

Getting Started with

# ADOBE® ROBOHELP® SERVER 8

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Getting Started with Adobe® RoboHelp® Server 8 for Windows®

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Part Number: 90095809 (12/08)



# CONTENTS

## **Getting started**

- 1 Resources**
- 1 Activation**
- 2 Help and support**
- 3 Installation**
- 4 Deploying Adobe RoboHelp Server on Windows**
- 11 About RoboHelp Server**
- 13 Top new features of Adobe RoboHelp Server 8**



# GETTING STARTED

## RESOURCES

Before you begin working with your software, 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

To review complete system requirements and recommendations for your Adobe® RoboHelp® Server 8 software, see the ReadMe file on the installation disc.

### Help with installation

For help with installation issues, see the Installation Support Center at [www.adobe.com/support/robohelp/](http://www.adobe.com/support/robohelp/).

### Register

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

*Note: Register only once for RoboHelp Server 8.*

❖ To register, follow the onscreen instructions in the Registration dialog box, which appears after you install the software.

### ReadMe

A ReadMe file for your software is available online and on the installation disc. Open the file to read important information about topics such as the following:

- System requirements
- Installation (including removing the software)

- Activation and registration
- Font installation
- Troubleshooting
- Customer support
- Legal notices

## 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 products and technologies, including these resources:

- Videos, tutorials, tips and techniques, blogs, articles, and examples for designers and developers.
- Complete online Help, which is updated regularly and is more complete than the Help delivered with your product. If you are connected to the Internet when you access Help, you automatically see the latest online Help rather than the set delivered with your product.
- 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 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](http://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](http://www.adobe.com/support) to learn about free and paid technical support options.

## INSTALLATION

### Pre-requisites for installing RoboHelp Server 8

- Java™ Runtime Environment (JRE) 1.5 or later
- Tomcat 6.0.14 or later

RoboHelp Server 8 needs a Java Servlet container (Tomcat) and a Web server to run. Tomcat is a Servlet container and can work as a Web server too—you can use RoboHelp Server with Tomcat alone. However, RoboHelp Server 8 supports the following two combinations of Web servers:

- Apache 2.2 or later and Tomcat
- Microsoft® IIS 6.0 or 7.0 and Tomcat

### Installation requirements

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

### Supported browsers

- For Microsoft® Windows® operating systems, the supported browsers are Microsoft Internet Explorer 6.0 and 7.0, and Firefox 3.0.
- For Macintosh® operating systems, the supported browsers are Firefox 3.0 and Safari 3.0.
- For Linux® or UNIX® operating systems, the supported browser is Firefox 3.0.

### Install the software

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

**Note:** For more information, see the ReadMe file on the installation disc.

## DEPLOYING ADOBE ROBOHELP SERVER ON WINDOWS

Deploying RoboHelp Server on the Microsoft Windows operating system involves steps such as configuring Tomcat and RoboHelp Server 8. You have the option of configuring RoboHelp Server with an Apache and Tomcat combination.

### Configure Tomcat and RoboHelp Server 8

- 1 Install JRE (1.5 or later).
- 2 Install and configure Tomcat 6.0.14 or later. For more information on Tomcat installation, see “Install Tomcat” on page 5.
- 3 Do one of the following:
  - Double-click the Apache Tomcat icon from the status bar and click Start in the Apache Tomcat Properties dialog box. The Tomcat service starts running.
  - At the Run prompt, enter **services.msc**. From the Windows services dialog box, you can start, stop, or restart the Tomcat 6.0 service.
  - Open the <tomcat-install-dir>/bin folder and double-click tomcat6w.exe to start Tomcat. You can start, stop, or restart from the Tomcat Configuration dialog box.
- 4 To verify that the Tomcat server is running, open the Tomcat home page in the browser window. Enter **http://<server-name>:<port-num>** in the address bar of the browser window.

