Configuring, administering, and troubleshooting access to Rational product help content

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Agenda

- **Overview of help delivery options and deployment scenarios**

- **Configuring help**

- **Administering help content**

- **Troubleshooting help content**

- **Changing help delivery configuration (Remote to Local, for example)**

- **Resources for further information**

- **Q & A**

Important Note: This presentation provides an overview of help delivery options and examples for configuring, administering, and troubleshooting IBM help content that supports web-based delivery of help. Because help features change over time, the information might not match the help interface available in your product. For the most current information, see the **Using Help** topics in your product help or in the product information center hosted on ibm.com.
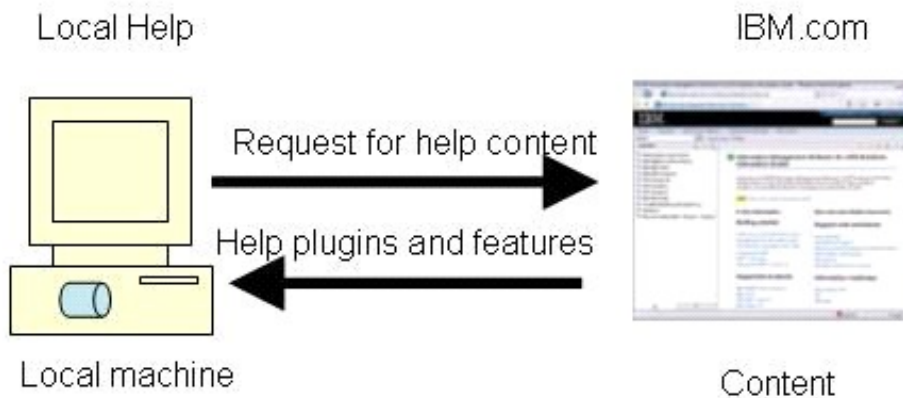
Remote help delivery (default configuration)

