

25-SCENARIO PRODUCTION DIAGNOSTIC TROUBLESHOOTING MATRIX

Adobe FrameMaker Enterprise Engineering Reference · Quick Diagnostic Guide · Owen Thackeray

#	Symptom	Underlying Root Cause	Targeted Engineering Fix
01	Unresolved cross-refs after hiding condition	Marker resides in hidden conditional text	View > Show All; tag xref with same condition; update book.
02	Cross-reference dialog missing other chapter	Target file is closed in current session	Open destination .fm file; re-select in Document list; Insert.
03	XML opens as flat tree; asks for application	No structapp matched doctype or root element	Check structapps.fm; re-read definitions; set book component property.
04	Red box in Structure View / required child error	Element general rule missing required child	Select red box; insert offered element or fix EDD general rule.
05	Import reports element type mismatch	Rules file and EDD disagree on element type	Reconcile element rule with EDD container/marker type; re-read structapps.
06	Missing fonts dialog on book open	Document uses font not installed on build agent	Install font on OS or map formats in template; re-import formats.
07	Text stops at bottom of page 2; page 3 blank	Flow tag mismatch or text typed in background	Check status bar flow tag; match template flow tag A; reapply masters.
08	Every TOC entry rendered as plain body text	Reference page special flow was overwritten	View > Reference Pages in TOC; restore <\$paratext> and <\$pagenum> blocks.
09	Chapter numbering restarts at 1 across book	Numbering set at document level, not book level	Select chapters in book window; Format > Document > Numbering > Continue.
10	Book-level conditions do not filter DITA map	FrameMaker ignores book condition tags on maps	Filter map using DITaval file or DITA 1.3 branch filtering.
11	Footer prints literal text 'Current Page #'	Variable definition typed without syntax delimiter	Insert dynamic <\$pagenum> system building block in Variable definition.
12	DITA reltable links fail to appear in PDF	PDF output preset disabled reltable processing	Enable link generation in Publish Pod; confirm reltable topicref hrefs.
13	Prepress preflight rejects RGB in CMYK output	RGB images placed directly without conversion	Convert source art to CMYK in Photoshop/Illustrator; re-import via link.
14	Unresolvable conref error during DITA build	Target ID missing or target topic not in map	Verify conref target file path and matching target element id attribute.
15	Child book numbering does not sequence	Book-in-book numbering inheritance misconfigured	Configure parent book component properties to propagate chapter sequence.
16	Missing graphic gray box on build server	Absolute local drive letter path used for graphic	Use relative paths or \$STRUCTDIR variable; keep images under book tree.
17	Rogue paragraph tag appears in catalog	Pasted text introduced alien format definition	Run find-rogue-pgf-tags.jsx; re-import catalog formats with override.
18	ExtendScript hangs on unattended build	Modal alert dialog opened for missing link/font	Set FS_AlertUserAboutFailure=0 and FS_ShowProgress=0 in runner params.
19	CALS parts table columns misaligned	Read/write rule colspec width mismatch	Review table read/write rules; define explicit proportional unit syntax.
20	Index entries missing from compiled book	Marker type mismatch (Index vs custom marker)	Ensure index generation specification includes correct marker type tags.
21	Read/write rule order collision	Broad rule placed before specific element rule	Reorder kestrel-rw.txt: specific element translations must precede defaults.
22	Section 508 accessibility fails tagged PDF audit	Generate Tagged PDF unchecked in job settings	Format > Document > PDF Setup > Tags; check Generate Tagged PDF.
23	Search index empty in WebHelp / HTML5 output	Browser local disk JavaScript security restriction	Publish through local web server or verify condition state before compile.
24	Corrupt MIF file will not import	Syntax error or truncated statement in MIF stream	Open MIF in text editor; inspect line number; repair unclosed bracket.
25	File lock prevents automated CI/CD batch build	Previous crashed run left orphaned .lck file	Configure build runner with FV_DoCancel or reset lock via ExtendScript.