Using FrameMaker Publishing Server
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## Introduction

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## Installation and setup

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Getting Started

Resources

Before you begin working with Adobe FrameMaker Publishing Server, take a few moments to read an overview of activation and the many resources available to you. You have access to instructional videos, plug-ins, templates, user communities, seminars, tutorials, RSS feeds, and much more.

Activation and registration

To review complete system requirements and recommendations for your Adobe® FrameMaker® Publishing Server software, see the FrameMaker Publishing Server product page at www.adobe.com/products/fmserver.

System requirements

FrameMaker Publishing Server is available in English only. Before you install FrameMaker Publishing Server ensure that your computer meets the following minimum system requirements:

**Hardware**

Intel Pentium 4 processor or above, with 3 GB RAM and 6 GB free disk space. If you copy your source documents to the server that hosts FrameMaker Publishing Server, allocate additional disk space.

**Operating System**

Windows Server 2012 R2 or Windows Server 2008 R2

**RAM**

1 GB or more

**Hard Disk Space**

6 GB of available hard-disk space; additional free space required during installation (cannot install on a volume that uses a case-sensitive file system or on removable flash storage devices)
Screen Resolution
1024x768 screen resolution (1280x800 recommended) with 16-bit video card.

Activation
FrameMaker Publishing Server does not work without activation. Broadband Internet connection is required for registration, software activation, validation of subscriptions, and access to Online Services. Phone activation is not available.

Browsers
Microsoft Internet Explorer 10 or 9 or the latest Google Chrome, Mozilla Firefox, Apple Safari

Installation
You can install FMPS on a machine that meets the System requirements and then access it over the network using other machines. For more information on installation, see Installation and setup.

License activation
During the installation process, your Adobe software contacts an Adobe server to complete the license activation process. No personal data is transmitted. For more information on product activation, visit the Adobe website at www.adobe.com/go/activation.

Register
Register your product to receive complimentary installation support, notifications of updates, and other services.

- To register, follow the onscreen instructions in the Registration dialog box, which appears when you first start the software.

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

Help and support

Community Help
Community Help is an integrated environment on Adobe.com that gives you access to community-generated content moderated by Adobe and industry experts. Comments from users help guide
you to an answer. Search Community Help to find the best content on the web about Adobe prod-

ucts and technologies, including these resources:

• Videos, tutorials, tips and techniques, blogs, articles, and examples for designers and devel-

opers.

• Complete online Help, which is updated regularly and may contain more information than the Help delivered with FrameMaker Publishing Server.
  – When you are connected to the Internet and you select help in FrameMaker, your web browser opens a Help page on the Adobe website.
  – To view FrameMaker help when you are not connected to the Internet, download the Help PDF of FrameMaker on your computer.

For more information on the offline Help, see Offline Help.

• All other content on Adobe.com, including knowledgebase articles, downloads and updates, Adobe Developer Connection, and more.

Use the Help search field in your product’s user interface to access Community Help. You can search for content within the Adobe.com site and also in websites that have useful information about your product. Moderators continue to identify the most relevant web content for your product. You can add comments to online Help and view comments added by other users. For a video of Community Help, see www.adobe.com/go/learn_community_help_en.

Other resources

Online Help also includes a link to the complete, updated PDF version of Help.

Visit the Adobe Support website at www.adobe.com/support to learn about free and paid technical support options.

Services, downloads, and extras

You can enhance your product by integrating various services, plug-ins, and extensions in your product. You can also download samples and other assets to help you get your work done.

Adobe downloads

Visit www.adobe.com/go/downloads to find free updates, trials, and other useful software.
Adobe Labs

Adobe Labs at www.adobe.com/go/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 users

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. The Adobe development teams use this feedback to create software that meets the needs and expectations of the community.

Adobe TV

FrameMaker Publishing Server

With centralized and automated publications, it is easy to integrate and synchronize publication of technical documents with product build schedules. FMPS integrates with EMC Documentum®, Microsoft® SharePoint, and Adobe Experience Manager that enable you to manage publication tasks and enforce version control.

With ExtendScript Toolkit integrated with FMPS, you can create custom publication tasks that work with source files in XML and FrameMaker formats. By creating reusable publication task settings, you can quickly set up custom publication environments and schedule the build processes to run daily, weekly, or at any defined intervals.

What’s new in FrameMaker Publishing Server

1) **Bidirectional language publishing**: Publish documents with bidirectional content, including XML/DITA content, from within FrameMaker in multiple formats: PDF, Responsive HTML5, Web-Help, CHM, EPUB, KF8, MOBI, and as mobile apps. Optionally, flip the HTML5 layout or use the new responsive RTL WebHelp layout so that the navigation pane appears on the right for RTL content, and render smoothly on any device - desktop, table, or a mobile.

2) **Mobile app output**: Ensure wider distribution and consumption of content with a simplified mobile app generation workflow and native integration with Adobe PhoneGap Build. With the licensed version of Adobe PhoneGap Build, easily publish and then distribute your content as an installable app on major mobile platforms including, iOS and Android with just one click.

   Once the app is generated, you can share the QR code or the app URL with your users to download the app from the PhoneGap server. Alternatively, you can also publish the app from PhoneGap on to Google Play store or Apple’s App Store.

   Manage the branding and design standards of the mobile layout with new easy-to-use responsive layout editor. Leverage the power of the Responsive HTML5 layout that comes with the new dynamic content filtering feature that lets your users self-select the content most relevant to them.

   Deliver Help content for the audiences that are on the go.

3) **Personalized dynamic content**: Empower users to find relevant content faster in the document, TOC, and index in the final Responsive HTML5 or mobile app output. Leverage existing
conditional tags and expressions to enable end users to dynamically filter content in the final HTML5 output, thereby delivering personalized help experiences.

Simply assign names for existing conditional tags or expressions, categorize them under any Group you want (such as region, audience, market segment etc.), enable single or multiple selections within a Group, and then display this two-level hierarchy as content filter criteria in the final output.

4) **New HTML5 layout**: Use the customizable Responsive HTML5 layouts to deliver an amazing content consumption experience. With more powerful search options, configure search to appear on the content or topic panes, and show informative context and breadcrumbs in the results. This helps your readers identify the best choice among results. You can also customize the search context message for each topic.

