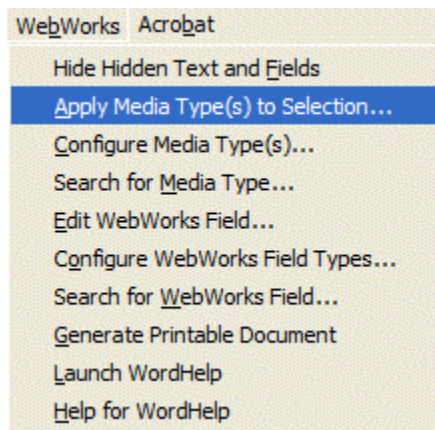


WebWorks Publisher WordHelp 1.0

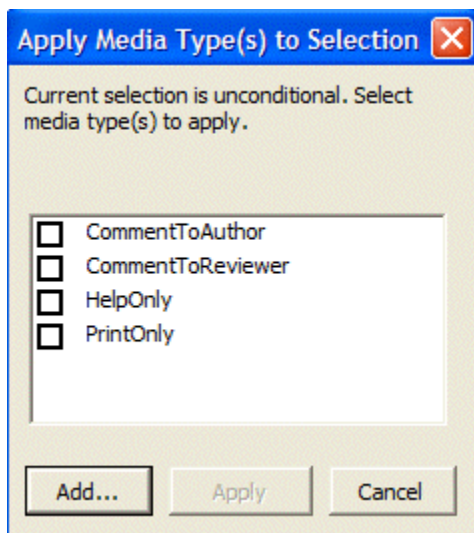
- WordHelp is Quadralay's single-sourcing tool for MS Word. Produce print/PDF, WebWorks Help (HTML), WinHelp, HTML Help, or JavaHelp from the same Word document.
- It allows you to customize your output for the different formats with conditional text in Word (using what Quadralay calls Media Types).
- The WordHelp program itself is very much like WebWorks Publisher for FrameMaker.

WebWorks Menu in Word

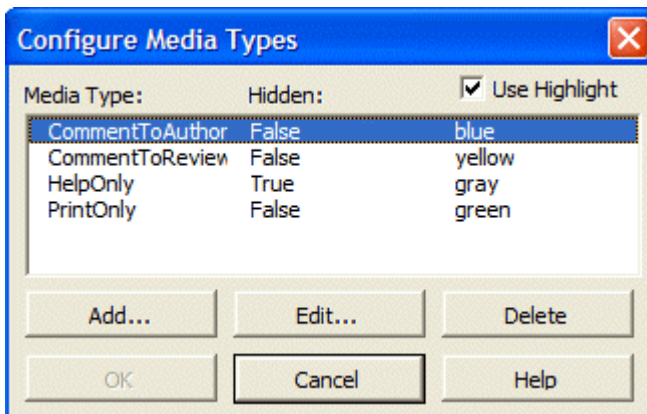
- Use the WebWorks menu in Word to customize your Word file for different output types.



