186 Replies | Latest reply on Sep 11, 2019 1:43 PM by Just Shoot Me   **1** **2** **3** …

axmelissarios1 🅰 Aug 19, 2019 4:57 PM

STAFF

New Forums Platform - Follow Up

Hi all,

As promised (albeit a wee bit late), I'm following up on our conversation on Tuesday about the introduction of a new forums platform and a reimagined experience on the platform.

Let me set some context for those of you who missed the conversation.

While we wish our users didn't encounter problems with their products, the fact of the matter is that errors, crashes, and other problems do occur. When we have these problems, we search for someone else who already solved our same problem. We're surely not the first person who has had this same barrier and so, we look for our question and some answers that will help us get back to our work quickly. The current forums experience facilitates these question-and-answer based conversations decently and users are able to get in and get out, right back into what they were doing before the problem occurred. However, there are conversations that go untouched and leave some of our members in the dark, with no direction on how to move forward and the sense that they are alone in facing these problems. And so they don't move forward; they give up and feel discouraged.

So, with that in mind, we're going to do several things with this new experience:

- Improve finding conversations that address your search - whether you're coming from a search engine like Google or you're on the forums.
- Improve finding conversations that are untouched or have no resolution.
- Improve staying updated with conversations or communities like photography beginners, or InDesign users, or other ACPs.
- Inspire users to seek each other out and the content we contribute.

There are multitudes of ways that we've come up to make the above happen whether it's through the user interface, the content, the forums' tools, etc. But we're looking to you all to help us in choosing what is valuable to the millions of users who read, create, and contribute to this place.

At end of the day, we want to make sure users are:

1. finding solutions quicker and more easily,
2. learning from each other, especially from experts who spend lots of time on the forums,
3. teaching each other,
4. discovering and improving on their methods of making things, and finally,
5. connecting with each other in ways that make them feel they've found their community, their people

Now - I did mention that I was looking for feedback in the form of looking at some of our very initial wireframes near the end of this week. Our team had some big changes this past week and we want to make sure the effort and time we're asking of you is spent wisely on the correct wireframes. Our designers are working on reflecting these big changes into these wireframes and thus, we'll be sending out an ask to look at them in a couple of weeks. Apologies for the delay - I know how much you all are excited about seeing them. Regardless, I do want to make sure there's value to you all in this update so I'll be using the rest of this post to answer the questions we went over and the ones we didn't get to.

Of course, if there are more questions than what was asked below - please reply with them or see the very end for other ways of contacting me and I'll try to answer them as soon as possible.

> Beware though, there are **many** questions below!

> **Going forward, will the new experience still be on Jive?**
>
> No, we're migrating to a different platform product called Lithium. (The company actually used to be of the same name, but they have since changed their name to Khoros. I'll keep referring to them as Lithium.)

> **Will the new experience support RSS?**
>
> ~~Yes.~~ Not at launch but it's something we'll work on bringing back.

> **Is all the stuff on Jive going to be ported over?**
>
> Mostly, some really old content may not make it over.

Is this news of a new forum platform NDA?

At this time, yes. We will let everyone know when this news is available to all users.

With the change in intent, will there be a change in ACP vs. staff involvement?

There are no changes to ACP involvement. Staff involvement will increase.

Is Lithium better than Jive?

We think so - there are many constraints within the Jive platform that have hit us pretty hard in the past couple of years and Lithium provides us greater flexibility even in pretty basic areas of a forums platform product. Additionally, we have a community that is bigger than what Jive can handle. Some of the problems we've seen in speed and performance are directly related to that inability to handle our size.

Will the settings for the forums we are following get ported?

It depends - many settings will get ported over but there are some areas such as what communities you follow that can't be migrated over. We're working with our partnered Lithium team on how to mitigate this gap.

Will we still get emails for the forums we follow?

As mentioned above, we likely won't be able to "remember" what forums you followed on the Jive platform when migrating to the Lithium platform; however, when you follow forum communities on the new platform, you will receive emails for updates to those forum communities.

Are all forums going to make the jump at once?

I previously mentioned in our conversation that we would be phasing this so that

some forum communities would get migrated ahead of others. This is actually one of the big changes that happened this past week. The new answer is: yes, all forums and most of their respective content will be migrated all at once.

Is there an effort to reorganize the forums?

Yes. A lot of the forum communities are based on parent-child relationships where you can post to both the parent space and the child space. Some child-spaces have their own child-spaces. One of the constraints we're working around with this migration is that Lithium's version of a parent space cannot be posted in. Because of that restriction, we'll be reorganizing the forums so that all spaces are rather top-level peers of each other. An example is the Photoshop Scripting sub-space within the Photoshop space. We'll be migrating the content within Photoshop Scripting into the Photoshop space on Lithium but attaching a "Scripting" label so that you'll be able to still filter what you're seeing to only be about scripting with Photoshop.

Maybe this an opportunity to switch from "correct answer" to "best answer"?

Yes, this a great call-out. One of the benefits of migrating to the Lithium platform is the fact that there can be multiple "correct answers" rather than only one. We know that there are many different ways of creating the same output within one product and thus, there are going to be multiple solutions to a question.

UserVoice (for the Photoshop and Lightroom ecosystems) and similar other silos drive fragmentation of the community and confusion about where to go. Is there any plan to fold those platforms into Lithium as well?

We agree that many places exist today within the overall Adobe support ecosystem and that it's really fracturing the community of users. At launch, we won't be making improvements in folding those places into Lithium but it is a longer-term goal. We want to emphasize that the community that will exist on the Lithium platform is the Adobe support destination where users can ask questions of each other and connect with each other.

Is the Lithium platform is Java based? What makes it perform better and faster than the current platform?

Yes, and there's some MySQL used to implement server-side functionality. Without getting into a list of things - overall the biggest thing contributing to Lithium performing better and faster is the fact that it's had consistent developer attention and steady updates to the platform, something that the team behind Jive was not able to provide. I've seen steady updates to the platform for the past several year happen around every half of a year.

> **So there will be a single forum per product?**

Mostly yes - each product will have their own forum community and we also think there's room for non-product based forum communities, for example, Embark.

> **Since Embark is brand new and Lithium is brand new, maybe start Lithium with the two new Embark forums?**

That's a great suggestion that our team, coincidentally, was in the middle of finalizing earlier in the week. Now that the plan to migrate forum communities in groups has changed to migrating all forum communities at launch - this won't happen. But we'll keep this mind if that plan changes.

> **Will we still be able to use our email clients to respond to threads?**

Yes, you will!

> **If the forum is "first and foremost" for support, will there be more participation from experts employed by Adobe or will it continue to be "couched" as a user and volunteer medium?**

As mentioned previously, Adobe staff participation and involvement will increase; however, we want members to continue to have more and more conversations with each other so that they're learning from each other and teaching each other. A longer-term goal is to get more of the employees who actually sit on the respective product teams to participate here. We'll work on balancing that type of increased participation without stymying newer users from contributing to conversations where they feel they can input.

Can we keep our points rating hidden from the public in our badges?

Part of the reason why I think this question is important is the why behind it. Points often have no helpful meaning to the users we interact with. Users probably don't care that someone has 1000 more points than the other person who answered their questions. But they might care if they knew this person was an expert at Photoshop versus Premiere Rush. So, there won't be points on Lithium because a rank structure will replace it. David has been actively working on a framework that preserves all the amazing work you've done and translates that into a rank structure that retains participation and engagement over the years. Points that have been accrued will be maintained and factored into this structure with various titles.

Will there be any app implementation? I really think this would be great because lots of users aren't always at our desktop computers.

If app implementation means mobile apps for iOS, Android, etc. devices, no. We won't be focusing on a mobile app at all. However, a mobile app is just one way of providing users a way to access the communities on their mobile devices. We will be focusing on improving the mobile experience of the forums. If app implementation means integrated with our products and other Adobe services, then yes, it's another one of our longer-term goals.

Is it going to be more like the Education Forum?

We're working with that group to try to maintain a connection. Right now, the eLearning team has created a Wordpress skin that's access Jive via API. All of the conversations live on Jive but they have a much more pleasant-to-look-at interface. We're working with them as part of the transition plan.

I am sort of squeezed between the Jive forums and questions in the eLearning Community...some synching, not complete. Will that remain the same?

As mentioned above, we're working with the eLearning group to get them ported over in the new experience.

What's the point of points and rankings?

There's a lot of science that's gone into gamification. Ranking and badging contribute to motivating users to come back to the community and spend time beyond initial visits. Historically we've seen many users are one-and-done. They show up, ask a question, get an answer to their question via email because they're auto-subscribed to their own conversation, and move on. What we're trying to do is to make that initial experience a really positive one and to hit some of the triggers we see in the gaming industry or other communities of a reward that provides some rush of fun. The idea is to build a community of active users that is greater than the one we have right now.

In our profiles, we can see our content and filter it but not easily search it. Will the new system help with that? I'd like to be able to find a post more easily to link to it and possibly sort it and post that link with my best responses to LinkedIn.

This is a great suggestion. At release, no, but I'll let our team know about this and we can investigate some more about feasibility.

Will moderators still be able to add forum start page info such as bug fixes/update bulletins, etc.?

Our community managers and administrators will still be able to create posts similarly to what's been occurring in the Embark communities today and additionally, feature those posts so that users discover it very easily when viewing each forum community.

Will linked tutorials that exist on Jive be ported?

If the linked tutorial was created as a post, it will be migrated over. However, if you're referring to linked tutorials that show up on some forum overview pages now, those will not be migrated over. However, each community's lead will be able to create a post about that tutorial and feature it as mentioned earlier in this answer.

Are you looking at active communities on Slack, Facebook, for assistance, modeling?

Yes! Facebook is one of the many platforms we reviewed in early stages of ideation. Slack has come up multiple times in internal phases of user research as well. The other communities/platforms we reviewed in ideation are Apple Support Communities, Airbnb Community, American Express' OPEN Forum, YouTube, Salesforce Trailblazers, TalkTalk, Alteryx, Sephora, Spotify, Microsoft, Reddit, and Discourse.

Will the new platform have a live chat feature?

Live chat on conversations is not something Lithium currently supports. Live chat between users is also not supported. However, our team can investigate the value behind this thought for a future goal.

Can we have a time scheduled for training on the new platform ahead of time so we can plan to attend?

Yes, Tricia and I will work on scheduling something for you all to attend.

Will you allow feedback from ACPs about performance, etc.? How do we stay in touch with the developers?

Of course! That's one of the reasons why I wanted to set a time to chat with you all. Tuesday's conversation was the start of a relationship I plan to keep with you all. I (along with some others from the team) will keep popping in here to keep in communication with you. Feel free to always @mention me on here, private message me, send an email (see down below), or send an owl.

Will mentoring be incorporated?

I believe this is referring to one of the initiatives Tricia has communicated with you all previously. I'll be working with Tricia to get up to date on what's been discussed thus far.

> ### Will we need a prescription to log on to Lithium?

I'm not exactly sure what this means…I assume an account. Yes, you'll need an account and the good news is that account will be your Adobe ID. So, there's no need to create a new account or anything of the sort.

> ### When can we get a sneak peak of the UI?

As mentioned above, our designers are working on reflecting some big changes that happened since Tuesday's conversations into the wireframes. I'll be posting this update in a couple of weeks.

> ### Is there an area where we can ask for new functionality?

We'll be treating this new experience and platform as its own product and with that, comes release notes and an area to talk about this product. That forum community will be where you can ask for new functionality. If you'd like to make a suggestion now so that we consider it after the first release, feel free to comment with it!

> ### I see a need to have standard responses - legally - that we use for answers that come up like

doing something for the customer that is not allowed i.e. a clear view of car license plate to catch traffic violation, etc.
Good suggestion – I've submitted this as another item for our team to investigate for after release.

> ### Can we keep to one main topic per discussion?

The Lithium platform will have the same ability to branch threads as Jive does today. Additionally, community managers will be able to merge threads. That's as much as the platform can offer to help with this topic as of right now. We may be able to set some placeholder text when replying. Again, I'll investigate with the team.

If you have any other questions besides the ones above, please reply with them! Of course,

you can private message me on here or email me at rios(at)adobe(dot)com.

Thank you so much for the interesting conversations and the questions. Thanks to
TriciaLawrence and   dave_m_k for helping me connect with you all (and helping out
with questions). I'll update you all soon,
Melissa Rios

2630 Views   Tags: jive, forums, community, communities, new platform, new forums, lithium,
khoros

186   HELPFUL   MOST LIKED

Jacob Bugge May 5, 2019 2:16 PM (in response to axmelissarios1)

MVP

1. Re: New Forums Platform - Follow Up

Melissa,

I have been looking for this over at
ACP Topics

rather than here, especially since NDA is mentioned, and Tricia invited us to the connect
session at an /acpforums page.

Is this thread in the right forum?

Actions   🏳 Like (2)

ProDesignTools May 6, 2019 10:08 AM (in response to axmelissarios1)

MVP

2. Re: New Forums Platform - Follow Up
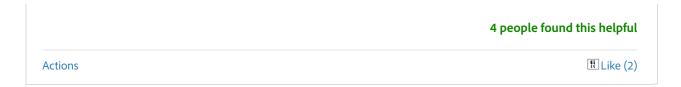
Thank you so much, Melissa – this is very helpful! So glad to hear it is finally happening...

Really happy to hear that most existing content will be brought over from Jive to Lithium!
One important question: Will existing thread/message URLs to all that Forums content be
preserved? Or at least if not preserved, then forwarded from the old URLs to the new
locations? (via some automated mechanism)

I have literally thousands of URLs throughout my own site linking to many different Adobe
Forums threads and messages... I can't imagine the nightmare if all those links suddenly
stopped working. (And of course, the same thing is true of all the millions of Forums
backlinks distributed throughout the entire Internet.)

Thanks!

4 people found this helpful

Actions   🔲 Like (2)

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axmelissarios1 🅰 May 6, 2019 10:35 AM (in response to Jacob Bugge)

STAFF

3. Re: New Forums Platform - Follow Up

Hey   Jacob Bugge, I checked with Madison and Tricia beforehand and after - seems okay for this post to stay here. Thanks for the call-out!

Actions   🔲 Like (0)

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axmelissarios1 🅰 May 6, 2019 11:11 AM (in response to ProDesignTools)

STAFF

4. Re: New Forums Platform - Follow Up

Good question   ProDesignTools - so yes, we're working on making sure that if you try to navigate to any existing thread/message URLs, that you will be redirected to that content at the new URL.

2 people found this helpful

Actions   🔲 Like (3)

Carlos Ziade May 6, 2019 11:42 AM (in response to axmelissarios1)

ACP

5. Re: New Forums Platform - Follow Up

Thanks for all the efforts! This is really great!
what about mogrts and rush? where will they belong to? those are growing really fast...

Actions   🔲 Like (1)

Captiv8r May 6, 2019 11:53 AM (in response to axmelissarios1)

ACP

6. Re: New Forums Platform - Follow Up

So I'm aware that different products under the Adobe umbrella may have more than one forum type. I always understood Jive to the the preferred and main forum for product support, but I'm also aware that in some cases the product teams may operate their own forums that exist as GetSatisfaction forums.

That always perplexed me, as it seemed to go against the spirit of the forums and it seems it would cause confusion among the user base to have multiple forums and fragmentation. But in the past when I mentioned it, the response seems to have always been one of: We

really don't care, we just want users to find the answers they are seeking. And generally, I agree with that. But as an ACP it does make it more difficult by having to remember to try and follow these fragments.

So has any of this been considered and will things change as a result?

advAPOLOGIESance if this has been covered already and I missed it. Rick

Actions   Like (1)

Jacob Bugge May 6, 2019 4:45 PM (in response to axmelissarios1)

MVP

7. Re: New Forums Platform - Follow Up

Melissa,

Here are a ~~few~~ > sorry, some, initial considerations.

> ### Is all the stuff on Jive going to be ported over?
>
> Mostly, some really old content may not make it over.

I hope you will do the utmost to have as much as possible ported over, because the old stuff is still a wealth worth keeping, and using.

At least in the Illustrator forum, there are regularly answers that link back to old threads, many of those going back to threads from the days before the Jive forums started in 2009; in those days threads died after a certain time of inactivity (when I realized that in 2004 I started building an archive and a few years later I started reposting in some especially important threads to keep them alive), so the Jive forums brought a definite improvement.

I hope the new forums will also keep keeping old threads until all questions have been answered, or till the end of days, whichever occurs first.

> ### Is there an effort to reorganize the forums?
>
> Yes. A lot of the forum communities are based on parent-child relationships where you can post to both the parent space and the child space. Some child-spaces have their own child-spaces. One of the constraints we're working around with this migration is that Lithium's version of a parent space cannot be posted in. Because of that restriction, we'll be reorganizing the forums so that all spaces are rather top-level

> peers of each other. An example is the Photoshop Scripting sub-space within the Photoshop space. We'll be migrating the content within Photoshop Scripting into the Photoshop space on Lithium but attaching a "Scripting" label so that you'll be able to still filter what you're seeing to only be about scripting with Photoshop.

Can you use a filter or something on what will correspond to the Discussion pages and avoid unwanted threads corresponding to those in the subspaces, or will all threads about one application (such as Photoshop or Illustrator) always appear together so it is necessary to bypass all the subspace threads by looking at labels?

If the latter, I believe that to be a serious setback in efficiency when answering (and undoubtedly when looking for answers). As it is already, it is hard to keep up with the relentless appearance of new threads to consider answering.

> **Maybe this an opportunity to switch from "correct answer" to "best answer"?**
>
> Yes, this a great call-out. One of the benefits of migrating to the Lithium platform is the fact that there can be multiple "correct answers" rather than only one. We know that there are many different ways of creating the same output within one product and thus, there are going to be multiple solutions to a question.

This is a definite improvement, provided it is (predominantly) limited to present equally right/complete/manageable solutions.

Hopefully, helpful answers that may contribute to a solution can still be marked as such.

> **Can we keep our points rating hidden from the public in our badges?**
>
> Part of the reason why I think this question is important is the why behind it. Points often have no helpful meaning to the users we interact with. Users probably don't care that someone has 1000 more points than the other person who answered their questions. But they might care if they knew this person was an expert at Photoshop versus Premiere Rush. So, there won't be points on Lithium because a rank structure will replace it. David has been actively working on a framework that preserves all the amazing work you've done and translates that into a rank structure that retains participation and engagement over the years. Points that have been accrued will be maintained and factored into this structure with various titles.

I hope you will consider the lowest possible degree of ranking, as few titles as possible.

Ultimately, the quality of answers is all that matters to those seeking help, and that may be best judged without any bias caused by ranking which may have no more helpful meaning than have points; from quiet observation over the past decade with points and most of it with badges I am convinced there is a certain bias inherent in a community with ranking; also some of those giving some of the best answers based on profound insight and skills have few points and/or no badge and would therefore be low in a high degree ranking.

I believe the strongest possible community is one as close as possible to a community of equals.

All that said, my observations over the last decade (and comparison with all the years that went before) have (slowly) convinced me that a certain ranking of answers (by marking) and of those giving them (by badges/points/whatever (once we had forum top contributors)) forms part of optimizing the overall forum qualities; I believe it may be a delicate balance.

1 person found this helpful

Actions   📇 Like (1)

Jacob Bugge   May 9, 2019 3:25 PM   (in response to axmelissarios1)

MVP

8. Re: New Forums Platform - Follow Up

Melissa,

Apologizing for my carrying on, an elaboration on the answer marking:

Yestreen I came across a new (at least to me) abbreviation, TO, which I believe can only mean Thread Owner, which I really like because I believe in the unlimited right of the TO/OP (Original Poster) to decide which post(s) to mark as correct/best and also change such post markings. There are also the special issues with the Assumed Correct answer marking, if that option will also be there in the future (I for one hope not).

