

## Using the Pre Tag in Notification Templates

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This article applies to the following:

Component(s):

Administrator

Solutions(s):

All

### Using the Pre Tag in Notification Templates

A number of IssueNet users have expressed a preference to have large text fields in notifications displayed without the use of a <textarea> tag. Using the <textarea> tag to format large text fields places the text in a region of fixed size with a scrollbar. Many users find large text fields easier to read if the text is simply displayed in-line with the proper spacing and line break formatting. In addition, the Outlook 2007 e-mail client fails to render text areas properly. As a result, users of Outlook 2007 may notice that large text fields in notifications display without common formatting elements such as line breaks.

A simple solution is to replace the <textarea> tag with the <pre> tag. The <pre> tag preserves formatting elements such as spacing and line breaks and is also rendered properly by Outlook 2007.

In future releases of IssueNet products the use of <textarea> will be replaced with <pre> in out of the box notification templates. However, you can edit your notification templates to use the <pre> tag now. You may also want to use the <pre> tag in your custom notification templates which will not be modified by future IssueNet releases.

To use the <pre> tag, open a notification template in the IssueNet Service Manager, click on the Design tab, and replace the opening and closing <textarea> tags with corresponding <pre> tags. The <pre> tag does not cause the text to wrap so you will need to add some attributes to the style to set the width and the wrapping behavior. In the example below the width and the wrapping are set as in-line styles. There are a number of different word wrap properties which are specific to different browsers. In the example below, the attribute word-wrap is used with the value "break-word". This attribute and value pair is Internet Explorer specific but will set the correct wrapping behavior for Outlook and a variety of other e-mail clients. As mentioned above, there are a number of other browser specific wrapping attributes.

```
<pre style="width: 700px; word-wrap: break-word; ">$(Property.Description)</pre>
```


Once you have saved the changes to your template, notifications based on the template will immediately reflect the formatting changes. The following screen captures display the same e-mail notification displayed in Outlook 2007 with and without the use of the <pre> tag.

With the <textarea> tag:

The screenshot shows an Outlook message window titled "Elsinore Support Notification - High priority Defect 196 has been submitted. - Message (HTML)". The window includes a ribbon with various action buttons such as Reply, Forward, Delete, Move to Folder, Create Rule, Other Actions, Block Sender, Not Junk, Categorize, Follow Up, Mark as Unread, Find, Related, Select, and Send to OneNote.

**From:** john.lockhart@elsitech.com  
**To:** John Lockhart  
**Cc:**  
**Subject:** Elsinore Support Notification - High priority Defect 196 has been submitted.

**Sent:** Tue 9/25/2007 12:58 PM

 **Elsinore Support Notification**

Defect **196**, "**This is a sample defect.**" has been submitted by **Lockhart, John** as **High** priority.

This notification was based on the rule: **Notify Primary Contact of New Issue**.  
[Open this item.](#)

**Description:**  
 FROM: John Lockhart DATE: 9/25/2007 12:56:17 PM Eastern Daylight Time Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed sollicitudin egestas nibh. Aenean dui mauris, mattis ut, dignissim et, volutpat et, dolor. Nullam mattis mauris vitae odio. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi varius placerat urna. Duis nunc neque, mattis vitae, rutrum sit amet, nonummy at, purus. Vivamus pellentesque tempor sapien. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Suspendisse quis sapien vitae ipsum dapibus facilisis. Phasellus dolor. Quisque nonummy ipsum sed ipsum egestas aliquet. Donec a lacus non nulla congue mollis. Nunc convallis ipsum semper erat. Proin lacinia, purus sed consectetur vestibulum, tortor velit vulputate felis, id tempor ipsum mauris at massa. Curabitur suscipit commodo turpis. Praesent tortor felis, porta in, viverra at, blandit vitae, ipsum. Proin nisi. Ut pharetra. Nullam ut libero. Pellentesque est urna, aliquet vel, luctus eu, accumsan vel, ipsum. Nunc hendrerit. Duis mattis neque. Suspendisse eu velit. Etiam viverra bibendum orci. Praesent non turpis sit amet lacus adipiscing tincidunt. Phasellus turpis. Curabitur congue feugiat risus. Mauris dignissim. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Vestibulum commodo tellus non massa. Curabitur fermentum lorem. Vivamus dolor eros, porttitor vitae, cursus sit amet, condimentum vitae, massa. Ut nibh nunc, vestibulum id, suscipit nec, fringilla eget, pede. Morbi feugiat suscipit diam. In enim arcu, elementum sed, pellentesque ultricies, interdum eget, magna. Sed tempus, dui eu feugiat iaculis, lorem est blandit sem, id faucibus justo nibh vitae diam. In ultricies sem vel lacus. Integer eleifend. In hac

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If you have received this email in error, please respond to: [support@elsitech.com](mailto:support@elsitech.com)

Elsinore Technologies, Inc

With the <pre> tag:

The screenshot shows an Outlook window titled "Elsinore Support Notification - High priority Defect 195 has been submitted. - Message (HTML)". The ribbon includes "Message" and "H" (HTML) tabs. The ribbon contains several groups of icons: "Respond" (Reply, Reply to All, Forward), "Actions" (Delete, Move to Folder, Create Rule, Other Actions), "Junk E-mail" (Block Sender, Not Junk), "Options" (Categorize, Follow Up, Mark as Unread), "Find" (Find, Related, Select), and "Send to OneNote".

From: john.lockhart@elsitech.com Sent: Tue 9/25/2007 12:57 PM  
 To: John Lockhart  
 Cc:  
 Subject: Elsinore Support Notification - High priority Defect 195 has been submitted.

 **Elsinore Support Notification**

Defect **195**, "**This is a sample defect.**" has been submitted by **Lockhart, John** as **High** priority.

This notification was based on the rule: **Notify Primary Contact of New Issue.**  
[Open this item.](#)

**Description:**

```
FROM: John Lockhart DATE: 9/25/2007 12:56:17 PM Eastern Daylight Time
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