



Pronto Xi Help  
Version 720.2 and above

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Pronto Xi Help Installation Guide, version 6.1

Software version: 720.2 and above

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# 1 About this guide

This guide provides an overview of the documentation supplied with the Pronto Xi 720 + release. It describes the included documentation materials, and how you install and maintain the Pronto Xi Help (reference manuals) for Pronto Xi 720.2 and later.


As the Help architecture has changed, existing sites can configure the pre-Pronto Xi Dimensions (700) Help to work with the 720 + Pronto Xi Client. You can do this if you are running the 720 + Pronto Xi Client and still want to access the chm help in a pre-Pronto Xi Dimensions (700) version).

## 1.1 Audience

This guide is for internal, third-party consultants or system administrators tasked with installing the Pronto Xi 720 or later Help as part of upgrading to, or implementing, the Pronto Xi 720 or later release.


## 1.2 Conventions

The following notations are used in this document to indicate specific types of information:


 A warning that you could lose data if you perform the task incorrectly or the required prerequisites have not been met.


 An important note or caution that you should read and understand before continuing.

 A general note.

 A Pronto Software recommendation.

 An example or scenario.

 A tip that you might find useful, or an alternative way you can perform the task.

 A function or feature that might be unavailable depending on the software settings or configuration.

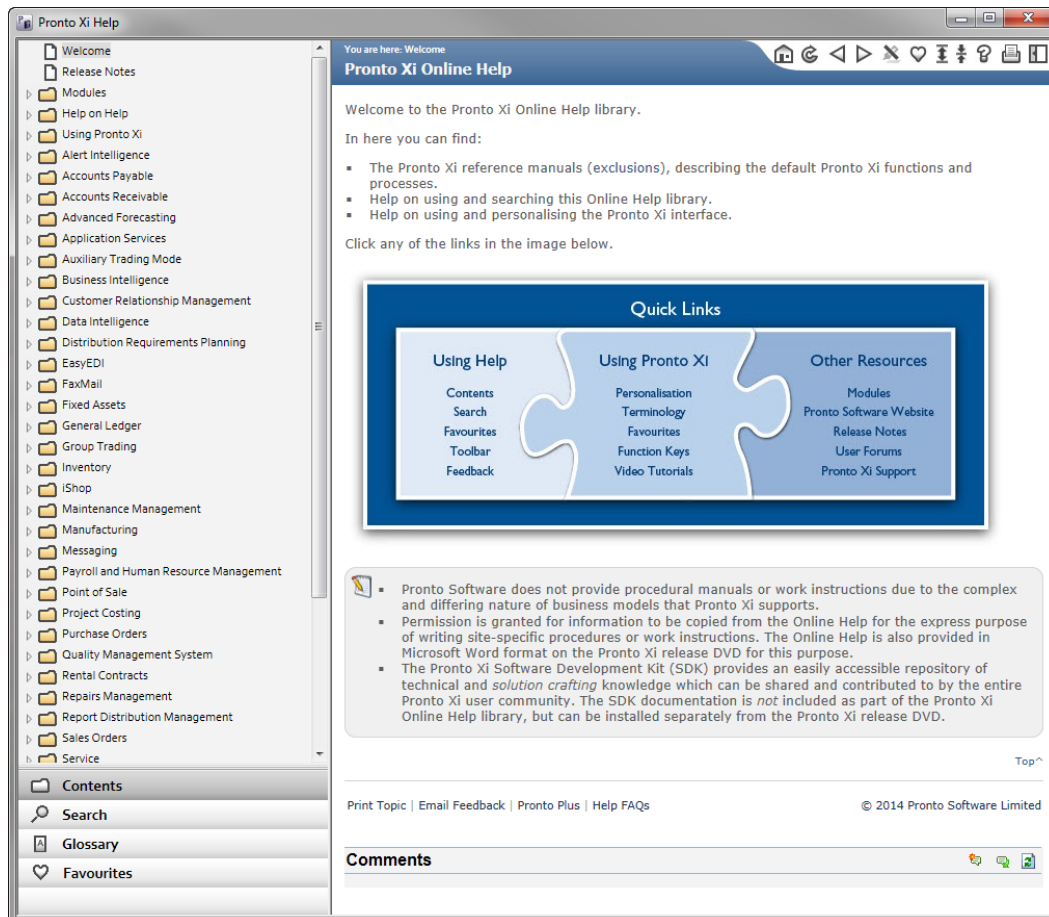
## Task conventions

- Where a field is not explicitly mentioned in the steps of a task for a given screen, you can assume that it is safe to either skip over or enter any allowed value in the field.
- To complete screen entry once you have completed all other screen tasks, press F4.
- To see more help for a screen or field, press F1 to open the Pronto Xi Help.
- To see a list of options for a field, where available, press F2.