Sometimes, TOs gets it wrong (in which case anyone is free to point it out, which will also add to the sharing of knowledge), but so do moderators and staff. Also, in quite a few cases, the initial question is woolly or worse, and the actual question/issue is only revealed if the thread is allowed to take its course.

Crucial to the TO right to decide is opportunity.

One of my (other) observations over the last decade have convinced me that many TOs,

maybe especially newcomers, are very reluctant to change a correct/best answer (or an Assumed Answered) marking made by moderators/staff, even when obviously/seemingly disagreeing with it; quite likely this is a matter of respect for authority.

I appreciate the great effort made by moderators and staff to make sure that as many threads as possible can be marked for the benefit of everyone looking for answers, even going back months and years.

But I believe that the TO should always have a reasonable time to consider and make markings first, maybe a week or two, or at least over the weekend when answers have been given late in the week. Just as the helpers can be busy, the TOs can have to do something else before returning to their threads.

So I would suggest a general holding of horses to start with.

But I believe it is also important that it is easy for the TO to change markings. At least in the present version of the forums it is quite difficult, especially for newcomers, to find out how to make such changes; it has been up recently that it has even proved difficult for moderators to undo an Assumed Answered marking.

Therefore I hope that the new forums will make it much simpler and easier to find out how to and change markings (including Assumed Answered), also for newcomers.

All this in order to best ensure the right markings, rather than to have the best answers hidden/overlooked owing to inexpedient markings.

1 person found this helpful

Actions   Like (1)

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axmelissarios1 May 15, 2019 6:53 PM (in response to Carlos Ziade)

STAFF

9. Re: New Forums Platform - Follow Up

Hi Carlos Ziade, I'm not sure I understand your question, but I'll take a stab at it. Premiere Rush is a current day forum space and it will be migrated along with everything else to the Lithium platform. Conversations about mogrts often happen in the Premiere Pro forum space and the Adobe Stock forum space as far as I know so those conversations will also be migrated over to the Lithium platform. Ii hope that answers your question; if not, please let me know what you meant and I'll answer that one as well!

Actions   Like (0)

axmelissarios1 📐 May 15, 2019 6:59 PM (in response to Captiv8r)

STAFF

10. Re: New Forums Platform - Follow Up

Hi   Captiv8r, yes, we have considered this as well! We did cover it in the Tuesday Intro conversation so I'll paste above's Q&A here:

> **UserVoice (for the Photoshop and Lightroom ecosystems) and similar other silos drive fragmentation of the community and confusion about where to go. Is there any plan to fold those platforms into Lithium as well?**

> We agree that many places exist today within the overall Adobe support ecosystem and that it's really fracturing the community of users. At launch, we won't be making improvements in folding those places into Lithium but it is a longer-term goal. We want to emphasize that the community that will exist on the Lithium platform is the Adobe support destination where users can ask questions of each other and connect with each other.

Let me know if you have any other questions!

Actions   📖 Like (0)

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axmelissarios1 📐 May 15, 2019 7:38 PM (in response to Jacob Bugge)

STAFF

11. Re: New Forums Platform - Follow Up

Hi   Jacob Bugge,

No need for apologies - I appreciate hearing from you all about this transition!

Thank you so much for setting up the context to problem you've observed over the past. You bring up a very good point that newcomers to the forums wouldn't be sure about how to move the status of Correct Answer to another reply that actually helped them out let alone know how to mark a reply as the correct answer unless we communicate how to do that in a very easy and intuitive way.

A few other things - Assumed Answered won't be an option for conversation threads in the future. But we will have reminders to original posters after a set amount of time about coming back to the thread, especially if there are replies. Those reminders will be prime opportunities for us to remind all users, especially new ones about the option of marking a reply as a correct answer and why it helps the community overall. Presently, I believe there is a suggested hold time of around 3 days for new posts before marking anything as correct,

unless the original poster. But again, I believe that's just a suggestion.

Lastly, I'm curious about the abbreviation "TO" that you're seeing. If you could show me where you're seeing that, I'd be interested in knowing. I haven't seen that used anywhere on the forums yet, but maybe I'm looking in the wrong places.

Thank you again!
Melissa

1 person found this helpful

Actions   Like (0)

Jacob Bugge May 16, 2019 5:36 AM (in response to axmelissarios1)

MVP

12. Re: New Forums Platform - Follow Up

Thank you for your kind answer, Melissa.

I am relieved that the Assumed Answered will be gone.

And I like reminders plan; I believe many will appreciate feedback rather than nothing.

I also like the hold time; hopefully it is counted in work days (skipping weekends), and with allowance for our being all the way round the world.

And of course the explanation of the usefulness of markings.

Hans-Jürgen coined the TO abbreviation here,
    https://forums.adobe.com/message/11065517?sr=search&searchId=a3691e74-ce50-4c38-bd38-bba1e 2ec33a8&searchIndex=0#11065517

By the way, that thread is also relevant to the matters of hold time/reminders: as you can see from the thread, it was marked very appropriately by a moderator (Ares, just before his own answer (I can see that in my Inbox)), 6 days after the OP, 4 work days (fully in accordance with the current suggested hold time), and Ken (the OP/TO) never returned (so far at least).

Actions   Like (2)

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pixxxel schubser May 16, 2019 1:25 PM (in response to Jacob Bugge)

13. Re: New Forums Platform - Follow Up

MVP

> https://forums.adobe.com/people/Jacob+Bugge schrieb
>
> … Yestreen I came across a new (at least to me) abbreviation, TO, which I believe can only mean Thread Owner, which I really like …

Hi Jacob,

you are right. (But the abbreviation is not my own invention   – you often can see that in german fora.)

It mostly means: Thread Opener or similar as you suspected: Thread Owner. I like the second translation.

And I also like a reminder plan. But be very very careful with that – some users could be angry about such reminders and say: *»such a "spam" everey time«.*

Actions   Like (1)

D Fosse May 18, 2019 4:37 AM (in response to axmelissarios1)

21

ACP

14. Re: New Forums Platform - Follow Up

Thread Opener (or Starter) is used a bit here in Norway. "Thread Owner" strikes a distinctly sour note with me. Once the question is answered, it's a free discussion, right? Nobody "owns" it.

But I like Original Poster better. That keeps everything open and inclusive, and is a precise and descriptive term.

Actions   Like (3)

Ian Lyons May 19, 2019 7:08 AM (in response to axmelissarios1)

MVP

15. Re: New Forums Platform - Follow Up

Great news, Jive was a disaster from day one!

Actions   Like (1)

Steve Werner May 19, 2019 8:38 AM (in response to Ian Lyons)

16. Re: New Forums Platform - Follow Up

ACP

We can all hope that the new software is an improvement.

As a long-time user of the Adobe forums, I suspect that however good the software may be, there will no doubt be nay-sayers who will find it filled with flaws.

Actions   Like (1)

davidarbor   May 20, 2019 7:03 AM   (in response to Steve Werner)

ACP

17. Re: New Forums Platform - Follow Up

I just read through most of the questions and this all sounds great! One question I didn't see (hopefully it wasn't one of the ones I skimmed through) is a place to post common statements/workflows/troubleshooting techniques. In the same vein as the question about standard legal responses doing this for the above types of posts could make the forums a lot cleaner. During The Great QuickTime Surgery, as someone else has referred to it, we were *endlessly* answering the same questions about why 32-bit QT codecs were removed from the DVA apps. It would have been so much simpler if we could either point to one post or a pinned item that's easily visible. I know there were official blog posts detailing the news, but those didn't go into as technical much detail as some of our forum posts.

Actions   Like (0)

Jacob Bugge   May 20, 2019 2:37 PM   (in response to axmelissarios1)

MVP

18. Re: New Forums Platform - Follow Up

Melissa,

Another thing I have come to think of from time to time ever since the conversation on 30th April:

I hope we shall travel lighter with the new forums, in the sense that the present ones are heavy with endless loading of many complicated elements with Handshakes and social media involvement and whatnot.

In the early Jive days, an often mentioned concept was Skin, the wrapping of the contents that we see.

If the structure, or just the appearance/skin, can be made simpler than the present one, or if it can be made possible in a simple way to choose a simpler version to work with for the individual forum member, it could mean a great deal, obviously especially important for those with slower connexions.

Recently I saw that about two thirds of us are over there (US and Canada) and about one

third is over here ((mainly Northwestern) Europe) and very few are elsewhere.

But many seeking help are from everywhere else (the rest of the world), and I believe the aim is to lure many more into the forums so they grow even more global, which I believe will inevitably mean slow(er) connexions as a general challenge (which may even lead to browser crashing or disconnexion), especially if the new forums prove to be even heavier than the present ones.

I am fine with mine, but it is slow enough to make me worry about even/much slower ones.

Actions   Like (0)

Jacob Bugge Jun 6, 2019 4:19 PM (in response to axmelissarios1)

MVP

19. Re: New Forums Platform - Follow Up

Melissa,

I hope there will be a gentler or maybe rather more suitable name for the action corresponding to Report Abuse in the forums to come.

The very name makes me (and probably many others) disinclined to use it on innocent folk.

Maybe something like Report Abuse or Sensitive information, the former being to protect others from the poster, the latter being to protect the poster from others, to avoid self harming.

Or maybe just a neutral name like Moderation Needed, which may then point in the two opposite directions.

And while we wait, it would be nice, if possible, to have the Assumed Answered marking abolished now, see the discussion here,

Assumed Answered?

Actions   Like (1)

Just Shoot Me   Jun 8, 2019 5:59 AM   (in response to Jacob Bugge)

20. Re: New Forums Platform - Follow Up

Personally I see no reason to change the Report Abuse option.
A user that is posting their email address, phone number, address, whatever other personal info is breaking the TOU and is abusing the forums.

In the Report abuse dialog there is a drop down to specify the type of abuse. At the bottom is Personal Information.

One reason I asked to be made a Moderator was to handle those types of things when I saw them, without having to file an abuse report and then having nothing done about it (as seems to happen more that not).

Any Abuse report gets sent to the Mod Queue for review.

Actions   Like (0)

Just Shoot Me   Jun 8, 2019 6:00 AM   (in response to axmelissarios1)

21. Re: New Forums Platform - Follow Up

While I'm here on this discussion, when is the new forum software going to be rolled out? There was down time last night was that part of it?

Actions   Like (0)

BobLevine   Jun 8, 2019 6:20 AM   (in response to Jacob Bugge)

22. Re: New Forums Platform - Follow Up

How about a very simple "Report this post?"

Actions   Like (0)

Jacob Bugge   Jun 8, 2019 6:38 AM   (in response to Just Shoot Me)

23. Re: New Forums Platform - Follow Up

I quite understand you, Edward.

But I for one failed to even look for, let alone click the Abuse button, and I only saw what it contained after Bob pointed it out to me in the thread I started. I remember quite a few other ACPs asking for such personal information to be removed and actually looked for a thread to post in.

I believe at least some of us should regularly have a look at the TOU to stay awake.

Actions   Like (0)

Jacob Bugge Jun 8, 2019 6:39 AM (in response to BobLevine)

24. Re: New Forums Platform - Follow Up

That would be a good option, Bob.

Actions   Like (0)

Jacob Bugge Jun 11, 2019 3:17 AM (in response to axmelissarios1)

25. Re: New Forums Platform - Follow Up

Melissa,

Further to the Abuse action which is the only action available for non moderators/staff, it would be nice to also have a way to ask for a move to another forum when obviously needed, such as this latest post in a long thread,

Re: Please move this question

which brings me back to the suggested action (heading) Moderation Needed, which may then point in ~~the two opposite~~ > different directions, one being (actual) abuse (with a list of specifics as now only personal information being replaced by self promotion), others being protection of the poster against self harm (such as/a list including personal information), move to another forum, and maybe more options.

Actions   Like (0)

John T Smith Jun 22, 2019 2:03 PM (in response to axmelissarios1)

26. Re: New Forums Platform - Follow Up

Will there be a Spark forum?

Actions   Like (0)

Amebr Jun 23, 2019 9:37 PM (in response to axmelissarios1)

27. Re: New Forums Platform - Follow Up

A big thing on my wishlist for the current forums is to have the Discussions tab be the default view, so I can immediately see the new and updated posts (displayed in bold in this view).

Using the current Robohelp forum and sub-forums as an example, this is what I have to do to get a view that highlights the new and updated posts:
1. Click on the forum name.
2. Click Content.
3. Click Discussions.

While this isn't a big deal for most users, for people constantly on the forums it would be a big timesaver.

Actions   Like (0)

John Waller   Jun 23, 2019 10:43 PM   (in response to Amebr)

28. Re: New Forums Platform - Follow Up

Do you then bookmark the Discussions URL for future visits?

Actions   Like (0)

Amebr   Jun 24, 2019 1:45 AM   (in response to John Waller)

29. Re: New Forums Platform - Follow Up

I do for my most used, but not for all.

Actions   Like (0)

Jacob Bugge   Jun 24, 2019 1:59 AM   (in response to Amebr)

30. Re: New Forums Platform - Follow Up

I agree with Amebr: I have quite a few forums bookmarked, but presently the default is so strongly Content that the view often switches to that when I just Reload the Tab or restart a browser session, and sometimes even by itself after first showing the Discussions URL.

Actions   Like (1)

Jacob Bugge   Jul 6, 2019 3:37 AM   (in response to axmelissarios1)

31. Re: New Forums Platform - Follow Up

MVP

Melissa,

There is another aspect, namely Messages, brought up here (in the Forum Comments forum),

    Older messages from Inbox getting deleted or removed. Why?

and followed up here,

    The short life of messages

I hope we can return to an improved version of the old way so that (Private) Messages will be kept, as are threads, instead of falling into the abyss after 6 months.

Actions   Like (1)

Jacob Bugge   Jul 12, 2019 3:58 AM   (in response to axmelissarios1)

32. Re: New Forums Platform - Follow Up

MVP

Melissa,

In continuation of post #31,

I know at least a few friends that never, or hardly ever, answer Messages, and are most likely annoyed with the disturbance to some degree, given that all (unwanted) messages turn up in the Inbox and appear in the brick coloured @ [number] notification on every page.

I believe the option of switching the Message option off entirely in the Profile settings, so that others are unable to send, may be very nice to have, for everyone; first and foremost to be able to obtain freedom from it, additionally to spare would be senders (of all kinds) unfulfilled expectations and lack answers.

Actions   Like (1)

Peter Villevoye   Aug 18, 2019 4:00 AM   (in response to axmelissarios1)

33. Re: New Forums Platform - Follow Up

ACP

Great to hear the Forums are going to be on a different platform !

I've been around for a couple of weeks now, after some absence and having spent (too ;-) much time in the *Adobe* sections of the **Quora forums**. And I'd like to point out how smooth

and bullet proof *Quora's* authoring panels are, both on desktop/laptop, and even on iPad and smartphone.

I wouldn't want to compare the purpose and grand plan behind *Quora's* forum with *Adobe's* (which obviously differs in many aspects). But I would definitely advise to have a good look at their interface and technical approach for **creating posts** (editing, formatting, adding links and media) and its **workflow safety** (the hassle-free undoing, no struggles after time-outs or disconnects, absolute fail-proof auto-save, and intentional saving of drafts, etc.) I always find it a pleasure to spend time on posting there !

While I often find myself mildly swearing at my screen again, when *Jive* has its hick-ups (ruining some of my work) or when I'm too quickly trying to select, edit, or format words or lines. Or when I accidentally hit *Cmd-S* again...

Hope this helps to improve the experience for your contributors.

Actions   Like (1)
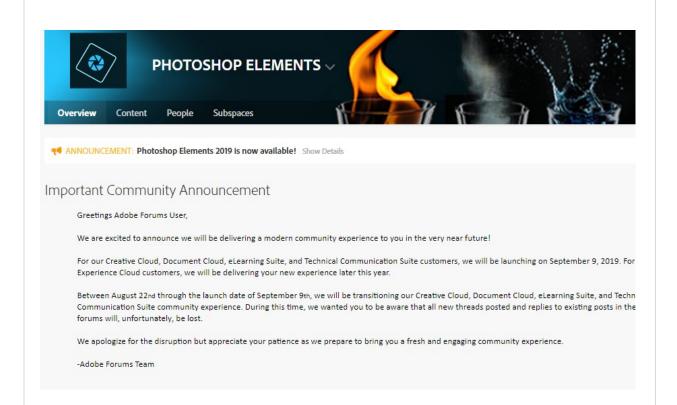
Peru Bob   Aug 19, 2019 3:24 PM   (in response to axmelissarios1)

34. Re: New Forums Platform - Follow Up

I see that the change to a new forum has been announced in the Photoshop Elements forum as well as the in the ACP forum.
Can you clarify exactly what aspects of what has been discussed about the new forums is NDA and what is not NDA?

PHOTOSHOP ELEMENTS ⌄

Overview   Content   People   Subspaces

📢 ANNOUNCEMENT: Photoshop Elements 2019 is now available!   Show Details

Important Community Announcement

Greetings Adobe Forums User,

We are excited to announce we will be delivering a modern community experience to you in the very near future!

For our Creative Cloud, Document Cloud, eLearning Suite, and Technical Communication Suite customers, we will be launching on September 9, 2019. For Experience Cloud customers, we will be delivering your new experience later this year.

Between August 22nd through the launch date of September 9th, we will be transitioning our Creative Cloud, Document Cloud, eLearning Suite, and Techn Communication Suite community experience. During this time, we wanted you to be aware that all new threads posted and replies to existing posts in the forums will, unfortunately, be lost.

We apologize for the disruption but appreciate your patience as we prepare to bring you a fresh and engaging community experience.

-Adobe Forums Team

Actions   🖾 Like (0)

John T Smith Aug 19, 2019 4:39 PM (in response to Peru Bob)

ACP

35. Re: New Forums Platform - Follow Up

Except for the forums for the OLD CS6 and earlier Creative Suite and Creative Suite Windows the message is at the top of every forum I visit, in the Overview mode

So I'm going to presume that the NDA is now cancelled... not that I really know anything to tell people

Actions   🖾 Like (0)

axmelissarios1 🔺 Aug 19, 2019 5:04 PM (in response to Peru Bob)

STAFF

36. Re: New Forums Platform - Follow Up

Hi   Peru Bob and   John T Smith,

The only announcement we've communicated to users is the fact that there will be a new upcoming experience - what you see in the announcement. However, many of the notes above and previous designs in one of our calls are still under NDA.

Thanks for asking!

On that note, I do need to catch up with this thread - apologies, emails about this thread have been going to a folder I don't see often and I just realized last night with Peter's message and an accidental search in my inbox.

Thanks,
Melissa

1 person found this helpful

Actions   🖾 Like (0)

axmelissarios1 🔺 Aug 19, 2019 5:41 PM (in response to davidarbor)

STAFF

37. Re: New Forums Platform - Follow Up

Hi   davidarbor,

That's a good question. One of the things we've included for the new experience is a way for one conversation to be featured throughout the listing of content so that if we find there's a

trending issue that's driving a lot of questions, we can get that thread in front of users more easily. Additionally, moderators and admins are going to be able to merge threads so we should have less conversations about the same topic, requiring the same answer. Rather, just one conversation with the answer and subsequent questions added to the same thread.

