Adobe® RoboHelp® Server 11
Getting Started Guide

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Introduction

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 full 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 filers 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.

Publish Profiles

Profile_1
Profile_2
Profile_3
Profile_4
Profile_5
Profile_6
Profile_7
Profile_8
Profile_9
Profile_10
Profile_11
Profile_12
Profile_13
Profile_14
Profile_15
Profile_16

Server Type

RoboHelp Server

Name

Profile_15

Address

http://localhost:8080/dcffilter/server

Areas

area1

☐ Authenticate via Okta

User ID

admin

Password

•••••

Cancel   Save

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:

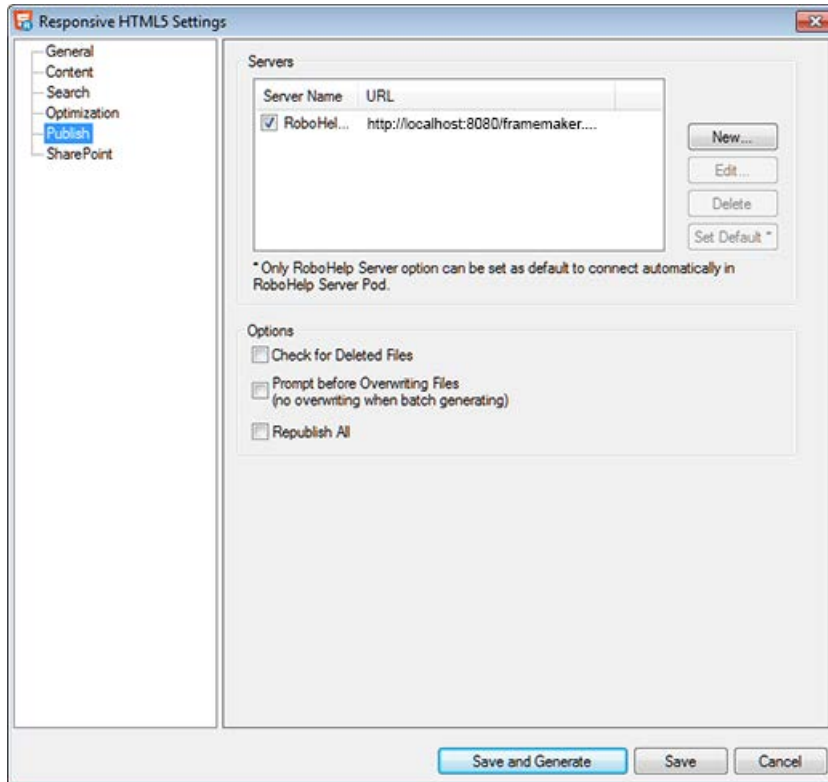1. Set **Responsive HTML5** as the Primary Output.

*Note: In addition to Responsive HTML5, you can also publish **WebHelp Pro** and **FlashHelp Pro** outputs to RoboHelp Server.*
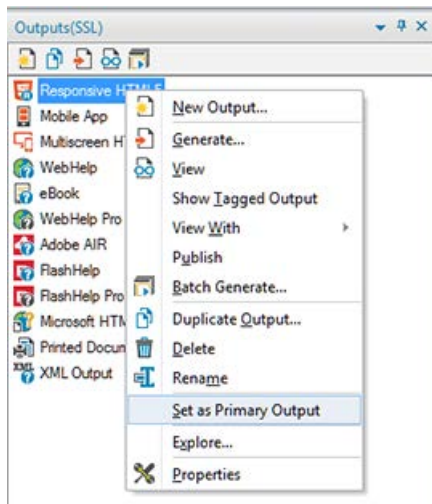
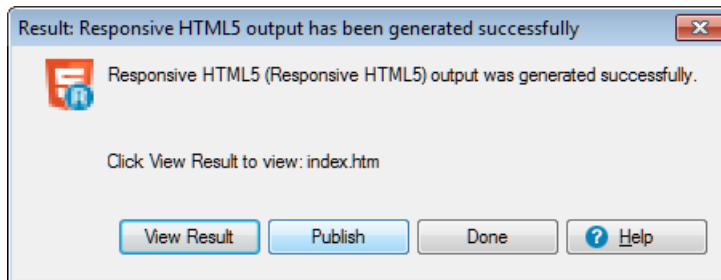2. Right-click on **Responsive HTML5** (Primary Output) and select **Properties**.

3. In the left pane, select **Publish**.

4. Click **New** to add a new RoboHelp Server destination.
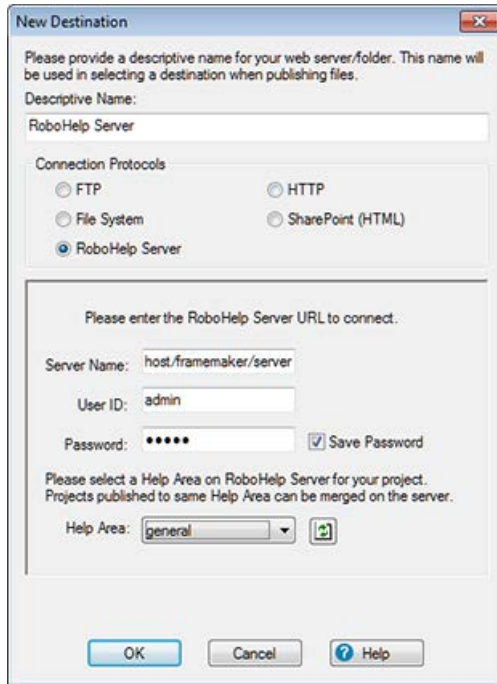
5. Click **Save and Generate** button to generate the output.