Request

Help 8.x

IBM.com

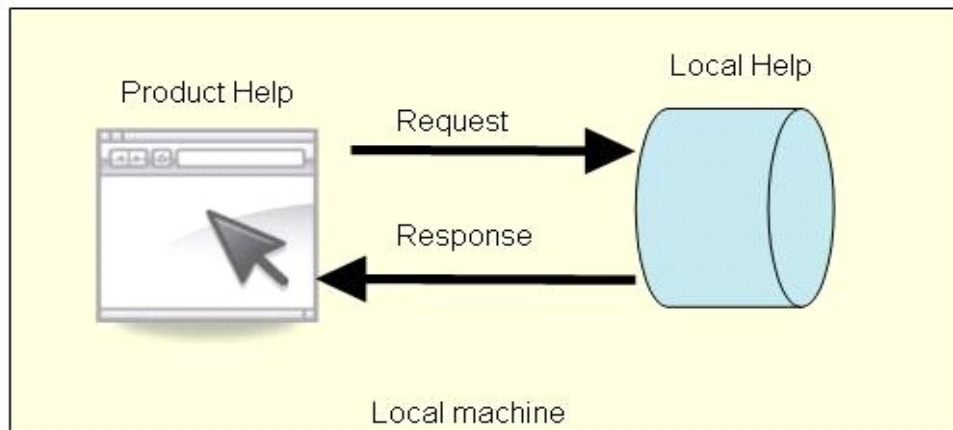Internet

Remote Assistance

Response
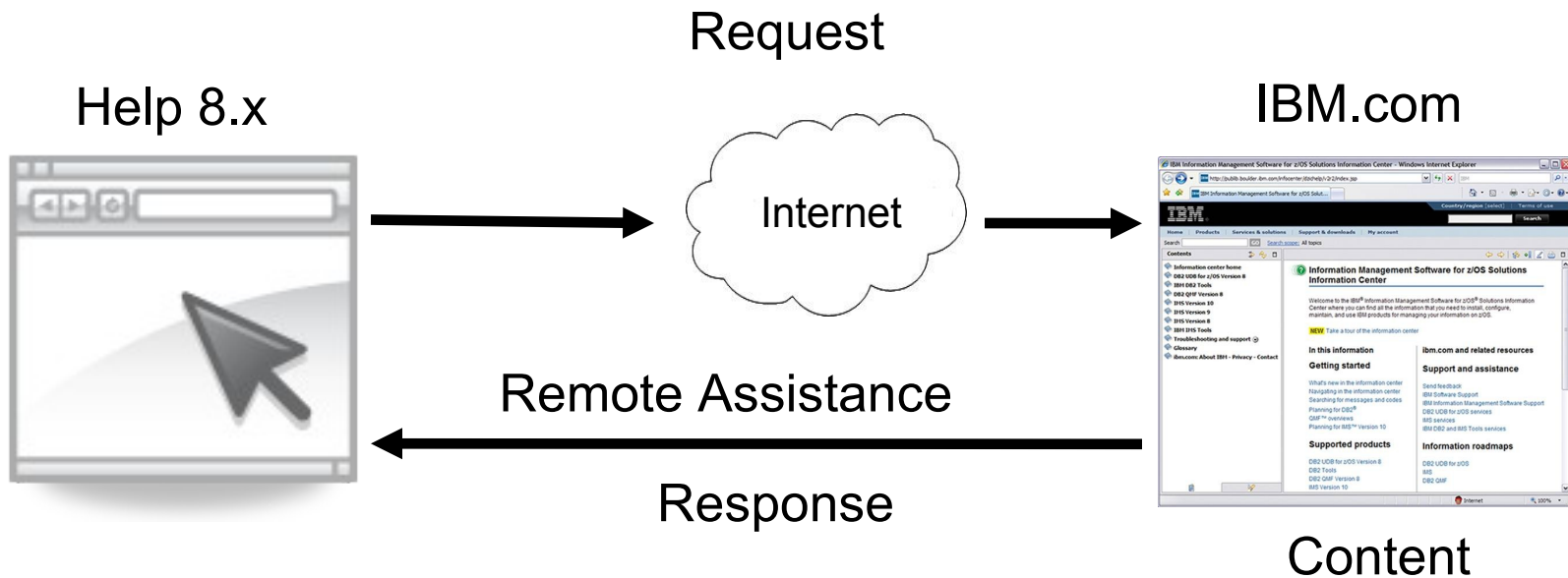
Content

When a user requests help, the content is delivered from the product information center hosted on IBM.com. Access to complete documentation requires an internet connection.

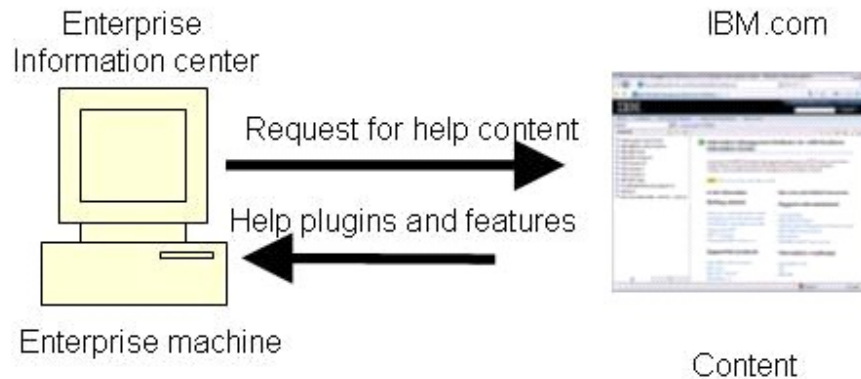# Local help delivery – content available offline
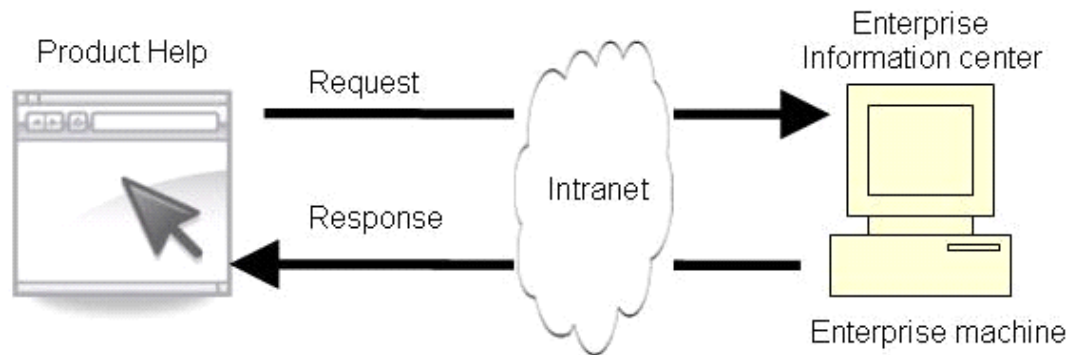
Step 1 – Set up

Step 2 – Use

Enterprise help – hosted on intranet server

Step 1 – Download help from external server or use help archive. Deploy help to intranet server.

Enterprise Information center

IBM.com

Request for help content

Help plugins and features

Enterprise machine

Content

Step 2 – Use

Product Help

Request

Intranet

Enterprise Information center

Response

Enterprise machine

Summary of help delivery options

| Delivery type	Description	Configuration option name
Remote help (default)	• Access content directly from the public information center on ibm.com®. • Always have the latest help content. • Requires the smallest amount of space since only the help.war is installed. • Requires an internet connection. • No additional setup required.	Access help from the web
Local help	• Content is delivered from your computer. • Download and save help content to your computer. • Configure Local Help Updater to retrieve help from a specified location on the internet, an intranet server, or on your computer. • Configure the Local Help Updater to install updates automatically or manually when available.	Download help and access the content locally
Intranet help	• Content is delivered from an intranet server. • Deploy help for multiple offerings on same server. • Used primarily in enterprise environments. • System administrator sets up an intranet server behind the firewall, downloads and installs the help. Provides URL so users can connect.	Access help from a server on your intranet

