helpconsole 2010

User Manual

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helpconsole 2010

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7	<u>FAQ</u>
	General

General Questions		
Installation Questions		





Online Help

Welcome to the HelpConsole 2010 online help system. Browse through the help pages by clicking on the icons below or selecting pages in the table of contents to the left. To quickly find specific product information, enter search criteria in the search box above and click the search button.



How to run the software

Last Updated: June 1 2010

Home > Getting Started

Getting Started



HelpConsole 2010 is a browser-based authoring tool specifically for creating web-based help systems and PDF User Manuals. One of the primary differences between HelpConsole 2010 and other Help Authoring tools is that the design environment is completely web-based. This means that HelpConsole 2010 can be installed on your local web server or uploaded via FTP to any remote server running the .NET Framework. Authors can design help systems and manuals from anywhere using a standard browser.



Our goal at Extreme Ease is to provide the easiest to use, yet most powerful help authoring tool on the market. Because HelpConsole 2010 is webbased, it can be integrated into your website allowing authorized employees to instantly update product documentation at any time, from any office.

Output Formats

- Static Help System Generate a pure HTML version of your Help System
- Dynamic Help System Authors can update the HelpConsole on your website
- PDF Manual Generate a user manual based on your Help Project

















How to Get Support What is a Static Help System?

What is a Dynamic What is a PDF Manual? Help System?

End-User License Agreement

- Welcome
- Installation
- Basic Functions
- Advanced Functions Toolbar Reference
- FAQ

Home > Getting Started > How to Order

How to Order



HelpConsole 2010 can be purchased by clicking the link below. After entering your credit card information, you will receive an activation key by email which can be entered into the evaluation version to register it.



Also, review the edition comparison matrix at http://www.extremeease.com to view the features included in each product edition.

Credit cards accepted:

- Visa
- MasterCard
- American Express
- Discover/Novus
- Eurocard

- How to Get Support
- What is a Static Help System?
 What is a Dynamic Help System?
 What is a PDF Manual?
 End-User License Agreement

Home > Getting Started > How to Get Support

How to Get Support



Extreme Ease offers free technical support to our customers and companies evaluating our products.

Our technical support team is committed to providing superior support service, and is available Monday to Friday, 9AM-5PM Pacific Standard Time. We typically answer inquiries within a few hours, and within two business days at most.

Contact Information: Email: <u>Support@Extremeease.com</u> Website: http://www.extremeease.com/support.htm

- How to Order
 What is a Static Help System?
- What is a Dynamic Help System?
 What is a PDF Manual?
- End-User License Agreement

Home > Getting Started > What is a Static Help System?

What is a Static Help System?

This is a pure HTML help system that does not require a web server to be viewed. A static help system is made up of .HTM pages which can be run on your harddrive, on a network, from a CD, etc.

A static help system will look exactly the same as a dynamic help system published from the same project. The main difference is that the dynamic help system can be modified on the fly, whereas a Static help system must be re-published whenever changes are made.



Advantages:

- Faster than a dynamic help system
- Can be run anywhere with a standard browser
- Can be distributed on a CD or within a setup file
- Fewer files
- Can be run on any web server such as Apache, Linux, etc.
- Supports all browsers right back to Netscape 1.0 and IE 1.0

Disadvantages:

- Not editable (Updates require re-publish)
- 'Most Popular Pages' feature not supported
- 'Reader Comments' feature not supported
- 'Page views' feature not supported
- Dynamic conditional content not supported
- Dynamic skins not supported

When to Publish a Static Help System?

- If your help system will be run from a CD
- If your help system will be located in a sub folder within your application
- If your help system will be included within a setup file
- If your help system will be run from your network
- If your web server is not running IIS with .NET Framework

- How to Order
- How to Get Support
- What is a Dynamic Help System?What is a PDF Manual?
- End-User License Agreement

Home > Getting Started > What is a Dynamic Help System?

What is a Dynamic Help System?

A dynamic help system is a centralized help system that runs on an internal web server or on your website. A dynamic help system is made up of server based .ASPX pages and requires Microsoft IIS and .NET Framework to be installed on the web server. A dynamic help system cannot be run from your harddrive, on a network, or from a CD. Software developers normally host the dynamic help system on their website and include help links from their software directly to pages within the help system.

Advantages:

- Create new help systems on the fly
- Track page views and 'most popular pages'
- If hosted on the Internet, authors can access from anywhere
- Authors can quickly make updates or add content
- Can integrate with other web-based applications
- Dynamically specify the skin in the URL
- Dynamically display conditional content

Disadvantages:

- Does not run on non-IIS web servers
- Cannot be distributed on a CD or within a setup file
- Slightly slower than static help systems

When to Publish a dynamic help system?

- If you want to be able to quickly update your help system
- · If your help system will be hosted on your website
- If your help system will be hosted on an internal web server
- If your authors are located at separate office locations
- If you want to centrallize your company's help documentation

A dynamic help system will look exactly the same as a static help system published from the same project. The main difference is that the dynamic help system can be modified on the fly, whereas a Static help system must be re-published whenever changes are made.

Static Help System



Dynamic Help System



See also How to Order How to Get Support What is a Static Help System? What is a PDF Manual? End-User License Agreement Home > Getting Started > What is a PDF Manual?

What is a PDF Manual?

A PDF Manual is self contained printable document which can be downloaded and distributed as needed. The "PDF" format has become a widely accepted internet standard for printing and distributing product documentation. Click here for more information about the PDF standard. If you're computer does not have the PDF viewer installed, it can be downloaded from Adobe's website.

Many companies provide both an online help system and a downloadable PDF manual on their website.

Advantages:

- Very portable. Easily downloaded, emailed, etc.
- Easy to print.
- · Retains formatting, regardless of fonts installed.
- Widely accepted Internet standard.

When to Publish a PDF Manual?

- If you want to provide documentation in the form of a book or manual
- If you want customers to be able to download product documentation
- If you want prospects to be able to download a product brochure
- If you want to have hardcopies of your manuals printed and bound by a printshop

A PDF Manual will have the same content as a static or dynamic help system, however will look very different. See the example below:



- How to Order
- How to Get Support
- What is a Static Help System?
 What is a Dynamic Help System?
 End-User License Agreement

Extreme Ease Software Inc. End User License Agreement

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Home > Installation

Installation



Implementation Checklist

Refer to the checklist below when installing and configuring HelpConsole 2010 on your PC or web server.



- Check System Requirements
- Install HelpConsole 2010
- Enter the Activation Key
- Assign User Permissions (optional)
- Publish URL to Authors (optional)
- Upload HelpConsole 2010 to your website (optional)

- Welcome
- Getting Started
- Basic Functions
- Advanced FunctionsToolbar Reference
- FAQ

Home > Installation > System Requirements

System Requirements



Web Server

- .Net Framework 2.0 or higher
- Windows XP Professional* / Windows 2003 / Windows Vista / Windows 2008 / Windows 7
- IIS 6.0 or higher
- 256 megs RAM
- Harddrive Space: 50 megs

*Note: Windows XP Home edition does not include IIS, therefore is not supported. *Note: Published static help systems can be hosted on any web server.



Client PC (Edit Mode)

• IE7, IE8, Firefox 3.0, Safari 4.0, Chrome 4.0



Client PC (Live Mode)

• All browsers supported

*Note: Both dynamic and static help systems support all legacy browsers right back to IE1.0 and Netscape 1.0

- Installing IISAssigning Write Permissions
- Installing the Software Upgrading from HelpConsole 2008
- Entering Your Activation Key
- How to run the software
- URL Parameters
- Service Pack History

Home > Installation > Installing IIS

Installing IIS

Internet Information Server (IIS) is included with Microsoft Windows XP, Windows 2003, Windows Vista and Windows 2008 and can be installed either during the installation of the operating system or afterwards. Please select your operating system below for installation instructions:





Windows Server 2003 Installing IIS on Windows 2003

See also System Requirements Assigning Write Permissions Installing the Software Upgrading from HelpConsole 2008 Entering Your Activation Key How to run the software **URL** Parameters Service Pack History

Home > Installation > Installing IIS > Installing IIS on Windows XP

Installing IIS on Windows XP

Internet Information Server (IIS) is included with Microsoft Windows XP, Windows 2003, Windows Vista and Windows 2008 and can be installed either during the installation of the operating system or afterwards.

Determine if IIS is Installed

To check if IIS is already installed on the computer you will be using as the web server, select 'Start>Settings>Control Panel>Add/Remove Programs>Add/Remove Windows Components'. IIS is installed if the checkbox next to 'Internet Information Services (IIS)' is checked (as shown below). The Microsoft Windows installation CD provides instructions on how to install IIS specific to each version of Windows.

The mereorie middle motal atterned pro		
Indexing Service	0.0 MB	^
🗹 🥌 Internet Explorer	0.0 MB	
Internet Information Services (IIS)	13.5 MB	
Management and Monitoring Tools	2.0 MB	
Message Queuing	0.0 MB	×.

Install IIS

Follow the instructions below to install IIS 5.1 on Windows XP:

1. Select 'Start' > 'Settings' > 'Control Panel' > 'Add/Remove Programs'



2. Click the Add/Remove Windows Components icon.



3. Click the checkbox beside 'Internet Information Services (IIS)'.



4. Click Next.

5. If prompted, insert your Microsoft Windows installation CD.

- 6. The wizard will proceed to install IIS.
- 7. When the installation is complete, click Finish.

- Installing IIS on Windows Vista
 Installing IIS on Windows 2003

```
Internet Information Server (IIS) is included with Microsoft Windows Vista and can be installed either during the installation of the operating system or
afterwards. There are several IIS options that must be enabled in order for HelpConsole to run. Do the following to ensure that all of these options are
enabled.

1. Select "Start > Control Panel > Programs > Turn Windows Features on or off"

2. Ensure that the following options are selected:

- IIS Management Console

- .NET Extensibility

- ASP
```

Home > Installation > Installing IIS > Installing IIS on Windows Vista

Installing IIS on Windows Vista

- ASP.NET
- ISAPI Extensions
- ISAPI filters
- Default Document
- HTTP Errors
- HTTP Redirection
- Static Content
- State Contoint



3. Click OK to apply the changes. You may be prompted to restart the computer.

See also Installing IIS on Windows XP Installing IIS on Windows 2003 Home > Installation > Installing IIS > Installing IIS on Windows 2003

Installing IIS on Windows 2003

Internet Information Server (IIS) is included with Microsoft Windows 2003 and can be installed either during the installation of Windows or afterwards. There are several IIS options that must be enabled in order for HelpConsole to run. Do the following to ensure that all of these options are enabled.

1. Select "Start > Control Panel > Add or Remove Programs > Add/Remove Windows Components"

and a Constant from the local Differences of		
ows components wizard		
findows Components You can add or remove ca	omponents of Windows.	
To add or remove a comp part of the component will Details.	onent, click the checkbox. A sh be installed. To see what's inclu	aded box means that only ided in a component, click
Components:	1.90.1 S/4	to the little
Accessories and L	Jtilities	4.9 MB
🗹 📑 Application Server	e	34.4 MB
🔲 📴 Certificate Service	s	1.8 MB
🔲 🛄 E-mail Services		1.1 MB
		70MD -
Fax Services		
Description: Includes ASI Application S	P.NET, Internet Information Serv Ferver Console.	ices (IIS), and the
Description: Includes ASI Application S Total disk space required:	P.NET, Internet Information Serv Server Console. 2.9 MB	ices (IIS), and the Details

3. Ensure that the following components are checked:

- Application Server Console - ASP.NET

- Enable network COM access

4. Select 'Internet Information Services (IIS) and then click 'Details'

Subcompone	ents of Applicati	on Server:	
🗹 📸 Appli	ication Server C	onsole	0.0 MB
🗹 🇞 ASP.	NET		0.0 MB
Enable network COM+ access			0.0 MB
🗆 📸 Enat	ble network DT0	Claccess	0.0 MB
🗹 🏹 Inter	net Information !	Services (IIS)	27.4 MB
🗌 🚅 Mes:	sage Queuing		7.0 MB
Description:	sage Queuing IIS Includes V for FrontPage	Veb, FTP, SMTP, and NNTP s Server Extensions and Active	7.0 MB upport, along with support Server Pages (ASP).
Description: Total disk sp	sage Queuing IIS Includes V for FrontPage ace required:	Veb, FTP, SMTP, and NNTP s Server Extensions and Active 2.9 MB	7.0 MB support, along with support Server Pages (ASP). Details

5. Ensure that the following components are checked:

- Common Files

- Internet Information services Manager

- SMTP Service - World Wide Web Service

6. Select 'World Wide Web Service' and then click 'Details'

Subgomponents of Internet Information Services (IIIS):	0.2 MD	1
Weakground Intelligent Transfer Service (BITS) Server Extensions Server State	0.2 MB	1
💌 🤍 Common Files	1.UMB	
www.server.extensions	14.6 MB	
Manager	1.3 MB	
U 🧊 Internet Printing	0.0 MB	
🗌 🎯 NNTP Service	1.0 MB	
☑ ﷺ SMTP Service	1.2 MB	
🗹 🤮 World Wide Web Service	8.0 MB	L
Description: A core component of IIS that uses HTTP to exchange infor	mation with	al host
Web clients on a TCP/IP network.		
	-	
Fotal disk space required: 2.9 MB	Details	

7. Ensure that the following components are checked: - Active Server Pages

World Wide Web Service			
orld Wide Web Service			
To add or remove a compon of the component will be inst	ent, click the check box alled. To see what's incl	. A shaded box means that only p uded in a component, click Detai	oart Is.
Sub <u>c</u> omponents of World W	de Web Service:		
🗹 🔊 Active Server Pages		0.0 MB.	-
🔲 🔊 Internet Data Conne	otor	0.0 MB	
🔲 📴 Remote Administratio	n (HTML)	5.7 MB	
🔲 📴 Remote Desktop We	b Connection	0.4 MB	
🔲 🔊 Server Side Includes		0.0 MB	
🔲 💽 WebDAV Publishing		0.0 MB	
🗹 🧟 World Wide Web Se	rvice	1.9 MB	-
Description: Allow ASP file	s. Active Server Pages	is always installed.	
Total disk space required:	2.9 MB	Details	
Space available on disk:	31602.7 MB		
		OK Cancel	_

8. Click 'OK' on each dialog to save changes.

See also Installing IIS on Windows XP Installing IIS on Windows Vista Home > Installation > Assigning Write Permissions

Assigning Write Permissions

When HelpConsole 2010 is installed, the default permissions for the folder: "c:\program files\HelpConsole 2010" is 'readonly'. The setup wizard normally assigns write permissions automatically, however there may be cases where you need to assign these permissions manually. Please select your operating system below for instructions specific to that version of Windows:



See also System Requirements Installing IIS Installing the Software Upgrading from HelpConsole 2008 Entering Your Activation Key How to run the software URL Parameters Service Pack History Home > Installation > Assigning Write Permissions > Write Permissions for Windows XP

Write Permissions for Windows XP

When HelpConsole 2010 is installed, the default permissions for the folder: "c:\program files\HelpConsole 2010" is 'readonly'. HelpConsole 2010 must have write permissions in order to add help pages and modify the table of contents. The setup wizard normally assigns write permissions automatically, however there may be cases where you need to assign these permissions manually. Follow the instructions below to assign write permissions for this folder. This assumes that HelpConsole was installed to the default installation folder.

1. Use the Windows file explorer to display the folder c:\program files\HelpConsole 2010. To load the Windows File Explorer, right click the 'Start' button and select 'Explore'.

2. Right click the "HelpConsole 2010" folder & select "Sharing and Security"



3. Select the 'Security' tab.

4. Select the group: "'Users(<computername>\Users)"

5. Check the 'Full Control' checkb	ox under t	he 'Allov	/' colum
HelpConsole 2008 Properties			? 🗙
General Sharing Security Web Sha	ring Custom	ize	
Group or user names:			
James Dean (NOTEBOOK2007\J	ames Dean)		^
Power Users (NOTEBOOK2007\F SYSTEM	ower Users)		
🛃 Users (NOTEBOOK2007\Users)			
			×
		>	
	Add	Bernove	
Permissions for Users	Allow	Deny	
Full Control			^
Modify		~	
Read & Execute			E
List Folder Contents Read			
Write		E E	
Consist Domissions			~
For special permissions or for advanced click Advanced.	settings,	Advance	8
ОК	Cancel)	ply

Security Tab is Hidden

If you do not see the 'Security' tab, do the following to show it: - In File Explorer, select "Local Disk (C:)" - Select Tools => Folder Options => View Tab - Unselect the 'Use Simple File Sharing' checkbox



- Click OK

- Repeat the steps above

See also

Write Permissions for Windows Vista Write Permissions for Windows 2003 Home > Installation > Assigning Write Permissions > Write Permissions for Windows Vista

Write Permissions for Windows Vista

When HelpConsole 2010 is installed, the default permissions for the folder: "c:\program files\HelpConsole 2010" is 'readonly'. HelpConsole 2010 must have write permissions in order to add help pages and modify the table of contents. The setup wizard normally assigns write permissions automatically, however there may be cases where you need to assign these permissions manually. Follow the instructions below to assign write permissions for this folder. This assumes that HelpConsole was installed to the default installation folder.

1. Use the Windows file explorer to display the folder c:\program files\HelpConsole 2010. To load the Windows File Explorer, right click the 'Start' button and select 'Explore'.

2. Right click the "HelpConsole 2010" folder & select "Properties"



- 3. Select the 'Security' tab.
- 4. Click the 'Edit' button.
- 5. Select the group: "'Users(<computername>\Users)"
- 6. Check the 'Full Control' checkbox under the 'Allow' column and then click 'OK'

Permissions for HelpConsole	2008			
Security				
Object name: C:\Program File	s\HelpConsole 2008			
Group or user names:				
R CREATOR OWNER				
STATEM				
& Administrators (ExtremeFase-PC\Administrators)				
& Users (ExtremeEase-PC\Users)				
82 TrustedInstaller				
	Add <u>B</u> emove			
Permissions for Users	Allow Deny			
Full control	×			
Modify				
Read & execute				
List folder contents	v * 💊 💾 🛛			
Read	V Š +			
Learn about access control and	permissions			
ок	Cancel Apply			

Write Permissions for Windows XP Write Permissions for Windows 2003 Home > Installation > Assigning Write Permissions > Write Permissions for Windows 2003

Write Permissions for Windows 2003

When HelpConsole 2010 is installed, the default permissions for the folder: "c:\program files\HelpConsole 2010" is 'readonly'. HelpConsole 2010 must have write permissions in order to add help pages and modify the table of contents. The setup wizard normally assigns write permissions automatically, however there may be cases where you need to assign these permissions manually. Follow the instructions below to assign write permissions for this folder. This assumes that HelpConsole was installed to the default installation folder.

1. Use the Windows file explorer to display the folder c:\program files\HelpConsole 2010. To load the Windows File Explorer, right click the 'Start' button and select 'Explore'.

2. Right click the "HelpConsole 2010" folder & select "Sharing and Security"



- 3. Select the 'Security' tab.
- 4. Select the group: "'Users(<computername>\Users)"

5. Check the 'Full Control' checkbox under the 'Allow' column and then click 'OK'

HelpConsole 2008 Properties		<u>? ×</u>
General Sharing Security Web	Sharing Custo	mize
Group or user names:		
Power Users (ANDREA\Pow	rer Users)	<u> </u>
TERMINAL SERVER LISER		1
Users (ANDREA\Users)		
		· ·
	A <u>d</u> d	<u>R</u> emove
Permissions for Users	Allow	Deny
Full Control		
Modify Read * Evenue		<u> </u>
List Folder Contents		
Read	$\mathbf{\nabla}$	
Write Consist Domissions		
For special permissions or for adva click Advanced.	nced settings,	Advanced
ОК	Cancel	Apply

See also

Write Permissions for Windows XP Write Permissions for Windows Vista Home > Installation > Installing the Software

Installing the Software

The setup program will install 'HelpConsole 2010' to a folder that you specify. If the software will be run in a network environment, it is a good practise to install to a designated web server. Ensure that your workstation or web server meets the recommended requirements as outlined in <u>System</u> <u>Requirements</u>.

Follow the steps below to install HelpConsole 2010:

1. Download HelpConsole 2010 from http://www.extremeease.com/Download.htm. The following message will appear. Click 'Run'.



2.Once downloaded, the following 'Welcome' screen will appear. Click 'Next'.



3. You will be asked to accept the license agreement. Check 'I agree' and then click 'next' to continue the installation.



4. You will be prompted to specify a folder to install to. The default installation folder is "c:\program files\HelpConsole 2010". Click 'Next'.



5. You will be given the select a menu folder. Ensure that "HelpConsole 2010" is selected and then click "Install"



6. When complete, a message will appear indicating that the installation was successfull. Click 'Finish' to complete the installation.



7. A shortcut will be created on your start menu



8. HelpConsole 2010 can also be run by entering localhost/helpconsole2010 in your browser.

HelpConsole 2010 - Presented by TOSHIBA Leading Innovation

 Image: Construction of the construction

 Image: Construction of t

See also System Requirements Installing IIS Assigning Write Permissions Upgrading from HelpConsole 2008 Entering Your Activation Key How to run the software URL Parameters Service Pack History

```
Home > Installation > Upgrading from HelpConsole 2008
```

Upgrading from HelpConsole 2008

Follow the instructions below to upgrade from HelpConsole 2008 to HelpConsole 2010.

1. As a precaution, backup any active HelpConsole 2008 help projects.

2. Refer to "Installing the Software" to install HelpConsole 2010

3. Copy any HelpConsole 2008 projects to HelpConsole 2010. This can be done by <u>backing up the project</u> in HelpConsole 2008 and then clicking '<u>upload</u>' on the 'manage projects' form in HelpConsole 2010.

4. Open the project in HelpConsole 2010 by double-clicking the project name or selecting the row and clicking 'open'



5. When the project is opened, HelpConsole will detect that it is in a previous format and ask if you want to upgrade it to 'HelpConsole 2010' format. Once the upgrade is complete, the project can no longer be opened in HelpConsole 2008.



Note: Most aspects of the help project are upgraded when you move from HelpConsole 2008 to HelpConsole 2010, however if a skin was customized in HelpConsole 2008, those changes will need to be re-applied after upgrading.

- System Requirements
- Installing IIS
- Assigning Write Permissions
- Installing the Software
- Entering Your Activation Key
- How to run the software
- URL Parameters
- Service Pack History

Home > Installation > Entering Your Activation Key

Entering Your Activation Key

While evaluating HelpConsole, the activation key prompt will appear when a project is opened or a new project is created. After the activation key is entered, this prompt will no longer appear. The activation key is provided when the software is purchased, and when entered, registers the software.

If an activation key is not entered, the software will start in evaluation mode, and will no longer function after 30 days.

Activation Key		
Please Enter Your Activation Key 🛛 🌈 🏸		
Please enter your activation key. If you click 'Evaluate', you'll have 30 days remaining to evaluate HelpConsole 2010. For ordering information visit us at <u>http://www.ExtremeEase.com</u>		
Activation Key:		
	Activate Now	
Edition to Evaluate:		
Professional Edition	 Evaluate 	

If a valid activation key is not entered within 30 days of installing helpconsole 2010, a message will appear stating that the evaluation has expired and the software will not run.

Activation Key
Please Enter Your Activation Key Your 30-day evaluation has expired. Please visit http://www.ExtremeEase.com.for ordering
Activation Key:

Note: After an activation key has been entered, a new activation key can be entered at any time. For example, a customer that initially purchases the lite edition may later upgrade to the professional edition. The new activation key can be entered via the 'About' form on the tools menu.
About About Tools > About	 ×
HelpConsole 2010 Professional Edition Service Pock 0 10 named users © Extreme Ease Software Inc.	
New Activation Keys Activate Now	

Note: when a static help system is published with the evaluation version of HelpConsole 2010, a message will appear on each help page stating that the help system was created with the evaluation version. This message will not appear after the activation key is entered.



See also System Requirements Installing IIS Assigning Write Permissions Installing the Software Upgrading from HelpConsole 2008 How to run the software URL Parameters Service Pack History

```
Home > Installation > How to run the software
```

How to run the software

If HelpConsole 2010 was installed on an individual PC and will be run by one person, the software can be run from the Start Menu as shown below. If HelpConsole 2010 will be run in a network environment from a web server, users need to enter the URL address directly into their browser.

Running from an Individual PC

To run the software from the start menu on a computer that HelpConsole 2010 was installed to, follow the instructions below:

1. Click Start > All Programs > HelpConsole 2010 > HelpConsole 2010



2. The HelpConsole 2010 'manage projects' page will appear.



Running from a Web Server

If HelpConsole 2010 was installed to a web server, users will enter the application URL address directly into their browser.

The syntax is:	http:// <servername>/helpconsole2010</servername>
Example1:	http://WebServer1/helpconsole2010 (Running on an Intranet)
Example2:	http://www.MyDomain.com/helpconsole2010 (Running on the Internet)
Example3:	http://www.MyDomain.com/helpconsole2010/helpproject1 (open a specific help project)

- System Requirements
 Installing IIS
 Assigning Write Permissions
 Installing the Software
 Upgrading from HelpConsole 2008
 Entering Your Activation Key
 URL Parameters
 Service Pack History

Home > Installation > URL Parameters

URL Parameters

0 .	http://webserver1/helpconsole2010/helpproject1	•		⇒	×
🔶 Favorites	ℳ HelpConsole 2010		6	•	5

Dynamic Help Console Parameters

Parameter	Description
Pageid	Displays the specified page when a help system is opened. Syntax: default.aspx?pageid= <page id=""> Example1: WebServer1/helpconsole2010/helpproject1/default.aspx?pageid=faq Example2: <u>http://www.company.com/help/helpproject1/default.aspx?pageid=faq</u></page>
Skin	Applies the specified skin when a help system is opened. Syntax: default.aspx?Skin= <skinname> Example1: WebServer1/helpconsole2010/helpproject1/default.aspx?skin=blue Example2: <u>http://www.company.com/help/helpproject1/default.aspx?skin=blue</u></skinname>
Search	Lists pages matching the search text specified in the URL. Syntax: default.aspx?Search= <searchtext> Example 1: <u>default.aspx?search=keyword</u> Example 2: <u>default.aspx?search=keyword&condition=allwords</u> (condition specified) Example 3: <u>default.aspx?search=keyword&filter=FAQ</u> (filter specified)</searchtext>
Anchor	Specifies the anchor to display when the page is loaded. Example: <u>default.aspx?pageid=Editor_Toolbar&anchor=undo</u>
Merge Pageid	Displays a page within an embedded (or merged) project when a help system is opened. Syntax: default.aspx?pageid= <project>:<page id=""> Example1: WebServer1/helpconsole2010/helpproject1/default.aspx?pageid=project1:faq Example2: http://www.company.com/help/helpproject1/default.aspx?pageid=project1:faq</page></project>

Note: Place a question mark (?) before the first parameter and an ampersand (&) before additional parameters. Example - WebServer1/helpconsole2010/helpproject1/default.aspx?pageid=faq&skin=blue

Static Help Console Parameters

Parameter	Description
Page	Displays the specified page when the help system is opened.
	Syntax: default.htm? <page filename=""> Example1: WebServer1/helpconsole2010/helpproject/static/default.htm?faq.htm</page>
	Example2: WebServer1/MyApp/help/default.htm?faq.htm * This assumes that your application is running under the virtual directory "MyApp" and the folder containing your help system is named "help"
	Example3: <u>http://www.company.com/help/default.htm?faq.htm</u> * This assumes that your application is running on the domain "company.com" and the folder containing your help system is named "help"
Anchor	Loads the specified page and positions the specified anchor at the top of the page.
	Syntax: default.htm? <page filename="">#<anchor> Example1: WebServer1/helpconsole2010/helpproject/static/default.htm?faq.htm#anchor1</anchor></page>
	Example2: http://www.company.com/help/default.htm?faq.htm#anchor1 * This assumes that your application is running on the domain "company.com" and the folder containing your help system is named "help"

- See also System Requirements Installing IIS Assigning Write Permissions Installing the Software Upgrading from HelpConsole 2008 Entering Your Activation Key How to run the software Service Pack History

Home > Installation > Service Pack History

Service Pack History

Download the full installation with the latest service pack from here: <u>http://www.extremeease.com/download/HelpConsole2010Setup.exe</u> Refer to the following instructions to install a service pack: <u>http://www.extremeease.com/help/knowledgebase/default.aspx?pageid=KB1032</u>

May 28 2010 - Service Pack 1.2

Bug Fixes & Enhancements:

- Skin Error Text If an error occurs when loading the skin, the message now says 'click the yellow triangle' instead of 'click the edit button'.
- Performance In some cases, CPU usage went up to and stayed at 30%. This has been fixed.
- Firefox Videos Media videos stopped working if a page containing a video was edited and saved.
- Edit Style button When 'edit stylesheet' was clicked in the skin editor, the stylesheet for the current skin was opened, not the skin being edited.
- Project.Idb not found When doing a backup, the error 'could not find project.Idb' may have occurred
- Visibility by skin In page properties, the 'retract' icon was displayed beside 'visibility by skin', but should be 'expand'.
- blue Variable A variable has been added to display the current skin name in live mode.
- Top Menu variable The [top menu] variable included hidden pages and folders when published to static help.

