



RRR *HelpText* User Documentation version 1.0.0.7 by Misi Mladoniczky (miz@rrr.se)

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Background

What's it for?

When working as an administrator in the AR System, Help Texts are used for two things, giving informative help to users and documenting your workflow bits and peaces.

The AR Admin interface to the HelpTexts has one major shortcoming, it does only allow you to see and edit one Help Text at a time. You have to drill down several layers to get to it.

RRR *HelpText* is designed to make it fast and easy to see the current Help Texts, as well as edit them and update the objects in the server.

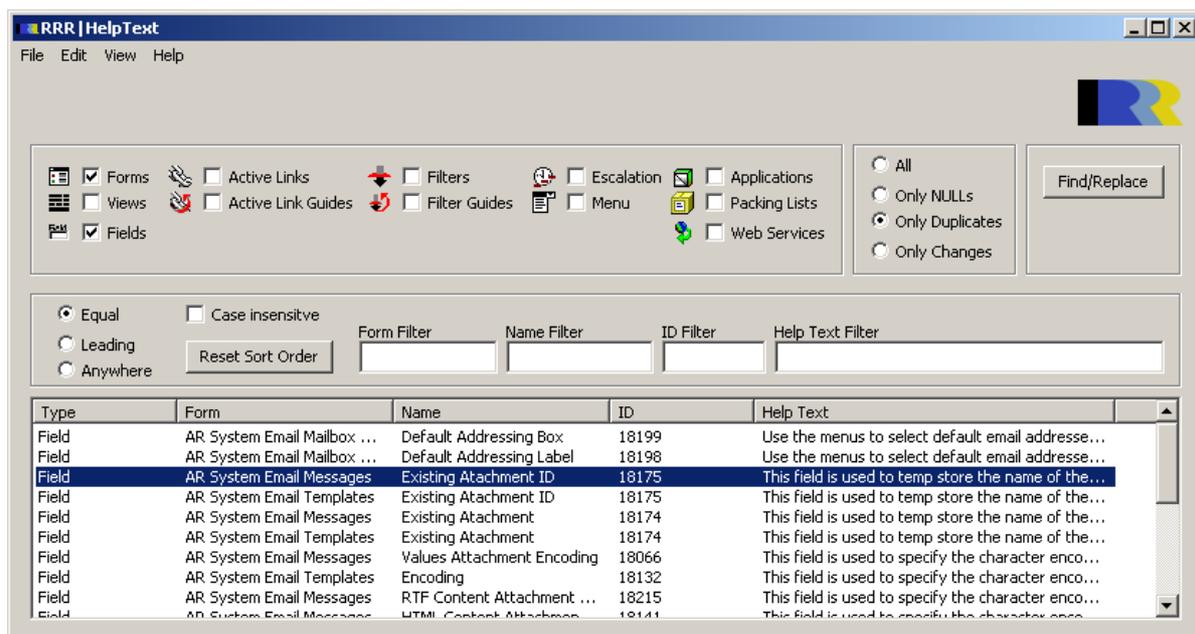
The Windows GUI Interface is designed to look, feel and behave like an AR User/Admin Client, to make it easy to get started.

Compatibility

The program is compiled against the version 7.0 AR System API, just like the AR Admin and AR User in version 7.0.

The single updated attribute modified by the program is the Help Text attribute of the objects. This will ensure that nothing but the Help Texts can be affected by RRR *HelpText*.

All this will ensure maximum compatibility with earlier and future versions of the AR System. You should use AR Admin of the same version as the AR Server, but with RRR *HelpText* it will not matter, as only Help Texts are modified.





Getting started

Installation

Just run the install shield and choose the installation directory.

How does it work

Start the RRR *HelpText* and login as you would in AR Admin. You will then be shown the typical View By Form Dialog, where you can select those forms you would like to work with.

Check on one or more object types, such as Forms and Fields. This will show a list of Help Texts that you can edit. They will be pulled from the server as needed.

When you are done, choose File->Save (ctrl-s).

Support, Suggestions and Troubleshooting

If you run in to any problems, or have any other feedback you want to share, please contact RRR at support@rrr.se.

Working with RRR | *HelpText*

Logging in to your AR Server

Just specify your login credentials as you would in any other BMC- Remedy AR System Client.

