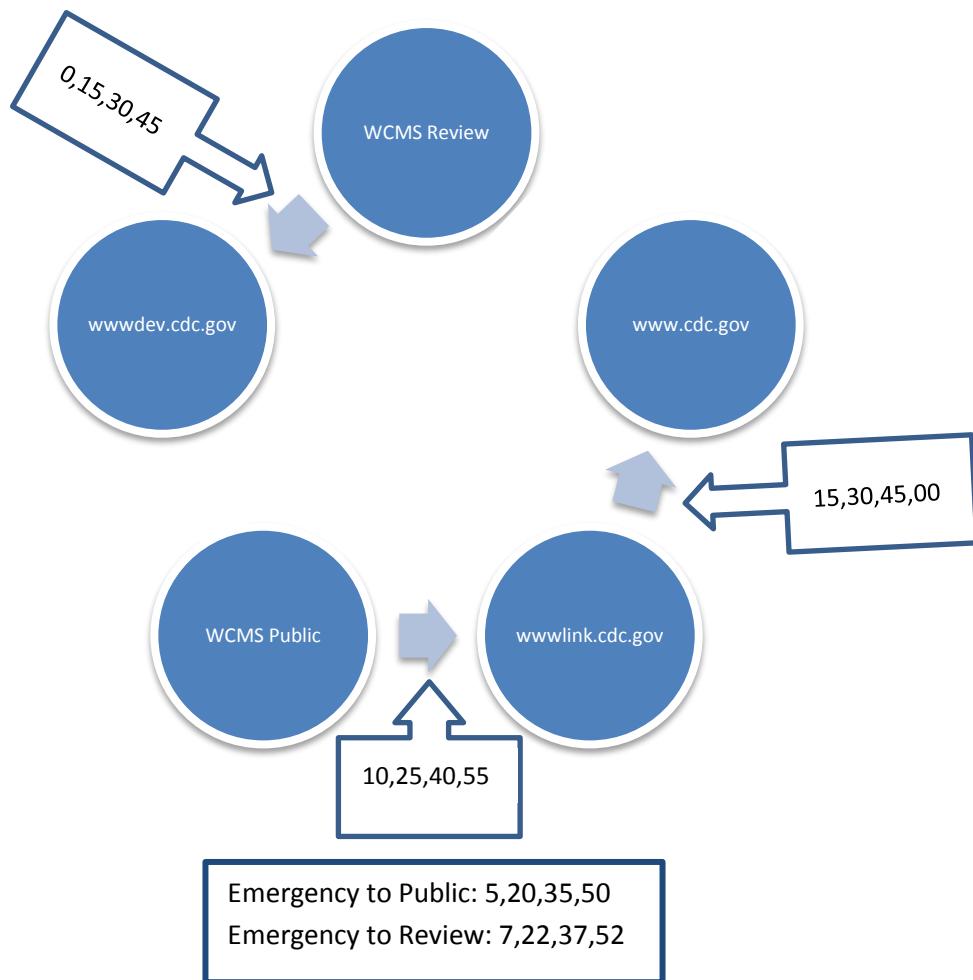


PUBLISHING/WORKFLOW

Frequently Asked Questions (FAQs)

