

ADOBE® ROBOHELP® SERVER 7

GETTING STARTED GUIDE



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Adobe® RoboHelp Server® 7 Getting Started Guide for Windows®

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Getting started

If you haven't installed your new software, begin by reading some information on installation and other preliminaries. Before you begin working with your software, take a few moments to read an overview of Adobe Help and of the many resources available to users. You have access to templates, user communities, seminars, and much more.

Installation

Requirements

To review complete system requirements and recommendations for your Adobe® RoboHelp Server® software, see the Read Me file on the installation disc.

Install the software

- 1 Close any other Adobe applications open on your computer.
- 2 Insert the installation disc into your disc drive, and follow the on-screen instructions.

Note: For more information, see the Read Me file on the installation disc.

Register

Register your product to receive notifications of updates and other services.

To register, follow the on-screen instructions in the Registration dialog box, which appears after you install and activate the software.

If you postpone registration, you can register at any time by choosing Help > Registration.

Deploying Adobe RoboHelp Server on Windows Vista

Deploying RoboHelp Server on the Microsoft® Windows Vista™ operating system involves the following steps:

- Creating user groups
- Installing IIS 7
- Changing the permissions of the Windows folder
- Changing the permissions of the Windows folder for a Microsoft Access™ database
- Setting up IIS filter
- Configuring RoboHelp Server on a website

Create groups

Create the following user groups for Windows Vista servers:

- RoboAdmin
- RoboRuntime
- RoboPublish
- RoboReports

Note: You must add the username of the user who installs RoboHelp Server to these user groups.

Install IIS 7

You must install all management tools, including IIS 6.0 metabase compatibility tools. RoboHelp Server uses the compatibility tools to detect the installation of IIS. In addition, the compatibility tools are used to configure IIS 7 through Configuration Manager.

Edit the C:\Windows\System32\inetsrv\config\applicationHost.config file to comment out the following line:

```
<add segment="bin" >
```

Change the permissions of the Windows folder

Open a Command Prompt with the Run As Administrator option, and run the following commands:

```
1 rem <domain>
```

Where <domain> is the name of the domain to which the RoboHelp Server User Groups belong.

```
2 rem <local machine>
```

This is usually your local machine.

```
3 set MyDomain=john-vista
```

Note: You can set any domain name.

```
4 icacls %windir% /T /C /grant  
%MyDomain%\RoboRuntime:(OI)(CI)(RX)
```

```
5 icacls %windir% /T /C /grant  
%MyDomain%\RoboPublish:(OI)(CI)(RX)
```

```
6 icacls %windir% /T /C /grant %MyDomain%\RoboRe-  
ports:(OI)(CI)(RX)
```

Change the permissions of the Windows folder for a Microsoft Access database

If you are using Microsoft Access for the RoboHelp Server database, open Command Prompt with the Run As Administrator option, and run the following commands:

```
1 rem <domain>
```

Where <domain> is the name of the domain to which the RoboHelp Server User Groups belong.

```
2 rem <local machine>
```

This is usually your local machine.

```
3 set MyDomain=john-vista
```

Note: You can set any domain name.

```
4 icacls %windir% /T /C /grant  
%MyDomain%\RoboRuntime:(OI)(CI)(M,RX,W)
```

```
5 icacls %windir% /T /C /grant %MyDomain%\RoboRe-  
ports:(OI)(CI)(M,RX,W)
```

Set up IIS filter

1 Open Notepad with the Run As Administrator option. In Notepad, open the IIS 7 configuration file
`<Windows>\system32\inetsrv\config\applicationHost.config.`

2 Locate the xml node `<configuration>\<system.webServer>\<isapiFilters>`.

3 Add the following entry to the xml node:

```
<filter name="ALURe Filter" path="<RoboHelp-Server-Install-Folder>\ALUReFilter.dll" />
```

Configure RoboHelp Server on a website

1 Open Notepad with the Run As Administrator option.

2 In Notepad, open the IIS 7 configuration file
`<Windows>\system32\inetsrv\config\applicationHost.config.`

3 In the xml node `<configuration>\<system.applicationHost>\<sites>`, locate the `<site>` xml node for the website. See the name and ID attributes of all the `<site>` xml nodes.

4 Delete the `<virtualDirectory>` and `<application>` xml nodes (if they exist) whose path attribute is `/Robo`, `/Robo/Admin`, `/Robo/bin`, `/Robo/Reports`, or `/RoboEngine`.

5 In the xml node `<configuration>`, delete all `<location>` xml nodes whose path attribute is `<Website-Name>/Robo`, `<Website-Name>/Robo/Admin`, `<Website-Name>/Robo/bin`, `<Website-Name>/Robo/Reports`, or `<Website-Name>/RoboEngine`.

Note: An xml node denotes the text enclosed within tags, such as `<xyz>` and `</xyz>`, inclusive of the tags.

Adobe Help

Adobe Help resources

Documentation for your Adobe RoboHelp Server 7 software is available in a variety of formats.

In-product and LiveDocs Help

In-product Help provides access to all documentation and instructional content available at the time the software ships. It is available through the Help menu in your Adobe software.

LiveDocs Help includes all the content from in-product Help, plus updates and links to additional instructional content available on the web. Find LiveDocs Help for your product in the Adobe Help Resource Center, at www.adobe.com/go/documentation.

