



Infor Enterprise Server Web UI Installation and Configuration Guide for Infor Web Help

Copyright © 2013 Infor

Important Notices

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

Trademark Acknowledgements

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

Publication Information

Release: 10.10

Publication Date: November 29, 2013

Document number: U8934TUS

Contents

About this Guide.....5
 Contacting Infor.....5

Chapter 1: Introduction.....7

Chapter 2: Deploying Infor Web Help.....9

Chapter 3: Infor Web Help Administration Pages.....11
 Web UI Administration pages for Infor Web Help.....11
 To install Infor LN or Baan Help files.....14
 General installation procedure.....16

Chapter 4: Troubleshooting Infor Web Help.....21
 URLs.....23
 Fallback rules.....23

Appendix A: Instructional Deployment Example.....25
 Deploy Web Help on Tomcat 5.x.....25

About this Guide

Document summary

This document is an Installation and Configuration Guide that describes how to deploy and configure Infor Web Help on various Java Servlet containers. This document is intended for system administrators.

This document contains the following chapters:

Chapter 1, "Introduction," provides a general introduction to this document and to Infor Web Help.

Chapter 2, "How to Deploy Infor Web Help," describes the deployment of Infor Web Help.

Chapter 3, "Infor Web Help Administration Pages," describes the configuration of Infor Web Help in the Admin pages.

Appendix A, "Instructional Deployment Example," provides a sample deployment.

Note:

A number of screenshots in this document may be based on previous Web UI releases. They can differ slightly from your Web UI screens. However, the described functionality is identical.

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at <http://www.infor.com/inforxtreme>.

If we update this product or document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updates.

If you have comments about Infor documentation, contact documentation@infor.com.

Introduction

1

Infor Web Help is part of the Web UI product family. Infor Web Help is a tightly integrated, Web-based Help application that does not use local resources, such as the registry.

Note:

When you deploy Infor ES Web UI for Infor LN, no separate Web Help deployment is required. In this case, you deploy Infor Web Help together with Infor ES Web UI for LN.

Deploying Infor Web Help

2

Numerous Java servlet containers are available on the market and in the Open Source community. This chapter describes how to deploy Infor Web Help to a Java servlet container.

For an instructional example of a Web Help deployment to the Tomcat Java servlet container, see "Appendix A" on page 25.

To deploy Web Help to a servlet container, take the following steps:

1 Locate the Web Help Web Archive (.war file).

The Infor Web Help software is archived in a standardized Web Archive. You need this Web Archive, *webhelp.war*, to deploy Web Help. You can find the *webhelp.war* file on the Web Help Installation media. See "Appendix A" on page 25.

2 Deploy the Web Help war file in your Java servlet container.

During deployment, the servlet container asks the root name for the Web Help Web application. Each application server uses various terms for this root name, for example:

- Context Root
- Application URI
- URL Context Path

In the remainder of this document, the notation *[webhelp-root]* is used to refer to this Web Help root name.

The *[webhelp-root]* determines the URL to the Web Help application. After deployment, you can access the Web Help through the following URLs:

- For administrator login:
http://[hostname]:[port]/[webhelp-root]/servlet/admin
- For user login:
http://[hostname]:[port]/[webhelp-root]/servlet/webhelp

How to start the Web UI Administration Console

To start the Web UI Administration Console, point your browser to the following URL:

`http://[hostname]:[port]/[webui-root]/servlet/admin`

The initial administration password is `webtop`. It is strongly advised to change this password.

The various Web UI Administration Console options are described further in this chapter.

Web UI Administration pages for Infor Web Help

Change Admin Password

Use this page to change the administrator password.

Change Configuration Directory

By default the Web UI configuration files are stored in the "config" directory directly under web application install directory.

If you want to reuse Web UI configuration files across multiple installation, you can change the directory where the Web UI configuration files are stored.

