



# **Pensare's Documentation Template**

*[subtitle goes here]*

<month> 2000 Part Number XXXX-XXXX. Revision ##

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## Part 2: Sample Part Title

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# About This Guide

This guide provides technical reference information about the Pensare™ Survey Builder Template.

brief description...

This guide describes <<summary>>....

## Audience

This guide is intended for:

- ◆ Instructional designers creating a survey using the Survey Builder Template.
- ◆ Content engineers implementing a survey created with the Survey Builder Template.
- ◆ QA engineers testing a survey created with the Survey Builder Template.

It assumes that you are familiar with the following:

- ◆ HTML 4.0
- ◆ XML << version #? >>
- ◆ Pensare's content hierarchy
- ◆ Pensare's platform architecture

## In This Guide

This guide includes the following chapters <<and appendixes>>:

- ◆ Chapter 1, "Pensare Document Template," which ... <<fill in>>
- ◆ which ... <<fill in>>
- ◆ which ... <<fill in>>
- ◆ <<etc. for all chapters>>

## Other Sources of Information

This guide is part of the complete Pensare documentation set, which also includes:

- ◆ *Action List Reference Guide* describes...
- ◆ *Action List User's Guide* describes...
- ◆ *Calculation Builder Reference Guide* describes...
- ◆ *Calculation Builder User's Guide* describes...
- ◆ *Chart Builder Reference Guide* describes...
- ◆ *Chart Builder User's Guide* describes...
- ◆ *Contribution Builder Reference Guide* describes...

- ◆ *Contribution Builder User's Guide* describes...
- ◆ *Presentation Reference Guide* describes...
- ◆ *Presentation User's Guide* describes...
- ◆ *Process Outliner Reference Guide* describes...
- ◆ *Process Outliner User's Guide* describes...
- ◆ *Skill Builder Reference Guide* describes...
- ◆ *Skill Builder User's Guide* describes...
- ◆ *Survey Builder Reference Guide* describes...
- ◆ *Survey Builder User's Guide* describes...

In addition, the Pensare web site provides valuable information about products, support, and the company, as well as several demonstrations of our products. Please visit the web site for the latest information about our products:

<http://www.pensare.com>

## Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

<i>Italic text</i>	Used for new terms, emphasis, and book titles; also identifies arguments in syntax descriptions
<b>Bold text</b>	Identifies keywords and punctuation in syntax descriptions
<code>Courier font</code>	Identifies file names, folder names, and text that either appears on the screen or that you are required to type in



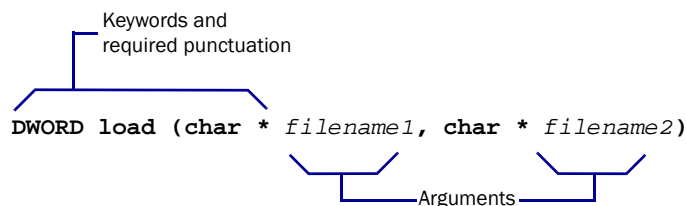
**NOTE:** *Notes provide extra information, tips, and hints regarding the topic.*



**CAUTION:** Cautions identify important information about actions that could result in damage to or loss of data or could cause the application to behave in unexpected ways.

### Syntax Example

The following figure shows a sample syntax notation.



## Contacting Pensare

You can contact Pensare in any of the following ways:

**Corporate Headquarters**

Pensare, Inc.  
5150 El Camino Real,  
Suite C-32  
Los Altos, CA 94022  
Phone: (650) 555-1000  
Fax: (650) 555-2000

Sales Offices:

**Mid-West Office**

Pensare, Inc.  
One SeaGate, Suite 2100  
Toledo, OH 43604  
(419) 555-0111

**Washington DC Office**

Pensare, Inc.  
4210 River Road NW  
Washington, DC 20016  
(202) 555-2222

**Southwest Office**

Pensare, Inc.  
Phoenix, AZ  
(480) 555-3333

Product Information [info@pensare.com](mailto:info@pensare.com)

Sales Information [sales@pensare.com](mailto:sales@pensare.com)

Public Relations [pr@pensare.com](mailto:pr@pensare.com)

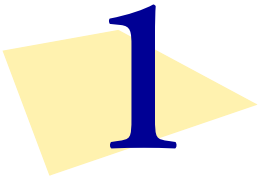
Employment [jobs@pensare.com](mailto:jobs@pensare.com) (no attachments, please)

Technical Support [support@pensare.com](mailto:support@pensare.com)

Web Site Feedback [webmaster@pensare.com](mailto:webmaster@pensare.com)

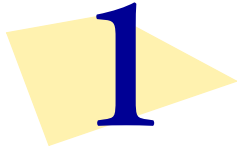


PART



# *Sample Part Title*





# Pensare Document Template

This chapter provides an overview of the Pensare template. This chapter contains the following sections:

<b>Section</b>	<b>Page</b>
Page Layout	1-2
Paragraph Formats (Heading1Top)	1-3
Character Formats	1-8
Notes and Cautions	1-9
Graphics and Figures	1-9
Tables	1-10
Cross-Reference Formats	1-12
Conditional Text	1-14
Variables	1-14
Using the Template	1-15

## About the Template Book

The Pensare template book contains a set of files that you use to create or update Pensare users' guides and reference guides. Each template file contains only those pages and formats necessary to create a specific kind of document. For example, the Chapter.fm file contains only the formats for a chapter file; it does not contain table of contents or index formats.