Determine the help delivery type

Consideration	Remote help	Local help	Intranet help
Internet connection required to configure the help?	Yes	Yes	Yes
Internet connection required to view the help?	Yes	No	No
Appropriate for enterprise environment?	Yes*	Yes	Yes
Administrator set up required?	No	Yes	Yes
User setup required?	No	Yes	Yes
Periodic updates required?	No	Yes	Yes
***Remote help not supported if enterprise environment does not permit access to information center on IBM.com. URL**			

Remote Help

During installation process, accept default configuration "Access Help from the Web".
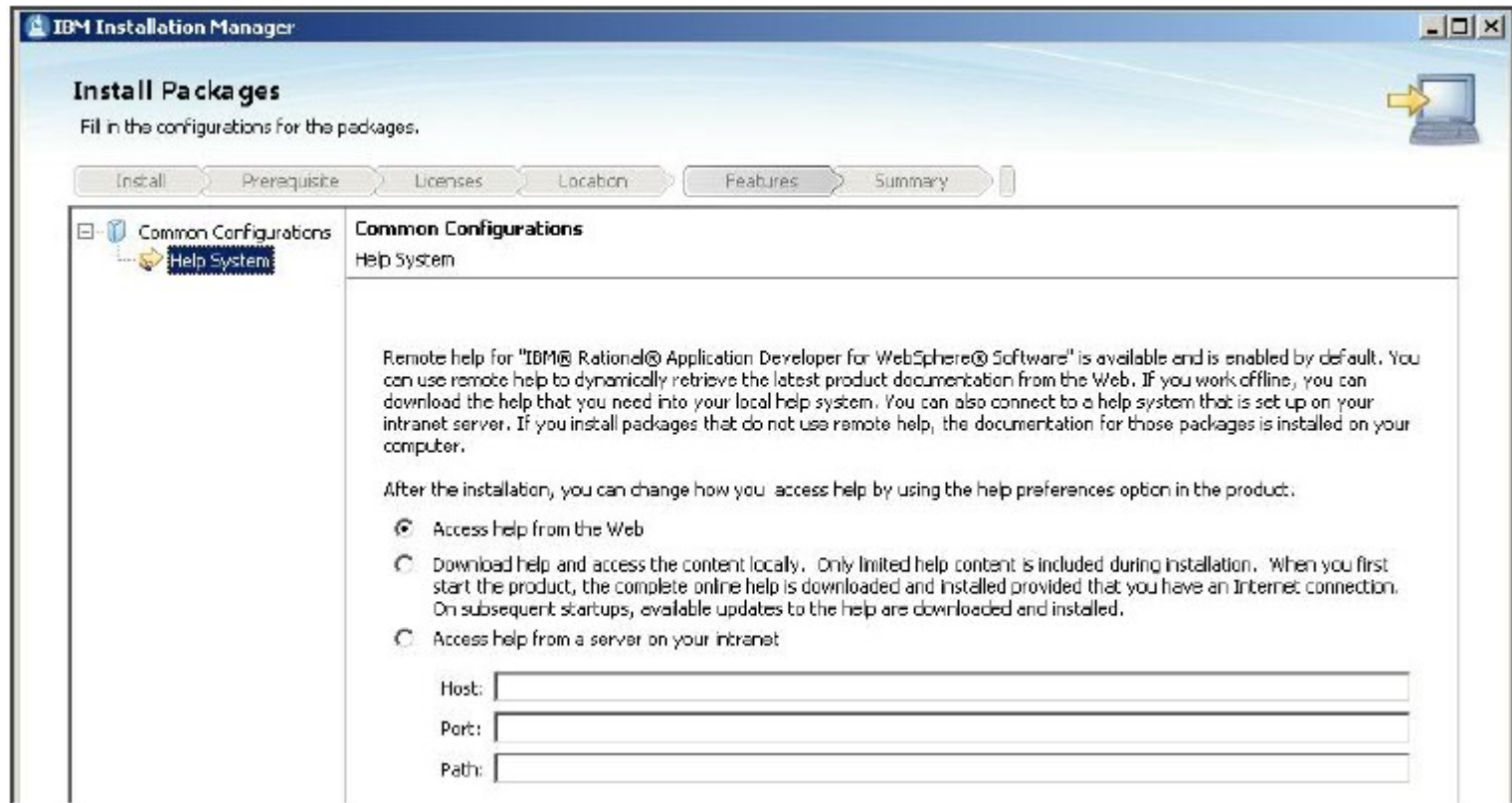
Start help from product menu: Help > Help Contents, Help>Tutorials, link to help from the welcome, and so on.

Intranet help: Administrator set up tasks

Step 1: Deploy the help system from the help.war file to an intranet server behind the firewall.
The intranet server must have either a WebSphere Application Server or an Apache Tomcat application server installed. The `help.war` file is available from the Local Help Updater site. If you are installing help on the same system with the Rational web server application, the `help.war` file is available from the help directory in your product installation directory (i*nstallation_directory/help).*

After the `help.war` is installed, start the help system to load the help content.

Note: Detailed configuration instructions are available in the Rational product information center.