• Password Protect Dialog - If the 'password protect this form' link was clicked and then the close icon was clicked, the project list was not redisplayed.

• Popup Placement - Popups are now positioned correctly in Firefox and Safari. This has also been changed so that popups are positioned based on the position of the link on the page.

- Top Menu Width The [top menu] varaible can now be displayed with a width of 100% or no width defined.
- Stylesheet Scrolling When editing a stylesheet, if the user clicked anywhere, it scrolled to the bottom.
- Orphaned Pages A report has been added which displays pages in the database that are not in the contents.
- Hide PDF Pages Pages in the PDF Template can now be hidden by skin.
- Static Search Title The browser title was not displayed correctly when search results in a flat static help system where displayed.
- Conditions in Variables Varaibles containing conditions are now supported in static help and PDF manuals.
- Local Static Help If a static help system is run from a harddrive, scripts are disabled until the user enables them. Static help systems are now partially displayed and usable when scripts are disabled.
- Merged Project If a merged project has child nodes, a message is now displayed indicating that child nodes are not allowed.

• Quotes in page name - If a page name included a variable which contained a double quote, an error would occur in both dynamic help and static help.

- Dynamic Variables If a dynamic variable value specified in the URL contained html elements such as , an error would occur.
- Tools Permissions The message 'you do not have permissions' may have appeared when opening the tools form.
- Delete skins If multiple skins were deleted, the session was restarted, and the second skin was not deleted.
- Locked Project If a project is locked, static help and PDF manuals cannot be published.
- Anchor in Static Help Anchor specified in URL for static help was not recognized.
- Datasets The way that dataset find and detail forms was improved.
- Search Highlighting Text is now highlighted correctly based on the search condition (exact phrase, any words)
- Admin Permissions The 'admin' username will now always have full permissions regardless of the permissions assigned in the 'admin' security group.
- Contents Width In Static flat help sytems, long page names may have overlapped with the page.
- Search in URL Search condition can be passed in the URL (eg: default.aspx?search=icons&condition=anywords).
- Editor Height The variable editor and page template editor height is now correct when opened in Safari or Firefox.
- Firefox Search The search button in the advanced window did not work in Firefox.
- Scripts in Page A property has been added to allow <script> </script> blocks in pages
- · Favicon.ico When a help system is displayed, an icon is now displayed in the browser address box based on the project type.
- Aproval Process A property has been added to force a status to be assigned when pages are added or edited.
- & in Pagename if the character & is included in a page name, an error will occur if the skin contains the [top menu] variable.
- Media Upload Size The upload size limit for media files was changed from 200KB to 40megs.

April 8 2010 - Service Pack 1

Bug Fixes & Enhancements:

- Edit Skin I mages After inserting an image into a skin, the image path may have been incorrect when saved.
- Document Manager When inserting a document using the document manager, the URL format may be incorrect.
- Close Tools Window The X on the tools window did not cause the window to close.
- HTML View If a page is switched to HTML view, and then another page is edited, HTML view is still displayed with the previous page content.
- Contents Tabs After applying the 'Tabs' skin and then publishing, the index tab produced an error when clicked.
- Resize Contents The contents window can now be resized by clicking and dragging anywhere to the right of the contents. Any existing skins will

need to be edited and then saved for this to work.



Basic Functions

The information in this section explains how to use the most common features in HelpConsole 2010.





See also • Welcome • Getting Started • Installation • Advanced Functions • Toolbar Reference

FAQ

Links

Search



Home > Basic Functions > Projects

Projects

A help project is essentially an editable help system made up of a contents and HTML pages. Click the links below for more information:









Deleting a Project





Project



Creating a New Project







Setting Project Properties

Manage Projects Form Project Templates Password

See also Context-sensitive Help Skins Table of Contents Working with Tables Working with Images Keywords and Index Links Search Publishing



Backing up Your

Home > Basic Functions > Projects > Creating a New Project

Creating a New Project

Follow the instructions below to create a new HelpConsole 2010 project:

1. Run HelpConsole 2010 to display the 'manage projects' form. Click here for more information about running the software

2. Select a template to create the project from, such as 'Create Help System'



3. Enter a name for the new help project, and then click 'Create Project'.



4. Depending on the type of project being created, you will be prompted for information such as 'company name', 'company website', etc. which will be displayed within the project.



5. The new help project will be loaded.



6. Click 'Edit Page' to edit a page.

7. In edit mode, click the 'more' button on the toolbar to access additional editing functions.

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- See also Adding a Page Publishing a Static Help System Publishing a Dynamic Help System Publishing a PDF Manual Editing a Project Deleting a Project Deleting a Project Backing up Your Project Uploading a Project Setting Project

- Setting Project Properties
 Manage Projects Form Password
 Project Templates

Home > Basic Functions > Projects > Editing a Project

Editing a Project

Follow the instructions below to open an existing help system project in edit mode.

1. Run HelpConsole 2010 to display the startup form. Click here for more information about running the software

2. Select the help system project in the list that you wish to edit and click 'open'. If the project doesn't have a password assigned to the 'admin' username, you can also click the 'edit' icon at the far right to open directly in edit mode.



3. The selected help project will be opened in live mode.

4. Click the 'login' link, and then enter a username and password that has 'edit contents' and 'edit pages' permissions. By default, the 'admin' username does not have a pasword and has full permissions.



5. Click 'edit page' to edit the currently selected page, or use the 'edit contents' functions to add pages, delete pages and set page properties.

helpconsole 2010



6. After clicking 'edit page', click the 'more' button to access additional toolbar functions.



- Adding a Page
 Publishing a Static Help System
 Publishing a Dynamic Help System
 Publishing a PDF Manual
 Creating a New Project
 Deleting a Project
 Conving a Project

- Copying a Project
- Backing up Your Project
- Uploading a Project
- Setting Project Properties Manage Projects Form Password
 Project Templates

Home > Basic Functions > Projects > Deleting a Project

Deleting a Project

Follow the instructions below to delete a help project.

- 1. Run HelpConsole 2010 to display the startup form. Click here for more information about running the software
- 2. Select the project that you want to delete
- 3. Click the 'delete' button
- 4. When prompted to confirm that you wish to delete, click 'OK'



- Creating a New ProjectEditing a Project
- Copying a Project
- Backing up Your Project
- Uploading a Project
- Setting Project Properties
 Manage Projects Form Password
 Project Templates

```
Home > Basic Functions > Projects > Copying a Project
```

Copying a Project

Follow the instructions below to copy an existing help system project:

- 1. Run HelpConsole 2010 to display the startup form. Click here for more information about running the software
- 2. Select the project that you want to copy.
- 3. Click the copy button.



4. When prompted, enter a name for the new help project.

5. The new project will be added to the project list on the 'manage projects' form.

- Adding a Page
 Publishing a Static Help System
 Publishing a Dynamic Help System
 Publishing a PDF Manual
 Creating a New Project
 Editing a Project
 Database Desiret

- Deleting a Project
- Backing up Your Project
- Uploading a Project
- Setting Project Properties
- Manage Projects Form Password
- Project Templates

Home > Basic Functions > Projects > Backing up Your Project

Backing up Your Project

Follow the instructions below to create a backup of a help project.

1. Run HelpConsole 2010 to display the 'Manage Projects' form. Click here for more information about running the software

2. Select the help system project in the list that you wish to backup and click 'open'. If the project doesn't have a password assigned to the 'admin' username, you can also click the 'edit' icon at the far right to open directly in edit mode.



3. The selected help project will be opened in live mode.

4. Click the 'login' link, and then enter a username and password that has 'edit contents' and 'edit pages' permissions. By default, the 'admin' username does not have a pasword and has full permissions.



5. Click the tools button to show the 'Tools' menu.



6. Click 'Backup' to display the 'backup' form

7. Specify backup options and then click the 'Create Backup' button. These backup options allow you to exclude certain folders to reduce the size of the backup file. This is particularly useful when creating a backup file to send to Extreme Ease Support.

8. The help system project will be compressed into a single file. A link will appear indicating that the backup file was created successfully. Click the 'Click here to download.' link to download the backup file to your harddrive or your network.



10. Next, specify a folder to save the backup file to.

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rganize * New folder				10 ×	
(favorites	Name	Date modified	Туре	Sox	
Cerktop	😹 Dev Ocean Skin	3/1/2010 1:13 PM	File folder		
Downloads	👗 dev office skin	3/12/2010 911 AM	File folder		
35 Recent Places	DEV Sky Skin	2/26/2010 11:21 AM	File folder		
	HelpConsole 2000 screenshots	2/11/2010 3:59 PM	File folder		
Libraries	Master Website 2000	2/15/2010 2:38 PM	File folder		
Opcuments	New folder	3/12/2010 10-01 AM	File folder		
Music	sovershets	2/4/2010 12:53 PM	File folder		
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11. This project backup can be restored at any time by clicking the 'Browse' button on the 'Manage Projects' form. For more information see Uploading a **Project**

Note: Because the backup feature compresses the help system project into a single file, the project can be moved around from Web Server to Web Server as desired. If nessesary the file can also be emailed to Extreme Ease technical support for troubleshooting.

- Creating a New Project
 Editing a Project
 Deleting a Project
 Copying a Project
 Uploading a Project
 Setting Project Properties
 Manage Projects Form Password
 Project Templates

```
Home > Basic Functions > Projects > Uploading a Project
```

Uploading a Project

The 'Upload Project' function is normally used to restore a help system project that was previously backed up, or to transfer a project from one web server to another. Follow the instructions below to upload a compressed project.

1. Run HelpConsole 2010 to display the 'Manage Projects' form. Click here for more information about running the software



3. Select a project backup file to upload and click 'Open'. The file must have a .dhc.zip extension.



4. The help system project will be added to the list on the startup form. If there is an existing project with the same name, a number will be added to the end of the project name. See example below:



- Creating a New Project
- Editing a Project
- Deleting a Project
- Copying a Project
- Backing up Your Project
- Setting Project Properties
- Manage Projects Form Password
- Project Templates

Home > Basic Functions > Projects > Setting Project Properties

Setting Project Properties

Follow the instructions below to view and edit properties for a help project.

1. Run HelpConsole 2010 to display the 'Manage Projects' form. Click here for more information about running the software

2. Select the help project in the list that you wish to set properties for and click 'open'. If the project doesn't have a password assigned to the 'admin' username, you can also click the 'edit' icon at the far right to open directly in edit mode.



3. The selected help project will be opened in live mode.

4. Click the 'login' link, and then enter a username and password that has 'edit contents' and 'edit pages' permissions. By default, the 'admin' username does not have a pasword and has full permissions.



5. Click the tools button to show the 'Tools' menu.



6. Click 'Properties' to display the 'Project Properties' form.

Project Properties			• *
	operties	Cancel	Save
Start Page:	[First Page]	Select	
Default Skin:	blue	•	
Activity Log:	Record No Actions		
Help Format:	Frames	•	
Allow Scripts:	False	•	
Default Page Status		-	
Default Contents Mode:	Edit	-	
Default Comment Status:	Visible	•	
Users Dataset:		•	
SMTP Server:			

Properties Overview:

Property	Description
Start Page	This is the page that will be displayed when the help project is loaded. Click the 'Select' button and select a page from the contents. If set to [First Page], the first visible page will be displayed when the help project is loaded.
Default Skin	This is the skin that will be applied when the help project is loaded.
Activity Log	 This determines what user actions are recorded and displayed in the 'Activity Log'. 1. Record All Actions: Both reader and admin actions are recorded. 2. Record Admin Actions: Only admin actions such as 'add page' are recorded 3. Record No Actions: No reader or admin actions are recorded.
Help Format	This is the format in which the help project will be displayed when loaded: - Frames: Pages are displayed within an iframe. - Flat: The entire help system window is reloaded when a page is selected.
Allow Scripts	Determines if <script></script> blocks can be included in page HTML.
Default Page Status	The selected page status will automatically be assigned when new pages are added or existing pages are edited.

Default Contents Mode	This determines if the contents will be in edit mode or live mode when the user logs in.
Default Comment Status	This is the status that will be applied when new reader comments are added. This determines if reader comments are immediately visible to the public or if an administrator must approve the comment first.
Users Dataset	If the help project contains at least one dataset, a dataset can be defined as a 'Users Dataset'. This connects the dataset with user accounts (Tools > Users), which allows administrators to store detailed information about each user account.
SMTP Server	This defines the SMTP server to use when sending emails. The format usually mail.domain.com (eg: mail.acmecorportation.com). If you're not sure what your SMTP server is, take a look at your outgoing mail server defined in your email software. This setting is only required if server does not have a default SMTP server
	defined, and if the help project contains at least one dataset and at least one email trigger.

4. Click 'Save' to apply changes and return to the 'Tools' menu.

- See also Creating a New Project Editing a Project Deleting a Project Copying a Project Backing up Your Project Uploading a Project Manage Projects Form Password Project Templates

Home > Basic Functions > Projects > Manage Projects Form Password

Manage Projects Form Password

If you are running HelpConsole 2010 on your desktop computer or over a company network, there is probably no need to password protect the 'Manage Projects' form, however if you are hosting a dynamic help system on your website or a web server that is exposed to the public, it is recommended that you assign a password to this form to prevent unauthorized users from creating new projects, or deleting existing projects.

To Assign a Password:

Run HelpConsole 2008 to display the 'manage projects' form. <u>Click here for more information about running the software</u>
 Click the 'Password Protect this form' link.
 The password prompt will be displayed. Enter the password twice. Click 'OK'



To Remove the Password:

To remove the password, click the 'Remove Password' link.



See also Creating a New Project Editing a Project Deleting a Project Copying a Project Backing up Your Project Uploading a Project Setting Project Properties Project Templates

Home > Basic Functions > Projects > Project Templates

Project Templates

The structure of project templates are exactly the same as help projects. The only difference is that project template folders begin with 'template_'. If you look at the 'c:\program files\HelpConsole 2010' folder using the Windows File Explorer, you'll see the directory structure as shown below:

😋 💽 🗢 🕌 « S3A8103D003 (C:)	Program Files HelpConsole 2	010 🕨 🕓	• 49 Search Help(Console 2010	 Q
Organize 👻 🎇 Open Inc	lude in library • Share with •	Burn N	ew folder		0
🔆 Favorites	🎉 _engine 🐌 App_Data 退 bin	-Help	Project		
🚝 Computer	Example Help System	-Proje	ect Templat	e	
🗣 Network	template, Reseller Console template, Website default.htm favicon.ico HelpConsole.ico HelpConsole.2010.exe				
HelpConsole 2010 File folder Da	State: 3 Shared te modified: 3/19/2010 3:47 PM	Shared with: E	DefaultAppPool; James		

Create a Project Template

To create a new project template, either copy an existing template or copy an existing help project. Make sure that the folder name begins with 'template_'

Delete a Project Template

To delete a project template, simply delete the template folder (which begins with '_template')

Edit a Project Template

To edit a project template, do the following:

- 1. Rename the template folder so that the name does not begin with 'template'. (eg. 'template_Help System' => 'xtemplate_Help System'
- The template will appear as a help project on the 'Manage Projects' form.
 Click the template to open it. Login as 'Admin' to modify the contents structure, page content, etc.
- 4. After editing the template, rename the folder so that it begins with 'template_'

When the 'Manage Projects' form is displayed, template folders beginning with 'template_' are automatically displayed as 'Create {template name}'



- Creating a New Project
- Editing a Project
- Deleting a Project
- Copying a Project
- Backing up Your Project
- Uploading a Project
- Setting Project Properties Manage Projects Form Password

Home > Basic Functions > Context-sensitive Help

Context-sensitive Help

The information in this section explains how to integrate HelpConsole 2010 into your Windows based or web based application. Help links can be made at the application level, the form level or the field level.



- See also Projects Skins Table of Contents Working with Tables Working with Images Keywords and Index Links Search

- Search
- Publishing

Home > Basic Functions > Context-sensitive Help > Windows Applications

Windows Applications

The concept behind context-sensitive help is that users of an application can quickly get help for a specific function or feature that they're currently using. The easier it is for users to access the help that they're looking for, the happier they will be and the fewer support calls your support team will receive. Context-sensitive help may be implemented in the following ways:

F1 Key

- Application Level user opens an application and presses F1 to display the application help system.
- Form Level User opens a form such as an activation key dialog and presses F1 to display help for that form.
- Field Level User clicks on a field such as a textbox and presses F1 to display help for that field.

Help Button

- Application Level user clicks on a help link at the top of the main screen to open the application help system
- Form Level User clicks on a help link or button beside a field to display help for that specific function.
- Field Level User clicks on a help link or button at the top of a form to display help for that form.













Windows Application Help Button

Windows Form Help Button

Windows Field Help Button

Windows F1 Application Help

Windows F1 Form Help Windows F1 Field Help

See also Web Applications Home > Basic Functions > Context-sensitive Help > Windows Applications > Windows Application Help Button

Windows Application Help Button

You can add a help button, icon or hyperlink to your Windows application that opens your help system. The instructions below assume that you're adding a help button to the main screen of your Windows application.

Follow the steps below to add a help button to your Visual Studio 2003/2005 Windows application.



2. Double click the 'Button' control to add a button to the form. Change the 'text' property to 'Open Help System'. Drag the button to the desired position.



3. Double click the button control to open the code window.

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4. Add the following code to the "Sub Button1_Click" event:

Open a Dynamic Help System

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles Button1.Click
    Help.ShowHelp(Button1, <u>http://www.extremeease.com/help/helpconsole 2010</u>)
```

- or -

Open a Static Help System

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles Button1.Click
   Help.ShowHelp(Button1, "help\default.htm")
End Sub
```

* the url above assumes that the help system is in a sub folder named 'help'

 ShowHelp Syntax:
 Help.ShowHelp(Parent, URL)

 Parent - Name of the button control (Button1)
 URL - The url of the help system ("http://www.extremeease.com/help/helpconsole 2010")

5. Press F5 to run the application. Click the 'Open Help System' button.



- URL Parameters
- Windows Form Help Button • Windows Field Help Button
- Windows F1 Application Help
- Windows F1 Form Help
- Windows F1 Field Help

Home > Basic Functions > Context-sensitive Help > Windows Applications > Windows Form Help Button

Windows Form Help Button

You can add a help button, icon or hyperlink to a form within your Windows application that opens a specific page of your help system. Follow the steps below to add a help button to your Visual Studio 2003/2005 Windows application.

1. Open a form (such as a login form) within your Visual Studio Windows application.

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2. Double click the 'Button' control to add a button to the form. Change the 'text' property to 'Help'. Drag the button to the desired position.



3. Double click the button control to open the code window.

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4. Add the following code to the "Sub Button1_Click" event:

Open a Dynamic Help Page (page only, no contents)

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
    Help.ShowHelp(Button1, "http://www.extremeease.com/help/helpconsole 2010/page.aspx?
pageid=Project_Login")
End Sub
```

Open a Dynamic Help Page (within help system)

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
    Help.ShowHelp(Button1, "http://www.extremeease.com/help/helpconsole 2010/default.aspx?
pageid=Project_Login")
End Sub
```

Open a Static Help Page

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
Help.ShowHelp(Button1, "help\project login.htm")
End Sub
```

* the url above assumes that the help system is in a sub folder named 'help'

Open a Static Help Page (within help system)

```
* Note: a page parameter cannot be passed when a static help system is opened from Visual Studio,
so in order to display a specific page within the help system, the static help system must be
created without frames. See Publishing a Static Help System for more information.
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
Help.ShowHelp(Button1, "help\project login.htm")
End Sub
```

ShowHelp Syntax: Help.ShowHelp(Parent, URL) Parent - Name of the button control URL - The url of the help system

5. Press F5 to run the application. Click the 'Help' button.



- See also URL Parameters Windows Application Help Button Windows Field Help Button Windows F1 Application Help Windows F1 Form Help Windows F1 Field Help

Home > Basic Functions > Context-sensitive Help > Windows Applications > Windows Field Help Button

Windows Field Help Button

You can add multiple help buttons, icons or hyperlinks to a form within your Windows application that open specific help pages. Follow the steps below to add help buttons to your Visual Studio 2003/2005 Windows application.

1. Open a form (such as a login form) within your Visual Studio Windows application. 80 ÷ 🖬 Ø Ø - 11, · 10 * × Solution Explorer - Windows 3 10 2 3 4 Solution Windowsleph 1 Windowsleph a an I Forter
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2. Double click the 'Button' control twice to add two buttons to the form. Change the 'text' property to 'Help' for both'. Position the buttons beside the fields that you want to provide help for.



3. Double click each button to open the code window.

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4. Add the following code to the "Sub Button1_Click" event:

Open a Dynamic Help Page

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
Help.ShowHelp(Button1, http://www.domain.com/help/default.aspx?pageid=username)
End Sub
```

Open a Dynamic Help Page (within help system)

```
Private Sub Buttonl_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Buttonl.Click
Help.ShowHelp(Buttonl, http://www.domain.com/help/default.aspx?pageid=username)
End Sub
```

Open a Static Help Page

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
Help.ShowHelp(Button1, "help\username.htm")
End Sub
```

* the url above assumes that the help system is in a sub folder named 'help'

Open a Static Help Page (within help system)

```
Private Sub Button1_Click(ByVal sender As System.Object, ByVal e As System.EventArgs) Handles
Button1.Click
    Help.ShowHelp(Button1, "help\username.htm")
End Sub
```

* Note: a page parameter cannot be passed when a static help system is opened from Visual Studio, so in order to display a specific page within the help system, the static help system must be created without frames. See Publishing a Static Help System for more information.

ShowHelp Syntax: Help.ShowHelp(Parent, URL) Parent - Name of the button control URL - The url of the help system

5. Press F5 to run the application. Click the 'Help' button.



- See also
 URL Parameters
 Windows Application Help Button
 Windows Form Help Button
 Windows F1 Application Help
 Windows F1 Form Help
 Windows F1 Field Help

Home > Basic Functions > Context-sensitive Help > Windows Applications > Windows F1 Application Help

Windows F1 Application Help

You can add context sensitive help to your Windows application so that when a user presses the F1 key, the help system is displayed. Follow the steps below to add F1 context sensitivity to your Visual Studio 2003/2005 Windows application.

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2. Set the 'KeyPreview' property for the form to 'True'

3. Double (click the form to	open the code window.			
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4. Select 'KeyDown' from the 'Events' list

5. Add the following code to the "Sub Form2_Keydown" event:

Open a Dynamic Help System

```
Private Sub Form2_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles MyBase.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, "http://www.domain.com/HelpConsole 2010 Help")
End If
End Sub
```

Open a Static Help System

Private Sub Form2_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
```
Handles MyBase.KeyDown
If e.KeyCode = 112 Then
         Help.ShowHelp(Me, "help\default.htm")
    End If
End Sub
```

* the url above assumes that the help system is in a sub folder named 'help'

ShowHelp Syntax: Help.ShowHelp(Parent, URL) Parent - Reference to the current form URL - The url of the help system

6. Press F5 to run the application. Press F1 to open the help system.



- URL Parameters
- Windows Application Help Button
 Windows Form Help Button
 Windows Field Help Button
 Windows F1 Form Help
 Windows F1 Field Help

Home > Basic Functions > Context-sensitive Help > Windows Applications > Windows F1 Form Help

Windows F1 Form Help

You can add context sensitive help to any form within your Windows application so that when a user presses the F1 key, a help topic specific to that form is displayed. Follow the steps below to add F1 context sensitivity to a form within your Visual Studio 2003/2005 Windows application.

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2. Set the 'KeyPreview' property for the form to 'True'

3. Double (click the form	to open the code window.		
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4. Select 'KeyDown' from the 'Events' list

5. Add the following code to the "Sub Form2_Keydown" event:

Open a Dynamic Help Page (page only, no contents)

```
Private Sub Form2_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles MyBase.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, http://www.domain.com/help/page.aspx?pageid=project_login)
End If
End Sub
```

Open a Dynamic Help Page (within help system)

Private Sub Form2_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)

```
Handles MyBase.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, http://www.domain.com/help/default.aspx?pageid=project_login)
End If
End Sub
```

Open a Static Help Page

```
Private Sub Form2_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles MyBase.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, "help\project login.htm")
End If
End Sub
```

* the url above assumes that the help system is in a sub folder named 'help'

Open a Static Help Page (within help system)

```
Private Sub Form2_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles MyBase.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, "help\project login.htm")
End If
End Sub
```

* Note: a page parameter cannot be passed when a static help system is opened from Visual Studio, so in order to display a specific page within the help system, the static help system must be created without frames. See Publishing a Static Help System for more information.

ShowHelp Syntax: Help.ShowHelp(Parent, URL)

Parent - Reference to the current form URL - The url of the help system

6. Press F5 to run the application. Press F1 to open the help topic for this form.



- URL Parameters
- Windows Application Help Button
- Windows Form Help Button
- Windows Field Help Button
- Windows F1 Application Help
- Windows F1 Field Help

Home > Basic Functions > Context-sensitive Help > Windows Applications > Windows F1 Field Help

Windows F1 Field Help

You can add context sensitive help to any field within your Windows application so that when a user presses the F1 key while a field has the focus, a help topic specific to that field is displayed. Follow the steps below to add F1 context sensitivity to fields within your Visual Studio 2003/2005 Windows application.

1. Open your Visual Studio Windows application.				
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2. Double click a field (such as a textbox) to open the code window.

3. Select 'KeyDown' from the 'Events' list	
28 WindowsApplication1 - Microsoft Visual Basic JNET (design) - Form1.vb*	
A bindowskypiczkani / Microsoft Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Jack Yanul Bank, Nij (dange) - formi, kj* Se (El yew heath Ball School Ja	Image: Section of the section of t
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"DefailDeals': Loaded 'C')Widdewruidroesdt.ast/framewrk(Will.4227accorlib.dlf', Bo symbole .	loaded.
Tak List. Output Find Results 1 Find Result	Cel 11 Oh 11 [26]

4. Add the following code to the "Sub Textbox1_Keydown" event:

Open a Dynamic Help Page (page only, no contents)

```
Private Sub TextBox1_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles TextBox1.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, http://www.domain.com/help/page.aspx?pageid=username)
End If
End Sub
```

Open a Dynamic Help Page (within help system)

Private Sub TextBox1_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)

```
Handles TextBox1.KeyDown
    If e.KeyCode = 112 Then
        Help.ShowHelp(Me, http://www.domain.com/help/default.aspx?pageid=username)
    End If
End Sub
```

Open a Static Help Page

```
Private Sub TextBox1_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles TextBox1.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, "help\username.htm")
End If
End Sub
```

* the url above assumes that the help system is in a sub folder named 'help'

Open a Static Help Page (within help system)

```
Private Sub TextBox1_KeyDown(ByVal sender As Object, ByVal e As System.Windows.Forms.KeyEventArgs)
Handles TextBox1.KeyDown
If e.KeyCode = 112 Then
Help.ShowHelp(Me, "help\username.htm")
End If
End Sub
```

* Note: a page parameter cannot be passed when a static help system is opened from Visual Studio, so in order to display a specific page within the help system, the static help system must be created without frames. See **Publishing a Static Help System** for more information.

ShowHelp Syntax: Help.ShowHelp(Parent, URL)

Parent - Reference to the current form URL - The url of the help system

6. Press F5 to run the application. Click a textbox and then press F1 to open the help topic for that field.

- URL Parameters
- Windows Application Help Button
- Windows Form Help Button
- Windows Field Help Button
- Windows F1 Application Help
- Windows F1 Form Help

Home > Basic Functions > Context-sensitive Help > Web Applications

Web Applications

The concept behind context-sensitive help is that users of an application can quickly get help for a specific function or feature that they're currently using. The easier it is for users to access the help that they're looking for, the happier they will be and the fewer support calls your support team will receive. Context-sensitive help may be implemented in the following ways:

F1 Key

- Application Level user opens an application and presses F1 to display the application help system.
- Form Level User opens a form such as an activation key dialog and presses F1 to display help for that form.
- Field Level User clicks on a field such as a textbox and presses F1 to display help for that field.

Help Button

- Application Level user clicks on a help link at the top of the main screen to open the application help system
- Form Level User clicks on a help link or button beside a field to display help for that specific function.
- Field Level User clicks on a help link or button at the top of a form to display help for that form.



Web Application Help Web Form Help Button Web Field Help Button Web F1 Application Button

Help



Web F1 Field Help



See also Windows Applications

```
Home > Basic Functions > Context-sensitive Help > Web Applications > Web Application Help Button
```

Web Application Help Button

You can add a help button, icon or hyperlink to your Web application that opens your help system. The instructions below assume that you're adding a help button to the main screen of your Web application.

Follow the steps below to add a help button to your Web application.

1. Open the main page of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple webpage.



2. Add the following code to create a 'Help' link that will open your help system when clicked. This link could also be a button or an image.

dung on the links above o

Open a Dynamic Help System

```
<ntml><body>
<a href="http://www.domain.com/help" target=_blank>Help</a>
<br>>dbr><br>Hello World
</body></html>
```

Open a Static Help System

```
<html><body>
<a href="help/default.htm" target=_blank>Help</a>
<br><br>Hello World
</body></html>
```

* the url above assumes that the static help system is in a sub folder named 'help'



3. Open the html file in your browser. Click the 'Help' link to display the help system in a new window.

- URL Parameters
- Web Form Help Button
- Web Field Help Button
- Web F1 Application Help
- Web F1 Form Help
- Web F1 Field Help
- Popups

Home > Basic Functions > Context-sensitive Help > Web Applications > Web Form Help Button

Web Form Help Button

You can add a help button, icon or hyperlink to a form within your Web application that opens a specific page of your help system. Follow the steps below to add a help link to your web application.

1. Open a page (such as a login form) of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple login form.

