

BeehiveOnline Troubleshooting Guide

Resolving Workspace group relationship issues

When a BeehiveOnline group is created one of the questions on the form is to state whether a Workspace is required to be associated with the new group.

Group Create

Group Names should not contain the following characters: \ / * ? | " > < : (& { } ; N.B. Once the group is created you MUST add members before it will be provisioned as empty groups are not processed. Also, make sure you add yourself to your group :-)

Group Name *

Description

Group Manager Email *

Email phil.bell@oracle.com

Workspace Template Normal

Default Workspace Required No Yes

AutoSubscribe? No Yes

Create Cancel

The default is “Yes” meaning a Workspace will be created and the members of the group will be added to the Workspace individually and automatically.

The format of the Workspace and Group are as follows:

If a group is created in the Group creation Application called “Acme Implementation” the scripts will create a group called “Acme_Implementation” - Note the “_” added to the name to identify it as a group under the control of the group Creation App. If the “Default Workspace Required” option is checked then a Workspace will be created called “Acme_Implementation_Workspace” and the system will ensure that any new members put in the group are added as individuals to the Workspace. The “_” are therefore vital to the process and any change in the group name or the Workspace name will break the linkage.

A consequence of the broken linkage caused by changing the name of the Workspace, i.e. to “Acme Implementation Workspace” without the “_” characters, will be that if you add new members to the group the following will happen:

1. The system will check if the Workspace “Acme_Implementation_Workspace” exists and if it does not, it will re-create it.
2. The new members will be added to the newly created Workspace.

Note: Sometimes this can fail as there is a parsing error in the system which makes adding users to the “Acme_Implementation_Workspace” workspace fail if there is an “Acme Implementation Workspace” present.

Resolving the Issue

There are 2 ways to resolve the issue:

1. **Restore the Original Configuration.** Rename the “Acme Implementation Workspace” back to “Acme_Implementation_Workspace” and manually add the users that were missed in the provisioning process.
2. **Dispense with the linked Workspace.** Switch off the linkage, using the Group Creation App, between the Group and the Workspace and manage the membership of the Workspace by other means.

Restore the Original Configuration

To restore the original configuration you should go to the teamcollab client <https://beehiveonline.oracle.com/teamcollab> and check your All Workspace list. You will have 2 workspaces in the list, “Acme Implementation Workspace” and “Acme_Implementation_Workspace”. I am assuming the “Acme Implementation Workspace” contains the live data and users and the “Acme_Implementation_Workspace” has just been re-created as new users have been added but is otherwise empty.

The list of Participants in the “Acme_Implementation_Workspace” should be recorded to allow them to be added to the workspace again after the rename. The issue with just renaming the “Acme Implementation Workspace” to “Acme_Implementation_Workspace” is that the “Acme_Implementation_Workspace” already exists so we first have to delete it. Navigate to the “Acme_Implementation_Workspace” and click on Settings. In this area there is a Delete button on the tab bar. Click Delete to remove the Workspace from the system.

Once the “Acme_Implementation_Workspace” is deleted we can rename the “Acme Implementation Workspace” to “Acme_Implementation_Workspace” to re-establish the link. The users who were added to the “Acme_Implementation_Workspace” that was created by the automated script should be added to the new “Acme_Implementation_Workspace” and everything will be back to normal where the Group membership in the Group Creation app and the Workspace membership match.

Dispense with the linked Workspace

To dispense with the linked Workspace the first item to correct is the setting in the Group Creation app – navigate to the list of groups and click on the group name. When the page comes up navigate down to the Default Workspace Required section and select “No”. Save the setting. This has now detached the Group from the Workspace and the system will not try and recreate the “Acme_Implementation_Workspace” if it is not found.

Group Create

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Group Name *

Description

Group Manager Email *

Email phil.bell@oracle.com

Workspace Template Normal

Default Workspace Required No Yes

AutoSubscribe? No Yes

Create Cancel

Once the linkage is broken the users added to the group will not be added to any Workspace so you as the Sponsor have to manage the membership of the Workspace or the new users will not see anything when the log on to <https://beehiveonline.oracle.com/teamcollab>.

The users can be added in 2 ways:

- 1. Manual.** The users will be provisioned into the system as normal and will be part of the group so can be selected from the Participant screen of the workspace you want to use in place of the “Acme_Implementation_Workspace” one. Click on the New and select Participant from the drop down menu. Once the screen comes up then type the first few letters of the name of the user to be added and a list matching the fragment already typed will be displayed for selection. This process can be repeated several times if more than one user has to be added.
- 2. Automatic.** The manual adding of users is something that may prove problematic and prone to delays in the process so there is a way to re-establish the link between the Group and the Workspace. Click on the New and select Participant from the drop down menu. Once the screen comes up then type the first few letters of the Group and select the group called “Acme_Implementation” from the list – make sure the icon is a small square with 2 figures in it and not the square with 4 sub-squares – this is the “Acme_Implementation_Workspace.Participant” group and should not be used in this way.

Once the changes have been made the new workspace can be used successfully and the system will not make any extraneous workspaces that will have to be removed or tidied up later.