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## 2 About Pronto Xi Help

The following image shows the Welcome page of Pronto Xi Help. The Welcome page contains links to resources available from within the Help, and other external resources, and is a great place to start exploring the Help.



### 2.1 Tips for navigating Help

The following provides some advice and tips on how you can get the most out of the Pronto Xi Help:

- In the Contents pane, browse the table of contents of the Help system, organised by Pronto Xi module.
- Click the Help on Help entry in the Contents pane and read through the information provided about using the Help functionality.
- In the Search pane, perform searches of the Help system using the powerful search functionality. For a short tutorial on the Search functionality, view the Searching in Help video (accessed from the Video Tutorials link in the Quick Links area of the Welcome page).
- In the Glossary pane, view the glossary of Pronto Xi terminology. These terms are also linked in the Help text where referenced.
- In the Search pane and Help tool bar you can create favourite searches and help topics. In the Favourites pane, you can manage your favourites.

- The top right area of the Help window contains a toolbar that contains options for performing the most common tasks within the Help. For example, you can return to the Welcome page, navigate backwards and forwards through Help topics, add topics to your favourites list and hide or show the navigation pane on the left of the Help window.
- Each Help topic contains a footer which allows you to print the current topic, email feedback directly to the Pronto Software Technical Communication Team, access [Pronto Plus](#), view a list of Help FAQs, and copyright information.



Click the Release Notes (PDF) link in the Other Resources area of the Welcome page to see what's new. This page includes links to release notes going back to Pronto Xi 700.



# 3 Contents of the distribution DVD

The doc folder on the distribution DVD contains the Pronto Xi documentation installation media.

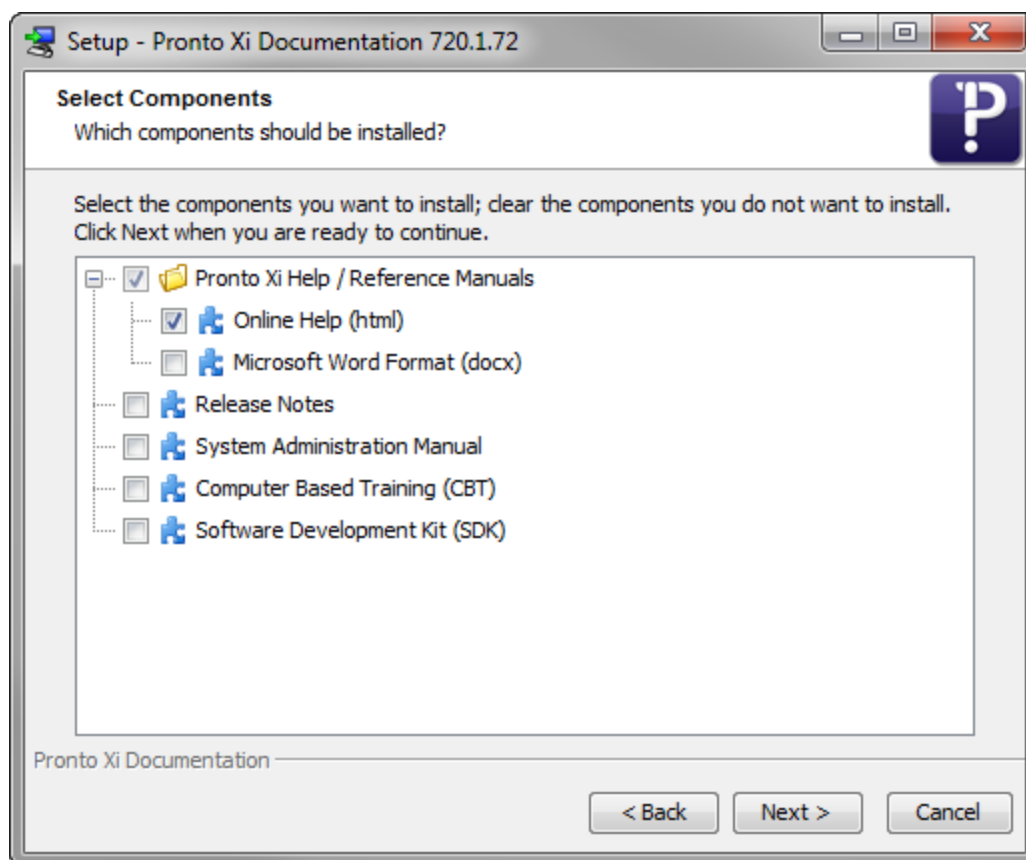
*doc.exe* is the installation program which lists all of the Pronto Xi documentation available for installation, and allows you to individually select the content you want to install.