When you apply the template to an existing document, make sure to use the appropriate template file:

*Table 1-1: Template File Types*

<b>File Name</b>	<b>Usage</b>
TemplateTitle.fm	Title and copyright pages
PensareTOC.fm	Generated table of contents
TemplateAbout.fm	Preface-type documents
Part1.fm	Part separators in a book
TemplateChap.fm	Users' guide chapters and other numbered, non-reference documents
TemplateAppx.fm	Appendix chapters; contains sample text

*Table 1-1: Template File Types*

File Name	Usage
TemplateGloss.fm	Glossary chapters; similar to Preface.fm in appearance
PensareIX.fm	Generated index in two-column format
TemplateLastPg	Last page in a book

## Page Layout

The Pensare template uses a page size of 8.5x11 inches. It produces double-sided documents.

Each template file contains a set of master and reference pages specific to its file type. For example, only TemplateTitle.fm contains a master page called Title.

### Master Pages

The template files contain one or more of the following master pages

*Table 1-2: Template Master Pages*

Page Name	Description
Right	Default right page; two-column page in PensareIX.fm only
Left	Default left page; two-column page in PensareIX.fm only
Copyright	Page following the title page; contained only in TemplateTitle.fm
First	First page with single-line title <ul style="list-style-type: none"> <li>◆ Part*.fm version has a special layout</li> <li>◆ TemplateAbout.fm and TemplateGloss.fm do not contain the gold background box on opening page</li> <li>◆ PensareIX.fm version has a two-column layout</li> </ul>
Title	First page in the book; contained only in TemplateTitle.fm

### Reference Pages

The template files contain one or more of the following master pages.

*Table 1-3: Template Reference Pages*

Page Name	Description
Reference	Contains graphic objects associated with selected paragraph formats
TOC	Contains table of contents specifications
IX	Contains index specifications

## Paragraph Formats (Heading1Top)

The following table lists the character formats defined for this template.

*Table 1-4: Paragraph Formats*

Format Name	Usage and Samples
Anchor	Attach tables to an Anchor paragraph. This format provides the correct amount of space above tables and figures. It also allows for proper spacing in the HTML version of the document.  See “Tables” on page 1-10 for examples on how to use Anchor with tables.
AppxNum AppxTitle	◆ AppxNum displays the current appendix number (alphabetic) ◆ AppxTitle displays the text.  See TemplateAppx.fm for examples of these formats.
AttributeHead	Reference files only. AttributeHead is a side-heading that display the word “Attributes.” See page 2-2 for an example of this format.
BlockQuote	Use BlockQuote for the text of messages quoted in the text.  This is a sample BlockQuote paragraph. It has a 0.4-inch indent on both the right and left sides.
Body	Use Body for regular text.  This is a sample Body paragraph.
Body2	Use Body2 for indented text and for additional paragraphs following Bulleted and Numbered* items.  This is a sample Body2 paragraph.
Body3	Use Body2 for additional paragraphs following Bulleted2 and Lettered* items.  This is a sample Body3 paragraph.
BodyNext	Use BodyNext for regular text when you want a paragraph to stay on the same page as the following paragraph.
BodyTop	Use BodyTop for regular text when you want the paragraph to start at the top of a page.
Bulleted	Use Bullet1 for first-level bulleted item lists. ◆ Sample first-level bullet (Bullet1) ◆ Second sample item
Bulleted2	Use Bullet2 for second-level bulleted item lists. - Sample second-level bullet (Bullet2) - Second sample item
Callout	Use CalloutBody for figure callouts placed within a text frame object. <i>Do not</i> use the regular Body format for figure callouts.  This is a sample of Callout paragraph.
Caution CautionIcon	Use Caution to warn the reader of potential issues or problems. See “Notes and Cautions” on page 1-9 for examples of this format.