Intranet help: Administrator set up tasks

Step 2: Install the help content using the Local Help Updater

In a browser, open the Help Administration page for the help system. The URL for the Administration page uses this patttern: (*http://server:port/help-name/updater/admin.jsp*) Use the Local Help Updater tab to select and download the help content. If your server does not have public internet access, download the help archive file from the Rational Local Help Updater site.

Intranet help: Administrator set up tasks

Step 3: Provide users with the connection information so that they can configure their client applications to access the help during the client installation process.

Connection information includes the server, the port, and the path to the help system.

Example

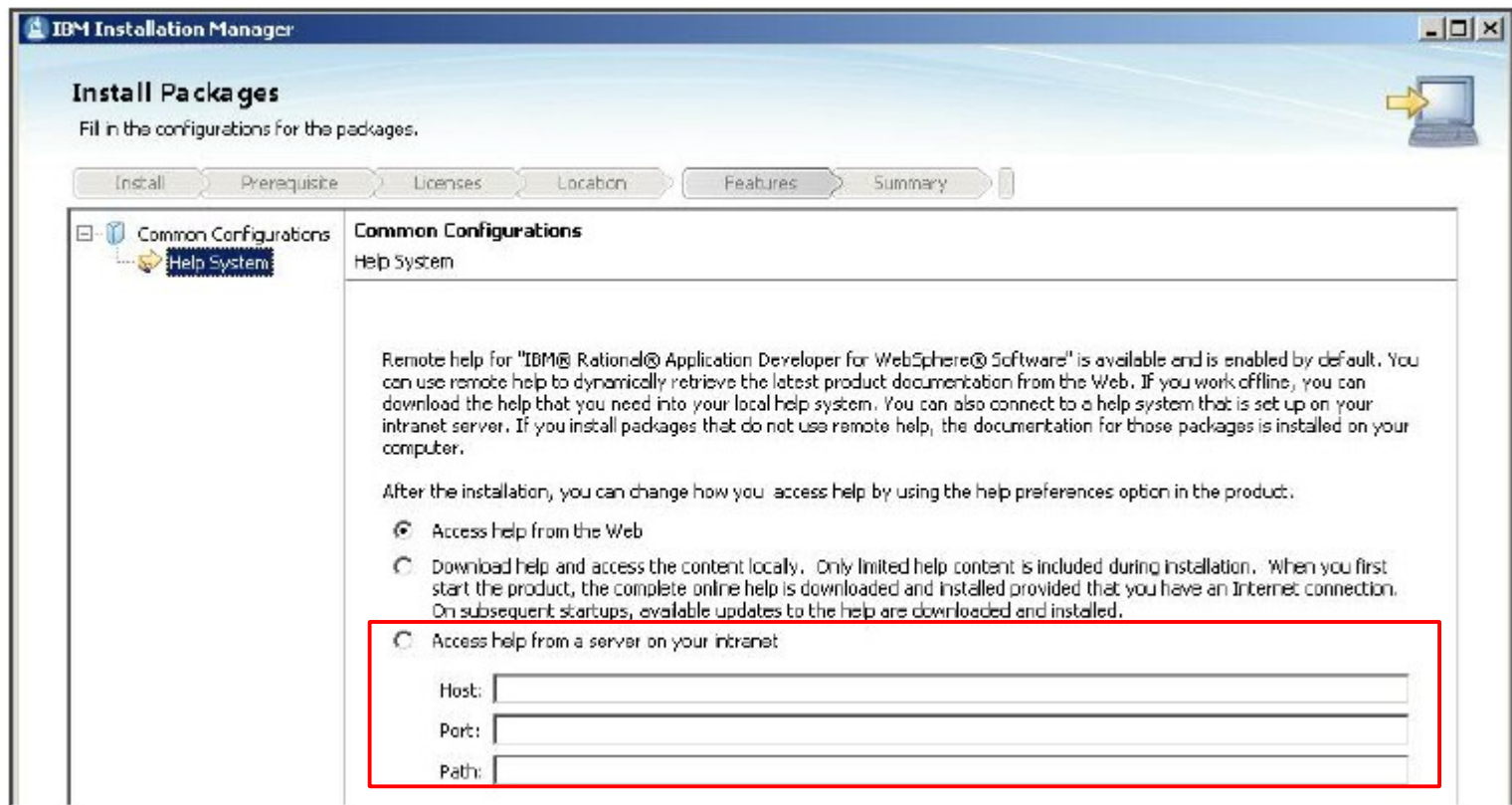Help deployed at `http://server.ibm.com:8080/help/index.jsp`, the values are:

» **Server:** *server.ibm.com*

» **Port:** *8080*

» **Path:** */help*

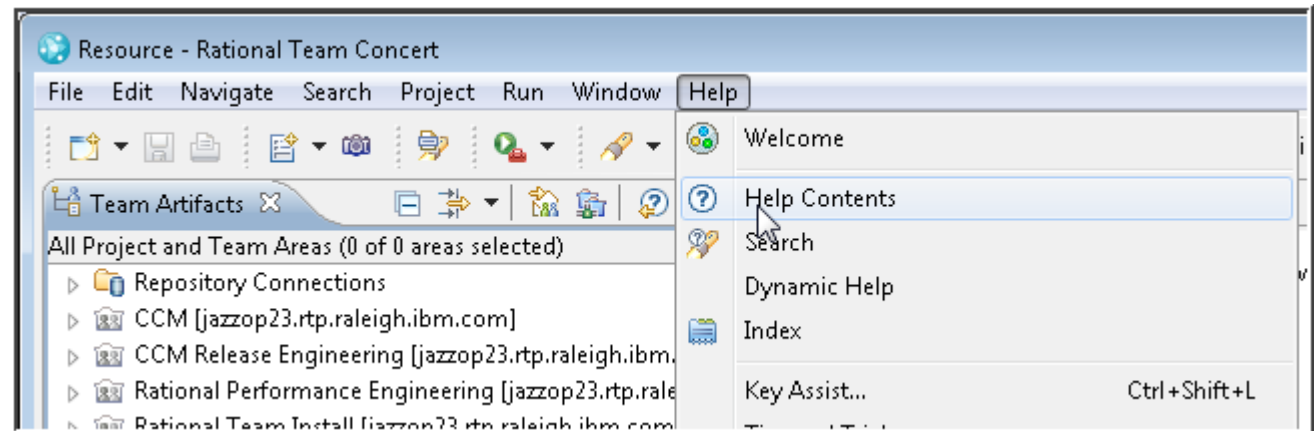# Intranet help: User tasks

Step 3: In the Installation Manager, update the help connection information for the product during the Rational client installation process.
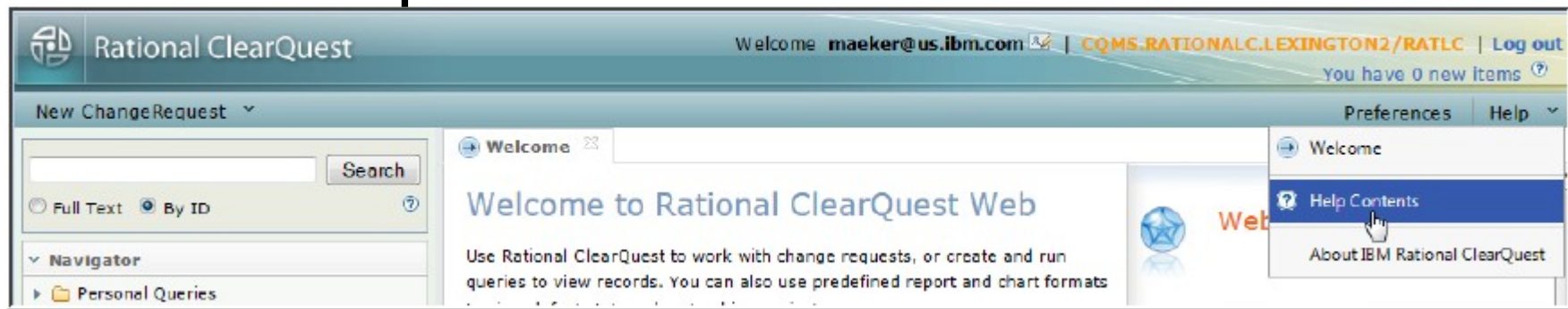
Intranet help: User tasks

Step 4: After installing the help system, click Help > Help Contents to open the help.

Open native or Eclipse client help

Open Web client help

Local Help for Web clients – Adding help content

The Local Help Updater is the tool for installing help into a Help System.

You can install with a zip package that has been downloaded already, or if you have internet access, you can select a remote site to install from.

For web-based products, you administer help from Administration page (http://<server>:<port>/help/updater/admin.jsp) on the Web server where you installed the help system.

Local Help – Add a local update site for web clients

Use the Update Help Content option to add Local help to the help system. You must log into the Help Administration page (http://<server>:<port>/help/updater/admin.jsp) from the system where the help is installed. By default, the help administration interface is configured to allow only local access.
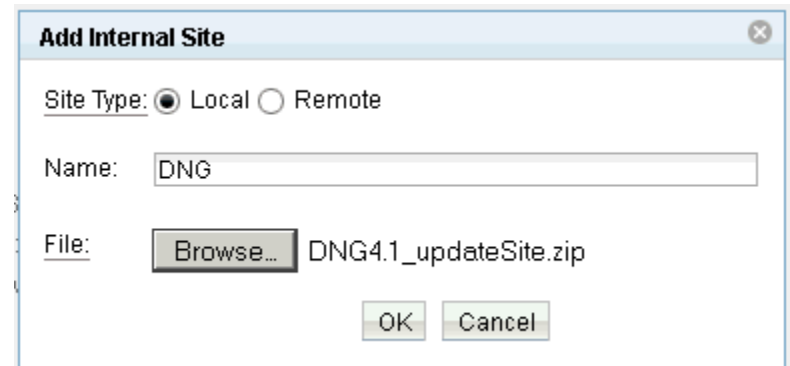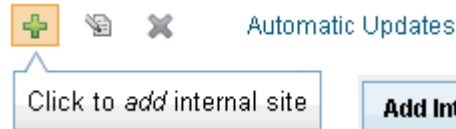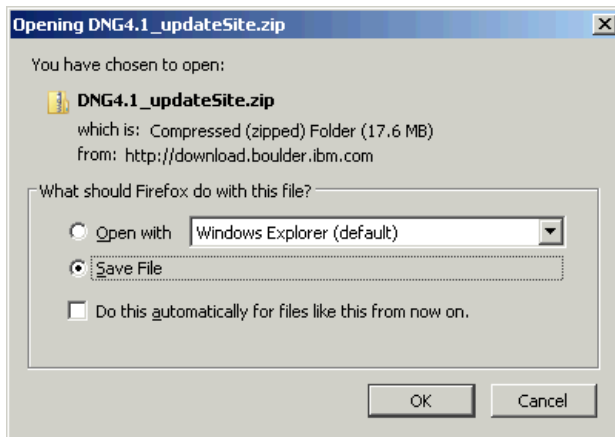
Local Help – Add a local update site for Web clients