Apologies for the delayed response!
Melissa

Actions   ▦ Like (0)

davidarbor Aug 19, 2019 6:11 PM (in response to axmelissarios1)

ACP

38. Re: New Forums Platform - Follow Up

No worries, Melissa, and thanks! That sounds great.

Actions   ▦ Like (0)

Jacob Bugge Aug 20, 2019 3:02 AM (in response to axmelissarios1)

MVP

39. Re: New Forums Platform - Follow Up

Melissa,

I may be far too slow in the uptake, but have I understood the following in the right way?

Everything on the present forums will be fully transferred to the new forums by 9th September, and the announcement (which I only saw because Bob and John brought it up) is to (still) avoid the mentioning of a forum change, so we all keep stumm?

All new threads started between 22nd August and 9th September (the latter presumably until the new forums are up) will disappear, and the same will apply to all new posts/markings/whatever in threads from before 22nd August, so on 9th September everything on the forums will be brought back to 22nd August?

And a few follow up questions, referring to the earlier questions in this thread:

Will all old threads be transferred, or will (some of) the oldest threads be lost?

Is there a status on any or all of the other questions about the particulars of the way the new forums will work?

Actions   Like (0)

1 **2** **3** …

187 Replies   Latest reply on Sep 11, 2019 2:16 PM by Jacob Bugge   **1**   **2**   **3**   **4**   **5**

Go to original post

187   **HELPFUL**   **MOST LIKED**

selondon Aug 27, 2019 12:24 AM (in response to axmelissarios1)

ACP

40. Re: New Forums Platform - Follow Up

Thanks Melissa,

I did indeed miss the conversation on the Tuesday so this is helpful! Is there a recording as
I'd like to catch up with it if possible?

Cheers

Reed

Actions   🖩 Like (0)

John T Smith Aug 29, 2019 7:35 AM (in response to axmelissarios1)

ACP

41. Re: New Forums Platform - Follow Up

I hope I have this right after the emails and correction emails

New platform training link is **https://bluejeans.com/5038885148**

New (I think) dates and times are...

Friday Aug 30 7:30 AM (US Pacific Standard Time)
Friday Aug 30 4 PM (US Pacific Standard Time)
Saturday Aug 31 11 AM (US Pacific Standard Time)

Email says sessions will be recorded, so I presume links to the recordings will be sent after
the sessions

Actions   🖩 Like (0)

~graffiti Aug 29, 2019 7:45 AM (in response to John T Smith)

42. Re: New Forums Platform - Follow Up

I'm curious about that too. I'm heading out on vacation next week so will be too busy to make any of the sessions available before I leave.

Actions   Like (0)

Peru Bob Aug 29, 2019 7:52 AM (in response to ~graffiti)

43. Re: New Forums Platform - Follow Up

I made special arrangements for my work and family schedule to attend what would have been session 2 on Thursday, but am not now able to attend sessions on this Friday and Saturday, so I will have to watch the recording next week after the holiday weekend.

Actions   Like (0)

Jacob Bugge Aug 29, 2019 8:05 AM (in response to axmelissarios1)

44. Re: New Forums Platform - Follow Up

I see it as PT = PDT, corresponding to the time of this post being 8:05 AM.

Actions   Like (0)

Jacob Bugge Aug 29, 2019 9:21 AM (in response to axmelissarios1)

45. Re: New Forums Platform - Follow Up

Melissa,

It just occurred to me:

Will the forums and threads retain their present URLs, such as this thread,

     https://forums.adobe.com/thread/2619300

andthis forum (Back Room), Discussions view,

     https://forums.adobe.com/community/general/backroom /content?filterID=contentstatus%5Bpubli shed%5D~objecttype~objecttype%5Bthread%5D

as I hope they will?

Actions   Like (0)

Steve Werner   Aug 29, 2019 12:54 PM   (in response to Jacob Bugge)

46. Re: New Forums Platform - Follow Up

And it's all changed again to Tuesday, September 3 at the same three times.

That will work for me unless it gets pushed further back, in which case, I'll be watching a video later on. Heading on vacation in New Mexico on Wednesday the 4th.

Actions   Like (0)

ProDesignTools   Aug 29, 2019 1:09 PM   (in response to Jacob Bugge)

47. Re: New Forums Platform - Follow Up

Hey Jacob,

I'm hoping all current thread/message URLs will continue to work, so as to not lose all the millions of Forums backlinks distributed throughout the Internet... (including many on my own site)

At least that's what Melissa seemed to indicate further up (on May 6th) on this thread! So with luck, that goal has not changed.

Actions   Like (0)

Jacob Bugge   Aug 29, 2019 1:58 PM   (in response to ProDesignTools)

48. Re: New Forums Platform - Follow Up

Thank you for reminding me, ProDesignTools.

I had forgotten that you had already asked, so long ago.

I hope for the special luck that they be straight under forums.adobe.com; I have about 600 forum Bookmarks, most of them forming online thread archives.

Actions   Like (0)

John T Smith   Aug 29, 2019 6:12 PM   (in response to axmelissarios1)

49. Re: New Forums Platform - Follow Up

The new trainings are now set for **Tuesday September 3** at:

7.30 – 8.30 am PT
11 – 12 noon PT
4 – 5 pm PT

They are recorded.

https://bluejeans.com/5038885148

Actions   Like (0)

John T Smith Sep 3, 2019 8:32 AM (in response to axmelissarios1)

50. Re: New Forums Platform - Follow Up

Bluejeans didn't like my computer, so I will watch for the link to the recorded session and watch that

I guess   TriciaLawrence will send that link?

Actions   Like (0)

Just Shoot Me Sep 3, 2019 8:56 AM (in response to John T Smith)

51. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/John+T+Smith wrote
>
> Bluejeans didn't like my computer, so I will watch for the link to the recorded session and watch that
>
> I guess   TriciaLawrence will send that link?

I only hope there is a video of it coming. I installed that bluejean stuff but I guess I was late to the party.

Actions   Like (0)

Laubender Sep 3, 2019 10:07 AM (in response to Just Shoot Me)

52. Re: New Forums Platform - Follow Up

Next session begins in exactly 53 minutes :-)
I'm still logged in with the previous session because I was distracted after 45 minutes and had to leave the desk.

Regards,
Uwe

Actions   Like (0)

Just Shoot Me Sep 3, 2019 10:10 AM (in response to Laubender)

53. Re: New Forums Platform - Follow Up

Yeah and I'll be at my chiropractor by then as when I was getting ready for work this morning my back went out.

Actions   Like (0)

PECourtejoie Sep 3, 2019 12:26 PM (in response to axmelissarios1)

54. Re: New Forums Platform - Follow Up

Will there be another session for moderators?

Actions   Like (0)

PECourtejoie Sep 3, 2019 12:27 PM (in response to axmelissarios1)

55. Re: New Forums Platform - Follow Up

And thanks for these sessions!

Actions   Like (0)

try67 Sep 3, 2019 12:54 PM (in response to PECourtejoie)

56. Re: New Forums Platform - Follow Up

Follow up thoughts regarding today's BlueJeans session:

- BlueJeans is quite bad. It enables the audio and video of every participant who joins a session by default, which causes constant distractions and annoyances. In the future, the invites should include instructions on how to mute the audio and video in the application before joining the session, or at least as soon as possible after doing so. Also, the chat window scroller is pretty annoying, as it keeps jumping by itself to the bottom whenever a

new message is posted, making it difficult to follow the discussions. I think Dave missed quite a few key questions in today's session (due to no fault of his own) because of these issues.

- I predict that the new forums are going to be quite chaotic during the first couple of days/weeks. The structure will be completely different to what it is now and with no sub-forums the pages for large products like Acrobat, Photoshop, InDesign, etc. are going to be flooded with hundreds of questions on a variety of subjects, and the experts won't be able to follow up on everything. A lot of questions are going to remain unanswered for a long time. (I'm not going to be around for the first couple of weeks after the launch, thankfully)

- "Topics" (not tags!) are not enough to keep track of the various subjects and it was never made clear who will be in charge of adding these topics, and who will apply them to new questions. If the users, then forget about it. It's not going to happen. Is Adobe expecting us to do it? That will be a huge amount of work, and I doubt most ACPs, MVPs, and other experts are going to bother with it.
Also, it's not clear to me if the topics are just generic ones like "Scripting" or will they be more specific like "Acrobat Scripting" or "Digital Signature in PDF files", etc. If they're not specific and can't be used for filtering with multiple terms (eg. "Acrobat" + "Scripting" + "Annotations", or something like that) they will be useless.

- It seems a lot of time and effort (and certainly money) was spent on the cosmetics and the "gamification" of the forums, as opposed to their functionality. It's nice to be able to insert mp4 videos and attach files of up to 50MB to each message, but if at the end of the day we can't follow the discussions because only 4 fit in the window at a time and there are 300 barely related new messages under a single forum every day (because it's a catch-all for everything PS-related), that's not good. Also, those "badges" are nice trinkets, but should not be a part of a serious platform. What about RSS feeds? What about email subscriptions to specific issues? A searchable archive of past threads? etc.

Sorry about the long rant, and maybe I'm completely wrong about all of this... Would love to hear the opinions of others, too.

Actions   Like (2)

Just Shoot Me   Sep 3, 2019 1:22 PM   (in response to try67)

ACP

57. Re: New Forums Platform - Follow Up

You say only 4 ?Topics/Posts/Discussions? fit in full screen layout?

Hopefully the Adobe forums won't be like the Apple forums where you wear out the scroll wheel on your mouse.

I'm going to try and make the 4-5 (7-8 my time) session.

Actions   🖩 Like (0)

---

try67   Sep 3, 2019 1:27 PM   (in response to Just Shoot Me)

MVP

58. Re: New Forums Platform - Follow Up

That's what it looked like... There was a huge amount of white space between and inside topics, as well as space taken by the user name, topics list, correct answer (a snippet of which also appeared on the discussions page, with no apparent way of disabling it), etc.

Actions   🖩 Like (1)
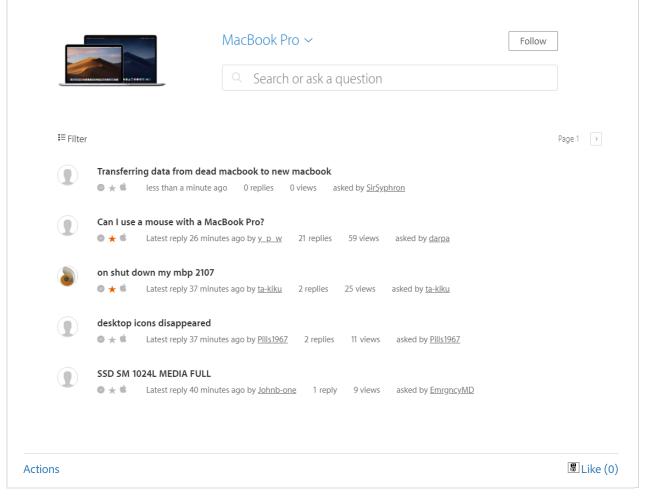
Just Shoot Me   Sep 3, 2019 1:45 PM   (in response to try67)

ACP

59. Re: New Forums Platform - Follow Up

Something like this.

MacBook Pro ⌄   Follow

🔍 Search or ask a question

≡ Filter   Page 1   ›

Transferring data from dead macbook to new macbook
◐ ★ 🍎   less than a minute ago   0 replies   0 views   asked by SirSyphron

Can I use a mouse with a MacBook Pro?
◐ ★ 🍎   Latest reply 26 minutes ago by y_p_w   21 replies   59 views   asked by darpa

on shut down my mbp 2107
◐ ★ 🍎   Latest reply 37 minutes ago by ta-kiku   2 replies   25 views   asked by ta-kiku

desktop icons disappeared
◐ ★ 🍎   Latest reply 37 minutes ago by Pills1967   2 replies   11 views   asked by Pills1967

SSD SM 1024L MEDIA FULL
◐ ★ 🍎   Latest reply 40 minutes ago by Johnb-one   1 reply   9 views   asked by EmrgncyMD

Actions   🖩 Like (0)

try67 Sep 3, 2019 1:57 PM (in response to Just Shoot Me)

60. Re: New Forums Platform - Follow Up

Yes, but with more space in between topics, and a whole part under each question which shows the first couple of sentences of the correct answer (which is not a bad feature, but would be nice if it could be disabled).
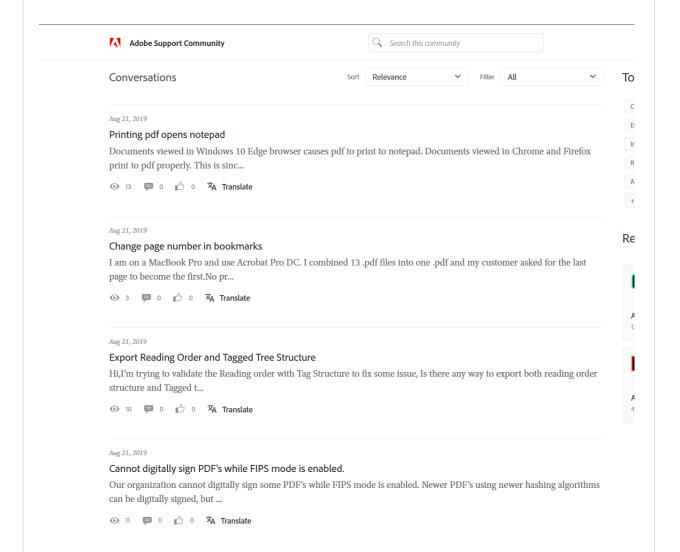

Actions   🖩 Like (0)

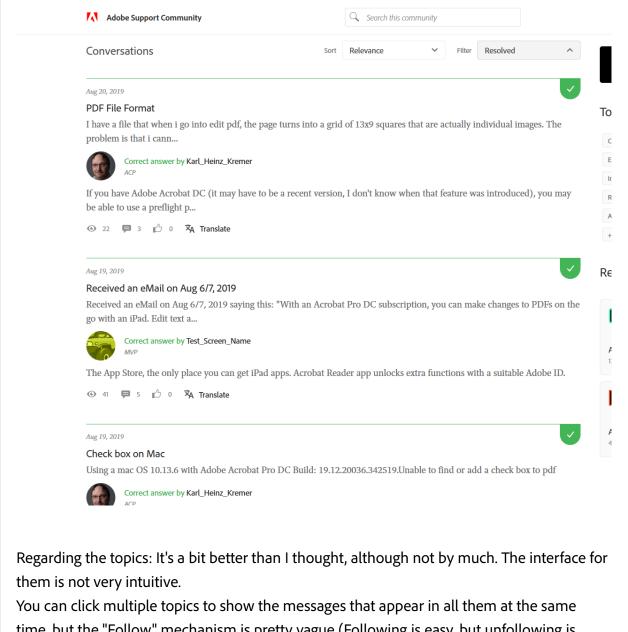**try67** Sep 3, 2019 2:34 PM (in response to try67)

61. Re: New Forums Platform - Follow Up

I was able to log in to the new system using the instructions Dave gave.
And yep, exactly 4 discussions fit on the screen in full screen mode:

🅰 **Adobe Support Community**   🔍 Search this community

Conversations   Sort   Relevance ⌄   Filter   All ⌄   To

Aug 21, 2019

Printing pdf opens notepad

Documents viewed in Windows 10 Edge browser causes pdf to print to notepad. Documents viewed in Chrome and Firefox print to pdf properly. This is sinc...

👁 13   💬 0   👍 0   🅰 Translate

Aug 21, 2019

Change page number in bookmarks

I am on a MacBook Pro and use Acrobat Pro DC. I combined 13 .pdf files into one .pdf and my customer asked for the last page to become the first.No pr...

👁 3   💬 0   👍 0   🅰 Translate

Aug 21, 2019

Export Reading Order and Tagged Tree Structure

Hi,I'm trying to validate the Reading order with Tag Structure to fix some issue, Is there any way to export both reading order structure and Tagged t...

👁 10   💬 0   👍 0   🅰 Translate

Aug 21, 2019

Cannot digitally sign PDF's while FIPS mode is enabled.

Our organization cannot digitally sign some PDF's while FIPS mode is enabled. Newer PDF's using newer hashing algorithms can be digitally signed, but ...

👁 11   💬 0   👍 0   🅰 Translate

And these ones don't even have the correct answer snippet... If you add that it goes down to 2 - 3 topics per screen:

Adobe Support Community

Search this community

Conversations

Sort: Relevance   Filter: Resolved

Aug 20, 2019

PDF File Format

I have a file that when i go into edit pdf, the page turns into a grid of 13x9 squares that are actually individual images. The problem is that i cann...

Correct answer by Karl_Heinz_Kremer
ACP

If you have Adobe Acrobat DC (it may have to be a recent version, I don't know when that feature was introduced), you may be able to use a preflight p...

👁 22   💬 3   👍 0   🔤 Translate

Aug 19, 2019

Received an eMail on Aug 6/7, 2019

Received an eMail on Aug 6/7, 2019 saying this: "With an Acrobat Pro DC subscription, you can make changes to PDFs on the go with an iPad. Edit text a...

Correct answer by Test_Screen_Name
MVP

The App Store, the only place you can get iPad apps. Acrobat Reader app unlocks extra functions with a suitable Adobe ID.

👁 41   💬 5   👍 0   🔤 Translate

Aug 19, 2019

Check box on Mac

Using a mac OS 10.13.6 with Adobe Acrobat Pro DC Build: 19.12.20036.342519.Unable to find or add a check box to pdf

Correct answer by Karl_Heinz_Kremer
ACP

Regarding the topics: It's a bit better than I thought, although not by much. The interface for them is not very intuitive.

You can click multiple topics to show the messages that appear in all them at the same time, but the "Follow" mechanism is pretty vague (Following is easy, but unfollowing is complicated). Also, since the links are not leading you to a new page you can't bookmark individual topics and have to go through the main forum page to be able to access them. They seem to correspond with the current sub-forums system.
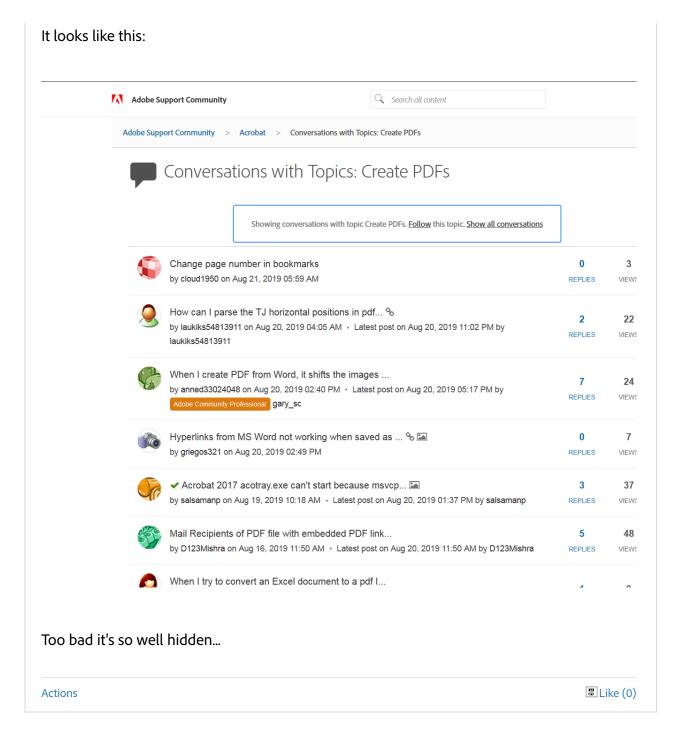
Actions   🔲 Like (0)

---

try67   Sep 3, 2019 2:43 PM   (in response to try67)

MVP

62. Re: New Forums Platform - Follow Up

Did some more digging around and stumbled upon a page which looks much much better than the default discussions page. It's a sort of summary of all the topics in each label with some neat features like the ability to bookmark the page, an RSS feed (!), mark all as read, etc. No sorting or filtering options, as far as I can see, though. It fits 9 topics on my screen in full-screen mode.

