

SportSpace Community Activity Reports



[colleenwilson](#) 34 posts since

May 27, 2009

Hi there,

I have tried a couple of different times this week to try and run activity reports for each CMM. For some reason, it is not allowing me to run these reports. I have tried to include a screen shot, but its not allowing me to attach it. I have tried to run the reports for Jim Famularo - Username jim.famularo@dcsg.com, Password sportspace and Jerry Copsinis Username jerry.copsinis@dcsg.com, Password sportspace. Please let me know if you have any questions.

Thanks!

Colleen Wilson

colleen.wilson@dcsg.com

Attachments:

- [SportSpace Activity Reports 110609.doc](#) (437.5 K)



[kevin.imber](#) 2,726 posts since

Oct 19, 2009 1. Re: **SportSpace Community Activity Reports** Nov 6, 2009 3:32 PM

Hi Colleen,

This doesn't look much like our core product, have you had some Professional Services work done to it?

Thanks,

Kevin



[colleenwilson](#) 34 posts since

May 27, 2009 2. **Re: SportSpace Community Activity Reports** Nov 6, 2009 7:09 PM

We had some updates made by GSI but the activity reports were fine immediately following the updates. I can still run corporate act. reports just not individual act. reports. Please let me know if you need additional information.

Thanks!

Colleen



[colleenwilson](#) 34 posts since

May 27, 2009 3. **Re: SportSpace Community Activity Reports** Nov 12, 2009 6:40 AM

I did confirm with GSI that nothing has been changed with the site to cause this. Do you think that you might need to do an update to help these individual Activity Reports operate properly? I checked again this morning and am still not able to run these reports. I can only run an Activity Report for the entire group. Please let me know how we can fix this as soon as possible.

Thanks!

Colleen



[kevin.imber](#) 2,726 posts since

Oct 19, 2009 4. **Re: SportSpace Community Activity Reports** Nov 13, 2009 11:55 AM

Hello Colleen,

Would you reproduce this issue and then send me your logs?

Thanks,

Kevin



[colleenwilson](#) 34 posts since

May 27, 2009 5. **Re: SportSpace Community Activity Reports** Nov 16, 2009 7:00 AM

Hi Kevin,

To reproduce this issue, go to sportspacecommunity.com, Username - jim.famularo@dcs.com, Password - sportspace, go to the tab at the bottom of the page that says Activity Reports and click on it. Set the date range from 10/1/2009 to 10/31/09 and click OK. The screen shot that I have included below is what appears.

I am also including a collective activity report that I ran for October as the admin of the site.

To reproduce this report, go to the site, username - cwilson, password - twinklestar5, go to the link at the bottom of the page that says View Activity Reports. Set the date range from 10/1/2009 to 10/31/09 and click OK. I have included this in a document that is for Admin Oct 1-31.

Please let me know if you have any questions. Please feel free to contact me via email or phone. My office number is 724-273-4328.

Thanks!

Colleen

Attachments:

- [SportSpace Activity Report - Admin - Oct 1-31.doc](#) (220.5 K)
- [SportSpace Activity Reports 111609.doc](#) (435.5 K)



[kevin.imber](#) 2,726 posts since

Oct 19, 2009 6. **Re: SportSpace Community Activity Reports** Nov 18, 2009 11:26 AM

Hello Colleen,

I'm seeing the problem that you're having at your website. Would you please replicate it once for me and send me your log files. They're located on the server running the jive software in the jiveHome/var/logs folder. If you would take those files, zip them together, and include them in your reply, I can take a look at them to try to find out what's going on. Let me know if you have any other questions.

Thanks,

Kevin



[colleenwilson](#) 34 posts since

May 27, 2009 7. **Re: SportSpace Community Activity Reports** Nov 20, 2009 1:33 PM

Hi Kevin,

We think that these are the files that you are looking for to help resolve our issue with the Activity Reports. Please let me know if you need anything else.

Thanks!

Colleen Wilson | Community Marketing Manager | Dick's Sporting Goods

300 Industry Drive | RIDC Park West | Pittsburgh | PA | 15275 |

Phone 724-273-4328 | Fax 724-227-1452 | Email colleen.wilson@dcs.com

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Please submit on-line at: <http://dickssportinggoods.sponsorport.com>

Start Every Season at SportSpace Community! Join the online community for youth sports leagues - get organized, coach up your team, and play ball!

www.sportspacecommunity.com

Follow us on Twitter!

<http://twitter.com/DicksSportingCR>

Attachments:

- [gsisportspace-20091118-1531-logs.tar.gz](#) (257.8 K)



[colleenwilson](#) 34 posts since

May 27, 2009 8. Re: **SportSpace Community Activity Reports** Nov 20, 2009 1:33 PM

Hi Kevin,

Please see the message below to help resolve the issue.

Thanks!

Colleen Wilson | Community Marketing Manager | Dick's Sporting Goods

300 Industry Drive | RIDC Park West | Pittsburgh | PA | 15275 |

Phone 724-273-4328 | Fax 724-227-1452 | Email colleen.wilson@dcs.com

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SportSpace Community Activity Reports

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www.sportspacecommunity.com

Follow us on Twitter!

<http://twitter.com/DicksSportingCR>



[kevin.imber](#) 2,726 posts since

Oct 19, 2009 9. Re: **SportSpace Community Activity Reports** Nov 24, 2009 1:53 AM

Hello Colleen,

I apologize for the wait. I haven't been able to narrow down the problem from the logs. I've been looking, and as far as I know, there's no feature of our core product that's called 'Activity Reports'. Could this be something that we provide under a different name, and you guys just refer to it as Activity Reports?

Thanks,

Kevin



[colleenwilson](#) 34 posts since

May 27, 2009 10. Re: **SportSpace Community Activity Reports** Nov 24, 2009 7:02 AM

Hi Kevin,

Yes, they are called Activity Reports as they are shown on the links. You may want to involve Ryan King with Jive as he is very familiar with SportSpace Community.

Thanks!

Colleen



[kevin.imber](#) 2,726 posts since

Oct 19, 2009 11. Re: **SportSpace Community Activity Reports** Nov 24, 2009 7:39 AM

Hi Colleen,

I have talked with a few people involving this issue including those you referenced, and from what I can find out it looks like you've had some customizations done to your sbs instance, including the Activity Reports. I believe Solution Set is managing these customizations. If you have any contact information for someone over there, you should give them a shout and see if they can help you out. If you don't, I'd be happy to track down the right person for you to contact. Let me know if you have any other questions.

Thanks,

Kevin