
RoboHelp File Structure and Troubleshooting Guide, Part III.

Contents

RoboHelp File Structure and Troubleshooting Guide, Part III.	1
Contents	2
RoboHelp File Structure	3
RoboHelp creates specific folders and files	3
P-150	3
P-150-BPN_files	3
1. whdata Directory	5
2. whgdata Directory	6
3. whgdata Directory	6
4. WebHelp Directory	7
Troubleshooting RoboHelp Conversions	11
TROUBLEHOOT TOPIC 1: Error message: "Microsoft Word seems not to be responding"	12
Issue	12
Solution	12
TROUBLEHOOT TOPIC 2a: Error messages during compile:	13
Issue	13
Solution	13
TROUBLEHOOT TOPIC 2b: Selected skins do not load properly	14
(Note: other RoboHelp issues may also occur in addition to those identified in "TROUBLESHOOT TOPIC 2a and 2b)	14
TROUBLESHOOT TOPIC 3: Modifying Links on Existing RoboHelp HTML Files	15
Links on the BPN Narrative Page	15
Sample HTML code for the PDF link..	17
Sample HTML code for the CFW (control framework) link.	17
Sample HTML code for the "View Signoff" link.	18
Sample HTML code for the "Go to Change History" link.	18
Sample HTML code for the "Go to Business Home Page" link.	19
Sample HTML code for the "Go to Spider Home Page" link.	19
Sample HTML code for the "Go to Training" link.	20
Sample HTML code for the "Go to Work Instructions" link.	20
Sample HTML code for the table of content links.	20
TROUBLESHOOT TOPIC 4: Failure to read PDF file from the BPN	21
TROUBLESHOOT TOPIC 5: Specify table parameters	24

RoboHelp File Structure

This procedure is based on the “P-150 Manage AP Processing and Payment” business process notice (BPN). Replace the references to “P-150 Manage AP Processing and Payment” with the appropriate BPN and/or title for the BPN being converted.

RoboHelp creates specific folders and files which must be uploaded on the Spider website. These were shown in **Part 1, Preparing Spider Site** (Pages 4 – 7), namely:

Top Directory:	P-150 Manage AP processing and payment
Sub Directory:	WebHelp
Sub Directory:	P-150-BPN_files
Sub Directory:	whdata
Sub Directory:	whgdata
Sub Directory:	whxdata

It is required that the names of these directories/files must be consistent with the directories/folder named by the RoboHelp program.

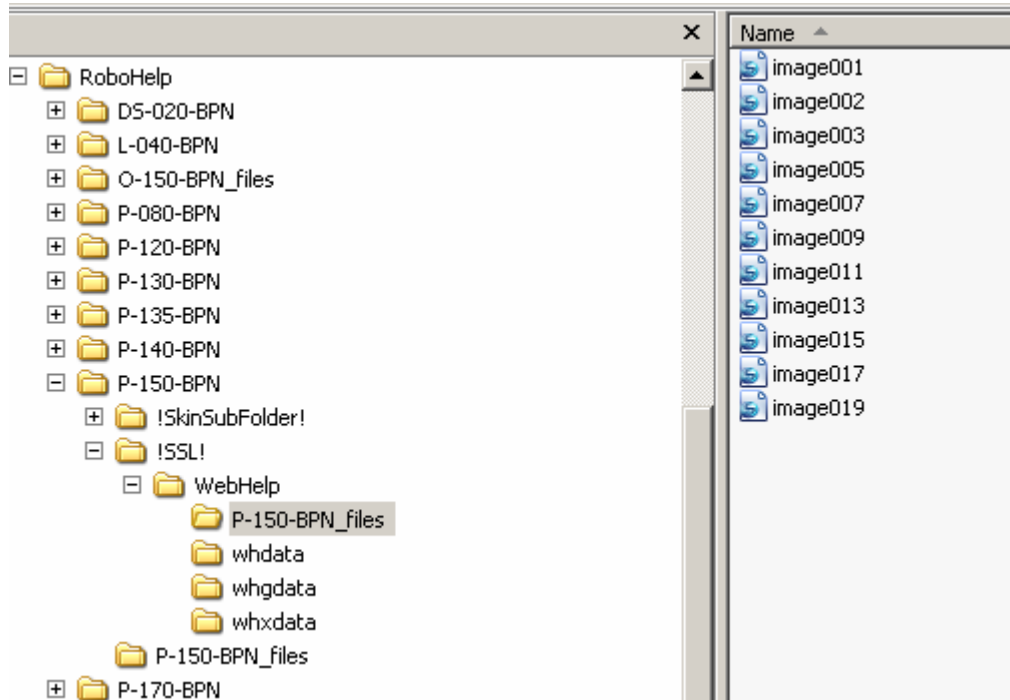
NOTE: On older BPNs already on Spider, both the **WebHelp** and/or the **P-150-BPN_files** (or equivalent) directories may be missing. In this case, delete all directories and files and recreate the structures as shown in item 1, above. This makes the site and the navigation of the site consistent and minimizes broken links.






P-150 Manage AP processing and payment is strictly a Spider-related directory in which all RoboHelp folders and files are entered. The only items included in this top level directory are:








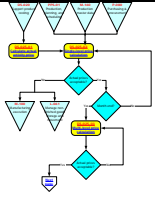

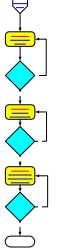


PDF document (**P-150.PDF**) which is the printable, PDF file of the business process that was created from the Word document. (*NOTE: **P-150.doc** is the base document for the PDF document AND for the generation of the RoboHelp files.*)

WebHelp directory contains all of the HTML and graphic (or image) files required for the Web presentation of the BPN. It also contains the required directories which contain the files for DHTML, XML, Applets, legacy browsers, table of content files, and style-sheet files.

P-150-BPN_files contains ALL graphic files used in the BPN website. (*NOTE: The remaining icons and graphics used in the “skin” frame are in the **WebHelp** Directory.*) These graphic files are illustrated in the example below:



Filename	Graphic Display	Description
image001		BPN PDF icon
image002		CFW (Excel) icon
image003		New Signoff icon
image005		Change History icon
image007		Business Process name icon

		Spider Home Page icon
		"Go To Training" icon
		"Go To Work Instructions" icon
		Visio Flowchart
		Additional Visio Flowchart If the BPN contains additional flowcharts, they will be identified in a similar method: image019, image021, etc.
		Controls (light bulb) icon used throughout the BPN website. This will generally be the final graphic file in this directory.

1. whdata Directory

The output files located in !SSL! \WebHelp\whdata are HTML/JavaScript data files used in DHTML versions of WebHelp running on earlier browsers (such as Internet Explorer 3.0 or 4.0).

You should find the following files in the whdata folder:

Assorted .JS files - No need to be concerned with any of these.