It looks like this:

Too bad it's so well hidden...

Actions   Like (0)

John T Smith Sep 3, 2019 3:37 PM (in response to try67)

ACP

63. Re: New Forums Platform - Follow Up

>able to log in to the new system using the instructions Dave gave

Bluejeans would not connect on my computer for some reason

I found instructions to add a line to my hosts file in another discussion, and reach "something" when I enter the information in my browser line

But, when I reach the page and a login popup shows, it will not accept my Adobe information

Oh well, 1 step forward and 2 steps back

Hopefully someone will send out the link to the recording of the training and I'll be able to connect to that

Actions   Like (0)

try67   Sep 3, 2019 3:38 PM   (in response to John T Smith)

MVP

64. Re: New Forums Platform - Follow Up

Dave posted the log in details in the session. If it's allowed, I'll post them here...

Actions   Like (0)

John T Smith   Sep 3, 2019 5:30 PM   (in response to try67)

ACP

65. Re: New Forums Platform - Follow Up

Since this is a restricted area, I hope so

Actions   Like (0)

Chuck Uebele   Sep 3, 2019 6:42 PM   (in response to axmelissarios1)

ACP

66. Re: New Forums Platform - Follow Up

I have some of the same feeling that   try67 does about tagging. It looks like the burden will fall on us to clean things up. As it is now, I move a lot of questions to the proper forums, maybe it will be easier just to select the proper tags. The other issue I have with the tags is that while you can select "scripting," what if you don't want scripting questions? Is there a way to exclude posts in a general forum?

Also as mentioned in this morning's meeting, archiving threads with no easy access is going to really hurt the scripting forums. There is so much old information, that shouldn't be lost in an archive. A scripting thread my not have a lot of hits, but for that one person who needs that info, it's a gold mine. There is so much time spent of some of the scripts that are in those forums, and to have the lost in an archive would be horrible. Scripting is really one of the few areas that doesn't change much with versions, so old, old post are still very relevant.

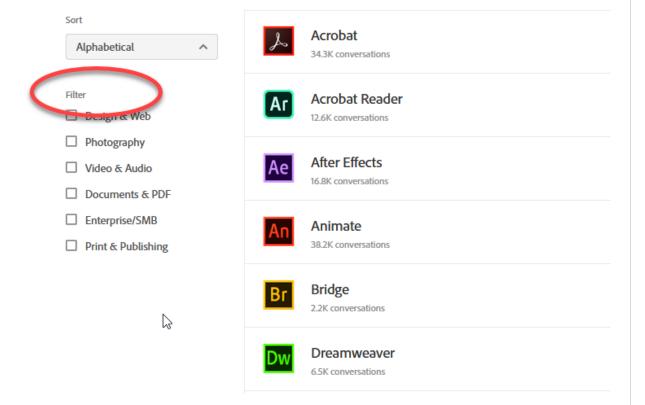**1 person found this helpful**

Actions   Like (1)

Michael J. Hoffman Sep 3, 2019 7:06 PM (in response to try67)

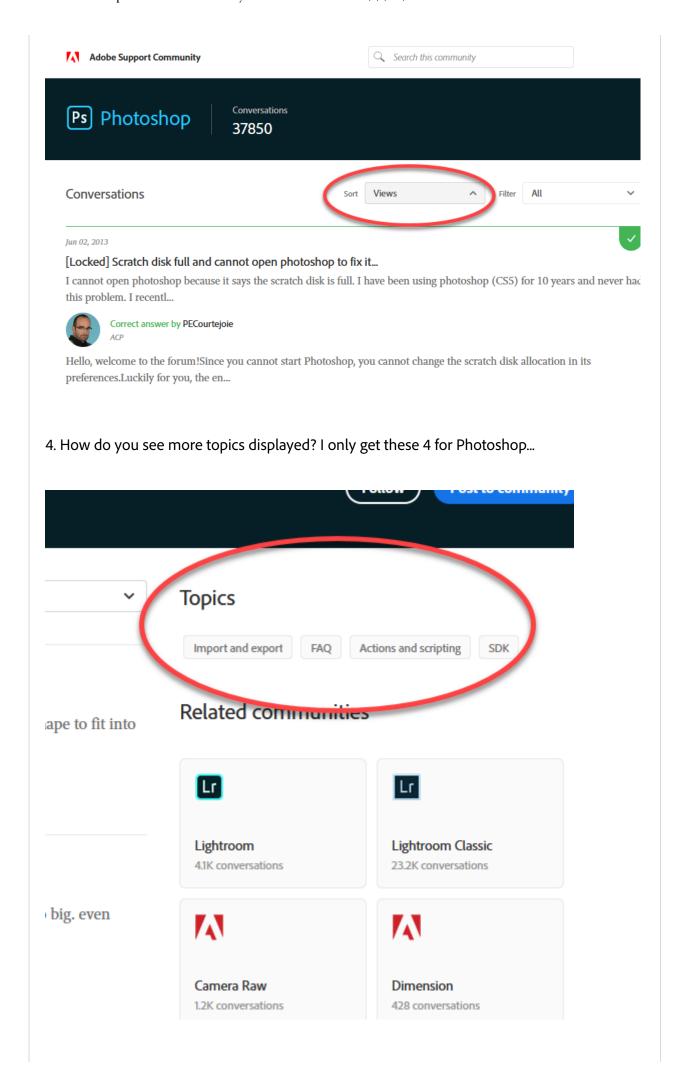**67. Re: New Forums Platform - Follow Up**

Adding a few of my small peeves after mucking around a bit. Sorry I missed the Bluejeans sessions today, and haven't seen a link to the recording yet, so if any of this was covered, I apologize in advance:

1. The default sort order for listing the forums in the landing page is by "Popular." While this may seem great if you're looking for Photoshop, it's not great if you're looking for something that isn't in the top 5. You get a long, unsorted list and have to hunt through it. IMHO, "Alphabetical" as the default would be far more useful.

2. The check boxes to "narrow" the selection, actually expand it somewhat. If I enable "Photography," for example, I get many more choices than without it enabled. It's like the check boxes are there to "show me the ones I'm looking for" rather than "filter," as the section is titled:
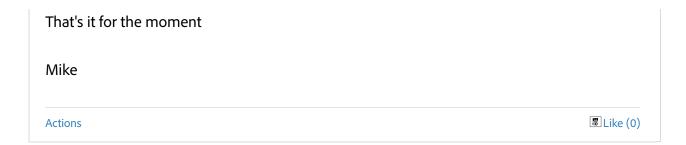

3. Changing the sort order gives inconsistent results, it's not obvious if/when anything is happening, and in some cases it seemed to be updating right in front of my eyes after 15-20 seconds. Here you can see Pete's answer, but in another instance I followed the same process and had a post showing from 2008 complaining about PS CS4:

4. How do you see more topics displayed? I only get these 4 for Photoshop...

That's it for the moment

Mike

Actions   🖥️ Like (0)

Steve Werner   Sep 3, 2019 8:09 PM   (in response to Michael J. Hoffman)

68. Re: New Forums Platform - Follow Up

I did watch one of the Bluejeans sessions but won't have time to play with the "Test Area" because I'm going on vacation.

I do encourage you to watch the recording. But my impression is that we'll be living in a not-finished building when we get started with the new software. Don't be surprised if we have to make do while the final pieces are put together. It does sound like they have a large team working on completing the project. But it will probably take a while.
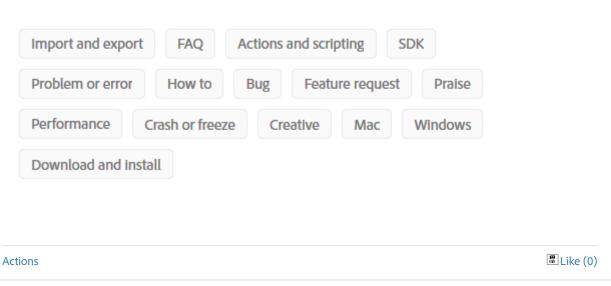
Actions   🖥️ Like (0)

---

try67   Sep 4, 2019 12:20 AM   (in response to Michael J. Hoffman)

69. Re: New Forums Platform - Follow Up

I think the Topics are still being updated. This is what I see now (under Photoshop):

Topics

Import and export   FAQ   Actions and scripting   SDK

Problem or error   How to   Bug   Feature request   Praise

Performance   Crash or freeze   Creative   Mac   Windows

Download and install

Actions   🖥️ Like (0)

Laubender   Sep 4, 2019 12:58 AM   (in response to try67)

70. Re: New Forums Platform - Follow Up

ACP

> try67 wrote
>
> Dave posted the log in details in the session. If it's allowed, I'll post them here...

Hi together,
see into this for log in details:
New Adobe Forums Access for Testing - Google Docs

Regards,
Uwe

Actions   Like (0)

Stan Jones Sep 4, 2019 6:34 AM (in response to try67)

ACP

71. Re: New Forums Platform - Follow Up

> I think the Topics are still being updated. ....

It may also depend on where you see the list. Only topics used in a particular context (group of posts?) will show as options. Is there a screen where all the topics are displayed?

Edit: Nevermind! The main page for a an app (e.g. PS) has what I think is all of them, but some have no content!

Actions   Like (0)

---

try67 Sep 4, 2019 7:02 AM (in response to Stan Jones)

MVP

72. Re: New Forums Platform - Follow Up

Remember the migration is still on-going... However, even when they do have content, I find them to be very vague and not very useful. "Problem or error"? That's about 99% of all issues... "Praise"? What's that for? And is "Crash or freeze" not a "problem" or "error"? Very strange options there.

Actions   Like (0)

Just Shoot Me Sep 4, 2019 8:00 AM (in response to axmelissarios1)

73. Re: New Forums Platform - Follow Up

ACP

Can someone explain what Adobe is thinking and who is in charge.

I had typed a long reply but then deleted it.

Actions   ⊞ Like (0)

ProDesignTools Sep 4, 2019 2:09 PM (in response to try67)

74. Re: New Forums Platform - Follow Up

MVP

Hey guys, I finally understood from the 3rd demo session yesterday that all feedback related to the new platform should ALSO go in that *"Testing Feedback"* topic...

https://community.adobe.com/t5/Testing-Feedback/bd-p/Testing-Feedback

In other words, it's both for Testing as well as Feedback.

An hour ago, Melissa Rios clarified this with a pinned post under that same topic:

Logging a Bug or Feature Request

axmelissarios1

Adobe Employees, an hour ago

Hi all,
As plenty more posts roll into this board providing all kinds of great feedback from general, to specific bugs, or feature requests, our team would appreciate if everyone could follow a simple formatting structure in the subject lines of your posts. Please see below:

- If you want to log a bug, please prefix your post with the keyword "**BUG**".
- If you want to file an enhancement or feature request, please prefix your post with the keyword "**FEATURE**".
- if you want to leave a feedback pleas prefix with the keyword "**FEEDBACK**".

Thanks,
Melissa Rios
Assc. Product Manager, Community Experience and Platform

Actions   🖩 Like (1)

Peru Bob Sep 5, 2019 10:16 AM (in response to ProDesignTools)

ACP

75. Re: New Forums Platform - Follow Up

I can log in to the new forum, but can't sign in to post.
Anybody else having problems today?

Actions   🖩 Like (0)

ProDesignTools Sep 5, 2019 10:36 AM (in response to Peru Bob)

MVP

76. Re: New Forums Platform - Follow Up

Same problem here... "Sign in" does not seem to work, no matter what I try.

Even using a completely different web browser doesn't help.

I'm wondering if this is really ready for prime time on Monday, but I get the sense from
Adobe that they're pushing through no matter what...

Actions   🖩 Like (1)

Peru Bob Sep 5, 2019 10:49 AM (in response to ProDesignTools)

ACP

77. Re: New Forums Platform - Follow Up

😒🗝️

Actions   🖩 Like (0)

---

axmelissarios1 🅰️ Sep 5, 2019 10:53 AM (in response to Peru Bob)

STAFF

78. Re: New Forums Platform - Follow Up

Hi all,

Thanks for reporting issues with sign-in. We've also noted this issue internally and are
working with our partners at Khoros/Lithium for a solution.

Thanks,

Melissa

2 people found this helpful

Actions   Like (0)

---

selondon Sep 5, 2019 3:22 PM (in response to axmelissarios1)

79. Re: New Forums Platform - Follow Up

FYI - I have now managed to Sign In Melissa

Reed

Actions   Like (0)

---

1 **2** **3** **4** **5**

Go to original post

Help | Terms of Use | Privacy Policy and Cookies | Forum Help | Tips for Asking   © 2019 Adobe. All Rights Reserved.

187 Replies | Latest reply on Sep 11, 2019 2:16 PM by Jacob Bugge   **1**   **2**   **3**   **4**   **5**

Go to original post

---

187   **HELPFUL**   **MOST LIKED**

axmelissarios1 Sep 5, 2019 4:02 PM (in response to selondon)

STAFF

80. Re: New Forums Platform - Follow Up

Thanks for the update!

It looks like the solution delivered is working for external users. If anyone else still has trouble, please let us know here.

Thanks again,
Melissa

Actions   Like (0)

---

axmelissarios1 Sep 5, 2019 4:09 PM (in response to Just Shoot Me)

STAFF

81. Re: New Forums Platform - Follow Up

Hey   Just Shoot Me,

What are your particular questions?

Thanks,
Melissa

Actions   Like (0)

Ussnorway Sep 5, 2019 4:59 PM (in response to Just Shoot Me)

ACP

82. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Just+Shoot+Me wrote
>
> You say only 4 ?Topics/Posts/Discussions? fit in full screen layout?

only one fits on my and-phone...

Actions   Like (0)

Just Shoot Me Sep 5, 2019 10:13 PM (in response to axmelissarios1)

ACP

83. Re: New Forums Platform - Follow Up

> axmelissarios1 wrote
>
> Hey https://forums.adobe.com/people/Just+Shoot+Me ,
>
> What are your particular questions?
>
> Thanks,
> Melissa

IMHO the whole layout is FUBAR. No need to see the first 2 lines of the post. Either the topic title draws you to view and try to help or not. 2 lines of the body of the post just get in the way. Usually the first 2 lines of a post says nothing of the real problem the user is having.

Threaded replies. In my opinion Stupid. If there are 3 real replies and then a threaded reply to the first real reply then 1, 2, 3 threaded replies to the 2nd or third real reply then some one make a brand new threaded reply to the first threaded reply you could skip right by it. I don't Hate much but I hate going to the Adobe PS/LR Family site because of the threaded replies. I'll get a email saying there is an update to one I have replied to and it takes me a lot more time trying to find the newest post. Why because it is someplace in one of the Threaded replies and not at the end, or near the end, of the list of ALL Replies. PITBs

New replies to any thread should be at the top of the list of topic titles and descending by date and time. Not that way now, maybe a bug.
Date/Time of the last reply should be next to the topic title or someplace like it is in the current forum layout.

No way to Quote the post you are Replying To. I guess someone thinks threaded replies takes care of that, It Does NOT. If you have multiple replies, threaded, you don't, can't see the OPs post to re-read it as you make your reply to help. a lot of the time there are multiple questions being asked.

Really the basic format of the current forum it good. Why earth do we need to change that.

This new forum software is Akin to the blunder made to the Lightroom Import page back in LR 6/CC 2015.

Did you even consider all the ACPs MVPs and other Non Paid users that come here everyday to help other users. Try to make it Easier (NOT Harder) to navigate the forums. Let alone the users that are looking for help.

To me it does seem that you have with this new forum software and layout.

Actions   🔲 Like (1)

Test Screen Name Sep 6, 2019 2:18 AM (in response to selondon)

MVP

84. Re: New Forums Platform - Follow Up

I don't see any discussion of this point, so I'm going to put this out here. The new forums may be a chance to fix a problem, or may not have the problem.

In the Jive forums, Jive knows our real name and our screen name (nickname). Mine are different, most people's are. Jive show the screen name unless you have a right to see the real name, in which case it shows the real name, with no comment. There are two bad consequences of this, one of them potentially a legal/privacy issue.

1. Customers reread their own posts and see their own name. We regularly see users who BELIEVE that their privacy has been exposed/ignored. They are mistaken, but upset.

2. When a privileged user (e.g. some staff) replies, they see only the real name and not the nickname. If the reply politely refer to a poster's name, it will therefore be the REAL name. So privileged users will often expose personal names and info because they have no way to avoid it! This happens to me quite often, and it's very annoying (that is, replies use my real name). This may be a serious breach of privacy. In such a case I believe the forum software should show only the nickname, with privileged users having the option to look up both names.

1 person found this helpful

Actions   🔲 Like (2)

try67 Sep 6, 2019 4:59 AM (in response to axmelissarios1)

MVP

85. Re: New Forums Platform - Follow Up

Now I can't post a new thread to the Testing Feedback forum...
I keep getting this strange message:

Too Many Searches
This page isn't available. Try checking the URL or visit a different page.

Actions   Like (0)

ProDesignTools Sep 6, 2019 7:07 AM (in response to Test Screen Name)

86. Re: New Forums Platform - Follow Up

I generally agree with the comments made this morning. While we sometimes complain about Jive, on the whole I have to say the new interface feels like a step backwards from what we've already got... It's going to take significantly more time to use & navigate than Jive does.

I don't mean any offense, but I thought when Adobe finally left Jive, we'd look forward to a system upgrade that was 100% ready, robust and tuned to handle major professional forums from the start...Instead so far this feels more like a work in progress, which is surprising.

In any event, let's make sure to submit all feedback & suggestions via the official means here:

https://community.adobe.com/t5/Testing-Feedback/Logging-a-Bug-or-Feature-Request/td-p/1060 0906

1 person found this helpful

Actions   Like (2)

Kat Gilbert Sep 6, 2019 7:57 AM (in response to axmelissarios1)

87. Re: New Forums Platform - Follow Up

So this road is not direct but has many abounding twists and turns ... dang!

Actions   Like (0)

Just Shoot Me Sep 6, 2019 8:21 AM (in response to axmelissarios1)

88. Re: New Forums Platform - Follow Up

I can't sign in either. As of 1+ minutes ago

And this platform is going live on Monday.

Actions   Like (0)

Just Shoot Me Sep 6, 2019 8:25 AM (in response to Just Shoot Me)

ACP

89. Re: New Forums Platform - Follow Up

Ok once I went to the main page of the forum I could sign in. Then I search for Testing and get back to the testing feedback forum.

   axmelissarios1 I posted some of the same question, problems as I see them, in that testing forum over at the new site.

Actions   🖩 Like (0)

Kat Gilbert Sep 6, 2019 10:14 AM (in response to axmelissarios1)

ACP

90. Re: New Forums Platform - Follow Up

I "finally" got in but now I am having issues getting into the "older" forums for us ACPs? If it is the same address then I end up on the new forum...

Ann Bens
[ACP Topics] community.adobe.com
To: Kat Gilbert

community.adobe.com
created by Ann Bens in *ACP Topics* - View the full discussion ⌄

Frontpage is still under construction.

