Webtop 2.0

Installation and Configuration Guide eBOKS

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About this document

This document serves to help the system administrator install and configure eBOKS. This application is a generic Help application, and capable of managing any Help. The eBOKS contains functionality to search in available texts and has an index. This eBOKS application default contains Webtop online Help. The iBaan ERP Help must be installed separately. The actions for installing Help are also described.

Chapter 1, "Introduction," informs you about the eBOKS.

Chapter 2, "To install the (iBaan ERP) Help files," helps you install different zip files you may need.

Chapter 3, "Version and/or language fallback scenarios," describes the possible scenarios and offers an example.

Chapter 4, "Help content directory," explains the configuration opportunities of the eBOKS admin page.

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1 Introduction

The iBaan ERP application requires installation of the eBOKS to enable you to make use of the Help for this application. Installing the eBOKS is done automatically by installing the Webtop framework. So, you must now install the Webtop framework through the *Installation and configuration guide Webtop framework 2.0* (U7894A US).

Definitions, acronyms, and abbreviations

eBOKS	Baan Online Knowledge Solution
ERP	Enterprise Resource Planning
VRC	The Version Release Customer code is an identification of a stage in the development of iBaan ERP software.
SPx	Service Pack x
jdk	Java Development Kit

2   To install the iBaan ERP Help files

The iBaan ERP online Help documents are delivered on the iBaan ERP CD-ROM. In order to make these Help documents accessible from the Webtop, they must be installed on the Web server system the eBOKS is running on. The iBaan ERP Help documents are in a zip archive on the iBaan ERP CD-ROM. You must choose the right language and the right localization. First determine the language and then decide on the version. Subsequently, select the zip archive that contains both.

To identify the zip files, an encoding is used that consists of a language code (see following table), a VRC, and a service pack number. The VRC code indicates whether the Help documents belong to a localization; if the fourth character is a 'l', the Help is for localization. So, the format is as follows:

```
<language code>_<VRC>_<SPx>.zip
```

EXAMPLES:

EN_B50lcbgl0_SP6.zip	English, Release B50, localization, Service Pack 6
PT-BR_B50c_SP5.zip	Brazilian Portuguese, Release B50, Service Pack 5

Baan Language Table

Language Code	Baan Language ID	Description
ZH-CN	O	Chinese simplified
ZH-TW	N	Chinese Traditional
DA	7	Danish
DE	3	German
EN	2	US English
ES	5	Spanish
FI	F	Finnish
FR	4	French
IT	6	Italian
JA	J	Japanese
KO	K	Korean
NL	1	Dutch
NO	8	Norwegian
PT-PT	P	Portuguese (European)
PT-BR	P	Portuguese (Brazilian)
SV	9	Swedish

You must run an installation procedure that makes sure that these documents are installed on the correct location on the web server system. The usage of this installation procedure is described below.

Perform the following steps to install the iBaan ERP Help files:

1 Insert the iBaan ERP distribution CD-ROM.

2 Start the Webtop Administration Console and login:

http://<hostname>/<webtop-root>/servlet/admin

If Internet Explorer is installed on your Web server, it is recommended that the administration console is started on this Web server as:

http://localhost/<webtop-root>/servlet/admin

3 Click **Install Help** in the navigation pane of the admin console.

4 Click **Browse** and browse to the zip file containing the Help content. Click **Upload** (or **Install**, if the admin console is started on localhost) to install the content. On some Web servers (for example, IBM Websphere) this upload is not working properly. On these Web servers, it is recommended to first copy the zip file to the Web server by hand and enter the location of this copied zip file in the second edit-field and click **Install**.

5 Wait for the install to be finished. After that, the Help will be available and visible for every client starting eBOKS.

WARNING Installing Help content takes a long time.

3 Version and/or language fallback scenarios

Introduction

In the eBOKS admin page, some fallback scenarios can be created regarding language and version. By setting the fallback scenario, eBOKS can prioritize fallback to another version and/or another language. By clicking **fallback scenario** in the eBOKS admin, the fallback scenarios can be changed.

Version and/or language fallback

eBOKS can handle various fallback scenarios. Fallback order options are:

- version.language: first, search for another version, then search in the default language.

- language.version: first, search for another language, then search in the default version.

- language: if Help is unavailable for the desired language, return Help in the default language, or return error if the default is also nonexistent.

- version: only search for a different version.

- none: return immediate error if Help for default and the desired version is not available.

