default.aspx>

**Is there a standard communication sent out to all committees?**

There is a standard communication sent out by Email to all officers and they should then communicate to all people involved.

## **Is there any guidance material available for circulation to committee members? For TCs'?**

There is an article in the Knowledge Base called "getting started" that gives a sense on how to navigate, download the documents and use the application.

<https://helpdesk-docs.iso.org/category/463-getting-started>

Another article in the Knowledge Base is dedicated to Committee Delegates and Experts:

<https://helpdesk-docs.iso.org/article/478-quick-guide-for-experts-and-delegates>

Then, for every new user who connects to CEN Docs, there is a pop-up message done through the beacon widget that invites the users to read an article on how to get started. This is a first step to helping new joiners.

You will also receive a template document that you can use to inform your members and experts. The template explains what will happen next. The communication to these people has to go through your channel.

## **Where should we write if we have any suggestions for improvement?**

Send your requests / suggestions to the Helpdesk at ISO at [helpdeskcentc@iso.org](mailto:helpdeskcentc@iso.org)

## **II. CHUNKS**

### **Why has my JTC Committee been selected although it is under CENELEC lead?**

There is no plan to move CEN-CENELEC JTC Committees led by CENELEC to another server. They will remain on the IEC server with all their documents.

The only thing that will be moved from our Content Server (Livelink) is an empty Committee shell which contains no documents, and only presents a link to the Committee workspace on the IEC server.

### **When will the changeover to Nuxeo also include ASD-STAN and DIN-managed bodies?**

ASD-STAN will migrate in chunk 3 with all its substructures, including DIN-hosted ones.

Other DIN structures are distributed in the 3 chunks with other committees (see next answer below).

### **What will happen to the CEN committees and working groups that are currently managed via DIN Livelink. Will they be automatically migrated to CEN Documents?**

Yes, they will also be migrated to CEN Documents like the others.

### **What will happen to the CEN committees and working groups that are currently managed via AFNOR Livelink?**

Due to the Cyber Attack experienced by AFNOR, we had to remove all AFNOR committees and Working Groups from Chunk 1.

AFNOR committees hosted on CENTC and initially planned for Chunk 1 will be migrated with Chunk 2.

AFNOR-hosted Committees and Working Groups will probably all be migrated with Chunk 3 (to be confirmed later).

### **Some of the WGs in my committee are currently disbanded but we will need to access the information in the future. Will these disbanded WGs be migrated too?**

Disbanded committees are currently kept on our servers but are not accessible to any user.

The ISO/CEN Project team decided these groups will not be included in the initial migration from eCommittees to CEN Documents.

They might be migrated in the future, but the team first needs to decide if all Disbanded committees should be migrated or if very old structures could just be archived to avoid overloading our systems with obsolete documents.

In the meantime, the disbanded structures and their documents remain stored in eCommittees on Livelink, and, if needed, may be available to you on request.

## **III. USAGE**

### **Will the drop-in box documents be migrated?**

Yes but it will be called 'Member Upload Area'.

### **What about shortcuts between folders within a WG area?**

Shortcuts will not be migrated, but you may create your own by creating 'Link' objects in Nuxeo.

### **Will safari be supported?**

Yes, Safari is supported (at least recent versions).

ISO intends to communicate later on supported browsers.

### **In which order are the members presented in the members list?**

It is based on roles: Officer roles first, other roles after.

### **Can you email to all members?**

You can only email to all members. You cannot unselect recipients.

### **Is it possible to select different criterion to present the members list?**

You may use the 'Filter' option on top of the screen to select on any text string. You may also export the list to CSV and sort it in Excel as you wish.

### **Can we select a series of documents or should we have to select them one by one?**

In most of document lists, including Search results, you may select several documents by clicking in the selection circles in the left-side column. Multiple selections using the 'Shift' 'Ctrl' keys also work in these columns.

### **Can we reserve a specific N-number?**

You can reserve an N-number (the next available) but you cannot reserve a specific N-number.

To reserve an N-number, simply create a document without uploading any file. The number will be kept for this document and the document created in the 'to be notified' status.