TOC files

whtoc.htm

whtdata0.htm (Depending on the complexity of the TOC as well as the settings used, there could be numerous files similar to this. The files begin with whtdata0.htm and increment to whtdata1.htm, whtdata2.htm and so on.)

Index files

whidx.htm

whidata0.htm (Depending on the complexity of the Index as well as the settings used, there could be numerous files similar to this. The files begin with whidata0.htm and increment to whidata1.htm, whidata2.htm and so on.)

Full text search files

whfts.htm

whfdata0.htm (Depending on the complexity of the system as well as the settings used, there could be numerous files similar to this. The files begin with whfdata0.htm and increment to whfdata1.htm, whfdata2.htm and so on.)

Glossary files

whglo.htm

whgdata0.htm (Depending on the complexity of the Glossary as well as the settings used, there could be numerous files similar to this. The files begin with whgdata0.htm and increment to whgdata1.htm, whgdata2.htm and so on.)

2. whgdata Directory

The output files located in !SSL!\WebHelp\whgdata are HTML data files used in Pure HTML versions of WebHelp.

The files inside the whgdata folder don't easily lend themselves to updating just a particular section. Consequently, it's far easier and more efficient to simply replace the entire file-set inside the folder than it would be to isolate just the TOC, Index, Search or Glossary.

3. whxdata Directory

The output files located in !SSL!\WebHelp\whxdata are XML data files used in Java applet and DHTML versions of WebHelp running on later browsers (such as Internet Explorer 5 and Netscape Navigator 6).

You should find the following files in the whxdata folder:

TOC files

whtoc.xml

whtdata0.xml (Depending on the complexity of the TOC as well as the settings used, there could be numerous files similar to this. The files begin with whtdata0.xml and increment to whtdata1.xml, whtdata2.xml and so on.)

Index files

whidx.xml

whidata0.xml (Depending on the complexity of the Index as well as the settings used, there could be numerous files similar to this. The files begin with whidata0.xml and increment to whidata1.xml, whidata2.xml and so on.)

Full text search files

whfts.xml

whfdata0.xml (Depending on the complexity of the system as well as the settings used, there could be numerous files similar to this. The files begin with whfdata0.xml and increment to whfdata1.xml, whfdata2.xml and so on.)

Glossary files

whglo.xml

whgdata0.xml (Depending on the complexity of the Glossary as well as the settings used, there could be numerous files similar to this. The files begin with whgdata0.xml and increment to whgdata1.xml, whgdata2.xml and so on.)

4. WebHelp Directory

This directory includes all the working HTML files, Java Applets, and miscellaneous graphic files. All HTML editing can be performed in the appropriate files in this directory.

Refer to the file structure on the following page.

Xx-xxx-BPN.htm = the frame HTML file. All associated HTML files are called by this frame file. In the following graphic, this is **P-150-BPN (highlighted in green, #1)**. This is not a file to modify unless you are an "expert" user in HTML and JavaScript. Within this file is the detection of the parameters you set when the files were generated. Code "3" represents "Pure HTML," which is what we selected. ("1" is for DHTML, Java Applets, and HTML. "2" is for Java Applets and HTML, and "4" is for "no frames.")

Business_Process_Narrative.htm file (**identified below by #2**) is the opening file for each BPN and is called by the frame file discussed above. This file is probably the most likely file to change when links change after the files have been generated. This will be discussed in more detail in the "Troubleshooting" section.

Xx-xxx-xx-description_of_section.htm (**identified below by section #3**) contains the HTML files of each chapter, including the flowchart. (Ex: **P-150_03_Manage_vendor_accounts.htm** is the 3rd chapter of the P-150 BPN.)

For simple changed, missing, or broken links, these HTML files may be edited outside RoboHelp, using a simple text editor or one of the several HTML editors available, such as EditPlus, DreamWeaver, FrontPage, etc.) A good working knowledge of HTML is required for this level of troubleshooting. As always, the Robohelp files can be regenerated from the Word document and the links corrected at that time if the author feels it is more expedient to do so.

Name	Size	Type	Date Modified
P-150-BPN_files		File Folder	2/8/2007 10:16 AM
whdata		File Folder	2/8/2007 10:17 AM
whgdata		File Folder	2/8/2007 10:17 AM
whxdata		File Folder	2/8/2007 10:16 AM
book_closed	1 KB	SnagIt Editor Image	3/1/2002 10:12 AM
book_open	1 KB	SnagIt Editor Image	3/1/2002 10:13 AM
Business_Process_Narrative	34 KB	HTML Document	2/8/2007 10:16 AM
Change_history	8 KB	HTML Document	2/8/2007 10:16 AM
close	2 KB	SnagIt Editor Image	2/28/2002 5:16 PM
content	2 KB	SnagIt Editor Image	2/28/2002 5:11 PM
cshdat_robohelp	6 KB	HTML Document	2/8/2007 10:17 AM
cshdat_webhelp	6 KB	HTML Document	2/8/2007 10:17 AM
directional	2 KB	SnagIt Editor Image	2/28/2002 5:16 PM
help	1 KB	XML Document	2/7/2007 4:19 PM
helpdhtml	123 KB	JScript Script File	1/28/2004 2:56 PM
go	2 KB	SnagIt Editor Image	2/28/2002 3:25 PM
index	1 KB	SnagIt Editor Image	2/28/2002 4:10 PM
left	1 KB	SnagIt Editor Image	2/28/2002 5:10 PM
other_index	1 KB	SnagIt Editor Image	2/28/2002 4:10 PM
P-150-BPN	109 KB	Cascading Style Sh...	2/8/2007 10:16 AM
P-150-BPN	5 KB	HTML Document	2/8/2007 10:17 AM
P-150-BPN	5 KB	Text Document	2/8/2007 10:17 AM
P-150-BPN_csh	3 KB	HTML Document	2/8/2007 10:17 AM
P-150-BPN_ns	71 KB	Cascading Style Sh...	2/8/2007 10:16 AM
P-150-BPN_rhc	3 KB	HTML Document	2/8/2007 10:17 AM
P_150_01__Manage_documents	27 KB	HTML Document	2/8/2007 10:16 AM
P_150_02__Manage_accounts	15 KB	HTML Document	2/8/2007 10:16 AM
P_150_03__Manage_vendor_accounts	24 KB	HTML Document	2/8/2007 10:16 AM
P_150_04__Interface_payment_request	13 KB	HTML Document	2/8/2007 10:16 AM
P_150_05__Receive_request_for_payment	12 KB	HTML Document	2/8/2007 10:16 AM
P_150_06__Run_Evaluated_Receipt_Settlement	12 KB	HTML Document	2/8/2007 10:16 AM
P_150_07__Run_consignment_settlement	13 KB	HTML Document	2/8/2007 10:16 AM
P_150_08__Obtain_document_approval_and_or_accounting	16 KB	HTML Document	2/8/2007 10:16 AM
P_150_09__Process_one_time_payment_request	15 KB	HTML Document	2/8/2007 10:16 AM
P_150_10__Process_recurring_payment_request	13 KB	HTML Document	2/8/2007 10:16 AM
P_150_11__Perform_2_way_or_3_way_matching	18 KB	HTML Document	2/8/2007 10:16 AM
P_150_12__Obtain_document_approval	14 KB	HTML Document	2/8/2007 10:16 AM
P_150_13__Resolve_discrepancies	15 KB	HTML Document	2/8/2007 10:16 AM
P_150_14__Perform_standard_payment_processing	29 KB	HTML Document	2/8/2007 10:16 AM
P_150_15__Perform_manual_check_printing	10 KB	HTML Document	2/8/2007 10:16 AM
P_150_16__Record_payment_made_in_other_system	13 KB	HTML Document	2/8/2007 10:16 AM
P_150_17__Other_payment_activity	16 KB	HTML Document	2/8/2007 10:16 AM
P_150_Manage_AP_processing_and_payment_flowchart	6 KB	HTML Document	2/8/2007 10:16 AM
page	2 KB	SnagIt Editor Image	2/28/2002 4:36 PM
r01	1 KB	SnagIt Editor Image	3/1/2002 10:23 AM
r02	1 KB	SnagIt Editor Image	3/1/2002 10:23 AM
right	1 KB	SnagIt Editor Image	2/28/2002 5:09 PM
RoboHRE.lng	4 KB	LNG File	8/4/2003 8:40 AM
search	2 KB	SnagIt Editor Image	2/28/2002 5:27 PM