```
<html><body>
<br><br>
Username: <input><br>
Password: <input><br>
</pdd>
type=button value=Login>
</body></html>
```

2. Add the following code to create a 'Help' link that will open a help page when clicked. This link could also be a button or an image.

Open a Dynamic Help Page (page only, no contents)

Open a Dynamic Help Page (within help system)

```
<html><body>
<a href='http://www.domain.com/help/default.aspx?pageid=project_login' target=_blank>Help</a>
<br><br><br><br>Username: <input><br><br>Password: <input><br><br><<br/><input type=button value=Login>
</body></html>
```

Open a Static Help Page

```
<ntml><body>
<a hr='='help/project login.htm' target=_blank>Help</a>
<br>>(br><br>
Username: <input><br>
Password: <input><br><chr>cinput type=button value=Login>
</body></html>
```

* the url above assumes that the static help system is in a sub folder named 'help'

Open a Static Help Page (within help system)

```
<html><body>
<a href='help/default.htm?project login.htm' target=_blank>Help</a>
<br><br>>
Username: <input><br>
Password: <input><br><br><input type=button value=Login>
</body></html>
```

* the url above assumes that the static help system is in a sub folder named 'help'

3. Open the html file in your browser. Click the 'Help' link to display the help system in a new window.



- See also
 URL Parameters
 Web Application Help Button
 Web Field Help Button
 Web F1 Application Help
 Web F1 Form Help
 Web F1 Field Help
 Popups

Home > Basic Functions > Context-sensitive Help > Web Applications > Web Field Help Button

Web Field Help Button

You can add multiple help buttons, icons or hyperlinks to a form within your Web application that open specific help pages. Follow the steps below to add help buttons to your Web application.

1. Open a page (such as a login form) of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple login form.

```
<html><body>
<br><br>
Username: <input><br>
Password: <input><br>
</pdd>
/body></html>
```

2. Add the following code to create 'Help' links beside each textbox to display specific help for those fields. These links could also be buttons or images.

Open a Dynamic Help Page (page only, no contents)

```
<html><body>
<br><br>/br>/bsername: <input>
<a href='http://www.domain.com/help/page.aspx?pageid=username' target=_blank>Help</a>
<br>Password: <input>
<a href='http://www.domain.com/help/default.aspx?pageid=username' target=_blank>Help</a>
<br><br><input type=button value=Login>
</body></html>
```

Open a Dynamic Help Page (within help system)

```
<html><body>
<br>>tbr>Username: <input>
<a href='http://www.domain.com/help/default.aspx?pageid=username' target=_blank>Help</a>
<br>Password: <input>
<a href='http://www.domain.com/help/default.aspx?pageid=password' target=_blank>Help</a>
<br>>tbr><br><input type=button value=Login>
</body></html>
```

Open a Static Help Page

```
<html><body>
<br><br>Username: <input>
<a href='help/username.htm' target=_blank>Help</a>
<br>Password: <input>
<a href='help/password.htm' target=_blank>Help</a>
<br><br><input type=button value=Login>
</body></html>
```

* the url above assumes that the static help system is in a sub folder named 'help'

Open a Static Help Page (within help system)

```
<html><body>
<br><br><br><br><br><br><a href='help/default.htm?username.htm' target=_blank>Help</a>
<br>Password: <input>
<a href='help/default.htm?password.htm' target=_blank>Help</a>
<br><br><input type=button value=Login>
</body></html>
```

* the url above assumes that the static help system is in a sub folder named 'help'

3. Open the html file in your browser. Click the 'Help' link to display the help system in a new window.



- See also URL Parameters Web Application Help Button Web Form Help Button Web F1 Application Help Web F1 Form Help Web F1 Field Help Popups

Home > Basic Functions > Context-sensitive Help > Web Applications > Web F1 Application Help

Web F1 Application Help

You can add context sensitive help to your Web application so that when a user presses the F1 key, the help system is displayed. Follow the steps below to add F1 context sensitivity to your Web application.

1. Open the main page of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple webpage.



2. Add the following code to capture the F1 key and display the help system.

Open a Dynamic Help System



Open a Static Help System

<html><body onhelp="window.open('help/default.htm','_blank');return false;"></body></html>
My Web Application

* the url above assumes that the static help system is in a sub folder named 'help'

3. Open the html file in your browser. Press F1 to display the help system in a new window.



- URL Parameters
- Web Application Help Button
- Web Form Help Button
- Web Field Help Button
- Web F1 Form Help
- Web F1 Field Help
- Popups

Home > Basic Functions > Context-sensitive Help > Web Applications > Web F1 Form Help

Web F1 Form Help

You can add context sensitive help to any form within your Web application so that when a user presses the F1 key, a help topic specific to that form is displayed. Follow the steps below to add F1 context sensitivity to a form within your web application.

1. Open a page (such as a login form) of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple login form.

```
<html><body>
<br><br>>
Username: <input><br>
Password: <input><br><input type=button value=Login>
</body></html>
```

2. Add the following code to capture the F1 key and display the help system.

Open a Dynamic Help Page (page only, no contents)

<html><body onhelp="window.open('http://www.domain.com/help/page.aspx?pageid=project_login','_blank');return false;">

 Username: <input>
 Password: <input>
> <input type=button value=Login> </body></html>

Open a Dynamic Help Page (within help system)

<html><body onhelp="window.open('http://www.domain.com/help/default.aspx?pageid=project_login', '_blank');return false;">

>
Username: <input>

Password: <input>

><input type=button value=Login>
</body></html>

Open a Static Help Page

<html><body onhelp="window.open('help/project login.htm', '_blank');return false;">

 Username: <input>
 Password: <input>

 <input type=button value=Login> </body></html>

 * the url above assumes that the static help system is in a sub folder named 'help'

Open a Static Help Page (with help system)

<html><body onhelp="window.open('help/default.htm?project login.htm', '_blank');return false;">

 Username: <input>
 Password: <input>

 <input type=button value=Login>

* the url above assumes that the static help system is in a sub folder named 'help'

3. Open the html file in your browser. Press F1 to display the help system in a new window.



- See also
 URL Parameters
 Web Application Help Button
 Web Form Help Button
 Web Field Help Button
 Web F1 Application Help
 Web F1 Field Help
 Popups

Home > Basic Functions > Context-sensitive Help > Web Applications > Web F1 Field Help

Web F1 Field Help

You can add context sensitive help to any field within your Web application so that when a user presses the F1 key while a field has the focus, a help topic specific to that field is displayed. Follow the steps below to add F1 context sensitivity to fields within your Web application.

1. Open a page (such as a login form) of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple login form.

```
<html><body>
<br>>br><br>
Username: <input><br>
Password: <input><br><br><input type=button value=Login>
</body></html>
```

2. Add the following code to capture the F1 key and display help for the specific field.

Open a Dynamic Help Page (page only, no contents)

Open a Dynamic Help Page (within help system)

Open a Static Help Page

```
<html><body>
<br><br><br><br><br>Username: <input onhelp="window.open('help/username.htm', '_blank');return false;"><br>
Password: <input onhelp="window.open('help/password.htm', '_blank');return false;"><br>
<input type=button value=Login>
</body></html>
```

* the url above assumes that the static help system is in a sub folder named 'help'

Open a Static Help Page (with help system)

```
<html><body>
<br><br><br><br><br>Username: <input onhelp="window.open('help/default.htm?username.htm', '_blank')"><br>
Password: <input onhelp="window.open('help/default.htm?password.htm', '_blank')"><br>
<input type=button value=Login>
</body></html>
```

3. Open the html file in your browser. Press F1 to display the help system in a new window.

^{*} the url above assumes that the static help system is in a sub folder named 'help'



- See also
 URL Parameters
 Web Application Help Button
 Web Form Help Button
 Web Field Help Button
 Web F1 Application Help
 Web F1 Form Help
 Popups

Home > Basic Functions > Context-sensitive Help > Web Applications > Popups

Popups

Instead of opening the entire help system, you can display individual help pages in a popup window. Follow the steps below to add a popup help window to your Web application.

C:UempWiyApp.	htm - Windows Internet Explorer	
00 - Øth	(I)/C:/temp/Mylipp 🖌 😚 🗙 Goode	P
* * 🕾 • *	€ctm	Bage - **
Username: Password Logn Help	Project Login Enter your username and passmorth. If you don'thore inhat your username and password are you besee contact your system administrator.	8
	B My Conguter	₹100% ·

1. Open a page (such as a login form) of your web application using an HTML editor such as Visual Studio or a text editor such as Windows Notepad. This is an example of a simple login form.



2. Add the following code to display a link for a popup help window.

Open a Dynamic Help Page

```
<html><body>
<br><br><br><br><br><br><br><br><civ id=popup style="width:277;position:absolute;border:lpx solid black;display:none;background-
color:white">
<a href="#" style="cursor:pointer;" onclick="getElementById('popup');e.style.display='none'">
<font face=arial size=1 color=#D0CECE>close</font></a><br></frame frameborder=no width=275 height=124 src='http://www.domain.com/help/page.aspx?
pageid=project_login'></iframe></div>
Username: <input><br>
<input type=button value=Login>
<a href=#" onclick="e=getElementById('popup');e.style.display='';e.style.top=event.clientY
document.body.scrollTop-40;e.style.left=event.clientX document.body.scrollLeft;">Help</a>
</body></html>
```

Open a Static Help Page

<html><body></body></html>
<pre><div id="popup" style="width:277;position:absolute;border:1px solid black;display:none;background-</pre></td></tr><tr><td>color:white"></div></pre>

close
<iframe frameborder="no" height="124" src="help/project login.htm" width="275"></iframe>
Username: <input/>
Password: <input/>
<input type="button" value="Login"/>
<a href='#"' onclick="e=getElementById('popup');e.style.display='';e.style.top=event.clientY</td></tr><tr><td><pre>document.body.scrollTop-40;e.style.left=event.clientX document.body.scrollLeft;">Help

* the url above assumes that the static help system is in a sub folder named 'help'

3. Open the html file in your browser. Click the 'Help' link to display the popup help window.



- See also
 URL Parameters
 Web Application Help Button
 Web Form Help Button
 Web Field Help Button
 Web F1 Application Help
 Web F1 Form Help
 Web F1 Field Help

Home > Basic Functions > Skins

Skins

The idea behind skins is that you can customize the look and feel for your particular help system without affecting any pages that make up the documentation. The Skin interface is made up of three sections, the 'Contents Frame', the 'Page Frame' and the 'Function Toolbar' as shown below:



The layout for each skin is stored in an HTML file with the format: skin_<name>.htm. (eg. skin_blue.htm).

Each help project has it's own set of skins, which means if you modify a skin or create a new skin, other projects will not be affected. A skin can, however, be copied from one project to another by simply copying the skin file (eg. skin_blue.htm)



- Projects
- Context-sensitive Help
- Table of Contents
- Working with Tables
- Working with Tables
 Working with Images
 Keywords and Index
- Links
- SearchPublishing

 $\label{eq:Home} \mbox{Home} > \mbox{Basic Functions} > \mbox{Skins} > \mbox{Applying Skins}$

Applying Skins

Default Skin

Each help system project has a default skin which is applied when the help system is started in edit mode or live mode. The default skin is defined in Project Properties. If the skin defined in project properties is not found, the first skin that is found in the project folder is used.

Select a Skin

To apply a different skin while logged in as an administrator, select the skin from the list at the top right corner of the screen. The skin list will only be visible for users with 'tools', 'publish' or 'design' permissions.



More Skins...

Additional skins can be downloaded from the Extreme Ease 'Skin Server'. Click 'More Skins' and then select the skin to download and apply.



Skin Parameter

The skin can be specified in the URL when the help system is opened by including the parameter ?skin=<skin name>. For example: <u>http://www.extremeease.com/help/helpconsole 2008/default.aspx?skin=majestic</u>

- Project Properties
- Customizing an Existing Skin
 Managing Skins

```
Home > Basic Functions > Skins > Customizing an Existing Skin
```

Customizing an Existing Skin

A skin can be customized by editing one or more 'regions' or by editing the skin stylesheet. The regions that can be edited are:

- Header
- Footer
- Contents Header
- Contents Footer
- Page Header
- Page Footer



Edit Skin Region:

Follow the instructions below to customize a skin region, such as the header:

- 1. Open the Help System that you wish to modify the skin for.
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.



4. The 'Skin Editor' will be displayed.

Most users at any experience level should be able to make minor customizations such as adding text, adding hyperlinks, adding images, etc. More advance customizations will require some knowledge of HTML. To learn more about HTML design techniques, visit the W3 Schools website:

http://www.w3schools.com/

test7 - Powered by HelpConsole 2010 - Presented by TOSHBA Leading Innovation >>>		
COO + Mtp://localhest/helpconsole2000/test7/default.aspx	• 🔁 4 🗙 👪 Google	ρ.
A Favorites Stest7 - Powered by HelpConsole 2010	🚵 🕶 🔯 😁 🔜 🛞 👻 Bage 🖷 Safety 🕶	Tgols • 🕢 • 🦈
My Cu 🚍 Skin Editor	- × -	
Contents New Edit Region: Header Height: 35	Edit StyleSheet Cancel Save	[P]
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Options:

Show More Tools: Click the 'show more tools' icon at the top right of the form to display the editor toolbar.
Edit Region: Select the region that you want to edit (header, footer, contents header, contents footer, page header or page footer)
Height: Specify the height of the region
Edit Stylesheet: edit styles that are applied to the skin

5. Click the 'Save' button to save changes and close the skin editor.

- Skin Editor Toolbar
 Applying Skins
 Managing Skins

Home > Basic Functions > Skins > Managing Skins

Managing Skins

A skin refers to the help system interface that contains the contents window and page window. Skins can be completely customized to suit your company's specific needs. Most users at any experience level should be able to make minor customizations such as adding text, adding hyperlinks, adding images, etc. More advance customizations will require some knowledge of HTML. To learn more about HTML design techniques, visit the W3 Schools website: http://www.w3schools.com/

Follow the instructions below to manage skins.

- 1. Open the Help System that you wish to create the skin for.
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.
- 3. Click the 'Tools' button to display the 'tools menu'

Tools			- ×
	Backup Creates a compressed copy of your project that can be saved to your harddrive or network. It can be re-opened later from the Manage Projects' form.	Q	Properties Set properties for the current project.
&	Users Create user accounts and assign permissions for the current project.	<u> </u>	Security Groups Create user accounts and assign permissions for the current project.
Ž	Variables Define text variables that can be inserted into your Help System pages. Variable values can be dvanged at any time.	F	Skins Create, edit and delete interface skins. Skins allow authors to change the look and feel of their Help System.
	Page Templates Edit existing page templates or create new page templates. A template can be selected when a page isadded.	css	Styles Nodity page and skin styles.
ц	Translations Translate text from English to another language.	1	About HelpConsole View HelpConsole settings such as enabled modules and reasonum named users.

4. Click 'Skins' to display the 'manage skins' form.



Copy Skin

- Select the skin to copy.
 Click the 'copy' button
 Enter the name of the new skin.
 Click 'Copy'

Edit Skin

- 1. Select the skin to edit.
- 2. Click the 'edit' button.
- 3. Select the region to edit.
- 4. Edit the skin region.
 5. Click 'Save' to save changes.



Delete Skin

- Select the skin to delete.
 Click the 'delete' button
 When the confirmation prompt appears, click 'OK'

Rename Skin

- 1. Select the skin to rename.
- Click the 'rename' button
 Enter the new name for the skin.
- 4. Click 'Rename'

Download Additional Skins

Additional skins can be downloaded from the Extreme Ease 'Skin Collection'. 1. Click the 'Additional Skins' button

2. Select a skin to download

See also Applying Skins Customizing an Existing Skin Home > Basic Functions > Table of Contents

Table of Contents

The 'Table of Contents' provides a treeview format of your the pages in your help system. Pages can be easily added, renamed or deleted at any time during the development of your help system. Pages can also be dragged and dropped as needed.

Click the links below for more information:



- See also
- Projects
- Context-sensitive Help
- Skins
- Working with Tables
 Working with Images
 Keywords and Index

- Links
- SearchPublishing

Home > Basic Functions > Table of Contents > Adding a Page

Adding a Page

Follow the instructions below to add a new page to your help system:

- 1. Open the Help Project
- 2. If you are not already logged in, log in as an administrator with 'edit contents' permissions.

3. Click the 'Add Page' icon.

4. Enter a name for the new page.

📑 Add Page		• ×
Name: Page Type:	Getting Started Help Page	•
Show Options		Add Page

5. Click the 'Show Options' link to display additional fields such as filename and template.

- Noo rage		0 ^
Name: Page Type: Page Icon: Add as Child:	Getting Started Help Page [Auto]	* *
Hide Options		Add Page

'Add Page' Options

Option	Description	
Name	Defines the name of the help page. The been added. The page ID is generated f	name can be changed at any time after it has from this name when the page is saved.
Раде Туре	Page Type can be one of the following: - Internal HTML Page (Based on a selected template such as 'Help Page') - External File (file or document such as docs/example.pdf) - Website (website or webpage such as <u>http://www.google.com</u>) - Merge Project (embeds another help project)	
Page Icon	Defines the icon that will be displayed t [auto], the icon will automatically be dis the page has children.	o the left of the page in the contents. If set to played as a page or folder depending on whether
Add as Child	If this is checked, the page will be addee will be added as a sibling (at the same le Add as Child (added under Introduction) Welcome Introduction Widget Master Overview	d as a child (under the selected page), otherwise it evel as the selected page) Add as Sibling (Same level as Introduction)

6. Click 'Add Page' to add the page.

7. The new page will be displayed. Click 'Edit Page' to edit the contents of the page.



- See also Adding an External File Adding a Website or Webpage Embedding another Project Renaming a Page Deleting a Page Page Properties Dragging & Dropping Pages Cutting and Pasting Pages Customizing Page Icons Page Approval

Home > Basic Functions > Table of Contents > Adding an External File

Adding an External File

What is an external file?

An external file is typically a document such as a Word Document or PDF document that is located outside of the project folder or in a sub folder of the project. Examples of external files include:

- Word Document with pricing information hosted on company website.

PDF brochure hosted on company website.
PDF user manual located in a sub folder of the project.

- Flash product demo located in a sub folder of the project.

Follow the instructions below to add an external file to your help system:

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'edit contents' permissions.

3. Click the 'Add Page' icon. O

4. Enter a name for the new page.

5. Enter an absolute URL such as http://www.extremeease.com/help/helpconsole%202008/docs/example.pdf or a relative URL such

as docs/exampl	e.par	
Add Page		×
Name:	PDF Document	
Page Type:	External File	~
External File:	docs/example.pdf Example: 'docs/example.pdf'	
Page Icon:	[Auto]	~
Add as Child:		
Hide Options		Add Page

6. Click OK to add the page.

7. The external file wi	ll be displa	yed.					
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HelpConsole 2008 - Professional Edition				Cap	yright @ 2004 - 2008 <u>Extreme E</u> r	ne Software, hr. 44	Rights Rese
Dune					Second Procession	iranet.	R 100%

Note: External pages are not editable so you'll notice that the 'Edit Page' button is not visible when external pages are displayed.

- Adding a Page
- Adding a Website or Webpage

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 Renaming a Page
 Deleting a Page
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Home > Basic Functions > Table of Contents > Adding a Website or Webpage

Adding a Website or Webpage

A website or webpage can be added to the contents. Examples of websites or webpages that you might include in your help system include:

- A webpage your company knowledgebase.

- A reference to a company website such as http://www.microsoft.com

- A reference to your company website.

Follow the instructions below to add a a website to your help system:

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'edit contents' permissions.

3. Click the 'Add Page' icon.

Ο

4. Enter a name for the new page.

5. Enter the we	bsite URL.	
Add Page		×
Name:	google	
Page Type:	Website	~
Website:	http://www.google.com Example: http://www.google.com	'n
Page Icon:	[Auto]	~
Add as Child:		
Hide Options		Add Page

6. Click 'Add Page' to add the page.



Note: Website pages are not editable so you'll notice that the 'Edit Page' button is not visible when website pages are displayed.

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Home > Basic Functions > Table of Contents > Embedding another Project

Embedding another Project

One or more other help projects can be embedded into your help project. This is useful if you wish to create smaller help systems (or sections) that you later want to merge to display a larger help system. A scenario may be that you have a standard edition of your product and a professional edition. The professional edition includes 'feature1', 'feature2' and 'feature3', but the standard edition only includes 'feature1' and 'feature2'.

Follow the instructions below to embed another help project into your help project:

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'design' permissions.

3. Click the 'Add Page' icon.

4. Select 'Merge Project' for the page type.

5. Select the help project that you want to embed.

Add Page		-
Page Type:	Merge Project	*
Merge Project:		~
	Example Help System HC2008 Test Results	
Page Icon:	HelpConsole 2008 HelpConsole 2008 Demos	
Add as Child:	Widget Master Feature1 Widget Master Feature2	7
Hide Options	Widget Master Feature3	

6. Click 'Add Page' to embed the help project.

7. When the contents is in edit mode, a [project] placeholder will indicate where the help project will be embedded. When the contents is in live mode, the embedded pages will be displayed.

Edit Mode	Live Mode
Contents 🛟 🕄 🌼 Saves 🗙	Contents
 Welcome Installation [project:Widget Master Feature 1] ■ AQ 	 Welcome Installation Feature 1 Overview Feature 1 Installation Feature 1 Functions FAQ

Note: To open a page within the embedded project, use the syntax: "Default.aspx?pageid=<project>:<pageid>". For example: "default.aspx? pageid=Widget Master:faq"

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Home > Basic Functions > Table of Contents > Renaming a Page
```

Renaming a Page

Follow the instructions below to rename a page.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'design' permissions.

3. Select the page in the 'Table of Contents' that you wish to rename.

Welcome

Tinstallation

Discrete Structures

Advanced Functions

Discrete Structures

Discre

4. Click the page name again to make it editable. Type in the new page name.



5. The page can also be renamed from the 'Page Properties' form. Click the 'Page Properties' icon to display the form.

- 20	P			
Р	age Properti	es	;	<
⊡	Standard			
	Page Name:	Getting Started		
	Page ID:	getting_started		
	Status:			Ŧ
	Page Icon:	[Auto]		Ŧ
	Type:	HTML Page		
Ξ	Keywords			
				7
Ξ	Visibility by S	ikin		

9

Vote: When the page is saved, the page ID is generated based on the page name. If the page name is changed in the future, the page ID will rename the same (unless it is renamed as well).

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Home > Basic Functions > Table of Contents > Deleting a Page

Deleting a Page

Follow the instructions below to delete a page.

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'design' permissions.