User profiles

To set the user profile directory

The user profile directory enables you to store the user-specific Web UI/ Web Help settings; the so-called User Profile files. The following is the default location for this directory:

- `[webtop-config]/usercontexts/`


You can change the User profile directory in the Web UI Administration Console to specify another location. Make sure that this directory exists. In addition, the Servlet Container must have write permission to this directory.

Enable trace

On the User Profile page, you can also switch tracing on or off. If tracing is on, extra debugging messages are written to the java console of the client browser. Since this has negative impact on the performance of the browser, tracing usually must be disabled. You can switch on tracing if support engineers must collect debugging information.

Enable customize Web Help

On the User Profile page, which you can reach from the Infor ES Web UI Administration Console menu, you can also switch the ability to customize the Web Help on or off. Users with this ability can customize the Web Help content, in other words, these users will have an extra button called **Customize** on their Help pages. To customize the Help page, the user can click this button. If the user clicks **Customize**, this form is displayed:



Click the eye icon to hide a specific Help item.

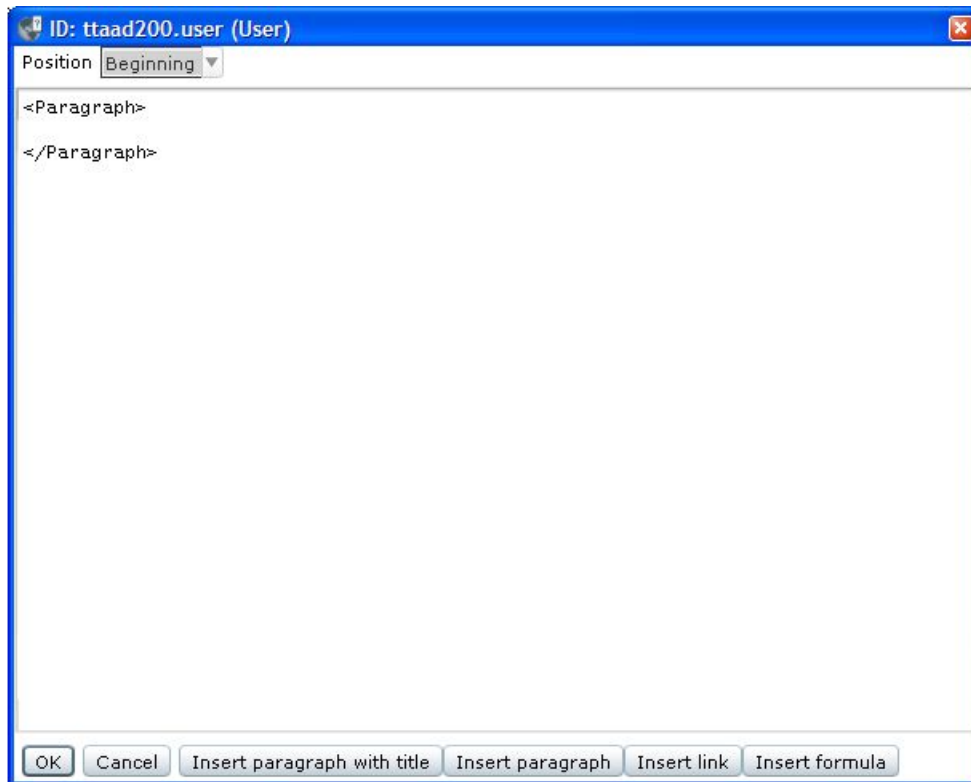
If you click a pencil icon, you can add Help text to, or replace Help text for, the following:

- General Help
- A specific Help item

In the Help editor that starts up when you click a pencil icon, the following rules apply:

- You must type Help in BEEM-XML.
- The list box at the top of the form enables you to select the position of the new help text: *beginning*, *end*, or *replace*.
- At the bottom of the form, some helper buttons are available to insert most used BEEM-XML markup.

This figure shows the Customize Web Help editor:



The following factors determine where the customized help is stored:

- The [Package Version] of the original Help text is taken as the base.
- The customized help is stored on the Web server in: [Help Directory]/[Package Version]_customize/...
- The customized Help remains when standard Help is updated.