The search results can also be configured to appear on the left pane.

Easily show or hide widgets such as glossary, TOC, index, and filters. Convert the layout to right-to-left languages (Arabic and Hebrew) to meet the needs of a global audience, just by changing one property. Also add Facebook and Twitter widgets to your pages to allow users to share the content that they are reading – with a single click!

Provide your users with a different experience for the device (desktop, tablet, and mobile) that they use by customizing the function bar, side bar, and TOC in the output.

Along with all these customizations, now you can also create frame-less output, which does not contain any widgets, function bar, or side bar as shown below.

5) **Embed custom fonts in EPUB output**: Embed custom fonts in your EPUB output and ensure that your users see high-quality typography exactly as you intended, whether or not they have the font installed on their device.

The search results can also be configured to appear on the left pane.

This feature is especially useful if you are using fonts that may not be readily available to your end users. Use embedded fonts to enhance the branding standard set by your design style guides.

Note: You must have distribution rights for the embedded font.

6) **Attractive customizable Responsive HTML5 layouts and WebHelp skins**: Give your WebHelp content a new look by choosing from a wide variety of skins from the Web-Help gallery.

And a powerful, yet easy-to-use WebHelp skin editor lets you customize not only your content, but also the appearance of buttons, labels, fonts, background color, search boxes, and most components of your online content.

7) **Reference page image publishing**: Now, publish reference pages content such as images, headers and footers, and logos, in all output formats supported by FrameMaker Publishing Server.
8) **SVG support in HTML5 output**: Let your end users see top quality images regardless of the screen size and resolution of the device on which they are being viewed. This because FrameMaker Publishing Server now embeds the entire SVG code in the final responsive HTML5 output.

9) **Reuse of Adobe RoboHelp style mappings**: Work more efficiently by reusing style mappings that you have already configured in Robo-Help or Adobe Technical Communication Suite in the native multidevice publishing workflow of Adobe FrameMaker Publishing Server.

10) **Reusable publishing elements**: Reuse elements easily with the enhanced multidevice publishing settings file. Create elements, such as responsive HTML5 layouts, WebHelp skins, CSS, and HTML page templates, just once. Then import or export the setting files for use across different books and documents.

11) **HTML page template support**: Now improve the usability of your output by adding mini-TOCs, breadcrumbs, and headers and footers. Configure the output settings just once and then easily reuse these across all outputs to give your users a uniform experience.

12) **Integration with DITA Exchange CMS**: Leverage the new built-in connector to the DITA Exchange CMS to manage your DITA content easily. Use the Repository view to check-out files, manage dependencies, version management and perform search. Use the advanced metadata-based filter to quickly browse and find relevant topics, DITA maps, or graphics in a large volume of content.

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**Accessing the FrameMaker Publishing Server**

You access FMPS by logging in to the server that hosts it. Using the Web user interface of FMPS, you can access it remotely from any machine.
After installing FMPS on a server, various users can access its web user interface or using the APIs and command line over the network.

FMPS is configured to automatically start when you log in to the host.

**FrameMaker Publishing Server dashboard**

FMPS provides a simple, web-based user interface using which you can:

- Create, manage, and schedule publication tasks
- Create and use templates for quickly executing reusable publication tasks
- Create and use presets to quickly apply and populate settings to the repetitive tasks with similar settings
- Manage and view task logs

Once you have installed FMPS on a machine, you can access it on the network from any machine to use it.
A. Add New dropdown - depending on which tab you are in this drop-down allows you to create and duplicate Tasks, Templates, and Presets

B. The Run button: To run tasks, select one or more tasks and click Run

C. Incremental search: Search for a Task, Template, or Preset name (depending on the tab you are on) - as you type text, FMPS finds matches for the text and displays them in the list

D. Autorefresh settings: You can enable autorefresh for FMPS and specify the number of seconds after which FMPS autorefreshes

By clicking on the column names, you can sort the list of tasks by that column. The tasks are color coded: green are successful, red are failed, and orange are queued.

For more information on:
- Installing FMPS, see Installation and setup.
- Using FMPS through a browser on a client machine Creating and managing publication tasks
- Using FMPS through the APIs on a client machine Working with FMPS using the APIs

Related topics
- Creating and managing publication tasks
- Create a task
- Tasks
Autorefresh of the FMPS interface

The FMPS web interface’s autorefresh is disabled by default. You can set it to autorefresh every 10-500 seconds.

1) Click settings ( مجری)

The Settings dialog appears.

2) In the Settings dialog, select Duration and enter the number of seconds after which you want FMPS web interface to autorefresh. You can enter a number from 10 to 500.

3) Click Save.

NOTE: You can also manually refresh FMPS by clicking the refresh button on the FMPS dashboard.
Installation and setup

To work with FrameMaker Publishing Server, do the following:

1) Install FrameMaker Publishing Server
2) Configure FrameMaker instance
3) Enable http with Windows® authentication (Optional - if you want to restrict access by switching on the authentication)
4) Install a command line tool (Install a free command line tool, such as cURL, to access the FrameMaker Publishing Server using the command line.)
5) Manually install FMPS13 website in IIS, if necessary
6) Enable http ports for FMPS access from other network machines (Optional)
7) Enable email (Optional)
8) Enable browse functionality through Java™ applet

NOTE: For information on issues during installation, see FMPS troubleshooting

Install FrameMaker Publishing Server

To install FMPS, complete the following steps:

1) Run the installation exe. The following products get installed with FMPS:
   a) FrameMaker (2015 release)
   b) RoboHelp (2015 release)
   c) Acrobat 11
   d) FrameMaker Server components (Installer also installs MS® deploy, registers IIS and its components for FMPS use, and installs basic website - the application settings of that website need to be edited manually in IIS).