*Note: By default, Tomcat installs on port 8080.*

If you see the Tomcat home page, Tomcat is running. To resolve any issues, you can view the Tomcat logs at <tomcat-install-dir>/logs.
- 5 Configure the database using the Configuration Manager, or select the option to use the built-in database. See “Configuring databases” on page 5.
- 6 Verify that RoboHelp 8 Server is running by opening the admin link in the browser window. Log in to the server at **http://<servername>:port>/robohelp/admin** using the default user ID and password.
- 7 Using the default user ID `admin` and the default password `admin`, publish projects to RoboHelp Server from RoboHelp.

**Note:** To change the default user ID and password, change the `DefAdminUId` and `DefAdminPwd` properties in the `robohelp_server.properties` file in `<server-install-folder>/WEB-INF` and restart the Apache Tomcat server. As an administrator, you can create users and assign them various rights (Publishing, Report viewing, and Admin rights) for the server.

- 8 To view projects, open the browser and type in the address bar:

`http://<machine-name>:<portname>/robohelp/server?prj=<projectname>`

## Install Tomcat

- 1 Download the Windows service installer `apache-tomcat-6.0.14.exe` from

`http://tomcat.apache.org/download-60.cgi`.

- 2 Run the Windows service installer.

- 3 In `<tomcat-install-folder>\conf\server.xml`, change the port number to a suitable port number.

**Note:** By default, Tomcat installs on port 8080.

- 4 Change the minimum heap space allotted to Java Virtual Machine (JVM) for Tomcat. Run the `<tomcat-install-dir>/bin/tomcat6w.exe` file. Specify value = 256 in the Initial Memory Pool and Maximum Memory Pool boxes in the Java tab of the Tomcat properties dialog box.

## Configuring databases

In the Configuration Manager, select a database to store the reports and authentication information.

RoboHelp Server supports the following databases:

- Oracle 9i, 10 g, 11 g
- SQL Server 2005 Express Edition
- SQL Server 2005 and 2008
- Microsoft Access 2007 and 2003

To use Oracle 9i or a SQL database, create a system DSN:

- 1 Click ODBC Admin.
- 2 Create a system DSN.
- 3 Specify a user name and password to connect to the DSN.

*Note: To use integrated Windows to connect to the DSN, you do not specify the user name and password.*

- 4 Click Test Connection.
- 5 Click Save.

### **Publish from RoboHelp HTML 7**

- 1 Run the latest version of RoboHelp HTML 7. If you do not have this version, apply earlier patches for RoboHelp HTML 7. For more information on patches for RoboHelp HTML 7, see [http://www.adobe.com/go/learn\\_rhs\\_RoboHelp\\_7\\_patch](http://www.adobe.com/go/learn_rhs_RoboHelp_7_patch).
- 2 Go to the server tab of the properties dialog box of the WebHelpPro or FlashHelp® Pro layout.
- 3 Create a server and specify the server name as <machine-url:port>/robohelp/server.
- 4 Enter the default user name and password (admin, admin).
- 5 Click OK to save the settings and generate the layout to publish to the server.

RoboHelp HTML 7 projects are published to the default area of RoboHelp Server 8.

### **Publish from RoboHelp HTML 8**

- 1 Do one of the following:
  - Double-click the WebHelp Pro or FlashHelp Pro layout in the Single Source Layouts pod.
  - Right-click the WebHelp Pro or FlashHelp Pro layout in the Single Source Layouts pod and select Properties.
- 2 In the WebHelp Pro Publish dialog box, click Next to go to the server selection screen. Click New to create a RoboHelp server destination to publish projects.
- 3 To publish to the default context, enter the server name in the machine-url:port format. RoboHelp HTML appends /robohelp/server to it.
- 4 To publish to a context other than robohelp, specify a complete URL in the format <server-name>:port/<context-name>/server. For more information on creating contexts, see “Creating contexts or multiple websites” in online Help.
- 5 Click the Refresh button to refresh the list of areas from the server. If you do not select an area, the project is published at the default area. For more information on areas, see “Managing areas” in online Help.