designates a graphic

XML document

designates a JavaScript file

text file

2

3

1

4

Xx-xxx-BPN.doc, P-150-BPN (**highlighted in yellow, #4**) is the text file placing the items within the Table of Contents (TOC) in the correct order. Sometimes the conversion from Word to RoboHelp files may not put the TOC in the proper order and when all else fails, this file can be modified to correct the condition

Partial reproduction of P-150-BPN.doc

```

1 |SourceProjectName:P-150-BPN.hpr
2 |DestinationProjectName:P-150-BPN.htm
3 whhost.js
4 whmsg.js
5 whmozemu.js

147 P-150-BPN.nnk
148 Business_Process_Narrative.htm
149 Change_history.htm
150 P_150_01_Manage_documents.htm
151 P_150_02_Manage_accounts.htm
152 P_150_03_Manage_vendor_accounts.htm
153 P_150_04_Interface_payment_request.htm
154 P_150_05_Receive_request_for_payment.htm
155 P_150_06_Run_Evaluated_Receipt_Settlement.htm
156 P_150_07_Run_consignment_settlement.htm
157 P_150_08_Obtain_document_approval_and_or_accounting.htm
158 P_150_09_Process_one_time_payment_request.htm
159 P_150_10_Process_recurring_payment_request.htm
160 P_150_11_Perform_2_way_or_3_way_matching.htm
161 P_150_12_Obtain_document_approval.htm
162 P_150_13_Resolve_discrepancies.htm
163 P_150_14_Perform_standard_payment_processing.htm
164 P_150_15_Perform_manual_check_printing.htm
165 P_150_16_Record_payment_made_in_other_system.htm
166 P_150_17_Other_payment_activity.htm
167 P_150_Manage_AP_processing_and_payment_flowchart.htm
168 eHelp.xml
169 RoboHIRE.lna

```

Notice that line #'s 148 through 167 indicate the order of the TOC. By rearranging these lines, and uploading this modified file into Spider, you will be able to change the TOC on the web-based BPN. (The Word and PDF files do not need to be changed since they already correct.)

This will be covered in more details in the troubleshooting section of this procedure.

Troubleshooting RoboHelp Conversions

NOTE 1: If any error messages appear or the conversion did not complete as expected, save any opened files, always shut down RoboHelp, and perform a **HARD** reboot, that is, shutting down the system from the Start → Shut Down → Shut Down.

NOTE 2: Always refer to the RoboHelp Office TechNote for the specific error. These can be found at <http://www.adobe.com/cfusion/knowledgebase/>

TROUBLEHOOT TOPIC 1: Error message: "Microsoft Word seems not to be responding"

Cannot Import Word Documents Into RoboHelp

Issue

Can't import a Word document into RoboHelp HTML, the import wizard hangs or shuts down when trying to import.

Solution

If you are having this problem, try placing the SSWord.wll file in your Word Addins.

1. Open up Word
2. Choose TOOLS
3. Choose Templates and Addins
4. Click the Add button
5. Browse to the default location for the SSWord.wll file:

C:\Program Files\RoboHelp Office\RoboHelp HTML

6. Choose the SSWord.wll and click OK
7. Save in Word
8. Close Word
9. You should now be able to import a Word file into RoboHelp

Last updated: June 23, 2003

http://www.adobe.com/go/rb_64153

Easy Link this
TechNote

Easy Links give you a simpler URL to reference in emails, as bookmarks...
anywhere.

TROUBLEHOOT TOPIC 2a: Error messages during compile:

Starting compilation...

WebHelp preprocessor 13.10.801

Compiling C:\Program Files\RoboHelp Office\RoboHTML\...

Fatal Error: Cannot run macro: RegisterResolvers in compilation script.

Template Error: can not resolve macro: WH_HOME_HTM

Template Error: can not resolve macro: WH_CSH_HTM

Template Error: can not resolve macro: WH_CSH2_HTM

Fatal Error: Cannot run macro: PostCompile in compilation script.

Finished compiling WebHelp in 4 sec(s)

Cannot compile Word Documents Into RoboHelp

Issue

Cannot compile the imported Word document to create the required RoboHelp files.

Solution

TECH NOTE reference: http://www.adobe.com/go/rb_597984) shown below.

The short version, change your permission level to “Administrative.” The details are described in Tech Note #2521 referenced in the next paragraph.

RoboHelp needs to be installed under the same account that will be using the software with full local administrative rights. If your admin logs in to install, there are entries made into the HKEY_CURRENT_USER section of the registry that won't be available if you log in with a different account. RoboHelp needs to be installed with proper Administrative Rights using the correct User Profile. For more information see [Article# 2515](http://www.adobe.com/go/rb_2515) (http://www.adobe.com/go/rb_2515)

If the steps in Article# 2515 do not resolve the problem, try downloading the following file.

[RoboScriptReg.exe](#)

This file needs to be copied to the RoboHTML installation folder, then run from there. The user must be logged in as the Administrator to run this program. After running this program you can log in as a non-Administrator.

This file registers the XML components needed for WebHelp generation.

TROUBLEHOOT TOPIC 2b: Selected skins do not load properly

(Note: other RoboHelp issues may also occur in addition to those identified in "TROUBLESHOOT TOPIC 2a and 2b)

Perform a hard boot. Retry RoboHelp. If the same problem persists, Follow the procedure outlined in topic 2a, above.


