# Table of Contents

**Introduction** ................................................................. 1

**How to get Adobe RoboHelp Server 11** ................................................................. 2

**Easily host Help content, including Responsive HTML5 and Frameless outputs**  3

Host Responsive HTML5 and Frameless outputs published with the latest release of Adobe RoboHelp ................................................................. 3

**Conveniently create, manage, and track content** ................................. 8

Generate and analyze reports ......................................................................................... 8

  Customizing report columns .................................................................................... 15

**Efficiently deploy, configure and authenticate** ........................................... 16

Software and architectural improvements ............................................................... 16

  Deployment and architectural enhancements ......................................................... 16

  Modern browser support ......................................................................................... 17

  Database connectivity enhancements ......................................................................... 18

  IIS and Apache support ............................................................................................ 18

  LDAP integration ........................................................................................................ 18

Deploying RoboHelp Server 11 ................................................................................. 18

Defining access to users .............................................................................................. 20

**Additional resources** ............................................................................................ 21

Product site .................................................................................................................. 21

User guides and Help hub pages .................................................................................. 21

**Legal notices** ............................................................................................................. 22
Adobe RoboHelp Server software is a web feedback analytics tool and a robust way to manage access to content. It effortlessly and painlessly collects usage information on Application Help, Knowledge Bases, Policies & Procedures, eLearning Content, and Product Manual content. Unlike other tools, it is specially developed for the needs of technical communicators as a way to improve content. It is also possible to publish to special Areas that can be managed like separate websites. It even has the option of limiting access via user/password authentication. This server database application is used as a companion to the popular Adobe RoboHelp authoring application. To find out more about Adobe RoboHelp, see the Additional resources section at the end of this guide.

This guide presents you an overview of the new features and workflows in Adobe RoboHelp Server 11. Besides this Getting Started Guide, you will find the RoboHelp Server User Guide and many other resources online at adobe.com. A collection of key RoboHelp Server resources is presented in the Additional resources section of this guide.
How to get Adobe RoboHelp Server 11

To try RoboHelp Server 11 before buying, download a fully functional, 30-day complimentary trial version. Learn about the various ways to buy Adobe RoboHelp Server here.
Easily host Help content, including Responsive HTML5 and Frameless outputs

Host Responsive HTML5 and Frameless outputs published with the latest release of Adobe RoboHelp

You can now host Responsive HTML5 and Frameless content on Adobe RoboHelp Server. This allows your end users to access content on a multitude of devices, including mobile devices. The primary advantage of Responsive HTML5 and Frameless outputs is that your content is rendered seamlessly on all screen sizes (desktops, tablets, and phones). Adobe RoboHelp also allows you to create dynamic filters. These dynamic filters enable end users to access personalized content.

How to publish output from the latest release of Adobe RoboHelp to RoboHelp Server

To publish from the latest release of Adobe RoboHelp to Adobe RoboHelp Server 11:

You can configure Responsive HTML5 and Frameless output presets to link to the RoboHelp Server profile, and then publish your content to one or multiple RoboHelp Servers.

1. Click the output tab in the standard toolbar. Output Presets is the default selection in the Output toolbar.

2. In the Output Presets panel, double-click an output preset to edit it.

3. In the Output Preset editor, click the Publish tab to view the servers created across projects. You can also edit server information in the Publish Profiles dialog box, which can be launched by clicking 🌟.
4. Select the profiles (servers) to which you want to publish content.

5. Select Republish All to republish the entire content. If this field is not selected, RoboHelp publishes the updated content only since the previous publish and not the entire content.

6. To publish to the selected profiles (servers), click the output present and then click in the standard toolbar. Or, right click the output preset and click Publish. If you selected multiple RoboHelp Servers, RoboHelp publish to RoboHelp Servers in a sequence. Two prompts appear,
one displays publishing information (such as the file being published, preset name, and server name) and the other displays publishing status.

7. To view the published content, click 🎯 in the Results column against the published profile. If publishing fails, the Results column does not shown the 🎯 icon.