2) Unzip the following rar file (don’t change its location - the rar file and its unzipped contents should be in the same folder, which is www):

   Program Files
   (x86)\Adobe\FrameMakerPublishingServer13\www\WebServerUI.rar
3) Under IIS > sites > fmyps13 > Application Settings (Under ASP.NET) change the following settings:
   a) Debug: Set the value to true to allow debugging.
   b) DebugLog: Enter path of the debug log that gets populated with error messages.
   c) FMPSBaseDir: The directory that would contain all the tasks-related data
   d) FMPSDomain: The domain name of FMPS. Use the network domain the machine belongs to or workgroup name if the machine is not on a domain.
   e) FMPSHelpDataEnabled: Set this to true to enable Server Help to be viewable by any user.
   f) FMPSPassword: Password associated with the user name entered in FMPSUserName.
   g) FMPSSchFolder: This folder contains FMPS scheduled tasks
   h) FMPSUserName: user name for accessing FMPS (do not add the domain name here)

   **NOTE:** For running the tasks, user should be logged into the system using the account being set up as FMPSUserName.

4) Go to Application pools > fmyps13 > Advanced Settings > Process Model > Identity > Custom Account and set credentials as following:
   a) User name: Enter <domain>\<username> keeping them same as the details entered in the step 3.
   b) Password: Enter the password you entered in step 3.
   c) Confirm Password: Re-enter your password.

5) Ensure that Enable 32-Bit Application is set to True. (Application Pools > fmyps13 > Advanced Settings)

6) In a browser, open the website http://localhost:6234/index.html.

   **NOTE:** 6234 is the default port. You can configure a different port, in which case you should replace 6234 in all the examples in this document with the configured port number.

   The browser displays FMPS website's index.html page.

**Configure FrameMaker instance**

To optimize the performance of FrameMaker in automated publishing tasks, make the following changes to FrameMaker configuration. These changes are essential to run scheduled tasks on FMPS and modify the behavior in the following ways.

FMPS ignores unresolved cross-references, unresolved text insets, and missing graphics.
Installation and setup

- To use MathML, accept the EULA in FrameMaker.
- Check all source documents for errors before initiating a build task.
- FMPS automatically opens and closes FrameMaker and RoboHelp instances. You cannot control these operations.
- FMPS does not report missing fonts. Ensure that the machine that hosts FMPS has all the required fonts.

Enable http with Windows® authentication

1) Open Web.config file at the following location:

Program Files (x86)\Adobe\FrameMakerPublishingServer13\www

2) Locate the following two lines and comment them out to disable them:

```xml
<endpoint address="fmserver/v1" binding="webHttpBinding" contract="Server.IWebService" behaviorConfiguration="webhttp"/>
<endpoint address="" binding="webHttpBinding" contract="Server.IWebPage" behaviorConfiguration="webhttp"/>
```

3) Locate the following lines and enable them by removing the commenting:

```xml
<!--<endpoint address="fmserver/v1" binding="webHttpBinding" contract="Server.IWebService" behaviorConfiguration="webhttp" bindingConfiguration="securehttp"/>-->
<!--<endpoint address="" binding="webHttpBinding" contract="Server.IWebPage" behaviorConfiguration="webhttp" bindingConfiguration="securehttp"/>-->
```

4) In the IIS > fmps13, select Authentication (under IIS).
5) Disable Anonymous authentication.
6) Enable Windows® authentication.
7) If you do not enable authentication, while using the FMPS using API commands, you do not need to pass the authentication-related parameters. For more information, see Working with FMPS using the APIs.
Install a command line tool

Install a command line tool, such as cURL, to pass commands to FMPS. cURL is a freeware command line tool.

Manually install FMPS13 website in IIS, if necessary

If FMPS fails to install the IIS website, you can execute the deploy command to install the website. To manually install the FMPS website, log in as Admin and complete the following steps:

1) Go to FMPS installation folder. (Program Files (x86)\Adobe\FrameMakerPublishingServer13\deploy)
2) Run the bat file in with the following syntax (log in as an Admin to run this command):
   deployed.bat addsite -sitename <newsite> -port 6234 -physicalpath "<path>" addpool[or setpool] -poolname <newpool>
   In this command, provide values for newsite, path, and newpool.

Enable http ports for FMPS access from other network machines

To allow Win Server (example) for port access 6234, check if the http ports for FMPS access from other machines is enabled. If it is not, enable the http ports for FMPS access.

1) Click Start, type Firewall.cpl, and then click OK.
2) Click Advanced Settings.
3) Check if an inbound traffic rule is already enabled or not. If it is not,
   a) Right click Inbound Rules on the left pane.
   b) If a new rule by the name FMPS Port Open exists and is checked, the ports are already enabled and you do not need to go ahead with this task. If such a rule is not visible, create a new rule by following rest of this task.
   c) Select New Rule.
   d) Select Port.
   e) Under Specific Ports enter your port number (Default is 6234. All the examples in this document use the port as 6234. If you have set the port to something else, replace 6234 in the examples with your port number).
f) Continue with "Next" until the end of the wizard. Name the rule when prompted.

4) Check if your port is now accessible - if required, restart the Windows® Firewall service (under Services).

Enable email

Complete the following steps to enable email notifications of tasks (such as “Run successful” and “Run failed”):

1) Open server.ini on the following location:
   Program Files (x86)\Adobe\FrameMakerPublishingServer13\

2) Locate the following flag and set its value to your mail server (Example: inner-relay-1.corp.abc.com):
   server

   **NOTE:** Now you can specify email IDs for notifications while creating tasks.

Enable browse functionality through Java™ applet

**IMPORTANT:** As Google is discontinuing the support for NPAPI, which is used by the browse functionality, we recommend using alternates to the Chrome browser.

**NOTE:** You need to have the latest JRE installed on your client machines to use this functionality.

When you launch the FMPS website, the browser prompts you for permission to run Java™ applet. Allow the browser to run the Java™ applet to enable browse functionality in FMPS.

Otherwise, while opening various files FMPS, enter the path and name of the files manually.
Creating and managing publication tasks

Publishing

Tasks

You remotely define the publication tasks in Adobe FrameMaker Publishing Server and schedule them to run at the required interval. A task is a complete collection of all the build information that is required to run a publication task.

For more information, see FrameMaker Publishing Server: Automated publishingdelivered remotely.

Typically, you define a task for each book or source document that you want to create outputs from. For example, if you have a book file from which you want to create Adobe PDF, WebHelp, Adobe AIR, and EclipseHelp outputs, you specify the following:

Input Source
Location of the source document or book. You can specify sources from the local file system, a network or WebDAV folder, an EMC Documentum® repository, a Microsoft® SharePoint repository, or Adobe Experience Manager (AEM).

Output formats
Output formats required and their settings such as PDF settings and RoboHelp settings.