You access the installation by clicking **Install Documentation** on the main Pronto Xi installer.

The Welcome page of the documentation installation wizard includes a link to this installation guide.



The following documentation is provided with Pronto Xi:



## Pronto Xi Help/Reference Manuals

The Pronto Xi reference manuals (including System Administration) in proprietary, uncompiled Webhelp format intended for use as Online Help with Pronto Xi.

For more information, see About Pronto Xi Help (p.3).

## Reference Manuals (Microsoft Word Format)

All Pronto Xi reference manuals (with the exception of the System Administration reference manual) available in Word (\*.docx) format for customisation purposes.

## Release Notes

The Pronto Xi Release Notes available in both Word (\*.docx) and PDF format.

The installer will additionally include service pack release notes for subsequent service pack releases in Word (\*.docx) and PDF format.

## System Administration Manual

The Pronto Xi System Administration manual available in both Word (\*.docx) and PDF format.

## Computer Based Training (CBT)

The computer based training courses currently available that are intended to be used as individual online self-paced training courses to complement and extend the public training courses.

These CBT courses are also provided as part of the Pronto Xi Help in the Video Tutorials topic.

## Software Development Kit (SDK)

The Pronto Xi Software Development Kit (SDK) in chm format. The SDK provides an easily accessible repository of technical and solution crafting knowledge which can be shared and contributed to by the entire Pronto Xi user community. It provides a library of tips and code examples, and so on, which can be used as a reference for customising and extending Pronto Xi.

### 3.1 Webhelp

The Pronto Xi reference manuals are available as Pronto Xi Help in uncompiled Webhelp format.

In this format, individual files work together to comprise the entire Help system. This means that the Help system can be successfully installed and deployed once in a central network location (in a similar way to a website), and accessed from all machines.

✓ We recommend that you employ a network installation for the Pronto Xi Help. For more information, see [Install Help on a network \(p.14\)](#).

✓ For best Help performance, we recommend you upgrade the Pronto Xi Client machines to the latest supported browser versions. For more information, see the [Pronto Xi Specifications Guide](#).

For more information on the features and benefits of this Help system, and improvements in this release, see the [Pronto Xi release notes](#).

The Pronto Xi Help contains the familiar look, feel and function, of a typical Help system. That is, it contains all reference manuals arranged alphabetically in the table of contents. It also includes a powerful search facility, extensive glossary of Pronto Xi terminology, and the ability to save topics and search strings as favourites.

When starting the Pronto Xi Help system, the Welcome page is displayed. This page contains useful links to information on using Pronto Xi, using the Help system, and other resources, for example, the [release notes](#) and the [Pronto Plus website](#).

### 3.2 PDF documents

The System Administration reference manual is provided separately in PDF format to allow local printing.

It is also available from the [Documentation](#) page of the Pronto Plus website: [www.prontoplus.com.au](http://www.prontoplus.com.au).

You can download the latest Adobe Reader from <http://get.adobe.com/reader/>.

### 3.3 Word documents

Each reference manual, including the System Administration reference manual and release notes, is provided in MS Word (\*.docx) format for customisation purposes so that you can edit the content.



Each manual provides an overview of the functions available for that module based on the out-of-the-box settings. Pronto Software does not provide procedural manuals and/or work instructions due to the complex and differing nature of business models Pronto Xi currently supports.

Permission is granted for information to be copied from the reference manuals for the express purpose of writing site-specific procedures/work instructions.

# 4 Installing Pronto Xi Help

The *doco.exe* file installs all Pronto Xi reference manuals in uncompiled Webhelp format for use with Pronto Xi as online Help.

You can perform a basic installation to a local machine. However, it is recommended that you install the Help centrally in a network location for ease of maintenance. For more information, see [Install Help on a network](#) (p.14).

**!** Pronto Xi 720 and later includes the Help in the Webhelp format. This means that you must upgrade both the Pronto Xi Client and the Runtime to the Pronto Xi Dimensions (or later) version for the Help to work correctly when installed as described.

A change in the Help architecture in the Pronto Xi Dimensions release means that pre-Dimensions Help (chm format) will no longer work by default with the Dimensions (or later) Pronto Xi Client.

**+** If you have installed Pronto Xi 720 or later in a test area, and are accessing 720 or later and a pre-Dimensions version using the same new Pronto Xi Client, then pre-Dimensions Help will not work.