Example of a fallback scenario

Fall-back scenario

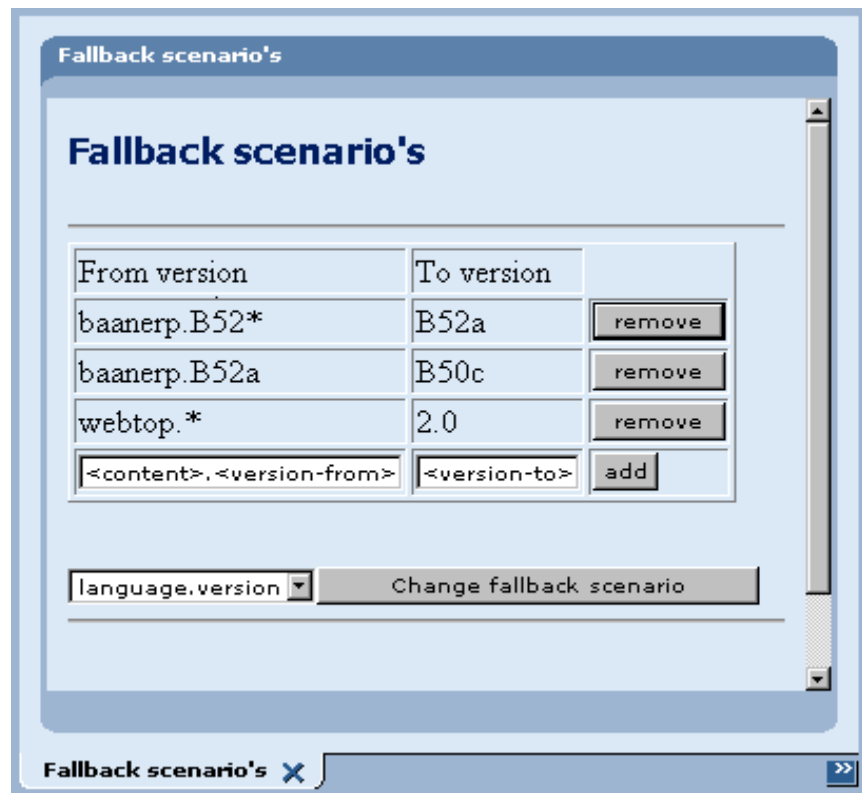The following settings are explained here:

Figure 1 Fallback scenarios

Example

Suppose the user wants session Help for a specific session in version **b52asas4** and language **Dutch**. Suppose this Help is not available, eBOKS will now first turn to the default language, because fallback order requires first to search the language and the next version. If the requested Help page in the default language is non-existent, eBOKS turns to version b52a (because b52asas4 matches baanerp.B52* and the fallback is defined as from B52* to B52a) and ask for the desired session Help in Dutch.

If non-existent, eBOKS turns to the desired Help in the default language for version B52a. If the requested Help page in the default language is non-existent, eBOKS turns to version B50c (because the fallback is defined as from B52a to B50c) and ask for the desired session Help in Dutch. If non-existent, eBOKS turns to the desired Help in default language for version B50c. If that language is non-existent, an error message appears.

4   Help Content Directory

The Help content directory can be a different directory then the Help directory of the Webapp itself. Cases where this might be useful:

- The content is shared between several eBOKS Web servers.
- The Webtop war file is unzipped. In this case, the Help directory cannot be used to place the content in.

By clicking **Help content directory** of the eBOKS admin page, a different directory can be set. Make sure that a virtual directory of the web server is also pointing at the same directory. This is needed for the images in the Help content to show up.

Online Help in Worktop

System administrators can provide end users with the online Help application by accessing Internet Explorer and enter the URL where the eBOKS resides.

The system administrator needs to:

1 Install and configure Webtop

2 Set up the eBOKS application

In the Navigation Area of the Webtop administration console, you must select **eBOKS admin pages** that contain a session **Install help content**, activating the **Install** button will lead to the location of the _xmlhelp.zip file.

Figure 2 Webtop Administration Console

If end users work with Worktop, they can approach the eBOKS by clicking function key **F1** inside a session. Worktop retrieves the Help from the Help Server as given in the **User Data Template** (ttams1110m000) session. This Help Server consists of `<web server name>/<virtual directory name>`.
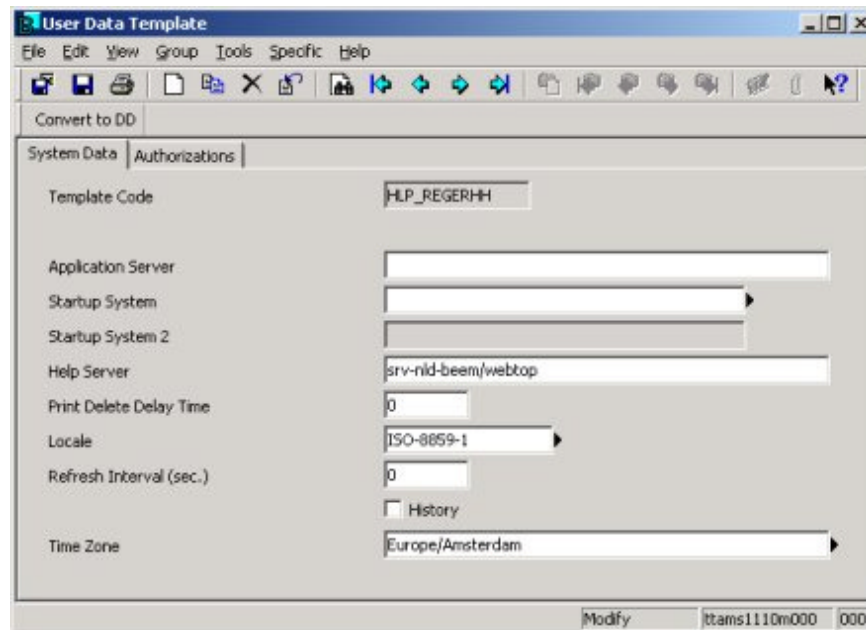

Figure 3 ttams1110m000

RESTRICTIONS   There are limits to what you can enter in the **Help Server** field; not allowed are: **apollo:8090**, or **\\apollo**, or **http://apollo**.

