

Updated Content/New Content Icons



This thread is archived [Line6Miller](#) 118 posts since

Jun 21, 2007

Hi guys,

Has anyone ever had any problems with the updated/new content icons in Jive Forums. It looks like these icons suddenly stopped updating IE: a user will update a thread, I'll read the thread, navigate a way, come back to it, no new updated content will have been added however, the icon displays as if updated content has been added. Hope you guys get this. Any thoughts?

Rick



[Austen Rustrum](#) 6,752 posts since

Feb 19, 2008 **1. Re: Updated Content/New Content Icons** Oct 3, 2008 9:51 AM

It is possible that the content may have been cached by your browser. If you do a hard refresh, does the page change at all? What does the last post date show compared to the last time you visited? Is it possible someone edited a message after you viewed the page?



[Austen Rustrum](#) 6,752 posts since

Feb 19, 2008 **2. Re: Updated Content/New Content Icons** Oct 7, 2008 6:31 AM

Rick, any update on this?



[Line6Miller](#) 118 posts since

Jun 21, 2007 **3. Re: Updated Content/New Content Icons** Oct 7, 2008 8:45 AM

Thanks for getting back to me Austen. I cleared out my cache and I think this feature may be working now but I'm not too sure. I guess I just need clarification on what I'm supposed to see. IE:

-How is the "updated content" icon supposed work?

-How is the "new content" icon supposed to work?

Is there any documentation I can read? i checked the admins guide but I couldn't find anything relative in there. Thanks again for all of your help.

Rick



[Austen Rustrum](#) 6,752 posts since

Feb 19, 2008 4. **Re: Updated Content/New Content Icons** Oct 13, 2008 6:00 AM

Rick,

I checked our docs, but it looks like we don't really have an in depth explanation of Read Tracking. My understanding of how it works is when you update content by adding a reply or editing the content itself, users who haven't seen the update see an updated icon displayed next to the content. When a new thread is added, users who haven't viewed the thread will get a new icon displayed next to the content. Does this differ from the behavior you are seeing?



[Austen Rustrum](#) 6,752 posts since

Feb 19, 2008 5. **Re: Updated Content/New Content Icons** Oct 17, 2008 5:51 AM

Rick, did you have any additional questions on this?



[Line6Miller](#) 118 posts since

Jun 21, 2007 6. **Re: Updated Content/New Content Icons** Oct 28, 2008 11:07 AM

Updated Content/New Content Icons

Hi Austen,

I think we're all good now. Thanks.

Rick