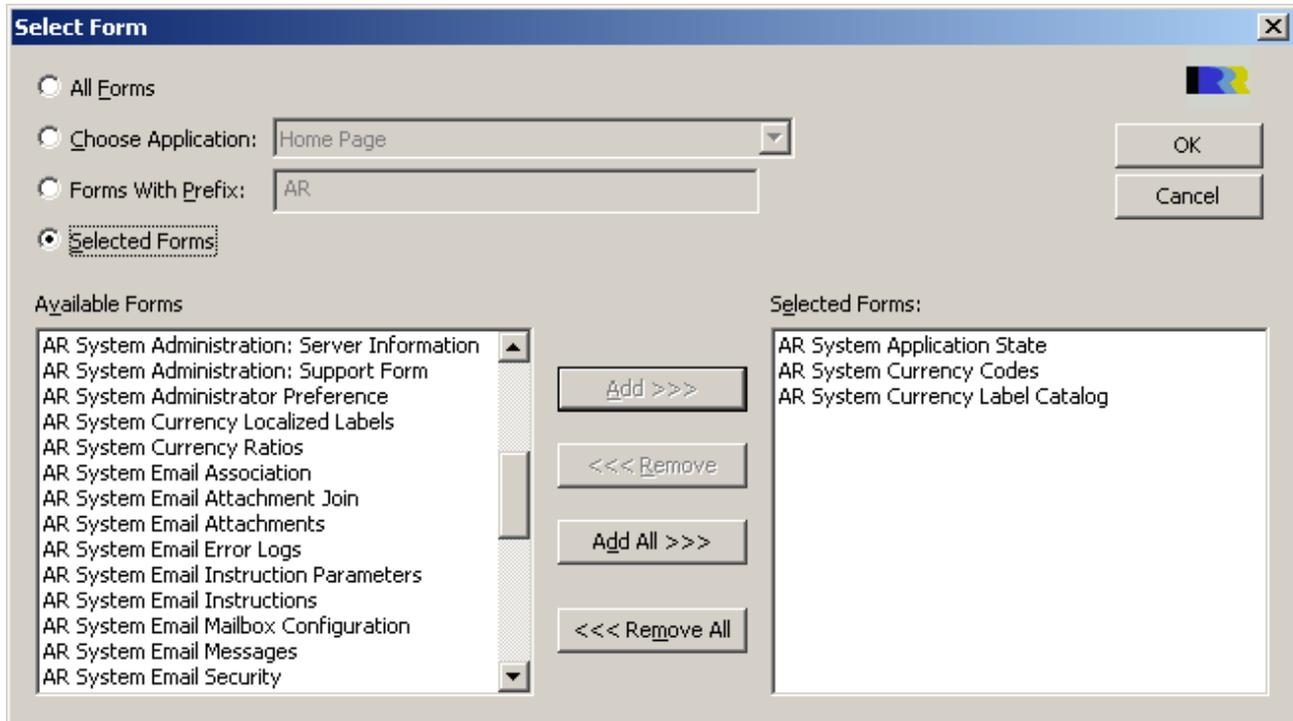
The screenshot shows a 'Login' dialog box with the following fields and values:

Field	Value
Server:	test.rrr.se
User Name:	miz
Password:	***
Authentication:	
ICP Port:	6000

Buttons: OK, Cancel

Choosing the forms to work with

Choose the Forms you want to work with in a similar way as in AR Admin. If you load all forms immediately, the loading of the Help Texts can take a little while.



The 'Select Form' dialog box contains the following elements:

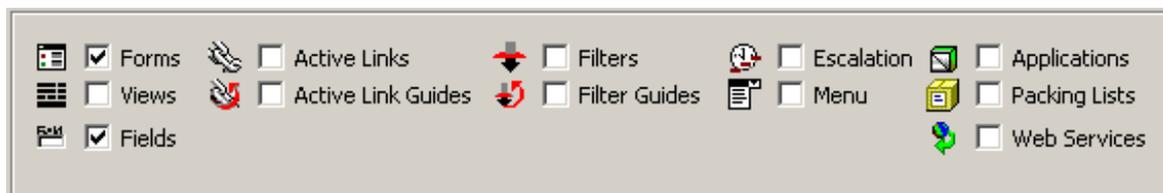
- Radio buttons for selection: All Forms, Choose Application: Home Page, Forms With Prefix: AR, and Selected Forms.
- Buttons: OK and Cancel.
- Available Forms list:
 - AR System Administration: Server Information
 - AR System Administration: Support Form
 - AR System Administrator Preference
 - AR System Currency Localized Labels
 - AR System Currency Ratios
 - AR System Email Association
 - AR System Email Attachment Join
 - AR System Email Attachments
 - AR System Email Error Logs
 - AR System Email Instruction Parameters
 - AR System Email Instructions
 - AR System Email Mailbox Configuration
 - AR System Email Messages
 - AR System Email Security
- Selected Forms list:
 - AR System Application State
 - AR System Currency Codes
 - AR System Currency Label Catalog
- Control buttons: Add >>>, <<< Remove, Add All >>>, and <<< Remove All.

Selecting object types

When you check an object type the first time, the Help Texts will be loaded from the server. The Fields can take a little while to load, if many forms has been selected.

The Help Texts of the chosen Object Types will be shown in a table.

When deselecting an object type, changes and Help Texts will be preserved in memory until you save your changes.



The settings panel contains the following checkboxes:

- Forms
- Views
- Fields
- Active Links
- Active Link Guides
- Filters
- Filter Guides
- Escalation
- Menu
- Applications
- Packing Lists
- Web Services



Working in the Help Text Table

You can select one or more help texts in the table and edit them one at a time.

Double Click or press **Enter** to edit a sing Help Text.

You can copy (ctrl-c) and paste (ctrl-v) Help Texts in the table. You can even select multiple rows to paste the same Help Text into all of them.

Select one or mor Help Texts and press Delete to clear them.