Rational product help updates are available from the following URL:

http://download.boulder.ibm.com/ibmdl/pub/software/rationalsdp/documentation/updatesites/

After a site is downloaded, you can install it.

Local Help – Adding help content for native or Eclipse shell applications

For Rational applications installed on a workstation or in an Eclipse shell, you administer help from the Preferences menu. To enable local help, click Help > Preferences > Local Help Updater or Windows > Preferences > Local Help Updater depending on your product.

If you have Internet access, the Local Help Updater installs the help from the remote IBM information center.

If you do not have Internet access, you or an administrator can download the help archive file from the Rational Help Update site and save it on your computer or to a network server. Then, you configure the Local Help Updater to install or update the help from the path where the help archive was saved.

Note: Some products include the help content on the product installation media.

Administering Help – Remote Access

If you want to add the capability to administer the help system for web clients remotely, you can change the configuration from the Administrative Access Management page available from the the Administrative console.
(*http://server:port/help-name/updater/admin.jsp***)**

 - Change the Type to Role based security, and add users

Administrative Access Management

Use this page to manage administrative access to the Help Server. You can allow only users local to the server access to the Help System, or set up allowed users to access remotely.

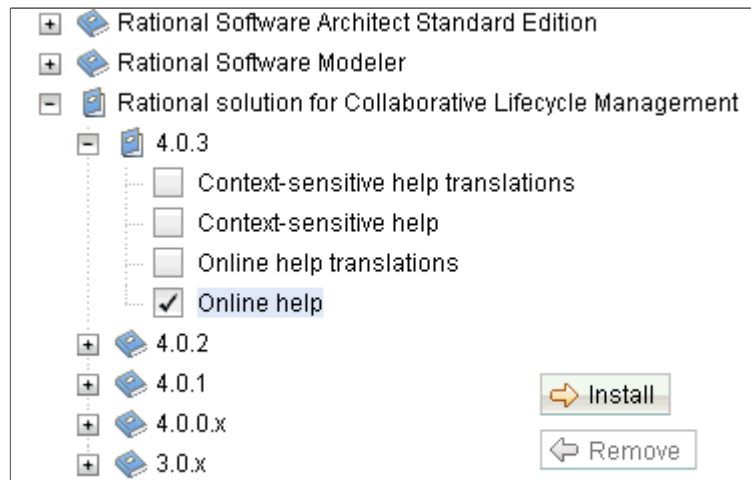**Authentication**

Type: Local Access Only ▼ [?]

User Entries

Name	Password	User Administration	[?]
warupdateadmin	Change Password	☑	
Add			

Administering Help – Install from a remote site

To install from a public remote site, make sure you are connected to the internet, and then select your product and version from the Available content list in the Local Help Updater

The Local Help Updater also allows you to remove and update existing content. See the online help for details.

Administering Help for web client applications – Other Local Help Updater options

The Local Help Updater also allows you to remove and update existing content.