Actions   🖩 Like (0)

Peru Bob Sep 6, 2019 11:41 AM (in response to axmelissarios1)

ACP

91. Re: New Forums Platform - Follow Up

I found that I was able to edit only my own posts.
I was able to branch and move one of my posts.
How do I delete a post?

I was able to report abuse and send it to a moderator.
Is there a moderation queue that we will have access to?
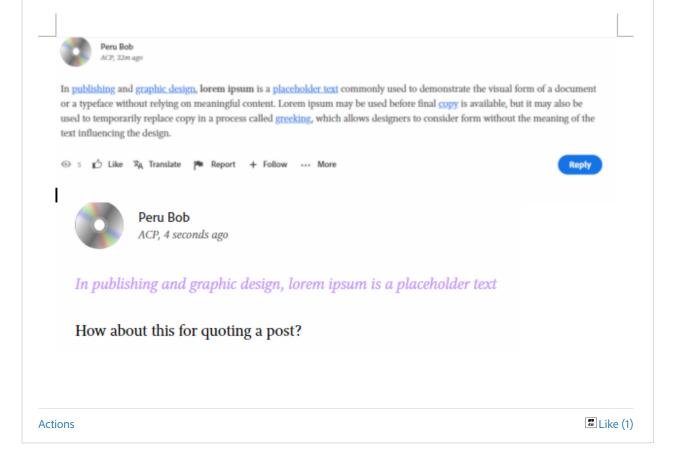
     Like (0)

Peru Bob Sep 6, 2019 11:56 AM (in response to axmelissarios1)

ACP

92. Re: New Forums Platform - Follow Up

<u>I sort of found a way to quote a post</u>:
-Copy and paste
-change to italic and change font color.

Peru Bob
ACP, 32m ago

In publishing and graphic design, lorem ipsum is a placeholder text commonly used to demonstrate the visual form of a document or a typeface without relying on meaningful content. Lorem ipsum may be used before final copy is available, but it may also be used to temporarily replace copy in a process called greeking, which allows designers to consider form without the meaning of the text influencing the design.

👁 5   👍 Like   🔤 Translate   🚩 Report   + Follow   ... More   Reply

Peru Bob
ACP, 4 seconds ago

In publishing and graphic design, lorem ipsum is a placeholder text

How about this for quoting a post?

     Like (1)

Just Shoot Me Sep 6, 2019 11:59 AM (in response to Peru Bob)

ACP

93. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Peru+Bob wrote
>
> I found that I was able to edit only my own posts.
> I was able to branch and move one of my posts.
> How do I delete a post?
>
> I was able to report abuse and send it to a moderator.
> Is there a moderation queue that we will have access to?

Great questions Bob.

Actions   📖 Like (0)

Just Shoot Me Sep 6, 2019 12:30 PM (in response to Kat Gilbert)

ACP

94. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Kat+Gilbert wrote
>
> I "finally" got in but now I am having issues getting into the "older" forums for us
> ACPs? If it is the same address then I end up on the new forum...
>
> **Ann Bens**
> [ACP Topics] community.adobe.com
> To: Kat Gilbert
>
> community.adobe.com
> created by Ann Bens in *ACP Topics* - View the full discussion 🔽
>
> _____
>
> Frontpage is still under construction.

There are no Older forums on that site. Currently the only part of the site, forums, that work
are the Testing & Feedback forum. The only way to get there from the home/start page is to
type Test, or Testing & Feedback in the search field.

The old forums, where we are right now is "forums.adobe.com".

New forum site is "community.adobe.com"
2 completely different URLs.

I have no problem getting to either. All my current bookmarks work to go to the original
forums. Only if I type in or use a link I've create for Community.adobe.com does it take me
to the new forum testing area.

1 person found this helpful

Actions   📖 Like (0)

Peru Bob Sep 6, 2019 3:28 PM (in response to Just Shoot Me)

95. Re: New Forums Platform - Follow Up

You may need to wait until it's live to get to the new forums directly without the special user name and password.

Actions   Like (0)

Just Shoot Me Sep 6, 2019 3:32 PM (in response to Peru Bob)

96. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Peru+Bob wrote
>
> You may need to wait until it's live to get to the new forums directly without the special user name and password.

The regular forum discussions are all Locked. I searched for ACP Topics, Back Room, and so on and nothing came up.

ISMO those special, Restricted for ACP/MVP/STAFF members, forums do not yet exist.

Actions   Like (0)

Peru Bob Sep 6, 2019 3:37 PM (in response to Just Shoot Me)

97. Re: New Forums Platform - Follow Up

I did find a Back Room forum. I haven't set up the computer I'm on now to access the new forums yet. I may do that later tonight.

I think we can only post to the Testing Feedback right now.

Actions   Like (0)

John T Smith Sep 6, 2019 5:00 PM (in response to Peru Bob)

98. Re: New Forums Platform - Follow Up

>I think we can only post to the Testing Feedback right now

I haven't gone back to log in and see if it is still there, but I was able to post a message in the Premiere Pro section of the new forum

Of course when I was there, the message immediately went into locked status, like all of the transferred messages, and trying to unlock to edit or reply doesn't work

I will presume/hope that when the new forum goes live next Monday that all of the messages will be UN-locked so it will be possible to edit/reply

I also posted in the feedback section, and can't find an edit option to correct a spelling error

We will all see what happens next Monday the 9th

Actions   Like (0)

Jacob Bugge Sep 7, 2019 7:24 AM (in response to axmelissarios1)

99. Re: New Forums Platform - Follow Up

MVP

Melissa, David, whoever,

After seeing the 3rd bluejeans session recording (failing to join any of the sessions, and failing to obtain access to the test site(s)), and trying to (listen and) look closely at the screens shown in the recording especially at the box for posting, I have a few questions:

1) When will the new forums go live on 9th September, expressed in forum time = PT = PDT (this post being at about 7:24 AM)?

2) The ability to switch to HTML (presently the **<HTML>**), which I have used quite often throughout the years, most often to create live links to images on other websites to show the image in its place in the thread rather than everyone having to go back and forth, seems to have gone, as has the ability to show quotation (presently the inverted **"**) as mentioned in posts #83&92 in this thread; is it possible to get it/them back?

3) Failing 2), is it possible in any other way to still show images from other websites directly in the threads?

4) Is the MVP badge, which quite a few ACPs prefer to use, gone or is it still possible to use it?

5) Is the plan of having the option of marking more than one answer Correct/right, mentioned in the OP of this thread, dropped so that only one answer can be marked Correct?

Actions   Like (1)

Jacob Bugge   Sep 7, 2019 7:46 AM   (in response to axmelissarios1)

100. Re: New Forums Platform - Follow Up

Oh, and

6) Is it possible to switch off the threaded view?

Questions 2) - 6) are meant as: is it (already) or can (and hopefully will) it be made possible?

And

7) Is it, or can it be made, possible to get Helpful answers back? I believe many have recognized the value of such a second level of marking; a like is often used for quite other things.

Actions   Like (0)

Just Shoot Me   Sep 7, 2019 7:48 AM   (in response to Jacob Bugge)

101. Re: New Forums Platform - Follow Up

I don't think the MVP badge is a choice for ACPs. It is assigned by Adobe staff. you can be both a ACP and a MVP (not sure what MVP stand for. Maybe Most Valued Participent?)

5) Not sure but that gets confusing. I marked every reply as correct in one discussion.

Actions   Like (0)

Just Shoot Me   Sep 7, 2019 8:08 AM   (in response to Jacob Bugge)

102. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Jacob+Bugge   wrote
>
> Oh, and
>
> 6) Is it possible to switch off the threaded view?

I certainly hope so. If not my activity in the actual forums will be limited.

I can NOT stand Threaded view on forums or Conversation view in email programs.

Actions   ▣ Like (0)

Jacob Bugge   Sep 7, 2019 9:02 AM   (in response to Just Shoot Me)

MVP

103. Re: New Forums Platform - Follow Up

Just Shoot Me (now you made me say it),

Indeed, the MVP (my unabbreviation is Most Vehemently Punished, based on a decade old joke about (the then new concept) points as punishment) and ACP badges have been assigned by Adobe, with ACP being the default, so I believe all presently termed MVP (that are also ACPs) are so by choice.

Concerning 5), this is from the OP, answer by Melissa (also showing the present, and even nested, quotation option mentioned in 2)):

> **Maybe this an opportunity to switch from "correct answer" to "best answer"?**

> Yes, this a great call-out. One of the benefits of migrating to the Lithium platform is the fact that there can be multiple "correct answers" rather than only one. We know that there are many different ways of creating the same output within one product and thus, there are going to be multiple solutions to a question.

So I believe you have proved the answer to 5) is that it is indeed (already) possible.

At least in the Illustrator forum we have always had sayings to the effect that there are always multiple ways of doing things (well a bit exaggerated, often being a bit more accurate), so (often) more than one correct answer.

And concerning 7), I forgot to mention what I believe is a very good reason for Helpful answer marking, namely that it gives non OPs/moderators (the only) option to clearly point out an answer that has actually helped, and may help others. A Like can be an appreciation of anything from kindness to (even bad) jokes.

Actions   ▣ Like (1)

Just Shoot Me   Sep 7, 2019 9:10 AM   (in response to Jacob Bugge)

ACP

104. Re: New Forums Platform - Follow Up

Yes I think there should be a "Helpful" option. Sometimes there are multiple posts that may be slightly off topic to the original question but are still helpful to the OP and other forum

users that might view those discussions. Having a Helpful badge draws the attention to that post.

Actions   🖩 Like (0)

Just Shoot Me   Sep 7, 2019 9:12 AM   (in response to Jacob Bugge)

ACP

105. Re: New Forums Platform - Follow Up

Oh but then you have Threaded view which IMHO just make you skip over some posts even if they were marked as helpful.

Actions   🖩 Like (0)

---

try67   Sep 7, 2019 1:45 PM   (in response to Just Shoot Me)

MVP

106. Re: New Forums Platform - Follow Up

The new forums are going to end up doing the impossible: Make us miss the Jive forums…

1 person found this helpful

Actions   🖩 Like (0)

Just Shoot Me   Sep 7, 2019 1:52 PM   (in response to try67)

ACP

107. Re: New Forums Platform - Follow Up

> **try67**   wrote
>
> The new forums are going to end up doing the impossible: Make us miss the Jive forums…

Made me laugh and you are correct.

Actions   🖩 Like (0)

Chuck Uebele   Sep 7, 2019 2:42 PM   (in response to try67)

ACP

108. Re: New Forums Platform - Follow Up

I have the same feeling,   try67 about the new forum are going to make us miss Jive. I hope not, but I have this sinking feeling that it will be true.

Actions	🖩 Like (0)

Steve Werner Sep 7, 2019 6:18 PM (in response to try67)

ACP

109. Re: New Forums Platform - Follow Up

I think most of our problems *eventually* will be solved. But it will be months...or more. And it will be quite painful in the meantime.

It would be like living in a new house as its being constructed around us...while we still have to try to keep everything running!

2 people found this helpful

Actions	🖩 Like (1)

Jacob Bugge Sep 10, 2019 12:31 PM (in response to axmelissarios1)

MVP

110. Re: New Forums Platform - Follow Up

Here are two more, based on the archiving of old threads:

8) Will the cutoff for live (unarchived) threads be determined by time of last activity (new post/Helpful marking/Like) or by time of OP (first activity)?

I came to think it of because this thread with a rather wide span (and chiefly being a silent source, with 147,999 views and 17 posts so read far more than written) just turned up (with a post that will disappear):

    https://forums.adobe.com/thread/465014

9) Will all threads from the old forum, even the oldest, be kept, or will there be a cutoff for the archive so old threads actually die?

As an addition to what has been said about the low number of visible threads onscreen, in later years of the former forums there seems to (have) be(en) a steady number of about 15 (on 1920x1200px); as I remember it, before 2009 it was (even) higher with 25 visible threads.

It should be mentioned that at the beginning just after the former forum change, there were fewer threads onscreen than 15, but there have been decisive improvements, especially for the threads which took much more scrolling.

Actions   🖾 Like (0)

ricky336 Sep 8, 2019 10:26 AM (in response to try67)

111. Re: New Forums Platform - Follow Up

> **try67** wrote
>
> The new forums are going to end up doing the impossible: Make us miss the Jive forums...

Then this could akin to wandering around in the desert for 40 years. We'll miss Egypt! (Jive)

Actions   🖾 Like (1)

John T Smith Sep 8, 2019 11:12 AM (in response to ricky336)

112. Re: New Forums Platform - Follow Up

I don't remember where I read this, and it could have just been someone's speculation, but my understanding is Adobe is leaving Jive due to problems caused by the HUGE number of messages hitting some sort of Jive capacity limitations

Actions   🖾 Like (0)

D Fosse Sep 8, 2019 11:28 AM (in response to John T Smith)

113. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/John+T+Smith wrote
>
> the HUGE number of messages hitting some sort of Jive capacity limitations

A couple of weeks ago, and just out of curiosity, I started to count all the separate forums under forums.adobe.com. When I got to 300 or so I gave up...most of us, in our daily visits, don't think about what a massive operation this really is.

1 person found this helpful

Actions   🖾 Like (1)

ricky336 Sep 8, 2019 11:56 AM (in response to D Fosse)

try67 Sep 8, 2019 1:02 PM (in response to ricky336)

114. Re: New Forums Platform - Follow Up

I'm actually going to Egypt tomorrow (for real)! We'll see which is better, the desert or Jive...

Actions   Like (0)

---

axmelissarios1 Sep 8, 2019 3:34 PM (in response to Just Shoot Me)

115. Re: New Forums Platform - Follow Up

Thanks for the feedback,   Just Shoot Me. There are definitely assumptions we made that led to the introduction of new features and the deprecation of older ones. We'll be watching the usage and interaction of features including threaded replies to understand what improvements can be made.

Our team had some long discussions on some of the very points you brought up. What will be live is the direction we ended up deciding upon; however, I want to reiterate that these directions were again based on hypotheses we wanted to test to ensure that we're delivering value to users finding answers and to all of you helping users. I hear your concerns and we will keep working to iterate on the day one experience.

I would like to understand a bit more from your perspective, and anyone else who wants to chime in, about the first point you made. We thought in depth about the decision to show a two-line preview of the original post to users and originally, did not have the preview there. However, as we tested internally, we often found that original subjects of posts weren't helpful enough to understand what the question might be. I think we've all seen lengthy and poorly described problems in titles. Another option was to only show the two-line preview for all of you, ACPs and MVPs, so that you all had an increased ability to understand what the question might be asking. Based on your feedback above, it looks like both of those assumptions may be wrong but I'd definitely like to understand if you think the bigger problem to solve here is motivating better-described titles or accepting titles as poor as they can be and showing previews of the original posts.

Anyway, thank you again for your in-depth feedback! I'm looking to forward to hearing more from you and everyone else who has provided valuable comments on how we can improve.

Thanks,
Melissa

1 person found this helpful

Actions   🔳 Like (0)

Just Shoot Me   Sep 8, 2019 3:58 PM   (in response to axmelissarios1)

ACP

116. Re: New Forums Platform - Follow Up

> axmelissarios1   wrote
>
> We thought in depth about the decision to show a two-line preview of the original post to users and originally, did not have the preview there. However, as we tested internally, we often found that original subjects of posts weren't helpful enough to understand what the question might be.
> Thanks,
> Melissa

And the First 2 Lines do not help with that.

Just go to the old forums and read several posts. Do the first 2 line help you understand the **REAL** Problem? I don't think so.

Jadrith Sep 8, 2019 5:46 PM

Help.. lost ALL edits from 2018 and 2019!

This question is **Not Answered.** (Mark as assumed answered)

Hi All, I really hope someone can help because I've just lost hours and hours of work.

I have a folder for each year of photography in my default 'Pictures' folder in Finder on my MacBook. Today I realised th

paula7076236 Sep 6, 2019 1:34 AM

Problem importing

This question is **Not Answered.** (Mark as assumed answered)

I also have this problem. Using Lightroom version 6.14. I have file that came from a windows computer using their clou platform, one drive. I can copy to Mac desktop. I can open in photoshop cs4, no problem. But Lightroom will not impc

cindit33903432 Sep 8, 2019 4:01 PM

Can only migrate one time

This question is **Not Answered.** (Mark as assumed answered)

I migrated my iPhotos using Lightroom CC. Decided I'd be better off with Lightroom Classic. Uninstalled Lightroom CC installed Lightroom Classic. It appears my iPhoto files (although marked as the primary location for photos on my Mac

> axmelissarios1   wrote

> Another option was to only show the two-line preview for all of you, ACPs and MVPs, so that you all had an increased ability to understand what the question might be asking. Based on your feedback above, it looks like both of those assumptions may be wrong but I'd definitely like to understand if you think the bigger problem to solve here is motivating better-described titles or accepting titles as poor as they can be and showing previews of the original posts.
>
> Thanks,
> Melissa

That would be an extremely bad idea. Yes those Assumptions are incorrect IMHO. You will always have poor titles. And until you read the actual post and decipher it, yes a lot of post need deciphering as in the text I'll include below, and then maybe 2 or 3 or more replies asking questions and getting answers to those questions you really don't know what the actual problem is. As in this discussion.

[Should I have Lightroom 6?](#)

It wasn't after several questions and replies that I came up with the reason the OP was having the error was because he had an older version of LR open when he was opening the newest version and it was trying to open the old catalog and convert it to work with the new version.

The 2 lines would not help. This is true for a lot of posts. As I said they just get in the way.

I must say this again. Threaded forums are the worst. Threaded, Conversation View, email systems are the worst. The only thing where threads are ok is in Text messages. But then they really aren't threaded because every phone # is a separate thread.

2 people found this helpful

Actions   🖥 Like (1)

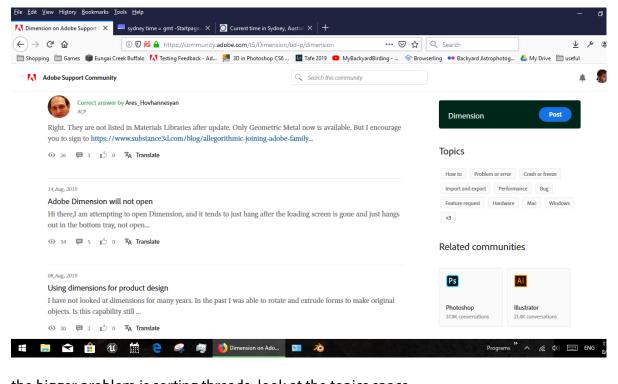**Ussnorway** Sep 8, 2019 4:33 PM (in response to axmelissarios1)

ACP

117. Re: New Forums Platform - Follow Up

you got some things right so it isn't total crap but the ui needs work

- I can see the top post has been answered by   https://forums.adobe.com/people /Ares%20Hovhannesyan so i can skip that one
- the middle post is a long running bug so i know it isn't going to be fixed and the first two lines don't matter
- the 3rd post is that the guy is very confused and is in fact talking about a different Adobe Dimension software... the joy of letting marketing pick the names so again, the

top two lines don't matter and we have to read the whole post [twice] to work out the issue

the bigger problem is sorting threads; look at the topics space

+3… really how helpful is that?

how to, problem and error… these are not helping

bug is ok but what we need is the option to customize these lists… I want to see bugs, logs & something for the weekend so i can sort what to look at but someone else will want to look for design, ui or polls

Actions   Like (0)

John Waller   Sep 8, 2019 6:31 PM   (in response to axmelissarios1)

118. Re: New Forums Platform - Follow Up

> However, as we tested internally, we often found that original subjects of posts weren't helpful enough to understand what the question might be. I think we've all seen lengthy and poorly described problems in titles. Another option was to only show the two-line preview for all of you, ACPs and MVPs, so that you all had an increased ability to understand what the question might be asking.