*Table 1-4: Paragraph Formats*

<b>Format Name</b>	<b>Usage and Samples</b>
CellBody	Use CellBody for body text within table cells. This paragraph is a sample of CellBody.
CellBullet	Use CellBullet for list items within table cells. <ul style="list-style-type: none"> <li>◆ Sample CellBullet</li> <li>◆ Another sample CellBullet</li> </ul>
CellHeading	Use CellHeading for all table headings; aligns to the left.  <b>Sample CellHeading</b>
ChapterNum ChapterTitle	<ul style="list-style-type: none"> <li>◆ ChapterNum displays the current chapter number</li> <li>◆ ChapterTitle displays the text.</li> </ul> <p>The chapter number and title at the start of this document are examples of these formats.</p>
ChapterTitleNoNum	Stand-alone chapter text for Preface, Glossary, and Index documents; included in the table of contents.
ChildHead	Reference files only. ChildHead is a side-heading that displays “Content Model.” See page 2-2 for an example of this format.
Code1 Code	Use Code1 for the first line of code in the body of the document; it contains space above the paragraph to separate it from the preceding text.  Use Code for all subsequent code lines in the code example; it has zero space above and below.  <pre>This is a sample of Code1 This is a sample of Code. This is a sample of Code. This is a sample of Code.</pre>
Contents	Stand-alone opener for the table of contents
ElementHead ElementHeadTop	Reference files only. ElementHead is a level-one heading in Courier; ElementHeadTop starts at the top of a page. See page 2-2 for an example of ElementHeadTop.
ExampleHead ExampleBody	Use the ExampleHead format to identify examples within the body text; use ExampleBody for the text of the example. See page 2-2 for examples of these formats.
FigureTitle	<i>This format contains standard autonumbering. Do not use in appendix documents.</i>  Use FigureTitle to introduce figures and graphics. An Anchor paragraph must follow a FigureTitle paragraph to assure that the HTML conversion works correctly.  See “Graphics and Figures” on page 1-9 for instructions on using graphics in the document.
FigureTitleWide	<i>This format contains standard autonumbering. Do not use in appendix documents.</i>  Use FigureTitleWide to introduce figures and graphics that span the full width of the text column. An Anchor paragraph must follow a FigureTitleWide paragraph to assure that the HTML conversion works correctly.  See “Graphics and Figures” on page 1-9 for instructions on using graphics in the document.

*Table 1-4: Paragraph Formats*

<b>Format Name</b>	<b>Usage and Samples</b>
FigureTitleAppx	<p><i>This format contains appendix autonumbering. Use only in appendix documents.</i></p> <p>Use FigureTitleAppx to introduce figures and graphics in an Appendix file. An Anchor paragraph must follow a FigureTitleAppx paragraph to assure that the HTML conversion works correctly.</p> <p>See “Graphics and Figures” on page 1-9 for instructions on using graphics in the document. See Figure A-1 on page A-1 for an example of FigureTitleAppx.</p>
FigureTitleAppxWide	<p><i>This format contains appendix autonumbering. Use only in appendix documents.</i></p> <p>Use FigureTitleAppxWide to introduce figures and graphics that span the full width of the text column. An Anchor paragraph must follow a FigureTitleAppxWide paragraph to assure that the HTML conversion works correctly.</p> <p>See “Graphics and Figures” on page 1-9 for instructions on using graphics in the document. See Figure A-2 on page A-1 for an example of FigureTitleAppxWide.</p>
Footnote	<p>When you insert a footnote, FrameMaker will automatically create a Footnote paragraph at the bottom of the page.</p> <p><u>        </u> This is a sample Footnote paragraph.</p>
GlossaryHead	Glossary files only. Use this format for the alphabetic separator headings. See “Glossary” for an example of this format.
GlossaryTerm GlossaryDef	<p>Use for Glossary terms and definitions only.</p> <ul style="list-style-type: none"> <li>◆ Use GlossaryTerm for a glossary term; a GlossaryDef paragraph automatically follows a GlossaryTerm paragraph.</li> <li>◆ Use GlossaryDef for a glossary definition.</li> </ul> <p>See “Glossary” for an examples of these formats.</p>
Heading1	Level one heading that starts anywhere.
Heading1API	Level one heading within a ClassName section; starts anywhere
Heading1Top	Level one heading that starts to the top of a page. “Paragraph Formats (Heading1Top)” on page 1-3 is an example of Heading1Top.
Heading2	Level two heading that starts anywhere. “Master Pages” on page 1-2 is an example of Heading2.
Heading2API	Level two heading in a ClassName section; starts anywhere.
Heading3	Level three heading that starts anywhere. “Be very careful to import formats from the correct template file.” on page 1-15 is an example of Heading3.
Lettered1 Lettered	<p>Use a Lettered* list as a second-level list following Numbered* or Bulleted items.</p> <ol style="list-style-type: none"> <li>a. Sample Lettered1 item; it restarts the item number.</li> <li>b. Use Lettered for subsequent items in the list.</li> </ol>
Note NoteBullet NoteCont Notes	<p>Use the Note format to supply important or interesting information to the reader.</p> <p>See “Notes and Cautions” on page 1-9 for an example.</p>