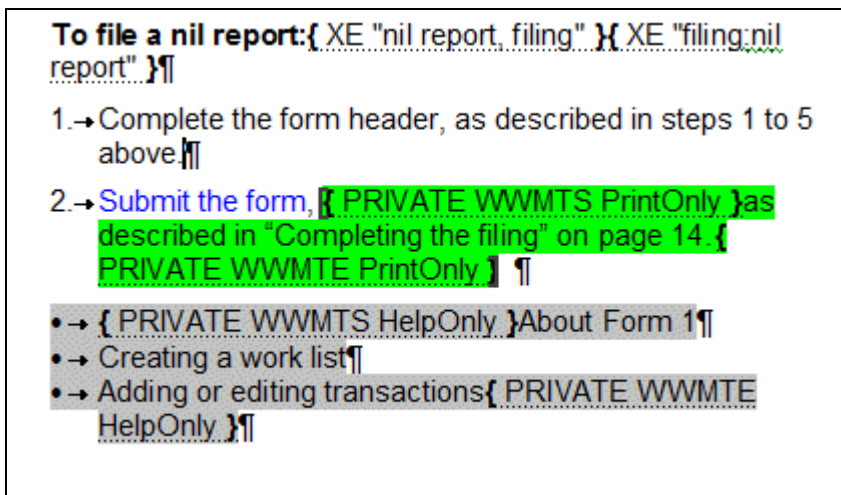
- Applying a media type



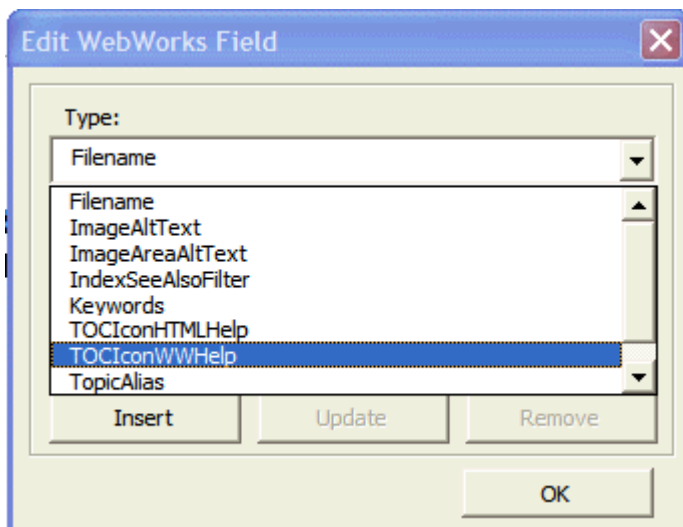
- Customizing media types



- Media types in the Word file

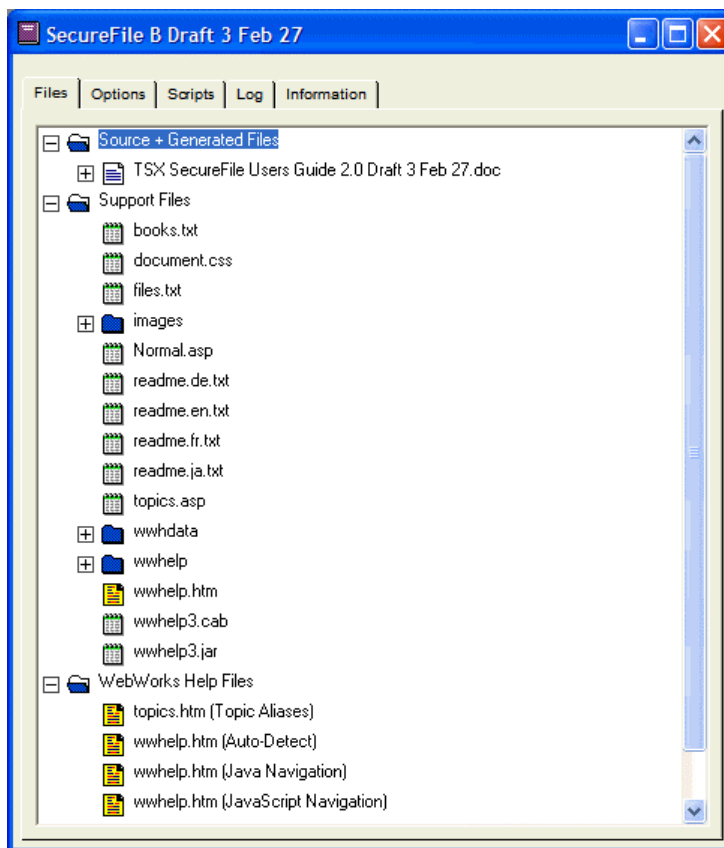


- Editing a WebWorks field

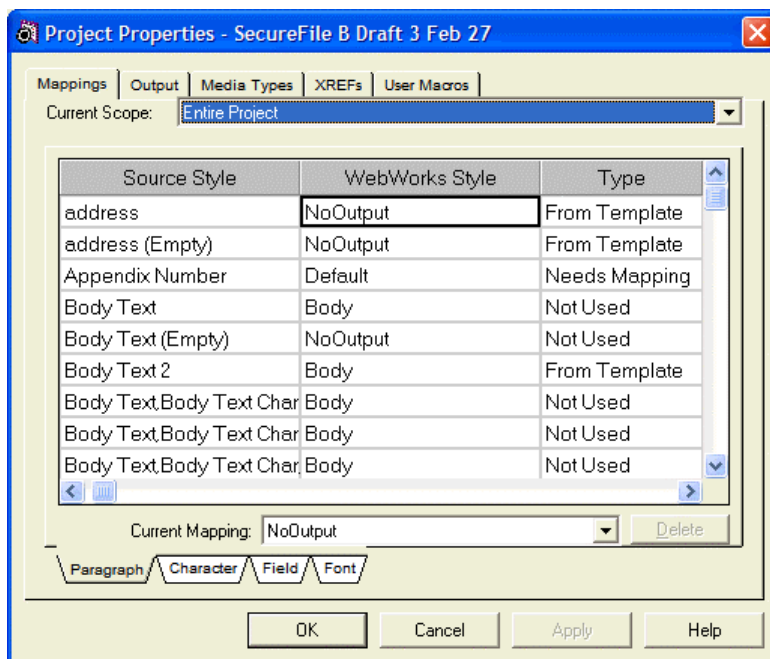


The WordHelp Program

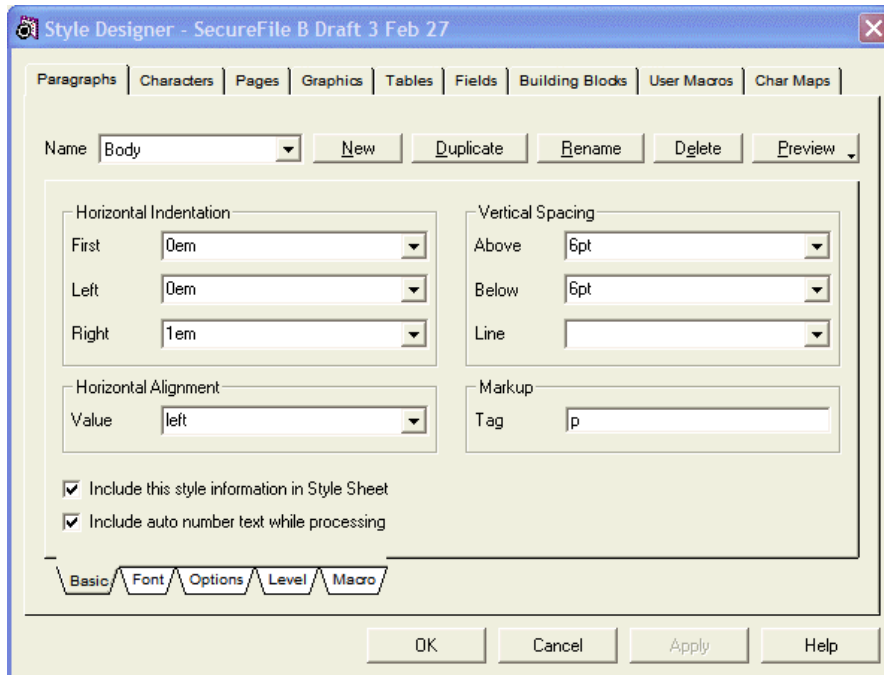
- The WordHelp project window



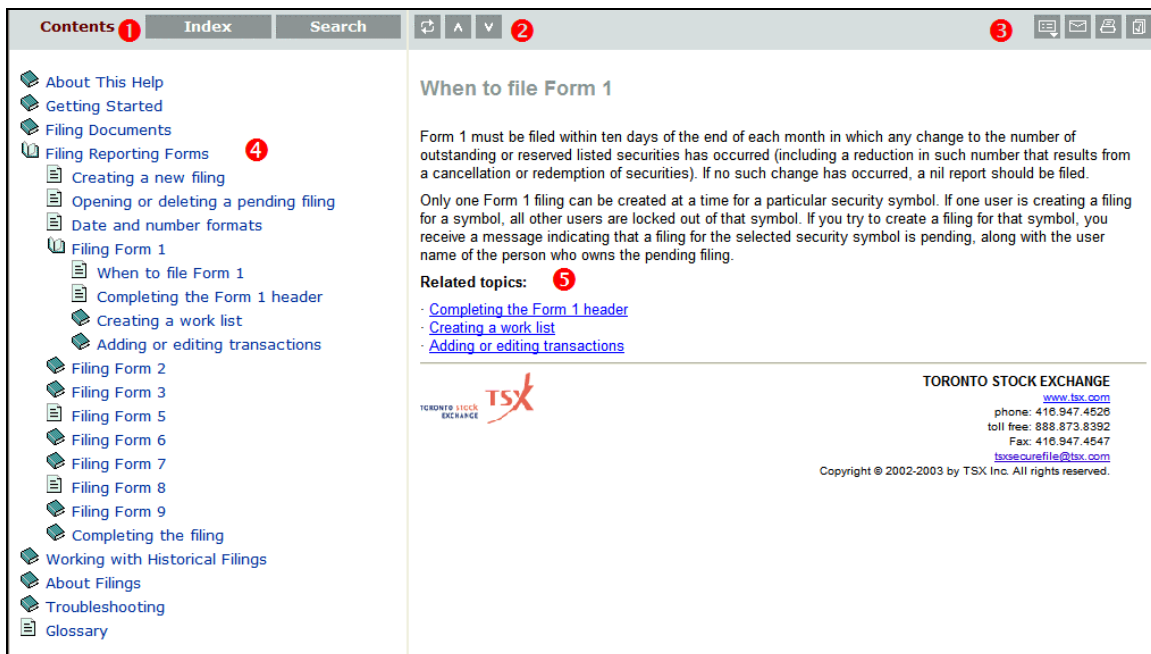
- Project properties



- The Style Designer



- WordHelp WebWorks Help output



- ① Navigation frame buttons
- ② Topic frame navigation buttons
- ③ Toolbar buttons
- ④ Dynamic table of contents
- ⑤ Related topics list

Customizing a WebWorks Help Project

The following are some of the customizations that I made to my WebWorks Help project. I've grouped them by the area of WordHelp or the file where I did the customizing. Most of the information about customization is in the WordHelp online help, but it's a bit scattered. You probably wouldn't need to make all of these customizations, but it depends on how you want your project to look. I had to match the look of our application.