3. Select the page in the 'Table of Contents' that you wish to delete.

Welcome 🗄 🚹 Installation Basic Functions 🗉 🚺 Advanced Functions

2. Click the 'Delete Page' icon. ω



- Adding a Page
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```
Home > Basic Functions > Table of Contents > Page Properties
```

Page Properties

To set properties for a help page, follow the instructions below.

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'edit contents' permissions.
- 3. Select the page that you want to set properties for.
- Welcome

 K

 Linstalling the Software

 Linst

4. Click the page properties icon.

5. The page properties will be displayed.

Р	age Propertie	s	×
⊡	Standard		
	Page Name:	Getting Started	
	Page ID:	getting_started	
	Status:		-
	Page Icon:	[Auto]	-
	Type:	HTML Page	
⊡	Keywords		
			^
			-
_			
Ξ	Visibility by S	kin	

Page Properties

Option	Description
Page Name	Defines the name of the help page.
Page I D	The underlying page ID. This is generated from the page name when the page is first saved.
	Before the page is saved, the id will be read-only and will be displayed in the format "Template_Help Page~!~1212604752609"
Туре	This is usually set to 'HTML Page'
	This property is readonly
Status	This property allows the author to assign a status a status to a page. The page will be displayed with a background color in the contents. By default, the page status can be set to one of the folowing: - Pending - Incomplete - Needs Review
	Additional page status entries can be added (or modified) by editing the project stylesheet.
Page Icon	Defines the icon that will be displayed to the left of the page in the contents. If set to [auto], the icon will automatically be displayed as a page or folder depending on whether the page has children.
Keywords	Defines the keywords for the selected page which will be displayed in the Index.

Defines which skins this page will be visible for. For more information about conditional content see: $\underline{Conditional\ Content}$ Visibility by Skin

- See also Adding a Page Adding an External File Adding a Website or Webpage Embedding another Project Renaming a Page Deleting a Page Dragging & Dropping Pages Cutting and Pasting Pages Customizing Page Icons Page Approval
```
Home > Basic Functions > Table of Contents > Dragging & Dropping Pages
```

Dragging & Dropping Pages

Pages can be moved within the table of contents by dragging and dropping with your mouse. Pages can be dropped as either a child or a sibling. See examples below:

Dropping as a child

To drop a page as a child of another page, move your mouse over the page until just the text is underlined and then release the mouse button.



Dropping as a sibling

To drop a page as a sibling of another page, move your mouse over the page until both the icon and the text are underlined and then release the mouse button.



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Home > Basic Functions > Table of Contents > Cutting and Pasting Pages

Cutting and Pasting Pages

In addition to dragging and dropping, pages can be moved within the contents by cutting and pasting. Follow the instructions below to cut and paste a page.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'edit contents' permissions.

3. Select the page (or folder) that you want to move. Press CTRL-X



4. Select the page or folder that you want to move the cut page to. Press CTRL-V



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Customizing Page Icons

When a "Child Icon List" or "Sibling Icon List" system variable is included on a page, the pages are represented by folder icons, as shown below:



These page icons can be customized by doing the following:

1. Design or obtain an image that you want to use to represent a page. Open the image with an image editing tool such as Windows paint or Photoshop.



2. Resize the image to 64 pixels wide and 64 pixels high. The page icon can be any size, but 64 pixels is recommended.

- 3. Save the image.
- Specify GIF as the image format.
- The name of the image will be <pagename>.gif. For example if the page name is 'Basic Functions' then the image should be named 'Basic Functions.gif'.
- Save the image to the 'Images' folder. Example path: C:\program files\HelpConsole 2010\MyProject\images\Basic Functions.gif



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Home > Basic Functions > Table of Contents > Page Approval

Page Approval

In many cases, managers want to be able to review and approve pages that have been added or edited. This can be accomplished by setting the 'Default Page Status' setting in project properties. This will cause a page status to be assigned when new pages are added, or existing pages are edited.

Set Default Page Status

- 1. Login to the project as admin.
- 2. Click "Tools > Properties"
- 3. Select a value for 'default page status'
- 4. Click 'Save'

. Refresh the browser	to ensure that the propert	y is set.			
Project Properties					×
Project Pr	operties		Cancel	Save	
<u>Tools</u> > Properties					
Start Page:	[First Page]	Select			
Default Skin:	blue	•			
Activity Log:	Record No Actions				
Help Format:	Frames	•			
Allow Scripts:	False	•			
Default Page Status	Needs_Review	-			
Default Contents Mode:	Pending				
Default Comment Status:	Incomplete Needs Review				
Users Dataset:		-			
SMTP Server:					

Approval Process

- 1. When a page is added or edited, the page status 'Needs_Review' will be assigned.
- 2. The manager is responsible for reviewing each page marked as 'Needs_Review' and then change the page status.



See also • Adding a Page

- Adding an External File
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Home > Basic Functions > Working with Tables

Working with Tables

Tables are an important tool for formatting text and images on your help pages. Tables can be very simple with just one cell or very complex with hundreds of rows and cells, embedded tables, style formats, etc.

Some uses of tables are:

- Displaying images and text side by side
- A features comparison matrix
- To display text over a background image
 To create stylish HTML buttons

- To control text paragraph width
 To display a border around a paragraph
- To align text columns



- Projects
- Context-sensitive Help
- Skins
- Table of Contents
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- Publishing

Home > Basic Functions > Working with Tables > Adding a Table

Adding a Table

Follow the instructions below to insert a table. In the example below, we'll use a table to create a price list.





3. The table will be created. Additional rows and columns can be added at any time, or cells can be deleted at any time.

4. Use your mouse to adjust the width and height of the table. Note: The width and height can also be defined as a percentage of the page size in 'table properties'.

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Setting Table Properties:

There are two ways that table properties can be set:



2. Or right click the table and select "Table Properties"

Table Wizard	and in a	e e accibilita :			×
Lable Design Lable Properties Cell Pro Dimensions Height: 128 (\$ pixels, %) Width: 460 (\$ pixels, %)	CSS Class I No CSS Apply spec	Class Layout Class Layo clal formats t ing Row	ut v	Last Row	
Cell Spacing: Cell Padding: Alignment: Background Color: Style Builder	Preview: East West South Total	Jan 7 6 8 21	Feb 7 4 7 18	Mar 5 7 9 21	n Total 19 17 24 60
CSS Class: Apply Class • Back Image: Id:					

- See also RadEditor 2009 User Manual RadEditor 2009 Insert Table RadEditor 2009 Table Wizard Table Properties Cell Properties

Home > Basic Functions > Working with Tables > Table Properties

Table Properties

To display table properties, right-click anywhere on the table, and select 'Table properties'

	*	Insert Row Above	
1		Insert Row Below	
	-	Delete Row	
	-		
		Insert Column to the Right	
	1	Delete Column	
		Merge Cells Horizontally	
		Split Cell	
	۲	Split Cell Horizontally	
	28	Delete Cell	
	2		
	2	Table Properties	
			2

The 'Table Wizard' dialog will be displayed.

📑 🛛 Table Wi	zard							;	ĸ
Table De	sign	Table Properties	Cell Prop	erties Ac	cessibility				
Layout	Height: 12 Width: 46	881\$ pixels, % Ю1\$ pixels, %		No CSS Class La No CSS C Apply speci Headin First Co	yout Iass Layo al formats to g Row olumn	ut •	 Last Row Last Colum 	n	
Cell Sj Cell Pa Aligi Background Style	pacing: adding: nment: I Color: Builder	÷ ÷		Preview: East West South Total	Jan 7 6 8 21	Feb 7 4 7 18	Mar 5 7 9 21	Total 19 17 24 60	
Back	Image:	ippiy class							
							ОК	Cancel	

Property Overview

Property	Description
Height	 If blank: the height will adjust automatically 123px: the height will be set to 123 pixels 50%: the height will be set to 50% of the page height
Width	 If blank: the width will adjust automatically 123px: the width will be set to 123 pixels 50%: the width will be set to 50% of the page width
Cell Spacing	Defines the space in pixels between each cell
Cell Padding	Defines the extra space around text or images within each cell.
Alignment	The justification of the table (Left, center or right)
Background Color	The background color of the table. Tables are transparent by default, so if 'background' is undefined, the color or image behind the table will be visible.
Style Builder	Loads the style bulder dialog which allows various styles to be applied such as font size, font color, border, etc.

CSS Class	Assigns a predefined table style.
Back Image	Sets an image to be displayed behind text and images within the table.
Border	Sets the table border width, color, and layout.
ID	Assigns an ID to the table. Mostly used for advanced table functions.
Css Class Layout	Select a predefined table style from the list. These styles can be customized by editing the file: c:\program files\helpconsole 2010_engine\TableLayoutCss.css

See also • RadEditor 2009 User Manual • RadEditor 2009 Insert Table • RadEditor 2009 Table Wizard • Adding a Table • Cell Properties

Home > Basic Functions > Working with Tables > Cell Properties

Cell Properties



Property Overview

Property	Description
Height	 If blank: the height will adjust automatically 123px: the height will be set to 123 pixels 50%: the height will be set to 50% of the table height
Width	 If blank: the width will adjust automatically 123px: the width will be set to 123 pixels 50%: the width will be set to 50% of the table width
Content Alignment	The vertical and horizontal alignment of the cell
Background	The background color of the cell. Cells are transparent by default, so if 'background' is undefined, the color or image of the table will be visible.
Style Builder	Display a dialog that allows styles such as font-size, font-color, border, padding, etc. to be applied.
Css Class	Select a predefined class that will apply styles to the cell. This list can be customized by editing the project stylesheet(s).
Background Image	Sets an image to be displayed behind text and images within the cell.
ID	Assigns an ID to the cell. Mostly used for advanced cell functions.
No Text Wrapping	Prevents sentences with spaces to wrap to the next line

- RadEditor 2009 User Manual
 RadEditor 2009 Insert Table
 RadEditor 2009 Table Wizard
 Editing the 'Apply Styles' List
 Adding a Table
- Adding a Table
 Table Properties

Home > Basic Functions > Working with Images

Working with Images

Images are an important part of creating an effective help system. Images stored on the web server can be selected and inserted. Images can also be uploaded from your harddrive or network to the web server.











Adding an Image

Uploading an Image Pasting an Image

Image Properties

Adding Hotspots to an Image

- Projects
- Context-sensitive Help
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 Links
 Search
 Dublicities

- Publishing

```
Home > Basic Functions > Working with Images > Adding an Image
```

Adding an Image

Follow the instructions below to add an image to a HelpConsole page.

1. Place the cursor where you want the image to added.



3. The 'Image Manager' dialog will appear. Select an image and click 'insert'. You can also upload images from your computer or network to the



Dialog Overview

	Property	Description
S	Refresh	Refreshes the current view.
*	New Folder	Creates a new folder under the currently displayed folder.
×	Delete	Deletes the selected file or folder.
1	Upload Image	Click this button to upload an image
	I mage Editor	Provides rudimentary image editing such as resize, crop, etc.
-	Best Fit	Resizes the image to fit within the viewing window.
-	Actual Size	Displays the actual size of the image.
£	Zoom I n	Makes the image larger
P	Zoom Out	Makes the image smaller

- RadEditor 2009 User Manual
- Uploading an Image
 Pasting an Image
 Image Properties
- Adding Hotspots to an Image

Home > Basic Functions > Working with Images > Uploading an Image

Uploading an Image

Images can be uploaded from your harddrive or your network to the help system project on the web server. Follow the instructions below:

1. Place the cursor where you wish to insert an image.



3. The 'Image Manager' dialog will appear.

4. Click the 'Upload Image' tab. Click 'Sele	ct'.	
🚰 Upload		×
C:\temp\alarm_128.png	Select	× Remove
	Select	× Remove
	Select	× Remove
Add Overwrite if file exists? Max file size allowed: 200.00 KB File extensions allowed: "gif, ".sbm, ".spm, ".png, ".i ".tiff, "tif, "sifk, "gif, ".swd, ".pict, ".ppm, ".png ".ras, ".pcd, ".cgm, ".mil, ".cal, ".fif, ".dsf, ".cma Upload	ef, *.jpg, *.jp m, *.pbm, * r, *.wi, *.dwg	e, *.jpeg, .pnm, *.bmp, , *.dxf, *.svf

4. The Windows file dialog will appear. Select an image to upload and click 'Open'



5. The file path will be displayed in the 'Image Manager' dialog. Click 'Upload' to copy the image to the web server.

6. The uploaded image will be added to the 'Browse Files' list. Select the image and click 'Insert'.



7. The image will be added to the page. Image Properties can be set using the 'Image Properties' dialog

- RadEditor 2009 User Manual
- Adding an Image
- Pasting an Image
- Image Properties

Adding Hotspots to an Image

Home > Basic Functions > Working with Images > Pasting an Image

Pasting an Image

Images cannot be pasted directly into the HelpConsole editor the same way that you can paste images into Windows based applications such as MS Word. This is the case for almost all web-based applications and is due to security restrictions on modern browsers that allow text to be pasted from the Windows clipboard but not images. HelpConsole gets around this limitation by integrating with screen capture tools such as TechSmith Snagit (<u>http://www.techsmith.com/</u>).

Setup for Image Pasting:

In order to capture screenshots with Snagit and paste into a HelpConsole page, do the following:

1. Download and install Snagit from here: <u>http://www.techsmith.com/download/snagittrialthx.asp</u>

2. Run Snagit

3. click the 'Create Profile' icon





5. Select the input. If you're not sure what to select, try either 'Window' or 'Region', click 'next'

Add New Profile Wizard	
Selecting the Input (Step 2 of 6) Select what you want to capture	Щ
irout: Properties Region	Description Region input: captures any user-defined rectangular region. This is good splon for capturing areas that are not outlied by the disolder collection outline of the disolder collection outline regions collection outline capture creates a square.)
Use the Properties button to fine tune the input.	
(< gade Next > Cancel

- 6. For 'Output' select 'File'
- 7. Click the 'Properties' button
- 8. Select 'Always Use this file format'
- 9. Select 'JPG'
- 10. Under 'File name' select 'Fixed file name'
- 11. For 'Name:' enter '_pasteimage'
- 12. Under 'Folder' enter 'c:\program files\helpconsole 2010\{project}\images (where {project} is the name of your project)

13. Click 'OK'



Output Properties	×				
Image File Send Email FTP Program	Print				
File format	File name © Ask for file name © Fixed file name				
Mindows Bitmap CUR - Windows Bitmap CUR - Windows Cursor GIF - CompuServe GIF ICO - Windows Icon JPG - JPEG Image MHT - Web Page with Imac PDF - Adobe PDF PNG - Portable Network Gr SNAG - Snagit Capture File	Automatic file name Options SNAG-0000.JPG Folder Use last used folder				
Options					
OK Cancel Apply Help					

14. Click 'next'

15. Click the 'Preview in Editor' option to un-select it. Ensure that there are no options selected. Click 'Next'



16. On the 'Effect' dialog, ensure that no effects are selected, click 'next' 17. For 'Name:', enter 'HelpConsole' for the profile name. Click 'Finish'

Saving the New Profile (Step 6 of 6) Save the new profile and set the hotiey	
	Select a group in the jot to save the profile in or Add Group-
I	Text from window .
	Record screen video
	Images from Web page
	Web page (keep links)
6	Object
😒 Liy	Profiles (2)
	James
1	HC2010 Screenshots *
Save in:	My Profiles
Name:	HelpConsole - MyProject
Hotkey:	CTRL 2457 8.1 + + + + None •
	< gadk Finish Cancel

To Paste an Image: 1. Ensure that snagit is running and the 'HelpConsole' profile is selected.

2. Press the <prt Scr> key

3. Click the 'Insert Image' icon on the HelpConsole editor toolbar, or press <CTRL-Q>



- See also Adding an Image Uploading an Image Image Properties Adding Hotspots to an Image

```
Home > Basic Functions > Working with Images > Image Properties
```

Image Properties

Follow the instructions below to set image properties.

1. Select an image and click the right mouse button. Click 'Properties'

HH -	A
	Properties
	Image Map Editor
\sim	
2. The 'Image Proper	ties' dialog will be displayed.
Properties	×
Width	128 px 🙀
Height	128 px -
Border Color	
Border Width	:
Alt Text	
Long Description	
Image Alignment	× •
Image Src	/helpconsole2010/test9/ 😹
Margin	Top 🗘 Right 🗘
	Bottom 🗘 Left 🗘
CSS Class	Apply Class •
	OK Cancel

Properties:

Property	Description
Width	Specifies the width of the image. If left blank, the width will be set automatically.
Height	Specifies the height of the image. If left blank, the height will be set automatically.
Border Color	Specifies the color of the image border
Border Width	Specifies the thickness of the image border. Select "No Border" to display the image without a border.
Alt Text	Specifies the alternative text, which is displayed if a browser is incapable of displaying images, or images are turned off. This also acts as a popup tooltip when the user moves their mouse over the image.
Long Description	This is an Accessibility option. The text entered in the "Long Description" field will be read by the Windows Narrator tool.
Image Alignment	Sets the alignment of the image, with respect to the adjacent text/images. When you choose left or right alignment, the text will wrap around the image.
I mage Src	An absolute or relative URL pointing to the image file. Click the browse icon to select an image in the 'images' folder. Example1: <u>http://www.extremeease.com/images/logo.gif</u> Example2: images/logo.gif
Margin	Specifies the margin width around the image.
CSS Class	Select a predefined class that will apply styles to the image. This list can be customized by editing the project stylesheet(s).

- See also Adding an Image Uploading an Image Pasting an Image Adding Hotspots to an Image

Home > Basic Functions > Working with Images > Adding Hotspots to an Image

Adding Hotspots to an Image

You can create clickable 'hotspots' within an image. These 'hotspots' can be linked to internal or external pages. This is commonly used to document functions on a toolbar. For example, the toolbar shown below has hotspots for the 'tools' button, the 'Publish Help System' button, and the 'Publish PDF Manual' button.



To create a hotspot within an image, follow the instructions below:

1. Right click an image on the page and select 'Image Map Editor'



2. The 'Image Map Editor' dialog will be displayed.

3. Use your mouse to create hotspots for the 'Tools', 'Publish Help System', and 'Publish PDF Manual' buttons.

4. For 'URL', enter the path to the page that you wish to link to. Internal pages will have the format "default.aspx?pageid=<pageid>".

Example: "default.aspx?pageid=fag"	
Image Map Editor	x
Proven	Choose Image Choose Image: http://localhost/helpconso
	Select Area Shape Rectangle © Circle New Area
	Define Ares Properties Left: 61 px Top: 6 px Width: 76 px Height: 36 px
	URL: default.aspx?pageid=advanced_functiv
	Target: 👻
	Alt Text:
	Update Area Remove Area Remove All
· · · · · · · · · · · · · · · · · · ·	OK Cancel

5. To display the linked page in a popup window, select 'Media Pane' in the 'Target' list.

6. Click OK to create the hotspots.

Home > Basic Functions > Keywords and Index

Keywords and Index

The Index provides the reader an alphabetical list of keywords that helps direct them to the information that they are looking for. Each page can have several keywords associated with it. For example, a page that explains how to install a product in Windows 7 might have keywords such as 'Installation', 'install', 'Setup', 'Windows', 'Windows 7', etc.



Edit Mode

Display Keywords in Display Index in Live Mode

- Projects
 Context-sensitive Help
 Skins
 Table of Contents
 Working with Tables

- Working with Tables
- Working with Images
- Links
- Search
- Publishing

Home > Basic Functions > Keywords and Index > Display Keywords in Edit Mode

Display Keywords in Edit Mode

To assist readers in quickly finding the information that they're looking for, it is a good practice to provide keywords for each page in your help system. To add keywords for a specific page, follow the instructions below:

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'design' permissions.

3. Select the page in the 'Table of Contents' that you wish to assign keywords to.

Welcome

Kinstaliation

Kinstaliati

4. Click the 'Page Properties' icon to display the keyword list.

5. Enter keywords for the page in the 'keywords' textbox.

Р	age Propertie	5	×
Ξ	Standard		
	Page Name:	Installation	
	Page ID:	getting_started	
	Status:		-
	Page Icon:	[Auto]	-
	Type:	HTML Page	
⊟	Keywords		
	Installation Setup product Install Application Setup	al	4 >
⊡	Visibility by S	kin	

See also Display Index in Live Mode Home > Basic Functions > Keywords and Index > Display Index in Live Mode

Display Index in Live Mode

1. To display the index, click the 'Index' icon.

🔏 Index



When the user moves their mouse over each keyword, a popup tooltip will indicate the name of the page that the keyword was found on. Click the keyword to display the associated page.

See also Display Keywords in Edit Mode



Links

Links (or hyperlinks) allow authors to link text or images on a page to other internal pages or external pages.











Adding Page Links Adding Internet Links Adding Email Links Adding Document Links Adding Page Anchors Adding Popup Links





Removing a Link

Popup Example

- Projects
- Context-sensitive Help

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- Keywords and Index
- SearchPublishing

