



cm3 content manager: Walkthrough for the Sample Company website

Date: April 2005
Contact: Stuart Wells

Please visit the **cm3** website at www.cm3cms.com to download other documents and access other links relevant to this document.

Versions

Sample Company site: 3.1.1
cm3 content manager: 3.9.15





Index

Introduction	3
Explanations & definitions	4
The left CMS menu	4
The top CMS menu	4
Containers and articles.....	5
Ratings	5
Publishing process.....	6
Requesting publication	6
The visual editor	7
Image and document manager.....	7
Template elements	7
A useful trick – two windows	8
Beginner tutorials	9
Editing an existing article of content.....	9
Changing an image on the home page.....	11
Adding a news article	14
Tips for further experimentation for beginners.....	19
Intermediate and advanced tutorials	20
Administration and content management	20
Development and integration	20
Disclaimer.....	22



Introduction

About the Sample Company website

Welcome to the Sample Company website walkthrough. We've tried to keep this document as short as possible while still including a reasonable amount of detail in the demonstration. We'd like to show **cm3**'s power as well as our dedication to comprehensive support and documentation.

The Sample Company website is a fairly advanced website. It was not originally created as a demonstration piece, it was created as a basis for developers to create other advanced websites. With that in mind, we recognise that this demonstration may be more complex than is ideal for beginners. It is certainly possible to implement **cm3** in much simpler scenarios. If your experience with a self-guided demo is not ideal and you are serious about purchasing a CMS or learning more about **cm3**, please get in touch with us to arrange a guided face-to-face demonstration.

Note that the website you'll be using in this demonstration is supplied when you purchase **cm3** 'off the shelf'. You can use the Sample Company website as a functional starting point for your own public website, intranet, or extranet. We also use the Sample Company website in our guided training workshops for intermediate and advanced authors and editors.

Using the tutorials

Since **cm3** is a very advanced CMS, there is a certain amount of complexity in the CMS interface. We suggest that you follow the tutorials in this document step by step without variation – especially if this is your first time using the product. This is the best way to begin understanding the basics of using **cm3**

Feel free to wander off the path of the tutorials once you have built some confidence using the product.

Assumptions

We assume you know what a CMS is, and have at least minimal experience using web-based administrative system. However you certainly don't need to be a CMS expert to benefit from these tutorials.

This document assumes you have been granted access to one of the **cm3** demonstration website URLs, and that you have been given some introductory documentation about how to access the demo site.



Explanations & definitions

The left CMS menu

You'll find the following items in the main CMS menu on the left of your screen:

Please note: You may not be able to access all of these sections within your current role.

Content Tools

Here you'll find all you need for the regular management and publishing of content. You can use these tools to add, edit, publish or remove content from a particular site or application.

Application & Custom Tools

This section is put aside for standalone modules and special elements of the system. You'll find the mailout management tools in here, form and email templates, and custom modules if they are available.

Users & Groups

Manage access to the CMS itself and the private parts of your website.

System Tools

Here you'll find data import, backup, caching and measurement tools.

Design Tools

You can design new layouts and create your own templates in this section. The tools you find here will enable you to infinitely extend the design possibilities of your site.

Help & Manual

Look here for support or further information.


The top CMS menu

Take note of the menu that runs horizontally along the top grey bar of the **cm3** administrative system. This menu tends to vary from site to site, as the intention is for it to contain the most commonly used links in the system. In the demo site, the main editing and publishing functions have been linked here. Once you have had a play with the administrative system, try switching to *Explorer Mode* from this menu. This shows an alternative view of the administrative system that some users prefer.




Containers and articles

Containers hold the content that appears on the website. If you think of the CMS as similar to a filing cabinet: you have different containers (drawers) for different content and you can return to that container to find your content later on. Containers are a lot like folders on your personal computer, they are storage devices. Containers make it simple to find content you have added to the website.

 Containers are always represented by the container icon (pictured left)

Articles are the objects or “blobs” of content that are placed within the containers. Articles typically contain the words and images that will be displayed on a certain page of a website or an intranet application such as a calendar. Articles are a lot like files on your personal computer, they hold the content of pages on the website.

 Articles are represented by variations of the text article icon (pictured left)

The navigation of your website can be automatically generated from the container and article structure. In the **cm3** administrative system, the structure is represented as a tree – similar to the way files and folders exist on most computers. The exact nature of how navigation is translated from this structure into navigation on your website varies depending on the design of your site. In the demo site, navigation in the main menu of the site is generated directly from the container tree in the administrative system.

