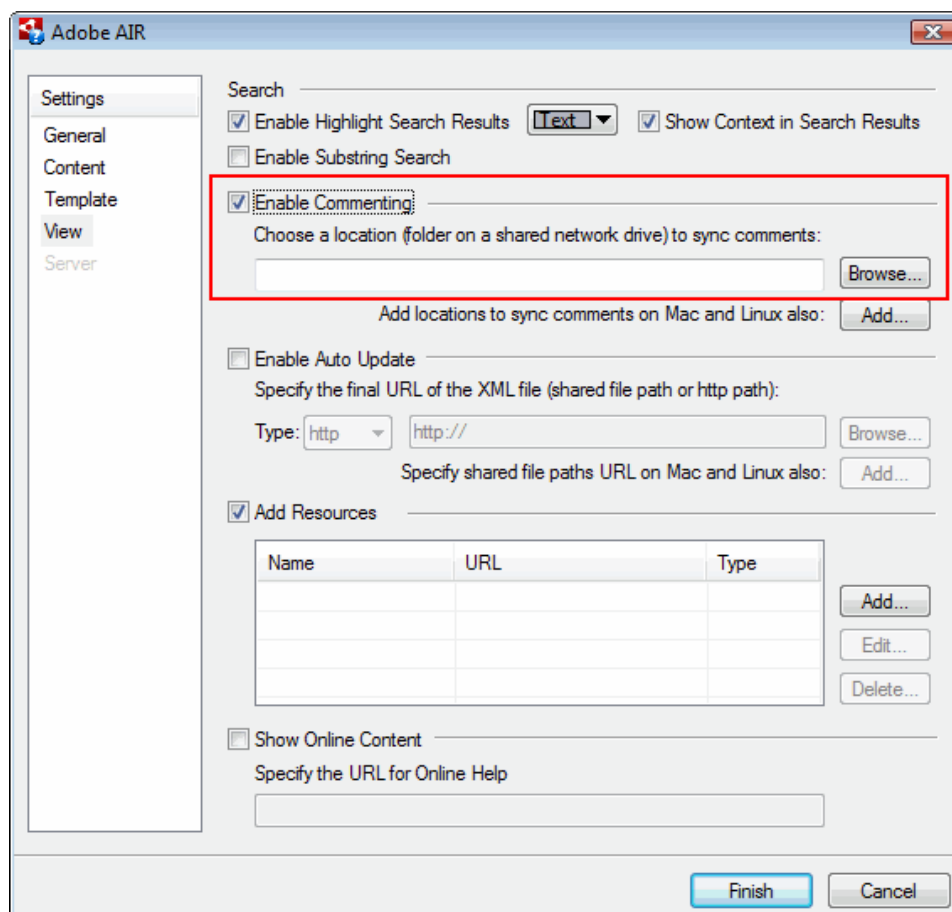


SHARING AIR HELP COMMENTS USING ROBOHELP 8

RoboHelp 8 is configured so that when generating an AIR output it is necessary to state the server name and path for holding shared comments. Primarily this is intended for Subject Matter Experts when reviewing the help so that they can share their comments with each other and with the author. The design of the commenting functionality is such that end users can only share comments by exporting their comments on a one to one basis, they cannot share in the same way. However, the reviewer functionality can be adapted to be used by ordinary users after the help is issued, with one proviso, they must all be able to see the same network path. Let's look at an example to see the problems that raises and how they can be resolved.

Take the case of a software company that sells its product to say 100 companies that each has 100 users. Within any one company, things could be set up to use the functionality for reviewers. The field below Enable Commenting is designed so that the author would browse to the network drive but there is also the option to enter a server name and folder. If an author cannot browse to the shared network, they can enter the server name and folder instead. The problem is that each of the 100 companies will have a different server name and folder for holding the comments so how does the author generate just one AIR file that will work for all?



Instead of specifying the name of the server, you use any name you like and you follow that with a share name. An example of what you enter might be \\myserver\airhelp. You generate the AIR help with that and give it to all 100 customers. In addition to installing the software and the AIR help, the system administrator needs to make some changes so that the help can find the folder to be used for sharing comments.

Using `\\myserver\airhelp` as the example this is what they need to do.

Create the Alias

The first part of the path is `\\myserver` but there is no such server so the PC has to be told what server does host the the comments. That can be done either by adding a line to the hosts file on each PC or by making a manual entry on the DNS Server. The format of the line in the hosts file would be the IP address of the server, something like 10.10.10.10, and this would be followed by at least one space and the name you have used, `myserver` in this example. That line in the hosts file tells the PC that if a user is looking for `myserver`, send them to 10.10.10.10. If there is no such line, the PC will then go to the DNS server and see if the information is there. It is thus up to the system administrator whether they amend each hosts file, as they might if just a few users will be making comments, or the DNS server if that is more efficient. See http://en.wikipedia.org/wiki/Hosts_file for more information.

This is the information for the system administrator.

Add the alias name as a CNAME in DNS.

Create a new *DWORD* key in the registry of the aliased machine, as follows:

`HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\LanmanServer\Parameters`

Value name: `DisableStrictNameChecking`

Data type: `REG_DWORD`

Radix: `Decimal`

Value: `1`

Reboot the aliased machine.

This has been tested on XP, 2003 server & 2008 server.

Read More Here:

<http://support.microsoft.com/?id=281308>

Creating the Share

The second part of the path is a share name. On the server that has been designated, 10.10.10.10 in this case, the system administrator now creates a share. They can create any path they like to host the comments and then designate the folder holding the comments as a share. The name of that share must be what you have designated when creating the help, `airhelp` in this example. The share needs to be created by right clicking the folder to be used for sharing comments and selecting Properties and then the Sharing tab. Click the Advance Sharing button and give the share the name "airhelp". To test this set things up as above on your PC and then enter `\\myserver\airhelp` and enter that in Windows Explorer, it will open that folder.

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