The customizations will be visible for all users.

Note:

- Because the customizations are stored on a location other than the default Help content, an update of the default Help will keep the customizations in place.
- You can only edit Help content for Infor Baan 5.0c and Infor LN 6.1 or higher only if the help server as defined in the User Data Template (ttams1110m000) session is the same as the Infor ES Web UI Web server.

Languages

The Languages page enables you to change the default language. Install the .zip file that contains the language files and then install the .zip file that contains the translated Help.

You can download the most recent translations from the Infor Support Web site.

Logging

The Logging page enables you to set the level of logging. In addition, you can specify the log file to which the log information is written. Note that, after you submit the changes, the changes take some time to take effect.

Compression

By default, messages between the browser and the Web server are compressed if the message size exceeds 10 bytes. Depending on the network bandwidth, you might want to adjust this setting. However, Infor recommends that you use this default setting.

Company logos

You might want to change the company logo used in Infor Web Help. In this administration page, you can upload a new logo. On Linux and UNIX systems, users must set the environment variable DISPLAY because some operations are performed on the uploaded images.

To install Infor LN or Baan Help files

For Infor LN 6.x, the corresponding online Help file is delivered on the Infor LN 6.x Application installation media. The Enterprise Server-related online Help files are delivered on the Enterprise Server installation media. The path on the installation media is, for example, the following:

- /webhelp/erpln_B61Ua4stnd_en_xmlhelp.zip

Updates for Infor LN 6.1 online Help are available on solution number 22893673.

For Infor Baan 5.0c, the online Help documents are available on solution number 22893678.

To make Help documents accessible from Infor Web Help, these documents must be installed on the Web server system on which the Infor Web Help runs. You must choose the appropriate language and the correct localization file.

First, determine the language and then decide on the version. Subsequently, select the .zip archive that contains both.

To identify the .zip files, you use an encoding that consists of:

- A project ID
- A project sub-ID (optional)
- A project version, and sub-version (optional)
- A language code (refer to the Language table)
- xmlhelp.zip

As a result, the format is as follows:

[project id]_[project sub-id]_[project version]_[sub-version]_[language code]_xmlhelp.zip

File Name Convention

[]	Optional
project ID	The Help project ID or product name, for example: erp, webtop, or enterprise_server.
project subID	Identifies a part of a larger project
project version	The version, for example, 71a or 1.1
Sub version	The Service Pack or update number, for example, <i>SP11</i> .
language code	The language code, for example, <i>en</i> or <i>ja</i> .
xmlhelp.zip	Indicates that module is a zipped Help module.

Language Table

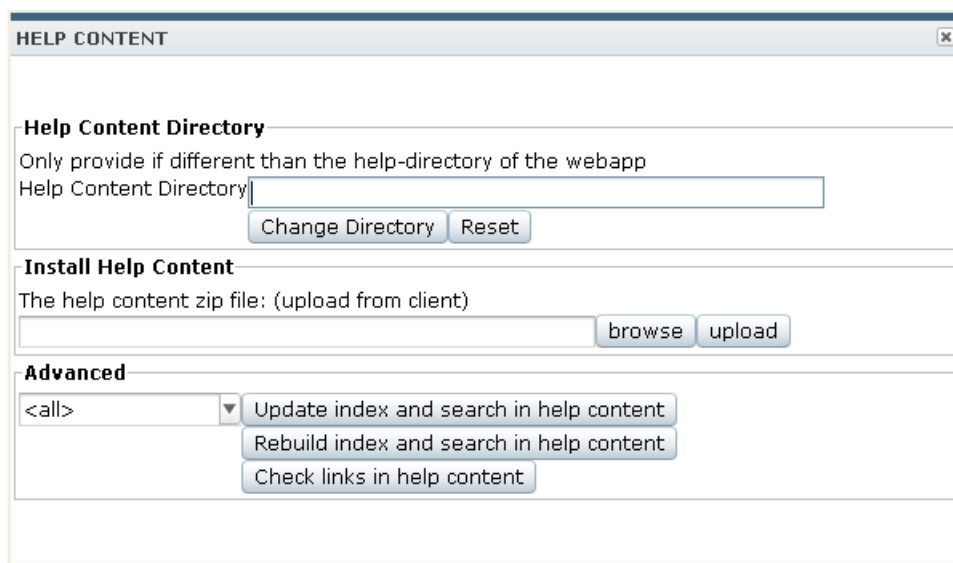
Language Code	Infor Language ID	Description
ZH-CN	o	Simplified Chinese
ZH-TW	n	Traditional Chinese
DA	7	Danish
DE	3	German
EN	2	US English
ES	5	Spanish
FI	f	Finnish
FR	4	French
IT	6	Italian
JA	j	Japanese
KO	k	Korean
NL	1	Dutch
NO	8	Norwegian
PT-PT	P	Portuguese (European)
PT-BR	p	Portuguese (Brazilian)
SV	9	Swedish