Ratings

Containers and articles can both have ratings applied to them. On the article summary screens in the CMS, you will see the rating field on the left of the page.

The numerical rating system gives you an extra option for ordering how multiple articles will display on a page. For example, a lower the rating may make the article appear higher up the page. Articles can also be listed in many other orders such as alphabetically, by date etc.





Publishing process

The publishing process may be different for different users of the system. The entire publishing process may be customised to different kinds of environments with different kinds of workflow and authentication steps. The permissions system in **cm3** allows you to set up a wide variation of publishing scenarios. A typical author / editor / publisher process is outlined below.

Stages of a typical publishing process

- | | |
|----------------|---|
| Stage 1 | An article is created by an author. |
| Stage 2 | The author requests the article to be published by clicking the <i>Request Publish</i> status. Only a Publisher or an Administrator can edit the article now. Email alerts and reports may be sent to the publishers at this point. |
| Stage 4 | An Editor may review the article at this point, and either move it to the “Ready to be published” mode of the publishing console or set it back to “Edit Mode” for further updates. |
| Stage 5 | The Publisher reviews the article in the 'CONTENT PUBLISHER' console. They confirm that the article is ready for publishing. |
| Stage 6 | The Publisher presses the 'PUBLISH' button and the article is pushed out to the live site. |
| Stage 7 | Once the article has become out of date or needs some updating. The Publisher marks the article for 'un-publishing'. Authors may also request this action, but they may not authorise the final 'un-publish' step. |
| Stage 8 | The article will again appear in the 'CONTENT PUBLISHER' for a Publisher to authorise taking it off the website. |



The “publish now” override

In the tutorials below the “publish now” shortcut (for administrators) is used. This reduces the publishing process to a single click. The “publish now” function is only available to administrators and users who have been set up with publishing permission.

Requesting publication

All users with author-level permissions can request articles to be published. The article must be fully complete before you tag it for live display. It is important to remember that once an article has been marked for publishing it cannot be edited unless the publish



request status is changed back to “Edit Mode” - this can only be done by an editor with publishing permissions or an administrator.

The visual editor

To make the CMS easy to use for people who don't have computer programming skills, we have embedded a HTML Visual Editor in the CMS system.

The visual editor enables you to format text, images, forms, and other page elements in the CMS using a familiar Word for Windows-style interface. The visual editor will translate your formatting to HTML code.




In some cases you will see the visual editor embedded directly into your article editing forms. In other cases you may see a  Visual Editor... button – these cases click the button for the visual editor to open in a popup window. (A site designer or administrator can add visual editor fields to any content forms.)



Image and document manager

The CMS provides an in-built file management system that allows you to create directories, control documents and images and place them directly onto your live site. The 'upload' function enables you to take images from your own computer and transfer them to the File Manager.

Whenever you see a [\[Select an image\]](#) button in the CMS, you can add an image to the page using this tool. Files and documents can also be attached to your pages using the *attachments* system. Images can also be embedded into your pages using the visual editor.

Template elements

Template elements are pieces of code that direct how items of content will be displayed online. These pieces of code are stored in the Content Manager and pulled out by the



templates to formulate the layout of specific content. The design of the entire page; however, is decided by the template, not the template elements.

You cannot see templates in the demo site – the construction of templates is a job for your site designer. However you are able to see examples of the template elements that are used to layout special elements of the site in the *Design Tools* section if you are feeling adventurous.

A useful trick – two windows

It's often handy to have two browser windows open while updating the website. One window can be used to work with the administration system and the other to view the "front end" website so you can see what your visitors will see after making changes. This way it will be easy to switch between the "front end" and "back end" to make your changes and check them quickly.



Beginner tutorials

Editing an existing article of content




Your mission:

You have just received a phone call from a member of the Sample Company marketing team. There's a new company slogan ("Work the Web") and they'd like you to update the 'Our Vision' page with the slogan appearing in the page heading. They'd also like you to add the slogan in as a separate paragraph between the current first and second paragraphs for extra emphasis.

Let's do it!

As we're going to be editing content that already exists, we need to login to the CMS, locate the original article, edit, then save and publish the changes.