**How to publish output from Adobe RoboHelp Classic to RoboHelp Server**

To publish from Adobe RoboHelp Classic to Adobe RoboHelp Server 11:

1. Set Responsive HTML5 as the Primary Output.

*Note: In addition to Responsive HTML5, you can also publish WebHelp Pro and FlashHelp Pro outputs to RoboHelp Server.*

2. Right-click on Responsive HTML5 (Primary Output) and select Properties.
3. In the left pane, select Publish.
4. Click New to add a new RoboHelp Server destination.

5. Click Save and Generate button to generate the output.

6. In the Result dialog, click Publish to publish the project on RoboHelp Server.

For more details, see Using Adobe RoboHelp Server 11 guide.
Conveniently create, manage, and track content

Generate and analyze reports

RoboHelp Server provides out-of-the-box reports that would give you specific statistical aspects of your help system's usage. You can use the report data to identify strong and weak areas of your Help content, and take corrective measures. Along with the existing reports, now get analytics reports for Responsive HTML5 and Frameless output as well. You can access usage reports based on not viewed topics, browser statistics, topic views, page visits, and more. The feature-level reports for dynamic content filters enable you to personalize content for greater relevance.

Here are some reports available in the latest release of RoboHelp Server. For more information on reports, see Using Adobe RoboHelp Server 11 guide.

- **Not Viewed Topics** - Lists the topics in the selected area/areas, that have not been viewed by the users in the selected period of time. Points worthy of note are the ability to:
  - Display the results in a table with details about file name, project name, area of the project, and server filepath.
  - Additional columns can be added by clicking on the "Add/Remove Columns" icon to the top right of the table.
Conveniently create, manage, and track content

- **Frequently used dynamic filters** - Lists the dynamic filters that end users use most often to generate personalized content. Points worthy of note are the ability to:
  - Display the graph as a pie or bar chart.
  - Display additional detail displayed when the mouse is hovered over a search term.
  - Configure the report's detail columns
Conveniently create, manage, and track content

- **Frequently searched terms** - Lists the most frequently entered search terms. Useful in identifying areas of an application that may require reworking / redesign. Points worthy of note are the ability to:
  - Display the graph as a pie or bar chart.
  - Display additional detail displayed when the mouse is hovered over a search term.
  - Configure the report's detail columns.
  - With the report's detail columns, they can be configured to display further feedback analytics data by selecting data columns from a list.
- **Frequently viewed topics** - Lists the most frequently viewed topics. Like the frequently searched terms report, this is useful in identifying troublesome areas. Additionally it can be a useful indication of how many end users are using new functionality. Points worthy of note are the ability to:
  - Display the detail of the feedback analytics below the bar chart.
  - Configure the report's detail column
• **Search trends** - Displays a graphical representation of the number of searches performed by the end users, breaking the total down into those that found results and those that didn't. Points worthy of note are the ability to:
  - Color-coded representation for searches with results and those with no results.
  - The option to suppress the report detail.
• **Usage statistics** - Displays the usage statistics of the help system over a given period. Points worthy of note are the ability to:
  
  • Exclude weekends from the data.
  • Run the report on:
  – Overall usage
  – Page views
  – Pages per visit
  – Browser usage
  – End user operating system
Conveniently create, manage, and track content

- **Help system errors** - Lists any errors found (e.g. missing map ids, invalid or missing window definitions) in relation to the help system.
Customizing report columns

All of the feedback analytics reports have a default set of columns, but some have a set of customizable columns that can be added or removed. What this allows is the producers of the reports to specify the exact feedback analytical information to be built into the report.

For example, take the Frequently Searched Terms report. It may be required by Subject Matter Experts (SMEs) to identify the areas of an application that end users are finding most problematic. In the case of an application with more than one version of the help file in each area, it would be beneficial for the SME to see which version of the application (i.e. Adobe RoboHelp Server 10 Area) the end user was using.
Efficiently deploy, configure and authenticate

Software and architectural improvements

Deployment and architectural enhancements

Exporting and importing setup configurations in RoboHelp Server is extremely simple. You can quickly replicate environments for testing or staging. Another major enhancement has been done in the form of integration with Java Database Connectivity (JDBC). The JDBC settings can be easily configured in RoboHelp Server Configuration Manager. In this release, the default database has been changed from Microsoft Access to Apache Derby to make default installation production-ready.