Note: The following procedure described in the "General installation procedure" section is mandatory.

General installation procedure

You must run an installation procedure to ensure that the online Help topics are installed at the correct location on the Web server system. To install the Help content, take the following steps:

- 1 Insert the Infor LN or Baan distribution installation media.
- 2 Start the Web UI Administration Console to log on:
`http:// [hostname]: [port]/ [webhelp-root]/servlet/admin`
- 3 In the Infor ES Web UI Administration Console panel, click Infor Web Help. Then click **Help content**:
This dialog box is displayed:



The screenshot shows a window titled "HELP CONTENT". It contains three main sections:

- Help Content Directory**: A section with the instruction "Only provide if different than the help-directory of the webapp". It features a text input field labeled "Help Content Directory" and two buttons: "Change Directory" and "Reset".
- Install Help Content**: A section with the instruction "The help content zip file: (upload from client)". It features a text input field and two buttons: "browse" and "upload".
- Advanced**: A section with a dropdown menu currently showing "<all>". Below the dropdown are three buttons: "Update index and search in help content", "Rebuild index and search in help content", and "Check links in help content".

- 4 Click **browse** in the Install Help Content group and browse to the zip file that contains the Help content.
- 5 Click **upload** to install the content. The "Installing Help content. Please wait..." message appears. When the installation process finishes, the OK message appears.

Note:

- You can browse directly to the stand-alone Infor Web Help through the following URL:
`http:// [hostname]: [port]/ [webhelp-root]/webhelp`
For example: `http://saturn/webtop84/webhelp`
- After the installation, check whether the Web Help is correctly displayed:
 - To test the stand-alone Infor Web Help, use the URL mentioned.
 - To test context-sensitive Help, open a session and press F1.

Help content directory

The Help content directory can be a directory different from the Help directory of Infor ES Web UI itself. This can be useful in the following cases:

- The Web UI WAR file is unzipped. In this case, you cannot use the Help directory to place the content in, because this directory is inside the WAR file.
- A new version of Infor Web Help is installed regularly.

In Web UI Administration Console, you can set the help content directory:

- 1 In the Infor ES Web UI Administration Console panel, click Infor Web Help. Then click **Help content**.
- 2 Set a different directory in the **Help Content Directory** group box. For example: *C:\WebHelp*.

By default, the Help content directory is *<webapp>*. A new release of Infor Web Help can overwrite the existing Help. Infor recommends that you place the Help content in a separate Help content directory.

Note: When you install a new Web UI version, the corresponding WebHelp is installed in the default Help content directory *<webapp>\Help*.

After the installation, complete the following steps:

- 1 Start the Web UI Administration Console and set the separate Help content directory again, such as *C:\WebHelp*. See steps 1 and 2 in the previous procedure.
- 2 Copy the help files from the default Help content directory to the separate Help content directory. For example, copy the files from *<webapp>\Help* to *C:\WebHelp\help*.

