Troubleshooting

The following are redacted samples from a Confluence wiki intended to help Docs-as-Code users fix issues. The platform uses IntelliJ, Git, and Bitbucket.

Some folks were having difficulty troubleshooting, even with extensive documentation, so the "How to troubleshoot" section is intended to get them started.

Then, users can select a category like cloning or merge conflicts. They can review a series of error messages or scenarios with links to solutions. When they click a solution, a page opens with instructions like the example of Merge issues (conflicts). Everywhere you see the word Example, the user can click this link to expand an image. Sometimes, a video is posted to demonstrate how to fix the error as well.

How to troubleshoot

1. If you are writing or editing, do you see a lightbulb? This indicates incorrect formatting. Move your cursor over the icon and click the arrow to review the comment.
2. What were you doing when you encountered the message - committing, pulling, pushing?
3. What does the error message say? This page shows common error messages and fixes.
    a. "Control Freak" is software used to verify the commit message. You might see a reference to this in the error message.
    b. Messages often give instructions about how to fix the error.
4. After you have the information above, you can go to the appropriate category on this page and look for the message in the table. Then, you can review the fix or share the instructions with a user having an issue.
5. If you do not find the information on these pages, search the Docs-as-Code Workplace site to see if someone else has encountered this issue and resolved it.
6. If none of the above works, Google your issue and see if you can get information that is helpful. If you can find information and are unsure if it is correct, please post the information with the link to the Docs-as-Code Workplace site for verification.
7. 7. If all else fails, enter a GoJira issue for assistance.

<redacted tables with common errors that people might find with links to troubleshooting information>

Merge issues (conflicts)

Conflicts can happen when two people change the same lines in a file, or if one person modifies a file and the other deletes the file.

Use the Merge window

If a file has competing changes from different sources, these must be worked out. IntelliJ provides a Merge window so you can review the changes from the various sources and accept or deny the changes so the file has the proper content.

Solution

Video instructions to resolve merge conflict

Steps	*Additional Information*
A. Make sure you have the branch with the merge conflicts checked out. For example, ID-1234 or RTPS-12345.	
B. Go to **VCS > Pull**. Confirm the **develop** branch is selected. The Conflicts window opens. Info: In this case, do not check out the develop branch. Leave your branch set to the branch that has the commit that failed. If you are not already on the branch, check out the branch. Info: Sometimes the conflict is on the same branch that you are working on! This will need further documentation, but in some cases, you must select the same branch as the one that you are working on (but it is the remote branch) to resolve the conflict.	Example
C. Click **Merge...** The Merge Revisions window opens. • The left pane shows a read-only version of the local changes. • The right pane shows a read-only version of the content that is checked into the remote repository. • The middle pane can be used as an editor, and the results of merging and conflict resolution are shown.	Example

Steps	Additional Information
D. To automatically merge all non-conflicting changes, click **Apply non-conflicting changes** in the appropriate direction on the toolbar.	Example
E. To resolve conflicts one at a time, select **accept <<** or **ignore X** for the local or repository version for each conflict. You can view the results in the central pane. You can also right-click a conflict in the central pane and use the commands from the menu. Warning: Do not click Abort to cancel the merge. This leaves the repository in a half-merged state and prevents Git from working properly.	Example
F. You can also make edits directly in the central pane.	
G. When you are done, click **Apply**.	
H. Push your changes to the repository again. Typically, you must run the following command before pushing your changes: git commit --amend If the git log shows something like the following: Merge branch 'develop' of https://bitbucket.my.domain.com/scm/id/product_doc into feature/ID-124	If you are still having issues and do not know what to do, do not try a series of random fixes. This can cause a situation that is difficult to trace. In this case, you might want to see Repo or branch is confused or corrupt for "Delete a branch and start again."