## Install and configure Apache and Tomcat

### Install Apache

- 1 Download the Windows binary distribution (.msi file) from <http://www.devlib.org/apache/httpd/binaries/win32/>.
- 2 Run the MSI file downloaded.
- 3 (Only if some other server is using port 80) In `<apache httpd install>\conf\httpd.conf` file, change the port on which Apache listens for requests. Search for the directive `Listen` in the conf file and change the port number by changing this directive to `<new-port-num>`.

### Download sample workers.properties

Download sample workers.properties from <http://cwiki.apache.org/GMOxDOC12/configure-apache-httpd-with-jakarta-tomcat-connector-modjk.data/workers.properties>, place it in the folder `<apache httpd install>\conf`, and modify it for the Apache HTTPD and Tomcat on that machine. Modify the following variables:

- `workers.tomcat_home`: Set to the Tomcat installation directory.
- `workers.java_home`: Set to the JRE path.

### Download the mod\_jk module

- 1 Download the mod\_jk module for Apache from <http://tomcat.apache.org/download-connectors.cgi>. This module exists as `mod_jk-apache-2.2.4.so`.
- 2 Place the module in the folder `<apache httpd install>\module\`.

### Modify the `<apache httpd install>\conf\httpd.conf` file

Modify the `<apache httpd install>\conf\httpd.conf` file to add the mod\_jk module as follows:

```
LoadModule jk_module modules/mod_jk-apache-2.2.4.so
```

### Enable Apache auto-configure

- 1 In the server.xml for Tomcat (`<tomcat install>\conf\server.xml`), enable Apache auto-configure. Tomcat automatically generates the files required for using mod\_jk with an Apache HTTPS Web server.

```

<Engine>
.....
<Host>
.....
</Host>
<Listener className="org.apache.jk.config.ApacheConfig"
    modJk=<apache-install-folder>\modules\<mod_jk_module>
    workersConfig=<apache install folder>\conf\workers.properties />
</Engine>

```

modJK and workersConfig must have appropriate values. For example:

```

<Listener className="org.apache.jk.config.ApacheConfig"
    modJk="C:\Program Files\Apache Software
Foundation\Apache2.2\modules\mod_jk-apache-2.2.4.so"
    workersConfig="C:\Program Files\Apache Software
Foundation\Apache2.2\conf\workers.properties" />

```

- 2 Stop the Apache HTTPD Web server if it is running.
- 3 Restart Tomcat. The <tomcat-install-folder>\conf\auto\mod\_jk.conf file is generated. This file decides which URLs Apache passes to Tomcat.

**Note:** In mod\_jk.conf, Tomcat creates a <VirtualHost> XML tag whose argument is the name of the <Host> tag just before the <Listener> (for modJK) tag in server.xml of Tomcat. Change the value of the name attribute of the <Host> tag to the server name.

#### **Include the auto-generated file in Apache's httpd.conf file**

Add "Include <tomcat-install-folder>\conf\auto\mod\_jk.conf" at the start of the httpd.conf file.

### Restart the Apache HTTPD server

If the Apache HTTPD server service does not start due to some error, do the following:

- 1 Run the command prompt.
- 2 Go to <apache-install-folder>\bin.
- 3 Run httpd.exe to check for errors.

### Enable UTF-8 encoded URLs

Modify <tomcat-install-folder>\conf\server.xml and enable UTF-8 encoded URLs in all connector tags:

```
.....  
<Connector port="9090" protocol="HTTP/1.1" connectionTimeout="20000"  
redirectPort="8443" URIEncoding="UTF-8" />  
.....  
<Connector port="8009" protocol="AJP/1.3" redirectPort="8443"  
URIEncoding="UTF-8" />  
.....
```

### Configure Apache for IP v6

- 1 To enable Apache to work with IP v6 addresses, download IP v6 enabled Apache from <http://win6.jp/Apache22/index.html>, unzip it, and follow the instructions given in README.v6.txt.
- 2 Open <apache httpd install>\conf\httpd.conf, and locate the `Listen` directive. Add the directive to make Apache listen on all inbound IP v6 and v4 addresses on any identified port.

```
Listen 80
```