Online Help formats such as WebHelp, Adobe AIR-based Help, ePub, and EclipseHelp are defined in the RoboHelp project settings.

Presets
Presets for PDF and RoboHelp tasks include settings such as Job settings, Display settings, PDF Bookmarks settings, and DITAVAL file to use. Preset help you apply these settings to repetitive and similar tasks and save time.

Output location
The location where you want the output from the build process saved. You can specify the output location as a folder in the local file system, a network or WebDAV folder, or an EMC Documentum®, Microsoft® SharePoint repository, or Adobe Experience Manager.
Creating and managing publication tasks

Scheduling
Schedule to run the task and the frequency.

Create a task


2) In the Task tab, select Add New Task.

3) On the New Task screen, specify a name for the publication task.

Tasks in the task queue are listed with the task name. Provide intuitive task names that indicate the type of document and the output formats to easily identify your task from the queue.

4) Click the browse button next to the Input Source field. The Specify Input Source dialog appears. Enter the following details in it:
   a) An input source file (BOOK, DITAMAP, FM, or MIF files). Enter full path and name of the input file.
   b) Enter login credentials to access the input file if there are any. For example, login information is required to access files over the network or the CMS.
   c) If your input file is on a CMS, select CMS and specify the CMS details, such as login information, server, and workspace.

5) To edit book settings, click the Modify link in front of Book Settings. In the Book Settings dialog, double-click the entries in the Don’t Include list to include them in the Book. Double-click the entries in the Include list to exclude them from the Book.

6) To add an output type, specify an output type, preset, and then click the browse button next to the Output File Path field. The Specify Output dialog appears. Enter the following details in it:
   NOTE: FrameMaker Publishing Server overwrites any files with the newly generated outputs. To keep the output files from an earlier publication task, move them to another folder. You can run a post-publish command as part of the publication task to move the output files to another location after the publication task is completed.
   a) Specify the destination file path where the output file is saved.
   b) If necessary, enter login credentials to save the output file. For example, login information is required save output files on the network or on the CMS.
   c) To save output file to a CMS, select CMS and enter the CMS details.
   NOTE: To generate the Native Mobile App output, you need additional software and settings. For details, see Extra settings for Native mobile app. To generate .mobi files, you need to install KindleGen and specify its path in RoboHelp. For more information, see RoboHelp documentation.

7) To add more output types, click Add Another Output and repeat step 5.
8) (Optional) Enter the path and name of a Pre-Publish ExtendScript to specify any automation script that you created.

9) (Optional) Enter the name and path of a Post-Publish Script to specify any system command that you want to run on the outputs after the publication task is run. You can create a batch script and provide its path so that FrameMaker Publishing Server runs the script after the publication task is completed.

10) Select Schedule Task to add it to the publication queue.

11) (Optional) In Send Log in Email, specify the email addresses where you want to send the task log. Use semicolons between multiple email IDs.

12) To add or delete information in the task logs, click Modify in front of Log Settings. In the Log Settings dialog, double-click on the entries in the Don’t Include list to include them in the task logs. Double-click on the entries in the Include list to exclude them from the task logs.

13) Click Save.

You can also create a task from a template. For more information, see Create a task from a template.

RELATED LINKS:
RoboHelp settings
Scheduling

Extra settings for Native mobile app

To create a native mobile app, FrameMaker Publishing Server requires PhoneGap SDK and other apps and additional details in the settings.xml file.

1) Download and unzip the following on your computer:
   a) PhoneGap SDK
   b) Android™ SDK
   c) Oracle Java™ SDK
   d) Apache Ant

2) Locate the settings.xml file in FrameMaker’s Install directory at \ininit\RH_DEFaulT_PROJECT and specify the following options:

<table>
<thead>
<tr>
<th>Tag</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>PhoneGapFolder</td>
<td>Folder on your computer where you’ve downloaded and unzipped the PhoneGap software development kit</td>
</tr>
<tr>
<td>LDPIIcon</td>
<td>A png file for application icon for LDPI (low) android mobile screen density</td>
</tr>
</tbody>
</table>
RoboHelp settings

To create online Help formats, FrameMaker Publishing Server uses project settings that you define in RoboHelp. You can define a standard RoboHelp project with all the required output formats, and then use the RoboHelp Project (.XPJ file) as the template for online Help output.

Typically, you author content in FrameMaker, and then define the conversion settings to link or import content from FrameMaker to RoboHelp. In such scenarios, you define your conversion settings that include the following:

- Style mapping between FrameMaker and RoboHelp
- Cascading style sheets (CSS) for the online Help format that you create from RoboHelp
- RoboHelp Project File (XPJ) that contains the definitions for output formats

Run tasks from the list

- On the FrameMaker Publishing Server dashboard, select the tasks from the task list and click Run.
Duplicate a task

An easy way to create multiple tasks is to make a copy of a task you defined, and then make the necessary changes for the new task.

1) On the FrameMaker Publishing Server dashboard, do one of the following:
   - Click a task name and in the Task dialog click Duplicate.
   - Select a task and then select Duplicate Task from the Add New Task dropdown.
2) Edit the name and other details of the task and click Save.

Edit a task

1) On the FrameMaker Publishing Server interface, click on a task name. The Task dialog appears.
2) Make the required changes in the task and click Save.

Delete a task

- On the FrameMaker Publishing Server dashboard, select one or more tasks and click Delete.

   **NOTE:** If you delete a task when it is currently running, the task is removed, but the current run is allowed to complete.

Scheduling

Typically, you create publication settings for recurring tasks. With FrameMaker Publishing Server, you can create multiple publication tasks and schedule them to run at specified intervals. In a typical technical publications department, many teams create automated builds that are then run at the required intervals. You can specify the intervals as once, daily, weekly, or monthly. A publication task requires a defined schedule to run or a user can run them manually. For more information on running tasks manually, see Run tasks from the list.

After you schedule a task to run, FrameMaker Publishing Server adds these as scheduled tasks to the Windows® Task Scheduler. You can view and edit these tasks from Windows® Task Scheduler independent of FrameMaker Publishing Server. The scheduled tasks appear with the name of the task and the user name associated with the task.