*Table 1-4: Paragraph Formats*

<b>Format Name</b>	<b>Usage and Samples</b>
Numbered1 Numbered	Use Numbered* for step-by-step procedures. Numbered* is a first-level list.  <ol style="list-style-type: none"> <li><b>1.</b> Sample Numbered1 format; it restarts the step numbers. Use Body2 for subsequent paragraphs within a list item.</li> <li><b>2.</b> Use Numbered for subsequent steps in the list.</li> </ol>
ParentHead	Reference files only. Parent Head is a side-heading that displays “Parent Elements.” See page 2-2 for an example of this format.
PartName	TemplatePart.fm file only. Part separator title text
ReviewerNote	Use the ReviewerNote format to indicate items that reviewers should note or provide.  <i>Reviewer Note: Sample ReviewerNote paragraph.</i>
Runin Nbr Head1 Runin Nbr Head	The Runin Nbr Head* formats are Bold, run-in heading versions of Numbered* formats. Runin Nbr Head* formats produce a first-level list.  <ol style="list-style-type: none"> <li><b>1. Sample Runin Nbr Head1.</b> Body2 automatically follows.</li> <li><b>2. Sample Runin Nbr Head.</b> Body2 automatically follows.</li> </ol>
Syntax	Use for syntax paragraphs in ClassName sections. This format is similar to Code1 and Code, except for space above and below.  Syntax paragraph example
Subtitle	TemplateTitle.fm file only. Use Subtitle for a book subtitle or the product name. See TemplateTitle.fm for an example.
TableFootnote	Used for footnotes created in table cells. When you insert a footnote in a table cell, FrameMaker automatically creates a TableFootnote paragraph following the last row in the table.  This is a sample TableFootnote.
TableTitle	<i>This format contains standard autonumbering. Do not use in appendix documents.</i>  The definitions of the Standard w/Title and Wide w/Title table formats include a table title. The template automatically assigns the TableTitle format to that title.  See “Tables” on page 1-10 for examples of the TableTitle.
TableTitleAppx	<i>This format contains appendix autonumbering. Use only in appendix documents.</i>  The definitions of the Standard w/Title and Wide w/Title table formats include a table title. The template automatically assigns the TableTitle format to that title.  See Appendix.fm for examples TableTitleAppx
Title	Title.fm file only. Use Title for the book title. See Title.fm for an example.
<i>The following formats are used on the Master pages; do not use these formats in the body pages.</i>	
zFooter	Contains the format for all standard page footers; it automatically places a line above the text.  This is a sample of zFooter.

*Table 1-4: Paragraph Formats*

Format Name	Usage and Samples
zHeader	Contains the format for the standard page header; it automatically places a line below the text.  This is a sample of zHeader.
zRevision	Use zRevision to identify the documentation or product revision number.

**Paragraph Formats for Generated Files**

The following table lists the formats used by the template's generated files. For examples of the formats, look in the appropriate generated file.

*Table 1-5: Paragraph Formats for Generated Files*

Format Name	Usage
AppxNumTOC	Table of contents entry for appendix numbers; prints "Appendix" and the appendix number in a side-head.
AppxTitleTOC	Table of contents entry for appendices; prints the appendix title.
ChapterNumTOC	Table of contents entry for chapter numbers; prints "Chapter" and the chapter number in a side-head.
ChapterTitleNoNumTOC	Table of contents entry for Preface and Glossary titles.
ChapterTitleTOC	Table of contents entry for Chapters; prints the chapter title.
ClassNameTOC	Table of contents entry for class names within reference chapters.
ElementHeadTOC ElementHeadTopTOC	Table of contents entry for element heading within reference chapters.
Heading1TOC	Table of contents entry for level one headings that start anywhere on the page.
Heading1APITOC	Table of contents entry for level one headings that start anywhere on the page in the ClassName section.
Heading1TopTOC	Table of contents entry for level one headings that start at the top of a page.
Heading2TOC	Table of contents entry for level two headings.
Heading2APITOC	Table of contents entry for level two headings in the ClassName section.
Heading3TOC	Table of contents entry for level three headings.
PartNameTOC	Table of contents entry for part separators; automatically picks up current part number and prints both part number and title; does not print a page number.

## Character Formats

The following table lists the character formats defined for this template.

*Table 1-6: Template Character Formats*

<b>Format</b>	<b>Description</b>
<i>Argument</i>	Sets selection to Italic; all other settings are “as-is”
<b>Bold</b>	Sets selection to Bold; all other settings are “as-is”
Calloutlg	Sets selection to FranklinGothic-Book 9-point Regular; use for text objects in graphics
CalloutSm	Sets selection to FranklinGothic-Book 8-point Regular; use for text objects in graphics when you need a smaller point size.
Code	Sets selection to Courier 9-point Regular
<b>CodeHead</b>	Sets selection to Courier Bold; all other settings are “as-is.” Use for code or element items in a heading.
<b>Comment</b>	Sets selection to Red; all other settings are “as-is.”
<i>Emphasis</i>	Sets selection to Italic; all other settings are “as-is”
<b>Keyword</b>	Sets selection to Bold; all other settings are “as-is”
Subscript <sub>Subscript</sub>	Sets selection to subscript; all other characteristics are “as-is.”
Superscript <sup>Superscript</sup>	Sets selection to superscript; all other settings are “as-is.”
<i>The following formats are used in paragraph format definitions; do not use them for content.</i>	
zBullet ¶+◆●●❄▼	Used in the Bulleted paragraph format; sets the bullet symbol to Zapf Dingbats 9-point in Highlight color.
zBulletSm ¶❄◆●●❄○	Used in the CellBullet paragraph format; sets the bullet symbol to Zapf Dingbats 8-point in the Highlight color.
<b>ZNOTECAUTION</b>	Used in the Note and Caution paragraph formats; sets the “Note” and “Caution” to Adobe Garamond 11-point Bold Smallcaps with a 95% stretch.
<b>zNumber</b>	Used in the Numbered* paragraph formats; sets the number to FranklinGothic-Book 11-point Bold in the Highlight color.
<b>zPageNum</b>	Used in the zFooter paragraph format to make the page number more visible; sets the number to Bold with everything else set to “as-is.”