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.

FILE NAME	AREA	PROJECT	URL
first.htm	general	testRHS	/server/general/projects_frameless/t
fourth.htm	general	testRHS	/server/general/projects_frameless/t
second.htm	general	testRHS	/server/general/projects_frameless/t
third.htm	general	testRHS	/server/general/projects_frameless/t
Using_the_FAM_II_Help_System.htn	sanity	FAM_Vol_II_New	/secure_server/sanity/projects_respo

- **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
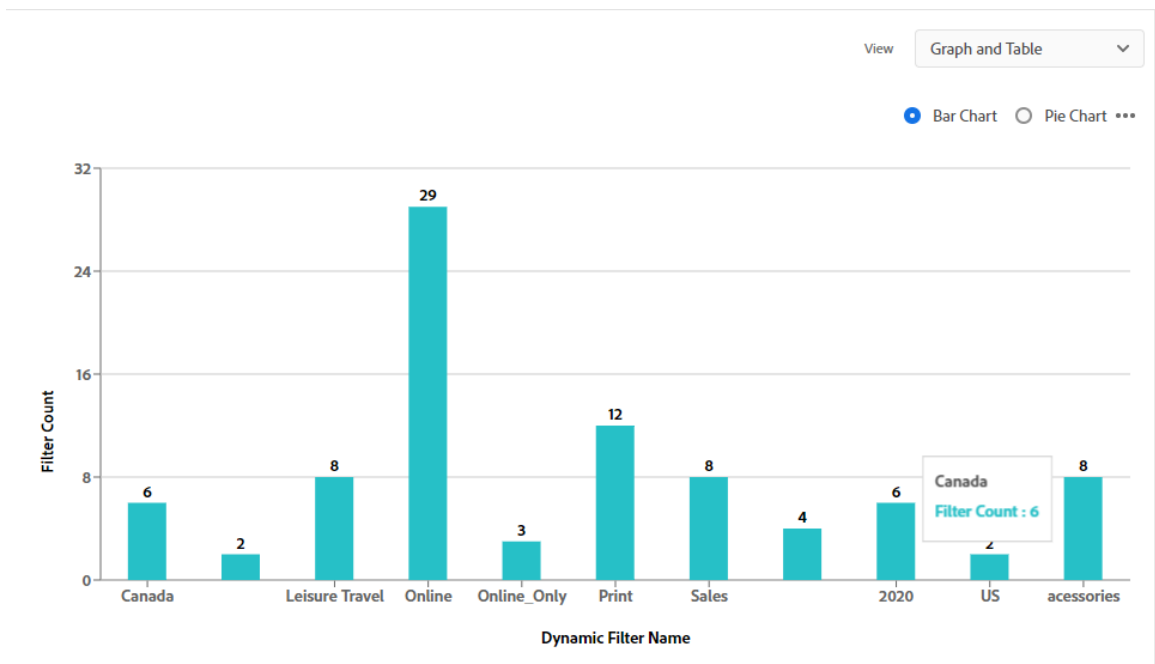
- **Frequently searched terms** - Lists the most frequently entered search terms. Useful in identifying areas of an application that may require reworking / redesign. Points worthy of note are the ability to:

  - 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.
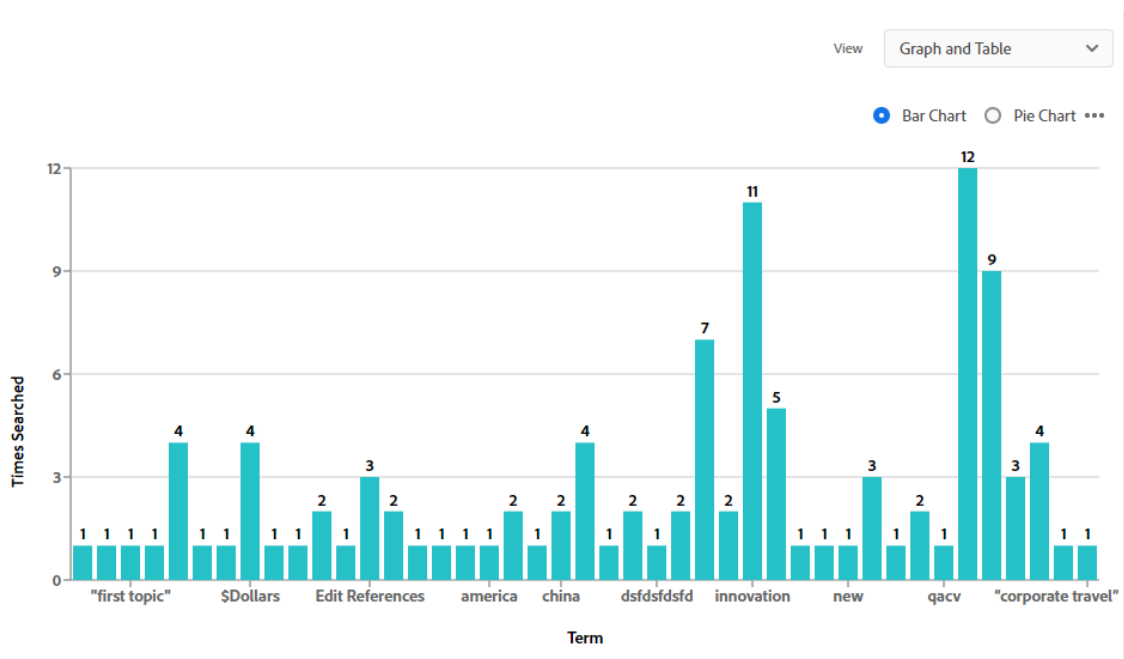
- **Frequently viewed topics** - Lists the most frequently viewed topics. Like the frequently searched terms report, this is useful in identifying troublesome areas. Additionally it can be a useful indication of how many end users are using new functionality. Points worthy of note are the ability to:

  - Display the detail of the feedback analytics below the bar chart.

- Configure the report's detail column.
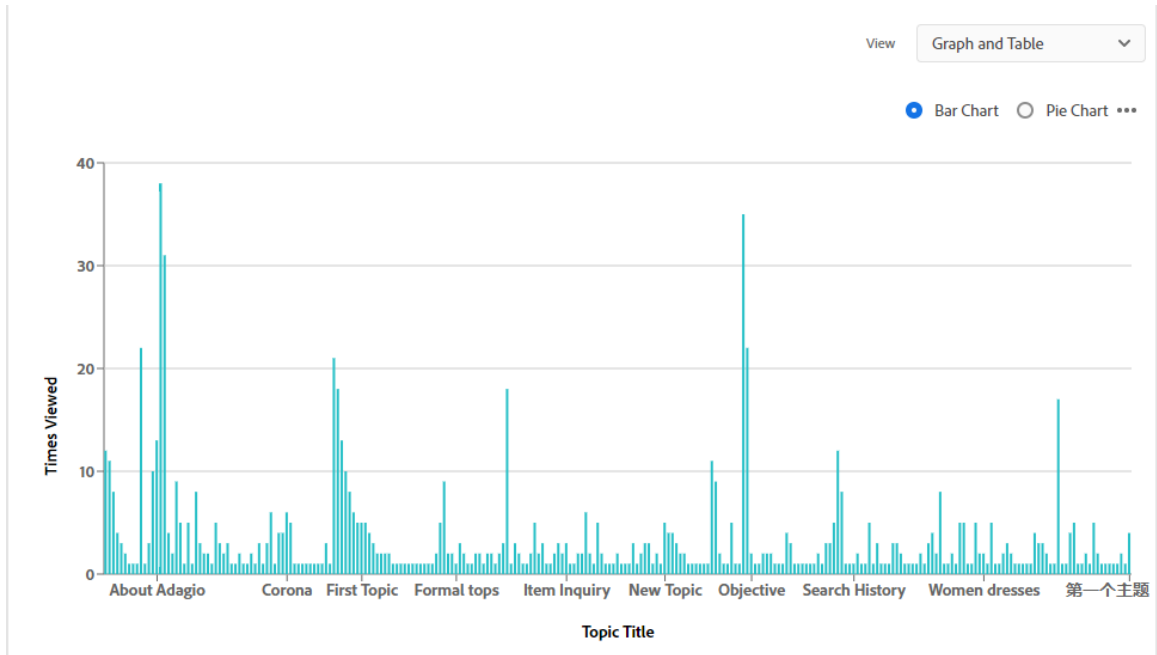
- **Browser statistics** – Lists the browsers used to view content. This is helpful in tracking the preferred trend of browser usage. Points worthy of note are the ability to:
  - Display the usage of web browsers used to search the help content as a bar or pie chart.
  - Display the requests in percentage as per the browser usage.
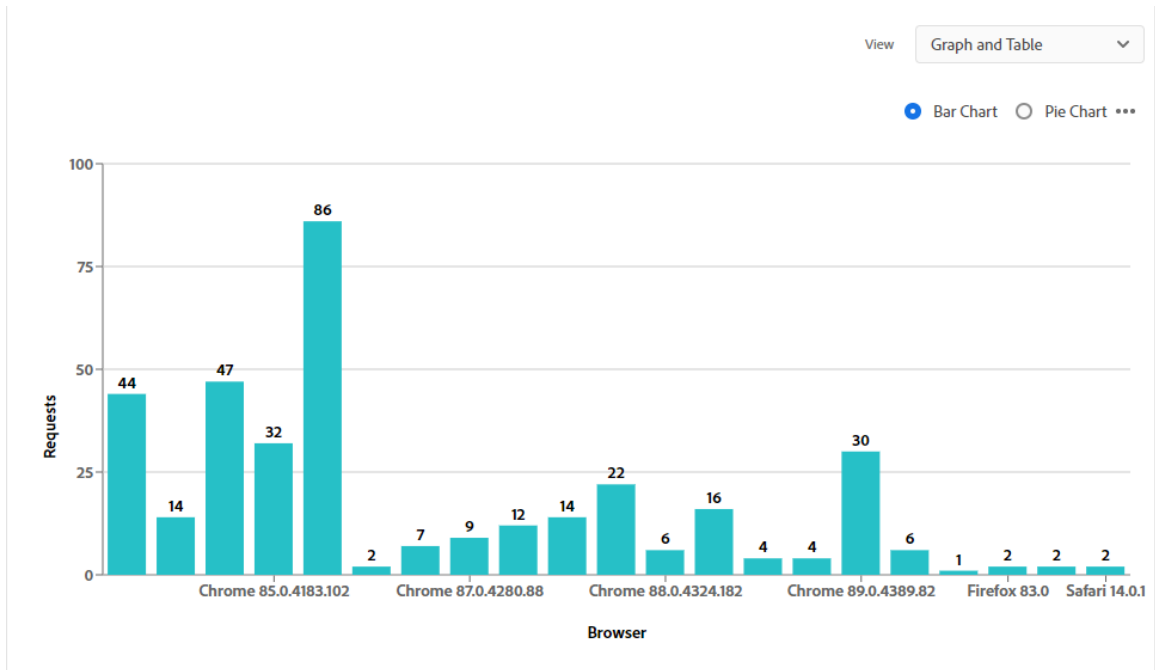
- **OS statistics** - Lists the usage of most preferred operating system used by the end users. This is useful to identify the popular operating system for better optimization. Points worthy of note are the ability to:

  - Display the usage trend of Operating System to view the help file as a bar or pie chart.

- Display the number of sessions used to view content in an Operating System.
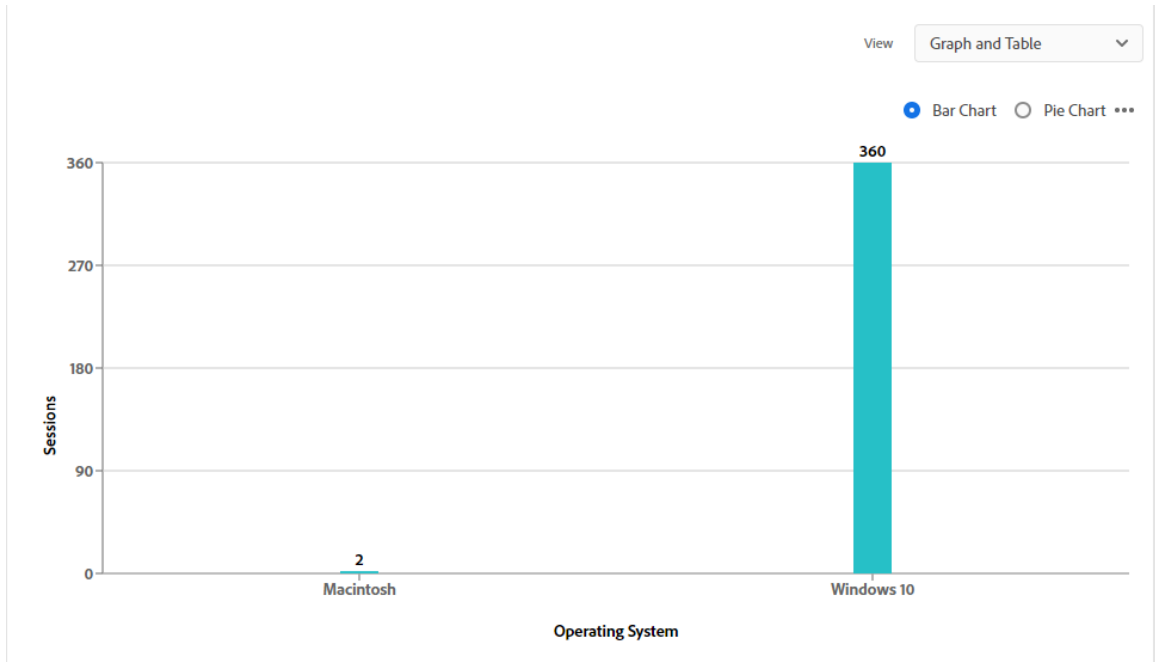
- **Page views -** Displays the count of page views received for different pages in the help system. This helps in analyzing the performance of the content and do a timely review of pages with lesser number of views. Points worthy of note are the ability to:
  - Display the total number of views for each page in the help file plot graph.