Like the others, two line previews do not help me at all. They actually have the opposite effect. They rarely give any further insight into the real question being asked - in fact, they're more likely to reveal more irrelevant words and circumstantial points, thereby wasting screen real estate and forcing lots of scrolling and page turning due to less posts per page view.

The real question is often in the 2nd or 3rd paragraph - and poorly worded.

I prefer the current Jive UI: as many questions on the screen as possible (Compact View) with Mods having the ability to edit the subject line to make it more succinct and accurate. I'm happy doing that and I find that the responses to the post often increase noticeably after a subject line has been edited and clarified.

3 people found this helpful

Actions   Like (2)

Jacob Bugge   Sep 9, 2019 2:32 AM   (in response to axmelissarios1)

MVP

119. Re: New Forums Platform - Follow Up

Since we are still here, in something that looks rather convincingly like the former forums, I wonder whether anyone has the answer to

1) When will the new forums go live on 9th September, expressed in forum time = PT = PDT (this post being at about 7:24 AM)?

The time now being 2:32 AM on 9th September.

My guesses now are 8:00 AM, 9:00 AM, 12:00 AM/PM, or 4:00 PM.

It would be nice to know with a view to consider when to save (copies of) the last threads/posts to die during the day, so I, and maybe others, can quote/refer to them if needed or desired; currently, I have 21 threads archived in full possibly needing updating.

1 person found this helpful

Actions   Like (3)

Go to original post

Help | Terms of Use | Privacy Policy and Cookies | Forum Help | Tips for Asking

187 Replies | Latest reply on Sep 11, 2019 2:16 PM by Jacob Bugge   **1**   **2**   **3**   **4**   **5**

Go to original post

187   HELPFUL   MOST LIKED

Steve Werner   Sep 9, 2019 6:16 AM   (in response to Jacob Bugge)

ACP

120. Re: New Forums Platform - Follow Up

It's 6:15 AM Pacific time on the morning of the 9th of September. Still no sign of a switch-over. Still on Jive.

Switch-overs that affect a lot of people typically happen at night or early morning so as to be less disruptive. (Or on the weekend.)

Actions   ⊞ Like (0)

Jacob Bugge   Sep 9, 2019 6:28 AM   (in response to Steve Werner)

MVP

121. Re: New Forums Platform - Follow Up

Indeed, Steve.

I imagine(d) someone to have (had) a planned obsolescence.

Actions   ⊞ Like (0)

Amebr   Sep 9, 2019 6:36 AM   (in response to ProDesignTools)

ACP

122. Re: New Forums Platform - Follow Up

Hi, I'm just having a very quick look at the new forums.

In the current forum my display name and personal information is different. How do I set this in the new forums - it currently displays as different, but I can't find a way to change it if I want? I tried using the Help option, but that takes me to a Community Help forum where nearly all the posts are in Japanese? Not sure what's up with that.

I'll post some detailed information tomorrow about how I use the current forums, because I can't see any way of doing what I normally do in the new ones. (and from a quick, late night browse, helping people is going to be much more difficult for me in the new forums, simply from a time and efficiency perspective.)

Actions   🖾 Like (1)

Stan Jones Sep 9, 2019 6:41 AM (in response to Amebr)

ACP

123. Re: New Forums Platform - Follow Up

> **Amebr** wrote
>
> In the current forum my display name and personal information is different.

I would just wait till the change over. I'm not sure it is even possible in the test site.

Actions   🖾 Like (0)

Amebr Sep 9, 2019 6:43 AM (in response to Stan Jones)

ACP

124. Re: New Forums Platform - Follow Up

yeah I'm not actually going to change it, I just can't see any way that it's possible. There's a whole bunch of other settings though, so figure I'd asked, in case this is a change and new users can't have a different display name to their personal details. I also don't want to find that my display name has changed to my personal name unexpectedly.

Actions   🖾 Like (0)

Just Shoot Me Sep 9, 2019 7:26 AM (in response to Amebr)

ACP

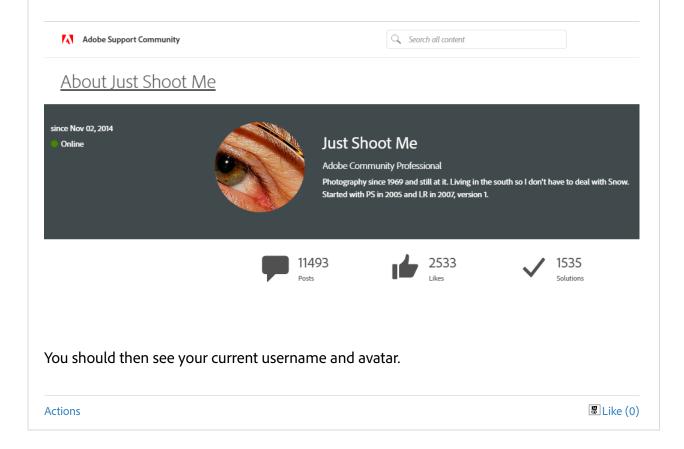**125. Re: New Forums Platform - Follow Up**

> **Amebr** wrote
>
> Hi, I'm just having a very quick look at the new forums.
>
> **1) In the current forum my display name and personal information is different. How do I set this in the new forums - it currently displays as different,** but I can't find a way to change it if I want? I tried using the Help option, but that takes me to a Community Help forum where nearly all the posts are in Japanese? Not sure what's up with that.
>
> I'll post some detailed information tomorrow about how I use the current forums, because I can't see any way of doing what I normally do in the new ones. (and from a quick, late night browse, helping people is going to be much more difficult for me in

> the new forums, simply from a time and efficiency perspective.)

1) Very Simple. Sign in using your current Adobe ID, email address and password. First you must use the sign in to get to the actual forums (this was posted in the training videos) then click the Sign In link/button in the upper right hand corner of the forum home page.

| ![Adobe logo] Adobe Support Community | 🔍 Search all content |

About Just Shoot Me

since Nov 02, 2014
🟢 Online

Just Shoot Me

Adobe Community Professional

Photography since 1969 and still at it. Living in the south so I don't have to deal with Snow. Started with PS in 2005 and LR in 2007, version 1.

| 💬 11493 Posts | 👍 2533 Likes | ✓ 1535 Solutions |

You should then see your current username and avatar.

Actions   Like (0)

Just Shoot Me Sep 9, 2019 7:28 AM (in response to Amebr)

ACP

126. Re: New Forums Platform - Follow Up

Oh the URL for the new site, right now, is

https://community.adobe.com/

Do you have the username and sign in password to get to the site home page?

Actions   Like (0)

John T Smith Sep 9, 2019 8:08 AM (in response to Just Shoot Me)

ACP

127. Re: New Forums Platform - Follow Up

New Adobe Forums Access for Testing - Google Docs

Actions   Like (0)

Jacob Bugge Sep 9, 2019 8:24 AM (in response to axmelissarios1)

128. Re: New Forums Platform - Follow Up

It seems to be After Eight.

1 person found this helpful

Actions   Like (1)

Just Shoot Me Sep 9, 2019 8:40 AM (in response to Jacob Bugge)

129. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Jacob+Bugge wrote
>
> It seems to be After Eight.

I'm going to stop posting any comments, as to when and what we will see on the new forums, until those forums go Live.

I have a lot to say but as usual it goes in one ear and out the other. Why? Because whoever is in charge at Adobe, whether they ever visit the forums or not, has NO Clue.

One thing I would like to know is was anyone from the ACP/MVP ranks contacted before someone made the choice of new forum software and how those new forums should look and feel?

Actions   Like (0)

axmelissarios1 Sep 9, 2019 9:55 AM (in response to axmelissarios1)
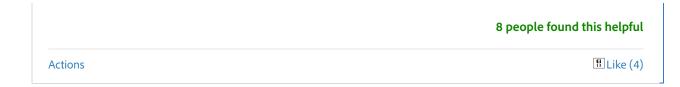
130. Re: New Forums Platform - Follow Up

Hi all,

We still have one remaining issue related to sign in and are actively working with Khoros on a fix. Because of this open issue, we have pushed the release of the new community experience and platform to 09/11/19, Wednesday, at 6 PM PT.

We want to make sure we get this core experience right before releasing a less-than-ideal workaround or alternative.

Thanks for bearing with us,
Melissa

8 people found this helpful

Actions   Like (4)

---

ricky336 Sep 9, 2019 10:02 AM (in response to axmelissarios1)

ACP

131. Re: New Forums Platform - Follow Up

Hope this won't be like Brexit   !
And I guess the 09/11/2019 means 11/09/19   and not on the 09 November!

Actions   Like (1)

Jacob Bugge Sep 10, 2019 12:37 PM (in response to axmelissarios1)

MVP

132. Re: New Forums Platform - Follow Up

Thank you very much for the update, Melissa.

I will stop making silly jokes about when, sorry for the pair posted.

Actions   Like (0)

Just Shoot Me Sep 9, 2019 10:18 AM (in response to ricky336)

ACP

133. Re: New Forums Platform - Follow Up

> **ricky336** wrote
>
> Hope this won't be like Brexit   !
> And I guess the 09/11/2019 means 11/09/19   and not on the 09 November!

09/11/19 is the 11th of September, September 11th 2019. Adobe is a US of A company. Just like in 2001 9/11.

Actions   Like (0)

---

ricky336 Sep 9, 2019 10:23 AM (in response to Just Shoot Me)

ACP

134. Re: New Forums Platform - Follow Up

9/11

Actions   Like (0)

KShinabery212   Sep 9, 2019 11:03 AM   (in response to axmelissarios1)

ACP

135. Re: New Forums Platform - Follow Up

Thanks for the update Melissa.

Actions   🔲 Like (0)

Abambo   Sep 9, 2019 11:17 AM   (in response to axmelissarios1)

ACP

136. Re: New Forums Platform - Follow Up

Thanks for the update.

Actions   🔲 Like (0)

---

kglad   Sep 9, 2019 11:58 AM   (in response to axmelissarios1)

ACP

137. Re: New Forums Platform - Follow Up

thank you.

Actions   🔲 Like (0)

Greg_S.   Sep 9, 2019 12:50 PM   (in response to axmelissarios1)

ACP

138. Re: New Forums Platform - Follow Up

How about updating the Important Community Announcement information on the forums?

Important Community Announcement

Greetings Adobe Forums User,

We are excited to announce we will be delivering a modern community experience to you in the very near future!

For our Creative Cloud, Document Cloud, eLearning Suite, and Technical Communication Suite customers, we will be launching on September 9, 2019. For Experience Cloud customers, we will be delivering your new experience later this year.

==Between August 22nd through the launch date of September 9th, we== will be transitioning our Creative Cloud, Document Cloud, eLearning Suite, and Technical Communication Suite community experience. ==During this time, we wanted you to be aware that all new threads posted and replies to existing posts in the== ==forums will, unfortunately, be lost.==

We apologize for the disruption but appreciate your patience as we prepare to bring you a fresh and engaging community experience.

-Adobe Forums Team

I assume that all posts being created from today until the new forum goes live will be unavailable for future use.

And why are there so many badges on the new forum? I've only been active on the Adobe forums for about a year and I've been given 20 badges. I assume that long-time contributors will have many more. They are so cryptic that I can't figure out what they mean. Perhaps if I do, I'll get another badge.

Actions   Like (1)

BarbBinder Sep 9, 2019 12:59 PM (in response to Greg_S.)

ACP

139. Re: New Forums Platform - Follow Up

Wow, just looked at my badges. I'd also like to learn what they mean.

~Barb

Actions   Like (1)

kglad Sep 9, 2019 1:11 PM (in response to BarbBinder)

kglad.com

ACP

140. Re: New Forums Platform - Follow Up

once everything's working, you'll be able to click a badge (33 badges, so far), at least, one your profile page and see what it's for. dave k. demo'd how it should work, BlueJeans Network | Recording Playback   ~ 36 minutes in.

1 person found this helpful

Actions   Like (0)

linsims Sep 9, 2019 1:06 PM (in response to axmelissarios1)

ACP

141. Re: New Forums Platform - Follow Up

If you go to your My profile page, then left click on the > at the right side of the long line of badges, you're taken to the page that shows what badges you've earned.

If you click on the badge there, it tells you what it's for. The descriptions are, uhm, very positive and cheerful.
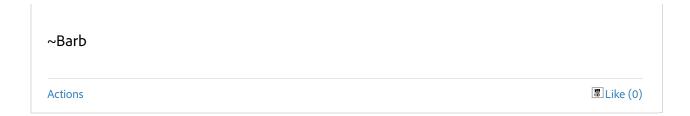
Actions   Like (0)

BarbBinder Sep 9, 2019 1:14 PM (in response to linsims)

ACP

142. Re: New Forums Platform - Follow Up

I just figured it out and came back to share what I found.

~Barb

Actions   Like (0)

Just Shoot Me Sep 9, 2019 1:45 PM (in response to BarbBinder)

143. Re: New Forums Platform - Follow Up

> BarbBinder wrote
>
> Wow, just looked at my badges. I'd also like to learn what they mean.
>
> ~Barb

I'd like to know what the Fab 50 badge is for. I am over 50.

Actions   Like (1)

Jacob Bugge Sep 9, 2019 1:52 PM (in response to BarbBinder)

144. Re: New Forums Platform - Follow Up

Are there any bad badges (or badge deductions) for bad jokes or being silly?

Or maybe none of you even come across anything of the kind, and I shall have to find out myself, the hard way.

Actions   Like (1)

linsims Sep 9, 2019 1:51 PM (in response to Just Shoot Me)

145. Re: New Forums Platform - Follow Up

More than 50 answers marked correct, probably.

Actions   Like (0)

Greg_S. Sep 9, 2019 3:38 PM (in response to linsims)

146. Re: New Forums Platform - Follow Up

> linsims wrote

> More than 50 answers marked correct, probably.

No probably about it. If you now click on a badge in the all badges panel, the answers lie below:

You're Golden! You've answered 50 questions by your fellow community members. Thanks for being a part of the Adobe Support Community.

When I did this earlier today, the badge simply disappeared. So, the servers are not yet fully ready.

> kglad wrote:
> dave k. demo'd how it should work,

In further defense of my not knowing more about the badges, I don't think Dave K. mentioned them in detail in the first demo session that I attended. Either that, or I was still asleep on the west coast. Thanks for the link @kglad.

Actions   Like (0)

Just Shoot Me Sep 9, 2019 3:42 PM (in response to Jacob Bugge)

147. Re: New Forums Platform - Follow Up

ACP

> https://forums.adobe.com/people/Jacob+Bugge wrote
>
> Are there any bad badges (or badge deductions) for bad jokes or being silly?
>
> Or maybe none of you even come across anything of the kind, and I shall have to find out myself, the hard way.

Yeah it is the Deactivated Badge. Ha Ha.

Actions   🔳 Like (0)

John T Smith Sep 9, 2019 5:00 PM (in response to axmelissarios1)

148. Re: New Forums Platform - Follow Up

ACP

The new Premiere Pro forum has 4 "Related communities" links

After Effects + Premiere Rush + Media Encoder + Character Animator

Unless I've missed something, I have never seen anyone in the old PPro forum talk about using Character Animator in a video

Character Animator needs to be removed from that list

Actions   🔳 Like (0)

Amebr Sep 9, 2019 5:11 PM (in response to Just Shoot Me)

149. Re: New Forums Platform - Follow Up

ACP

Just Shoot Me Yes, I've been there, but how do I change it? If I go to Personal Details, it shows my personal name not my display name. I've clicked on everything else and I can't see where I can change my display name?

Actions   🔳 Like (1)

Just Shoot Me Sep 9, 2019 5:18 PM (in response to Amebr)

150. Re: New Forums Platform - Follow Up

ACP

Does it show Amber? Because that is what is shown on this forum.

See this thread on how to change your forum screen name. It is not done on the forum site, this one or the new one. It is done through your Adobe Account at the main Adobe website.

Actions	🖾 Like (0)

Just Shoot Me Sep 9, 2019 5:19 PM (in response to Amebr)

151. Re: New Forums Platform - Follow Up

Forgot to include the link to the thread.

How to change your forum screen name

Actions	🖾 Like (0)

Amebr Sep 9, 2019 5:33 PM (in response to Just Shoot Me)

152. Re: New Forums Platform - Follow Up

Ah I see! I thought I'd changed it through the forums before. I must have been mistaken. Thanks.

Actions	🖾 Like (0)

kglad Sep 9, 2019 5:33 PM (in response to Greg_S.)

153. Re: New Forums Platform - Follow Up

@greg_s, there wasn't much detail but i watched the first session and he demo'd clicking on one of my badges and an explanation appeared.

Actions	🖾 Like (0)

ricky336 Sep 9, 2019 11:52 PM (in response to Jacob Bugge)

154. Re: New Forums Platform - Follow Up

> https://forums.adobe.com/people/Jacob+Bugge wrote
>
> Are there any bad badges (or badge deductions) for bad jokes or being silly?
>
> Or maybe none of you even come across anything of the kind, and I shall have to find out myself, the hard way.

Well, I'll let you know with my 'bad' joke comparing the delay to Brexit and the American way of writing dates!

Actions   Like (0)

ricky336 Sep 10, 2019 12:20 AM (in response to linsims)

ACP

155. Re: New Forums Platform - Follow Up

> linsims wrote
>
> If you go to your My profile page, then left click on the > at the right side of the long line of badges, you're taken to the page that shows what badges you've earned.
>
> If you click on the badge there, it tells you what it's for. The descriptions are, uhm, very positive and cheerful.

So, this means there are 33 ways of saying the same thing - e.g. - You're awesome, outstanding, golden, incredible, congratulations, engaged, WOOHOO, well-regarded, high-five, Whoa, etc...
English is an awesome language!

Actions   Like (1)

selondon Sep 10, 2019 12:47 AM (in response to ricky336)

ACP

156. Re: New Forums Platform - Follow Up

And awesome is word that is overused in my opinion.

Something like Niagara Falls would be awesome, maybe the Sistine Chapel ceiling, The

Beatles at Shea Stadium or Blur at Glastonbury Festival 2009.

Not going to the gym, or indeed posting on a forum, I blame motivational speech and social media.

You may be correct regarding the language though Ricky.

Forum wise, I thought Lightroom Mobile would be lumped in with Lightroom Cloud (but still seems separate - maybe it's not considered a sub forum).
Plus, David mentioned ACPs possibly being able to restore archived posts. Are these posts currently viewable does anyone know?

Cheers

Reed

Actions   Like (0)

Ussnorway Sep 10, 2019 1:12 AM (in response to selondon)

ACP

157. Re: New Forums Platform - Follow Up

archived posts are not viewable

1 person found this helpful

Actions   Like (0)

Laubender Sep 10, 2019 1:36 AM (in response to Ussnorway)

ACP

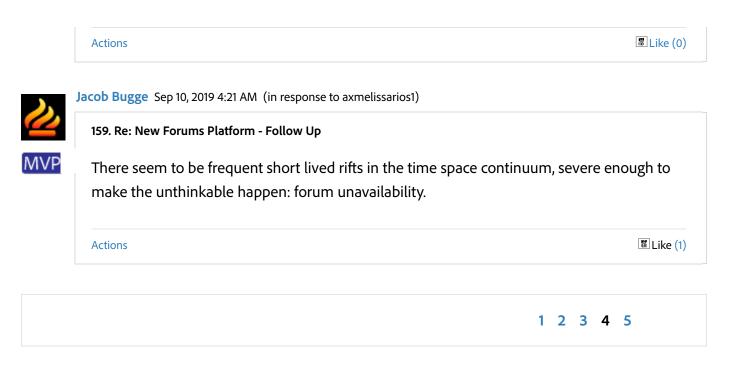**158. Re: New Forums Platform - Follow Up**

> **Ussnorway** wrote
>
> archived posts are not viewable

How can you know?
Maybe we can access archived posts when typing the right URL? Read-only, of course.