TROUBLESHOOT TOPIC 3: Modifying Links on Existing RoboHelp HTML Files

NOTE 1: This should only be performed if you have at least an intermediate knowledge of HTML and web-based technologies.

NOTE 2: You should know the exact location of the new link(s), the exact changes required to fix broken links, and/or the exact file name required for linking, if applicable.

Links on the BPN Narrative Page

The sample page below shows the typical links. For BPN P-150, they are:









	http://sharepoint.scj.com/sites/IS/GOSpider/P150 Accounts Payable processing/P-150-BPN.pdf P-150-BPN.pdf document
	http://sharepoint.scj.com/sites/is/SOAR/Control Frameworks CFW/Forms/AllItems.aspx?RootFolder=/sites/is/SOAR/Control Frameworks CFW/CFW 00/FIN/P-150 CFW&View={28737FFC-1F53-4FAF-91AF-317684C028B5} CFW (Excel) icon
	http://sharepoint.scj.com/sites/IS/GOSpider/Lists/Signoffs/AllItems.aspx New Signoff icon
	Change_history.htm Change History icon (Note: This link will probably never change.)
	http://sharepoint.scj.com/sites/IS/GOSpider/Lists/FIN2 Finance/AllItems.aspx Business Process name icon (Note: FIN, FTS, OTC, GMD, or BPT links will never change per the appropriate business process.)
	http://sharepoint.scj.com/sites/IS/GOSpider/default.aspx Spider Home Page icon (Note: unless the Spider homepage changes, this link will never change.)
	FILE://USraciff/COMMON/COE/Teams/Training/Global Template Master File 2006/FIN/P-150 "Go To Training" icon (Note: Only the "FIN/P-150" will change based on the appropriate business process notice.)
	FILE://USraciff/COMMON/COE/Teams/Training/Global Template Master File 2006/FIN/P-150/Work Instructions "Go To Work Instructions" icon (Same note as above)

When changing the link, it is advisable to go to the appropriate file's location, right click, select "Copy Shortcut" from the pull-down menu, and simply paste it where the original link is located in the HTML file

The table of content links, should any need to be changed, is a little more straightforward and will be discussed at the end of this section..

Business process narrative

P-150 Manage AP processing and payment

Process ID	P-150				
Process name	Manage AP processing and payment				
Process category	Finance				
Approver name	Julie R. Marks				
Approver title	COE Senior Analyst				
Description	This document is a review of how P-150 manage AP processing and payment transactions are executed, accounted for and documented.				
	View or download printable PDF of this documentation		View or download control framework spreadsheet		View signoffs
	Go to change history		Go to business home page		Go to Spider home page
	Go to Training		Go to Work Instructions		

Change history

Date of change	January 17, 2007
-----------------------	------------------

Contents

[Business process narrative P-150 Manage AP processing and payment](#)

[P-150 Manage AP processing and payment flowchart](#)

Sample HTML code for the PDF link..

```

173 <tr>
174
175 <td width="54.3pt" class="whs9">
176 <p class=InlineTableText3
177 style="text-align: left; font-family: Tahoma;"
178 align=left>
179
180 <a href="http://sharepoint.scj.com/sites/IS/GOSpider/P150 Accounts Payable processing/P-150-BPN.pdf"
181 target=_blank>
182 </a>
183 </td>
184
185 <td colspan="2" width="125.8pt" class="whs11">
186 <p class=InlineTableText4
187 style="text-align: left;"
188 align=left>View or download printable PDF of this documentation
189 </td>
190

```

Sample HTML code for the CFW (control framework) link.

```

191
192 <td width="63.3pt" class="whs12">
193 <p class=InlineTableText3
194 style="text-align: left;
195 x-text-overline: off;
196 x-text-line-through: off;
197 font-family: Tahoma;
198 /*begin!kadov{{*/ text-decoration: none none; /*}}end!kadov*/ "
199 align=left><span style="text-decoration: none;">
200
201 <a href="http://sharepoint.scj.com/sites/is/SOAR/Control Frameworks
202 CFW/Forms/AllItems.aspx?RootFolder=/sites/is/SOAR/Control Frameworks CFW/CFW 00/FIN/P-150
203 CFW&amp;View={28737FFC-1F53-4FAF-91AF-317684C028B5}" target=_blank>
204 </a></span>
205 </td>
206
207 <td width="98.8pt" class="whs14">
208 <p class=InlineTableText4
209 style="text-align: left;"
210 align=left>View or download control framework spreadsheet
211 </td>

```

Sample HTML code for the "View Signoff" link.

```
211 <td width="54.3pt" class="whs15">
212 <p class=InlineTableText3
213 style="text-align: left;
214 x-text-overline: off;
215 x-text-line-through: off;
216 font-family: Tahoma;
217 /*begin!kadov{{*/ text-decoration: none none; /*}}end!kadov*/ "
218 align=left><span style="text-decoration: none;"><a
href="http://sharepoint.scj.com/sites/IS/GOSpider/Lists/Signoffs/AllItems.aspx" target=_blank>
219 </a></span>
220 </td>
221
222 <td width="107.8pt" class="whs17">
223 <p class=InlineTableText4
224 style="text-align: left;"
225 align=left>View signoffs</td></tr>
226
```

Sample HTML code for the "Go to Change History" link.

```
226
227 <tr>
228 <td width="54.3pt" class="whs9">
229 <p class=InlineTableText3
230 style="text-align: left;
231 x-text-overline: off;
232 x-text-line-through: off;
233 font-family: Tahoma;
234 /*begin!kadov{{*/ text-decoration: none none; /*}}end!kadov*/ "
235 align=left><span style="text-decoration: none;">
236 <a href="Change_history.htm" target=_blank>
237 </a></span>
238 </td>
239
240 <td colspan="2" width="125.8pt" class="whs11">
241 <p class=InlineTableText4
242 style="text-align: left;"
243 align=left>Go to change history
244 </td>
245
```

Sample HTML code for the "Go to Business Home Page" link.

```

246 <td width="63.3pt" class="whs12">
247 <p class=InlineTableText3
248   style="text-align: left;
249     x-text-overline: off;
250     x-text-line-through: off;
251     font-family: Tahoma;
252     /*begin!kadov{{*/ text-decoration: none none; /*}}end!kadov*/ "
253   align=left><span style="text-decoration: none;">
254     <a href="http://sharepoint.scj.com/sites/IS/GOSpider/Lists/FIN2 Finance/AllItems.aspx" target=_blank>
255     </a></span></p>
257 <p class=InlineTableText4
258   style="text-align: left;"
259   align=left>&nbsp;
260 </td>
261 <td width="98.8pt" class="whs14">
262 <p class=InlineTableText4
263   style="text-align: left;"
264   align=left>Go to business home page
265 </td>
266
  