Administering Help – Bringing in remote content

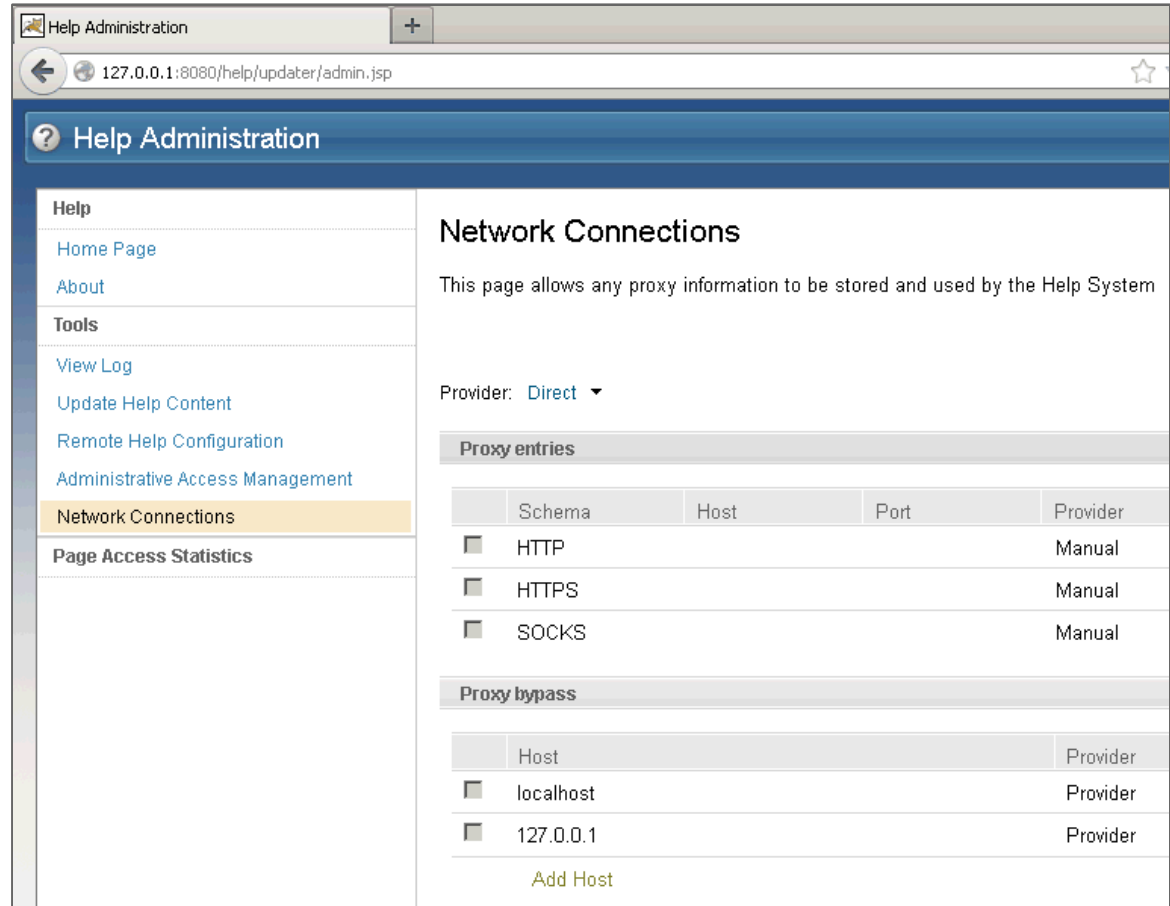**One Help system can also be used to aggregate content from multiple other remote Information Centers, by using the Remote Help Configuration Page.**

Administering Help - Proxies

In proxy environments, the Help System can be configured to use a proxy server from the Network Connections Page

Troubleshooting Help

- Viewing the log information

- Help Administration → View Log

- Testing a help connection

- Help Administration → Remote Help Configuration → Test Connection

- Fixing proxy and firewall issues

- Manually enter proxy information in Help Administration → Network Connections

Troubleshooting Help on web-based clients

- Fixing Java virtual machine (JVM) issues in the help system (Failed to creat Java Virtual Machine.) Try one of the following procedures:

– Add the path to your product Java™ Runtime Environment in the PATH environment variable.

– Open the help.ini file and increase the heap size for your Java virtual machine settings.

Example: `-Xmx1024m`

Troubleshooting Help

- Fixing Local Help Updater issues when running Internet Explorer Enhanced Security Configuration on a Windows 2003 or 2008 server:

If you cannot add sites or use other icons in the Local Help Updater, try one of these procedures:

- – Recommended: Use a different browser to access the Local Help Updater and configure the intranet or local help.

- – Connect to the remote information center instead of using intranet or local help

- – Uninstall the Internet Explorer Enhanced Security Configuration.

Changing help options - Moving from Remote to Local

Note: These examples show how to change help options in applications installed on a Windows, Linux or UNIX workstation or in an Eclipse shell. For web client applications, use the Administrative interface (to http://<server>:<port>/help/updater/admin.jsp) to change help options.

Moving from Remote help deivery to Local delivery in Eclipse and native client applications