```
Home > Basic Functions > Links > Adding Page Links
```

Adding Page Links

A page link is a link from text or an image to another page within the help project. Follow the instructions below to create a link.

Text Link

1. Select the text on the page that you wish to create a link.

4. The link will be created. The text will be blue with an underline. Note: links are not active when the page is in edit mode. <u>Click here</u> for installation instructions

Image Link

1. Select an image on the page that you wish to create a link.



4. The link will be created. The image will appear the same as before but when published will display a hand cursor when the mouse is moved over it.

5. To remove the blue border, right click the image, select 'Set Image Properties' and then change the 'image border' to 0.

helpconsole 2010

- Adding Internet Links
 Adding Email Links
 Adding Document Links
 Adding Page Anchors
 Adding Popup Links
 Removing a Link
 Popup Example

Home > Basic Functions > Links > Adding Internet Links



3. Click the 'Hyperlink Manager' icon.





Property Overview

Property	Description
URL	A relative path or absolute path to the page that you wish to link to. Examples: <u>http://www.extremeease.com/support.htm</u> (absolute URL) welcome.aspx (relative URL)
Existing Anchor	Instead of linking to another page, the selected text or image can link to an anchor within the current page. This is commonly used for FAQ pages.
Link Text	Specifies the text that will be displayed for the link.
Target	Determines where the page will be displayed. This is normally set to 'New Window' or 'Same Window' Same Window (or left blank) - Page is displayed in the same frame New Window - Page is displayed in a new browser window
Tooltip	Popup message displayed when the user moves their mouse over the link.
CSS Class	Defines the style (or format) of the link. This is usually used by advanced users.

5. The link will be created. The text will be blue with an underline. Note: links are not active when the page is in edit mode. Click here for installation instructions

Vote: An Internet link can also be added by simply typing the URL into the page. Any set of characters that starts with www. or http:// and ends

with a space will be converted to an Internet link. If the URL contains spaces, enclose the URL in double quotes and the link will be converted correctly.

- Adding Page Links
 Adding Email Links
 Adding Document Links
 Adding Page Anchors
 Adding Popup Links
 Removing a Link
 Popup Example

Home > Basic Functions > Links > Adding Email Links

Adding Email Links

To add an email link to a page, simply type the email address. The editor will convert an set of characters containing @ into a link. Example: <u>Sales@Extremeease.com</u>

1. Email links can also be added via the 'Hyperlink Manager'. Select the text or image and click the 'Hyperlink Manager' icon. ٤

2. The Hyperlink Manager dialog will be displayed, click the 'Email' tab. Enter the email address and click 'OK'.



Property Overview

Property	Description
Address	A relative path or absolute path to the page that you wish to link to. Examples: <u>http://www.extremeease.com/support.htm</u> (absolute URL) welcome.aspx (relative URL)
Link Text	Specifies the text that will be displayed for the link.
Subject	When the email message appears, this text will appear in the subject line.
CSS Class	Defines the style (or format) of the link. This is usually used by advanced users.

 ${igert}$ Note: An email link can also be added by simply typing the email address into the page.

- Adding Page Links
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 Adding Popup Links

- Removing a Link
- Popup Example

Home > Basic Functions > Links > Adding Document Links

Adding Document Links

Text or images can be linked to internal documents or documents located on the Internet such as PDF manuals, Word documents, PowerPoint presentations, etc. When the link is clicked the document will be displayed with the HelpConsole page window.

External Document

1. The easiest way to add a link to an external document is to simply type the URL. The URL text will be converted to a link. If the url contains spaces, enclose the url in double quotes.

Example: http://www.extremeease.com/help/helpconsole%202008/manual.pdf

2. If you want to change the link text, or any other link property, right click on the link and click 'Properties...' http://www.extremedise.com/help/helpconsole%202008/manual.pdf



3. Type a shorter caption such as 'Product Manual' for the link and click OK.

Hyperlink Ma	nager	×
Hyperlink	Anchor E-mail	
URL	http://www.extremeease.com/help/he	
Link Text	HelpConsole PDF Manual	
Target	None 👻	
Existing Anchor	None 👻	
Tooltip		
CSS Class	Apply Class •	
	OK Cance	

Internal Document

1. To insert a link to a document located on your web server, place the cursor at the location that you want the link to be placed.

2. Click the 'Document Manager' icon.

3. Select the document that you want to insert. Documents are normally located in the 'Docs' folder.



4. If the document is located on your computer or network, click the 'Upload Document' tab, select the file and upload it to the web server.

See also • Adding Page Links • Adding Internet Links • Adding Email Links • Adding Page Anchors

Adding Popup Links

Removing a Link

• Popup Example

Home > Basic Functions > Links > Adding Page Anchors

Adding Page Anchors

An anchor can be attached to text or an image on a page. Normally anchors are used to link from one section of a page to another section. For example if a page contains a long list of questions and answers, you might include a summary at the top of the page that links to each answser further down on the page.

Adding an Anchor

Follow the steps below to add an anchor:

- 1. Click 'Edit Page' to edit the page.
- 2. Highlight the text and you want to add the anchor to.

3. Click the 'Show More Tools' icon on the editor toolbar and then click the 'Hyperlink Manager' icon.

4. Click the 'Anchor' tab

5. Type the name of the anchor and then click 'OK'
Hyperlink Manager X
Hyperlink Anchor E-mail
Name how_to_buy
OK Cancel

Linking to an Anchor

Follow the steps below to add a link that displays an anchor on the same page:

1. Click 'Edit Page' on a page containing one or more anchors.

2. Highlight the text that you want to link to an anchor.

3. Click the 'Hyperlink Manager' Icon.



4. Select the anchor that you want to link to from the 'Existing Anchors' list.





Anchor Link Examples:

1. Display an anchor on the same page (top of this page): <u>#pagetop</u>

2. Open another page and display a specific anchor: default.aspx?pageid=editor_toolbar#undo

3. Open a help system and display a specific page and anchor: <u>http://www.helpconsole2010.com/helpconsole%202010/default.aspx?</u> pageid=editor_toolbar&anchor=undo

- See also Adding Page Links Adding Internet Links Adding Email Links Adding Document Links Adding Popup Links Removing a Link Popup Example
```
Home > Basic Functions > Links > Adding Popup Links
```

Adding Popup Links

You can add a page link that displays the linked page within a popup box.

Here are examples of popups that can be created:



Follow the instructions below to add a popup link:

1. Select the text or image that you want to link to the popup.

2. Click the 'Page Link' icon (

3. For 'Link Type', select 'Small Popup', 'Large Popup' or 'Mouseover Popup'



4. Click the page that you want to link to.



5. The 'popup' link will be added to the page.



- See also
 Adding Page Links
 Adding Internet Links
 Adding Email Links
 Adding Document Links
 Adding Page Anchors
 Removing a Link
 Popup Example

Home > Basic Functions > Links > Removing a Link

Removing a Link

To remove a link from text or an image, right click the text or image and select 'Remove Link'.



Or

Move your cursor to the end of the link text and press the 'Backspace' key.

- See also
 Adding Page Links
 Adding Internet Links
 Adding Email Links
 Adding Document Links
 Adding Page Anchors
 Adding Popup Links
 Popup Example



Home > Basic Functions > Search

Search

The search function allows readers (and authors) to search for pages containing specific search terms.







Replace





Passing Search Terms in URL

- See also
- Projects Context-sensitive Help
- Skins
- Table of Contents
 Working with Tables
 Working with Images
- Keywords and Index
 Links
 Publishing

Home > Basic Functions > Search > Searching for Text

Searching for Text

To search for pages containing specific search terms, simply enter the search text in the 'Search' textbox and press <enter>. Pages containing the search text will be listed on the left side of the screen. When a pages is opened from the search results, the search term(s) will be highlighted in yellow.



Pages are listed by relevance in "Search Results". The following factors affect the order that pages are listed:

- How many times the search term is found in the page name.

- How many times the search term is found in the page content.

Search Condition

When performing a search, the following conditions are available: Exact Phrase: If a user searches for "online help", only pages where "online help" is found together will be listed. All Words: If a user searches for "online help", pages containing the word "online" and "help" anywhere on the page will be listed. Any Words: If a user searches for "online help", pages containing either the word "online" or the word "help" will be listed. Page Names Only: If a user searches for "online help", only pages with "online help" in the name will be listed.

Search Filter

When performing a search, the following filters can be applied: All Sections: The search engine will search all pages for the search term(s). {Chapter Name}: Select a specific chapter (or section) to search.

Search in Static Help

The search engine in static help systems works much the same way as a dynamic help system (described above), with the following exceptions: 1. The 'Search Filter' option is not included.

2. There is a 'Preview' option that when checked, displays a previiew of the page content in the search results list.



- Page Search and Replace
 Global Search and Replace
 Passing Search Terms in URL



Home > Basic Functions > Search > Page Search and Replace

Page Search and Replace

8. A message will appear stating how many replacements were made.

Message from webpage	×
4 occurrences in the text ha	ave been replaced!
	ОК

- Searching for Text
- Global Search and Replace
- Passing Search Terms in URL





- 4. Enter the text that you want to replace in the 'Find' field.
- 5. Enter the replacement text in the 'Replace with' field.
- 6. Click 'Replace All' to replace all instances of the text. Important: This action cannot be undone, and therefore you may want to make a backup of your help project first.

Global Sea	rch and Replace
This function rep help project. Thi replacing text or the project by s	Naces text (or HTML code) across all pages in your s operation cannot be undone. If you are many pages, it is recommended that you backup electing 'Tools > Backup'
Find What:	Index
Replace With:	Keyword Index
	Replace All

7. A message will appear stating how many replacements were made.



- Searching for Text
- Page Search and Replace
 Passing Search Terms in URL



Home > Basic Functions > Search > Passing Search Terms in URL

Passing Search Terms in URL

Search text can be specified in the URL to automatically display a list of matching pages. For example to list all pages that contain the search text "Keyword", specify "?search=keyword" in the URL. Example: <u>default.aspx?search=keyword</u>

Search Condition

The search condition can be specified in the URL (allwords, anywords, exactphrase) Example: <u>default.aspx?search=keyword&condition=allwords</u>

Search Filter

Example: <u>default.aspx?search=keyword&filter=FAQ</u>



Josench Results Image: Search For: Install HelpConsole Condition: All Words Image: Search For: Install HelpConsole Filter: Installation Image: Search For: Image: Search For: Image: Search For: Installing the Software Image: Search For: Image: Search F	Favorites 🏾 🏀 Help - Powered by I	HelpConsol 2010
iearch Results Intel		
Search For: install HelpConsole Condition: All Words Installation Home > content of the projects of the projects of the project name or selecting the row Installing the Software Lograding from HelpConsole 2008 Follow the instructions below to upgrade from HelpConsole 2008 to HelpConsole 2010. As a precaution, backup any active HelpConsole 2008 help projects. Refer to "Installing the Software" to install HelpConsole 2010 As a precaution, backup any active HelpConsole 2010 As a precaution, backup any active HelpConsole 2010 Console 20	earch Results	🖂 🕼 🔀 Link 💦 Index 🕎 Bookmark 🌘 Print
Filter: Installation Installing the Software Upgrading from HelpConsole 2008 Loarading from HelpConsole 2008 Follow the instructions below to upgrade from HelpConsole 2008 to HelpConsole 2010. Installing IIS on Windows 2003 Installing IIS on Windows Vista Service Pack History Copy any HelpConsole 2008 projects to HelpConsole 2010. Service Pack History Copy any HelpConsole 2008 projects to HelpConsole 2010. Service Pack History Copy any HelpConsole 2008 projects to HelpConsole 2010. Open the project in HelpConsole 2010. Copy any HelpConsole 2010 by double-clicking the project name or selecting the row Projects Project in HelpConsole 2010 by double-clicking the project name or selecting the row Projects Project in HelpConsole 2010 by double-clicking the project name or selecting the row Projects Project in HelpConsole 2010 by double-clicking the project name or selecting the row Projects Project in HelpConsole 2010 by double-clicking the project name or selecting the row Projects Project in HelpConsole 2010 by double-clicking the project name or selecting the row Projects Project in HelpConsole 2010 by double-clicking the project name or selecting the row Weight Master Help Project Help Project in HelpConsole 2010 by double-clicking the project name or selecting the row <	Search For: install HelpConsole Condition: All Words	
Installing the Software Follow the instructions below to upgrade from HelpConsole 2008 to HelpConsole 2010. Installing IIS on Windows 2003 I. As a precaution, badup any active HelpConsole 2008 help projects. Installation I. As a precaution, badup any active HelpConsole 2008 help projects. Installing IIS on Windows Vista Service Pack History Entering Your Activation Key Copy any HelpConsole 2010 by double-clicking the project name or selecting the row Project HelpConsole 2010 by double-clicking the project name or selecting the row Project HelpConsole 2010 by double-clicking the project name or selecting the row Project HelpConsole 2010 by double-clicking the project name or selecting the row Project HelpConsole 2010 by double-clicking the project name or selecting the row Project HelpConsole 2010 by double-clicking the project name or selecting the row Project HelpConsole 2010 Demose What Master Help Work Master Help	Filter: Installation	Upgrading from HelpConsole 2008
🔞 Widget Master Help	Installing the Software Jograding from HelpConsole 2008 Installation How to run the software Installation Service Pack History Entering Your Activation Key	Follow the instructions below to upgrade from HelpConsole 2008 to HelpConsole 2010. 1. As a precaution, badoup any active HelpConsole 2008 help projects. 2. Refer to "Installing the Software" to install HelpConsole 2010 3. Copy any HelpConsole 2008 projects to HelpConsole 2010. 3. Copy any HelpConsole 2008 projects to HelpConsole 2010. 4. Open the project in HelpConsole 2010 by double-clicking the project name or selecting the row Projects C Example Help System HelpConsole 2010 WeigConsole 2010 C HelpConsole 2010

- Searching for Text
- Page Search and Replace
- Global Search and Replace

Home > Basic Functions > Publishing

Publishing

Output Formats

There are essentially three output formats.

- Static Help System Generate a pure HTML version of your Help System
- Dynamic Help System Authors can update the help system on your website
- PDF Manual Generate a user manual based on your Help Project











Publishing a Static Help Uploading to your System

Website

Legacy Help System Publishing a Dynamic Help System



- Customizing the PDF Template
- Projects
- Context-sensitive Help
 Skins

- Table of ContentsWorking with Tables
- Working with Images
- Keywords and Index
- Links
- Search

Home > Basic Functions > Publishing > Publishing a Static Help System

Publishing a Static Help System

Follow the instructions below to publish a static help system.

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'publish' permissions.



0	Publish Static Help System State a sure HTM, Help System HTM pare refinitive graduat, a first and heretage in any browser regist and heretage in any browser regist and heretage in any browser regist and a state of the system on a CD, mailed, uplaaded to your with a retrievel, etc.	Publish Polder: Static Selected Node: (Welcome) Fot Fornat (Previously Published: X State
Adobe PDF	Publish PDF Manual Generate a PDF manual. PDFs are very portable and can be veried and printed in book format. Because of this PDF Manuals can easily be uploaded to your verbue, enailed to customers, distributed on a CD, etc.	POP Title (test4 Indude Links: 📝 Selected Node: 🗋 (Welcome)

Publish Options:

Option	Description
Publish Folder	Defines the name of the folder that the help system will be published to.
Selected Node	If checked, only the currently selected page and child pages will be published.
Flat Format	By default, the published static help system will display both the contents and pages in <iframe> tags. If you wish to publish the help system without using frames, check the 'Flat Format' checkbox.</iframe>
Previously Published	A list of previously published static help systems will be displayed. Click the link to open the help system.
Delete Static Help System	Click the red X beside a previously published help system to delete the folder.

6. Click 'Create Static Help System'. A message will be displayed indicating that it was created successfully.



The following paths are also provided:

Path	Description
Publish this URL	Click to display the static help system that was created. This URL can be published internally or on your website.
Download zipped Help System	When the static help system was created, it was also compressed into a Zip file. This Zip file can be downloaded and unzipped to your harddrive, network, website, etc.
Static Files Path	Instead of downloading the zip file, the static help system files can be copied directly from this folder.

See also

Uploading to your Website Legacy Help System Publishing a Dynamic Help System Publishing a PDF Manual Home > Basic Functions > Publishing > Uploading to your Website

Uploading to your Website

Upload Static Help System

A static help system is made up of standard html pages and can be uploaded to any ISP or remote server via FTP. You should have received an email from your ISP explaining how to FTP files to your website.

When you published the static help system, a path was displayed, showing the location of the static help system files. Copy these files to your website. If you copied the files to a sub folder named "Help" then the URL will be http://www.domain.com/help (assuming that 'domain' is the name of your website)



Upload Dynamic Help System

To upload HelpConsole 2010 to your website so that help systems can be edited from anywhere at any time, do the following. This assumes that your website is hosted with an ISP (Internet Service Provider) or other remote server.

1. Confirm that the remote web server is running .NET Framework 2.0 or higher. To check this, type a URL with an .ASPX page that you know will not exist such as http://www.ExtremeEase.com/dummy.aspx.

Norton Internet Security

Internet

💌 🛃 Go 🕴 Linis 🕴 Norton AntiVirus 😵 🔹

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2. Make an FTP connection to your website. This is usually done by typing the following into your browser: ftp://www.%3cdomain%3e.com/ example: ftp://www.mydomain.com/

Your ISP should have provided a username and password. Enter your username and password on the 'Log On As' form.

Log On	As		×
۴	Either the serve accepted.	r does not allow anonymous logins or the e-mail address was not	
	FTP server:	www.extremeease.com	
	User name:	user1	
	Eassword:	•••••	
	After you log or	, you can add this server to your Favorites and return to it easily.	
4	FTP does not er server. To prot (WebDAV) insta	ncrypt or encode passwords or data before sending them to the ect the security of your passwords and data, use Web Folders ad.	
	Learn more abo	ut using Web Folders-	
	Log on gron	ymously Save password	
		Log On Canot	

If your username and password were correct, an FTP connection will be made, and you will see the files and folders that make up your website.

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3. Create a subfolder named "help" note to advanced users: This folder can have a different name if desired and can be located within any folder within your website.

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4. Use the Windows File Explorer to view the folder that HelpConsole 2010 was installed to. The default folder is c:\program files\HelpConsole 2010\

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5. Copy all files from the folder: c:\program files\HelpConsole 2010\bin to the folder: ftp://www.mydomain.com/bin

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6. Copy "c:\program files\HelpConsole 2010\web.config" to the root of the virtual directory (ftp://www.mydomain.com/web.config)

7. Assign write permissions to the new "help" folder on your web server. You may need to call your ISP and ask them to do this, although many ISPs now provide a self serve administrative console.

8. To run HelpConsole 2010 from your website, type the following URL into your browser: <u>http://www.mydomain.com/help</u> (where 'mydomain.com' is the name of your website domain)



See also Publishing a Static Help System Legacy Help System Publishing a Dynamic Help System Publishing a PDF Manual Home > Basic Functions > Publishing > Legacy Help System

Legacy Help System

HelpConsole 2010 supports all browsers including very old browsers such as Internet Explorer 1.0 and Netscape 1.0

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This is an example of a help system opened with Internet Explorer (IE) 1.5. 😮 Each. 🙄 ổ 👩 Syder 0 • Cor 📌 Addis Exvertes 🚡 Birk... 🤫 Las 4 pen an existing help system p ay the startup form. <u>Click here</u> the list that you wish to add This is an example of a help system opened in Netscape 2.0 000 - Editing a Project) Online Deptloy White 2 98 . фю Beck



See also Publishing a Static Help System Uploading to your Website Publishing a Dynamic Help System Publishing a PDF Manual Home > Basic Functions > Publishing > Publishing a Dynamic Help System

Publishing a Dynamic Help System

A dynamic help system is esentially a help project displayed in live mode where a user is not logged in. To publish a dynamic help system, simply provide the URL to your readers. The URL can be cut and pasted from the browser's address window, and will be in the following format:

<WebServer>/helpconsole2008/<project> Example: <u>http://server1/helpconsole2010/WidgetMaster</u>

See also Publishing a Static Help System Uploading to your Website Legacy Help System Publishing a PDF Manual Home > Basic Functions > Publishing > Publishing a PDF Manual

Publishing a PDF Manual

Follow the instructions below to generate a PDF Manual

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'publish' permissions.



5. Click 'Publish PDF Manual'. A message will be displayed indicating that it was created successfully.



The following paths are also provided:						
Path	Description					
Publish URL	Click to display the PDF Manual that was created. This URL can be published internally or on your website.					
File Path	The path to the PDF manual file on the web server					

6. Click the 'Publish URL' link to display the PDF Manual



7. When the 'Publish' form is reloaded in the future, a link will be displayed to the previously published PDF Manual.

See also Customizing the PDF Template Publishing a Static Help System Uploading to your Website Legacy Help System Publishing a Dynamic Help System Home > Advanced Functions

Advanced Functions

Advanced Functions are features or product cababilities that a novice author most likely will not use, at least until they become more familiar with the authoring environment. These functions include:



See also Welcome Getting Started Installation Basic Functions Toolbar Reference FAQ Home > Advanced Functions > Movies & Animations

Movies & Animations

Adding a flash or media animation to your help system is easy. Simply select the animation file and it will be inserted at the current cursor position.

Example:





Adding a Flash Animation

See also Users Security Groups Variables Language Support Page Templates Styles Reports Conditional Content Comments Import Page Objects



Adding a Media Animation Home > Advanced Functions > Movies & Animations > Adding a Flash Animation

Adding a Flash Animation

Follow the instructions below to insert a Flash animation.

1. Position your cursor on the page where you with to insert the animation.

2. Click the 'Flash Manager' icon.

3. The 'Flash Manager' dialog will be displayed



4. Select a flash animation file and click 'Insert' to add it to the page. If the flash file is located on your computer or network, click the 'Upload Flash' tab to upload it to the web server.



5. The animation can be be deleted at any time by selecting the animation and pressing the 'Delete' key.

See also Adding a Media Animation Home > Advanced Functions > Movies & Animations > Adding a Media Animation

Adding a Media Animation

Follow the instructions below to insert a Media animation.

1. Position your cursor on the page where you with to insert the animation.

2. Click the 'Media Manager' icon.

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3. The 'Media Manager' dialog will be displayed.



4. Select a Media animation file and click 'Insert' to add it to the page. If the media file is located on your computer or network, click the 'Upload Media' tab to upload it to the web server.

5. The animation can be be deleted at any time by selecting the animation and pressing the 'Delete' key.

See also Adding a Flash Animation Home > Advanced Functions > Users

Users

Permissions are applied at the project level. This means that each help project has it's own set of usernames. Security is self contained within each project which means that a help project can be moved from one server to another and all usernames and permissions are preserved.

Notes:

- The 'Admin' username will always have full permissions.

- Permissions for the 'public' username will be applied if a user is not logged in.











Project Login

Adding a Project Username

Editing a Project Username

Deleting a Project Username

See also Movies & Animations Security Groups Variables Language Support Page Templates Styles Reports Conditional Content Comments Import Page Objects Home > Advanced Functions > Users > Project Login

Project Login

When a help project is opened, and a user is not logged in, permissions are assigned based on the 'public' username. Normally there are no permissions assigned and this is considered 'live mode'. To login to the help project, click the 'Login' link at the top right corner of the screen.



Note: if the 'Admin' username does not have a password, a message will be displayed stating this fact. To hide this message, assign a password to the 'Admin' username.

See also Adding a Project Username Editing a Project Username Deleting a Project Username Home > Advanced Functions > Users > Adding a Project Username

Adding a Project Username

Follow the instructions below to add a new project username

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.





5. Click the 'Add' button to display the 'user detail' form.

6. Enter a username, fullname, password, and security group. Click 'save' to create the new user.



Project Login Editing a Project Username Deleting a Project Username Home > Advanced Functions > Users > Editing a Project Username

Editing a Project Username

Follow the instructions below to edit a project username

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.





5. Click the username in the list to display the 'user detail' form.

6. The actual username cannot be changed, but the fullname, password and security group can be changed. Click 'save' to update the user record.



Notes:

- The 'Admin' username will always have full permissions.

- Permissions for the 'public' username will be applied if a user is not logged in.

- The 'Admin' username cannot be deleted.

See also Project Login Adding a Project Username Deleting a Project Username Home > Advanced Functions > Users > Deleting a Project Username

Deleting a Project Username

Follow the instructions below to delete a project username

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.



4. Click 'Users' to display the 'Users' form.

5. Click the 'Delete' icon beside the username that you want to delete.



Notes:

- The 'Admin' username will always have full permissions.
- Permissions for the 'public' username will be applied if a user is not logged in.
- The 'Admin' username cannot be deleted.

See also Project Login Adding a Project Username Editing a Project Username Home > Advanced Functions > Security Groups

Security Groups

Security Groups determine what permissions are assigned. Users are added to a security group.

Permissions are applied at the project level. This means that each help project has it's own set of usernames. Security is self contained within each project which means that a help project can be moved from one server to another and all Security Groups, Usernames and Permissions are preserved.





Editing a Security

Group



group

Adding a Security Group



Movies & Animations Users Variables Language Support Page Templates Styles Reports Conditional Content Comments Import Page Objects Home > Advanced Functions > Security Groups > Adding a Security Group

Adding a Security Group

Follow the instructions below to add a new security group.

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.



4. Click 'Security Groups' to display the Security Groups form.



5. Click the 'Add' button to display the 'Security Group Detail' form.

6. Specify the name, Default Skin and permissions for this security group. Click 'save' to create the new security Group.



Option

Description

Name	Defines the name of the security group. Once the security group is added, the name cannot be changed.
Default Skin	Defines which skin will be displayed when a user belonging to the security group logs in. If this property is set to '[default]', the skin defined in properties will be applied.
Publish	If unchecked, the 'publish' button will not be displayed when users are logged in.
Tools	If unchecked, the 'tools' button will not be displayed when users are logged in.
Edit Pages	If unchecked, the 'edit page' button will not be displayed when users are logged in.
Edit Contents	If unchecked, the design contents icons will not be displayed when users are logged in.
Approve Comments	If unchecked, users cannot approve reader comments when logged in.
Edit Value Lists	If checked, users can edit value lists for 'list' fields within datasets.

See also

Editing a Security Group Deleting a Security group Home > Advanced Functions > Security Groups > Editing a Security Group

Editing a Security Group

Follow the instructions below to edit a security group.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.



4. Click 'Security Groups' to display the Security Groups form.



5. Click on a security group name to edit it. The 'Security Group Detail' form will be displayed.

6. The name field will be disabled. Specify the Default Skin and permissions for this security group. Click 'save' to update the security Group.



Name	Defines the name of the security group. Once the security group is added, the name cannot be changed.
Default Skin	Defines which skin will be displayed when a user belonging to the security group logs in. If this property is set to '[default]', the skin defined in properties will be applied.
Publish	If unchecked, the 'publish' button will not be displayed when users are logged in.
Tools	If unchecked, the 'tools' button will not be displayed when users are logged in.
Edit Pages	If unchecked, the 'edit page' button will not be displayed when users are logged in.
Edit Contents	If unchecked, the design contents icons will not be displayed when users are logged in.
Approve Comments	If unchecked, users cannot approve reader comments when logged in.

See also

Adding a Security Group Deleting a Security group
Home > Advanced Functions > Security Groups > Deleting a Security group

Deleting a Security group

Follow the instructions below to delete a security group.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.



4. Click 'Security Groups' to display the Security Groups form.



5. Click the 'delete' icon beside security group name. When prompted to delete, click OK.



See also

Adding a Security Group Editing a Security Group

Home > Advanced Functions > Variables

Variables

Variables act as placeholders for text that might change in the future. Some examples where variables may be used are:

- Product Name
- Product version
- Product Tag line
- Company Address
- Phone numbers

Variables can also contain HTML code, therefore can be used to insert dynamic content such as:

- Company logo
- Product logo
- Javascript events
- iFrames to other webpages
- Flash Animations



User Defined Variables System Variables

See also

Movies & Animations Users Security Groups Language Support Page Templates Styles Reports Conditional Content Comments Import Page Objects Home > Advanced Functions > Variables > User Defined Variables

User Defined Variables

Variables act as placeholders for text that might change in the future. Some examples where variables may be used are:

- Product Name
- Product version
- Product Tag line
- Company Name
- Company Address
- Phone numbers
- Sales & Support email addresses

Follow the instructions below to add a variable.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the tools menu.



- 4. Click 'Variables'
- 5. The 'Variables' list will be displayed.
- To add a new variable, click the 'add' button
 To edit an existing variable, click the variable name in the list.



6. The variable editor will be displayed.

7. Enter a name for the variable.

8. Enter a value for the variable. The value can be straight text or can contain various elements such as images, flash videos, tables, etc.



9. Click the 'save' button to save the variable.

7. Variables can be inserted into any page by either typing the variable name in square brackets (eg. admin) or selecting the variable from the 'Insert



Variables in Edit Mode (not translated)



Variables in Live Mode



Varaibles can also contain html elements such as images, tables, flash animations, etc.



Logo Variable in Live Mode (Translated)





See also System Variables Home > Advanced Functions > Variables > System Variables

System Variables

HelpConsole 2010 includes several built-in variables such as 'page name' and 'project name' which can be added to any page at any time.



To insert a built-in variable, click the 'Insert Variable' icon and select the variable in the list.

System Variables Overview

Variable Name	Value	Description
Project Name	helpconsole 2010	The name of the help system project
Username	admin	The username of the person currently logged in
Short Date	17/06/2010	The current short date
Long Date	June-17-10	The current long date
Short Time	11:22 AM	The current short time
Long Time	11:22:03 AM	The current long time
Fullname	Administrator	The full name of the user currently logged in
Application Name Short	HelpConsole	The application name without the version or edition
Application Name	HelpConsole 2010 - Professional Edition	The application name with the version and edition
Popular Pages	Welcome General Questions Service Pack History Installing IIS Getting Started Installing the Software System Requirements Installation Basic Functions How to run the software	The top 10 most viewed pages
Popular Pages and Views	Most Popular Pages Views	The top 10 most viewed pages and
	Welcome 8828	
	General Questions 2633	

	Service Pack History2134Installing IIS2020Getting Started1476Installing the Software1465System Requirements1408Installation1396Basic Functions1285How to run the software1285	
Search		Displays a search box
ProjectURL	localhost/helpconsole2010/helpconsole 2010/default.aspx	Displays the URL to the project folder
Breadcrumbs	Home > Advanced Functions > Variables > System Variables	Displays a breadcrumb trail to the current page
Child Page List	Child Page 1 Child Page 2	Displays a list of children pages of the current page.
Child Icon List	Child Page 1 Child Page 2	Displays icons of children pages of the current page.
Sibling Page List	User Defined Variables	Displays a list of pages at the same level as the current page. Excluding the current page.
Sibling Icon List	User Defined Variables	Displays icons of pages at the same level as the current page. Excluding the current page.
Menu	User Defined Variables System Variables Child Page 1 Child Page 2	Displays sibling and child pages of the current page in a menu format
Article Details	Article InformationAuthor:adminCreated:30/05/2008 1:16 PMModified:30/03/2010 2:24 AMViews:970	Page Details displayed in a table format
Page Name	System Variables	The name of the current page
Page Views	970	The number of times that the current page has been viewed
Author	admin	The username of the person that created the page
Date Created	30/05/2008 1:16 PM	The date that the page was created

Date Modified	30/03/2010 2:24 AM	The date that the page was last modified
Parent Page Link	<u>Variables</u>	Displays a link to the parent page
Popular Child Pages	<u>Child Page 1</u> <u>Child Page 2</u>	The top 10 most viewed child pages under the current page
Comments	 Administrator said: This is an example of a comment 25/03/2009 3:07:27 PM 	Allows readers to submit comments for the page.
Page URL	localhost/helpconsole2010/helpconsole 2010/default.aspx?pageid=System_Variables	Displays the URL for the currently displayed page.

See also User Defined Variables Home > Advanced Functions > Variables > System Variables > Child Page 1

Child Page 1

Home > Advanced Functions > Variables > System Variables > Child Page 2

Child Page 2

Home > Advanced Functions > Language Support

Language Support

HelpConsole 2010 provides full language translation to almost any language. All aspects of the interface can be translated including tooltips, dialog headings, etc.



Language Translation

See also

- Movies & AnimationsUsers
- Security GroupsVariables

- Variables
 Page Templates
 Styles
 Reports
 Conditional Content
 Comments
 Import
 Page Objects

Home > Advanced Functions > Language Support > Language Translation

Language Translation

HelpConsole 2010 provides full language translation to almost any language. All aspects of the interface can be translated including tooltips, dialog headings, etc.

Follow the steps below to translate a help system from English to another language such as Japanese:

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.

Tools			a x
	Backup Creates a compressed copy of your project that can be asived to your harddrive or network. It can be re-opened later from the Manage Projects' form.	Q	Properties Set properties for the current project.
&	Users Oreate user accounts and assign permissions for the current project.	<u> </u>	Security Groups Deate user accounts and assign permissions for the current project.
Ż	Variables Define text variables that can be inserted into your Help System pages. Variable values can be changed at any time.	F	Skins Create, edit and delete interface skins. Skins allow authors to change the look and feel of their Help System.
	Page Templates Edit existing page templates or create new page templates. A template can be selected when a page taadded.	CSS	Styles Nodity page and skin styles.
P.S.	Translations Translate text from English to another language.	1	About HelpConsole View HelpConsole settings such as enabled modules and maximum named users.

4. Click 'Translations' to display the language translation form.

	ranslation	Save	
abel	Value	Description	
Contents:	目次	Label displayed above contents	
Index:	目次	Label displayed above Keyword Index	
Search Results:	検索結果	Label displayed above search results	
Print:	ebBi	Caption of print icon in skin	
Linic	リンク	Caption of link icon in skin	
Bookmark:	ブックマーク	Caption of bookmark icon in skin	
Page Link:	ページリンク	Page Link dalog heading	
Page URL:	ページのURL	Page link dialog caption	
No Matches found for:	いいえマッチ発見	Search - No matches found message	
Add Comment:	コメントを追加	Add Comment button caption	
Comment Description:	コメントの観要	Add Comment dialog heading	
Personal Comment only visible to:	個人的なコメントだけに見える	Comment Dialog option text	
Said:	行った	Comment text on page (Admin said:)	
Most Popular Pages:	最も人気のあるページ	Text for 'popular pages and views' variable	
Views:	再生田敷	Text for 'popular pages and views' variable	
Username:	ユーザー名	Username label for 'client login' variable	
Password:	バスワード	password label for 'client login' variable	
Login:	ログイン	Login button caption for 'client login' variable	
Search for:	を検索	Search text label	

5. Enter a translation in the 'Value' field for each row. The description states what the translation is and where it is displayed.

6. Click 'save'

7. All aspects of the user interface will be displayed in the new language, except for the page names in the contents and the page content, which can be changed by editing the contents and editing each page.



See also

Home > Advanced Functions > Page Templates

Page Templates

Templates define the default layout and content when creating a new project or adding new pages to the project. Templates save you time because you don't have to retype the same content each time.

If you, or other authors will be creating several Help Systems, it may be useful to modify the project template for your specific application. If most of the pages that you add to your help system have the same format, it may also be useful to modify the page template.







Template

Customizing a Page Template

Customizing the PDF Creating a Page Template

Movies & Animations Users Security Groups Variables Language Support Styles Reports Conditional Content Comments Import Page Objects

Home > Advanced Functions > Page Templates > Customizing a Page Template

Customizing a Page Template

If most of the pages that you add to your help project have the same format, or elements that are the same, it may be useful to customize an existing page template or create a new one.

Follow the steps below to customize the 'Help Page' template.

1. Login to your help project as an administrator with the 'tools' permission.

2. Click the tools button to show the 'Tools' menu.



3. Select 'Page Templates' to display the 'Page Templates' form.



Note: To delete a template, click the 'delete' icon.

4. Use the template editor to modify the content. You may want to include your product or company logo to the top of each page, as shown in the example below. Click 'save' to save the template.





See also Creating a Page Template Customizing the PDF Template Home > Advanced Functions > Page Templates > Creating a Page Template

Creating a Page Template

If your help system will have different types of pages with with elements that are the same, it may be useful to create a page template for each type of page. Page templates are located in the project folder and have the format:

Follow the steps below to customize the 'Help Page' template.

1. Login to your help project as an administrator with the 'tools' permission.

2. Click the tools button to show the 'Tools' menu.



3. Select 'Page Templates' to display the 'Page Templates' form.



4. Click the 'Add' button to display the 'Template Editor'. Click the 'copy' icon if you wish to create the template based on an existing template.

5. Use the template editor to create the page content. Click 'save' to save the new template.





See also

Customizing a Page Template Customizing the PDF Template

Home > Advanced Functions > Page Templates > Customizing the PDF Template

Customizing the PDF Template

The look and feel of the PDF manual can be customized by editing the PDF Manual template. Follow the instructions below to edit the PDF template.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'publish' permissions.

3. In the contents window, expand the 'Admin' node until the 'PDF template' pages are visible.

4. Select the PDF template page that you want to edit and click 'Edit Page'



6. Edit the page as needed. Click 'Save' to save changes.

Default PDF Pages

Page	Description
PDF Cover Page	When printed, this is the outer cover page of the manual.
PDF Blank Page 1	This blank page is included after the cover page so that the title page always appears on the right side when the reader opens the manual.
PDF Title Page	The title page normally introduces your product or service. You might include the author's name, company name, company logo, copyright information, etc.
PDF Blank Page 2	This blank page is included after the title page so that the Table of contents always appears on the right side when the reader opens the manual.
PDF Table of Contents	The table of contents lists the pages included in the manual along with page numbers.
PDF Chapter Title Page	This page is displayed before each chapter.
PDF Headers and Footers	Determines what will be displayed at the top and bottom of the page. Normally the page number, chapter name and the title of the help system.
PDF Index	Displays the keyword list for the help system. Readers can click a keyword to jump to the associated page.
PDF Back Cover	The back cover usually just displays the product name or logo, with a tag line. You could also include something like "Printed in Canada"

See also Customizing a Page Template Creating a Page Template Home > Advanced Functions > Styles

Styles

The look and feel of your help pages or table of contents can be customized by editing the style sheet. You can customize any of the following:

- Page Margins
- Background colors
- Background images
- Default Font (size, color, type)
- Table formating
- Etc.

HelpConsole 2010 uses the following stylesheets: AppStyles.css - Styles applied to all help systems. PageStyles.css - Styles applied to the specific project. Style_{skinname}.css - Styles applied to a specific skin for a specific project.









Applying Styles



Application Styles

Page Styles

Skin Styles

yles



See also

Movies & Animations Users Security Groups Variables Language Support Page Templates Reports Conditional Content Comments Import Page Objects Home > Advanced Functions > Styles > Application Styles

Application Styles

Styles can be applied at the application level that are applied to all projects. Some of the styles that you might want to customize for your project are:

- Page Margins
- Background color
- Background image
- Default Font (size, color, type)
- Etc.

Follow the instructions below to edit application styles (AppStyles.css):

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.



4. Click 'Styles' to display the stylesheet editor. The stylesheet 'PageStyles.css' is displayed by default.



5. Modify any existing styles or add new styles.



5. Click 'Save' to save the styles in 'AppStyles.css'

See also Page Styles Skin Styles Applying Styles Editing the 'Apply Styles' List Home > Advanced Functions > Styles > Page Styles

Page Styles

Each help project contains a stylesheet named "PageStyles.css" which contains styles that are applied to the specific project. These styles can override and/or compliment styles in "AppStyles.css". Some of the styles that you might want to customize for your project are:

- Page Margins
- Background color
- Background image
- Default Font (size, color, type)
- Etc.

Follow the instructions below to edit page styles (PageStyles.css):

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.



4. Click 'Styles' to display the stylesheet. Modify any existing page style or add new styles.



5. Click 'Save' to save the styles in 'PageStyles.css'

See	also
Applic	ation Styles
Skin S	tyles

Applying Styles Editing the 'Apply Styles' List Home > Advanced Functions > Styles > Skin Styles

Skin Styles

Each help project can have multiple skins. Each skin has a corresponding stylesheet in the format "style_{skinname}.css". These styles can override and/or compliment styles in "AppStyles.css", and "PageStyles.css". Some of the styles that you might want to customize for the skin or page are:

Styles can be applied at the application level that are applied to all projects. Some of the styles that you might want to customize for your project are:

- Page Margins
- Background color
- Background image
- Default Font (size, color, type)
- Etc.

Follow the instructions below to edit skin styles (Style_{skinname}.css):

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.





4. Click 'Styles' to display the stylesheet editor. The stylesheet 'PageStyles.css' is displayed by default.



5. Modify any existing styles or add new styles.



5. Click 'Save' to save the styles in the skin stylesheet.

See also Application Styles Page Styles Applying Styles Editing the 'Apply Styles' List Home > Advanced Functions > Styles > Applying Styles

Applying Styles

You can apply certain predefined styles to elements on the help page such as text, links, images, tables, etc.

For example, to apply a style named 'Yellow_Background' to text on the page, do the following:

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.
- 3. Select a page and click 'Edit Page'
- 4. Click the 'Show More Tools' icon to show additional functions.



7. If the 'yellow_background' style is modified in the future, any text with this style applied will be automatically updated. Refer to "Editing the 'Apply Styles' list " for more information.

See also Application Styles Page Styles Skin Styles Editing the 'Apply Styles' List Home > Advanced Functions > Styles > Editing the 'Apply Styles' List

Editing the 'Apply Styles' List



You can customize which styles are available in the 'Apply Style' list. Here's how to do it:

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.



4. Click 'Styles' to display the style editor. The 'PageStyles.css' styesheet is displayed by default.

5. To include a style that will apply a yellow background with black text, type the following. Make sure that you include /*stylelist*/ after the style name. This specifies that it will be included in the apply style list:

.yellow_background /*stylelist*/ {background-color:yellow;color:black}

6. Click 'Save' to save the stylesheet.

Note: The /*stylelist*/ attribute can be included for styles in "pagestyles.css", "AppStyles.css" or the skin stylesheet.

- 7. Click the browser refresh button to reload your help project so that this new style takes effect.
- 8. Click the 'edit page' button to display the editor toolbar.
- 9. Highlight the text that you want to apply the style to, and select the 'yellow_background' style in the 'apply style' list.





See also Application Styles Page Styles Skin Styles Applying Styles

Home > Advanced Functions > Reports

Reports

The following reports are included with HelpConsole 2010



Activity Log Report

Report

See also Movies & Animations Users Security Groups Variables Language Support Page Templates Styles Conditional Content Comments Import Page Objects

Home > Advanced Functions > Reports > Activity Log Report

Activity Log Report

The 'Activity Log Report' lists reader and administrative actions. This can be useful to track reader trends such as which pages are most commonly viewed or what readers are searching for. Follow the instructions below to view the 'Activity Log' report.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Expand the 'Admin' node to view the predefined reports. The reports included may be different depending on the project template that your project was created from.



4. Click 'Activity Log' to view the activity log report.

Note: If there are no entries displayed, then the 'Activity Log' setting in project properties is most likely set to 'Record No Actions'. To change this, click "Tools > Properties" and then change the 'Activity Log' setting to 'Record All Actions' or 'Record Admin Actions'.

Page		
ctivity Log		
time	>04/02/2009	Run Report
IP Address		Classing
Username	admin	Creat Log
Description		
00000000		
Time	User	Description
27/11/2009 1:58:23 PM	admin (127.0.0.1)	Edited Page 'FAQ'
27/11/2009 1:58:31 PM	admin (127.0.0.1)	Saved Page 'FAQ'
15/12/2009 3:41:43 PM	admin (127.0.0.1)	Changed page id from 'reports' to 'admin_reports'
15/12/2009 3:42:08 PM	admin (127.0.0.1)	Changed page id from 'activity_log' to 'adminactivity_log'
15/12/2009 3:42:08 PM	admin (127.0.0.1)	Changed page id from 'page_summary' to 'admin_page_summary'
22/01/2010 4:13:23 PM	admin (127.0.0.1)	Page Added 'PDF Template' (d: pdf_template)
22/01/2010 4:20:48 PM	admin (127.0.0.1)	Page Added 'PDF Cover Page' (d: pdf_cover_page 1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Back Cover' (id: pdf_back_cover 1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Index' (d: pdf_index1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added '(Help Pages)' (d: (help_pages)1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Headers and Footers' (id: pdf_headers_and_footers1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Table of Contents' (id: pdf_table_of_contents1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Blank Page Z (d: pdf_blank_page_21)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Title Page' (d: pdf_title_page 1)
22/01/2010 4:22:56 PM	admin (127.0.0.1)	Page Added 'PDF Blank Page 1' (d: pdf_blank_page_11)
22/01/2010 4:27:49 PM	admin (127.0.0.1)	Edited Page 'adminreports'
22/01/2010 4:28:01 PM	admin (127.0.0.1)	Edited Page 'pdf_template'

5. By default, only the activity for the current day is displayed, however you can change the date and time to display acvities for the last week, or the last year. You can also filter the report by IP address, username or activity type.

Tips:

- To filter the list to display only reader searches, enter 'Searched' for 'description' and then click 'Run Report'.
 To display activities since January 1 2009, enter ">1/1/2009" in the 'time' field.
- To display activities for a specific reader, enter a specific IP address in the 'IP Address' field.

See also

- Page Status Report
- Unused Images Report
- Pending Comments Report
- Customizing a report

Home > Advanced Functions > Reports > Page Status Report

Page Status Report

This report is used to list help pages that have a specific status assigned. For example, you can list all pages that have a status of 'incomplete'. Follow the instructions below to view the 'Pending Comments' report.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Expand the 'Admin' node to view the predefined reports. The reports included may be different depending on the project template that your project was created from.



4. Click 'Page Status' to view the page status report.

🌈 Test2 - Powered by HelpConsole 2010 - Presented by TOSHBA Leading Innovation >>>						
🎱 🕡 💌 👹 http://www.softwareconsole.com/Test2/default.aspr?lusername=ad 🔹 📴 4 🗙 👹 Google 🖉 💌						
👷 Favorites 🍯 Test2 - Powered by HelpConsole 2000 🗿 🔹 💿 👻 🗔 👼 💌 Bage 💌 Safety 💌 Tgols 💌 🛞 🐃						
/	Welcome A	dministrator logood 🌳 🕐 😖 🖬 blue	Taxis Nukish			
Contents 😲 😧 🔅 Save 🗙	🖉 Link 🦪 Index 👾 Bookme	rk 🍋 Print	(P)			
Welcome	Page Status	Status Filter: Incomplete	•			
Advanced Functions	Page ID	Page Name	Status			
Introduction	Welcome	Welcome	Incomplete			
III FAQ	getting_started	Getting Started	Incomplete			
🗟 😭 Admin	Basic_Function_2	Dasic Function 2	Incomplete			
🗟 💫 Reports	Advanced_Functions	Advanced Exections	Incomplete			
Activity Log	Advanced_Function_2	Advanced Function 2	Incomplete			
Page Status	Tutorial_2	Tutorial 2	Incomplete			
 Unused Images Pending Comments 	introduction	Introduction	Incomplete			
i	FAQ	EAQ	Incomplete			
	General_FAQ	General FAQ	Incomplete			
	Installation_FAQ	Installation FAQ	Incomplete			
RepConsole 2010 - Enterprise Edition			ase Software Inc. All Rights Reserved.			
		Internet Protected Mode: On	i∰ ▼ 🔍1005 ▼ _			

- Change the 'Status Filter' to display pages with a specific status, or to display all pages.
- Click 'Print' to print the report.
- Click the page link to load the page.

See also Activity Log Report Unused Images Report Pending Comments Report Customizing a report