### **Is there the option to create a document without a cover page?**

You may choose 'No Rendition' and select the option "without a cover page" in the criteria at the bottom of the page.

### **How will I upload an Excel file or PPT and keep the format/file type to that and not convert in PDF?**

When uploading a document, 4 types of renditions are possible:

1. None: the document will keep its original format.
2. PDF: the document will be simply converted in PDF.
3. PDF rendition with Coversheet: the document will be converted in PDF and the CEN Coversheet will be appended at the beginning of the document.
4. PDF Rendition with N-Number stamp: the document will be converted in PDF, and its N-Number will be stamped at the bottom left-corner of each page.

### **Where is the link to "Submission interface"?**

There is currently no Submission interface application at CEN.

### **Will the subject of notification mails be automatically adjusted according to your role in the committee? So that I immediately know if e.g. I have to vote on a ballot or if it is just for information.**

We have reorganised the notifications/documents based on their expected action. Now documents are grouped in action items, like 'act' or 'reply'.

In the signature of the sent Email, you can see the name and the role of the sender of the notification. This should help you estimate the urgency of the request.

### **What is the link to the new website? Will the login stay the same?**

Direct link is provided on launch date (not very useful before, because Committee not fully migrated); Access is then also possible via eCommittee structure kept on LiveLink. Your credentials are the same as before (same Login Name, same Password)

### **Is there a size limit for uploading?**

No formal size limit, but we advise you to avoid files bigger than 1 GByte

### **How can notified N-Docs be notified?**

The N-document will no longer be shown as 'to be notified' but as '**available**' in your list of documents. Furthermore, it will carry the N and a number and will be found in the N column of your document list.

### **What exactly are 'Documents to be notified'?**

They are documents that aren't visible to the committee yet and once they've been 'notified' (published), an email is sent out to all the members to notify them of the document. Also, an N-document can no longer be changed once notified.

### **Is it possible to change a document before it gets 'notified'?**

It is possible to delete the document and create a new one and upload it again.

### **Can I format the text in the description field of the metadata of a document?**

It will soon be possible as it is planned for the next release.

## IV. OTHER APPLICATIONS

### **Will you still be able to access Projex from CEN Documents?**

The link to Projex is not migrated from eCommittees, but Projex-Online is still accessible from the CEN application portal using the 'Projex-Online' option.

In order to have a direct access from CEN Documents, you could also create a Link Object in the General Committee Documents folder with the following link:

<https://projex.cencenelec.eu/>

### **How will e-Trans and the HAS platform work with the migration to CEN Documents?**

e-Trans and the HAS platform will be managed in other projects at a later stage. For the time being, both platforms remain on the current CENTC Livelink Content Server.

### **Will it still be possible, as secretary, to see the responses received during the course of a vote?**

Yes, nothing changes in e-Balloting.

### **I currently have a CIB running at a TC level. The closure is planned at the end of the month. Will this running CIB be affected by the migration?**

The Balloting software and the eCommittee platform are independent. There won't be any side effect of the migration on your open ballot.

## V. MISCELLANEOUS REQUESTS

### **When I download a group of files in a zip, the original 'modified date' is altered to today's date. Is there any way we can keep the original modified date?**

This problem has been detected by the development team at ISO and a correction might be deployed in a future software release.

### **At ISO ballot documents include all ballots including those that are closed. Is it possible to only list open ballots?**

In the current version of CEN documents, when you click on the link that leads you to the Ballots application, it shows all ballots for your committee.

To see the open ballots in your committee you select Status = 'Open' and click on the

[Search] button to relaunch the search.

**Is the test environment already accessible for trying out?**

There is no Test/Training environment for CEN Documents.

**During the migration process, if there is a reservation number in eCommitte, will it be kept as 'reserved' in CEN DOCS?**

Yes for all committees that are hosted on the CENTC platform only.

For those who have reserved an N-Number on the AFNOR or DIN Livelink, these will be missing. In this case, we ask you to contact us and we will organize the reservation of the number.

We strongly advise to notify documents as much as possible before the migration.