Think of Help, both in the product and on the web, as a hub for accessing additional content and communities of users. The most complete and up-to-date version of Help is always on the web.

Printed documentation

A printed Getting Started Guide is included with the software.

Customer support

Visit the Adobe Support website (www.adobe.com/support/robohelp) to find troubleshooting information for your product and to learn about free and paid technical support options. To access a variety of training resources, visit www.adobe.com/training. Adobe software certification programs, and more. To access e-seminars, visit www.adobe.com/go/techcom_seminars.

Downloads

Visit www.adobe.com/go/updates_robohelp to find free updates, tryouts, and other useful software. In addition, the Adobe Store (www.adobe.com/go/store) provides access to thousands of plug-ins from third-party developers, helping you to automate tasks, customize workflows, create specialized professional effects, and more.

Adobe Labs

Adobe Labs gives you the opportunity to experience and evaluate new and emerging technologies and products from Adobe.

At Adobe Labs, you have access to resources such as these:

- Prerelease software and technologies
- Code samples and best practices to accelerate your learning
- Early versions of product and technical documentation
- Forums, wiki-based content, and other collaborative resources to help you interact with like-minded developers

Adobe Labs fosters a collaborative software development process. In this environment, customers quickly become productive with new products and technologies. Adobe Labs is also a forum for early feedback, which the Adobe development teams use to create software that meets the needs and expectations of the community.

Visit Adobe Labs at www.adobe.com/go/labs.

User communities

User communities feature forums, blogs, and other avenues for users to share technologies, tools, and information. Users can ask questions and find out how others are getting the most out of their software. User-to-user forums are available in English, French, German, and Japanese; blogs are posted in a wide range of languages.

To participate in forums or blogs, visit www.adobe.com/go/robohelp_forums and www.adobe.com/devnet/robohelp.

Adobe RoboHelp Server Overview

Adobe® RoboHelp Server® is a server-based Help solution that provides real-time end-user feedback on your Help and knowledge bases. RoboHelp Server gathers and logs data about what questions users ask while searching content and how users navigate through topics. Results are displayed in an easy-to-view graphical format for quick interpretation. Your Help system resides on a server (for example, Adobe Help Resource Center), and you can make instant updates to your Help system content.

Tracking and reporting

Adobe RoboHelp Server provides end-users with the ability to find information when they have questions. Users can view content using any standard browser and operating system. There's no limit on the number of users who can access the published documents.

RoboHelp Server gathers the following types of data:

- Where users request assistance: RoboHelp Server helps you identify the location where users make repeated requests for specific information.
- How users search: Searches that users perform repeatedly can be expanded to include more related information. In addition, information that users routinely search for can be moved to a more prominent position in the content for easier access.
- How users navigate online content: Authors can track how users move around the online content and how often.

Automatic project merging

Work on multiple projects concurrently and merge them into the project at run time.

While building an online information system, authors need to be able to develop and publish their content according to their own schedules. Adobe RoboHelp Server provides automatic project merging, so authors can work on different parts of a project at the same time and publish them to the same server. When end users view the content, they see one seamless online information system. There's no need to worry about sharing source or depending on a single author or project—the separate projects are merged when users access the content. Users can navigate across all the projects using the Index, Contents, or Search buttons.

When authors merge projects, each project file in the authoring tool remains intact, but the keywords from the indexes are combined at run time, or when end users access the system from the server. By default, the projects are added to the table of contents in the order they are published to the server (authors can customize this order in the authoring tool).

Support for languages other than English

The run-time interface (including table of contents, index, and search) can be automatically localized, and authors can publish projects written in a variety of languages to the same server.

Authors can change the display text on the user interface of the online system to another language, including text on the Contents, Index, and Search buttons as well as other text in the user interface. In addition, end users can perform a full-text search of online content in their native language. This flexibility allows authors to develop content in languages other than English and take advantage of server-based online information systems.

Question grouping

RoboHelp Server organizes end-user questions together for more accurate and streamlined reporting. When users perform searches, Adobe RoboHelp Server groups similar questions together in reports for authors. Question grouping helps to solve the problem of viewing a report that contains long lists of questions that are similar, but phrased in slightly different ways. Authors can read and share reports that are more accurate and streamlined.

What's new

Top new features of Adobe RoboHelp Server 7

Simplified installation experience RoboHelp Server provides a significantly simpler installation experience for RoboHelp users. Selecting to install the product by using the default setting allows all of the product's components to be installed, with minimal need of user input. There are no pre- or post-installation requirements for RoboHelp Server on Microsoft® Windows® 2000, Microsoft® Windows Server® 2000, Microsoft® Windows Server® 2003, and Microsoft® Windows® XP.

Unicode support Host RoboHelp projects that contain Unicode-encoded content. You can search for content in these projects and generate reports.

Synonyms When you search for content hosted on the RoboHelp Server, the synonyms are included in the search. You can define synonyms in RoboHelp HTML.

Vista and IPv6 support RoboHelp Server is supported on all flavors of the Microsoft® Windows Vista™ operating system. RoboHelp Server supports both IPv6 and IPv4.

Separate reports for multiple Help systems Generate separate reports for each of the Help systems hosted on a RoboHelp Server.