Locate

1. Login to the admin system.
2. We're going to 'browse' through the cm3 container tree to find the 'Our Vision' page. Open 'Content Tools' in the left menu (by clicking the black plus sign) and click 'Browse / Edit Content'.
3. You'll see a list of containers. These hold sub-containers (sometimes called 'child containers') and the content (articles) of the website. Open the 'Website (Pages & Navigation)' container by clicking the black plus sign next to the name. You'll now see all its sub-containers. One of these sub containers is called 'About Us' – open this container by clicking on the black plus sign next to it. The 'Our Vision' is now visible on your screen as a sub container of 'About Us'. 
4. To find the 'Our Vision' article, click on the 'Our Vision' container name. 
5. You will now see as list of articles and containers in their summary format. (In this case there is only one article, but if several articles existed in this container you would see them on the summary screen here.) Notice that you can affect several changes to the articles and containers from this summary screen.
6. For the purpose of this walkthrough, let's click the green 'Edit' button next to edit the 'Our Vision' article. 



- a. Note: This particular article is a '**Base**' article, which means it's the primary article for this container. As a special '**Base**' article, it has a special relationship with the container. It appears above the other containers and articles in this container, and only one base article can exist in each container. You will learn more about based articles as you grow familiar with the system.

Edit

7. After clicking the green '**Edit**' button wait a few moments for the form to fully load. You will now see all the content found on the '**Our Vision**' page in a form layout. At this point, we're interested in the fields that are under the '**Title**' and '**Main Content / Page Body**' headings. Notice that these fields correspond to the title of the web page and the main body of content on the web page.
8. In particular we want to change the text that appears in the '**Title**' field. Highlight the text that is currently in this field and replace it with a new heading – e.g. '**Our Vision – Work the Web**'.
9. Next we want to add the slogan into the body of the page text. All the body text is stored in the '**Main Content / Page Body**' field. You can see this content stored within a visual editor field with fonts and layout styles just like the website. 
10. You can now add in the slogan and format the text using the visual editor. Its functions are similar to Word for Windows. Once you are happy with your text changes, scroll down the page to the bottom of the content edit form. Take note of the other fields on the form if you like but don't make any changes at this point.

Publish

11. Under the '**Save Article**' heading at the bottom of the page, select '**Save, Publish, and Update Cache Now**' option, and click '**Go**'.

Check the website

Congratulations you've just edited your first piece of content using the CMS. The marketing team just called and they're very happy with the changes. Why don't you go to the website, refresh the '**Our Vision**' (under the '**About Us**' menu) page and see for yourself. (You can do this by pressing the 'Refresh' button at the top of your browser window if you are already on the page, or go to the '**Our Vision**' page in the '**About Us**' section of the site).



Changing an image on the home page

Your mission:

You want to revamp the home page to give it a slightly different look. You decide the easiest way to refresh the page is to change an image in one of the feature articles.

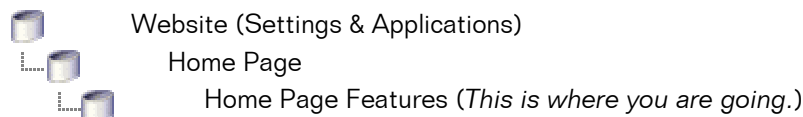
Let's do it:


The home page has a special treatment in the Sample Company demo site, it is not like other pages. It is made up of special elements. We're going to break this process into two stages:

1. Locating the article the image is saved in
2. Replacing the existing image with another from the online library of images in the CMS

Locating the image


1. The home page is made up of a collection of articles. The images are part of the feature articles which are saved in a container labelled '**Home Page Features**' in a special area of the content tree



2. This time we're going to search instead of browsing to the article. Let's search for the '**Benefits & ROI**' article. Open the '**Content Tools**' branch of the main CMS menu on the left of the screen and click on the '**Search / Edit Content**' link. Type part or all of the title into the search field, but don't change the other search fields. (You can refine your search further if needed, but in this case we know the title.)
3. You'll now see the article we want (titled '**Benefits & ROI**') in a summary format. Click on the '**Edit**' button underneath the article summary. 
4. This form contains everything in that feature spot on the home page. It is quite different to the form that was used in the first tutorial because this is a different type of content on the site. Scroll down the form until you see the '**Thumbnail Image**' field that has been filled in. You'll see an image reference in there at the moment but you're about to change that.



Replace the image

5. Click on the **'Select an Image'** button next to the **'Thumbnail Image'** field. A pop-up window will appear; this is the image manager. 

6. You'll see a list of folders and images. Click a yellow folder to look inside it. Click on the **'content'** directory, then click on the **'example_textures'** directory. Scroll down until you see some files beginning with "thb" in the file name. Click on one of these. (These files have already been optimised to fit neatly on the home page.)