Keep in mind the following when you determine the build schedules:

- Each source document requires a separate publication task. If you have a large documentation set that heavily uses single-sourcing approach, you will need to create as many publication tasks as the number of book files.
Creating and managing publication tasks

- Builds are queued—if you want to run an immediate publication task when a large number of builds are in the queue, you will have to wait for the builds in the queue to be completed before you can run your publication task.

- If you require daily builds, consult with other teams so that your build schedule doesn’t clash with theirs. If you schedule a large build in the day time, chances are that a once-only build task you want to run urgently will have to wait until the build queue is completed. A good way to ensure that daily build schedules do not affect other build tasks is to plan your daily builds to run in after-office hours.

Create a schedule for run

1) On the Task dialog, click the link next to Scheduling. The link could be:
   - Not Scheduled: If the task is not scheduled
   - A description of the scheduled task, such as 20:23 every SUN of every week if the task is scheduled

2) On the Schedule window, select the required interval, and specify the options.

3) Click Save.

View the schedules for tasks

FrameMaker Publishing Server lists all the tasks that are defined for the server, and shows their run status. In addition to the list of all tasks, you can see the next run status of each task in the Next Run column of the Tasks dashboard.
Reusing tasks

In FMPS, you can reuse publishing tasks using templates and presets and save time.
See video: FrameMaker Publishing Server: PDF pre-sets and templates

Templates

Templates are reusable publication tasks that you can run with or without modifications.

Templates include the following information:

- Book settings: Settings such as whether or not to apply master pages and update cross references in the source book
- Output settings: Output directory and types of outputs to create
- Scripts: Pre-publish and post publish scripts to run
- E-mail: email IDs to notify the progress of tasks
- Private or shared: Private templates are visible and accessible for the creator of the template only. Shared templates are visible and accessible to all the users.
- Log settings (for more information, see Logs.)

Create a template

1) Select the Template tab.
2) Click Add New Template and enter the settings for the Template.
3) If you want to make your template available for others, select Shared.
4) Click Save.

Run a template from the Template tab

- In the Template tab, select a Template in the list and click Run.
Reusing tasks

Run a template

1) In the Template tab, click a Template’s name. The template details open.
2) If necessary, edit the template details.
3) Click Run.

Duplicate a template

To create a template similar to an existing one, you can duplicate it.
1) In the Template tab, do one of the following:
   • Click a Template’s name and in the Template dialog, click Duplicate.
   • Select a Template and select Add New Template > Duplicate Template.
2) The template details open with the same task settings and name of the task duplicated with the suffix “-copy.”
3) Modify the settings and the name of the Template and click Save.

Create a task from a template

By creating a task from a template, you can use the template with minimal changes.
1) In the Template tab, select a Template in the list.
2) In the Add New Template drop-down, select Create Task From Template. The Task dialog appears.
3) Modify the details as appropriate and click Save.

Presets

In FMPS, you can create presets for PDF and RoboHelp tasks to save time. Presets include settings such as:
• Job settings
• Display settings
• PDF Bookmarks settings
• DITAVAL file to use

For repetitive tasks with the same settings, you can create and apply the presets to populate all the settings to save time. You can create private or shared presets. Private presets are visible and accessible for the creator of preset only. Shared presets are visible and accessible to all the users but can be edited only by the users who created them.

In addition to presets, you can also create Templates for reusable tasks.

**Add a preset**

1) Select the Presets tab.

2) Using the Add New drop-down, select Add New PDF Preset/Add New RoboHelp Preset and enter the name and settings for the preset.

3) If you want to make your preset available for others, select Shared. If you do not select Shared, your preset is visible and available to you only.

4) Click Save.

**Edit a preset**

1) On the Presets tab, click on a preset’s name.

   The PDF/RoboHelp Presets dialog appears.

2) Make the required changes and click Save.

**Delete presets**

1) Do one of the following:

   • On the Presets tab, select the presets to be deleted and click Delete.

   • In the PDF/RoboHelp Presets dialog, click Delete.
Logs

FrameMaker Publishing Server includes extensive logging features. You can use the FrameMaker Publishing Server logs to troubleshoot any publication task errors, and fix errors in the source documents such as unresolved cross-references. You can define FrameMaker Publishing Server logs to have extensive reports including the number of markers, pages, and so on.

You can specify the log settings for each publication task, or can use the default log settings for all tasks.

Specify default log settings

1) In the Task dialog, click the Modify link next to Log Settings.
2) In the Log Settings dialog, double-click the entries in the Don’t Include list to include them in the log. Double-click the entries in the Include list to exclude them from the log.
3) Click Save.

View logs

You can view the logs from the publication tasks completed in two ways:

In the Task dialog
In the Task dialog, click on the Log tab. The Log tab displays all the logs relevant to the task in a reverse chronological order.

In the FrameMaker Publishing Server application folder
You can access the publication task logs from the application installation folder: %appdata%\Roaming\Adobe\FrameMakerPublishingServer\13\ServerData.

You can use log parsers to quickly collect publication-related reports from these logs.
Working with FMPS using the APIs

API methods

From a client machine, you can query the FMPS using the following methods on IIS to create, retrieve, update, or delete (CRUD) resources. According to the REST protocol, everything on the server, such as tasks, presets, and templates, is treated as a resource. For more information on the REST protocol, see http://en.wikipedia.org/wiki/Representational_state_transfer

In the Web API URLs and task types table, the various GET, POST, DELETE, and PUT requests map to CRUD framework as following:

<table>
<thead>
<tr>
<th>Type of task</th>
<th>CRUD aspect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post</td>
<td>Create</td>
</tr>
<tr>
<td>Get</td>
<td>Retrieve</td>
</tr>
<tr>
<td>Put</td>
<td>Update</td>
</tr>
<tr>
<td>Delete</td>
<td>Delete</td>
</tr>
</tbody>
</table>

CRUD framework

The FMPS APIs manage the FMPS according to the CRUD (Create, Read, Update, Delete) framework. For more information on the CRUD framework, see http://en.wikipedia.org/wiki/Create,_read,_update_and_delete

Following are the commands mapping to the CRUD framework:

<table>
<thead>
<tr>
<th>CRUD aspect</th>
<th>FMPS Web API command</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREATE</td>
<td>curl.exe -k --dump-header h_create_task.txt -v -u &lt;domain&gt;&lt;username&gt;:&lt;password&gt; --ntlm -H &quot;Content-Type: application/XML&quot; -X POST --data &lt;TaskSample&gt;.xml <a href="http://localhost:6234/fmserver/v1/Tasks">http://localhost:6234/fmserver/v1/Tasks</a></td>
</tr>
</tbody>
</table>
Web API URLs and task types

The following table includes URLs of each of the Web APIs available to you for building your own FMPS custom client. Each URL represents a Web API that you can query. The methods, such as Get and Post, are the type of operations you are performing on the Web API. The URLs include parameters that you can pass for the task.