## Notes and Cautions

The template uses special formats for all notes and cautions.

### Notes



**NOTE:** *This is the text of a Note paragraph. Copy the Note icon from the Reference page and paste it at the beginning of the note.*

*This is a sample NoteCont paragraph.*

If you need multiple notes in a section use the Notes and NoteBullet formats as in the following example.



**NOTES:**

- *First NoteBullet*
- *Second NoteBullet*

### Cautions

Caution paragraphs use the Caution table and the Caution and CautionIcon paragraph formats.



**CAUTION:** Sample Caution format. Copy the Caution icon from the Reference page. The icon is attached to the CautionIcon format.

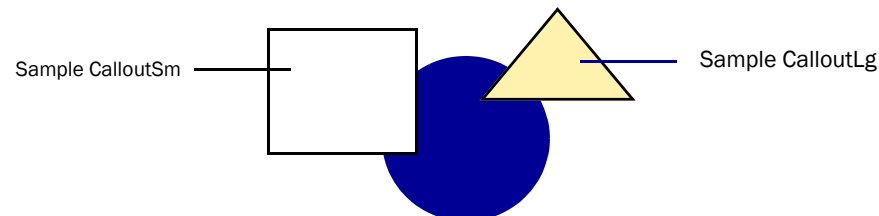
## Graphics and Figures

Place all figures and graphics in anchored frames. To insert a figure:

1. Create an Anchor paragraph.
2. Insert an anchored frame at that blank Anchor paragraph line, using the setting Below Current Line and a width of 4.8 inches for graphics that fit within the body text column.
3. Place the graphic within the anchored frame 0.0 inches from the top and 0.0 inches from the left.
4. Adjust the bottom of the anchored frame so it is approximately 0.125 from the bottom of the graphic.

The example Anchor paragraph below has text in it so you can see how the spacing works. Normally, Anchor paragraphs do not contain text:

[This is to show the spacing of the Anchor paragraph. This tag does not have text in it in a real doc.]



Use the Callout paragraph format when you have text frames within a graphic.

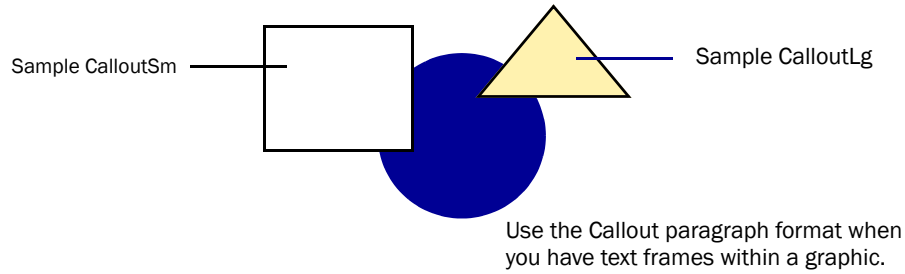
*Figure 1-1 Sample FigureTitle paragraph.*

A Body paragraph automatically follows an Anchor paragraph.

**In-Column Graphics**

For in-column graphics, the bitmap and its figure label are flush left within the main text column. Align the left side of in-column graphics with the left side of the body text.

*Figure 1-2 Figure Title for Small, In-Column Graphics*

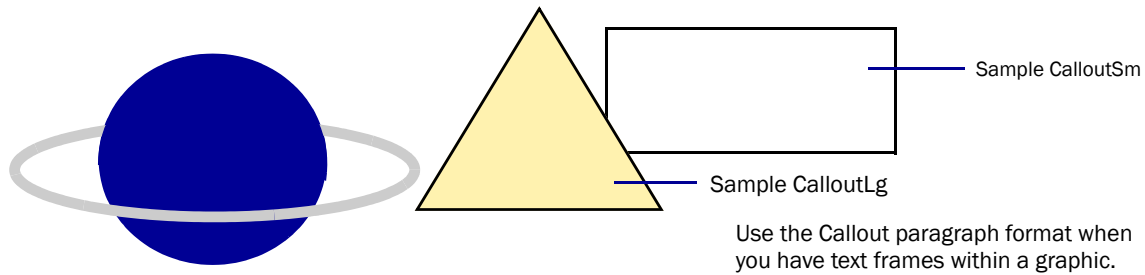


The figure below includes a CalloutBody. If you have callouts, try to align the left side of the graphic with the left side of the body text, if possible.

**Page-Width Graphics**

To keep proportions consistent, center larger bitmaps across the full width of the page.

*Figure 1-3 Sample FigureTitleWide paragraph.*



Use FigureTitleWide for graphics that extend margin to margin.

**Tables**

The template includes the following table formats:

- ◆ Attributes
- ◆ Caution
- ◆ InvisibleTable
- ◆ InThisChapter
- ◆ Standard
- ◆ Standard w/Title
- ◆ Wide

◆ Wide w/Title

For a complete description of the Caution table, see page 1-9. For an example of the Attributes table, see page 2-2.

