swisslog

ADOBE FRAMEMAKER ISSUES
HTML X-REF

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![Swisslog](swisslog logo)

FrameMaker –Non existing support

Background

During 2018-2019 we created a nice locking 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

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

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 arros is missing, lost pages, non wrking X-Ref

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

Arrows missing fm 2020

File namn fm 2018

Frontpage included 2020

Numbering added fm 2020

Heading 1 fm 2020

wheel
collector
ansmission IR-light
ning travel X, laser
ladder & fall protection
nical stop, mast

STOP | Stop

Swisslog

Meta data "copyright" added fm 2020

▼ 3 Maintenance Vectura
- 3.1 General
- 3.2 Before performing work
- 3.3 During maintenance and repair worl
- 3.4 Day-today maintenance
- 3.5 Log book
- 3.6 Torques
- 3.7 Lubrication
- 3.8 Tools
- 3.9 Maintenance support stay

▼ 4 Maintenance schedule
- 4.1 Maintenance staff skill
- 4.2 Service interval
- 4.3 Maintenance schedule
▶ 5 Tip protection
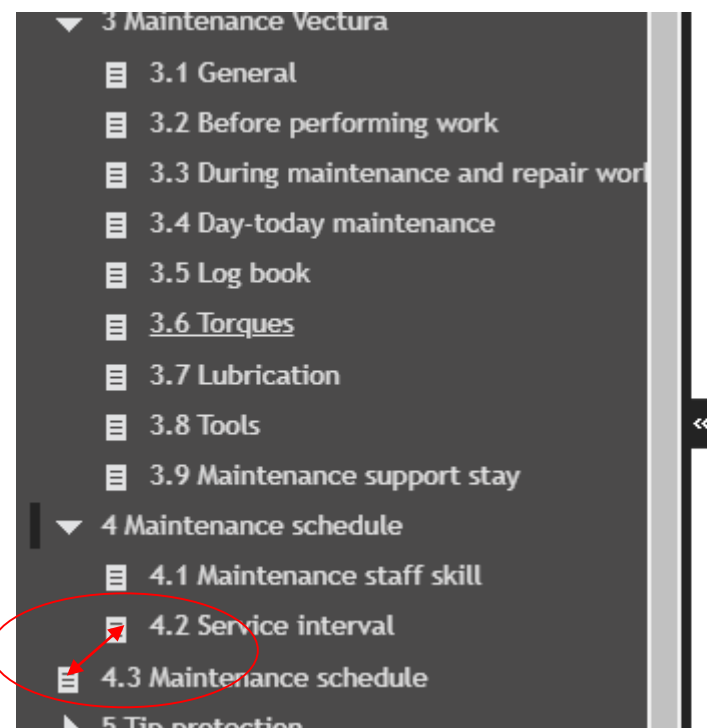
Structure not correct fm 2020

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	Spiroplan
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.