Create and update (Post and Put) requests have parameters passed in the body of the HTTP request as an XML or JSON file as well as in the URL. Get and Delete have parameters in the URLs only. The various task type links in the Help URL include the schema required for the various tasks.

FMPS supports the following Web APIs: **NOTE: The following example commands use cURL. You can use any other command line tool and modify the commands accordingly.**

<table>
<thead>
<tr>
<th>Web API URL (links work on a machine with FMPS installed)</th>
<th>Task Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/%7BTYPE%7D/presets">http://localhost:6234/fmserver/v1/{TYPE}/presets</a></td>
<td>Get</td>
<td>Retrieve all presets of type PDF or ROBO</td>
</tr>
<tr>
<td></td>
<td>Post</td>
<td>Create a preset of type PDF or ROBO</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/%7BTYPE%7D/presets/%7BNAME%7D">http://localhost:6234/fmserver/v1/{TYPE}/presets/{NAME}</a></td>
<td>Get</td>
<td>Retrieve a preset of type PDF or ROBO</td>
</tr>
<tr>
<td></td>
<td>Put</td>
<td>Edit a preset of type PDF or ROBO</td>
</tr>
<tr>
<td></td>
<td>Delete</td>
<td>Delete a preset of type PDF or ROBO</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/cmsinfolist">http://localhost:6234/fmserver/v1/cmsinfolist</a></td>
<td>Get</td>
<td>Get list of CMS registered for FMPS. This comes from the cmsinfolist.xml in FMPS installation</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/kill/tasks/%7BTASKNAME%7D">http://localhost:6234/fmserver/v1/kill/tasks/{TASKNAME}</a></td>
<td>Post</td>
<td>Kill an already running Task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/meta/tasks/%7BTASKNAME%7D">http://localhost:6234/fmserver/v1/meta/tasks/{TASKNAME}</a></td>
<td>Get</td>
<td>Retrieve meta info of a task: Creator, Created, Last Run</td>
</tr>
<tr>
<td>Web API URL (links work on a machine with FMPS installed)</td>
<td>Task Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>-----------</td>
<td>-------------</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/meta/template%5Cntasks/%7BTEMPLATENAME%7D?shared=%7BSHARED%7D">http://localhost:6234/fmserver/v1/meta/template\ntasks/{TEMPLATENAME}?shared={SHARED}</a></td>
<td>Get</td>
<td>Retrieve meta info of a task: Creator, Created, Last Run Optional Parameter Shared=true needs to be passed in the URL to indicate a shared template</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/run/tasks/%7BTASKNAME%7D">http://localhost:6234/fmserver/v1/run/tasks/{TASKNAME}</a></td>
<td>Post</td>
<td>Run a task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/run/templatetasks/%7BTEMPLATENAME%7D?shared=%7BSHARED%7D">http://localhost:6234/fmserver/v1/run/templatetasks/{TEMPLATENAME}?shared={SHARED}</a></td>
<td>Post</td>
<td>Run a Template Task with template parameters. This creates a temporary task that would be run immediately. Optional Parameter Shared=true needs to be passed in the URL to indicate a shared template</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks?taskinfo=%7BTASKINFO%7D&amp;metainfo=%7BMETAINFO%7D&amp;schedulinginfo=%7BSCHEDULINGINFO%7D&amp;statusinfo=%7BSTATUSINFO%7D">http://localhost:6234/fmserver/v1/tasks?taskinfo={TASKINFO}&amp;metainfo={METAINFO}&amp;schedulinginfo={SCHEDULINGINFO}&amp;statusinfo={STATUSINFO}</a></td>
<td>Get</td>
<td>Retrieve list of all Tasks details Optional Parameter(s): metainfo=true needs to be passed in the URL to retrieve Creator, Created, Last Run schedulinginfo=true needs to be passed in the URL to retrieve schedule of the task statusinfo=true needs to be passed in the URL to retrieve running status of the Task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks">http://localhost:6234/fmserver/v1/tasks</a></td>
<td>Post</td>
<td>Create a task with the settings specified in the given file.</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks/%7BTASKNAME%7D?metainfo=%7BMETAINFO%7D&amp;schedulinginfo=%7BSCHEDULINGINFO%7D&amp;statusinfo=%7BSTATUSINFO%7D">http://localhost:6234/fmserver/v1/tasks/{TASKNAME}?metainfo={METAINFO}&amp;schedulinginfo={SCHEDULINGINFO}&amp;statusinfo={STATUSINFO}</a></td>
<td>Get</td>
<td>Retrieve the given Task details Optional Parameter(s): metainfo=true needs to be passed in the URL to retrieve Creator, Created, Last Run schedulinginfo=true needs to be passed in the URL to retrieve schedule of the task statusinfo=true needs to be passed in the URL to retrieve running status of the Task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks/%7BTASKNAME%7D">http://localhost:6234/fmserver/v1/tasks/{TASKNAME}</a></td>
<td>Put</td>
<td>Edit a task with the settings specified in the given file.</td>
</tr>
<tr>
<td>Delete</td>
<td>Delete</td>
<td>Delete a specific task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks/%7BTASKNAME%7D/logs">http://localhost:6234/fmserver/v1/tasks/{TASKNAME}/logs</a></td>
<td>Get</td>
<td>Retrieve the list of all logs of the given Task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks/%7BTASKNAME%7D/logs/%7BLOGNAME%7D">http://localhost:6234/fmserver/v1/tasks/{TASKNAME}/logs/{LOGNAME}</a></td>
<td>Get</td>
<td>Retrieve a specific log of the given Task</td>
</tr>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks/%7BTASKNAME%7D/statuses">http://localhost:6234/fmserver/v1/tasks/{TASKNAME}/statuses</a></td>
<td>Get</td>
<td>Retrieve the list of all status logs of the given Task</td>
</tr>
</tbody>
</table>
Working with FMPS using the APIs