**Invisible Tables**

The following list is in an Invisible table:

For tables that do not require separators, use NoLines, with CellBullet or CellBody format:

- |              |              |              |
|--------------|--------------|--------------|
| ◆ CellBullet | ◆ CellBullet | ◆ CellBullet |
| ◆ CellBullet | ◆ CellBullet | ◆ CellBullet |
| ◆ CellBullet | ◆ CellBullet | ◆ CellBullet |

**Standard Table Formats**

Most tables fit within the text column; use the Standard format for tables of this type.

Add the Table Continuation variable at the end of a table title to allow that title to print on subsequent pages when the table spans two or more pages.

CellHeading	CellHeading	CellHeading
CellBody	CellBody	CellBody
CellBody	CellBody	CellBody

If you need a table with a title, use Standard w/Title:

*Table 1-7: Sample TableTitle*

CellHeading	CellHeading	CellHeading
CellBody	CellBody	CellBody
CellBody	CellBody	CellBody

**StandardWide Table Formats**

Sometimes you need the full width of the page for a larger table, like the one below.

CellHeading	CellHeading	CellHeading	CellHeading
CellBody	CellBody	◆ CellBullet	CellCode
CellBody	CellBody	◆ CellBullet	CellCode
CellBody	CellBody <sup>a</sup>	◆ CellBullet	CellCode

a. This is a sample TableFootnote

If you need a table with a title, use Wide w/Title.

*Table 1-8: Wide w/Title Table Sample*

Nbr.	Tables	Codes	Colors	CellHeading	CellHeading	CellHeading
1	John	85-150	Red	CellBody	CellBody	CellBody
2	Mary	95-345	Yellow	CellBody	CellBody	CellBody
3	David	89-324	Orange	CellBody	CellBody	CellBody
4	Lisa	23-342	Green	CellBody	CellBody	CellBody

## Cross-Reference Formats

The following table lists the cross-reference formats in this template.

*Table 1-9: Cross-Reference Formats*

Format	Description
ChapterNum	Chapter 1
ElementName	Syntax paragraph example
Figure All	Figure 1-1, "Sample FigureTitle paragraph.," on page 1-10
FigureNum	Figure 1-1
FigureNum& page	Figure 1-1 on page 1-10
Glossary Item	<i>GlossaryHead</i>
Heading & Page	"Page Layout" on page 1-2
Heading only	Page Layout
Page	page 1-2
PageNumOnly	1-2
See Heading on page	See "Page Layout" on page 1-2.
Table All	Table 1-1, "Template File Types," on page 1-1
TableNum	Table 1-1
TableNum & page	Table 1-1 on page 1-1

## Conditional Text

Currently, the template uses conditional text to identify the document types and to flag online and hard copy information. The following table lists the defined conditional text tags.

*Table 1-10: Conditional Text*

Condition Name	Usage
actionlist	Action List template type
calcbuilder	Calculation template type
chartbuilder	Chart Builder template type
<b>Comment</b>	Identify questions or issues to be resolved
contribuilder	Contrib Builder template type
<b>HTML</b>	Identifies items to be included only in the HTML version of the document.
overview	Overview book type
Paper	Identifies items to be included only in the print version of the document.
PDF	Identified items to be included only in the PDF version of the document.
presentation	Presentation template type
procoutliner	Process Outline template type
reference	Reference Guide book type
skillbuilder	Skill Builder template type
surveybuilder	Survey Builder template type
user	User Guide book type

## Variables

The following table lists the variables defined in the template.

*Table 1-11: Template Variables*

<b>Variable</b>	<b>Contents</b>
ALRefDoc	<i>Action List Reference Guide</i>
ALUserDoc	<i>Action List User's Guide</i>
Beta Release	Beta Release
CalcRefDoc	<i>Calculation Builder Reference Guide</i>
CalcUserDoc	<i>Calculation Builder User's Guide</i>
CBRefDoc	<i>Contribution Builder Reference Guide</i>
CBUserDoc	<i>Contribution Builder User's Guide</i>
ChartRefDoc	<i>Chart Builder Reference Guide</i>
ChartUserDoc	<i>Chart Builder User's Guide</i>
Company	Pensare
DocTitle	<i>Courseware Template Overview</i>
OverviewDoc	<i>Pensare Template Overview</i>
PartNumber	XXXX-XXXX
PORefDoc	<i>Process Outliner Reference Guide</i>
POUserDoc	<i>Process Outliner User's Guide</i>
PresRefDoc	<i>Presentation Reference Guide</i>
PresUserDoc	<i>Presentation User's Guide</i>
ProductName	[Product Name]
Products	Courseware Development Templates
ReleaseDate	<month> 2000
ReleaseNumber	#. #
Revision	##
SkillRefDoc	<i>Skill Builder Reference Guide</i>
SkillUserDoc	<i>Skill Builder User's Guide</i>
SurveyRefDoc	<i>Survey Builder Reference Guide</i>
SurveyUserDoc	<i>Survey Builder User's Guide</i>

## Using the Template

This section contains instructions for using the template, including how to create new files, converting to a new template, and handling format overrides.