Edit->Undo (ctrl-z) will undo your last changes, and Edit->Redo (ctrl->y) will redo the last changes.

Edit->Restore will restore the Help Text to what is stored on the server.

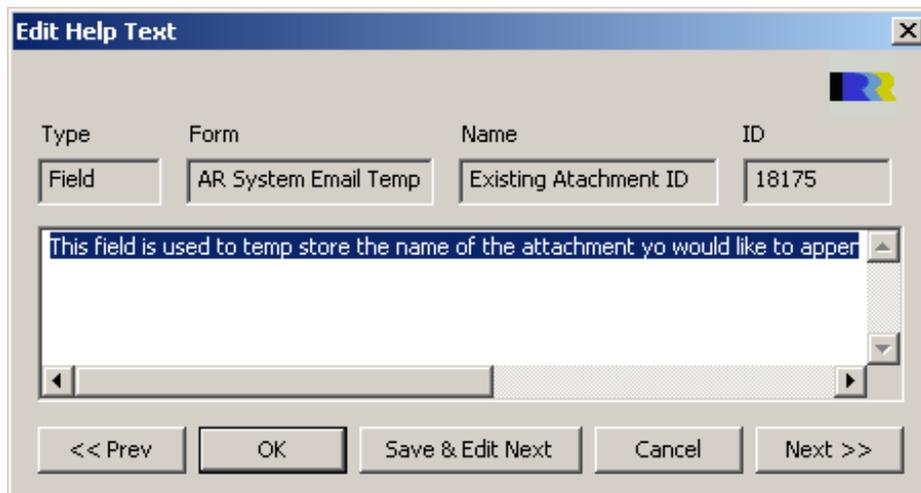
Type	Form	Name	ID	Help Text
Field	AR System Email Mailbox ...	Default Addressing Box	18199	Use the menus to select default email addresse...
Field	AR System Email Mailbox ...	Default Addressing Label	18198	Use the menus to select default email addresse...
Field	AR System Email Messages	Existing Attachment ID	18175	This field is used to temp store the name of the...
Field	AR System Email Templates	Existing Attachment ID	18175	This field is used to temp store the name of the...
Field	AR System Email Messages	Existing Attachment	18174	This field is used to temp store the name of the...
Field	AR System Email Templates	Existing Attachment	18174	This field is used to temp store the name of the...
Field	AR System Email Messages	Values Attachment Encoding	18066	This field is used to specify the character enco...
Field	AR System Email Templates	Encoding	18132	This field is used to specify the character enco...
Field	AR System Email Messages	RTF Content Attachment ...	18215	This field is used to specify the character enco...
Field	AR System Email Messages	HTML Content Attachmen	18141	This field is used to specify the character enco...

The Edit Dialog

Edit the Help Text as desired.

There are a number of shortcuts that is designed to work similar to AR User:

- Ctrl-PgUp will jump to the previous Help Text row in the table
- Ctrl-PgDown will jump to the next Help Text row in the table
- Ctrl-Enter will store your Help Text (in memory, not on the server) and close the dialog
- Ctrl-Y will store your Help Text and jump to the next one
- Esc will cancel your changes and close the dialog



Filtering of Objects and Sorting

You can use the Form-, Name-, ID-, and Help Text Filter fields to filter out those rows you are not interested in.

Use Case Insensitive and Leading/Equal/Anywhere to change the behaviour.

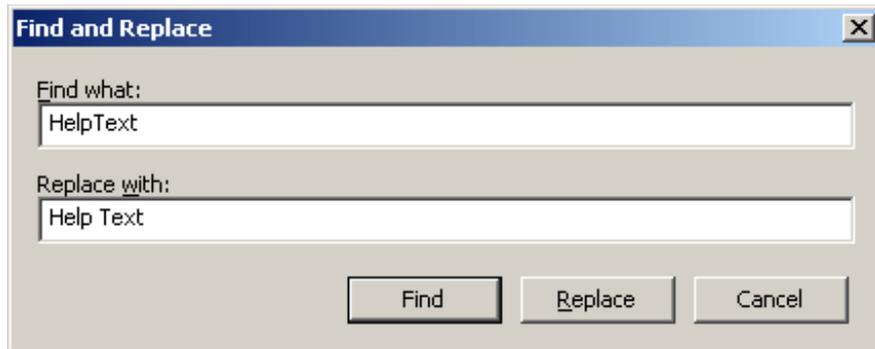
Sort by clicking on the desired table header, or reset the sort order by clicking the designated button.



Find/Replace

The find and replace dialog will let you do simple find and replace operations on the Help Texts in the Table.

Operation will always start with the row after the selected one.



A couple of neat short cuts

This little box will let you filter Help Texts to find, e.g. potential errors or areas of improvement, such as empty or duplicate Help Texts.

Note that the selected objects and filter fields will still be used.

To really view all changes you must select Only Changes, choose View By Forms->All Forms, and finally check all Object Types.



Saving your changes to the AR Server

File->Save (ctrl-s in the main Window) will store the Help Texts you have changed to the AR Server.

If you try to exit RRR *HelpText* by mistake, you will be warned, and will have the opportunity to save your changes anyway.