For information about configuring pre-Dimensions Help to work with the 720 or later Pronto Xi Client, see [Configuring pre-Dimensions Help \(optional\)](#) (p.21).

## 4.1 Install Help to a local machine

You can install Help on a local machine, however we recommend that you install Help over a network if possible. For more information, see [Install Help on a network](#) (p.14).


### Steps

1. Log out of any open Pronto Xi sessions.
2. Run the main Pronto Xi installer (*setup.exe*).



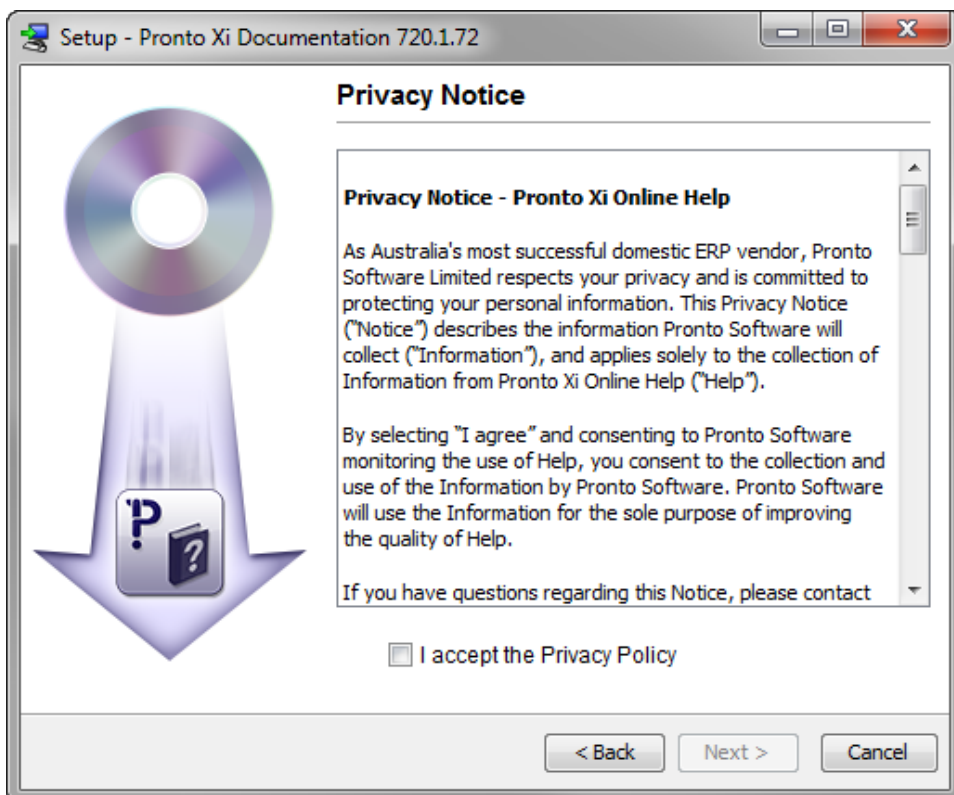
3. Click **Install Documentation**.  
The **Welcome** page is displayed, with an option for viewing this installation guide.



 If there is a previous installation on the PC, a different Welcome page will be displayed, asking whether you want to update the existing installation or create a brand new installation to a different folder.