Customisations in the Style Designer

- Made all headings a consistent font size (20 px, same as Heading 3) by setting the size in the Style Designer. Then changed it to "large" so resizing would work (accessibility issue).
- Set the body font size to "small" from 12px, so font could be resized (accessibility issue).
- Set the headings colour.
- Set up the Note style to use a table for the formatting (old WWP trick), by putting the table code in the paragraph macro.
- Added a `width=98%` attribute to the TABLE tag, otherwise Netscape wouldn't display the table containing the logo and address across all of the width of the page.
- Set the right margin for the Body, Note, Smartlist1, and Smartlist2 tags to 1 em, because they were extending out to under the right scroll bar.

Customizing Graphics

- Created a background GIF for the tabs in the navigation frame, `tabsbg.gif`
- Did the same for `divider.gif`, which is the background for the navigation bar frame.
- Modified the navigation bar button colours (edited in Paintshop Pro).

Customisations to `wwhelp.htm`

- Set the TOC frame width to 350 pixels.

Customisations to `normal.asp`

- Removed the left text margin for the topic page (removed the BLOCKQUOTE tag)
- Moved the logo to the page footer and set up a 2-column table for the logo and company address/contact information.
- Edited the default company/contact information

Customisations to `document.css`

- Modified the default link colours (active, link, visited) and the hover property

Customisations to `settings.xml`

- Set the background colours for hover text in TOC and the border and text to colours.
- Set show attribute of hover text to "always".
- Turned off Java security.
- Disabled display of Favourites tab (as can only be used with Java and our application doesn't use the Java TOC).
- Disabled display of the inline related topics button because related topics wouldn't work if you have a popup blocker enabled. (Put the related topics inline in the topics instead).
- Set the tab colours.
- Set the navigation frame background.
- Set the Related Topics menu title (<Title> tag) to match the tab style used for the TOC.