Advanced topic: update index

The Help content, which is located in the Help content directory, consists of several .xml files. These .xml files are converted to .html at the moment a user requests Help on a particular topic. Because .xml files can be changed in, deleted from, or added to the Help content, the full text search index must be updated to reflect these changes. Using this administration page, the system looks for changed, deleted, and added files and updates the index automatically.

Advanced topic: rebuild index

Using this administration page, the full text search index of installed Help content is deleted and rebuilt. Because this process is very time consuming, Infor recommends that you perform a rebuild only if the text search in the Help content appears to be corrupted.

Advanced topic: fallback scenarios

You can create some fallback scenarios in regard to language and version. If you cannot find Help for some version and language, you can fall back to other versions and/or languages. By setting the fallback scenario, Infor Web Help can prioritize fallback to another version and/or another language.

Infor Web Help can handle various fallback scenarios. The fallback order options are:

- Language:
If Help is unavailable for the desired language, return help in the default language, or return an error if the default is also nonexistent.
- Version:
Only search for a different version, according to the defined fallback.
- Language. Version:

Search first for another language and then search in the version according to the defined fallback.

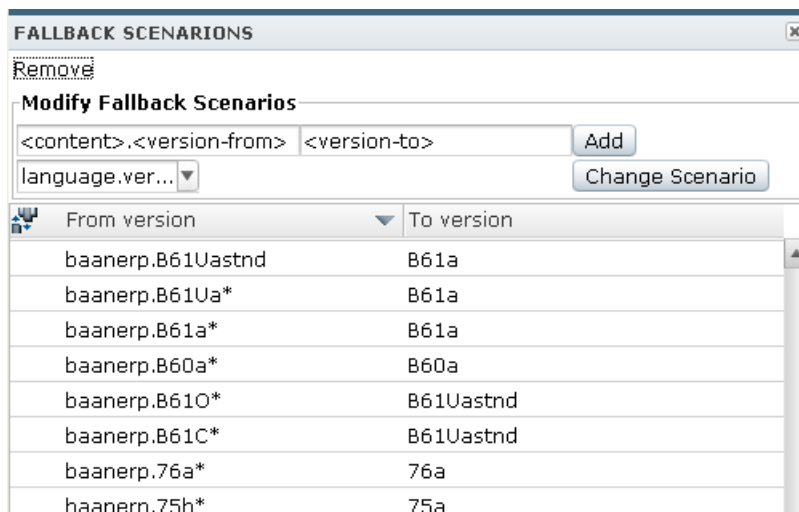
- **Version. Language:**
Search first for another version and then search in the default language.
- **None:**
Return an error immediately if requested Help for the specific version and specific language is unavailable.

For examples of these fallback scenarios, refer to the following sections.

Note: You can set or change the definitions for the fallback scenarios in the **Fallback Scenarios** page. To open this page, in the Infor ES Web UI Administration Console panel, click Infor Web Help. Then click **Fallback scenarios**.

Fallback Scenarios page - Example setting

This figure shows the settings that are described in this section:



From version	To version
baanerp.B61Uastnd	B61a
baanerp.B61Ua*	B61a
baanerp.B61a*	B61a
baanerp.B60a*	B60a
baanerp.B61O*	B61Uastnd
baanerp.B61C*	B61Uastnd
baanerp.76a*	76a
haanerp.75h*	75a

If the user wants session Help for a specific session in version B61Uastnd and language Dutch, and if this Help is unavailable, Infor Web Help first turns to the default language because the fallback order requires that language be searched first. If the requested Help page does not exist in the default language, Infor Web Help turns to version B61a because B61Uastnd falls back to B61a. B61Uastnd falls back to B61a because the fallback is defined as from baanerp.B61Uastnd to B61a.

Example - Version fallback

In a language, you can set up this structure:

Version	Explanation
B61Oacust1	Customization version from customer. Empty.
B61Uastnd	Partly updated.
B61a	Full version.

To enable a proper fallback, you must create these fallback rules:

Fallback from projectid.version	to version
baanerp.B61Oa*	B61Uastnd
baanerp.B61Uastnd	B61a

If a B61Oacust1 user requests Help, Web Help searches through the Help versions in this order:

- 1 B61Oacust1
- 2 B61Uastnd
- 3 B61a

When the requested Help page is found, Web Help stops searching in other versions.

