



BEST PRACTICE: TROUBLESHOOTING PUBLISHING

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2 Revision History

When Ennov releases a new version of Ennov InSight, they issue Release Notes which explain the new features and updates. The Ennov Business Consulting Team reviews the Release Notes against each Best Practice to determine any impact to the document:

- Impact = Release notes-documented upgrade changes this Best Practice
- No Impact = Release notes-documented upgrade changes do not affect this Best Practice

When Release Notes impact Best Practice documentation, Ennov recommends that clients review the entire Release Notes for a full understanding of all changes associated with this Best Practice documentation.

Software Version	Release/ Revision Date	Summary of Change(s) (Refer to Release Notes for Full Description)
v7.3.1	28-Jun-2024	Update Best Practice for Ennov rebranding & for v7.3.1 – No Impact
v7.2	20-Jun-2023	Update Best Practice for v7.2 – No Impact
v7.1	13-Jan-2022	Update Best Practice for v7.1 – No Impact
v7.0	25-May-2021	Update Best Practice for v7.0 – Impact

3 Troubleshooting Publishing

If you are getting unexpected results when you publish, you can export your Assembly as an XML file and send it to Technical Support. Technical Support can import the Assembly into an Ennov InSight system and see all the attributes of the Assembly.

Assembly components appear in a specific order. If you are adding Leaf elements at a higher granularity than included in the template, the Leafs should be the first child element under folders in order to produce valid XML.

3.1 Xrefs in Ennov InSight

If you add in-process links to a document containing Xref links, the following occurs:

- No errors are displayed in the Link Inspector.
- The links become broken in the published output and an error is displayed in the corresponding job request.

The publish request completes successfully if a document does not contain both Xref links and in-process links.

If a publish request fails with the IPLinkSetter error, check all documents for Xref links and remove any Xref links that are found using the procedures described in Deleting Xref Links topic.

3.2 Deleting Xref Links

If a publish request fails with the IPLinkSetter error and you find any documents that contain Xref links, use one of the following procedures to remove Xref links from the documents.

You can remove Xref links from documents using one of the following methods:

- Adobe Acrobat with the installed SmartLink for PDF (steps 1-6)
- Link Inspector (steps 7-8)

To remove Xref links:

1. Open the source PDF file, assigned to an assembly, using Adobe Acrobat with the installed SmartLink for PDF.
2. Go to **SmartLink > Link and Bookmark Manager**. Make sure that the Links check-box is selected.
3. Click **Reload**. A new window displays all the links.
4. Select the links that start with `CDCXref` and click **Delete Links**.
5. On the confirmation message that appears, click **Yes** to confirm the action. When the delete action is completed, save the document.
6. Return to Ennov InSight and select **DMS Synchronization** for the updated documents. After the extract job request is completed refresh the assembly tree, if needed.
7. In the Link Inspector, select the Xref link and click **Delete Link**.
8. On the confirmation message that appears, click **OK**. Refresh the Link Inspector, if needed.