<table>
<thead>
<tr>
<th>Web API URL (links work on a machine with FMPS installed)</th>
<th>Task Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://localhost:6234/fmserver/v1/tasks/%7BTASKNAME%7D/statuses/%7BSTATUSNAME%7D">http://localhost:6234/fmserver/v1/tasks/{TASKNAME}/statuses/{STATUSNAME}</a></td>
<td>Get</td>
<td>Retrieve a specific status log of the given Task</td>
</tr>
</tbody>
</table>
| http://localhost:6234/fmserver/v1/templatetasks?shared={SHARED}&templateinfo={TEMPLATE INFO}&metainfo={METAINFO} | Get | Retrieve list of all TemplateTasks details
Optional Parameter(s):
- shared=true needs to be passed in the URL to indicate a shared template
- metainfo=true needs to be passed in the URL to retrieve details of the Template Task |
| http://localhost:6234/fmserver/v1/templatetasks?shared={SHARED} | Post | Create a template task with the settings specified in the given file.
Optional Parameter Shared=true needs to be passed in the URL to indicate a shared template |
| http://localhost:6234/fmserver/v1/templatetasks/{TEMPLATENAME}?shared={SHARED}&metainfo={METAINFO} | Get | Retrieve meta info of a task: Creator, Created |
| http://localhost:6234/fmserver/v1/templatetasks/{TEMPLATENAME}?shared={SHARED} | Delete | Delete a template task with the specified name
Optional Parameter Shared=true needs to be passed in the URL to indicate a shared template |
| http://localhost:6234/fmserver/v1/templatetasks/{TEMPLATENAME}?shared={SHARED} | Put | Modify a template task with the settings specified in the given file.
Optional Parameter Shared=true needs to be passed in the URL to indicate a shared template |
| http://localhost:6234/fmserver/v1/schedulinginfo/tasks/{TASKNAME} | Get | Retrieve schedule of a Task |
| http://localhost:6234/fmserver/v1/schedulinginfo/tasks/{TASKNAME} | Put | Modify schedule of a Task |

Help URL

The Help URL (Localhost:6234\fmserver/v1/help) gives you a list of all the Web APIs available to you.

When you click a Post or Put link, you can see:

- The sample XML and JSON schema of the file you need to pass with the parameters for creating\modifying a task.
- The sample response XML and JSON schema files.

When you click a Get link, you see the sample response schemas. For Get requests, the body for request and response is empty.
Enable the Help URL

As explained in the step 3 of Install FrameMaker Publishing Server, add the following value to the application settings of FMPS and set it to true:

FMPSHelpDataEnabled

Using command line to manage tasks with FrameMaker Publishing Server

NOTE: In the following commands, you will use the username and password fields only if you have enabled authentication. Otherwise, you do not pass domain, username, password, and --ntlm.

Create a task for the FMPS

1) Create a .xml or JSON file specifying Task Name, Input File, Output file, and your email ID where FMPS will send notifications about the task. Following is the example content for the XML input file:

```xml
<Task xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <Name>Task_Epub</Name>
  <FMServerTask xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <Version>13</Version>
    <Jobs>
      <Job>
        <Input>
          <InputFile>C:\Sample.Book</InputFile>
        </Input>
        <Outputs>
          <Output>
            <OutputFile>C:\Epub\</OutputFile>
            <OutputFormat>RH_EPUB</OutputFormat>
            <Configuration>
              <RH_CONFIGURATION> </RH_CONFIGURATION>
            </Configuration>
          </Output>
        </Outputs>
      </Job>
    </Jobs>
    <Notification>
      <Emails>
        <Email>your@email.com</Email>
      </Emails>
    </Notification>
  </FMServerTask>
</Task>
```
2) Pass the following command with the appropriate values to create a task. Replace `<Task-Sample>.xml` with the XML\JSON file’s name you created in step 1.

```bash
curl.exe -k --dump-header h_create_task.txt -v -u <domain>\<username>:<password> --ntlm -H "Content-Type: application/XML" -X POST --data <TaskSample>.xml http://localhost:6234/fmserver/v1/Tasks
```

The task is created. When this task runs successfully. System returns the code 200. The task gets created in 2 places in FMPS Base DIR you specified during application settings. The created task now appears in your UI: console page.

**Retrieve all your tasks**

- Pass the following command with the appropriate credentials and domain name.

```bash
curl.exe -k --dump-header h_Tasks.txt -v -u <domain>\<username>:<password> --ntlm http://localhost:6234/fmserver/v1/Tasks
```

**Retrieve a particular task**

- Pass the following command with the appropriate credentials, domain name, and task name.

```bash
curl.exe -k --dump-header h_Tasks.txt -v -u <domain>\<username>:<password> --ntlm http://localhost:6234/fmserver/v1/Tasks/<taskname>
```

**Modify a task**

- To modify a task you have already created, edit the XML\JSON file you passed to create the task and pass it again using the following command:

```bash
curl.exe -k --dump-header h_edit_task.txt -v -u <domain>\<username>:<password> --ntlm -H "Content-Type: application/XML" -X PUT --data <TaskSample>.xml http://localhost:6234/fmserver/v1/Tasks/<TaskName>
```

**NOTE:** The command to modify a task is similar to the command for creating a task. You just replace POST with PUT.
Delete a task

- To Delete a task you have already created, pass the following command:

  curl.exe -k --dump-header h_delete_task.txt -v -u
  <domain>\<username>:<password> --request DELETE
  http://localhost:6234/fmserver/v1/Tasks/<TaskName>

See all the Web APIs

All the web APIs are listed at the Help URL: Localhost:6234\fmserver/v1/help

FMPS troubleshooting

1) What products are installed via FMPS?
   a) FrameMaker 2015 release
   b) RoboHelp 2015 release
   c) Adobe Acrobat
   d) FrameMaker Server components

2) What Server features are installed along with the FMPS installer?
   a) Installer also installs MS Deploy
   b) IIS and its components are registered for use by FMPS
   c) Installs a basic website (the application settings of the website need to be edited manually via IIS)

3) Why do I not see IIS installed after the installation of FMPS?
   a) run "asnet_regiis -i" in C:\Windows\Microsoft.NET\Framework\v4.X.XXXX

4) How do I install the FMPS website in IIS manually?
   a) If for any reason, FMPS fails to install the IIS website, you can execute the deploy command to install the website.
   b) Go to FMPS installation folder
   b) Run the bat file in admin mode with the following syntax:

      deploy.bat addsite -sitename newsite -port 9090
      -physicalpath "c:\baseloc" addpool[or setpool] -poolname newpool
c) *newsite*, *path* and *newpool* need to be provided.

