

Tips & Tricks for Creating Custom Content with Ignite On-Demand's Custom Content Builder Module

For the most part, CCB functions very well when building basic/plain HTML and/or when using the functionality within the CCB Editor, however, CCB can get a bit tricky when creating documents with advanced layouts. Migrating content from MS Word or other programs can also cause problems in CCB that are frustrating to sort out.

To help our clients with creating custom education in CCB, we drafted this help sheet to address some of the more common problems and complaints. It is intended for content managers and system administrators responsible for creating and formatting custom education in CCB for use in Ignite on FHIR.

Best practices & recommendations for using MS Word

Ignite recommends creating as much content as possible within the CCB Editor. This may not always be practical when content already exists and is available within standard applications such as Microsoft Word or PowerPoint.

When copying and pasting content from an MS Word document into Ignite On-Demand, you can expect to encounter some formatting problems. These formatting issues are not necessarily “bugs” or “problems” with CCB. They are a normal byproduct of using two very different systems. MS Word is a proprietary document format that allows users to create professional documents for publishing. CCB uses a publicly available text editor that enables basic document capabilities but does not support advanced options available in Word. Furthermore, because of the proprietary document format, MS Word will embed hidden characters within the text that are invisible to the viewer. These hidden characters are what causes the problems when they are transferred into a simple text editor, such as CCB, that does not understand how to interpret them.

Think of CCB as you would “Notepad” or “WordPad”. These simple text editors are capable of basic document functions.

Best Practice: Avoid complex layouts with lots of shapes, layers, floating images, tables or other complex MS Word setups. The simpler the document, the better.



Creating the document

The endpoint of the HTML document may dictate the maximum width/height of a document – such as 750px wide by 910px high for a regular 96dpi piece of plain white paper.

Best Practice: Before starting, check the design area in the endpoint where the final version of the document will reside and make sure your document does not exceed the parameters.

Copy & Paste – Text

When doing a pure copy and paste from MS Word, a lot of unneeded and messy HTML gets added to the document. This causes formatting challenges along with font, font size, and paragraph spacing or list/bullet style oddities.

Best Practice: To manage basic formatting, Ignite recommends the following options:

- 1. Most effective:** Clear the formatting of the document once it has been pasted into Ignite On-Demand. This option allows you to clear the formatting of the entire document or just the portions (i.e. bullets) that are “obvious”. Once formatting has been cleared, use the CCB Editor functionality to reformat as needed. The more formatting cleared, means the more reformatting required; however, the result will be a cleaner final document.
- 2. Second most effective:** Copy the MS Word document and paste it into NotePad, then copy the simple text from NotePad and paste into CCB. Pasting the MS Word document into NotePad removes all the MS Word formatting. Once the document is in Ignite On-Demand, use the CCB Editor functionality to format the document as needed.
- 3. Third option (least preferred):** Clear all formatting in MS Word before copying/pasting into Ignite On-Demand. Once all formatting has been cleared, copy and paste into Ignite On-Demand. With this option, some MS Word formatting (i.e. bullets) is carried over to Ignite On-Demand and may need to be reformatted using the CCB Editor functionality as described in Option 1).

Copy & Paste – Images and Tables

Cutting/pasting tables and/or images from MS Word is known to cause problems. The default image setting for MS Word may cause it to convert a JPG image file into a PNG or GIF image file, which may result in formatting issues. Therefore, pasting images into CCB from Word is **not recommended**.

Best Practice: Do not copy and paste images or tables from MS Word into CCB. Always use the **native** Tables and Insert Images functionality within the CCB Editor to add images and tables. If you are just editing an existing Ignite On-Demand document, and the image or table already exists within the document, then this should not be an issue.



Inserting Tables

When the insert image functionality within the CCB Editor is used, the image will be automatically inserted in a 2-row x 1-column table. The second row of the table is meant for the image caption. If no caption is wanted/needed, the second row can be removed. Use the CCB Editor functionality to delete the row. See the Best Practice below for how to handle the image within the remaining table cell.

Best Practice: If using Internet Explorer or Mozilla Firefox...