### Creating a New, Empty File

Use this method to create a new title, chapter, reference, or appendix files. Do not use this method to create generated files—use **File>>Add File** to create generated files in a book.

1. Select the **File>>New** command.
2. In the New File dialog box
  - a. Select the templates directory
  - b. Choose the applicable template file (ChapMT.fm, Reference.fm Appendix.fm, or Title.fm) and click on **OK**.
3. FrameMaker opens a blank document that contains all of the approved formats.
4. Select the **File>>Save** command. Enter a name for your new document and click on **OK**.

**CAUTION:** Do not use a chapter or appendix number in the filename—if the order of the book changes or the file is in multiple books, the filename will be wrong.

### Creating a New File from an Existing File

Sometimes you want to clone an existing chapter or appendix. You can create a new file from an existing file using one of the following methods:

- ◆ Select **File>>New** and choose an existing file from the list displayed in the dialog box. Select **File>>Save** to create the document.
- ◆ Open an existing document and select **File>>Save As**. Enter a new name for the document and click **Save**.

Both methods create a file that contains a copy of the original file's content.

### Importing Template Formats

There are several occasions when you must apply or reapply template formats:

- ◆ There are updated templates
- ◆ The file is in the wrong template
- ◆ Formats for multiple files in a book are wrong

Converting to a new template is not as straight-forward as many think, especially when formats are renamed. The only time conversion is simple is when the template contains the exact same formats as the document to be converted and the format names are unchanged.



**CAUTION:** Be very careful to import formats from the correct template file.

### Converting to a Similar Template

After a template is in use, some formats might need adjustment or new formats need creation. In these cases, the majority of the template remains unchanged, so you can simply import the new formats using the **File>>Import>>Formats** command.

1. Open the applicable template file. See Table 1-1 on page 1-9 for a list of the template files.
2. Open the file to be changed. Select **File>>Import>>Formats**.
3. Choose the following options
  - a. **Import from Document:** Choose the name of the template file.
  - b. **Import and Update:** Select the formats to import.
4. Click **Import**.
5. If everything looks correct, save the file.

### Converting to a Different Template

Use these instructions when the file uses a completely different template or uses a radically changed template. The instructions use Copy and Paste as part of the template conversion process. While these instructions might seem extreme, they prevent you from carrying forward obsolete and nonstandard formats.

This procedure updates most of the formats in a file. If you notice that some formats were missed, use the instructions in “Updating What Import Formats Misses” on page 1-17.

1. Open the file to convert. Place the cursor in the text.
2. Select **Edit>>Select All** and then select **Edit>>Copy**.
3. Select the **File>>New** command and locate the applicable template file (Chapter.fm, Appendix.fm, Reference.fm, or Title.fm). Click **OK**.
4. Place the cursor in the resulting blank document and select **Edit>>Paste**.
5. Select the **File>>Save** command. Enter a name for your new document and click **OK**.
6. Select **File>>Import>>Formats**. Set the following options:
  - a. **Import from Document:** Choose **Current**. This selection allows FrameMaker to apply the template formats to the copied text.
  - b. **Import and Update:** Select all formats
7. Click **Import**.
8. Review the new document for any format overrides. Apply the correct format to text that uses invalid or overridden formats. Look in the Status Bar to determine whether a paragraph has a format override. (See “Handling Format Overrides” on page 1-17 for detailed instructions.)
9. Verify that figures and tables are anchored to an Anchor paragraph.
10. Save the file.

### Updating What Import Formats Misses

Sometimes **File>>Import>>Formats** doesn't update paragraphs even when the old format name is the same as the new. In those instances, use the following procedure; it uses "Head1" in the example.

1. Place your cursor in a paragraph that should have an updated format.  
For our example, place the cursor in a \*Head1 paragraph.
1. Apply the correct paragraph format (Head1) using the paragraph menu, drop-down menu in the formatting bar, or a keyboard shortcut.  
If necessary, apply Default Paragraph Font from the Character Catalog and reapply the paragraph format to remove any residual character format overrides.  
*Leave the cursor in this paragraph.*
2. Open the Paragraph Designer. Select **Global Update Commands...** from the Command drop down list (at the bottom of the Designer dialog box)
3. In the Global Update Properties dialog box, click on **All Properties**; verify that **All Tags Matching** displays the correct format name (Head1 for our example).
4. Click on **Update**. If the Some Paragraphs Use Format Overrides dialog box appears (asks whether you should retain or remove overrides), click **Remove** unless you have special formatting that you want to keep.  
The Global Update action updates all **Head1** paragraphs in the document to the format of the current paragraph. Because you applied the template's Head1 format to the paragraph **before** running the **Global Update**, all **Head1** formats in the document now use the "correct" format.
5. Repeat these step for the remaining formats.  
As an alternate for the remaining formats, you can apply the template format to an asterisk paragraph and click **Update All**. Because you previously set **All Properties** for the **Global Update**, **Update All** will update all instances of the format correctly.