- • Display reports on a weekly basis over a particular period.
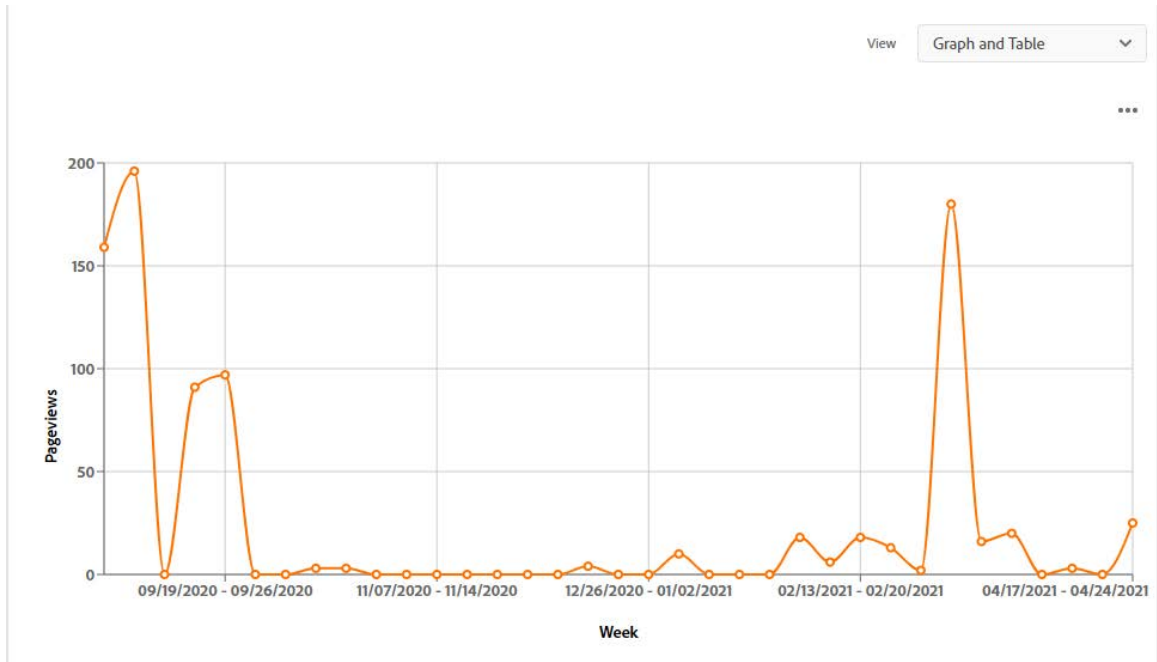
- **Pages per visit** - Displays the number of pages visited by a user within a browsing session. This is displayed as an average of total number of page views divided by the total number of visitors on a given day. Points worthy of note are the ability to:
  - • Display the average pages per visit as a function plot graph.

- Display reports on a weekly basis over a particular period.
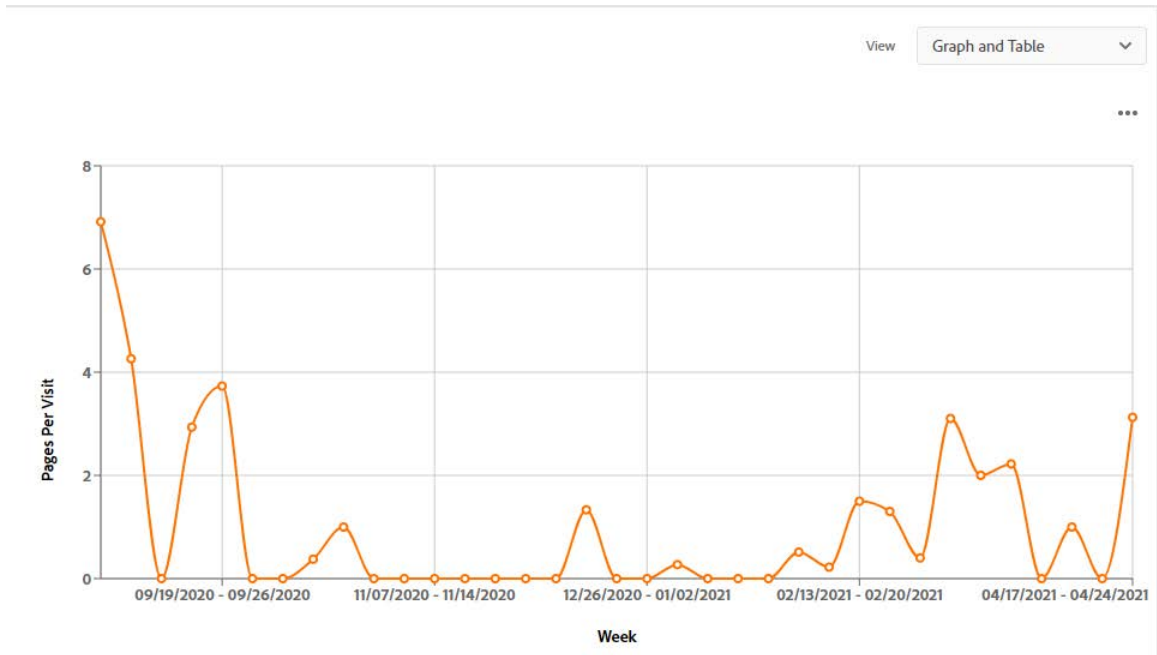
- **Search trends** - Displays a graphical representation of the number of searches performed by the end users, breaking the total down into those that found results and those that didn't. Points worthy of note are the ability to:

  - Color-coded representation for searches with results and those with no results.