```

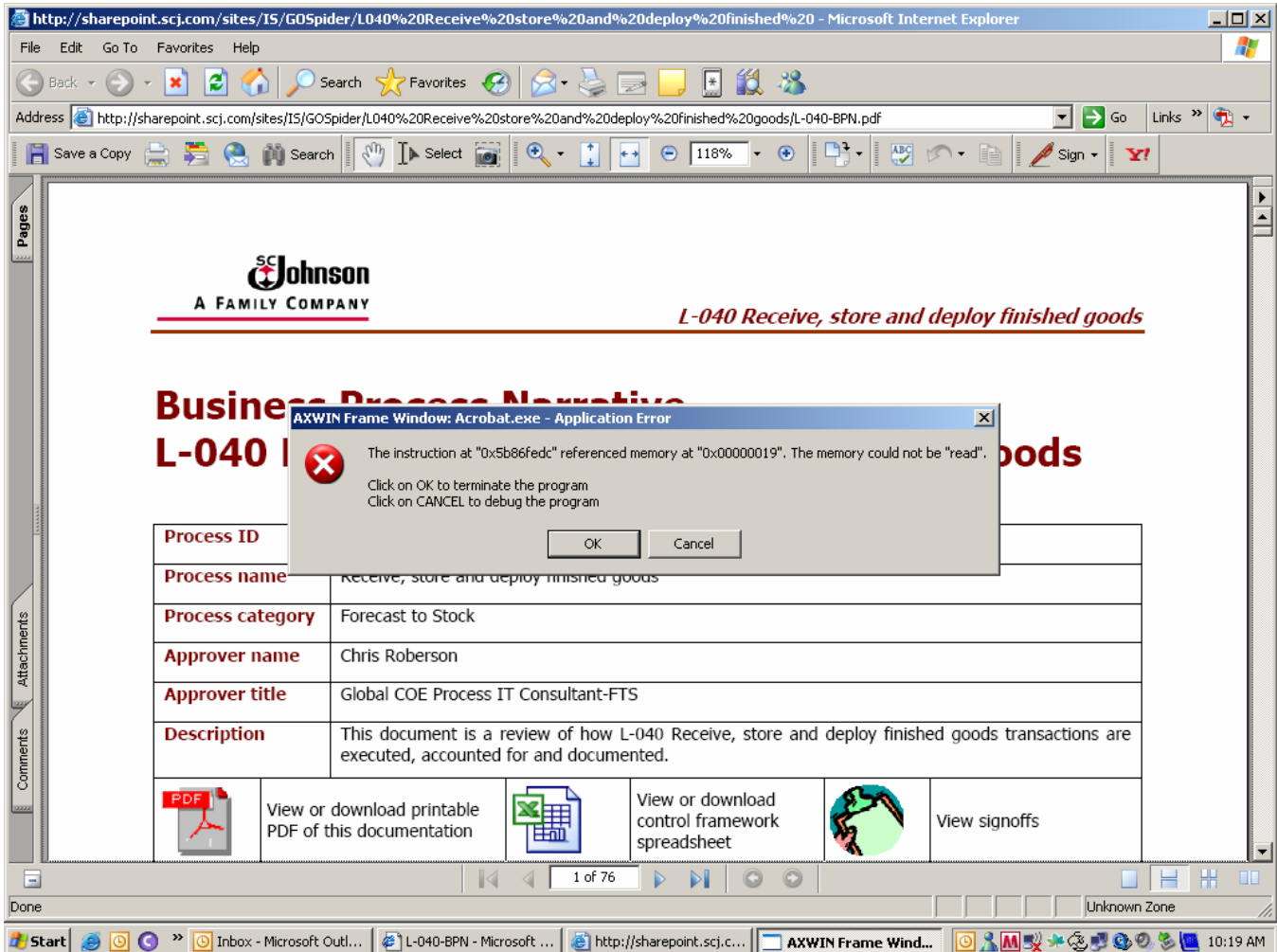
Sample HTML code for the "Go to Spider Home Page" link.

```

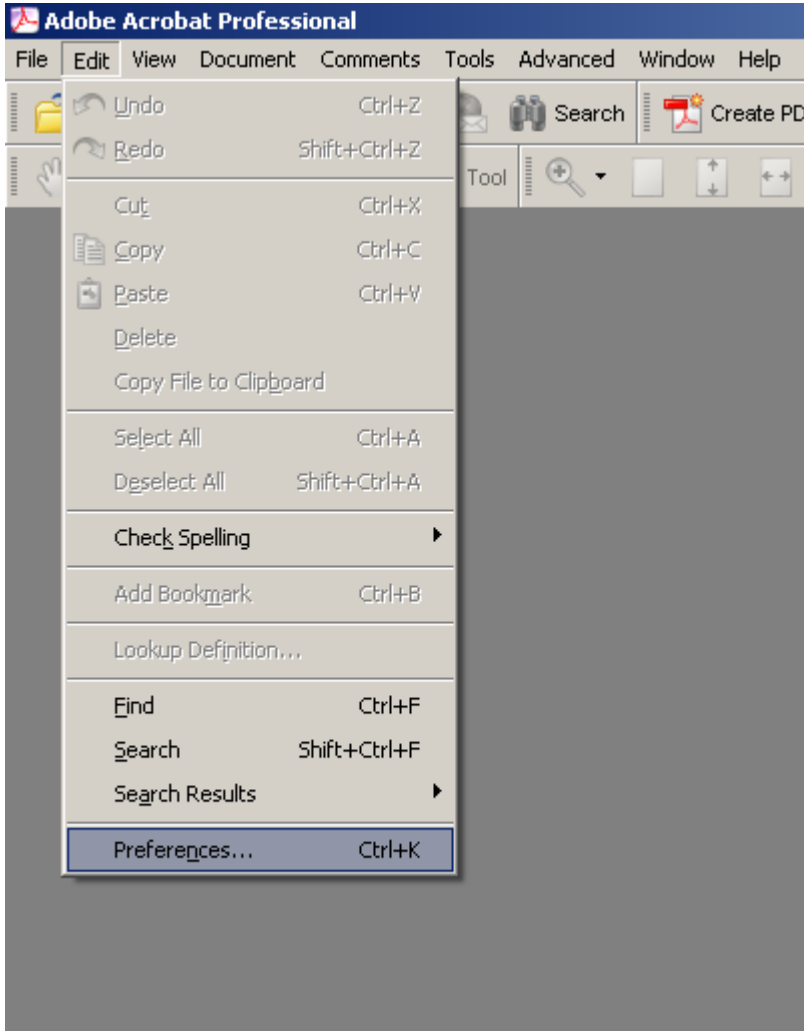
267 <td width="54.3pt" class="whs15">
268 <p class=InlineTableText3
269   style="text-align: left;
270     x-text-overline: off;
271     x-text-line-through: off;
272     font-family: Tahoma;
273     /*begin!kadov{{*/ text-decoration: none none; /*}}end!kadov*/ "
274   align=left><span style="text-decoration: none;">
275     <a href="http://sharepoint.scj.com/sites/IS/GOSpider/default.aspx" target=_blank>
276     </a></span>
278 </td>
279 <td width="107.8pt" class="whs17">
280 <p class=InlineTableText4
281   style="text-align: left;"
282   align=left>Go to <em><span style="font-family: Tahoma;">Spider</span></em>
283   home page
284 </td>
285 </tr>
286
  
```


TROUBLESHOOT TOPIC 4: Failure to read PDF file from the BPN

- a. The following screen (with error message) is caused when the PDF file cannot be read by the browser. Opening the PDF file in Adobe Acrobat works as intended. Although this is an extremely rare occurrence, it is worthwhile to include it in the Troubleshooting section of this guide.