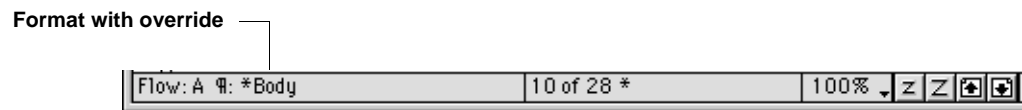
### Handling Format Overrides

The procedures described in "Converting to a Different Template" and "Updating What Import Formats Misses" do not handle the renamed format situation. The simplest way to update renamed formats is to apply the new format to each paragraph. This is very time-consuming.

The following procedure describes another way you can apply the correct formats to paragraphs with format overrides; it uses "example\_head" as the old format and "ExampleHead" as the new format.

1. Locate a paragraph with a format override. Use the Status Bar display to help you locate one.  
For our example, place your cursor somewhere in an **example\_head** paragraph.

Figure 1-4 Status Bar Showing a Paragraph Format with an Override



2. Apply the correct paragraph format using the paragraph menu, drop-down menu in the formatting bar, or a keyboard shortcut.  
If necessary, apply **Default Paragraph Font** from the Character Catalog and reapply the paragraph format to remove any residual character format overrides.  
For our example, apply the **example\_head** format to the **ExampleHead** paragraph  
*Leave the cursor in this paragraph.*
3. Open the Paragraph Designer. Select **Global Update Commands...** from the Command drop down list (at the bottom of the Designer dialog box).
4. In the Global Update Properties dialog box, click on the **All Properties** radio button.  
Click on the **All Tagged** radio button and type the “old” format name (example\_head) in the text box.



5. Click on **Update**. When the “OK to change all **example\_head** tags to ExampleHead” dialog box appears, click **OK**.  
The Global Update action changes all **example\_head** paragraphs to ExampleHead.
6. Repeat this process for other renamed formats.

#### Importing the Template for Several Files



**NOTE:** Use these instructions to update chapter and appendix files only. For other file types, import the formats individually.

1. Open either the chapter, reference, or appendix template.
2. Open the book file if it is not already open or click on the book window to make it active.

3. Select **File>>Import>>Formats**.
4. Set the following options:
  - a. **Import from Document:** Choose the template.
  - b. **Import and Update:** Select the formats to import. Do not select “Variables” unless you’re sure that the file contains the correct variable settings.
5. Move the following files from the Update column to the Don’t Update column:
  - a. Cover
  - b. Title
  - c. TOC, LOF, LOT
  - d. IX
  - e. If you are updating chapter formats, move all reference and appendix files.
  - f. If you are updating reference formats, move all appendix and chapter files.
  - g. If you are updating appendix formats, move all chapter and reference files.
6. Click **Import** to apply the formats.
7. If everything is correct, save the book and any open files.





## cbcontent.xml

This chapter describes the `cbcontent.xml` file for the Process Outliner template. It describes each of the XML elements that can or must appear in this file for a given component.

This chapter should also cross-reference the functional description of the navigation scheme for a component in an earlier chapter of this document.

### Working with `cbcontent.xml`

This section describes the procedures or processes that the implementor should follow in working with the `navitems.xml` file, including its relationships to other files, such as `systype.xml` if relevant.

### Elements in This File

Element Name	Page
elementname	2-2

---

## elementname

---

[Describe what this element is used for, including cross-reference to the appropriate section of the functional description earlier in this document]

### Summary

**Content Model**      xxx

**Attributes**

Name	Type	Default
------	------	---------

### Description

**Parent Elements**      xxx

**Attributes**

[description here of what this attribute does]

**Example**

```
<elementname  
</elementname>
```

PART



# ***Sample Part Title***





# Pensare Template—Sample Appendix

## Another Heading1

The preceding titles are examples of the Appendix chapter openers.

*Figure A-1 Sample FigureTitleAppx Format*

*Figure A-2 Sample FigureTitleAppxWide Format*

CAUTION:

*Table A-1 Sample TableTitleAppx Format*

Another Heading1

# Glossary

This is a sample glossary chapter. The glossary contains a collection of terms and abbreviations used in Pensare writing, including **preferred** and **obsolete** or **incorrect** terms.<sup>1</sup>

The Glossary includes specialized vocabulary, acronyms, common format conventions, and any other terms to be emphasized.

The following rules apply to this list:

- ◆ Capitalization is significant.
- ◆ Abbreviations and acronyms must be spelled out on their first occurrences unless otherwise stated in this list. For example:  
*When using the integrated circuit (IC)...*
- ◆ For general terms not listed here, see the *Microsoft Press Computer Dictionary* or the *Microsoft Manual of Style for Technical Publications*.

See also “Abbreviations and Acronyms” on page 4 in the “General Style Reference” for rules about abbreviations and acronyms.

## Alphabetic List of Terms and Abbreviations

\* indicates standard glossary terms; others have been added specifically for Pensare.

### A

**GlossaryTerm**      This is the GlossaryText format.

---

1. This list of terms has been developed by Expert Support, Inc. primarily for Pensare-specific topics, references, and examples.



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**Pensare, Inc.**  
5150 El Camino Real, Suite D31  
Los Alto, CA 94022

Phone:  
Fax:  
Email:

[www.pensare.com](http://www.pensare.com)