Ignite On-Demand Custom Content Builder

Frequently Encountered Errors – Tips & Ticks

From time to time, users will encounter an error when working in Custom Content Builder (CCB). This document lists the most commonly encountered errors in CCB, describes the origin of the error, and how to avoid the error.

Common Application Behaviors

"Session about to expire"

- **What happens:** Ignite On-Demand and CCB will log out if a button has not been clicked in CCB after 15 minutes of use. This will happen even if the user has been typing or adding content in CCB during this time. When this happens, the user will see the warning pop-up box.
- **Risk:** Clicking *OK* will return the user back into Ignite On-Demand. However, any edits that have been made to a document may be lost.
- **Root Cause:** The auto-logout has not registered an active click within the maximum allowed timeframe.
- **Solution:**
  o Click **OK** to return to Ignite On-Demand. Do NOT click *Save & Preview*, *Save*, *Save & Exit*, *Save & Publish*, or *Cancel* yet. Within the modified document, select all text, copy, and paste into WordPad. This is a precaution to prevent losing the document. It can then be restored later if needed.
  o Once the text is copied, you can then click **Save & Preview**, **Save**, **Save & Exit**, **Save & Publish**, or **Cancel**.
- **Prevention:**
  o Avoid leaving work unfinished. Always save and close out of a document when switching to a different
- task.

Common Application Errors

@RegularTitle

- **What happens:** When a document is first created, CCB will sometimes throw the following error message if the document is not saved immediately after it is created (even if nothing has been added to it).

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

- **Risk:** Clicking *Save & Preview*, *Save*, *Save & Exit*, *Save & Publish*, or *Cancel* will result in the window closing and all work being lost.

- **Root Cause:** Server settings leading to problems with document numbering.
- **Solution:**
  - o <u>Stop.</u> Do NOT click *Save & Preview*, *Save*, *Save & Exit*, *Save & Publish* or *Cancel*.
  - o Within the modified document, select all text, copy, and paste into WordPad. This is a precaution to prevent losing the document. It can then be restored later if needed.
  - o Click the Custom Content link in the top blue navigation bar and,
  - o Return to the Draft of your document on the main CCB page.
- **Prevention:**
  - o <u>Immediately</u> after a new document is created: Click **Save** or **Save & Exit**.
  - o The document will be Saved in a DRAFT state.
  - o Re-open the document to continue editing.

Timeout performing SCAN

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: Unspecified/redis-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)

- **What happens:** The following error message occurs most frequently when a user returns to the document in CCB after experiencing an expired session as described above. This error may also occur if the document has not been intentionally Saved while it is being edited.
- **Risk:** Clicking *Save & Preview*, *Save*, *Save & Exit*, *Save & Publish*, or *Cancel* will result in the window closing and all work being lost.
- **Cause:** Server settings leading to problems with document numbering.
- **Solution:**
  - o <u>Stop.</u> Do NOT click *Save & Preview*, *Save*, *Save & Exit*, *Save & Publish* or *Cancel*.
  - o Within the modified document, select all text, copy, and paste into WordPad. This is a precaution to prevent losing the document. It can then be restored later if needed.
  - o Click the Custom Content link in the top blue navigation bar and,
  - o Return to the Draft of your document on the main CCB page.

Timeout when working in a document

- **What happens:** CCB will timeout if there is no activity on a document for more than 15 minutes. The timeout may result in one of the following events:
  - o A Warning box may pop up saying "You will be logged out if you do not perform an action".
  - o Ignite On-Demand may simply return to the login page.
 - o The following error message may be displayed:

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: Unspecified/redis-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)

- **Risk:** Work will be lost if the document was not saved.
- **Solution/Prevention:**
  - o Save immediately to prevent errors and duplications.
  - o Save your work frequently – every 10 minutes or so – to prevent the system from timing out. Doing this also makes it easier to identify other errors that may occur when attempting to save a document.

Timeout when working in a document

- **What happens:** The following error message occurs most frequently when there are multiple people working in CCB at the same time.
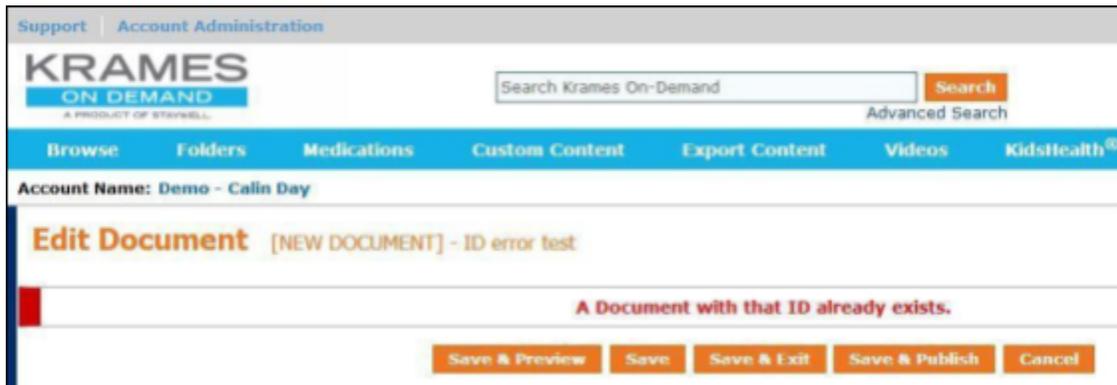
- **Result:** If this happens, the account is locked, and all users will be completely locked out of the
- system.
- **Risk:** Work will be lost if the document was not saved.
- **Root Cause:** If multiple users are creating documents at the same time, documents may inadvertently be assigned the same document ID number.
- **Solution:**
    - <u>Stop.</u> Do NOT click *Save & Preview*, *Save*, *Save & Exit*, *Save & Publish* or *Cancel*.
    - If possible: within the modified document, select all text, copy, and paste into WordPad. This is a precaution to prevent losing the document. It can then be restored later if needed.
    - Log out of Ignite On-Demand, and log back in again.
    - If this is not possible, contact your Value Lead or email <u>help@krames.com</u> for assistance.
- **Prevention:**
    - Save the document immediately upon creating to "grab" the next number in sequential order.

Red Error Message upon Saving in CCB

- **What happens:** A red error message occurs when saving a document.
- **Risk:** If the error can be corrected and the document saved, then work will not be lost.
    - Do NOT cancel out of the document prior to fixing the error and saving. Any work done since the last save will be lost.
- **Root Cause:** The document contains formatting that the CCB editor cannot interpret, or HTML tags get placed out of order upon pasting from MS Word.
- **Solution:**
    - If you are unable to correct the error yourself, contact your Value Lead for help <u>while you are working on the documen</u>t.
    - If Value Lead is unavailable, select all text, copy, and paste into WordPad. Save the WordPad document so you can access it when your Value Lead is available.
- **Prevention:**
    - Refer to the "Custom Content Builder – Tips & Tricks for Creating Custom Content" for more information.
    - Save often, as it makes it easier to identify errors and resolve.