```
Home > Advanced Functions > Reports > Unused Images Report
```

Unused Images Report

This report is used to list images that are currently not used within the project. This allows you to review and remove unneeded images. Follow the instructions below to view the 'Unused Images' report, and remove unneeded images.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Expand the 'Admin' node to view the predefined reports. The reports included may be different depending on the project template that your project was created from.



4. Click 'Unused Images' to view the unused images report. The report will list Images that are not found in the following:

- Help Pages
- Page Templates

- Variables





5. Select the images that you want to delete (or click 'Select All'), and then click 'Delete Selected Images'.

Note: Click the image thumbnail to display the full-size image.

See also Activity Log Report Page Status Report Pending Comments Report Customizing a report Home > Advanced Functions > Reports > Pending Comments Report

Pending Comments Report

This report is only used if you allow readers to submit comments to your help pages. When a reader adds a comment to a page, the comment will be assigned a status of 'pending', 'visible' or 'hidden'. This report lists all comments that have been submitted for your help project which can be filtered by comment status.

Follow the instructions below to view the 'Pending Reader Comments' report.

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Expand the 'Admin' node to view the predefined reports. The reports included may be different depending on the project template that your project was created from.



4. Click 'Pending Comments' to view the pending comments report.

Test2 - Powered by HelpConsole 2010 - Presented by TOSHBA Leading Innovation >>>						
😋 🔾 💌 🎒 http://www.seftwareconsole.com/Test2/default.aspilusemamexadmin 🔹 📄 😽 🔀 🖓 Google						
🚖 Favorites 😸 Test2 - Powered by Help(Console 2010)			🎦 🕶 🔯 😁 🖙 🖗 💌 Bage 🕶 Safety 🕶 Tgols 🕶 🌘	9- "
/					Kolemat ator local 💡 🕗 🖬 star blue 🔹 🖬 took 📰 🖬 Ad	
Contents 🗘 😧 🔅 🗟 Save 🗐 🔀	Link	🕃 Index	🔶 Bookma	ek 🔶 P	vist	P
Welcome	Pen	ding F	Reader	Com	ments Status Filter: Pending Mrint Bassarts Mar	~
Advanced Functions	Status	Page	Dete	Username	Comment	
* (1) Tutorials Introduction	Pending	Installation	6/10/2008 2130:20 PM	Admin	The installation was easy. Great work guys!	
a Gu raq	Pending	Installation	6/10/2008 2131:56 PM	Admin	Thad some trouble installing on Windows Vista. After researching the error it turned out that IIS was not configured correctly. After speaking to the staff a Extreme Ease, I was able to determine that the 'redirect' option was turned of	K.
Reports Reports Arget Summary Arget Arget Summary	Pending	Viekone	6/10/2008 2:33:19 PM	Admin	Ansone product! I looked at various other tools and found this one to be the robust, easy to use, and affordable.	
 A Addrift (40) A pige Status Cruced brages Cruced	Pending	Welcome	6/10/2008 2:35:21 PM	Admin	HepConsole is one of the most outstanding web help authoring systems I have ever used. We wanted to develop a web help system that worked across multiple bronsems, looked softwarkstated, new intuitive, and could be developed a matter of days. HelpConsole did the job.	e fin
	Pending	Welcome	6/10/2008 2135136 PM	Admin	The tried several other Help Authoring packages and found HelpConsole to be the most advanced yet easy to use. I an still developing our Help system, Knowledgebase, and losis (invanid to implementing the TL context sensitive feature. Thanks for your support and fine workmanship. I highly recommend is	2 6
PelpConsole 2010 - Enterprise Edition Copyright © 2004 - 2010 Extreme Ease Software Inc. Al Rights Reserved.						
Done				1 1 1	🕒 Internet Protected Mode: On 🏤 👻 🔍 100%	. •

- Change the 'Status Filter' to display comments with a specific status, or to display all comments for the help project.
- Click 'Print' to print the report.
- Click the page link to load the page. Once the page is loaded, you can change the status for the specific comment.

See also Activity Log Report Page Status Report Unused Images Report Customizing a report
Home > Advanced Functions > Reports > Customizing a report

Customizing a report

Some reports can be customized such as the 'Page Summary' report. This report could be customized to include an 'HTML' field that will show a preview of the page content. Follow the steps below to customize a report:

1. Open the Help System

2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Expand the 'Admin' node to view the predefined reports. The reports included may be different depending on the project template that your project was created from.



4. Click the report that you want to customize. For example the 'Page Summary' report:

5. Click 'Edit Pa	age'. The rej	oort will be d	lisplayed in e	edit mode.	
X 🖬 🖬 🖬 🕬	lahoma • Size	• B V A • 🏟	H		
[page name	2]				
	-				Ontwent Eind
					Run Report
created by					
created date					
modified by					
modified date					
Click to add fields					
id .	created by	created date	modified by	modified date	
[opencid]	[open:created by]	[open:created date]	[open:modified by]	[open:modified date]	
🖌 Design 🛛 🔿 HTML					Words: 21 Characters: 173

6. Click the 'Click here to add Fields' label to display the 'Find Properties' window.

7. Click the 'HTML' field to add it to the report. It will be added to the end of the detail row and a search field will be added.

lick to in	sert an exi	isting field:	
ree h	¥.,		
modified	by		
nodford	daha		
modified ID	date		
nodified ID	date		
nodified ID Si	date QL Query:	select * from [_]	help pages
modified ID Si	date QL Query: Sort Field:	select * from [help page:

8. Click 'Save' to save the report.

9. Now when the report is run, a preview of the page will be displayed:

Isalean - Powered by HelpConsule 2023 - P	evented by TODHBA Load	ing Descention 111				
🕉 🕞 🔹 Kital Neaket helpsmerk	2017 Radian (Madrage)	comane-admin#				• 18 4 × 14 mpt
Parantes 👩 Russen - Powered by Help	pConsele 2010					Se + D + D + Dep + Seley + Tyrk + O+
						web and the stress land 🖗 🏠 🔤 🖬 🖉 👘 👘 👘
General O O O Lidentijijiji	Eliza Delos	2 Boleark	A free			
Telore	and the second					[realized)
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H Gu Tutoran H Gu Mag H Gu Mag						This general game grade that all describes the features that you are its constrainty, Explain how is a constrainty used and when the borneling are. For example: The indiget Research and its allows you wantage and individual advantagets in service allower here its write or compare. (rither, the features that you are advantaming are to beat regioned by walking the reader through and to since that example the region when possible.
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						Articles in this section
						[http://www.iet]
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						Online Help
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						Contribution (Potential Mode Of Contribution)

- See also Activity Log Report Page Status Report Unused Images Report Pending Comments Report

Home > Advanced Functions > Conditional Content

Conditional Content

You can control which pages are displayed or what text is displayed on each page based on the current skin. For example if you had two similar products 'Widget Master Lite' and 'Widget Master Pro', you could create a single project that generates help systems for both products.



See also

Movies & Animations Users Security Groups Variables Language Support Page Templates Styles Reports Comments Import Page Objects Home > Advanced Functions > Conditional Content > Conditional Pages

Conditional Pages

Let's say that you have a software product with two editions, "Widget Master Lite Edition" and "Widget Master Professional Edition" and you want to generate a separate help system for each product edition. Most of the content will be the same, however some features are included in the professional edition but not the lite edition.

1. In this scenario, you would create two skins, one named "Widget Lite" and one named "Widget Professional". See Managing Skins



2. Add two 'welcome' pages to the table of contents "Welcome to Widget Master Lite" and "Welcome to Widget Master Professional". See Adding a Page

3. Click the properties icon.

4. Select the "Welcome to Widget Master Lite" page, and then check the "hide" checkbox for the "Widget Pro" skin. This will cause this page to be hidden when the "Widget Pro" skin is applied. Do the same for the "Welcome to Widget Master Pro" page.



'Hide/Lock' Overview:

Hide - If checked, the page will be hidden for this skin and will not be displayed in the contents, breadcrumbs, system variables, etc., however can still be displayed by passing the pageid in the URL, or from a link from another page.

Lock - If checked, the page cannot be viewed by specifying the pageid in the URL (or a link from another page).

Widget Lite Skin applied in live mode

Widget Pro Skin applied in live mode



See also Conditional Content by Skin Conditional Content by User Conditional Content by Query Conditional Variables Home > Advanced Functions > Conditional Content > Conditional Content by Skin



IF Skin1, Skin2 Conditional Content End

Let's say that you have a software product with two editions, "Widget Master Lite Edition" and "Widget Master Pro Edition" and you want to generate a separate help system for each product edition. Most of the content will be the same, however some features are included in the professional edition but not the lite edition.



5. Select the skin(s) that this conditional content will be visible for, and click 'Insert'

6. The conditional content will be contained within orange start and end tags. In the example below, a condition was added for each skin to display the product title.

IF Widget Inte Widget Master Lite (Ind) IF Widget Pro Widget Master Pro (Ind)

7. This is how the page will look in live mode:

Widget Lite Skin applied in live mode

Widget Pro skin applied in live mode



Notes:

- If you want to remove a condition, just delete the start and end tags.
 If you want to edit a condition to include another skin, double click the 'IF' tag and type the skin name. Make sure that skins are separated by commas.
 Conditions can include pretty much anything including text, images, flash animations, variables, iframes, etc.

See also Conditional Pages Conditional Content by User Conditional Content by Query Conditional Variables

Home > Advanced Functions > Conditional Content > Conditional Content by User



IF USER admin Enter Conditional Content Here End

The 'conditional content by user' function is useful if you want to display information or other content for certain users but not others. Follow the steps below to insert conditional content for one or more specific users.

1. Select the page that you want to add conditional text to.



2. Click the 'More' button on the toolbar to show additional functions.



4. Select the users that this conditional content will be visible for, and click 'Insert'

. The conditional content will be contained within orange start and end tags. In the example below, a message will be displayed if a user logs in as 'Admin'.



6. This is how the page will look in live mode:

Not Logged in

Logged in as Admin



Notes:

- If you want to remove a condition, just delete the start and end tags.
- If you want to edit a condition to include another user, double click the 'IF' tag and type the username. Make sure that users are separated by commas.
- Conditions can include pretty much anything including text, images, flash animations, variables, iframes, etc.

See also

Conditional Pages Conditional Content by Skin Conditional Content by Query Conditional Variables

+

Home > Advanced Functions > Conditional Content > Conditional Content by Query

Conditional Content by Query

The 'conditional content by query'' function is similar to the 'conditional content by user' function, however instead of selecting specific users from a list, a query determines which users the content will be visible for. Follow the steps below to insert a condition based on a query:



2. Click the 'More' button on the toolbar to show additional functions.





4. Enter the query that will generate a list of users. The query should generate one column which is the 'username' column. Click 'Insert'

5. The conditional content will be contained within orange start and end tags. In the example below, a message will be displayed if a user is logged in and is assigned to the 'admin' security group.

💥 🛃 🔜 🖬 🕈 🌌 Tahoma 🔹 4 🔹 B 💟 A 👻 💗		
[project name] Online Heip Prosta select username from [users] where [security group] Hello, Your username is assigned to the 'Admi	admin' n' group.	
✓ Design	Words: 25	Characters: 139

6. If the user is logged in and the username is assigned to the 'Admin' group, they will see the conditional message:



Notes:

- If you want to remove a condition, just delete the start and end tags.
 If you want to edit the query within the condition, double click the 'IF' tag and revise the query.
 Conditions can include pretty much anything including text, images, flash animations, variables, iframes, etc.

See also

Conditional Pages Conditional Content by Skin Conditional Content by User Conditional Variables

Home > Advanced Functions > Conditional Content > Conditional Variables

Conditional Variables

Conditional content can be included in user-defined variables. If you have conditional content that you want to include on several pages, this will save time because the condition doesn't have to be re-inserted each time. Follow the steps below to create a conditional variable and insert it into a page.

1. Click the 'Tools' button to display the 'Tools' menu.



- 2. Click 'Variables'
- 3. Click 'Add'
- 4. Click the 'Show Toolbar' button



6. Select the skin(s) that you want the conditional content to be displayed for.

7. Click "insert"



9. Click the 'Save' button to save the variable.

- 10. Close the 'Variables' form.
- 11. Select the page that you want to add the conditional variable to. Click 'Edit Page' to switch to edit mode.



See also Conditional Pages Conditional Content by Skin Conditional Content by User Conditional Content by Query Home > Advanced Functions > Comments

Comments

The 'Comments' feature allows readers to submit comments about the page that they are currently reading. These comments could be anything from informing the author about a spelling or gramatical error, feedback about the specific feature, reporting an incorrect step in the instructions, or a note that may help other readers in the future.



There are two types of comments: Personal Comments and Public Comments.



Adding Comments

Personal Comments Approving Comments Managing Comments

See also

Movies & Animations Users Security Groups Variables Language Support Page Templates Styles Reports Conditional Content Import Page Objects

Home > Advanced Functions > Comments > Adding Comments

Adding Comments

If a page contains the "[comments]" system variable, readers will be able to submit comments for the page. To submit a comment, do the following:

1. Click the 'Add Comment' button Add Comment

2. Type your comment and then click 'Add Comment'.



3. By default, comments are displayed right away, however this can be configured so that comments must be approved before being displayed.

9. HelpConsole 2008 can also be run by entering localhost	
 Welcone Welcone Statisticon System Regurements System Regurem	ista 64bit, but the "Inable 32-bit Applications" setting must be set to True. soft.com/db/894433 At.Jet.OLEDB.4.0" provider is not registered on the local machine", and
All Comment	

Notes:

- Only administrators with the <u>'Approve Comments' permission</u> can delete public comments.
 Only administrators with the <u>'Approve Comments' permission</u> can change the status of a comment.
- Administrators can use the 'Pending Reader Comments' report to list pending comments.

See also Personal Comments Approving Comments Managing Comments

Home > Advanced Functions > Comments > Personal Comments

Personal Comments

If a user is logged in, and the page contains the "[comments]" system variable, the user will be able to submit either public comments or personal comments for the page.

Public Comment: Visible to everyone. Personal Comment: Only visible to the user that added it.

To submit a personal comment, do the following:

1. Click the 'login' link and enter your username and password.

Login		×
Username:	joe	
Password:	••••••	
	Login	

2. Select the page that you want to add comments to.

3. Click the 'Add Comment' button

Add Comment

4. Type your comment, check the 'Personal Comment only visible to {user}' checkbox, and then click 'Add Comment'.



5. The comment will be displayed right away and will only be visible to the username that you are logged in as.

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Telever Contract Standard Contract Standard Sumatanan System Tecanomis Kondon III	Linespress Sector	t he nur am Hindison Helle (Hell, hud the Thealine 12 fet Applications) and Support in manach cardio()(1994)	Datus Visitie 💌 🗙 Reginal least to Tue Tales	
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& Joe Smith (personal) Said		Status: Person	nal 🜱
Add instructions is screenshots when	for how to configu re appropriate.	re on Windows Vista x64 and Wi	ndows 2003 x64.	Provide
3/25/2009 4:10:3	32 PM			

6. Users can delete a personal comment by clicking the delete icon beside the comment.

Notes:

- Administrators with the 'Approve Comments' permission can delete personal comments.

- Administrators with the 'Approve Comments' permission can change a personal comment to a public comment.

See also Adding Comments Approving Comments Managing Comments

Home > Advanced Functions > Comments > Approving Comments

Approving Comments

By default, comments are visible immediately after they are added, however administrators may want to be able to approve comments before making them visible. To configure comments to require approval, do the following:

- 1. Open the Help System
- 2. If you are not already logged in, log in as an administrator with 'tools' permissions.

3. Click the 'Tools' button to display the 'tools' form.



4. Click 'Properties' to display the 'Project Properties' form.

Project Properties	_				×
			Cancel	Save	
Start Page:	[First Page]		Select		
Default Skin:	blue				
Activity Log:	Record No Actions				
Help Format:	Frames				
Allow Scripts:	False				
Default Page Status					
Default Contents Mode:	Edit				
Default Comment Status:	Visible				
Users Dataset:					
SMTP Server:					

5. Change 'Default Comment Status' to 'Pending'

Default Comment Status: Pending

6. Click 'Save'

Note: Administrators can use the 'Pending Reader Comments' report to list pending comments.

See also Adding Comments Personal Comments Managing Comments

