

ADOBE FRAMEMAKER ISSUES

HTML X-REF

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FrameMaker –Non existing support

Background

During 2018-2019 we created a nice looking and well working “Book in book” to create our delivery of all project documentation in one “Html package” for each customer.

This package is (was) also included in our HMI that the operator use. If error code 34 occurs, our software read the html-file “ErrorCode34” to show reason of the problem and a solution to solve the problem.

Early of 2021 something happened in FrameMaker, the generated Html look very different than before, X-ref sometimes work –sometimes don’t work. We still use the very same FM files.

Start page from old project 2020

The screenshot shows the start page of the Vectura SRM V1.1 E-documentation. The page has a grey header with the 'swisslog' logo and the title 'Malorama - Vectura SRM V1.1'. Below the header is a dark grey navigation bar containing a hamburger menu icon, a search icon, a print icon, a navigation arrow, and a search input field with the placeholder '-Search-'. On the left side, there is a dark grey sidebar with a list of navigation items: Start, General & Safety, Vectura operation_NO, Vectura maintenace, Vectura spare parts, Vectura error handling, Sub supplier, Drawings, Certificate, and Appendix. The main content area is white and titled 'E-documentation'. It contains a welcome message: 'Welcome to Vectura E-documentation! In this workspace you will find all the information how to operate and maintain the Vectura SRM-system. Google Chrome is prefer as web browser to ensure all functionality of html5. Below you find the general information how to use the E-documentation.' Below the text is a smaller version of the same interface, with numbered arrows pointing to various elements: 1 points to the 'swisslog' logo, 2 points to the search icon, 3 points to the print icon, 4 points to the navigation arrow, 5 points to the search input field, 6 points to the sidebar, 7 points to the main content area, and 8 points to a small icon in the bottom right corner.

swisslog Malorama - Vectura SRM V1.1

E-documentation


Welcome to Vectura E-documentation!

In this workspace you will find all the information how to operate and maintain the Vectura SRM-system. Google Chrome is prefer as web browser to ensure all functionality of html5.

Below you find the general information how to use the E-documentation.

1. Table of content
2. Search
3. Print page
4. Page forward / back

Nice & clear structure of all books + files + chapter (from 2020)



Malorama - Vectura SRM V1.1

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-Search-

- ▶ Start
- ▶ General & Safety
- ▼ Vectura operation_NO
 - ▼ Operation general_NO
 - 📄 Vectura operation general
 - 📄 Nødstopp
 - 📄 Feilhåndtering
 - ▶ Aisle access panel_NO
 - ▶ Emergency cabin_NO
 - ▶ E-drive panel electrical cabinet_NO
 - ▶ SPOC_SynQ_NO
- ▶ Vectura maintenace
- ▶ Vectura spare parts
- ▶ Vectura error handling
- ▶ Sub supplier

Feilhåndtering

Når kranen er blitt satt i feilmodus, må feilens årsak finnes og løses. Dette krever manuell feilhåndtering.

1. I SPOC-informasjonen kan du se feiltype og feilkode og hva som kan ha forårsaket feilen, og dessuten forslag til hvordan den kan utbedres.
2. [Se [Operatørpanel i nødhytte](#) for manuell drift.
3. Korrigjer feilen på en sikker måte. Nullstill feilen. Feilindikatorlampen slutter å blinke.
4. Se [Retur til auto-modus](#) om hvordan du setter SRM-en i AUTO-modus.

Nødstopp ombord (blinkende lampe)

Finn ut årsaken til nødstoppen.


Nødstoppen ombord er beskrevet i de koplingsskjemaene for SRM-en.

Eksempel på nødstopp ombord:

- Grensebrytere for kjøring og løfting. - Bruk nødkjøringsnøkkelen til å flytte kranen.
- Port til nødhytte. - Lukk porten
- Fallbrems / Hastighetsregulator. - Bruk nødkjøringsnøkkelen til å løse ut fallbremsen.
- Fallbrems / Vaierkontroll. - Kan påvirkes når fallbremsen aktiveres. - Fallbremsevaieren trenger stramming. - Kontroller

FM 2020

New STS-file and several days of testing and modifying –about 75% similar to FM 2018
Still issues with non converted images, page arrows is missing, lost pages, non wrking X-Ref



SAMA MBCC P-011687 Vectura S12

A-Z

0.1 E-documentation

General & Safety

▼ Vectura operation

Frontpage

▼ 1 Operation general

1.1 Emergency stop

▼ 1.2 Error handling

1.2.1 Onboard emergency stop (flashir

1.2.2 External emergency stop (steady

2 Crane aisle access panel

3 Operators panel in emergency cabin

4 Emergency controller cabinet AE1

5 Trouble shooting

6 SPOC SynQ

Vectura maintenance

1.2 Error handling

When the crane has been set to error mode, the cause of the error must be checked and solved, which requires a manual error-handling.

1. Type of error, error code, can be seen in BCI or SPOC, information of what can caused the error and also suggestion of how to solve the error.[\[See 5.3.1 Crane status on page 34\]](#)
2. [See [Operators panel in emergency cabin](#) for manual operation.
3. Correct the error in a safe way. Reset the error. The error indicator lamp stops flashing.
4. See [Return to Auto mode](#) how to put the SRM in AUTO mode.

1.2.1 Onboard emergency stop (flashing light)

Clarify what caused the emergency stop.

On-board emergency stop is described in the electrical drawings for the SRM.