5) **What parameters need to be edited in the application settings of FMPS website in IIS?**
   
a) A user name with password needs to be specified in Application settings to run FMPS tasks. You can specify a domain user or a local user.
   
   a) **FMPSDomain** - Domain name
   
   b) **FMPSUser** - User name
   
   c) **FMPSPassword** - Password of the FMPSUser user
   
   d) **FMPSSchFolder** - Folder containing FMPS scheduled tasks
   
   e) **FMPSLocation** - Full location of $install path of FMPS[FrameServerEx].exe
   
   f) **FMPSBaseDir** - Directory that would contain all the tasks related data
   
   g) **debug** - Allow debugging true/false
   
   h) **DebugLog** - Full path of the debug log that gets populated with error messages.
   
   i) **FMPSHelpDataEnabled** - For enabling Server Help to be viewable by any user

6) **How do I debug the problem if my tasks API are giving an unknown error?**
   
a) Open the debug log from the path of the mentioned variable "debuglog" in IIS -> FMPS website

7) **If a task/log/file is not getting deleted via the APIs, what could be the issue?**
   
a) There could be a problem with the permissions. You should give full permissions to the domain\user who runs the task.

8) **I can’t see IIS installed even after installing FMPS?**
   
a) You need to restart computer to see IIS

9) **Even after restarting my computer IIS doesn’t show up?**
   
a) IIS installation has failed for some reason, You would need to manually install IIS on your machine
   
   a) Install IIS on your machine. IIS7 or later versions.
   
   b) Go to Add Remove Programs
   
   c) Go to Turn Windows Features On/Off
   
   d) Check Internet Information Services
   
   e) Check IIS > Compatibility > IIS Management scripts
   
   f) In IIS > Web Management Tool, check IIS Management scripts and tools, IIS Management Service and IIS Management console
g) Ensure HTTP Redirection, Static Content is ON in IIS > World Wide Web Services > Common HTTP Features
h) In IIS > WWW Services > Application Development Features, check ASP.NET (latest) and version 4 of .Net (if listed .. (Win8)). (Or .Net 3 in case of Server)
i) In IIS > WWW Services > Security, check Windows Authentication, Basic Authentication.
j) Enable WCF components for .NET
k) In .NET Framework (latest), check WCF HTTP/NON-HTTP activation

10) I get a message "Object reference not set to an instance of an object". What can be the problem?
a) The website type you are accessing is not correct. Check if the http port is open or https is correctly configured.

11) Why do my tasks get created as the DefaultAppPool user though I have specified poolname in my deploy settings?
a) Go to IIS -> website -> basic settings and set the pool to the desired poolname.

12) How do I create an application pool in IIS?
a) IIS -> Application Pools -> Add Application Pool (with default options)

13) How do I know what ports are being used by FMPS website?
a) IIS -> FMPS website -> Bindings
b) For advanced settings: IIS -> FMPS website -> Advanced Settings

14) How do I enable http ports for the FMPS website to be accessed from other computers?
a) Say you want to allow Win Server allow for port access 6234
b) To access the firewall, select Start -> Type in "Firewall" -> Click on "Windows Firewall With Advanced Security"
c) (Logon as a batch job permission, member of users and IIS_IUSRS)
d) To configure an inbound traffic rule:
a) Right click "Inbound Rules" on the left pane
b) Choose "New Rule"
c) Choose "Port"
d) Under "Specific ports" enter your port number (9090)
e) Continue with "Next" until the end of the wizard, naming the rule when prompted.
f) Check if your port is now accessible - you might need to restart the Windows Firewall service (under "Services")
15) Why do I not get an email after a task is complete?
   a) Your virus scan may be blocking the emails. Try disabling that setting. For example, in McAfee -> Access protection properties -> (uncheck) Prevent mass mailing worms from sending mails

16) Why do I get a Server 500 error and the Server console doesn’t appear in browser?
   a) Restart IIS

17) I get a Server 503 error "Service Unavailable" in the browser?
   a) Check whether the following settings reflect the current user name / password:
      b) Application Pool > fm<version number> >Advanced Settings>Identity>Custom Account >Give the username/password once again
      c) fm<version number>>Application Settings>FMSPassword
      d) fm<version number>>Application Settings>FMSPUsername

18) I changed my password for the user. Why does it stop working with the error "Service not available"?
   a) You need to go to IIS -> Application Pools -> Advanced Settings -> Identity -> Custom Account -> Give the user name / password once again

19) Why am I not able to see Math ML equations in the published documents?
   a) Check whether you have accepted EULA for Math ML. Open FrameMaker and go to Special > MathML, if the EULA pops up, accept it.
   b) Check whether JRE is installed on the machine. If not, install it from: http://java.com/en/download/help/index_installing.xml

20) When I run a task nothing happens and command prompt is not launched. Why?
   a) Open IIS -> Application Pools
   b) Click on fm<version number> and then on Advanced Settings
   c) If "Enable 32 bit applications" is set to false, change it true and restart the application pool.
   d) (Laptop Specific)
      a) Windows does not allow task scheduler to run if your laptop is not connected to a power source.
      b) Connect your laptop to power source and try again.
21) Why is the FMPS Dashboard not displaying properly on Internet Explorer browser.
   a) In IE 11, open Settings > Compatibility View Settings (For lower versions of IE press F12 to find the compatibility view settings)
   b) Uncheck "Display Intranet sites in Compatibility view".
   c) Open FMPS website

22) On clicking the Browse button, why does the message "Applet request Denied" display.
   a) Check if Java is installed. If not install the latest version.
   b) If Java is installed, go to Java Control Panel and:
      a) Enable Java content in the browser
      b) Add the FMPS WEBsite to the exception list. Restart the browser
   c) If the problem is still not solved, Uninstall all previous versions of Java, restart the browser and try again.
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