```
Home > Advanced Functions > Comments > Managing Comments
```

Managing Comments

Administrators with the 'Approve Comments' permission can manage comments.

Change Comment Status

To approve a comment, simply change the status from 'Pending' to 'Visible'. This is done by selecting 'Visible' in the drop down list. The change will be saved automatically.



Delete a Comment

To delete a comment, click the 'delete' icon beside the comment.

See also Adding Comments Personal Comments Approving Comments Home > Advanced Functions > Import

Import

Importing a Word Importing HTML Pages Importing a Robohelp Document Project

When creating a help system, you may have existing Word or HTML documents that you want to include in your help system. Content from various sources can be imported into HelpConsole, avoiding the need to re-enter the information manually. In most cases, images, links and formatting is retained.



See also

Movies & Animations Users Security Groups Variables Language Support Page Templates Styles Reports Conditional Content Comments Page Objects Home > Advanced Functions > Import > Importing a Word Document

Importing a Word Document

Follow the steps below to import a Word Document into a HelpConsole project:

1. Open the document in MS Word that you want to import into your HelpConsole project.

2. Click the 'Office button' and then click 'Save As'



3. Browse to the 'Import' folder within your project folder. For example if your project is named 'myproject' then the path will be c:\program files\helpconsole 2008\myproject\import\



4. for 'Save as type', select "Web Page, Filtered (*.htm, *.html)"

File name:	Instaling the Software.htm	~
Save as type:	Web Page, Filtered (*.htm; *.html)	~
Page title:	Word 97-2003 Template (*.dot)	^
	Web Page (*.htm; *.html)	
	Web Page, Filtered (*.htm; *.html)	
	Plain Text (*.txt)	~
	×	

5. Click the 'Save' button

6. You may see a confirmation prompt. Click 'Yes'



7. Important: Close MS Word. If the document remains open in MS Word, an error will occur during the import process, because the document is locked.

8. Open your help project in HelpConsole. If your project is named 'MyProject' then you can open the project with the url "localhost/helpconsole2010/myproject"

9. Click 'Login'. Enter your username and password to login.

10. You should see a flashing 'Import' icon on the 'contents' toolbar. Click this icon to import the files.



11. After the import is complete, the page(s) will be added to the bottom of the contents, and can then be dragged to any location within your table of contents.



See also Importing HTML Pages Importing a Robohelp Project Home > Advanced Functions > Import > Importing HTML Pages

Importing HTML Pages

Follow the steps below to import existing html pages into a HelpConsole project. These could be pages exported from a website, another help system, etc.

1. Use Windows File Explorer to copy the html pages and associated images to the 'Import' folder within your helpconsole project folder. Image files can be located in the same folder as the HTML pages or a sub folder. If for example, your project is named 'MyProject' then you will copy the html files to c:\program files\helpconsole 2010\MyProject\Import\



2. Open your help project in HelpConsole. If your project is named 'MyProject' then you can open the project with the url "localhost/helpconsole2010/myproject"

3. Click 'Login'. Enter your username and password to login.

4. You should see a flashing 'Import' icon on the 'contents' toolbar. Click this icon to import the files. Please be patient. If there are more than 40 pages, the import may take a couple of minutes.



5. After the import is complete, the pages will be added to the bottom of the contents, and can then be dragged to any location within your table of contents.



See also Importing a Word Document Importing a Robohelp Project Home > Advanced Functions > Import > Importing a Robohelp Project

Importing a Robohelp Project

Follow the steps below to import an existing Robohelp project.

1. Use Windows File Explorer to copy the contents of the Robohelp project folder to the 'Import' folder in the HelpConsole project folder. If for example, both the Robohelp project and the HelpConsole project are named 'MyProject' then you will copy the files: From: My Documents\My Robohelp Projects\MyProject\ (note: Copy all files and folders except "!Language!", "!SkinSubFolder!" and "!SSL!")



To: c:\program files\helpconsole 2010\MyProject\Import\ 😂 Import Elle Edit Yiew Favorites Icols Help 2 🚱 Back 🔹 🐑 - 🟂 🔎 Search B Folders •••• 💌 🛃 Go Address 🛅 C:\Program Files\HelpConsole 2010\MyProject\Import × Folders n 55 m 122 🗄 🚞 HelpandManual4 ~ 🗄 🚞 HelpConsole 2006 readme.txt Breaking /ebH 🗉 🚞 HelpConsole 2007 🗉 🚞 HelpConsole 2007 (old web HelpConsole 2007 (old) 🗉 🧰 HelpConsole 2007 Demos tia EA ict ist 1 😑 🚞 HelpConsole 2010 E 🚞 _engine 🚞 bin *** *** 434 🗉 🛅 Example Help System 🗉 🚞 Example Reseller Cons 🗉 🚞 HelpConsole 🗉 🚞 Master Website -*** -🖃 🚞 MyProject 🚞 data emplate HOW vehin rhoonin a docs images 🗄 🧰 Import 232 -----🚞 skinimages 102 objects selected 3.23 MB 🛃 My Computer

2. Open your HelpConsole project. If your project is named 'MyProject' then you can open the project with the url "localhost/helpconsole2010/myproject"

3. Click 'Login'. Enter your username and password to login.

4. You should see a flashing 'Import' icon on the 'contents' toolbar. Click this icon to import the files. Please be patient. If there are more than 40 pages, the import may take a couple of minutes.



5. After the import is complete, the pages will be added to the bottom of the contents, and can then be dragged to any location within your table of contents.



See also Importing a Word Document Importing HTML Pages Home > Advanced Functions > Page Objects

Page Objects

Page Objects are similar to page variables but are more complex. The following page objects can be inserted into a help page:

Dataset: A customizable database form consisting of a find screen and a detail screen.

Dataset Summary: Provides a summary view of a specified dataset.

File Folder: Allows administrators and/or users to upload and manage files and documents.

Toggle Panel: Allows readers to click an expand icon to view additional information.

<u>Report:</u> Use the report designer to design reports with parameters.

See also

Movies & Animations Users Security Groups Variables Language Support Page Templates Styles Reports Conditional Content Comments Import Home > Advanced Functions > Page Objects > Dataset

Dataset

A dataset is a customizable database form consisting of a find screen and a detail screen. An example of a dataset is a simple support ticket form, allowing customers to submit support issues.















Adding a Dataset



Adding a Find Field

Dataset Find Properties

Dataset Detail Properties





Email Triggers

See also Dataset Summary File Folder Toggle Panel Report

Home > Advanced Functions > Page Objects > Dataset > Adding a Dataset

Adding a Dataset

Datasets can be added to your help system to collect and manage data. Examples of datasets might include any of the following:

- Support Tickets
- Bug Reports
- Feedback
- Survey form
- Download form

Follow the steps below to add a dataset to existing page:

1. Select the page that you want to add the dataset to.

2. Click 'Edit Page' Edit Page

3. Click the 'Insert Page Object' icon.





5. The dataset will be added to the page.

O V K to Sector According to the sector	AQ1	- B 6 ×	de la contra	P-
👷 Favorites 🛛 🙀 🎢 Suggestived Silves + 📥 Free ACL & Delawar	al Desense These restored The Victor Colory -			
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Done			Storiment	Q + \$105 +

6. At this point you can add detail fields, or add find fields.

7. If no additional fields are added, this is what the dataset will look like in live mode.

		To Diff, login an "Admin" with no peop	mente 🔁 Looite
Contents	📑 Index 😪 Bookmark 🕐 Print 🔯 Link	Search:	(P)
K (j) Vinicone K (j) Instalation K (j) Instalation K (j) Advance/Functions K (j) Advance/Functions K (j) Tutanile K (j) Face K (j) Face	Here a Support Titleto Support Tickets		1
	Support Tickets Search	Find	
HelpConsole 2008 - Enterprise Edition	Carynet & 2	Add Reserc	Rights Reserved

8. If you want to delete a dataset from the page in the future, simply delete the find panel and the detail panel.

See also

Adding a Detail Field Adding a Find Field Dataset Find Properties Dataset Detail Properties Dataset Field Properties Dataset File Attachments Email Triggers Home > Advanced Functions > Page Objects > Dataset > Adding a Detail Field

Adding a Detail Field

Follow the steps below to add detail fields to a dataset:

- 1. Select a page containing a dataset, and click 'Edit Page'.
- 2. Click anywhere on the 'Dataset Detail' panel to display the 'Dataset Detail' properties.

3. Click the 'Text', 'Date', 'Number', 'Check', 'Memo', or 'List' button to add a field.



4. When prompted, enter a name for the field.

Explorer User Prompt	
Script Prompt: Please enter a name for the field.	OK Cancel
Product	N N

5. The following example contains the following fields:

- Summary (Text)
- Product (List)
- Ticket Number (Number)
- Date Added (Date)
- Details (Memo)
- Closed (checkbox)

🔍 Sup	port Tickets Detail	Save Cancel
Summary:		
Product:		·
Ticket Number:		
Date Added:		11 () () () () () () () () () (
Details:	2	<u>s</u>
	8	*
Closed:		

6. Any of these fields can be repositioned or resized using your mouse.

7. Additional detail form properties and detail field properties can be set in the properties window.

8. Click the 'save' icon on the toolbar to save changes to the dataset.

See also

Adding a Dataset

Adding a Find Field Dataset Find Properties Dataset Detail Properties Dataset Field Properties Dataset Field Attachments Email Triggers Home > Advanced Functions > Page Objects > Dataset > Adding a Find Field

Adding a Find Field

Follow the steps below to add find fields to a dataset:

- 1. Select a page containing a dataset, and click 'Edit Page'.
- 2. Click anywhere on the 'Dataset Find' panel to display the 'Dataset Find' properties.

3. Click a field in the list to add it to the find form.

Dataset Find Properties	😁 🗙
et data in a statut se data	
Click to insert an existing field:	
Product	
Ticket ther	
Closed Date Ag	
Details	
_Created By	
_Modified By	
_Modified Date	
up (1)	
SQL Query:	
Sort Field:	
Character D	
Show All:	

4. When a field is clicked, it will be added as a textbox and as a column in the search results.

Summary:	🔘 [ра	ge nan	ne] Sea	arch		Find
Summary:			-		_	
Product Ticket Namber Closed Date Added Click to add fields Summary Product Ticket Namber Closed Date Added	Summary					
Ticket Number Closed Date Added Click to add fields Summary Product Ticket Number Closed Date Added	Produc	t				
Closed Date Added Click to add fields Summary Product Ticket Number Closed Date Added	Ticket Numbe	r				
Date Added Click to add fields Summary Product Ticket Number Closed Date Added	Close	d				
Click to add fields	Date Adde	d				
Click to add fields						
Summary Product Ticket Number Closed Date Added	Click to add fields	L				
	Summary	Product	Ticket Number	Closed	Date Added	1
[open:Summary] [open:Product] [open:Ticket [open:Closed] [open:Date Added]	[open:Summary]	[open:Product]	[open:Ticket	[open:Closed]	(open:Date Adde	ed]

5. Any of these fields can be repositioned or resized using your mouse.

6. Additional find form properties and find field properties can be set in the properties window.

7. Click the 'save' icon on the toolbar to save changes to the dataset.

See also

Adding a Dataset Adding a Detail Field Dataset Find Properties Dataset Field Properties Dataset Field Properties Dataset File Attachments Email Triggers Home > Advanced Functions > Page Objects > Dataset > Dataset Find Properties

Dataset Find Properties

Follow the steps below to set properties for a dataset find form:

1. Select a page containing a dataset and click 'Edit Page'

2. Click anywhere on the find form to display properties.



users must enter search criteria to display any records.

3. After setting properties, click 'save' to save changes.

See also

Adding a Dataset Adding a Detail Field Adding a Find Field Dataset Detail Properties Dataset Field Properties Dataset File Attachments Email Triggers Home > Advanced Functions > Page Objects > Dataset > Dataset Detail Properties

Dataset Detail Properties

Follow the steps below to set properties for a dataset detail form:

1. Select a page containing a dataset and click 'Edit Page'

2. Click anywhere on the detail panel to display properties.



Property	Description
Data Source	This is the database table where records are stored. When a dataset is added to a page, the database table is automatically craeted when the page is saved.
Add Field Buttons	Click the 'Text', 'Date', 'Number', 'Check', 'Memo' or 'List' button to add a new field to the detail panel. This will create a new field in the database table.
Click to Insert	Click a field in the list to add it to the detail form. This list contains fields that were previously added.
Redirect URL	When the 'save' button or the 'cancel' button on the detail form is clicked, this is the page that will be loaded. This can be a full URL such as <u>http://www.google.com</u> or a relative url such as "Page.aspx?pageid=faq"

3. After setting properties, click 'save' to save changes.

See also

Adding a Dataset Adding a Detail Field Adding a Find Field Dataset Find Properties Dataset Field Properties Dataset File Attachments Email Triggers Home > Advanced Functions > Page Objects > Dataset > Dataset Field Properties

Dataset Field Properties

Follow the steps below to set properties for a detail or find field:

1. Select a page containing a dataset and click 'Edit Page'

2. Click a field on the detail form or the find form to display properties.

		Dataset Deta
🖳 [nage na	amel Detail	Save
C [page ne	aniej becan	Cancel
0	0 0	
Summary-		
Product:	V	
Ticket Number:		
Date Added:	~	
Details:		
Closed: 💌		



Property	Description
Field Name	Readonly - Shows the name of the field. The field cannot be renamed here, but can be renamed in the 'dataset detail properties' window.
Field Type	Readonly - Show the field type (Text, Date, Number, Check, Memo, or List). The field type cannot be changed once the field is added.
Default Value (detail field)	The detail field will be populated with this value when a new record is added.
Default Value (find field)	The find field will be populated with this value when the find form is first displayed. If one or more find fields have default values, a search will automatically be performed and search results will be displayed based on those find field values.
Width	Defines the width of the field
Height	Defines the height of the field
Required	If checked, the detail field cannot be blank when the record is saved. The record will not be saved until a value is entered.
Disabled	If checked, the detail field will be disabled. The value cannot be changed or removed.

3. After setting properties, click 'save' to save changes.
See also

Adding a Dataset Adding a Detail Field Adding a Find Field Dataset Find Properties Dataset Detail Properties Dataset File Attachments Email Triggers Home > Advanced Functions > Page Objects > Dataset > Dataset File Attachments

Dataset File Attachments

You can add the [File Attachments] variable to a dataset to allow users to upload and manage files.

Add Variable

Follow the steps below to add the [File Attachments] variable to a dataset:

1. Select the page containing the dataset.

2. Click 'Edit Page' Edit Page

3. Type "File Attachments" in square brackets within the detail panel (usually at the bottom).

(page name] Detail	Dataset Detail Save Cancel
Summary:]
[File Attachments]	

4. Click the 'save' icon to save the changes.

Attach a File

Follow the steps below to attach a file to a dataset record:

*Important: Files can only be attached to existing records, this means that files cannot be attached while adding a new record.

1. Click an existing record to open the detail form.

FAQ Search	Find
Summary:	
Summary Widget Master 2000	
	Add Record

2. When the record is displayed, click the 'browse' button.

FAQ Detail	Save Cancel
Summary: Widget Master 2000	
File Attachments	Browse

3. Select the file to attach and then click 'open'.



4. The file will be added to the list. At this point, it can be opened, downloaded, or deleted.

SAQ Detail	Save Cancel
Summary: Widget Master 2000	
File Attachments	Browse
X AddPage.zip	
× Application.dat	
And a second sec	
X demos_back.gr	
x manual.pdf	

Note: If the user does not have 'edit' permissions for the dataset, the 'delete' icon will not appear and files cannot be deleted.

See also

Adding a Dataset Adding a Detail Field Adding a Find Field Dataset Find Properties Dataset Detail Properties Dataset Field Properties Email Triggers Home > Advanced Functions > Page Objects > Dataset > Email Triggers

Email Triggers

Email triggers can be added to a dataset page to send an email when a record is added, edited or deleted. Follow the steps below to add an email trigger.

1. Select the page containing the dataset.

2. Click 'Edit Page' Edit Page

3. Click to position the cursor at the bottom of the page.

4. Select 'OnAdd Email', 'OnEdit Email' or 'OnDelete Email' and then click the 'Insert' button.

Insert Page Object	×
Select a page object and then dick t	he 'insert' button.
Dataset DatasetSummary FileFolder OnDelete Email OnDelete Email OnEdit Email Report TogglePanel	Insert

5. The email trigger will be added to the page.



6. Populate the email trigger with the following information:

Field	Description
Prompt	This heading will be displayed when the email prompt appears. If this field is blank, the email will be automatically sent without prompting.
From	Email address of the sender. This can be any valid email address. If the recipient replies to the email, this is the address that the reply will be sent to.
То	Email address of the recipient.
Subject	Subject of the email.
Body	Body of the email.

Detail field values can be used in any of the email fields above. The format is [field:{fieldname}]. For example, if there as a 'status' field, you could display the value in the email body with the following text "The status is [field:status]"



Con Add Email Prompt: Do you wish to send an email? From: John@Company.com To: Alice@Company.com Subject: New Widget Record Added Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John			
Prompt: Do you wish to send an email? From: John@Company.com To: Alice@Company.com Subject: New Widget Record Added Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John			🖻 On Add Email
From: John @Company.com To: Alice @Company.com Subject: New Widget Record Added Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John	Prompt:	Do you wish to send an email?	
From: John @Company.com To: Alce @Company.com Subject: New Widget Record Added Body: Hi Alce, This is an automated email to let you know that a new widget record has been added. Kind Regards, John			
To: Alice@Company.com Subject: New Widget Record Added Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John	From:	John@Company.com	
To: Alice @Company.com Subject: New Widget Record Added Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John			
Subject: New Widget Record Added Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John	To:	<u>Alice@Company.com</u>	
Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John	C. 1		
Body: Hi Alice, This is an automated email to let you know that a new widget record has been added. Kind Regards, John	Subject:	New Widget Record Added	
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This is an automated email to let you know that a new widget record has been added. Kind Regards, John	bouy:	H AICE,	
Kind Regards, John		This is an automated email to let you know that a new widget record has been added.	
John		Kind Regards,	
John			
		nuor	

Email Form

When a new record is added, the following email form will appear. If the 'Prompt' field was left blank, the email will be sent transparently.



See also

Adding a Dataset Adding a Detail Field Adding a Find Field Dataset Find Properties Dataset Detail Properties Dataset Field Properties Dataset Field Attachments Home > Advanced Functions > Page Objects > Dataset Summary

Dataset Summary

A dataset summary provides a way to display information in various ways from the project database. If for example you had a dataset for managing support tickets, you might create a dataset summary to display a summary view of only open support tickets that are 3 days or older. A dataset summary can also be used to display information from system tables within the database. The following example displays a list of user accounts:

1. Select the page that you want to add the dataset summary to.



1





5. Click anywhere on the 'Dataset Summary' panel to display properties.

6. In the 'Datasource' list, select 'SQL Query'

7. Enter the query: "select * from [_users]" and then click 'OK'

Explorer User Prompt	
Script Prompt: SQL Query:	ОК
select * from [_users]	Cancel

8. The 'Click to Insert' list should now contain a list of fields.

9. Click 'UserName', 'FullName' and then 'Security Group' to add those columns to the dataset summary.

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select * from [_users]				
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Pul Name				
Security Group				
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Allow Delete:				
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10. Click 'Save' to save and switch to live mode.

11. You should see a	list of usernames.		
John	John Smith	Admin	
Alice	Alice Jones	Admin	
admin	Administrator	admin	

Dataset Summary Properties

Property	Description
Data Source	This is the database table that data will be displayed from. A custom SQL query can be defined by selecting 'SQL Query'
Click to Insert	Click a field in the list to add it to the dataset summary. This list is generated based on the Datasource.
Open Page	This is the page that will be displayed when a record is clicked in the dataset summary. Only pages containing datasets will be listed.
Allow Add	If checked, the 'Add Record' button will be displayed allowing users to add records to the associated dataset.
Allow Delete	If checked, the delete icon will be displayed allowing users to delete records from the associated dataset.

See also

Dataset File Folder Toggle Panel Report Home > Advanced Functions > Page Objects > File Folder

File Folder

A file folder can be added to any page within your help system. File Folders provide a way to easily upload documents, images, and other files to the project allowing end users to view or download the files. File folders are secure meaning that only users with the appropriate permissions can access the files.

Adding a File Folder

Follow the steps below to add a file folder to a page:

- 1. Select a page that you want to add the file folder to.
- 2. Click 'Edit Page' to switch to edit mode.
- 3. Click the 'Insert Page Object' icon on the toolbar.
- 4. Select 'File Folder' and then click 'Insert'.

	×
Select a page object and then clid	the 'insert' button.
Dataset DatasetSummary FileFolder OnAdd Email OnDelete Email OnEdit Email Report TogglePanel	Inset

5. Click 'Save' to save the page and switch to live mode.

6. Click the 'Browse' button to select a file to add from your harddrive or your network.

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7. After a file folder has been added to a page, permissions for that file folder can be set in "Tools > Security Groups"

See also

Dataset
Dataset Summary
Toggle Panel
Report

Home > Advanced Functions > Page Objects > Toggle Panel

Toggle Panel

A Toggle Panel provides a way to display a minimal amount of information, but allow the reader to click an 'expand' icon to display additional information. Toggle Panels can contain pretty much any html element including images, flash videos, tables, iframes, links, etc.

Here's an example of a toggle panel:

Advantages:

- Faster than a dynamic help system
- Can be run anywhere with a standard browser
- Can be distributed on a CD or within a setup file
- Fewer files
- Can be run on any web server such as Apache, Linux, etc.
- Supports all browsers right back to Netscape 1.0 and IE 1.0

Disadvantages:

- Not editable (Updates require re-publish)
- 'Most Popular Pages' feature not supported
- 'Reader Comments' feature not supported
- 'Page views' feature not supported
- Dynamic conditional content not supported
- Dynamic skins not supported

Follow the steps below to add a toggle panel to a page:

1. Select the page that you want to add the toggle panel to.

2. Click 'Edit Page'

Edit Page

3. Click the 'Insert Page Object' icon.

4. Select 'TogglePanel' in the list and then click 'Insert'.

Select a page object and then click the 'insert' button. Dataset DatasetSummary FileFolder OnAdd Email OnDelete Email OnEdit Email Report TogglePanel	Insert Page Object 🛛 🗙
	Select a page object and then click the 'Insert' button. Dataset DatasetSummary FileFolder OnAdd Email OnDelete Email OnCdit Email Report TogglePanel

5. Type the toggle panel heading and body.



6. Click the 'Save' button to save the page and switch to live mode.

See also

Dataset Dataset Summary File Folder Report Home > Advanced Functions > Page Objects > Report

Report

The built in report designer allows administrators to design summart reports which pull information from various dataset tables and other tables within the project database. A report could be created to display a list of user accounts for the project. Follow the steps below to create a simple report listing user accounts:

1. Select the page that you want to add the report to.



Select a page object and then click the	ne 'insert' button.
Dataset DatasetSummary FileFolder OnAdd Email OnDelete Email OnEdit Email	Insert
Report TogglePant	

- 5. Click anywhere on the report panel to display properties.
- 6. For 'SQL Query' enter "select * from [_users]"
- 7. You should then see a list of fields that can be added to the report.

8. Click 'Username', 'Full Name' and 'Security Group' to add them to the report. The field will be added as a column and a matching parameter field will also be added. If the parameter field is not required, you can simply delete the textbox and label.

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9. Click the 'Save' button to save the page and switch to live mode.

10. By default, all records will be listed. You can filter the report by entering a parameter and then clicking 'Run Report'.

Home > User Accou	nts		
User Acc	ounts		
	isername		Run Report
Securi	ity Group		
username	Full Name	Security Group	
John	John Smith	Admin	
Alice	Alice Jones	Admin	
Bob	Bob Alexander	Admin	
Andrea	Andrea Bloomburg	Admin	
Jesse	Jesse Black	Admin	
Todd	Todd Finigan	Admin	
admin	Administrator	admin	

Note: When the report is printed, the 'Run Report' button will not be displayed.

Page Names in Reports The 'Page Name' field is not located in any table in the project database, however it is possible to include page names in your reports by entering an SQL Query with PageID with the alias "PageNameFromID". For example, to create a report that lists page names and associated page views, the SQL Query would be: SELECT PageID AS PageNameFromID, Views FROM [_Page Views]

Page Views

Page Name	Views	
Support Tickets	78	
Welcome	63	
Tutorials	47	
FAQ	31	
Tutorial 2	1	
Tutorial 1	1	
Installation FAQ	1	
	1	

See also

Dataset Dataset Summary File Folder Toggle Panel

Home > Toolbar Reference

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Page Template Editor Toolbar					
See also Welcome Getting Started Installation Basic Functions Advanced Functions FAQ					
[search children]					

Editor Toolbar

Home > Toolbar Reference > System Toolbar

System Toolbar

The 'System Toolbar' is displayed when the user is logged in and has at least 'tools' or 'publish' permissions.



icon/button	Description
Ŷ	Click the 'Submit Suggestion' icon to submit suggestions directly to the HelpConsole 2010 development team to improve the software.
0	Click the 'help' icon to open the HelpConsole 2010 help system.
Tools	Click the 'Tools' button to display the project tools form to perform functions such as backing up a project, manage skins, set permissions, etc.
Publish	Click the 'Publish' button to publish a static help system or PDF manual. For more information, see <u>Publishing a Static Help System</u> or <u>Publishing a PDF Manual</u>
Skin blue blue Ocean office tabs More Skins	Select a skin in the skin list to apply a different skin. Select 'More Skins' to download a skin from the Extreme Ease 'Skin Collection'. For more information, see <u>Skins</u>

See also Contents Toolbar Function Toolbar Editor Toolbar Skin Editor Toolbar Variable Editor Toolbar Page Template Editor Toolbar Home > Toolbar Reference > Contents Toolbar

Contents Toolbar

Contents 🗘 😧 🔅 Save

icon/button	Description
•	Add page
8	Delete Page
	Set Page Properties
Save	Saves any changes made to the HelpConsole project. When the button is red, save is required.

See also System Toolbar Function Toolbar Editor Toolbar Skin Editor Toolbar Variable Editor Toolbar Page Template Editor Toolbar Home > Toolbar Reference > Function Toolbar

Funct	tion	Toolba	ar		
🖋 Link	Index	2 Bookmark	i Print	1	P

Function Toolbar Reference

icon/button	Description
Edit Page	If the user is logged in and has 'edit pages' permissions, the 'Edit page' button will be visible. This button will not be visible when external pages are displayed.
🚮 Index	Click the 'Index' icon to display the index for the help system. The index is generated from keywords that are assigned to help pages via page properties. For more information, see: Keywords and Index
🕎 Add to Favorites	Click the 'Add to Favorites' icon to bookmark the current page in the favorites list of your browser. If the page was added while in edit mode, the page will be reopened in edit mode.
🍋 Print Page	Click the 'Print Page' icon to print the currently displayed page. A printer dialog window will appear allowing you to select the printer and set other printing options.
🥌 Link	Click the 'Link' icon to display the URL for the current page. Examples of various link types with HTML code are provided.
Search:	Enter search criteria and click the 'Search' button to perform a search. the results will be displayed in the contents window.

See also System Toolbar Contents Toolbar Editor Toolbar Skin Editor Toolbar Variable Editor Toolbar Page Template Editor Toolbar Home > Toolbar Reference > Editor Toolbar

Editor Toolbar	
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Toolbar Function Reference

icon/list	Name	Description
×	Close Toolbar	Switches the page back to live mode. If changes were made to the page, you will be asked if you want to save.
-	Save Page	Saves the page.
	Link page	Allows authors to add a link to another page in the help project.
	Insert Table	Inserting a table works similarily to Microsoft Word?. Click the 'Insert Table' button and select how many rows and columns are desired. The table will be inserted at the current cursor position. See also: <u>Working with Tables</u>
2	Image Manager	Pressing this button will open the image dialog which allows you to manage images. From this form, images can be inserted into the page. Images can also be uploaded from a local harddrive or network
Tahoma 💌	Font Name	Sets the font typeface. This dropdown allows you to change the font of the selected text.
2 🔽	Font Size	Sets the font size. This dropdown allows you to change the font size of the selected text.
В	Bold	Applies bold formatting to the selected text. Select the text and press this button to apply bold formatting. If the cursor is positioned in a single word, pressing this button will bold the entire word.
<u>u</u>	Underline	Applies underline formatting to selected text. Select some text and press this button to apply underline formatting. If the cursor is positioned in a single word, pressing this button will underline the entire word.