- b. Open Adobe Acrobat. Go to "Edit" → "Preferences"



c. This opens the "Preference" dialogue block.

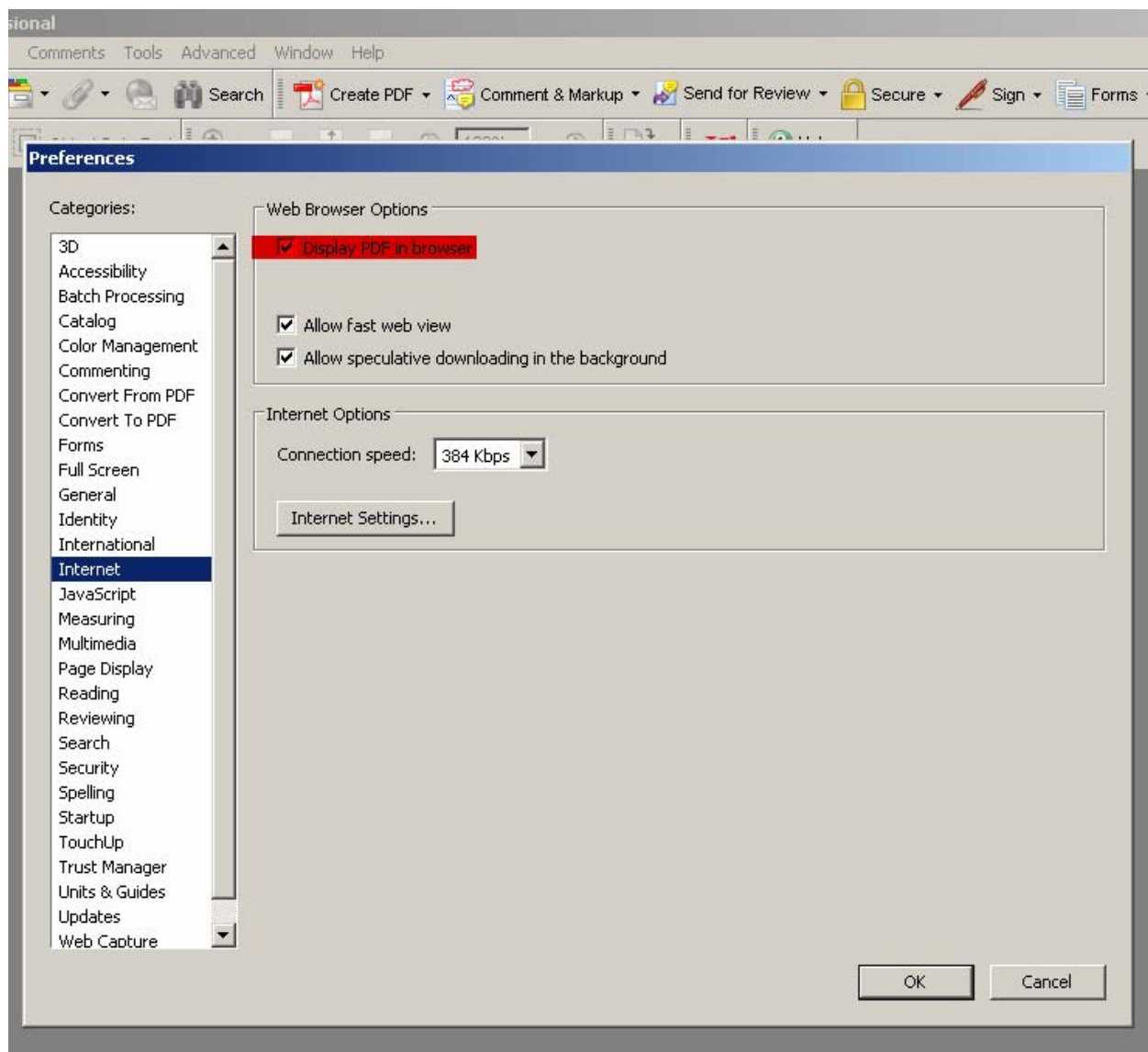
Select "Internet" under "Categories:"

Deselect the checked box for "Display PDF in browser." There should be no check mark in the box.

Click "OK"

This will allow the PDF file to open OUTSIDE of the browser. However, once this option is selected, ALL PDF files will be shown outside the browser.

NOTE: It will take up to 10 extra seconds to load the PDF file.











TROUBLESHOOT TOPIC 5: Specify table parameters

NOTE: This section discusses the requirements to force all tables to be fixed during the Word-RoboHelp conversion. Otherwise, the tables will default to various sizes which will not always be consistent in SharePoint.

The first table is the one introducing the BPN. The dimensions must be entered into the table characteristics. Normally, when working in Word, simply by moving the grid lines will size the table approximately as desired. However, when RoboHelp converts it into an HTML document, the sizing is not fixed. Follow the procedure below to force the table parameters:

7.0"