1. Right-click on the image and then click on “Cut” or press CTRL+X to cut the image from the table.
2. Place your cursor just above the empty table.
3. Right-click and then click “Paste” or press CTRL+V to paste the image into the document.
4. Place the cursor in the table cell and use the CCB Editor functionality to delete the table.
5. Left-click on the image and then click on one of the box corners to size the image to fit the document.
6. Open the Source Code and search CTRL+F for the word “align”.
7. You should see `align=""`, which needs to be removed.
8. Click “Save” to return to the document.

Extra spacing after an image: Extra spacing after images is caused by moving text that was wrapped around a left aligned image down below the image by pressing the Enter key multiple times.

Best Practice: To determine if there is extra spacing after an image, try placing your cursor to the right of the image. If your cursor appears, that means there is extra spacing that needs to be removed and any alignment associated with the image needs to be removed. To remove this formatting, select the entire document and clear all formatting. This will remove all alignment tags and move everything to the left. If all formatting is cleared, use the CCB Editor functionality to reformat as needed.

The extra spacing can also be removed from the HTML:

1. Click on Tools and then <> Source Code.
2. Search (Ctrl+F) the Source Code for the word “img”.
3. Most img tags should have an alignment (“right” or “left” or “”) tag in front/after the img tag. Depending on the type of alignment tag (i.e. “align”, “float”, “Class”), the location will vary so scan before and after the img tag to locate.
4. Once located, highlight the alignment tag code and delete from the Source Code. Examples of alignment tag codes are:
 - a. `class="right"`



- b. align="left"
 - c. align="right"
 - d. align=""
5. Save your changes. If you have performed these steps correctly, your image will be left justified and text will appear below the image. Note: There will be several spaces between the bottom of the image and the text. Place your cursor just below the image and press the Delete key until all extra space is removed and the text is just below the image.
- a. If you do not get the expected result, click the "Undo" button within the CCB Editor to return to where you were.
 - b. Repeat steps 1 – 4 until you get the desired result or contact your Client Success Manager for assistance.

Save / Publish Errors & Document ID Numbering Errors

There are several different situations that result in these errors

1. More than one person using CCB at the same time. Multiple users creating/editing documents may cause problems saving or properly numbering documents in the database.
2. A document that has not been saved for a long period of time may result in save errors or document ID number errors.
Best Practice: Save immediately when creating/editing a document – particularly a new one – and save often. Doing this also makes it easier to identify errors you might experience when attempting to save a document.
3. The system may "auto time out" after 15 minutes if you have not pressed an orange CCB button. "Timing out" could cause saving/publishing problems.



Best Practice: Save your work frequently – every 10 minutes or so – to prevent the system from timing out.

"@RegularTitle" and/or "Timeout performing SCAN" errors

Procedure or function 'WSSavedocumentVersion' expects parameter '@RegularTitle' which was not supplied.

Timeout performing SCAN, inst: 12, mgr: ExecuteSelect, err: never, queue: 3, qu: 0, qs: 3, qc: 0, wr: 0, wq: 0, in: 65, ar: 0, clientName: PAPP181, serverEndpoint: Unspecifiedredis-10000.redis.prod.ad.local:10000, IOCP: (Busy=0,Free=600,Min=6,Max=600), WORKER: (Busy=13,Free=587,Min=6,Max=600) (Please take a look at this article for some common client-side issues that can cause timeouts: <http://stackexchange.github.io/StackExchange.Redis/Timeouts>)

These two errors are a symptom of the server settings and could cause problems with document numbering. When these errors happen, stop immediately. Do NOT click "Save & Preview", "Save", "Save & Exit", "Save & Publish" or "Cancel". Doing so may generate a new document number behind the scenes. Follow the procedure below to save your work:

1. Select All and copy.

2. Click the Custom Content link in the top blue navigation bar.
3. You will be returned to the main CCB page where you should see a Draft of your document.
4. Go back into the document and complete your work.

General Guidelines

1. The look (i.e. fonts, font sizes, spacing, etc.) of a document in Ignite On-Demand, the CCB Editor and the CCB Preview Frame could all look different. We have found the look (fonts, font sizing, spacing, etc.) of the document in the CCB Editor is most representative of the final document in Ignite on FHIR.
2. Having staff who understand how to use plain hand-written HTML for troubleshooting is an added benefit.
3. If using Mozilla Firefox, you may have trouble printing multiple documents at the same time. There should be no problem printing a multi-page document.
4. When in doubt, send the sheet you are having trouble with to your Client Success Manager. We will help you find answers to your questions.