=	Align Left	Aligns the selected paragraph to the left.
=	Align Center	Centers the selected selected paragraph.
=	Align Right	Aligns the selected paragraph to the right.
Α	Foreground color	Changes the color of the selected text. This dropdown allows you to change the font color of the selected text.
E	Toggle Toolbar	Toggle between standard toolbar and full toolbar
4	Print	Pressing this button to display the default printer dialog box. Press [OK] or Print , to print the current page in your web browser. You can set your printer properties before printing.

ABC	Spell Check	The spellchecker is a tool which checks the spelling of the written text. It works the same way as in Microsoft Word?. When launched, the spellchecker dialog will appear and the checking will start automatically from the beginning of the document. If there is a misspelled word, it will appear in the spellchecker dialog, where you can either [Ignore] the suggestion or [Change] the word with the suggested one.
æ	Find & Replace	Opens the Find and Replace dialog. This dialog allows you to search for and/or replace specific text on the page. See also: Page Search and Replace
۲ <u>۵</u>	Global Search & Replace	Allows authors to search and replace text or html code across all pages in the help project. See also: <u>Global Search and Replace</u>
2	Hyperlink Manager	Assigns a hyperlink to the selected text or image. The hyperlink dialog window will open. It allows you to choose the type of link you want to insert: Hyperlink, Anchor or E-mail. See also: Links
<u>چ</u>	Remove Link	Removes the hyperlink from the selected text or image. See also: Links
	Insert Variable	Inserts a user defined or system variable. Variables act as placeholders for content that might change in the future. When the page is displayed in live mode, the variable value will be displayed. See also: <u>Variables</u>
	Insert Conditional Text	This button will insert conditional text that will be visible for selected skins. For more information see: <u>Conditional Text</u>
	Sticky Note	Inserts a sticky note that can be placed anywhere on the page. This is typically used by the author to remind themselves to complete certain tasks. Sticky notes are not visible in live mode.
Ø	Flash Manager	The flash dialog is used for working with flash files - inserting and uploading animations. See also: <u>Adding a Flash Animation</u>
0	Media Manager	The Windows media dialog is used for inserting and uploading media objects (AVI, MPEG, WAV, etc.). It also lets you set the object?s properties. See also: <u>Adding a Media Animation</u>
₽ ₩	Document Manager	Pressing this button will open the 'Document Manager' dialog which allows you to link the selected text with another page. See also: Adding Page Links
1	Format Stripper	Strips (removes) the formatting from the selected text. Removes Word?, custom or all formatting.
	Show / Hide Border	Toggles borders of all tables within the editor ON and OFF. The ON function works on tables which have hidden borders.
	Set Absolute Position	This button toggles the positioning type for a selected object. Pressing this button will allow you to drag and drop an object (image, table or media) freely within the editor. The default positioning type is relative, which means that an object is positioned inline (or relative) to other objects. When the positioning type is absolute, the object can be placed anywhere on the page
¥	Cut	Cuts the selected content and copies it to the clipboard. The [Cut] button works on selected text, image and/or table. Select the content and then [Cut] it. When using this tool, the cut text or image will be removed from the page and will be stored in the clipboard for later use. Please, note that only the last cut (or copied) item will be stored in the clipboard. This tool is very helpful if you have decided to change the place of a piece of text in the sentence or in the page.
		Copies the selected content to the clipboard. The [Copy] button

i≊}_	Сору	works on selected text, image and/or table. Select the content first and then [Copy] it. When using this tool, the content will be stored in the clipboard for later use. Note that only the last copied (or cut) item will be stored in the clipboard. This tool is very helpful if you need to type the same text many times: just select the text, press the button, place the cursor on the new place and press the [Paste] button. This procedure works for images and/or tables as well.
2	Paste	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. Place the cursor where you want the item to appear and press the [Paste] button.
\$	Paste from Word	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. The editor will clean all unnecessary Microsoft Office related tags. Place the cursor where you want the item to appear and press this button. In case the user is trying to paste Word content with the regular Paste button or Ctrl V, a dialog will prompt whether the Word markup should be cleaned. If the Clipboard content does not come from Word, the dialog will not be shown.
\$	Paste from Word cleaning fonts and sizes	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.) in Microsoft Word ?, you can [Paste] it using this button. The editor will clean all unnecessary Microsoft Office related tags plus font formatting. Place the cursor where you want the item to appear and press this button.
Ê	Paste Plain Text	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. The [Paste Plain Text] button works similarly to [Paste from Word], but it removes all HTML formatting and pastes plain text, preserving the line breaks.
8	Paste as HTML	After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. This tool allows you to paste the HTML content of the Clipboard as code, which may be quite convenient for developer-oriented applications (e.g. support systems, forums, etc.) The pasted text will look something like this: <img <br="" originalattribute="src" src=" originalAttribute=" src"=""/> originalPath=" originalAttribute="src" originalPath=""" logo.gif"> What's new in this version
•7	Undo	Undoes the previous action. Pressing this button will [Undo] the last action you have made in the editor. This includes but is not limited to inserting tables, moving images and formatting text. Pressing the down arrow next to this button will open a dropdown where you can select from a list of previous actions.
ç	Redo	Redoes the last undone action. Pressing this button will [Redo] the action you have just undone. Pressing the down arrow next to this button will open a dropdown where you can select from a list of actions that can be redone.
Style	Style	Applies predefined styles to a selected element such as text, image, table, etc. This dropdown menu contains predefines styles contained in the project stylesheet. See also: <u>Styles</u>
Normal	Paragraph Style	Applies standard or predefined text styles to the selected paragraph. Click anywhere in the paragraph you want formatted and select the preferred style from the dropdown.
Ι	Italic	Applies italic formatting to the selected text. Select some text and press this button to apply Italic formatting. If the cursor is positioned in a single word, pressing this button will apply italic to the entire word.

	Justify	Pressing this button will justify the selected paragraph to the left and to the right at the same time.
3 9	Background Color	Changes the background color of the selected text. This dropdown allows you to change the background color of the selected text.
ŧ.	Indent	This button indents a paragraph to the right. Each time this button is pressed, the paragraph will be indented further to the right.
	Outdent	Decreases paragraph indent to the left. This button works only if indent has been applied to a paragraph beforehand. To use this button, click anywhere in the paragraph you want indented to the left and press the button.
\$ <u></u>	Numbered List	Creates a numbered list from the selection. Select some text or place the cursor inside a paragraph and press this button to make the text a numbered list. Pressing this button again will turn the numbered list into a regular paragraph of text.
E	Bullet List	Creates a bulleted list from the selection. Select some text or place the cursor inside a paragraph and press this button to make the text a bulleted list. Pressing this button again will turn the bulleted list into a regular paragraph of text.
×	SuperScript	Makes text or numbers appear as superscript. When typing text, you may press this button to make the text that follows superscript. The button also works on selected text. You have to press the button again to switch to normal text typing.
X ₁	SubScript	Makes text or numbers appear as subscript. When typing text, you may press this button to make the text that follows subscript. The button also works on selected text. You have to press the button again to switch to normal text typing.
A	Strikethrough	Applies strikethrough formatting to selected text. Select some text and press this button to apply strikethrough formatting. If the cursor is positioned in a single word, pressing this button will strikethrough the entire word.
<u>*</u> चत्र	New Paragraph	Inserts a new paragraph. There is a difference between pressing this button and pressing [Enter]. The latter creates a new line keeping the paragraph formatting whereas [new paragraph] creates a new paragraph, with different paragraph settings which can be changed later on. This feature is important when you apply indentation and justification to text.
©	Insert Symbol	Inserts special characters. Pressing this button will display a drop- down menu, displaying the special characters that can be added to the page. The special character will be inserted at the location of the cursor.
*	Insert Form Element	Inserts a form element such as a text box, checkbox, button, etc. Pressing this button will display a drop-down menu allowing you to select the form element that you wish to insert.
й <u>—</u> Я <u>—</u>	Horizontal Ruler	Pressing this button will insert a horizontal line at the current cursor position.
i)	Insert Date	Pressing this button inserts the current date at the current cursor position.
Ð	Insert Time	Pressing this button inserts the current time at the current cursor position.

See also System Toolbar Contents Toolbar Function Toolbar Skin Editor Toolbar Variable Editor Toolbar Page Template Editor Toolbar Home > Toolbar Reference > Skin Editor Toolbar

Skin Editor Toolbar

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Skin Toolbar Reference

icon/list	Name	Description
2	Image Manager	Pressing this button will open the image dialog which allows you to manage images ? inserting, uploading and setting image properties.
2	Hyperlink Manager	Assigns a hyperlink to the selected text or image. The hyperlink dialog window will open. It allows you to choose the type of link you want to insert: Hyperlink, Anchor or E-mail. See also: <u>Links</u>
₽ ₩	Document Manager	Pressing this button will open the 'Document Manager' dialog which allows you to link the selected text with another page. See also: <u>Adding</u> Page Links
	Insert Table	Inserting a table works similarily to Microsoft Word?. Click the 'Insert Table' button and select how many rows and columns are desired. The table will be inserted at the current cursor position. See also: <u>Working with Tables</u>
Tahoma 💌	Font Name	Sets the font typeface. This dropdown allows you to change the font of the selected text.
2 🔽	Font Size	Sets the font size. This dropdown allows you to change the font size of the selected text.
В	Bold	Applies bold formatting to the selected text. Select the text and press this button to apply bold formatting. If the cursor is positioned in a single word, pressing this button will bold the entire word.
Ū	Underline	Applies underline formatting to selected text. Select some text and press this button to apply underline formatting. If the cursor is positioned in a single word, pressing this button will underline the entire word.
Ι	Italic	Applies italic formatting to the selected text. Select some text and press this button to apply Italic formatting. If the cursor is positioned in a single word, pressing this button will apply italic to the entire word.
Sy)	Background Color	Changes the background color of the selected text. This dropdown allows you to change the background color of the selected text.
	Align Left	Aligns the selected paragraph to the left.
=	Align Center	Centers the selected selected paragraph.
-	Align Right	Aligns the selected paragraph to the right.
А	Foreground color	Changes the color of the selected text. This dropdown allows you to change the font color of the selected text.
		Cuts the selected content and copies it to the clipboard. The [Cut] button works on selected text, image and/or table. Select the content and then [Cut] it.
¥	Cut	When using this tool, the cut text or image will be removed from the page and will be stored in the clipboard for later use. Please, note that only the last cut (or copied) item will be stored in the clipboard. This tool is very helpful if you have decided to change the place of a piece of text

		in the sentence or in the page.
e)	Сору	Copies the selected content to the clipboard. The [Copy] button works on selected text, image and/or table. Select the content first and then [Copy] it. When using this tool, the content will be stored in the clipboard for later use. Note that only the last copied (or cut) item will be stored in the clipboard. This tool is very helpful if you need to type the same text many times: just select the text, press the button, place the cursor on the new place and press the [Paste] button. This procedure works for images and/or tables as well.
8	Paste	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. Place the cursor where you want the item to appear and press the [Paste] button.
Ē	Paste Plain Text	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. The [Paste Plain Text] button works similarly to [Paste from Word], but it removes all HTML formatting and pastes plain text, preserving the line breaks.
*)	Undo	Undoes the previous action. Pressing this button will [Undo] the last action you have made in the editor. This includes but is not limited to inserting tables, moving images and formatting text. Pressing the down arrow next to this button will open a dropdown where you can select from a list of previous actions.
¢.	Redo	Redoes the last undone action. Pressing this button will [Redo] the action you have just undone. Pressing the down arrow next to this button will open a dropdown where you can select from a list of actions that can be redone.

See also System Toolbar Contents Toolbar Function Toolbar Editor Toolbar Variable Editor Toolbar Page Template Editor Toolbar Home > Toolbar Reference > Variable Editor Toolbar

Variable Editor Toolbar

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Variable Editor Toolbar Reference

icon/list		Description
	Insert Table	Inserting a table works similarily to Microsoft Word?. Click the 'Insert Table' button and select how many rows and columns are desired. The table will be inserted at the current cursor position. See also: <u>Working with Tables</u>
	Image Manager	Pressing this button will open the image dialog which allows you to manage images. From this form, images can be inserted into the page. Images can also be uploaded from a local harddrive or network
Tahoma 💌	Font Name	Sets the font typeface. This dropdown allows you to change the font of the selected text.
2 🗸	Font Size	Sets the font size. This dropdown allows you to change the font size of the selected text.
В	Bold	Applies bold formatting to the selected text. Select the text and press this button to apply bold formatting. If the cursor is positioned in a single word, pressing this button will bold the entire word.
Ш	Underline	Applies underline formatting to selected text. Select some text and press this button to apply underline formatting. If the cursor is positioned in a single word, pressing this button will underline the entire word.
	Align Left	Aligns the selected paragraph to the left.
	Align Center	Centers the selected selected paragraph.
	Align Right	Aligns the selected paragraph to the right.
Α	Foreground color	Changes the color of the selected text. This dropdown allows you to change the font color of the selected text.
2	Print	Pressing this button to display the default printer dialog box. Press [OK] or Print , to print the current page in your web browser. You can set your printer properties before printing.
ABC.	Spell Check	The spellchecker is a tool which checks the spelling of the written text. It works the same way as in Microsoft Word?. When launched, the spellchecker dialog will appear and the checking will start automatically from the beginning of the document. If there is a misspelled word, it will appear in the spellchecker dialog, where you can either [Ignore] the suggestion or [Change] the word with the suggested one.
æ	Find & Replace	Opens the Find and Replace dialog. This dialog allows you to search for and/or replace specific text on the page
	Hyperlink Manager	Assigns a hyperlink to the selected text or image. The hyperlink dialog window will open. It allows you to choose the type of link you want to insert: Hyperlink, Anchor or E-mail. See also: Links
<u>ی</u>	Remove Link	Removes the hyperlink from the selected text or image. See also: Links

۲	Flash Manager	The flash dialog is used for working with flash files - inserting and uploading animations. See also: <u>Adding a Flash Animation</u>
0	Media Manager	The Windows media dialog is used for inserting and uploading media objects (AVI, MPEG, WAV, etc.). It also lets you set the object?s properties. See also: <u>Adding a Media Animation</u>
A U	Document Manager	Pressing this button will open the 'Document Manager' dialog which allows you to link the selected text with another page. See also: Adding Page Links
1	Format Stripper	Strips (removes) the formatting from the selected text. Removes Word?, custom or all formatting.
	Show / Hide Border	Toggles borders of all tables within the editor ON and OFF. The ON function works on tables which have hidden borders.
	Set Absolute Position	This button toggles the positioning type for a selected object. Pressing this button will allow you to drag and drop an object (image, table or media) freely within the editor. The default positioning type is relative, which means that an object is positioned inline (or relative) to other objects. When the positioning type is absolute, the object can be placed anywhere on the page
¥	Cut	Cuts the selected content and copies it to the clipboard. The [Cut] button works on selected text, image and/or table. Select the content and then [Cut] it. When using this tool, the cut text or image will be removed from the page and will be stored in the clipboard for later use. Please, note that only the last cut (or copied) item will be stored in the clipboard. This tool is very helpful if you have decided to change the place of a piece of text in the sentence or in the page.
₽ <u>`</u>	Сору	Copies the selected content to the clipboard. The [Copy] button works on selected text, image and/or table. Select the content first and then [Copy] it. When using this tool, the content will be stored in the clipboard for later use. Note that only the last copied (or cut) item will be stored in the clipboard. This tool is very helpful if you need to type the same text many times: just select the text, press the button, place the cursor on the new place and press the [Paste] button. This procedure works for images and/or tables as well.
<u>گ</u>	Paste	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. Place the cursor where you want the item to appear and press the [Paste] button.
\$	Paste from Word	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. The editor will clean all unnecessary Microsoft Office related tags. Place the cursor where you want the item to appear and press this button. In case the user is trying to paste Word content with the regular Paste button or Ctrl V, a dialog will prompt whether the Word markup should be cleaned. If the Clipboard content does not come from Word, the dialog will not be shown.
\$	Paste from Word cleaning fonts and sizes	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.) in Microsoft Word ?, you can [Paste] it using this button. The editor will clean all unnecessary Microsoft Office related tags plus font formatting. Place the cursor where you want the item to appear and press this button.
(Paste Plain Text	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. The [Paste Plain Text] button works similarly to [Paste from Word], but it removes all HTML formatting and pastes plain text, preserving the line breaks.

8	Paste as HTML	After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. This tool allows you to paste the HTML content of the Clipboard as code, which may be quite convenient for developer-oriented applications (e.g. support systems, forums, etc.) The pasted text will look something like this: <img <br="" originalattribute="src" src=" originalAttribute=" src"=""/> originalPath=" originalAttribute="src" originalPath=""" logo.gif"> What's new in this version
5	Undo	Undoes the previous action. Pressing this button will [Undo] the last action you have made in the editor. This includes but is not limited to inserting tables, moving images and formatting text. Pressing the down arrow next to this button will open a dropdown where you can select from a list of previous actions.
6	Redo	Redoes the last undone action. Pressing this button will [Redo] the action you have just undone. Pressing the down arrow next to this button will open a dropdown where you can select from a list of actions that can be redone.
Style	Style	Applies predefined styles to a selected element such as text, image, table, etc. This dropdown menu contains predefines styles contained in the project stylesheet. See also: <u>Styles</u>
Normal	Paragraph Style	Applies standard or predefined text styles to the selected paragraph. Click anywhere in the paragraph you want formatted and select the preferred style from the dropdown.
Ι	Italic	Applies italic formatting to the selected text. Select some text and press this button to apply Italic formatting. If the cursor is positioned in a single word, pressing this button will apply italic to the entire word.
	Justify	Pressing this button will justify the selected paragraph to the left and to the right at the same time.
Sy	Background Color	Changes the background color of the selected text. This dropdown allows you to change the background color of the selected text.
1 1	Indent	This button indents a paragraph to the right. Each time this button is pressed, the paragraph will be indented further to the right.
₫ ≣	Outdent	Decreases paragraph indent to the left. This button works only if indent has been applied to a paragraph beforehand. To use this button, click anywhere in the paragraph you want indented to the left and press the button.
\$ }	Numbered List	Creates a numbered list from the selection. Select some text or place the cursor inside a paragraph and press this button to make the text a numbered list. Pressing this button again will turn the numbered list into a regular paragraph of text.
ΙΞ	Bullet List	Creates a bulleted list from the selection. Select some text or place the cursor inside a paragraph and press this button to make the text a bulleted list. Pressing this button again will turn the bulleted list into a regular paragraph of text.
ײ	SuperScript	Makes text or numbers appear as superscript. When typing text, you may press this button to make the text that follows superscript. The button also works on selected text. You have to press the button again to switch to normal text typing.
×	SubScript	Makes text or numbers appear as subscript. When typing text, you may press this button to make the text that follows subscript. The button also works on selected text. You have to press the button again to switch to normal text typing.
		Applies strikethrough formatting to selected text. Select some text

A	Strikethrough	and press this button to apply strikethrough formatting. If the cursor is positioned in a single word, pressing this button will strikethrough the entire word.
<u>+</u>	New Paragraph	Inserts a new paragraph. There is a difference between pressing this button and pressing [Enter]. The latter creates a new line keeping the paragraph formatting whereas [new paragraph] creates a new paragraph, with different paragraph settings which can be changed later on. This feature is important when you apply indentation and justification to text.
©	Insert Symbol	Inserts special characters. Pressing this button will display a drop- down menu, displaying the special characters that can be added to the page. The special character will be inserted at the location of the cursor.
	Insert Form Element	Inserts a form element such as a text box, checkbox, button, etc. Pressing this button will display a drop-down menu allowing you to select the form element that you wish to insert.
<u>*=</u> *=	Horizontal Ruler	Pressing this button will insert a horizontal line at the current cursor position.
-	Insert Date	Pressing this button inserts the current date at the current cursor position.
٩	Insert Time	Pressing this button inserts the current time at the current cursor position.

See also System Toolbar Contents Toolbar Function Toolbar Editor Toolbar Skin Editor Toolbar Page Template Editor Toolbar Home > Toolbar Reference > Page Template Editor Toolbar

Page Template Editor Toolbar

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Page Template Editor Toolbar Reference

icon/list	Name	Description
2	Image Manager	Pressing this button will open the image dialog which allows you to manage images ? inserting, uploading and setting image properties.
2	Hyperlink Manager	Assigns a hyperlink to the selected text or image. The hyperlink dialog window will open. It allows you to choose the type of link you want to insert: Hyperlink, Anchor or E-mail. See also: Links
₽	Document Manager	Pressing this button will open the 'Document Manager' dialog which allows you to link the selected text with another page. See also: <u>Adding Page Links</u>
	Insert Table	Inserting a table works similarily to Microsoft Word?. Click the 'Insert Table' button and select how many rows and columns are desired. The table will be inserted at the current cursor position. See also: <u>Working with Tables</u>
Tahoma 💌	Font Name	Sets the font typeface. This dropdown allows you to change the font of the selected text.
2 💌	Font Size	Sets the font size. This dropdown allows you to change the font size of the selected text.
В	Bold	Applies bold formatting to the selected text. Select the text and press this button to apply bold formatting. If the cursor is positioned in a single word, pressing this button will bold the entire word.
Ū	Underline	Applies underline formatting to selected text. Select some text and press this button to apply underline formatting. If the cursor is positioned in a single word, pressing this button will underline the entire word.
Ι	Italic	Applies italic formatting to the selected text. Select some text and press this button to apply Italic formatting. If the cursor is positioned in a single word, pressing this button will apply italic to the entire word.
S 7	Background Color	Changes the background color of the selected text. This dropdown allows you to change the background color of the selected text.
	Align Left	Aligns the selected paragraph to the left.
Ē	Align Center	Centers the selected selected paragraph.
3	Align Right	Aligns the selected paragraph to the right.
Α	Foreground color	Changes the color of the selected text. This dropdown allows you to change the font color of the selected text.
		Cuts the selected content and copies it to the clipboard. The [Cut] button works on selected text, image and/or table. Select the content and then [Cut] it.
¥	Cut	When using this tool, the cut text or image will be removed from the page and will be stored in the clipboard for later use. Please, note that

		only the last cut (or copied) item will be stored in the clipboard. This tool is very helpful if you have decided to change the place of a piece of text in the sentence or in the page.
	Сору	Copies the selected content to the clipboard. The [Copy] button works on selected text, image and/or table. Select the content first and then [Copy] it. When using this tool, the content will be stored in the clipboard for later use. Note that only the last copied (or cut) item will be stored in the clipboard. This tool is very helpful if you need to type the same text many times: just select the text, press the button, place the cursor on the new place and press the [Paste] button. This procedure works for images and/or tables as well.
(Paste	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. Place the cursor where you want the item to appear and press the [Paste] button.
*	Paste Plain Text	Pastes copied content from the clipboard into the editor. After you have either [Cut] or [Copied] an item (text, image, etc.), you can [Paste] it using this button. The [Paste Plain Text] button works similarly to [Paste from Word], but it removes all HTML formatting and pastes plain text, preserving the line breaks.
5	Undo	Undoes the previous action. Pressing this button will [Undo] the last action you have made in the editor. This includes but is not limited to inserting tables, moving images and formatting text. Pressing the down arrow next to this button will open a dropdown where you can select from a list of previous actions.
¢.	Redo	Redoes the last undone action. Pressing this button will [Redo] the action you have just undone. Pressing the down arrow next to this button will open a dropdown where you can select from a list of actions that can be redone.

See also

System Toolbar Contents Toolbar Function Toolbar Editor Toolbar Skin Editor Toolbar Variable Editor Toolbar Home > FAQ



The 'FAQ' section includes answers to common questions, 'tips and tricks' and solutions to difficulties that users have previously encountered.



General Questions Installation Questions

See also Welcome Getting Started Installation Basic Functions Advanced Functions Toolbar Reference Home > FAQ > General Questions



- 😤 Is there a way to temporarily move a Project to my notebook while I'm out of the office?
- Yes. as long as you have HelpConsole 2010 installed on your notebook, you can create a backup of the project from the web server and then upload it to HelpConsole 2010 on your notebook. See <u>Backing up Your Project</u> and <u>Uploading a Project</u>



No. Some html editors insert a tag when the enter key is pressed, however mostly for the sake of simplicity, the HelpConsole editor inserts a
 tag when the enter key is pressed. To quickly insert a tag, press CTRL M, or click the 'add paragraph' button on the toolbar.

😤 Can I customize the icons in the "Sibling Icon List" and the "Child Icon List"?

Yes. By default folder icons are displayed, but you can display custom icons by placing your own images in the 'images' folder with the format <pagename>.gif. For example if you had a page named "my page" then the image would be named "my page.gif". For more information, see <u>Customizing Page Icons</u>

See also Installation Questions Home > FAQ > Installation Questions



😤 Can HelpConsole 2010 be run on my company Intranet?

Yes. HelpConsole 2010 can be installed on an internal Intranet web server. Employees at any office branch can run the software via a Standard browser. The URL will be one of the following: <IP Address>/HelpConsole2010 example: 102.5.3.100/HelpConsole2010

Poes HelpConsole 2010 run on a Unix web server such as Apache?

Source publish a static help system that will run on any server including Unix, Linux, etc. However in order to run the help editor or run a dynamic help system, the software must be installed on a Windows based server running IIS. See <u>System Requirements</u> for more details.

See also General Questions

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