- The option to suppress the report detail.
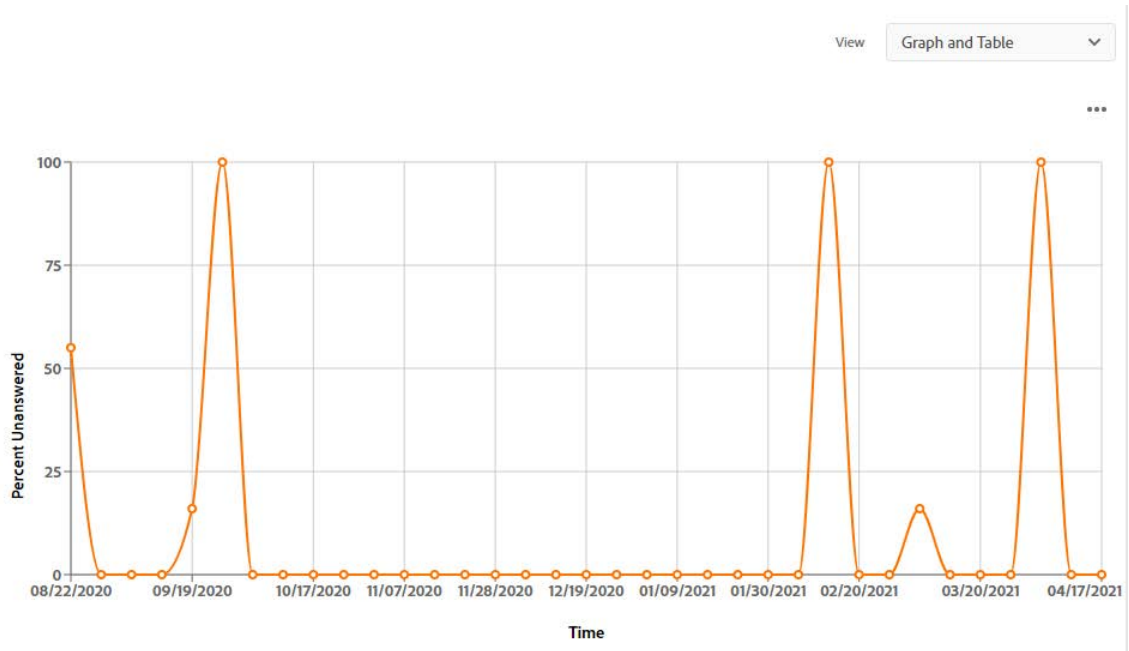
- **Usage statistics** - Displays the usage statistics of the help system over a given period. Points worthy of note are the ability to:
  - Exclude weekends from the data.
  - Run the report on:
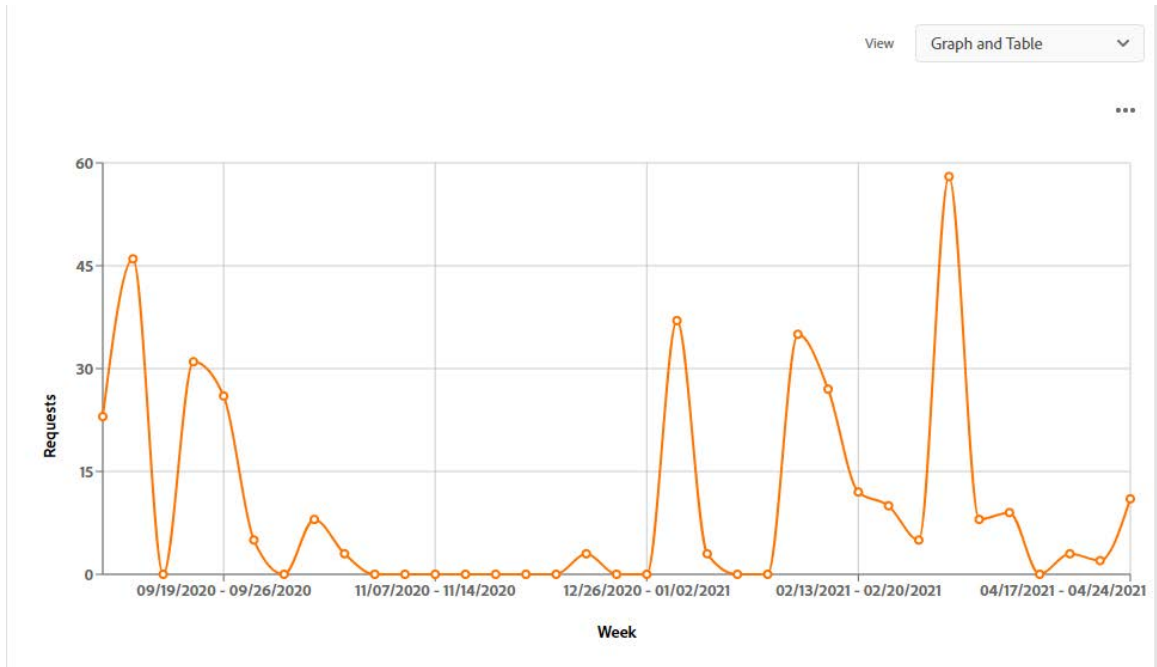 – Overall usage
  – Page views
  – Pages per visit
  – Browser usage

– End user operating system

• **Help system errors** - Lists any errors found (for example: missing map ids, invalid or missing window definitions) in relation to the help system.

