



IBM BrassRing

Using Notepad++ to Identify Missing HTML Tags and Invisible Characters

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Edition Notice

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Introduction

Notepad++ is described in this document as an example program that can be used to support the processes described. Other software packages might be available that have the same functions and can be used. IBM is not responsible for the content in third-party tools or websites. The functions of Notepad++ might change without notice.

In scenarios where a req or form is unable to be saved or viewed, the root cause might be missing or unclosed HTML tags or invisible characters. Invisible characters might be added when pasting content from a third party program in Text Area fields. Similarly, if a Talent Record is not fully viewable, that might also be due to the same issues in the candidate's resume.

It can be difficult, and time consuming, to manually try and identify HTML tag issues or invisible characters. Notepad++ has in-built functions that can be used to identify these issues. The processes in this document describe how to identify HTML tag issues or invisible characters.

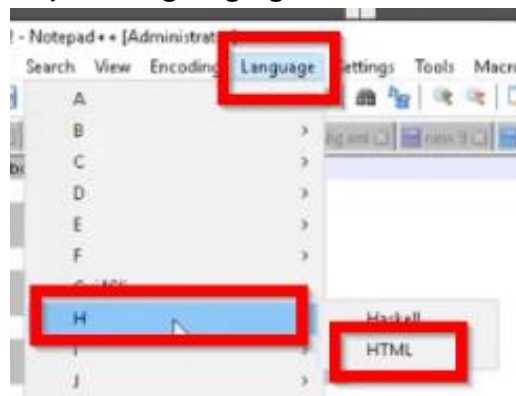
Notepad++ is a free application that can be downloaded from <https://notepad-plus-plus.org/downloads/>. The first step in identifying and fixing issues is to copy the content into Notepad++. If there are multiple text area fields then this process must be repeated for all fields individually.

If the issue is occurring in a req or candidate form, select the Source button to display the HTML code. Copy and Paste this code into Notepad++.

If the issue is occurring in a candidate resume, copy and paste the resume into Notepad++. If there is no HTML, see Identifying Invisible Characters.

Review the HTML code for tag issues.

1. Update the Language to HTML by selecting Language > H > HTML.



2. Review the HTML tags to ensure that all tags have open and close Tags by hovering over each tag. Notepad++ highlights where the associated open or close tag is.



3. If a tag is missing, there is no highlighted tag in Notepad++. The issue might be a missing tag, or an incorrectly entered tag, such as `</dv>` instead of `</div>`.

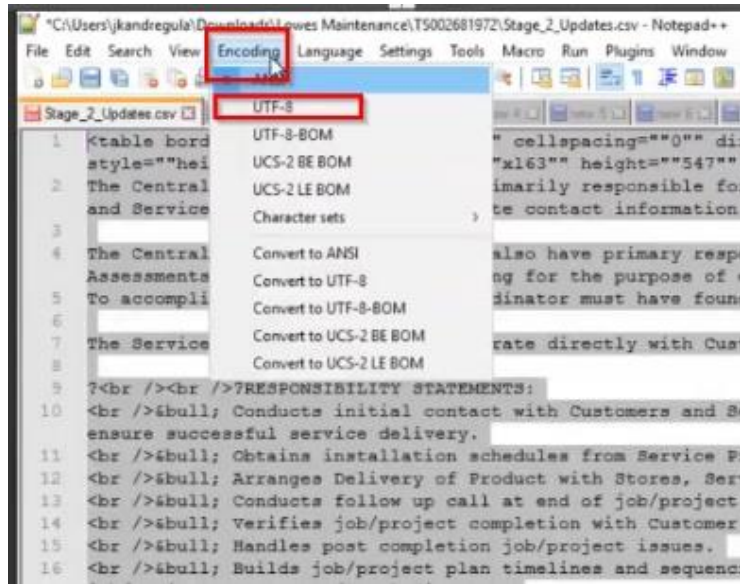


4. If a tag is missing, add the tag as needed. If a tag is incorrect, edit the tag to ensure that the opening and closing tags are highlighted.
5. Copy and paste the updated content into BrassRing and retry saving or viewing.

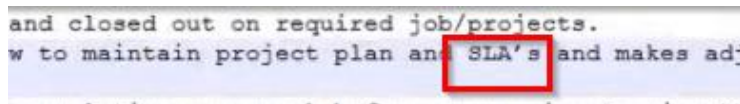
Identifying Invisible Characters

If there is no HTML in the content or updating the HTML did not resolve the issue, the problem might be caused by invisible characters. This can occur when content is pasted from a third-party program or website.

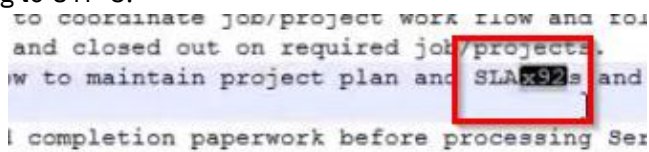
1. To identify and fix invisible characters, update Encoding to UTF-8, by selecting Encoding > UTF-8. This applies UTF-8 encoding to the content, which is what is accepted by BrassRing



- Any data that does not adhere to UTF-8 is highlighted. For example, before updating Encoding to UTF-8:



After updating Encoding to UTF-8:



- If values are highlighted, these characters do not meet UTF-8 standards and need to be replaced with the standard value. For example, the apostrophe for SLA's is the issue. The x92 needs to be removed and replaced with the standard apostrophe
- After the highlighted invisible characters are corrected, copy and paste the content into BrassRing, and save.

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