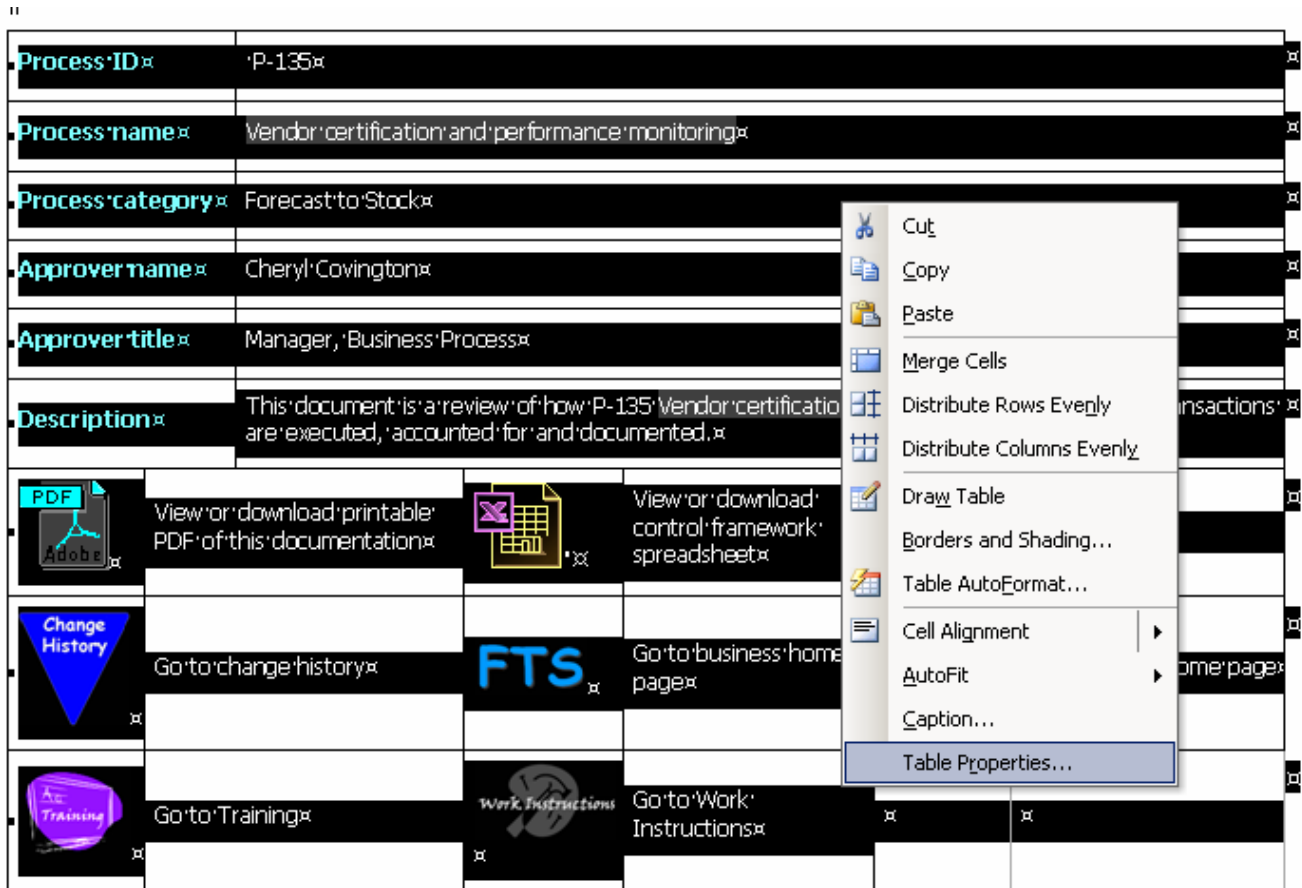
Process ID P-135					
Process name Vendor certification and performance monitoring					
Process category Forecast to Stock					
Approver name Cheryl Covington					
Approver title Manager, Business Process					
Description This document is a review of how P-135 vendor certification and performance monitoring transactions are executed, accounted for and documented.					
	View or download printable PDF of this documentation		View or download control framework spreadsheet		View signoffs
	Go to change history		Go to business home page		Go to Spider home page
	Go to Training		Go to Work Instructions		

1.0" 1.3" 1.0" 1.3" 1.0" 1.4"

Highlight the entire table.

Right click inside the table for the menu as shown.

Select "Table Properties..."



In the Table Properties box, be sure you are on the "Tables" tab, then select "Options"

This opens the Table Options box. In the Default Cell Margins' section, enter the following:

Top: 0.05"

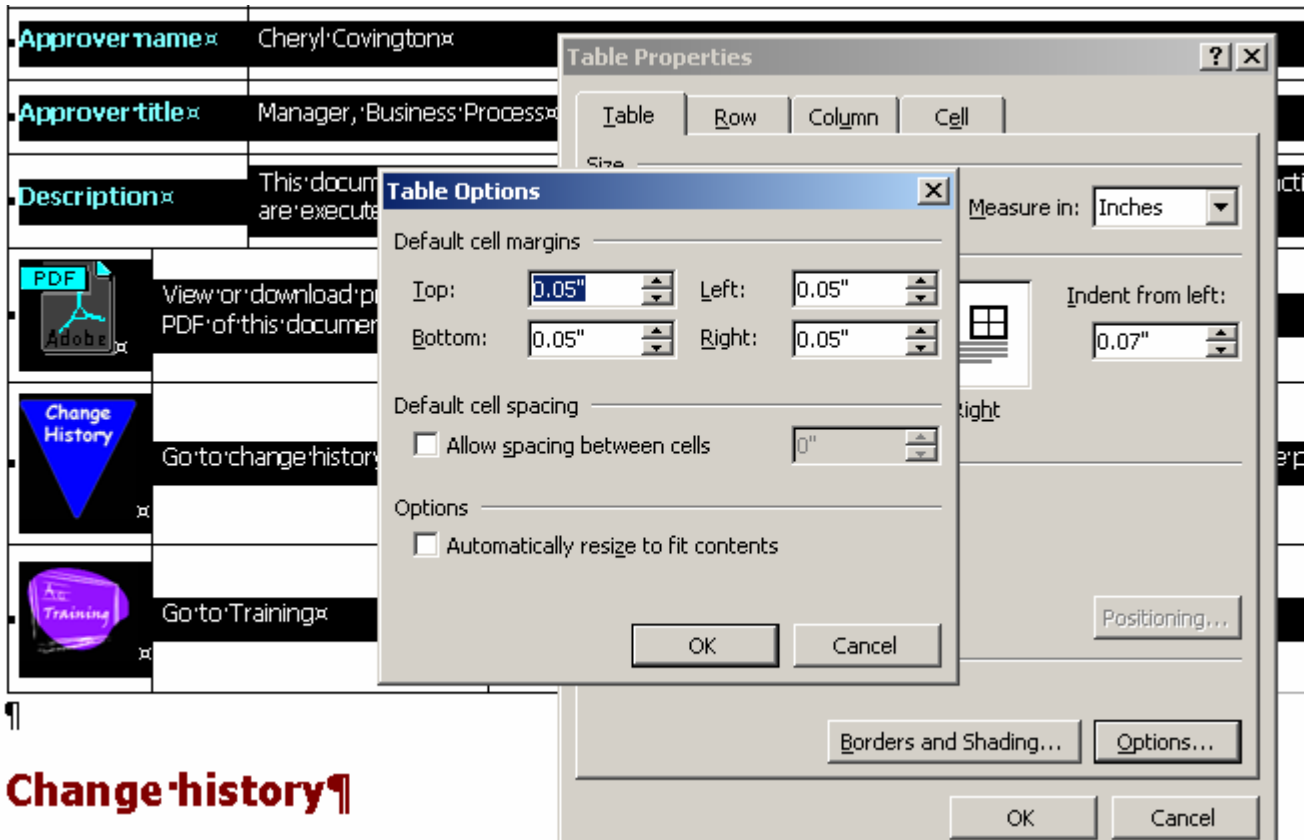
Bottom: 0.05"