	DATE	ERROR	DETAIL
☐	04/19/2021 11:38:34	Could not delete project.	c:\program files\adobe\adobe robohelp server 11\gaurav\server\vikash\projec ts_frameless\Derwent Help FN\
☐	04/19/2021 11:38:07	Could not delete project.	c:\program files\adobe\adobe robohelp server 11\gaurav\server\vikash\projec ts_responsive\About RoboHelp\
☐	04/05/2021 14:23:47	No Default Project	
☐	03/12/2021 05:56:12	Requested file cannot be found	/gaurav/gaurav/secure_server/ sanity/projects_responsive/ master project 1/ First_Topic.htm
☐	03/08/2021 04:50:27	No Default Project	
☐	02/09/2021 09:44:01	No Default Project	

Customizing report columns

All of the feedback analytics reports have a default set of columns, but some have a set of cus-tomizable 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 problem-atic. 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 (Adobe RoboHelp Server 10 Area) the end user was using.
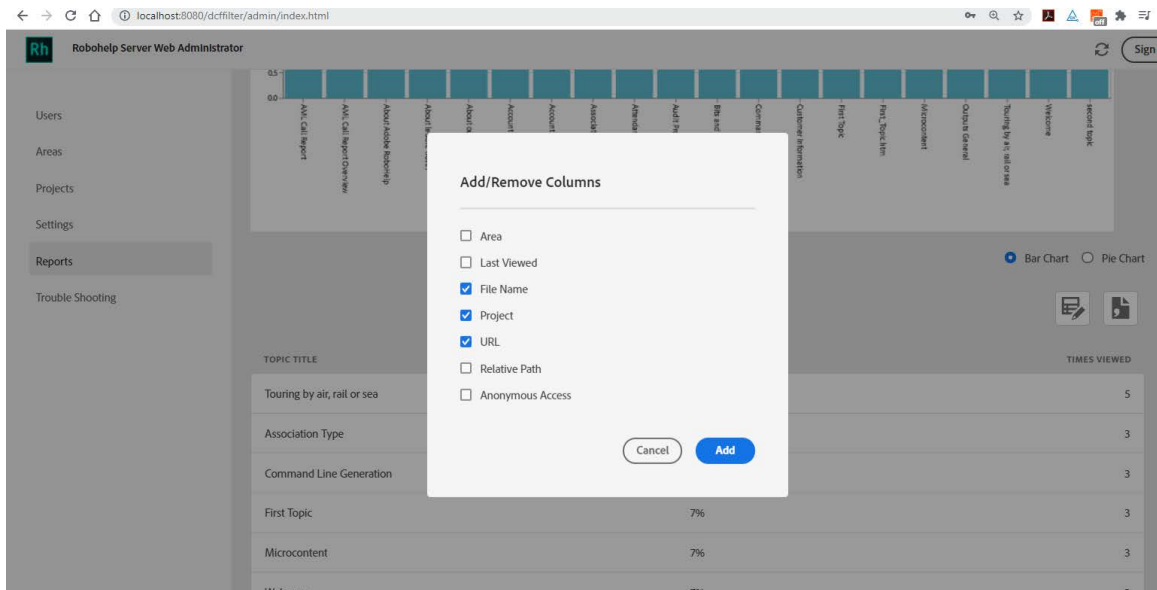
Efficiently deploy, configure and authenticate

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 Sever 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**.
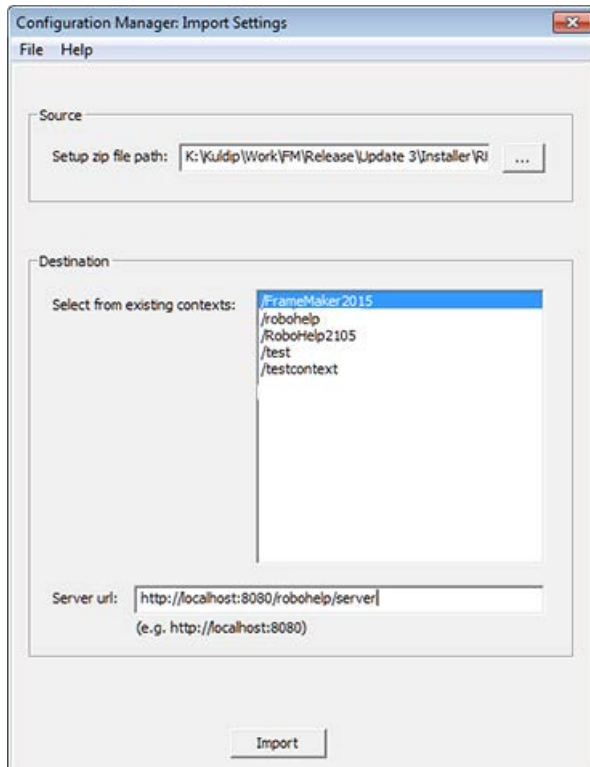
2. Browse and select the source Setup zip file.