In most folders you'll see a selection of image names next to white icons. If you click an image name, the image will preview in the right-hand window.

7. Click an image name for one of the files beginning with **'thb'** and then press the **'SELECT'** button that will appear above it in right hand preview window. The image manager window will close automatically. The **'Thumbnail Image'** field will now hold the name of the new image that you just selected.

Publish

8. Save the changes by scrolling to the bottom of the form, selecting **'Save, Publish & Update Cache Now'** from the **'Save Article'** section, and click **'Go'**.

Check the website

You receive a barrage of phone calls from your regular customers congratulating you on the new home page design. Why not see how the home page looks yourself with its new refreshed image.

Behind the scenes – What's going on here?

Image and file manager

This complete file management system not only allows you to place images, documents, and files directly into online applications or web pages (as we did above) but it's got many more useful functions:



- ✓ Multiple repositories – Many file repositories can be created within **cm3**. Most websites have at least two repositories, one for images that fit within web pages, and one for files that may be attached to pages.
- ✓ Full file and directory management – This feature gives you the ability to upload, create and manage directories and files as you expand the libraries of files on the site.
- ✓ File metadata – Knowing the details such as file size of the image will help you to make efficiency and aesthetic decisions.
- ✓ File / article attachments – The attachments system gives you the ability to “attach” files to articles of content in the site. You can manage public files or private files that may be securely restricted to certain groups of people on your site.



Adding a news article

Your mission:

Your customers are always keen to know what's going on in your company, so when you find out the business hours of the upcoming holiday, you decide to add it to the news section of the website.

Let's do it:

This tutorial shows how to add a new page to a pre-defined area of the website. We're assuming that you have already logged into the administrative system and have completed the first two beginner tutorials – *Editing an existing article of content* and *Changing an image on the home page*.

There are four things that need to be done to add an article to the website:

- ✓ Decide upon a structure (or 'content type') for the article. The content type defines which fields of metadata will appear on the article's editing form.
- ✓ Place the article in an appropriate location within the structure of the content tree
- ✓ Create the actual article content
- ✓ Publish the article

We've already edited content and published articles in previous tutorials. This tutorial introduces the concept of content types and the idea of placing the article in an appropriate location within the content tree structure.



Add the article

There are two methods of adding an article to the website structure. In this first scenario, we will choose a 'content type' (or 'metadata template') for the article first, then place it within the website structure.

1. Open out the '**Content Tools**' branch of the menu and select '**Add Article**'.
2. Choose '**(Website Content) – Web Page – Full**' as the content type. You'll then see the content form for most content used on the website.
3. Click on the '**Select a Container**' link near the top of the form. You'll now see a condensed view of the container tree. Open out the '**Website (Pages & Navigation)**' container, then expand the '**News & Events**' container. You'll

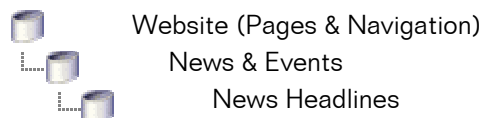


see the '**News Headlines**' container, click on its name – This is where we're going to place our new headline article.

Ok, now that you have the hang of choosing a location for your article using one method, we're going to try a different method. We're going to interrupt the process of adding the article and start again...

The second method of adding an article is to browse to the appropriate location within the website structure, then choose the 'content type' (or 'metadata template') for the article.

1. Click on '**Browse/Edit Content**' from the '**Content Tools**' branch of the main menu. The container tree will open with a view that is the same as the last time you visited the container tree page.
2. Browse to the '**News Headlines**' container within the main content tree.



3. Click on the name of the '**News Headlines**' container when you find it. You will see a list of existing news articles that have been previously published. At the top of the article summary page, you will see an *Add article to this container* link next to an article icon with a blue '+' sign (shown below). Click on the link.



4. Choose '**(Website Content) – Web Page – Full**' as the content type. You'll then see the content form for most content used on the website.

Create the content

5. Choose a '**Text Id**' for the new article.
 - a. The text ID must be unique for each article. It will have an effect on the URL of the page on the website (i.e. the page location that visitors will see in their web browser). Choose something short but meaningful. Text IDs can only contain letters, underscores, dashes, and digits. If you leave the text ID field blank, the system will automatically choose a text ID on your behalf based on the Label of the article.