Next, you activate **Convert to DD** in which you indicate for which users you want to change the settings. Click **Convert** in the dialog box to implement your settings. These settings are only effective for users if their **User Data Template** in the User Data Template (ttams1100m000) session matches the template code.
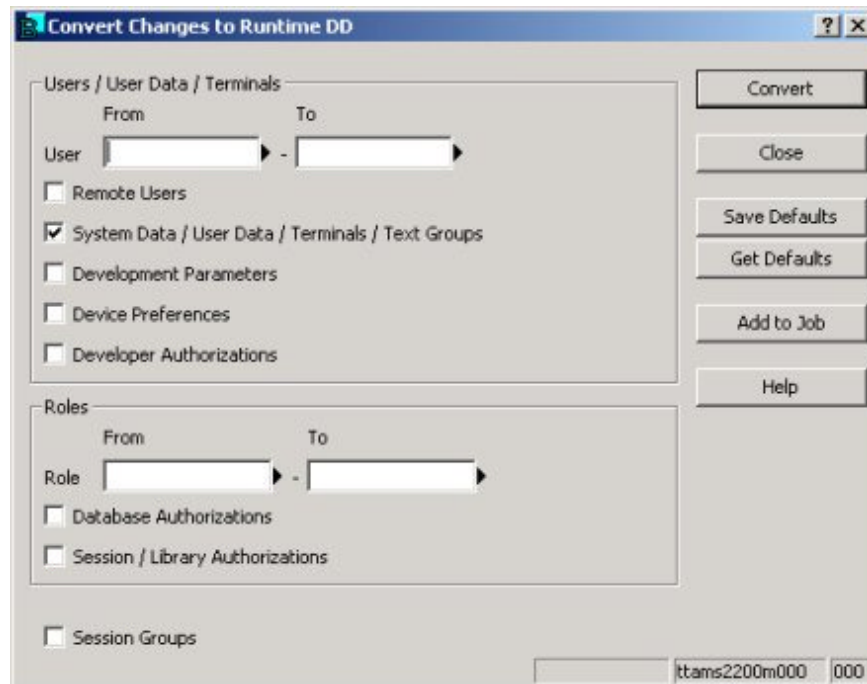
Figure 4 Convert to Data Dictionary
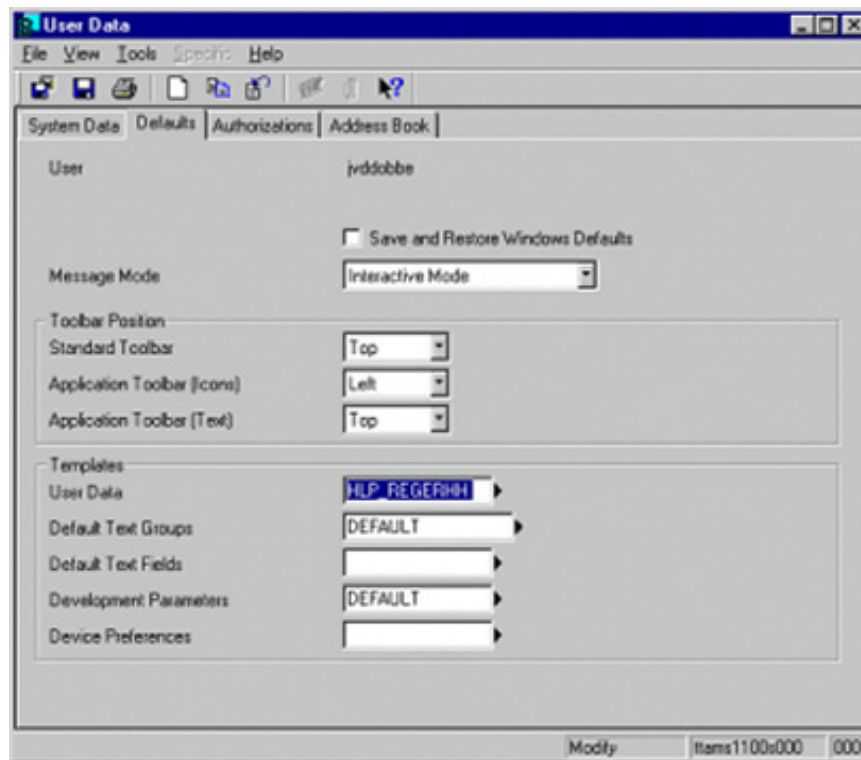
Figure 5 Default User Data Settings

You must restart the Worktop to make your settings effective.