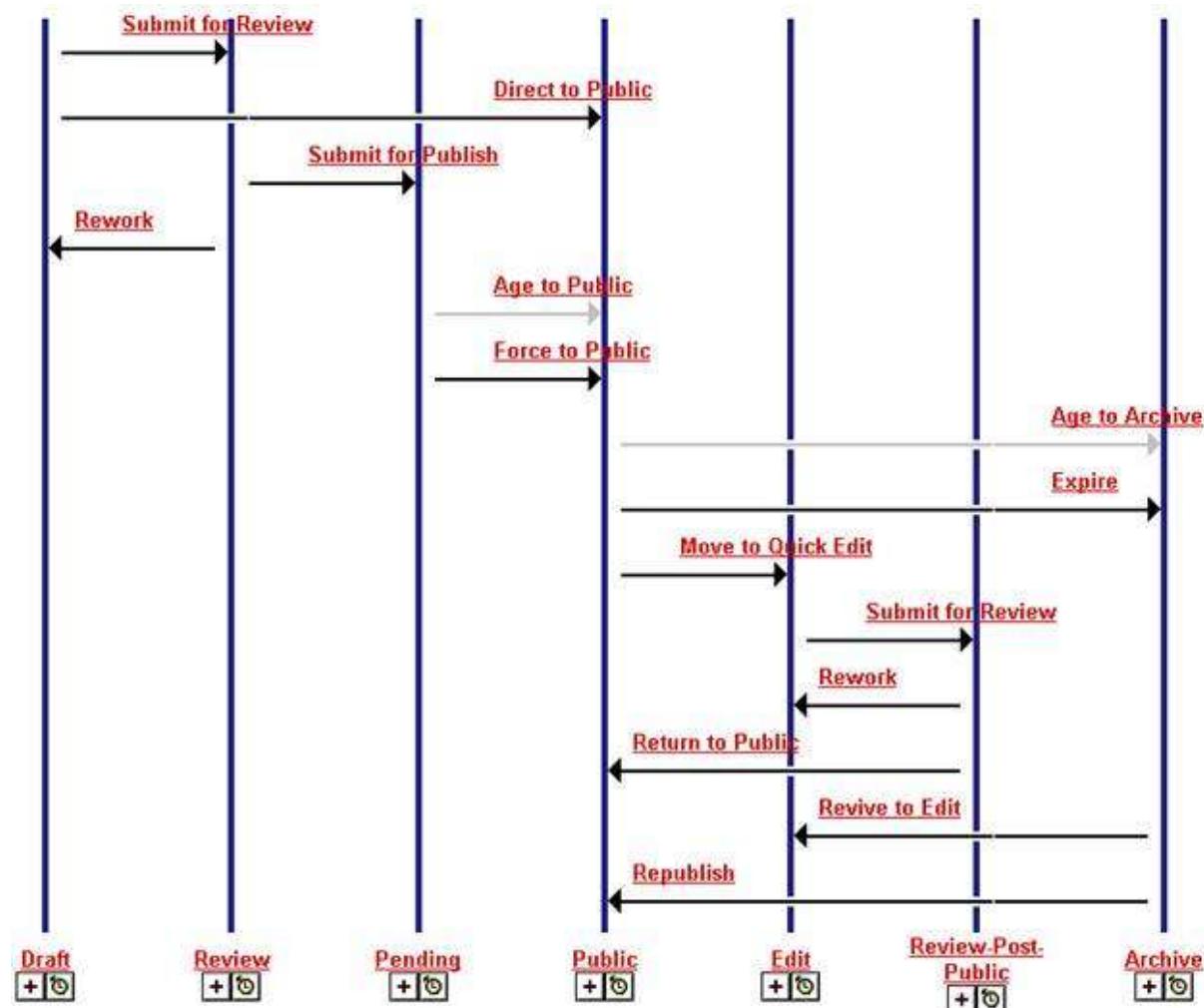
When will my content publish live to CDC.gov?

The diagram below shows time intervals (**minutes past the hour**) for Percussion & CDC replication cycles:



How does content transition through the Percussion workflow?

See screenshot below on how content transitions through the Percussion workflow:



I can't wait for the 15 min. replication cycle and need my content to post immediately. What should I do?

If you have critical changes that need to publish immediately, transition the item to the Public state, then do a **Publish Now**, by right-clicking on the content item and selecting **Publish Now**. Also, to immediately see changes on wwwdev you need to do a **Publish Now to CDC Preview** (or **Publish Now to Emergency Preview** for Emergency content)

Why am I seeing an SSI error message displayed on my pages?

The SSI error message displays on pages anytime an SSI is removed, either via purge, or archive, and your pages haven't been re-published. Best practice is to **NEVER** remove an include from the system. If you no longer need include contents to appear on pages, delete the body of the include and remove all top/bottom slot contents. This will retain the call to the include in pages, but the include will just be an empty file. If you absolutely must delete an include, then you must do a **Publish Now** and **Publish Now to CDC Preview**.

To avoid this SSI error message, do a **Publish Now**, on a top level folder to publish everything below that needs to update and remove the include reference. Percussion won't automatically publish pages that had references to a removed include.

NOTE (Emergency Users Only): When removing an SSI from the CDC/Emergency/~inc~ folder, it is extremely important to do a **Publish now to CDC/Emergency preview**, on a top level folder to publish everything below that needs to update to remove the include reference. If not, the page(s) fail to render and instead an error message is returned to the user.

The SSI I just created is not displaying on pages in Dev or Prod. Why?

When you create new SSIs, you need to publish your pages before the SSI can be viewed on Dev (wwwdev.cdc.gov) or Prod (www.cdc.gov), although the SSI can be previewed within the WCMS.