6. Choose a **'Label'** for the new article.
 - a. The label is used as the title to identify the article within the administration system; it won't appear live on the website in any location. It is most common to choose a label that matches the page title on the website, but you can use whatever label you wish.

7. Choose a **'Rating'** for the new article.
 - a. Page on the website that show multiple articles will show the articles with the smallest rating at the top of the page, and the largest rating at the bottom. A useful trick to create ratings for news articles (or any articles that are based on dates) is to use a *'negative reverse date'* rating number. Write today's date into the rating field using only digits with the year first, the month second, and the day third. Put a minus sign in front of the rating.

E.g. 30th April 2004 would be **'-20040430'**.
 - b. Ratings are not the only way to order articles in your website. Templates can be created to order articles by date, alphabetically, and so on. Different templates may order articles differently. This is a decision made by the site designer. The demo site uses ratings for all pages.

8. The **'Title'** could be something like **'Holiday hours'**. Feel free to be as creative as you like. ;)

9. Fill in the **'Summary'**, **'Main Content / Page Body'** and any other fields you think are relevant to the article.
 - a. Note that the way each field appears on the website is up to the website designer. In the demo site, the templates have been designed with the following rules:
 - i. The **'Page Title'** field is self explanatory.
 - ii. If filled out, the **'Author'** and **'Article Date'** fields will appear in grey at the top of the web page.
 - iii. The **'Summary'** field appears on the news headlines summary page, and also on the home page if the **'Highlight level 1'** checkbox is ticked.
 - iv. The **'Main content'** field stores the body of the news article. You can use the Visual Editor to create the news article if you wish.
 - v. If filled out, the **'Thumbmail Image'** will appear on the news headlines page next to the summary of the article.
 - vi. If filled out, the **'Thumbnail Image Caption'** field appears as the caption for the thumbnail image that you have selected.
 - vii. The meta tag fields (**'Meta Tag – Page Title'**, **'Meta Tag – Description'**, and **'Meta Tag – Keywords'**) will be embedded into the web page in hidden HTML



- tags. These fields help your website to be properly exposed to Internet search engines (such as Google and Yahoo) and also aid the **cm3** website search.
- viii. The '**Start date**', '**End date**', and '**Review date**' fields have not been implemented in the demo site, but we switched them on to display an important concept. In many **cm3** implementations, fields such as this can help the publishing system automatically choose when to add and remove articles from the website. Note that you can have as many date fields as you wish – it's up to the site developer to create templates that behave accordingly with respect to the date fields.
 - ix. If filled out, the '**Redirect URL**' field will cause any links to the news article to be redirected to another location. (On this occasion, it is best to leave this field blank and let the website automatically choose the URL for you.)
 - x. The '**Page Layout Options**' field gives authors the ability to select from a limited number of page layout options. The only additional option in the demo site is "hidden attachments" but since we're not using attachments in this demo, leave this field as it is.
 - xi. The '**Navigation Options**' field helps us define where and how this article will appear on the website.
 - xii. The '**Internal Notes**' field allows you to keep notes about your article for your own reference. It will not appear on the website.
- b. It is not necessary to fill in all the fields on the form before saving the article, but the article may appear differently on the website depending on which fields you populate with content.
 - c. You can also attach files and documents to the page using the '**Attachments / Related Links**' system, but we have not covered attachments in this tutorial.
10. Towards the bottom of the form you will see a '**Navigation Options**' field. This helps us define where and how this article will appear on the website. We want this news article to appear on the home page, so make sure that you tick the '**Highlight / Feature**' checkbox.
- a. Checkboxes in **cm3** can mean many things, it is up to the website designer to choose the behaviour of the website templates. In this case if the '**Highlight / Feature**' checkbox is ticked for news articles, the news will appear as a highlighted item on the website home page.

Save and publish the news article

11. Scroll to the bottom of the edit form and save the new article by selecting '**Save, Publish & Update Cache Now**' from the '**Save Article**' section and clicking '**Go**'.



Go to the website to see your new link now appearing live online. If you followed the instructions outlined above, you should see the news article highlighted on the home page and also listed under the '**News & Events > News Headlines**' menu in the website.

Behind the scenes – What's going on here?

Fields on the Web Page - Full form

This form has been specifically created to display most of the content on the site. The structure of the CMS encourages expansion and evolution in the way content is displayed online. Administrators can edit existing or design new '**CONTENT TYPES**' (for different fields on the content forms) that allow for new possibilities in the website pages. The Administrator who created this '**Web Page - Full**' content type has included many fields to give contributors a range of options.