- 3 Modify the `VirtualHost` tag in <tomcat-install-folder>\conf\auto\mod\_jk.conf to enable it to accept all IP v6 and v4 requests by specifying the following:

```
<VirtualHost *:port no>
....
....
</VirtualHost>
```

## Install and configure Microsoft IIS and Tomcat

- Download `isapi_redirect.dll` from <http://tomcat.apache.org/download-connectors.cgi>.
- Place `isapi_redirect.dll` in the `$(tomcat_home)\bin\win32\i386` directory.
- Download `sample.workers.properties` from <http://cwiki.apache.org/GMOxDOC12/configure-apache-httpd-with-jakarta-tomcat-connector-modjk.data/workers.properties>, set the required variables in the file, and place in the `$(tomcat_home)\conf` directory.
- Create a `uriworkermap.properties` file in the `$(tomcat_home)\conf` directory and specify the URLs to map to Tomcat.
- In the registry, create a registry key named "HKEY\_LOCAL\_MACHINE\SOFTWARE\Apache Software Foundation\Jakarta Isapi Redirector\1.0".
- Add a string value with the name `extension_uri` and a value of `/jakarta/isapi_redirect.dll`.
- Add a string value with the name `log_file` and a value pointing to where you want your log file to be (for example, `$(tomcat_home)\logs\isapi.log`).
- Add a string value with the name `log_level` and a value for your log level (debug, info, error, or emerg).
- Add a string value with the name `worker_file` and a value that is the full path to your `workers.properties` file (for example, `$(tomcat_home)\conf\workers.properties`).
- Add a string value with the name `worker_mount_file` and a value that is the full path to your `uriworkermap.properties` file (for example, `$(tomcat_home)\conf\uriworkermap.properties`).
- Using the IIS management console, add a new virtual directory to your IIS website. The name of the virtual directory must be `jakarta`. Its physical path is `api_redirect.dll$(tomcat_home)\bin\win32\i386`. While creating this new virtual directory, assign it with execute access.

- Using the IIS management console, add isapi\_redirect.dll as a filter in the IIS website. The name of the filter reflects its task (for example, jakarta), and its executable must be `$<tomcat_home>\bin\win32\i386\isapi_redirect.dll`.
- Restart IIS. Make sure that the jakarta filter is marked with a green up arrow.

## ABOUT ROBOHELP SERVER

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

RoboHelp Server contains the back-end processes, database functionality, and ODBC connections necessary to integrate it. RoboHelp Server works with the authoring tool, so authors can edit content, set master project options, maintain windows, and view reports.

**Note:** With RoboHelp Server, you can install your database server on a separate machine or use any of the existing database servers.

### Tracking and reporting

Adobe RoboHelp Server provides end users with the ability to find information when they have questions. Users can view content using any standard browser and operating system. Any number of users can access the published documents.

**Note:** You can define the maximum number of database connections for Oracle and SQL servers through the `maxload` property in the `robohelp_server.properties` file.

RoboHelp Server tracks the following types of data:

- Where users request assistance: Identifies the location where users make repeated requests for specific information.

- How users search: Searches that users perform repeatedly. This data can be mined to move frequently searched information to a more prominent position in the content for easier access. You can also use this information to find information gaps and to improve heading titles for more intuitive navigation.
- How users navigate online content: Tracks how users seek information in online content and how frequently they access particular information such as headings and articles. This information is available at a topic level.
- RoboHelp Server tracks all the operating system and browser details. You can use this information to improve the content quality for browsers preferred by users.

#### **Automatic project merging**

Concurrently work on multiple projects and merge them into the project at run time.

While building an online information system, authors can develop and publish their content according to their own schedules. RoboHelp Server provides automatic project merging, so authors can work on different parts of a project at the same time, and publish them to the same server. When end users view the content, they see one seamless online information system. Do not worry about sharing source or depending on a single author or project—all the separate projects are merged when users access the content. Users can navigate across all the projects using the Index, Contents, and Search buttons.