Example: Language and Version fallback

This table shows a sample VRC structure for LN FP3:

Version Name	Explanation	Version in English	Version in example language
B61Oa3 cust1	Customization VRC	Empty	Empty
B61Ua3 stnd	Latest Help for FP3	Full version (including B61a)	Partly updated (excluding B61a)
B61a	Latest base Help for LN	Full version	Full version

To enable a proper fallback, you must create these fallback rules:

Fallback from projectid.version	to version
baanerp.B61Oa3*	B61Ua3stnd
baanerp.B61Ua3stnd	B61a

The following table shows how Web Help searches through the Help versions if a user requests Help in version B61Oa3cust1 and language Dutch. The search order depends on the fallback scenario setting.

Fallback scenario	Search order
language-version	<ol style="list-style-type: none"> 1 B61Oa3cust1-nl 2 B61Oa3cust1-en 3 B61Ua3stnd-nl 4 B61Ua3stnd-en 5 B61a-nl 6 B61a-en
version-language	<ol style="list-style-type: none"> 1 B61Oa3cust1-nl

	2	B61Ua3stnd-nl
	3	B61a-nl
	4	B61Oa3cust1-en
	5	B61Ua3stnd-en
	6	B61a-en
version	1	B61Oa3cust1-nl
	2	B61Ua3stnd-nl
	3	B61a-nl
language	1	B61Oa3cust1-nl
	2	B61Oa3cust1-en

When the requested Help page is found, Web Help stops searching in other versions.

Note: Because B61Ua3stnd-en contains all English FP3 text, a fallback from that version to another language will never be used; therefore, set **Fallback scenario** to *version-language*.

Note: After the installation of LN, check whether LN will display the correct Web Help versions. To do this, complete the following steps:

- 1** Start the User Data (ttaad2500m000) session and find out to which package combination(s) and user data template(s) the users are linked.
- 2** To find out which VRCs are linked to this package combination, use the Packages by Package Combination (ttaad1121m000) session. These VRCs determine the help version LN will search for. For example, if the package combination contains B61O a3 cust1 VRCs, LN searches for the B61Oa3cust1-[language code] help version.
- 3** Start the User Data Template (ttams1110m000) session. View the template to which the users are linked and check whether the Help server is correctly defined.
- 4** Verify whether the Help version LN searches for is present on the Help server.
- 5** Start the Web UI Administration Console and check if the Help version LN searches for is included in the fallback path.

Checklist

To ensure that the main Web Help parameters are configured, complete these steps:

1 User Data

In the User Data (ttaad2500m000) session, select the user who has Web Help problems.

Check the following:

- User language: For example, 2 English, or 3 German.
- User package combination: Look up which package VRCs are linked to this package combination. If you press F1 in a session with package VRC `tf 7.6 a str2`, the version that is searched for in Web Help is `76astr2` with special characters removed.
- Default user template: For example, DEFAULT.

2 In the User Data Template (ttams1110m000) session find the user data template, for example, DEFAULT.

Check the following:

- Help Server: For example, `saturn:8080/webtop`. Start a new internet browser. Ensure that the address is spelled correctly and matches how the webtop/webhelp is installed.

- Copy and paste the Help server address as the browser URL. Prefix the address with "http://" and postfix it with "/servlet/webhelp". For example,

```
http://saturn:8080/webtop/servlet/webhelp
```

Typical problems:

- `/webtop/` must be `/webhelp/` or vice versa
- port number is wrong
- Ensure that Enterprise Server Help is working:

```
http://saturn:8080/webtop/servlet/EboksHtmlServlet?version=76a&helpid=
/baanerp/tt/ams/ttams1110m000&user=anonymous&language=english&ebokslight=
true
version=76a
```

 The current version for Enterprise Server.
- Ensure that English LN application Help is available:

```
http://saturn:8080/webtop/servlet/EboksHtmlServlet?version=
B61Ua6stnd&helpid=/baanerp/tf/gld/tfgld0508m000&user=anonymous&language=
english&ebokslight=true
```

version=B61Ua6stnd. a6 is the FP6 version for the LN application Help.