Left: 0.05"

Right: 0.05"

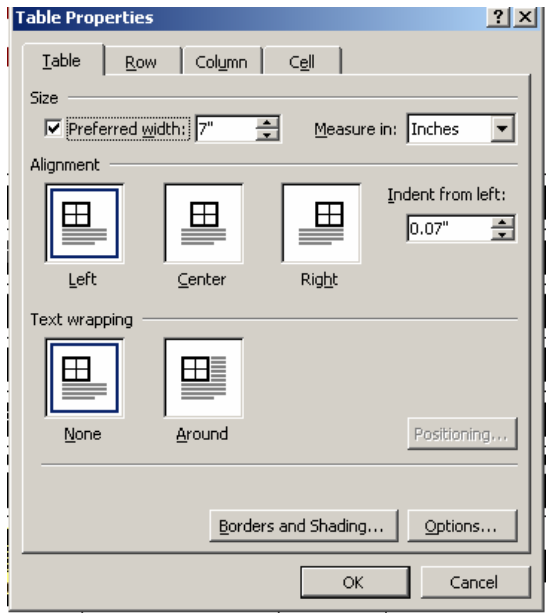
Make sure neither the "Automatically resize to fit contents" box nor the "Allow spacing between cells" box is NOT checked.

Click "OK"



Change history ¶

This brings us back to the Table Properties screen. Click on the "Preferred width" checkbox (a checkmark will appear) and input 7 and "inches" for the "Preferred width" and "Measured in" boxes.



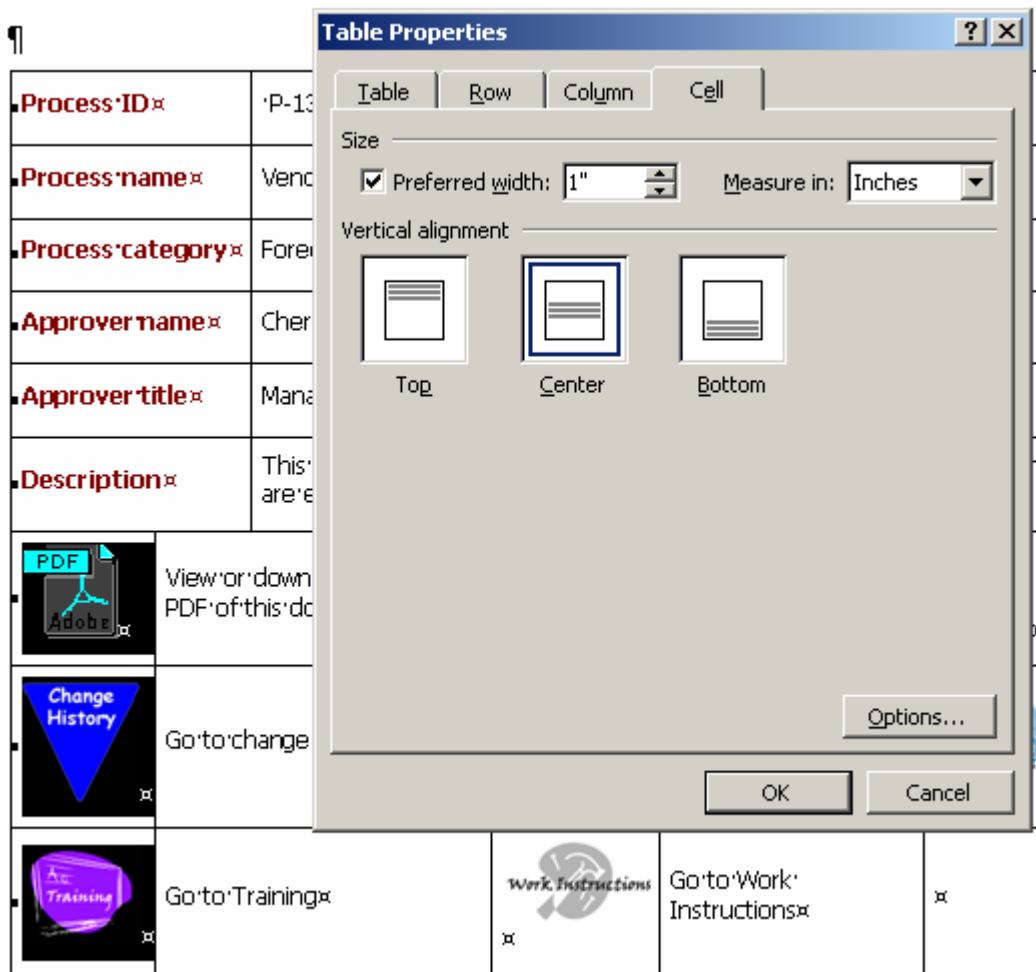
To fix the cell widths, highlight the cells to be fixed

Right click on any one of the highlighted cells.

In the menu, select Table properties and select the "Cell" tab.

Click on the "Preferred width" box to make sure it has a checkmark.

Enter 1 and inches in the "Preferred width" and "Measured in" fields respectively.



Follow the same procedures for the other boxes that are included in the BPN. These will include the following:

Table Width = 2.3"

Default Cell Margins = 0.05 (all four)

Change history

+	Revision	Date	September 21, 2006
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Table Width = 7.0"

Default Cell Margins = 0.05" (All four)

Key inputs/ outputs

Inputs
• → Not Applicable
Outputs
• → Not Applicable

Table Width = 7.0"

Default Cell Margins = 0.05" (All four)

"Task" cell width = 0.5"

"Tcode" cell width = 1.0"

Work steps

Task	Description	Tcode
1	Supplier Quality Assurance Process: The Supplier Quality Assurance (SQA) process is well defined and documented in the SQA manual. SQA auditors, staff and interested parties meet yearly to review standards and procedures. Each portion of the standard is assigned to an individual auditor who is responsible for soliciting comments and presenting them at the meeting. Possible changes are discussed and either approved or assigned to individuals or groups for further investigation.	

Table Width = 7.0"

"Standard (Y/N)" cell = 1.0"

Title & Description	Standard (Y/N)
<ul style="list-style-type: none">Not Applicable	

TROUBLESHOOT TOPIC 6: Install RoboHelp Without Activation

1. Refer to the following link to the RoboHelp Support Center

www.adobe.com/go/kb403696

2. Adobe suggested another site for downloads:

<http://tinyurl.com/4unpym>

And they gave me a different product code to use:

RHO13-MXRD7-QVPVB-B4ETJ-TEHTA

(The ORIGINAL product code on the RoboHelp CD was RHO13-D7FYF-97KWW-9A6NN-J4TAN)

1. Uninstall RoboHelp and its companion programs.
2. Download the file from this new link.
3. Follow the instructions.

This download is a full version of RoboHelp.