Customisations to controls.js

(This file is in support\wwhelp\wwhimpl\common\scripts)

Modified the file to change the default Subject line for the email generated when the user clicks the email button. By default the button generates an email with the subject "Feedback: http://username:1password2address:port/en/help/Glossary.html" which contains the URL of the help page. But if the help is on a web server, that URL can contain the user name and password of the account used to open the help, which can be a security issue. Change:

```
WWHFrame.WWHContentFrame.WWHDocumentFrame.location = "mailto:" +  
WWHFrame.WWHHelp.mSettings.mEmailAddress + "?subject=Feedback: " +  
escape(this.mSyncPrevNext[0]);
```

To:

```
WWHFrame.WWHContentFrame.WWHDocumentFrame.location =  
"mailto:" + WWHFrame.WWHHelp.mSettings.mEmailAddress +  
"?subject=Feedback";
```

Bugs and Issues

For a version 1.0 release, WordHelp is quite stable and has relatively few issues. Many of the problems that I've had relate to various Word issues (flaky list numbering, for example) and aren't WordHelp problems per se.

- The dialog box to apply media types often incorrectly reports that the selected text is already in a media type, and since they can't be nested, it won't apply the media type. I ended up writing my own version of the dialog that doesn't perform the check. (I'll post this on my web site sometime later this month.)
- When there is a WordHelp field at the end of a paragraph, such as a media type, it ignores the paragraph mark, so the next paragraph gets run in. Need to make sure there is a space before the paragraph mark.
- Using a NoOutput character style doesn't work if it's applied to cross-references.
- REF fields are always converted to a hyperlink, even if they are set NOT to hyperlink in Word.
- There can be delays when selecting or deselecting items in a media type. For example, in a list of related topics with a Help Only media type applied, it can take 4 seconds to delete a line.
- When you select text next to a WordHelp field, Word selects the field too. I'm not sure if this is a Word or WordHelp issue.
- It's not a bug per se, but CPU usage is very high while generating pages, typically 80-100%, which really bogs down the machine. It can take 5 minutes to generate a WordHelp project on a fairly fast PC.
- Having a media type applied to the text before a table causes WordHelp to incorrectly format the first cell of the table (not bolded and vertical alignment is centred instead of top).

- Generate Printable Document doesn't do a good job. I get duplicated headings, missing space after hidden media types, run-in paragraphs and so on. I may write my own macro for this.
- The email button generates a blank email message that has the user name and password of the account used to invoke the help in the subject line of the email. I needed to edit controls.js to fix it. (See the customisation section for the code).
- If help is in a secondary window, the Print button generates a URL that has the username and password of the account used to call the help in the footer, if the user has their browser set to print the page's URL. This isn't a WordHelp bug per se, but an application/browser issue. The workaround is to use a help account that has no privileges other than to open the help.
- Media types can't be in a table or include a table.

Conclusions

If you want to single-source print and online from Word documents, WordHelp is a logical choice – it's really the only choice. (I have not seen how well RoboHelp X3 does single sourcing, but previous versions were inadequate.) If you need to produce just online formats, then you are probably better off with a dedicated online tool, such as RoboHelp.

If you have a choice between Word/WordHelp and FrameMaker/WebWorks Publisher, go with FrameMaker/WWP. While WordHelp is stable enough, I used up about 20 percent of the time in my project dealing with Word's "idiosyncrasies".

If at all possible, purchase WordHelp with a support contract. Even if you are an experienced WWP user, you will probably need it.

If you've used WWP for FrameMaker, making the transition to WordHelp is very straightforward. I was able to create an acceptable first draft of my WebWorks Help project in about 6 hours from a standing start. Customization and tweaking took longer, but no longer than it would have done with WWP.

If you haven't used WWP, invest in a training course. The online documentation (there is no printed documentation) is much better than that of previous versions of WWP for FrameMaker, but you will have a fairly steep learning curve.

Subscribe to the WordHelp mailing list:

<http://www.groups.yahoo.com/subscribe/wordhelp/>

It's an invaluable resource, especially if you don't have a support contract.

Keep an eye on my web site (<http://www.soltys.ca/techcomm/techcomm.html>) for an expanded version of this presentation, along with WordHelp and Word tips.

For more information about WordHelp and other help authoring tools, see David Knopf's excellent site at www.knopf.com.