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

IMPORTANT: Before installing RoboHelp Server Update 1, take a backup of the `web.xml` *file from the* `[RHS-installation-directory]\web-inf` *folder. After installing the update, replace the* `web.xml` *file at the same location and then start the server. Context settings will revert to its default on failure to copy the* `web.xml` *file, which would result in loss of any custom settings that you would have made in your existing setup.*

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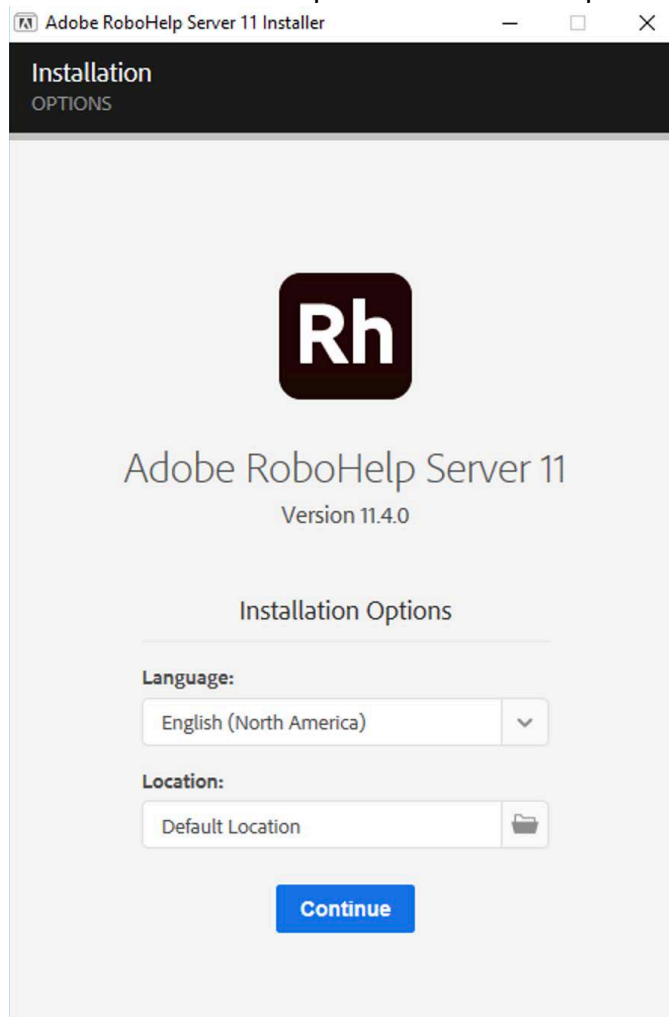
For more details, see the *Using Adobe RoboHelp Server 11 guide*.

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.
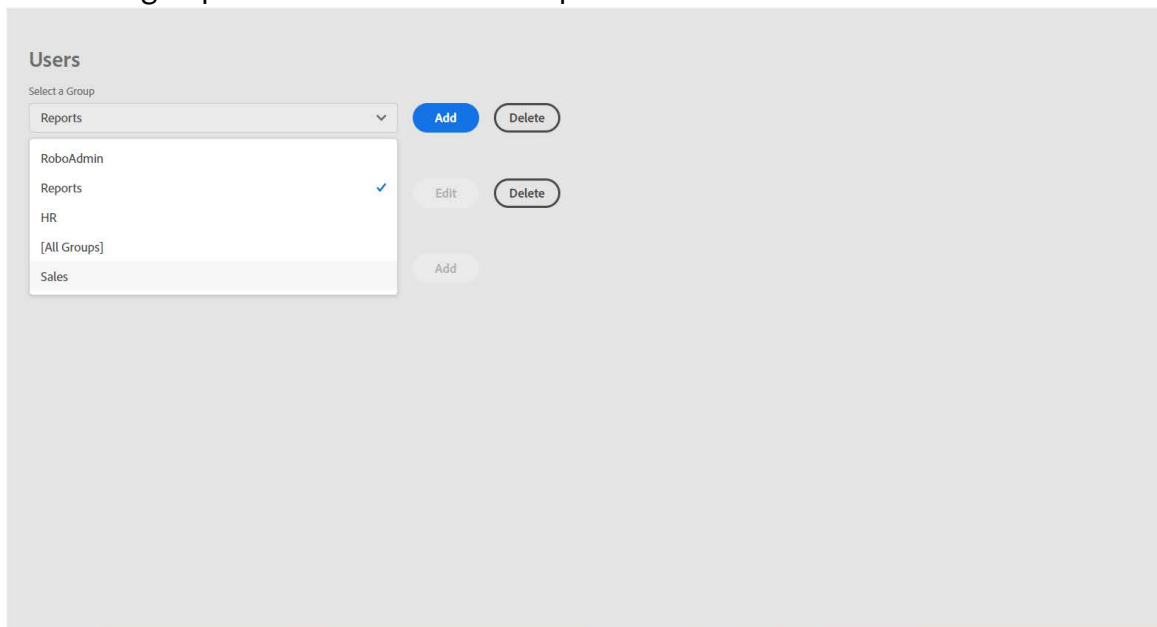
Additional resources

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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