Example of on-board emergency stop:

- Limit switches for drive and hoist. -Use the emergency drive key to move the crane.
- Gate to emergency cabin. -Close the gate
- Fall brake / Speed regulator. -Use the emergency drive key to release the fall brake.
- Fall brake / Rope control. -Can be influenced when fall brake is activated. -Fall brake rope need to be tensioned. -Check fall brake rope

Actions:

Compare 2018 / 2020 after days of adjustings file content and settings

swisslog

Malorama - Vectura

Arrows missing fm 2020

Start

General & Safety

Vectura operation_NO

Operation general_NO

Vectura operation general

Nødstop

Feilhåndtering

Aisle access panel_NO

Emergency cabin_NO

E-drive panel electrical cabinet_NO

SPOC_SynQ_NO

Vectura maintenace

Vectura spare parts

Vectura error handling

Sub supplier

Feilhåndtering

Når kran

1. I SPO

kan u

2. [Se [O](#)

3. Korrig

4. Se [Re](#)

File namn fm 2018

swisslog

SAMA MBCC P-011687 Vectura S12

0.1 E-documentation

General & Safety

Vectura operation

Frontpage

1 Operation general

1.1 Emergency stop

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6 SPOC SynQ

Vectura maintenace

1.2 Error handling

When the crane has been

1. Type of error, error

2. [See [Operators panel](#)

3. Correct the error in

4. See [Return to Auto](#)

ard emergency stop (f

Clarify what caused the en

On-board emergency stop i

Example of on-board emer

Limit switches for dri

Gate to emergency c

Fall brake / Speed re

Fall brake / Rope cor

Actions:

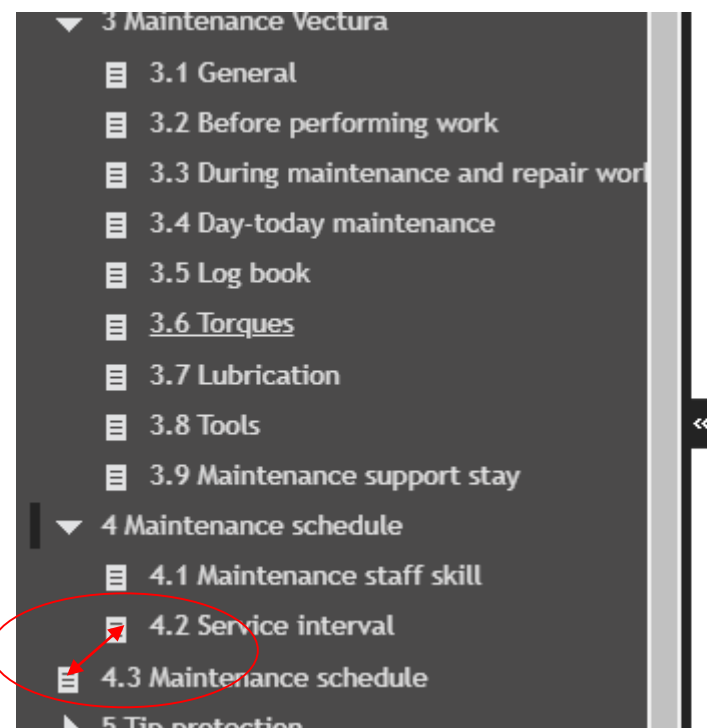
Frontpage included 2020

Numbering added fm 2020

Heading 1 fm 2020



Meta data "copyright" added fm 2020



Structure not correct fm 2020

Changing name fm 2020

4.3 Maintenance schedule

5 Tip protection

5.1 __160 Tip Protection


5.2

6 Drive unit

7 Trailing wheel

8 Current collector

5.1 Tip Protection



! Danger, dangerous Voltage

Risk of severe or deadly voltage!

Risk of major bodily harm and burns handling the motor cables or conduct

- Position the SRM in the aisle w

X-Ref fm 2020
Sometime they work, but often not.
You can modify/correct the link with
XML-editor



It may have been moved, edited, or deleted.

Hyperlinks

2.1 Sub-suppliers instructions

Manufacture	Component	Link
Beckhoff	Industrial PC	Diagnostics
Beckhoff	TwinSafe	EL6910
Igus	Cable chain	Echain
ITT Enidine	Hydraulic buffer	HDN
Jungblut	Overspeed governor	HJ200
Leine & Linde	Absolute encoder	IHA608
Leuze	Distance laser	AMS338i
Mias	Fork unit	ForkUnit
Schlosser	Fallbrake	KB55
SEW-Eurodrive	Drive/Hoist motor	ACMotor
SEW-Eurodrive	Gear unit	Spiraplan
SEW-Eurodrive	Inverter	Moviaxis
SEW-Eurodrive	Inverter	Movimot
Sick	Safety switch	IN30
Sick	Sensor	WTT12L
Sick	Sensor	GL10
Sick	Sensor	GTB10
Sick	IR-light	ISD400
Siemens	Safety switch	Switch
Wampfler	Conductor rail system	Clean
Wampfler	Conductor rail system	Maintenance

Hyperlinks fm 2020
Non of the links don't work!
But if you right click and open in new tab/window –then the link work
Links works perfekt in the PDF

Summararized

Adobe non existing customer service is not OK, only one on the support focus on the error instead of the user.

It is not ok to send e-mail on Friday night and close the case on Sunday.

Adobe cannot release updates that cause so much extra work –and still not work correct!

If a customer ask why their HMI don't work as it should we tell them that Adobe has an issue with their software.

-We have HMI produced the last year that is missing the Html, about 50 Million € -hope Adobe will cover this cost.

-The good thing is Covid so almost all projects are delayed, so we still have some weeks to fix this.