Reagrds,
Uwe

Actions   ▦ Like (0)

Jacob Bugge   Sep 10, 2019 4:21 AM (in response to axmelissarios1)

MVP

159. Re: New Forums Platform - Follow Up

There seem to be frequent short lived rifts in the time space continuum, severe enough to make the unthinkable happen: forum unavailability.

Actions   ▦ Like (1)

▦ Go to original post

Help | Terms of Use | Privacy Policy and Cookies | Forum Help | Tips for Asking

Inbox ⏹   1

Your View

Actions

⏹ **Back to Inbox**   Actions   Hide new activity   Mark unread

New Forums Platform - Follow Up in Back Room

axmelissarios1 started the discussion 4 months ago

Hi all,

As promised (albeit a wee bit late), I'm following up on our conversation on Tuesday about the introduction of a new forums platform and a reimagined experience on the platform.

Let me set some context for those of you who missed the conversation.

~~While we wish our use~~   Show more   ~~nter problems with their~~

244   HELPFUL   MOST LIKED

244 replies   Show earlier   **1 new update**

Just Shoot Me (to **Amebr**)   3 days ago

Amber I hear you, But I Don't Count, as I have had the same concerns with the new forum layout. I have been fairly vocal about it.
But I doubt anyone is really listening.
IMHO instead of taking the current format, layout, and moving it to some other forum software package that has more features and options and capacity Adobe has made the decision to Change just about everything for NO Good Reason other than "Oh lets change everything to screw it all up". Maybe false job security. I don't know.

I always use the Content page. Never the Overview page. If you want to see newer and updated posts in the Content page you have to select the Discussion link at the top and not All content. That will turn the new and updated post to have Bold titles. This was one thing that needed to be fixed. I doubt it will be fixed in the new software because right now No post updates the date and time. No matter how many and when I reply was made the date on the post stays the same.

I come hear to Help other users. I need to see posts by users that need that help. 99.999999999% of the time I so not use any Search feature. I get notifications both in emails and on the forum itself for updates to discussions I have replied to and followed. When I go to the product forum page I look for posts I have Not replied to, New posts or posts that have several replies and not marked as having a correct answer. I then open them, read it, reads the other

replies if these of time you are deter if us, an add anything and help.

I have a sinking feeling about the new forums as they are supposed to go live tomorrow.

Like (0) · Helpful · Comment · Actions

Just Shoot Me (to **Amebr**) 3 days ago

> Amebr wrote
>
> Oh, and threaded conversations...
>
> This is the biggest problem on many support-focused facebook groups. It makes it super easy to miss parts of a conversation. Several Facebook support-focused groups regularly post reminders not use the Reply option but to only comment on the main post. Partly this is a problem because Facebook only notifies people within the threaded part, not the full discussion, about updates.
>
> But people also frequently miss the reply comments because they're hidden by default.
>
> I haven't had a good look at the forums yet to see exactly how it functions, but I can see threaded conversations resulting in additional questions as people miss relevant answers or followup posts.

I Totally agree.

I have posted about this many times in the last week.

How much would you like to bet threaded view will NOT be changed.

You make very good points.

Like (0) · Helpful · Comment · Actions

Amebr (to **Just Shoot Me**) 2 days ago

> https://forums.adobe.com/people /Just+Shoot+Me wrote
>
> you have to select the Discussion link at the top and not All content. That will turn the new and updated post to have Bold titles.

Yep, the Discussions page is the page I use almost

exclusively, that other third screenshot, although a bad one
because I'd already read all the posts on it. So post #166 is
redo using the Back Rooms forum as an example, so the
bolding is visible for staff looking at this later.

Like (0) · Helpful · Comment · Actions

Chuck Uebele (to **Just Shoot Me**) 2 days ago

I too only use the content pages of Jive. I also want to see
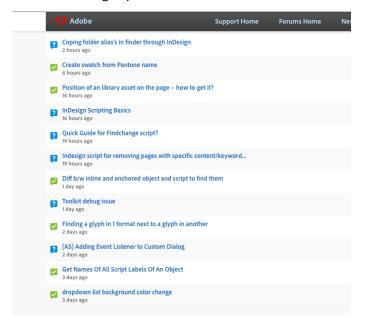how many responded to a thread.

1 person found this helpful

Like (1) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 2 days ago

I am interested to see table of all those threads so that I can
see maximum threads on my screens. But this new forum
let me see hardly 3-4 discussions only. All the time I don't
want to search or scroll down.
So are we having any kind of table like this:

As you can see that there are 12 discussion, I can choose
which one I need to see.
How about new forum?

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 2 days ago

Will it be possible to keep all the Questions which are asked
after 21 August 2019?

Like (0) · Helpful · Comment · Actions

Inbox   [□]   1

Your View

Actions

Laubender (to **Sunil Yadav**) 2 days ago

> https://forums.adobe.com/people/Sunil+Yadav
> wrote
>
> Will it be possible to keep all the Questions which
> are asked after 21 August 2019?

I don't think so.

Already I'm saving some threads that I'm interested in to
my harddisk.
Also some discussion pages between August 22, 2019 and
November 2016 so that I still can get quick access to URLs
of older threads.

Regards,
Uwe

1 person found this helpful

Like (1) · Helpful · Comment · Actions

Sunil Yadav (to **Laubender**) 2 days ago

Laubender And what about all those inbox
messages(before 22 August)?

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **Sunil Yadav**) 2 days ago

Sunil,

> Will it be possible to keep all the Questions which
> are asked after 21 August 2019?

I am afraid *The Important Community Announcement*
posted on the Overview Page of every forum expressly says
that all threads/posts from 22nd August until the change
9th > 11th August will be lost.

As I read it, this can only mean that a copy of everything
posted before 22nd August has been transferred in its
entirety to form the starting contents of the new forums, so
when the new forums go live we shall all see exactly what
was there by the end of 21st August (or rather the newer
contents from about 2016 on, because everything older is
archived with limited access to be determined), so new
threads will be completely gone, whereas older threads will
only contain posts made up until 21st August. In other
words, we are working in a temporary continuation of the

present forums set to be deleted, a bit like a black hole set to vanish.

According to plan mentioned earlier by Melissa, the new forums will go live today at 6 PM (forum time which is PT = PDT), and that is in 15 hours.

2 people found this helpful

Like (2) · Helpful · Comment · Actions

Inbox   1

Your View

Actions

Jacob Bugge (to **Sunil Yadav**) 2 days ago

Sunil,

And I, like Uwe, have made preparations, including saving important threads that are, or contain posts that are, made after 21st August in a few folders; I have used three different ways:

A) View as PDF and download (this thread has no such option), which is the poorest representation without post numbers and markings, and images linked from external sources may be truncated or missing altogether; these PDFs are simply named by thread number;

B) Ctrl/Cmd+P and print as PDF, with post numbers and markings, still images linked from external sources may be truncated or missing altogether; these PDFs are named by title, but you can see the thread number/post number;

C) RightClick then save as Web Page, complete, which gives exactly the same appearance as in the forums; the thread number/post number is hidden away in the page source I believe.

Aided by a set of Bookmarks, I have kept updating the saved contents to include new posts.

Up to now, I am saving contents from 27 threads including this one.

For anyone wishing to do the same, it is crucial to remember that in multipage threads like this one, each page must be saved separately whichever way is used; to illustrate, I am printing/saving this 5th page as PDF under the name New Forums Platform - Follow Up _ Adobe Community - 5.

2 people found this helpful

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Jacob Bugge**) 2 days ago

My last concern:
Me and 3 more members were added to   Adobe

Inbox ⊞   1

Your View

Actions

[Community Professionals](#) on 24 August 2019 which is after 21 August.

What will happen to that?

Best
Sunil

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **Sunil Yadav**) 2 days ago

Sunil,

I have just tried to ask Tricia, referring to your post #178.

It is 5:42 AM over there (PT = PDT).

Like (1) · Helpful · Comment · Actions

TriciaLawrence (to **Sunil Yadav**) 2 days ago

Hi Sunil, great question. Anyone who joined the ACP program after August 22 will have to be badged again after the migration this evening. I'll take care of it.

Like (1) · Helpful · Comment · Actions

Just Shoot Me (to **TriciaLawrence**) 2 days ago

Tricia I just posted this over at the other forum.
Are there any answers?

Inbox   ⊞   1

Your View

Actions

members to continue to have more and more

Adobe Support Community   >   Testing Feedback

Conversation controls

Is this forum REALLY for FeedBack? ⊿

Just Shoot Me
ACP, 8m ago

OK today is September 11th. Or did you mean November 9th?
numbers mean the Day?
Is the forum going LIVE today?
Is anything going to change before the site does go live?
1) Like not having 2 lines of the post under the title in the mai
2) Once you select Latest, instead of Relevance (whatever that
now it always switches back to Relevance.
3) Don't use Threaded View (whoever came up with that)? Ar
going to need to click View All Replies to see all of the posts to
STUPID)?
4) Have the date/time update to show the Date/Time of last r
replies to a discussion move to the top of the list?
5) Include an option to QUOTE the post you are replying to?
the Reply button to (of course this might not work well with t

1 person found this helpful

Like (1) · Helpful · Comment · Actions

TriciaLawrence 🅰 (to **Just Shoot Me**)   2 days ago

Hi there, yes, all your comments and suggestions are being taken very seriously. I have to restress that what you see in the first iteration of the new communities is not the final one. Many new features and your suggestions will be added in future releases on a frequent basis.

6 people found this helpful

Like (1) · Helpful · Comment · Actions

Jacob Bugge (to **TriciaLawrence**)   2 days ago

Thank you very much for telling us, Tricia.

Like (1) · Helpful · Comment · Actions

Just Shoot Me (to **TriciaLawrence**)   2 days ago

Thanks Tricia.

Like (0) · Helpful · Comment · Actions   e working with

Just Shoot Me (to **Just Shoot Me**) 2 days ago

I'm replying to myself.
Hopefully the Test forum is going to be abandoned when
and if the new forum site goes live.
Hopefully some of suggestions made by me and others, A
LOT of OTHERS, will be heeded and changes made before
the site goes live.
And Hopefully they haven't bothered to do so on the Test
bed forum so they don't waist time.

1 person found this helpful

Like (0) · Helpful · Comment · Actions

Just Shoot Me (to **Just Shoot Me**) 2 days ago

Also I'm going to stop going to that site and remove the
entry I placed in my Hosts file.

When, IF, it goes live I'll go back.

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **axmelissarios1**) 2 days ago

Melissa, everyone,

This thread has some intriguing properties and is shaped by
some extraordinary events.

Right now it has 187 posts (pages 1 - 5), undoubtedly with
more to come, but in less than 4 hours only 39 will be left
(page 1), most of the thread being contained in this black
hole that appeared suddenly and will vanish just as
suddenly.

And after that it will be obvious that the whole thread was
only Jive live for just over 10 hours, from the OP (Original
Post) at 4:57 PM on 19th August 2019 till post #39 at 3:02
AM on 20th August 2019, exactly corresponding to page 1 of
5.

At the same time we are witnessing the effects of one of the
many rifts in the space continuum over the last decade, this
rift allowing the first post (post #1) to have been made at
2:16 PM on 5th May 2019, more than three months and a
half, or 15 weeks, before the thread had even been started
with the OP.

Like (0) · Helpful · Comment · Actions

John T Smith (to **Jacob Bugge**) 2 days ago

Inbox   1

Your View

Actions

Inbox ⬚   1

Your View

Actions

I leave home just before 6 to drive to a 6:30 wine tasting at Total Wine

So I will let everyone else see the forum before me

Since my wife gives me all of her red wine tastes, and then she drives home, I'll maybe wait until tomorrow to check back

Like (0) · Helpful · Comment · Actions

Szalam (to **John T Smith**) 2 days ago

Might be the perfect way to see them though.

Like (0) · Helpful · Comment · Actions

selondon (to **Szalam**) 2 days ago

There's an invite to a party on the new Feedback Forum. I think I've missed it as its today, but alcohol was an option.

In other news, I'd thought I'd create a post on the Lightroom Forum, didn't realise it would actually work.

Reed

Like (0) · Helpful · Comment · Actions

John T Smith (to **selondon**) 2 days ago

I was able to post a new message in the Premiere Pro forum... but have NO idea if my new message will carry through to the forum when it goes live in less than an hour

This is all very interesting... Ancient Chinese curse... may you live in interesting times

I hope we don't feel cursed after 6PM my time (West coast US)

Like (0) · Helpful · Comment · Actions

Peru Bob (to **John T Smith**) 2 days ago

I guess we are still on the old forum?

Like (0) · Helpful · Comment · Actions

Greg_S. (to **John T Smith**) 2 days ago

Well, it's after 6 pm Pacific Time and new forum is a no

show. Maybe I need to delete my cache, or something, but I'm still able to log into the Jive forum and can't get into the new one, except to get to a new welcome screen. Effort to sign in returns an error message.

Request Entity Too Large

The requested resource
/auth/oauth2callback
does not allow request data with GET requests, or the amount of data

Like (1) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 1 day ago

Like (1) · Helpful · Comment · Actions

Abambo (to **Peru Bob**) 1 day ago

Good guess!

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 1 day ago

Maximum links are down.
Very few links are still on.

Inbox ⠿   1

Your View

Actions

Inbox is on. I am replying to this post from within my inbox. If I try to open this discussion it will lead me to error page. Does anybody have any Idea when It will be UP?

Sunil

Like (0) · Helpful · Comment · Actions

axmelissarios1 🔺 (to **Sunil Yadav**)   1 day ago

Hi all,

The team has been working on resolving an experience breaking bug which is why we have the maintenance page up right now.

You should be seeing the following page:

"The Forums Are Closed For Maintenance

The forums are currently undergoing maintenance. We apologize for any inconvenience this may cause. Please try again later."

Our team and Khoros is working around the clock to get this resolved.

Thank you for your patience,
Melissa Rios
Assc. Product Manager, Community Experience & Platform

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**)   1 day ago

Being in a IT team I've felt these pressure of getting bugs at the time of delivery.
I understand completely.
I should not ask this, but still I am asking that Will it be up by tomorrow?

Sunil

Like (0) · Helpful · Comment · Actions

axmelissarios1 🔺 (to **Sunil Yadav**)   1 day ago

We are still targeting on getting the community back up and running in the next several hours.

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**)   1 day ago

We all appreciate the effort that everybody's putting to bring a whole new world. Fingers crossed.
Waiting for that…

Like (0) · Helpful · Comment · Actions

Inbox   1

Your View

Actions

Sunil Yadav (to **axmelissarios1**)   1 day ago

Its Live

Like (0) · Helpful · Comment · Actions

Laubender (to **axmelissarios1**)   1 day ago

Hm, hm…
I wonder if we who tested the new forum should remove that additional line from our **hosts file** now.

Regards,
Uwe

Like (0) · Helpful · Comment · Actions

axmelissarios1 (to **Laubender**)   1 day ago

Even though the community is showing as live, we're still in the middle of debugging the experience breaking bug.

I would not proceed with any changes to hosts files or other changes.

1 person found this helpful

Like (0) · Helpful · Comment · Actions

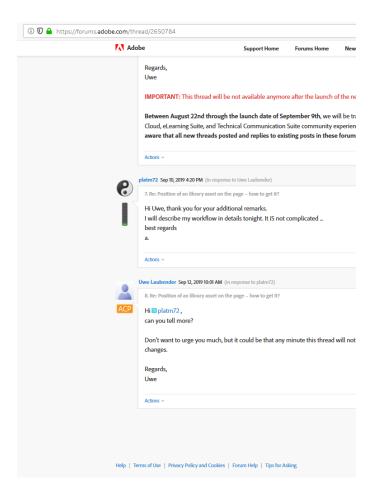**Laubender** (to **Laubender**)   1 day ago

Hi Sunil,
I'm not so sure, that the new forum is live. At least not for all participants.
Still I'm able to answer posts in the old forum. Here in my inbox and also at InDesign Scripting:
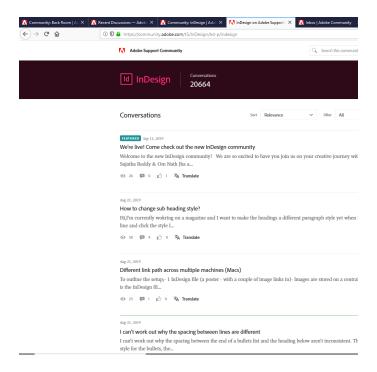
Inbox

Your View

Actions

1

But it seems that I cannot get back to the old overview with "Discussions" and numbering of pages.

And I was redirected to the new forum where I had access to this:

https://community.adobe.com/t5/InDesign/We-re-live-Come-check-out-the-new-InDesign-communi ty/td-p/10602307
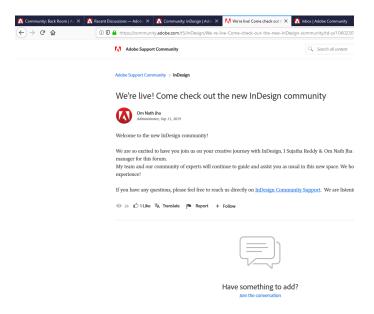
Inbox 🔳   1

Your View

Actions

Regards,
Uwe

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 1 day ago

As I told you:
Maximum links were down and now those links are
redirected to lithium.
Very few links are still on old one only.
Inbox is on. I am replying to this post from within my inbox.
New Forum has a lot of glitches which needed to be fixed.
Team is moving as fast as they can.
I was seeing few glitches before an hour now I can see
those are fixed.
Hopefully they will cover maximum grounds.

I am a little bit concerned about Inbox messages on New
Forum..???

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 1 day ago

One exception I have found on searching edit text field:

while typing if text reaches at the end it is going under
Closing icon.
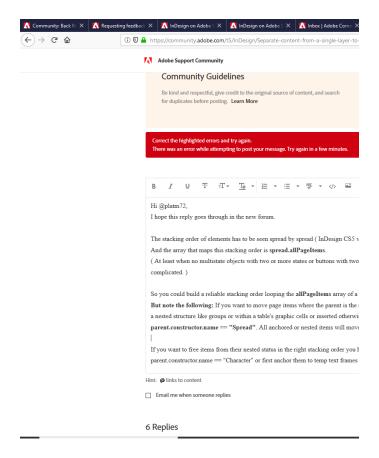
Sunil

Like (0) · Helpful · Comment · Actions

Laubender (to **Sunil Yadav**) 1 day ago

Hi Sunil,
just tried to reply in the new forum. Could write the reply,
but my reply couldn't be sent.
Thread URL:
Solved: Separate content from a single layer to multiple
l... - Adobe Support Community

So we have to wait until the new forum is fully functional.

Regards,
Uwe

Like (0) · Helpful · Comment · Actions

---

axmelissarios1 (to **Laubender**) 1 day ago

Hi all,

At this point, we've tested a performant and smooth
experience thus far. If you're having any issues, please log
into your account on the new community and post on the
Testing Feedback board. If you're not seeing the Testing
Feedback board, please post the issue on the Community
Help board.