- Change the version to match the customization VRC from your package combination:

```
http://saturn:8080/webtop/servlet/EboksHtmlServlet?version=
B61Oa6str2&helpid=/baanerp/tf/gld/tfgld0508m000&user=anonymous&language=
english&ebokslight=true
```

For example, for package VRC tf B61O a6 str2, use version=B61Oa6str2.

If no Help is found, you must fine-tune the fallback rules.

- Ensure that translated LN application Help is available:

```
http://saturn:8080/webtop/servlet/EboksHtmlServlet?version=
B61Ua6stnd&helpid=/baanerp/tf/gld/tfgld0508m000&user=anonymous&language=
german&ebokslight=true
```

language=german. a6 is the FP6 version for the LN application Help.

- Default user template: For example, DEFAULT.

3 Infor ES Web UI for LN

Start the Web UI Administration Console by using this URL: <http://saturn:8080/webtop/servlet/admin>.

- Select **Infor Web Help > Help content** and select Advanced from the drop-down box.
- Check the following:
 - Is the correct version installed? For example, `baanerp\B61Ua6stnd\en`, and `baanerp\76a\en`.
 - Is the correct language available? For example, `baanerp\B61Ua6stnd\de`.
 - If a certain Help set is available here but is not displayed in the Web Help table of contents, you can select the Help set and select **Rebuild index and search in help content**.

4 • Select **Infor Web Help > Fallback scenarios** and click the Down arrow to sort the **From version** column.

- Check the following:
 - Is your exact VRC/version mentioned? For example, **baanerp.B61Oa6str2**.
 - Is there a "fuzzy" VRC/version mentioned that matches your VRC/version? For example, **baanerp.B61Oa6***.
- Possible problems: A precise rule, such as **baanerp.B61Oa6str2**, refers to a non-existing version. Precise rules have a higher priority than a possible fuzzy rule such as **baanerp.B61Oa6***. Even if the **baanerp.B61Oa6*** can be found, the precise rule is applied and the fuzzy one remains unused.
- Ensure that the versions in the left and right columns have no typographical errors.
- Use the direct URL to test your fallback scenarios immediately.

URLs

?	After the question mark symbol the parameter string starts.
parametername=parametervalue	Each parameter has a name and a value.
&	The "&" character separates each parameter name/value pair.

Fallback rules

Fallback rules work almost instantly; you do not need to restart the servlet engine.

This appendix provides an example to deploy Infor Web Help on Tomcat.

Deploy Web Help on Tomcat 5.x.

Make sure that you have Tomcat up and running. Take the following steps:

- 1 Copy the webhelp.war file to [tomcat-home]\webapps.

In Tomcat, the [webhelp-root] depends on the name of the WAR file. Therefore, the default [webhelp-root] for Tomcat is webhelp. To use another [webhelp-root], you must rename the webhelp.war file.

- 2 Start or restart Tomcat. Tomcat automatically deploys the Web Help.

Note that by default, Tomcat 5.x listens to port 8080. You can access the Web Help through the following URLs:

- [http://\[hostname\]:8080/\[webhelp-root\]/servlet/admin](http://[hostname]:8080/[webhelp-root]/servlet/admin) for administrator login
- [http://\[hostname\]:8080/\[webhelp-root\]/](http://[hostname]:8080/[webhelp-root]/) for the Web Help

If you encounter problems during the rebuild of the index and search of the online Help content, or during the display of online Help, take the following steps:

- 1 Remove the **xerces.jar** from the [tomcat-home]\common\lib directory.
- 2 Copy the files **xercesImpl.jar** and **xml-apis.jar** from [webhelp-root]\WEB-INF\lib to the [tomcat-home]\common\lib directory.

To put the changes into effect, you must restart the Web server.

