

JamJar Release Notes

July 13th, 2006

JamJar Labs Edition is part of the Adobe Labs technology showcase and is not a final release. Technical support is not provided, other than the Community Forums. JamJar is provided in English, and intended for use in the United States. A personal backup of all shared content should be made as a safeguard.

Note: all communications between the JamJar client and Adobe is over SSL secure connections.

General corrective actions:

- Be patient; it may be working. If your network connection or our server is slowed down, it may take JamJar a few moments to complete a request.
- On the PC, refresh the browser page with ctrl-r; if ctrl-r doesn't work, try closing and reopening the browser
- If you are using a Macintosh computer and the spinning 'beach ball' appears for more than 10 seconds you will likely have to force quit your browser.
- Note: In general, all the work you create on JamJar is immediately saved to the server. Only in rare cases does it happen that work is lost when the client needs to be restarted.

Tips:

- When someone is invited to a JamJar space that has not used JamJar before – they must use the same email address when setting up their Adobe ID as was used in the address of the invitation email – otherwise they will not be granted access to the shared space.

Known issues using JamJar:

- If a user is invited to JamJar and they have not used JamJar before they need to set up an account for an Adobe ID, run JamJar to establish their account, and then exit and re-enter JamJar in order to view the space they have been invited to. This issue has been resolved and will be fixed in the next release (less than 1 week out).
- There currently is no version of IE on the Mac compatible with JamJar. See the System Requirements page for more information on supported browsers.
- Sometimes the creation of a shared file's thumbnail image doesn't work. It may be because the file type is not supported (we support MS Office apps, Adobe creative suite apps less Illustrator), or in some cases the conversion engine may have difficulty converting certain content in supported files. When thumbnail creation fails you'll see a generic file icon. Re-importing the file is the only method to attempt to create another thumbnail.
- The only image file types supported for slideshows and single image placement are .png and .jpg.

- When you load an image, JamJar down-samples oversize images for better performance (reduces the download size for visitors to your space). If there are a large number of active users, the down-sampling service may run slower and you'll experience a slow response to display the image. This only occurs when you initially load the image.
- When using the Photoframr widget, not all combinations of mattes and frames produce pleasing results. You may also notice some round-off errors in the display of the picture frames, which can be corrected by changing your zoom level.
- Clipboard behavior: Cut is not supported. The same result can be achieved by performing a Copy and then deleting the widget. At this time, the menu acts differently from the keyboard. The menu Copy/Paste can be used to duplicate widgets within (or across) spaces. The keyboard Copy/Paste (control-c/control-v) can be used to move text into and out of JamJar from other applications.
- The relevance of ads you see in the view adjacent to the JamJar main view is based on the words you type in for the name and description of the space. Depending upon web traffic hitting the Google ad engine it may not immediately present relevant ads (there also may be other controls applied by Google that will cause the ad engine to decide to return more general ads).
- When you click on an ad link it loads the advertiser's page into the browser window, effectively exiting JamJar. You can return to JamJar by pressing your browser's back button (under Windows try alt-left-arrow, choosing View->Go To->Back; on the Mac try command-left-arrow).
- If you invite a new member to a space who does not have an Adobe ID, they will need to create an Adobe ID when they come to view the space. The ID they create must be based on the same email address that was used to create their invitation or they will not be granted access to the space.
- There is currently an error state that occurs where the cursor becomes stuck in a 'mouse down' mode. This appears to the user as a cursor that is continuously drawing dotted rectangles (selection marquees). If this occurs – the browser must be closed and restarted.

These notes were produced in reference to JamJar Labs Edition version 551. Other minor versions may be released from time to time. Updates to the end-user's version of JamJar occur automatically.