By default, the projects are added to the Table of Contents in the order they are published to the server. You can customize this order in the Projects page of the Web Admin interface. When you merge projects, each project file in the authoring tool remains intact, but the keywords from the indexes and glossary terms are combined at run time, or when end users access the system from the server.

#### **Support for languages other than English**

The runtime interface (including Table of Contents, index, glossary, and search) can be automatically localized, and authors can publish projects written in various languages to the same server. You can change the display text on the user interface of the online system to another language, including text on the Contents, Index, and Search buttons.

In addition, end users can perform a full-text search of online content in their native language. This flexibility allows authors to develop content in languages other than English and take advantage of server-based online information systems.

## TOP NEW FEATURES OF ADOBE ROBOHELP SERVER 8

### User authentication

Using RoboHelp Server 8, you can segregate the Help content into protected and public areas. A protected content is available only to authenticated users and a public area is available to all. Depending upon your project or department need, you can host certain projects as protected or public. For example, you can define an area to host Finance projects, an area to host HR projects, and so on. You can create areas to host Help in multiple languages.

*Note: You can merge different projects of similar type in one area but not across areas.*

You protect an area to protect specific content. You can define several sets of privilege groups and assign different rights to different groups. These rights include view only, publish, and report. You can manage the groups and their privileges from RoboHelp Server Web Admin pages. In RoboHelp Server 8, you can log in as a database user or an LDAP user. For more information on user authentication, see “Enable user authentication” in online Help.

### Simplified deployment and configuration

RoboHelp Server runs under the Apache Tomcat Server.

RoboHelp Server is configured through Web Administrator (Web interface) and configuration files located in the install folder <install-directory>/WEB-INF. Using the Web interface, you can authenticate the administrators as well as the users.

As a Web administrator, you can open and delete projects using the Web interface; manage users, areas, and projects; view reports; schedule databases; and search. For more information on scheduling databases, see “Scheduling databases” in online Help.

### **Multiple website support**

In RoboHelp Server 7, multiple websites could be created in IIS and different instances of RoboHelp Server (with a single installation) could be configured to run on these websites. These websites run on different ports. This support was available for Microsoft Windows 2003 server only.

Using RoboHelp Server 8, you can host different Help systems by creating multiple contexts in Tomcat. You can configure different instances of RoboHelp Server (with single installation) to run on each of these contexts. These contexts run on the same IP address and port number but different context names. This feature is supported on all the supported operating systems.

### **Search enhancements**

New RoboHelp Server search supports the following features:

- Ranking of search results
- Keyword search
- Synonym search
- Excluding topics from search
- Multiple-language search
- Substring search
- Phrase search
- Showing topic context in search list
- Baggage file search
- Wildcard search for server-side indexing

### **Enhanced indexing support for Search**

In RoboHelp Server 8, for all the WebHelp Pro and FlashHelp Pro projects, you can search for any topics and baggage files (PPT, DOC, XLS, TXT, and PDF) included in a project. You can also add a reference to these files in a topic, and the baggage files are displayed in the search results.

For server-side indexing, you can copy the required baggage files to the project folder. The RoboHelp server reads these files and re-creates the index at the time of scheduled scanning. Also, if you do not include these baggage files in the project, the server still indexes them, provided they exist in the project folder.

Search on the server is faster than on the client. Because the search engine is more advanced, it is better for Chinese, Japanese, and Korean languages.

### **IIS and Apache support**

RoboHelp Server 8 runs in a servlet container, Tomcat. You can configure Tomcat to run with Apache or IIS as the Web server.

### **Support for SQL Server 2005 Express Edition**

RoboHelp Server 8 can store server statistics and generates reports from SQL Server 2005 Express Edition.

### **Support for REST Web services**

REST stands for Representational State Transfer. RoboHelp Server REST services are available at `http://<servername>/<context-name>/rest/<service-name>?<parameters>`. If you use the REST Web services in your code, you can perform a search on the content and return results for the context-sensitive Help. The REST services return results in XML format. For more information on REST Web services, see “REST web services” in online Help.