1. Open the **Help>Content** preference page.

2. Disable the entry for the remote information center URL.

3. Enable the entry labeled **Local**.

4. Restart the product.

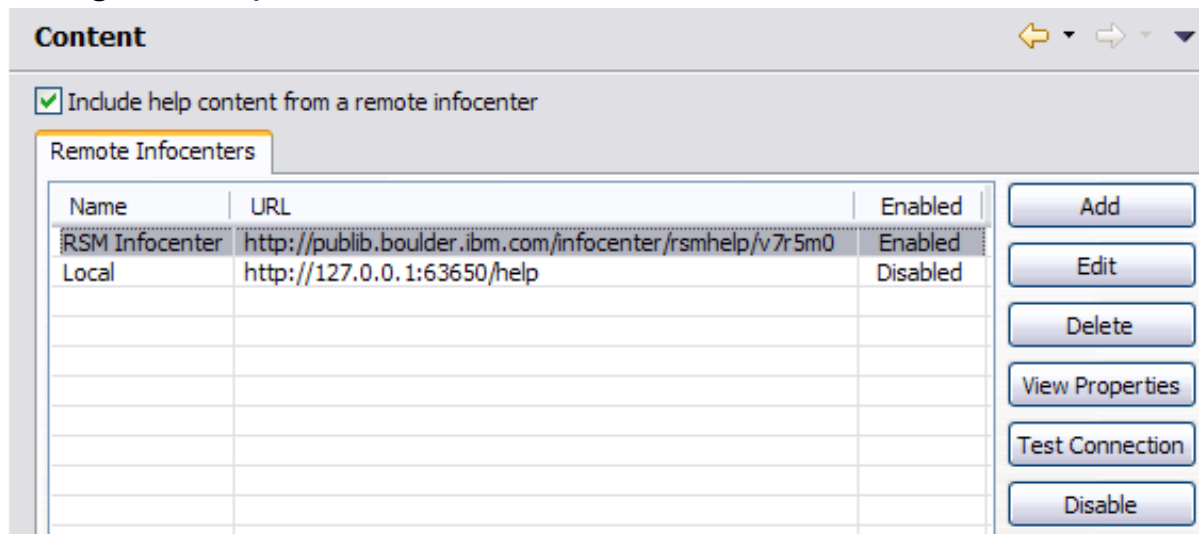5. Download and install the help as per the Local Download option.
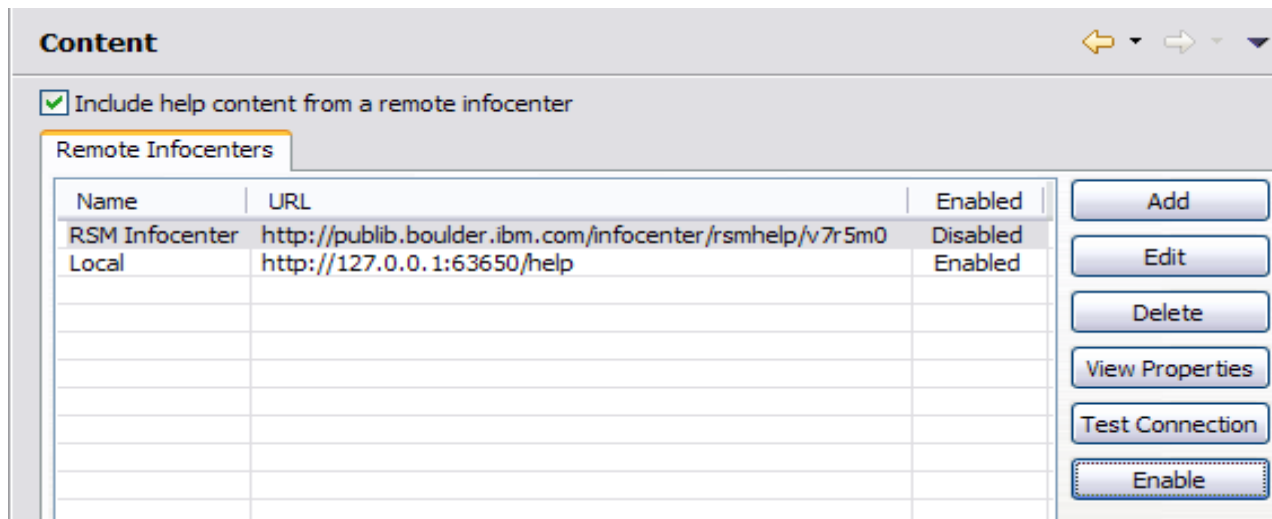
Changing help options - Moving from Local to Remote

Note: These examples show how to change help options in applications installed on a Windows, Linux or UNIX workstation or in an Eclipse shell. For web client applications, use the Administrative interface (to http://<server>:<port>/help/updater/admin.jsp) to change help options.

Moving from Local to Remote in Eclipse and native client applications

1. Open the **Help>Content** preference page.

2. Disable the entry labeled "Local".

3. Enable the publib remote IC entry.

4. Restart the product, click **Help>Contents** and you should now be viewing the help on the remote IC.

Name	URL	Enabled
RSM Infocenter	http://publib.boulder.ibm.com/infocenter/rsmhelp/v7r5m0	Enabled
Local	http://127.0.0.1:63650/help	Disabled

Content — ☑ Include help content from a remote infocenter — Remote Infocenters

Add / Edit / Delete / View Properties / Test Connection / Disable

Resources

Video Tour - Help content configuration optionshttp://www.youtube.com/watch?v=kV_suQKvkwA

Rational Update sitehttp://download.boulder.ibm.com/ibmdl/pub/software/rationalsdp/documentation/updatesites/

Rational information center list by product version: http://www.ibm.com/support/publications/us/library/#letter_R

Information center topics for managing Rational help delivery and help content.

- **Administering > Administering help content for web products**

- **Using the help > Configuring help content in the Eclipse client**

- **Using the help > Configuring help content**

You can review topics in the Rational solution for Collaborative Lifecycle Management information: http://pic.dhe.ibm.com/infocenter/clmhelp/v4r0m4/index.jsp

Questions?

- **Questions?**

- **Thanks**