Tips for further experimentation for beginners

Spell checker



Try mis-spelling some words in one of your pages. Click the **'Spell checker'** button above the text content field to see what happens.

Visual editor – add an image



You can embed images (and other complex elements) directly into your pages using the visual editor. Open the visual editor from the **'Main Content / Page Body'** field. Click on the image button (pictured right), find an image you like in the file manager, and click the **'Select'** button to place the image in your page.

Visual editor – paste external content



You can cut-and-paste content into the visual editor from any external application. But be careful! When you paste content from external programs such as Microsoft Word, layout elements from the source document may be maintained. This is not always a good idea because it creates a messy website, and also the poor underlying code can cause your website to fail in some web browsers. The **'Clean HTML'** button in the visual editor (pictured right) will help you re-establish styles from the website style sheet without the need to write your own code or spend hours on layout editing.

Content types

Why not see how the **'(Website Content) – Web Page – Full'** content type was created. From the main left menu, click on the following links:

DESIGN TOOLS >> CONTENT TYPES >> **BROWSE/ EDIT TYPES**

Then **'EDIT'** the **'(Website) – Web Page – Full'** type to view its structure.



Intermediate and advanced tutorials

A wide range of functions and options are available within **cm3** – we have only covered the basics in this demonstration package. Please don't hesitate to get in touch with us to ask for more information on any of the following topics.

Administration and content management

- ✓ Advanced use of the visual editor – content cleaning, tables, images, style sheets, inline visual editors, and more
- ✓ Altering navigation in the demo site – The concepts of containers and base articles
- ✓ Users and groups, and the **cm3** user roles
- ✓ Full in-context content previewing
- ✓ Setting up publishing workflow options, sending articles through authorised publishing processes
- ✓ Setting permissions to restrict functions for authors, editors, publishers, and authenticated website users in different parts of the website
- ✓ Sending email newsletters, managing newsletter subscribers, and working with internal and external mailing lists
- ✓ Managing form-based email templates
- ✓ Managing the website caching system
- ✓ Using the data export system
- ✓ Creating and managing forms using the **cm3** forms system and the additional surveys/forms automation module
- ✓ Using the **cm3** search tools – the built-in search and the advanced indexing module
- ✓ Extending the use of the file management system
- ✓ The impact of friendly URLs on a **cm3** website
- ✓ Managing system files and accessing **cm3** logs
- ✓ The database and template backup and restore system
- ✓ Starting point examples and additional modules available for **cm3**

Development and integration

- ✓ Creating and managing **cm3** templates
- ✓ Advanced use of metadata, and how metadata can be used in advanced template logic
- ✓ Building dynamic applications using **cm3** such as help desks, intranets, CRM systems, shops, and more
- ✓ Additional **cm3** modules including e-commerce (catalogue / shopping cart), forums, ad manager, polls, forums and surveys, intranet, and more
- ✓ Different caching methodologies, the pros and cons of static versus dynamic and semi-dynamic content
- ✓ 'Baking' static website files



- ✓ Mirroring website content to remote servers
- ✓ Integrating **cm3** with third party applications, and the use of XML web services
- ✓ Using the data import platform, and migrating content from other systems
- ✓ Scheduling content publishing, email messaging, and other kinds of content
- ✓ The **cm3** development platform – templates, the macro language, integration with ASP, PHP, ASP.net, and other scripting interfaces
- ✓ The advanced personalisation capabilities of **cm3**



Disclaimer

This is a document written by Dragon Design Services Network Pty Ltd (ACN 080 661 543). All contents of this document are subject to change without notice after 21 days from the issue of this document. No liability is accepted by Dragon Design Services Network Pty Ltd for consequences of the use or consideration of the contents of this document.

The information in this document is of a general nature only and is not intended to be, and is not, a definitive statement of the matters contained in it. You should consult the Dragon Design Services Network Pty Ltd Internet web site for more information about our company. You should consult a professional adviser before making any decision related to or in connection with the information in this document. This document should not be used by any professional advisers as the primary source of information but as an adjunct to their own resources and understanding. Past performance is no guarantee of future performance.

This document is Copyright © 1997 – 2005 Dragon Design Services Network Pty Ltd. Permission is granted for the client to use this document and the information contained within it in the normal course of company business activities. Acceptable use is subject to agreement with DDSN, and may not include the use of this document as a primary source of definitive information.

Errors and omissions are excluded.