Thanks,

Melissa

Like (0) · Helpful · Comment · Actions

Your View

Actions

Laubender (to **axmelissarios1**) 1 day ago

Hi Melissa,
do you have a link to the Cumminity Help board?

The Testing Feedback board seems not to be available anymore.

Access Denied error for URL:
https://community.adobe.com/t5/Testing-Feedback/bd-p/Testing-Feedback

Thanks,
Uwe

Like (0) · Helpful · Comment · Actions

Laubender (to **Laubender**) 1 day ago

Meant the **Community Help board** of course.
(No chance to edit my reply after sending it)

Thanks,
Uwe

Like (0) · Helpful · Comment · Actions

Inbox 🖼   1

Your View

Actions

Sunil Yadav (to **axmelissarios1**)   1 day ago

I tried to post issue on the Community Help board.
But after hitting post button, That post just vanished. I am
not able to find my post.

Sunil

Like (0) · Helpful · Comment · Actions

Laubender (to **axmelissarios1**)   1 day ago

Hope, I found the right community.
The **Community Help board** is this?:
Community Help on Adobe Support Community

Regards,
Uwe

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**)   1 day ago

This is the community I tried to post the issue and It got
vanished.

Sunil

Like (0) · Helpful · Comment · Actions

Stan Jones (to **Sunil Yadav**)   1 day ago

Sunil, I was able to post there without problem. Can you see
my post? I am reading this email. I cannot access this post
on the "old" forum. Trying via email.

Stan

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**)   1 day ago

I can see your post   Stan Jones.
Now I will try to post that again N see what will happen.
Have tried to add images in your post?

Sunil

Like (0) · Helpful · Comment · Actions

Inbox   ⬚

Your View

Actions

1

![Sunil Yadav avatar]
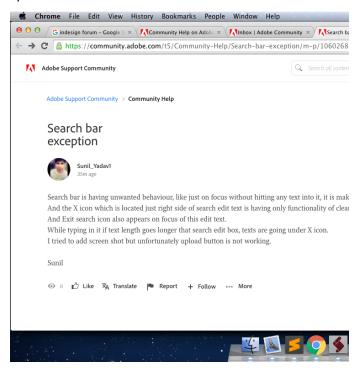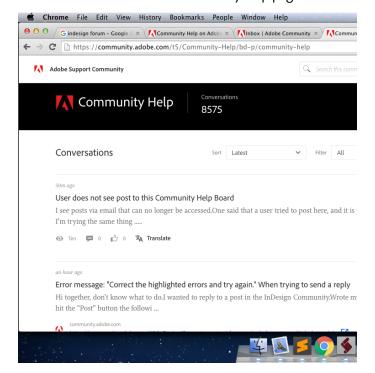
Sunil Yadav (to **axmelissarios1**) 1 day ago

I posted :

But can't see this thread on community help page:

Sunil

Like (0) · Helpful · Comment · Actions

![Sunil Yadav avatar]

Sunil Yadav (to **axmelissarios1**) 1 day ago

This is my thread which I have created:
https://community.adobe.com/t5/Community-
Help/Search-bar-exception/m-p/10602685#M54537   .

But If I don't use this link I can not find this thread on any page.

Sunil

Like (0) · Helpful · Comment · Actions

Inbox　　　　　　　　　　　　1

Your View

Actions

Laubender (to **Sunil Yadav**) 1 day ago

Hi Sunil,
your link is leading me nowhere: "Message not found" was the error message.

Regards,
Uwe

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **axmelissarios1**) 1 day ago

I tried to reply on   Stan Jones's thread:
https://community.adobe.com/t5/Community-Help/User-does-not-see-post-to-this-Community-Help-Board/m-p/10602799#M54543   .
But after post button reply din't get added to it.

Sunil

Like (0) · Helpful · Comment · Actions

Laubender (to **Sunil Yadav**) 1 day ago
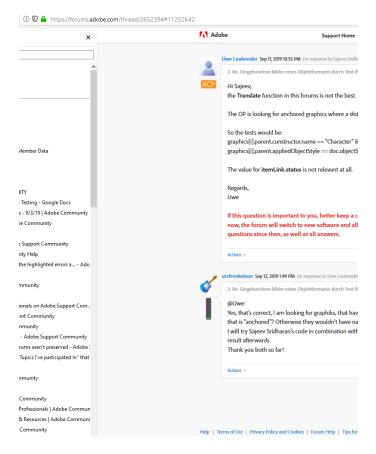
Hm.

FWIW: I still get replies from the old forum. Here an example from some minutes ago:

Inbox   1

Your View

Actions

Regards,
Uwe

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Laubender**)   8 hours ago

I also tried to reach that link. If i am logged in, I can see that post & If I logout, I also get to see that "Message not found error".

Sunil

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **axmelissarios1**)   7 hours ago

Sunil,

Have you been rebadged as an ACP?

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **axmelissarios1**)   7 hours ago

Melissa, everyone,

If you can read this, it is a call for help from far far away.

Inbox   1

Your View

Actions

I am one of the ACPs still trapped in the black hole of the former forums which may close in on us at any time:

It seems that:

Those formerly badged as MVPs without being ACPs are still badged in the same way.

Those formerly badged as ACPs are still badged in the same way, regardless of whether they were MVPs or not.

But:

Those of us formerly badged as MVPs that were also ACPs are no longer badged, and we have lost our ACP status.

I for one am get Acess Denied when I try to enter this thread, and any restricted forum including the Back Room where it belongs.

The only way I can post this is to reply through the link to this thread in my former forum Inbox, which is still there.

Please help us. There are quite a few of us.

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Jacob Bugge**)   6 hours ago

No, I have been not rebadged as an ACP.

Sunil

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Sunil Yadav**)   6 hours ago

~~No, I have been not rebadged as an ACP.~~
No I have not been rebadged as an ACP.

Sunil

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Sunil Yadav**)   5 hours ago

This is my profile:
About Sunil_Yadav1 - Adobe Support Community

Sunil

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **axmelissarios1**)   5 hours ago

Inbox ⊞   1

Your View

Actions

Sunil,

Can you access this thread directly, or is it through your Inbox?

I wonder whether Uwe sees this still.

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **axmelissarios1**)   5 hours ago

Uwe,

If you are still following this (former forum) thread, and these posts by Sunil and myself fail to appear in the live new forum thread, will you pass on my/our call for help?

Thnak you very much in advance.

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Jacob Bugge**)   5 hours ago

I am accessing this thread from my inbox only.
All other links are blocked. Only Inbox is still alive.

Sunil

Like (0) · Helpful · Comment · Actions

Michael J. Hoffman (to **Sunil Yadav**)   5 hours ago

Hi guys, I'm getting your messages via email and will pass along the word to Tricia and Melissa in the new forums.

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **axmelissarios1**)   5 hours ago

Thank you very much, Michael.

Maybe it also has a place in this thread; and it would be very nice to see it appear here, as Sunil and I can.

Yours sincerely,
Jacob.

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Michael J. Hoffman**)   5 hours ago

Ok.

A lot of damage has been done due to this.
All my inboxes will go after this inbox link is gone.
New forum badges are not nice(*this is my personal opinion*).

It is that, it doesn't feel like home.

Until this new forum is not fixed I will spend a little more time over some other forums.

Sunil

Like (0) · Helpful · Comment · Actions

Inbox   1

Your View

Actions

Jacob Bugge (to **axmelissarios1**) 4 hours ago

Michael,

I just realized that you replied here in this former forum thread only, so nothing from the new one will appear here, of course; I thought it would because of some earlier posts by Uwe.

Sunil,

I have worked hard to prepare for the forum change and save what could be saved, including 27 threads; but as you say, the Inbox will just be lost.

Some years back what were known as Private Messages which were kept separately and could be kept indefinitely, were replaced by Messages within the Inbox which were deleted after a few months; all the old PMs were lost.

Apart from that, now it is only possible to send Messages to Staff; I sent one to Melissa when I found out that it was possible.

Like (0) · Helpful · Comment · Actions

try67 (to **Jacob Bugge**) 4 hours ago

I believe I'm in the same situation. I'm not marked as neither ACP or MVP.
I do have access to the Back Room forum, though. Maybe it's better to post
this issue there?

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **try67**) 4 hours ago

Bugs are there that will be solved as well, no issues with that thing.
We do not have any private message option on new forum.

And we are left with those annoying badges like candy crush thing (*which I hate the most*).
MVP, ACP or STAFF logos were real nice, those are also gone I think. This is a nightmare.
Points were also nice just like   Jacob Bugge is having 35045 points on him, that people like him are inspiration for me to grow n help more.
But now all the fun being on forum trying to give best answer than others (*was nice n thrilling as well*), I think I am going to miss them a lot.
A lot things to say but...

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **try67**)   4 hours ago

I should be very thankful if you will, try.

It is quite a wonder that you have access to the Back Room, as if you were still badged as an MVP.

Yours sincerely,
Jacob.

Like (1) · Helpful · Comment · Actions

---

try67 (to **Jacob Bugge**)   4 hours ago

I did, and a new thread has been created there about this issue.

1 person found this helpful

Like (0) · Helpful · Comment · Actions

Sunil Yadav marked **try67**'s reply as helpful

Michael J. Hoffman (to **try67**)   4 hours ago

Jacob, I copy/pasted your message in its entirety in the new Back Room and asked for someone to look into it.

Just to be sure - you can access the new forum site but can't find the back room? (You have to search for it from the main forum landing page).

Mike

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **Michael J. Hoffman**)   4 hours ago

Thank you very much, Mike.

Inbox   1

Your View

Actions

I can access the non restricted parts of the new forums, and see myself as neither MVP nor ACP.

But I get the no access when I try the Back Room and the ACP places.

As far as I can see, all the Bookmarks made for the former forums lead to the corresponding new ones that are carried over.

Like (0) · Helpful · Comment · Actions

Jacob Bugge (to **try67**)   4 hours ago

Thank you very much, try.

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Jacob Bugge**)   4 hours ago

Same with me as well.

Like (0) · Helpful · Comment · Actions

Laubender (to **Sunil Yadav**)   3 hours ago

> https://forums.adobe.com/people/Sunil+Yadav
> wrote
>
> This is my thread which I have created:
> https://community.adobe.com/t5/Community-Help/Search-bar-exception/m-p/10602685#M54537
> .
> But If I don't use this link I can not find this thread on any page.
>
> Sunil

Hi Sunil,
maybe you used one of the **banned words** in your post in the new forum?
"X Icon" perhaps? Why? Because "XXX" is banned. Maybe also a single X in conjunction with "Icon"? Did not try this yet.

Here a watchlist of banned words one of our ACP colleagues compiled for reference:
Banned words - Google Docs
Think it will grow.

Regards,
Uwe

1 person found this helpful

Like (0) · Helpful · Comment · Actions

Sunil Yadav (to **Laubender**) 2 hours ago

Ohh is it?
I'll keep that in mind.
Thanks for the info   L Laubender.

Thanks
Sunil

Like (0) · Helpful · Comment · Actions

Sunil Yadav marked **Laubender'**s reply as helpful

Jacob Bugge (to **Sunil Yadav**) 2 hours ago

Uwe, Sunit,

Once upon a time it was impossible to mention the Live
Paint **Bucket** Tool in the Illustrator forum.

It should still be possible to have words removed from the
Nanny filter.

1 person found this helpful

Like (0) · Helpful · Comment · Actions

Sunil Yadav marked **Jacob Bugge'**s reply as helpful

Reply to original discussion

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Jacob Bugge
Community Expert, Aug 20, 2019

↰ In Response To axmelissarios1

Melissa,

I may be far too slow in the uptake, but have I understood the following in the right way?

Everything on the present forums will be fully transferred to the new forums by 9th September, and the announcement (which I only saw because Bob and John brought it up) is to (still) avoid the mentioning of a forum change, so we all keep stumm?

All new threads started between 22nd August and 9th September (the latter presumably until the new forums are up) will disappear, and the same will apply to all new posts/markings/whatever in threads from before 22nd August, so on 9th September everything on the forums will be brought back to 22nd August?

And a few follow up questions, referring to the earlier questions in this thread:

Will all old threads be transferred, or will (some of) the oldest threads be lost?

Is there a status on any or all of the other questions about the particulars of the way the new forums will work?

👍 Like   🗚 Translate |▀ Report   + Follow   ✓ Correct Answer   ••• More   Reply

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kglad
Community Expert, Sep 11, 2019

↰ In Response To Peter Villevoye

this thread got trashed, but that's no surprise.

👍 Like   🗚 Translate |▀ Report   + Follow   ✓ Correct Answer   ••• More   Reply
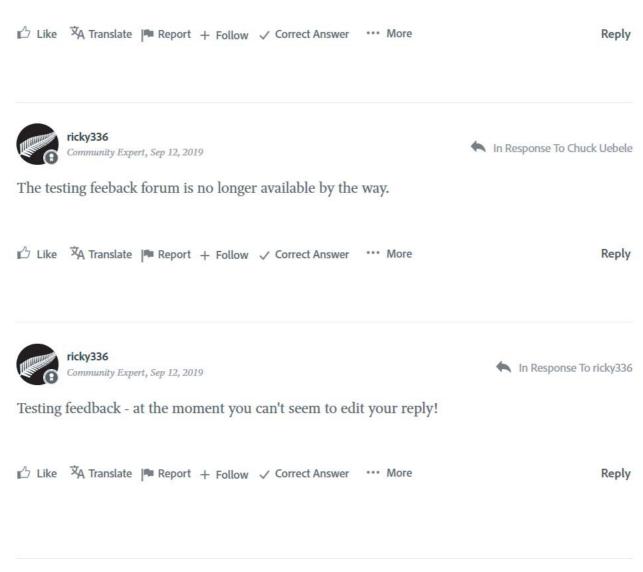
---

kglad
Community Expert, Sep 11, 2019

↰ In Response To kglad

phew, this is painfully slow. and so many problems.

👍 Like   🗚 Translate |▀ Report   + Follow   ✓ Correct Answer   ••• More   Reply

Chuck Uebele
Community Expert, Sep 12, 2019

Now that the new forum is live, it seems some of the issues remain, like no button to post to the OP from the bottom of the thread. Threads don't have names of who started them on the lists view. Can't find the mod que. So far, just checked it out on my phone. Too early in the AM to turn on the computer. One nice thing is the ability to post photos from my phone.

👍 Like   🗛 Translate   🚩 Report   + Follow   ✓ Correct Answer   ••• More   **Reply**

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ricky336
Community Expert, Sep 12, 2019   ↩ In Response To Chuck Uebele

The testing feeback forum is no longer available by the way.

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ricky336
Community Expert, Sep 12, 2019   ↩ In Response To ricky336

Testing feedback - at the moment you can't seem to edit your reply!

👍 Like   🗛 Translate   🚩 Report   + Follow   ✓ Correct Answer   ••• More   **Reply**

Lilybiri
Community Expert, Sep 13, 2019

@Melissa

First day of new forum for me, logged in the Captivate forum as I do daily and am worried. Normally I get notifications of all new questions, but that is no longer the case. I checked and there was only ONE question today which is what worries me. During the presentation of the forum, I asked where to find the Captivate forum, had to look for it myself and it is only available under the filter 'PRINT and pulbishing'. As a Captivate newbie I would never look under print at all, because Captivate creates interactive video, to be deployed on the web. It is related very much with video tools (many users indciate Captivate output as video) web tools, even dseign, but never with Print. It has to be confirmed but putting Captivate (and Prime which is even more crazy) under Print only iis not at all user intuitive.
Will the moderator functionality return? Where is the badge MVP/ACP gone?
Will not comment on the other aspects which I don't like, need some more time to familiarize

with this new platform, check also the synchronizing with the eLearning portal which takes also too much time to find new questions (have to rel on Chrome notifications there, but that is not working for this platform).

Lieve (Captivate freak)

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Lilybiri
Community Expert, Sep 13, 2019   ↩ In Response To Lilybiri

Got an automatic reply that I should check Notifications. Can someone explain me how I can get notifications about new questions on a specific forum? I dodn't see that.

👍 Like   🆇A Translate |🚩 Report   + Follow   ✓ Correct Answer   ••• More   **Reply**

Lilybiri
Community Expert, Sep 13, 2019   ↩ In Response To Jacob Bugge

I did see a message fro myou in my mailbox, but it is impossible to answer by mail, and I cannot find that message here at all.

👍 Like   🆇A Translate |🚩 Report   + Follow   ✓ Correct Answer   ••• More   **Reply**

Lilybiri
Community Expert, Sep 13, 2019   ↩ In Response To Lilybiri

Sorry, but the edit message button is also gone. When I used Enter, my previous message was sent. I am also in the same situation: ACP (AEL) and MVP. I choose to keep my MVP badge in the Jive forums. Now I don't have any badge left, but I do access the new forums without any privileges (no moderator anymore, not badge etc...). THought we were in the same situation but that is not totally true.
Meanwhile found some solutions. Edit button is not available for the one-line editor in threaded replies. But once posted you can use the Edit. My former MVP badge has been replaced by ACP (no choice anymore for us). MVP appears in my profile, but the bio is gone (was there before badges were recovered).

👍 Like   🆇A Translate |🚩 Report   + Follow   ✓ Correct Answer   ••• More   **Reply**

KShinabery212
Community Expert, Sep 13, 2019

Just noticed... did the Character Animator forum go bye bye or am I just not seeing it?

Like   Translate   Report   + Follow   ✓ Correct Answer   ••• More   Reply

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Monika Gause
Community Expert, Sep 13, 2019   ↩ In Response To KShinabery212

[Character Animator](#)

1 Like   Translate   Report   + Follow   ✓ Correct Answer   ••• More   Reply

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JJMack
LEGEND, Sep 22, 2019

You wrote
"

So, with that in mind, we're going to do several things with this new experience:

- Improve finding conversations that address your search - whether you're coming from a search engine like Google or you're on the forums.
- Improve finding conversations that are untouched or have no resolution.
- Improve staying updated with conversations or communities like photography beginners, or InDesign users, or other ACPs.
- Inspire users to seek each other out and the content we contribute."

Search I find unusable is there any advance search syntax that one can use the may help search find what one is looking for. As it is search may fine what I want and may even it with all the other unrelated thing its returns

I never had a problem finding untouched or unresolved conversations the were well marked and could be sorted different ways and you could easily scan the status column associated wit threads. Threads are no longer formatted so stats are in column And the new formatting shows less conversation on one displays so finding want you want to fine takes longer you need to scan more pages scan each listed conversation the find its stats. views replies status etc.

Staying update and involved was fantastic with he old Jive Inbox the new notifications feature is awful IMO.

If the site is unuseable it will not inspire user users will leave and not return.
JJMack

Like   文A Translate |● Report   + Follow   ✓ Correct Answer   ••• More   Reply

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KShinabery212
Community Expert, *Sep 23, 2019*

Just curious... does the inbox still exist? Or is it hidden somewhere?

Like   文A Translate |● Report   + Follow   ✓ Correct Answer   ••• More   Reply

---

Jacob Bugge
Community Expert, *Sep 23, 2019*   `LATEST`

K,

"Just curious... does the inbox still exist? Or is it hidden somewhere?"

https://forums.adobe.com/inbox

Sorry, it was stronger than I.

In a less sillily literal sense, so far I believe the closest we can get is to use the About page with *Topics I've participated in* set as the default, see a fuller description here in this thread I set afloat, sorry I set asink, on 14th September:

A new Inbox, temporary solution?

Like   文A Translate |● Report   + Follow   ✓ Correct Answer   ••• More   Reply