How to migrate data from RoboHelp Server 10

If updating from Adobe RoboHelp Server 10, it is likely that any feedback analytics data gathered by the previous version is still required. To ensure no data is lost, Adobe RoboHelp Server 11 has a utility that can migrate data from an Adobe RoboHelp Server 10 installation. Even if Adobe RoboHelp Server 10 is uninstalled, the feedback analytics data remains.

This migration utility has the ability to migrate:

- Published RoboHelp projects
- Information about areas
- Information about users and groups
- User and group permissions on areas
- Usage data and statistics for reports
To import setup configurations from RoboHelp Server 10, perform the following steps:

1. In RoboHelp Server Configuration Manager, click File > Import Settings.

2. Browse and select the source Setup zip file.

3. In the destination, select the context on which you want to import the settings.

4. Enter the Server URL and click Import.

For more details, see *Using Adobe RoboHelp Server 11* guide.

**Modern browser support**

Enjoy support for all modern browsers, including Microsoft Edge. Here's the list of supported browsers:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
Database connectivity enhancements

You can use the built-in Apache Derby database or select an external database to store reports and authentication information for RoboHelp Server. The following external database management systems are supported:

- Oracle 19c
- Oracle 12c
- Microsoft SQL Server 2017

IIS and Apache support

Take advantage of support for IIS and Apache Tomcat. Host different help systems by creating multiple contexts and configuring different instances of Adobe RoboHelp Server. You can configure RoboHelp Server to work with Apache Tomcat, which is free, open source web server. Tomcat is one of the largest deployed web services in the world and can be used as a stand alone web server.

If your IT or Web Administrator prefers, they can configure Windows Internet Information Services (IIS) to work in combination with the Tomcat web server.

LDAP integration

RoboHelp Server 11 provides user authentication through both database and LDAP. To integrate RoboHelp Server with LDAP, administrator has to provide base search node for users or groups in the LDAP tree. Till RoboHelp Server 10, only those users or groups which were directly under the specified nodes, could be authenticated from RoboHelp Server. Starting from RoboHelp Server 11, all users or groups which are in different sub-nodes within the base node can also be authenticated.

Deploying RoboHelp Server 11

To install Adobe RoboHelp Server 11, perform the following steps:

1. Close all Adobe applications running on your computer.
2. Uninstall any previous version of RoboHelp Server installed on your computer.
3. Install Apache Tomcat 8 as a Windows service.

4. *(Optional)* Install a supported database system.

5. Download the installers from Adobe RoboHelp Server 11 product page, and run the installer. Follow the on-screen instructions to complete the installation process. For more details, see the Using Adobe RoboHelp Server 11 guide.
Defining access to users

Most Adobe RoboHelp Server users have different user access requirements. For example:

- Administrators are responsible for maintaining Users, Areas, etc. They require full administrator rights.
- Technical Communicators require access to publish the help systems.
- Subject matter experts may want to view the feedback analytics reports.

Adobe RoboHelp Server handles all these scenarios, and more, by grouping users with the same access requirements together. The group is then added to an Area with the required access level. As a result all users of the group automatically pick up the access level afforded to the group.

In the example below, four groups have been created:

- **RoboAdmin** - The default group created by each installation.
- **Reports** - A group with users only able to run the feedback analytic reports.
- **HR** - A group of users from the Human Resources department who require authentication to access the sensitive information published to a protected Area.
- **Sales** - A group of users from the Sales department who access an unauthenticated Area.
Additional resources

More information on the full Adobe Technical Communication Suite and the tools it provides can be found online.

Product site

- Adobe Technical Communications
- Adobe RoboHelp Server
- Adobe RoboHelp

User guides and Help hub pages

- Adobe RoboHelp Server 11 User Guide
- Adobe RoboHelp Server 11 Getting Started Guide
- Adobe RoboHelp Server Learn & Support
- Adobe RoboHelp User Guide
- Adobe RoboHelp Learn & Support
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