



Feature Summary: CG-COM Connector Version Awareness

Module: Cross Platform

Release: Summer 2010

Document Owner: Thomas Bressie

IMPORTANT NOTE: THIS DOCUMENT INTENDS TO PROVIDE A COMPLETE AND ACCURATE REPRESENTATION OF WHAT CONVIO FULLY EXPECTS TO DELIVER IN SUMMER 2010 (AS OF SEVERAL WEEKS PRIOR TO LAUNCH) BASED ON COMPLETED SOFTWARE DEVELOPMENT. THIS DOCUMENT AIMS TO SERVE AS THE BASIS FOR PLANNING AND PREPARATION WELL IN ADVANCE OF ACCESS TO THE NEW FEATURES. GIVEN THIS DOCUMENT WAS DRAFTED PRIOR TO COMPLETED QUALITY ASSURANCE, ALL FEATURES, CAPABILITIES, SCREENSHOTS, ANSWERS, CLIENT IMPACTS, SITE DATA, PARAMETERS, AND LIMITATIONS LISTED HEREIN, WHILE REASONABLY CERTAIN FOR INCLUSION IN THE RELEASE, ARE SUBJECT TO CHANGE AT ANY POINT UP UNTIL ROLLOUT ON YOUR CONVIO SITE.

Overview

In the Summer 2010 release of Convio Online Marketing (COM), Convio will add version awareness to the Common Ground Connector (CG Connector). Adding version awareness to the CG connector will ensure that for supported combinations of COM and Common Ground (CG), data sync operations will continue to function consistently, and support your business needs for data synchronization between your online and offline systems.

Supported synchronizations use the current revision of COM as the comparison baseline, since all COM clients are automatically upgraded in waves to the most recent revision of COM upon release. The CG connector, at any given time, will support synchronization between the current COM revision and the three most recent revisions of CG (current revision plus any of the two most recent major revisions of CG prior to the current revision).

Clients using revisions older than the three latest revisions of CG will need to upgrade their CG instance to any of the supported revisions to continue to make use of CG/COM data synchronization. Using the latest revisions of both COM and CG ensures that clients benefit from the latest functionality of both systems individually, as well as all shared functionality.

CG Connector Version Awareness Functional Description

- When the client administrator initiates a datasync operation between CG and COM via the CG Connector, the CG connector queries both CG and COM for their version number.
- The CG connector compares the returned revision information to the set of currently supported revision synchronizations.
 - If the revisions are deemed compatible, the synchronization operation is allowed and data synchronization commences.
 - If the combination is unsupported, the synchronization process is halted and the client administrator is informed that the current revision of CG must be updated to a supported version before the sync can be restored.

Key Features & Benefits

Features

- Adds capability of CG Connector to query both CG and COM for their revision information, and make use of version compatibility information to determine sync readiness.

Benefits

- CG Connector version awareness will ensure that for supported combinations of COM and Common Ground (CG), data sync operations will continue to function consistently and support your business needs for data synchronization between your online and offline systems.

Considerations for Clients

- Clients using both COM and CG with the CG connector can make best use of both systems and continue to enjoy the best functional experience of both systems by keeping their CG instance upgraded to the latest revisions as they become available. Please contact Convio support if you have any questions regarding upgrading, or need assistance in completing the upgrade process.

Feature Configuration

- No client administrator configuration is necessary concerning this feature enhancement.
- If you are using an obsolete version of Common Ground, you must upgrade to a supported version to benefit from this enhancement.