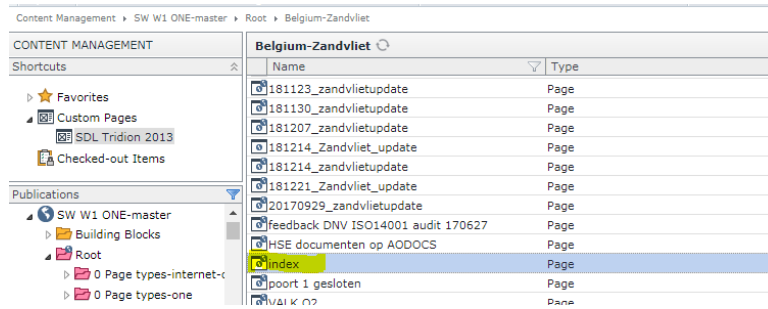


Tridion: Page not available

If the user raises a request for a particular page not available, then

1. Initially we should check from our end if the index page and other components of the page are published or not.



For example:

If not published then we should publish it and then check from our end and then request the user to check for the same.

2. If the user comes back with the same problem again, then it might be because the user is not waiting for publishing to complete. We should inform the user about their mistake and explain them about the publishing action as below,

You asked for publishing your content, but maybe there are a lot of other content in the publishing queue and your content is going to be treated soon.

The publishing queue displays the list of all elements currently published.

To view the publishing queue go to the "Manage" ribbon toolbar, then press "Publishing queue":

[blocked URL](#)

Then press "Show tasks" to display the list of items you asked for publishing & check if everything is having the "Success" status.

[blocked URL](#)

If some "Waiting for..." or "Rendering" appears, just wait a bit more, it is going to be treated.

Reference ticket : <https://sbs-support.solvay.com/helpdesk/tickets/2603970>