Upstream Manual System Problems and Solutions

## 1. Problem:

I can't access the Upstream Manual System.

## Solution:

Ensure VPN connection and correct login credentials.

## 2. Problem:

Unable to upload new manuals.

## Solution:

Check file type and size restrictions.

## 3. Problem:

Error: "Permission Denied" when editing manual content.

## Solution:

Editing rights may be restricted to certain roles. Request access if needed.

## 4. Problem:

Search function is not returning relevant manuals.

## Solution:

Use broader keywords or clear filters.

## 5. Problem:

Manual version control is not working.

## Solution:

Contact the admin team to verify version control settings.

## 6. Problem:

PDF preview of manuals is not working.

## Solution:

Download the manual to view locally. If issues persist, contact support.

## 7. Problem:

I can't delete outdated manuals.

## Solution:

Request deletion from the admin team.

## 8. Problem:

Notifications for manual updates are not received.

## Solution:

Check notification preferences in your profile settings.

## 9. Problem:

Manuals are not categorized correctly.

## Solution:

Request the Data Management Team to review categories.

## 10. Problem:

Error: "Manual exceeds page limit."

## Solution:

Reduce the manual size or split it into sections.

## 11. Problem:

System logs out during manual editing.

## Solution:

Save drafts frequently or contact IT for session settings.

## 12. Problem:

Unable to export manuals to PDF.

## Solution:

Use the export feature within the application. If unavailable, contact admin.

## 13. Problem:

Manual approval workflow is stuck.

## Solution:

Follow up with pending approvers or escalate to admin.

## 14. Problem:

Table of contents is missing in the manual preview.

## Solution:

Ensure it is included in the uploaded document.

## 15. Problem:

Manual indexing feature is not working.

## Solution:

Contact admin to verify indexing settings.

## 16. Problem:

Historical versions of manuals are missing.

## Solution:

Request access through the system admin.

## 17. Problem:

The system is slow when navigating large manuals.

## Solution:

Use a higher-performance device or contact IT for optimization.

## 18. Problem:

I can't assign manuals to specific departments.

## Solution:

Request access or contact the admin for department tagging.

## 19. Problem:

Error: "Manual content format invalid."

## Solution:

Ensure formatting guidelines are followed.

## 20. Problem:

Manual printing option is disabled.

## Solution:

Contact admin to enable the printing feature.