You can set up your thank you note messages to come from specific generic email addresses. If the customer replies to the thank you note, that message will go to the generic email address.

1. Open the division's Contact Email content instance found in the Thank You Note folder in the CMS.

2. Review the email addresses being used for each type and update them if needed.

3. Publish the Contact Email content instance through the CMS workflow.

Contact:

[CMS User Guide in eBusiness Support Library](#)

phsiteadmin@parker.com

1G Support Assets

Update Asset Content Instances

Update all support assets (including literature) being retained on the site with the new owning division name and other details for the consolidated division.

1. Open each of the support asset content instances.

2. Update the Owner, Display Divisions, Support Sub-Categories, and Products.

3. Click **Save & Close**.

4. Move the asset content instances to the consolidated division's Literature folder if needed.

5. Move the asset files (PDFs or other files) to the consolidated division's Literature folder. The two options for this process are described below.

6. Publish the asset content instances through the CMS workflow.

Move Asset Files and Keep the Existing Placement Paths

To complete the asset process quickly, you can keep the same placement path when you move the asset files. The best practice is to go back later and update the placement paths in the CMS.

1. If necessary, rename the consolidated division's Literature folder in the CMS.

2. Go to the merging division's Literature folder, and select all asset files that you want to move.

3. Click **More > Move** to move the files to the consolidated division's Literature folder.

Move Asset Files and Change the Placement Paths

When a file's placement path is changed, the URL to that file breaks. After you update the placement path, you must re-attach the file in every content instance that references it.

1. Inside the merging division Literature folder, select all of the asset files (such as literature PDFs) that you want to move.

2. Click **Media > Download Items Only** and download the files to your computer or network drive.

3. Go to the consolidated division Literature folder and upload the files.

4. Send a request to the site administrator (phsiteadmin@parker.com) to delete the merging division's Literature folder.

5. Complete these steps for each asset file:

    a. Locate all content instances that reference the asset file. These may include Support Asset content instances, Markets, or other pages.

    b. Open the first content instance. (This example is for a Support Asset content instance.)

       *The **Static File** field is blank, because the link to the asset file was broken when the placement path changed.*

    c. Click **Clear**.

    d. Click **Browse** and select the asset file in its new location.

    e. Click **Save and Close**.

    f. Repeat from step b for each content instance that uses the file.

    g. Publish the asset content instances through the CMS workflow.

The PDFs with the most web traffic must be redirected to their new placement paths after the files are copied and the new support assets are created. See "Literature Redirects" on page 25 for additional details.

Additional Notes

If a Product Support link is added to WebSphere via a WebSphere load, and a matching support asset does not exist in the CMS (with the same title and URL), then the system automatically creates a support asset content instance and stores it in your SupportAssets folder. The asset sub-categories must be added manually in the new support asset content instance.

For one week after a PDF is migrated, it will not display on the Enterprise or division/ country Support sub-categories tab.

Contact:

CMS User Guide in eBusiness Support Library

phsiteadmin@parker.com

Configurator Center

Configurators are attached to the manufacturing location ID, which in some cases is different from the headquarters ID. When it is different, the location ID must be stored as an attribute in WebSphere. Contact eBusiness when you need to update this attribute.

Contact:

Open a Service Desk ticket (sdg@parker.com) and route to eBusiness-Parker.com.

CAD Center

CAD is attached to a part number on the CAD server in Cleveland.

1. Identify the six-digit Marketing ID of the CAD files from the merging division to be moved, and the six-digit Marketing ID of the new owner (consolidated division).

2. Locate the merging division's folder on the CAD server.

3. Open the folder and copy all of the files (press <Ctrl> + <A>, then <Ctrl> + <C>).

4. Locate the folder that you are moving the files to (the consolidated division's folder).

5. Open the folder and press <Ctrl> + <V> to paste the files.

   The CAD files will go live immediately. The weekend refresh is not required.