4. Click **Next**.

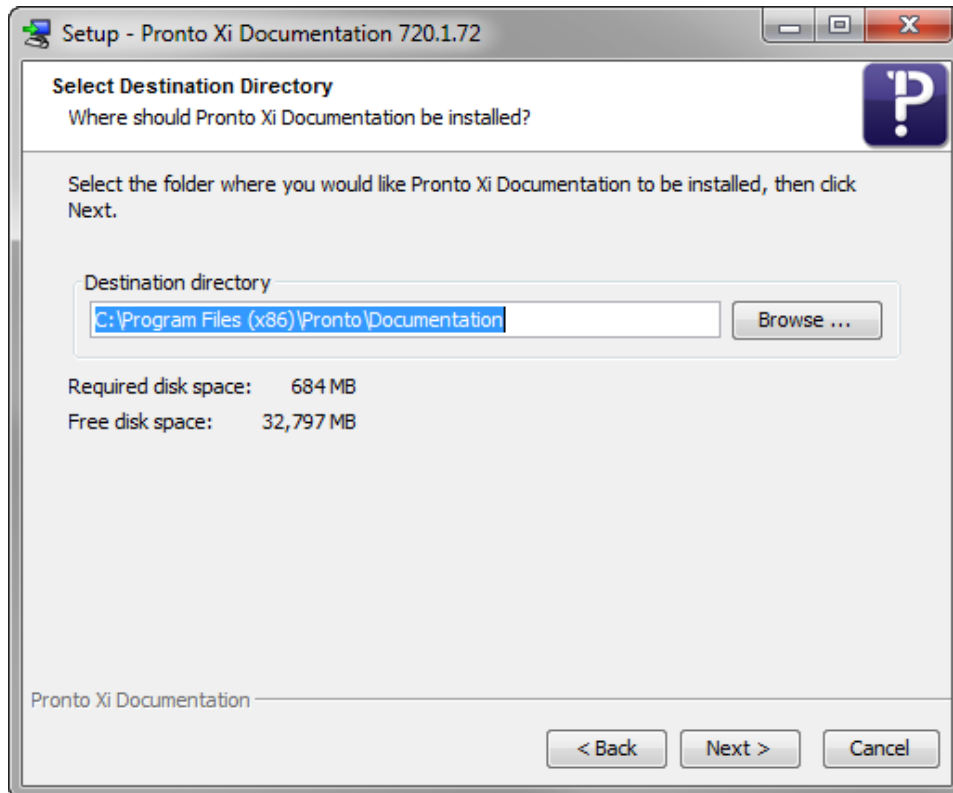
A privacy notice is displayed, which you must agree to before proceeding.



**!** **IMPORTANT:** Pronto Xi Help includes a Feedback Server engine that Pronto Software uses to gather feedback, statistics, and usage details of the Help system. It is used solely for the purposes of tracking information about Help system usage. You must agree to the Privacy Notice to proceed with the Help installation, however, if you decide at a later time that you want to turn this off, you can set a rule in your firewall to block the feedback server URL (<https://tctfeedback.pronto.com.au/>).

5. Read through the details of the Privacy Notice.
6. Click **I accept the Privacy Notice**.
7. Click **Next**.

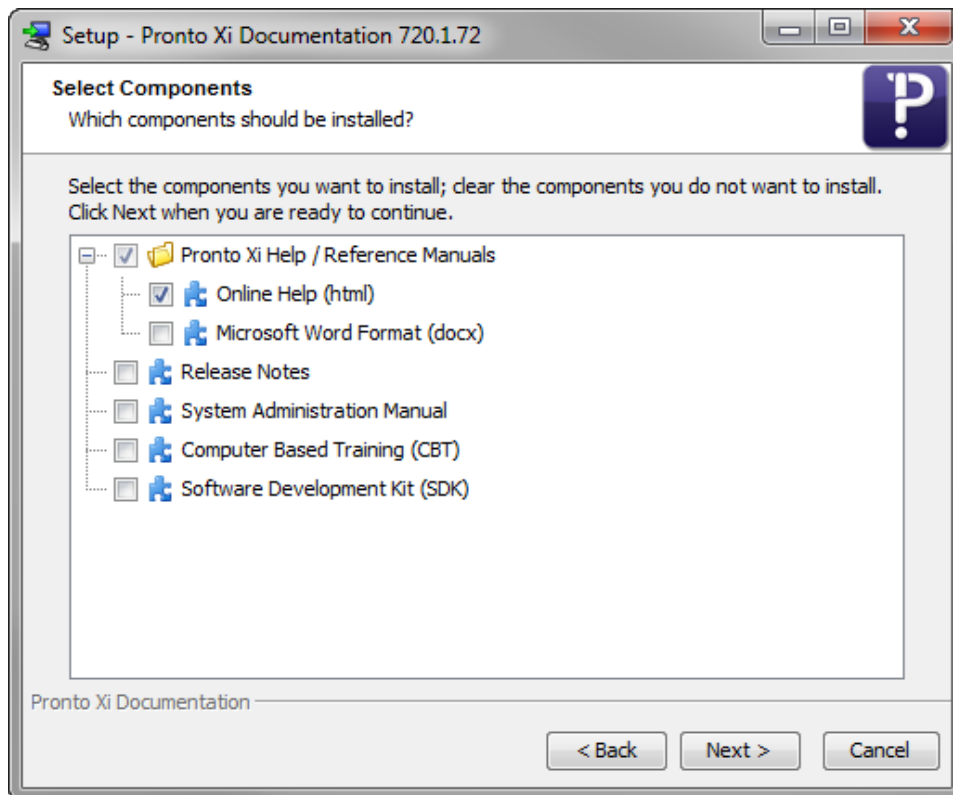
The Select Destination Directory page is displayed.



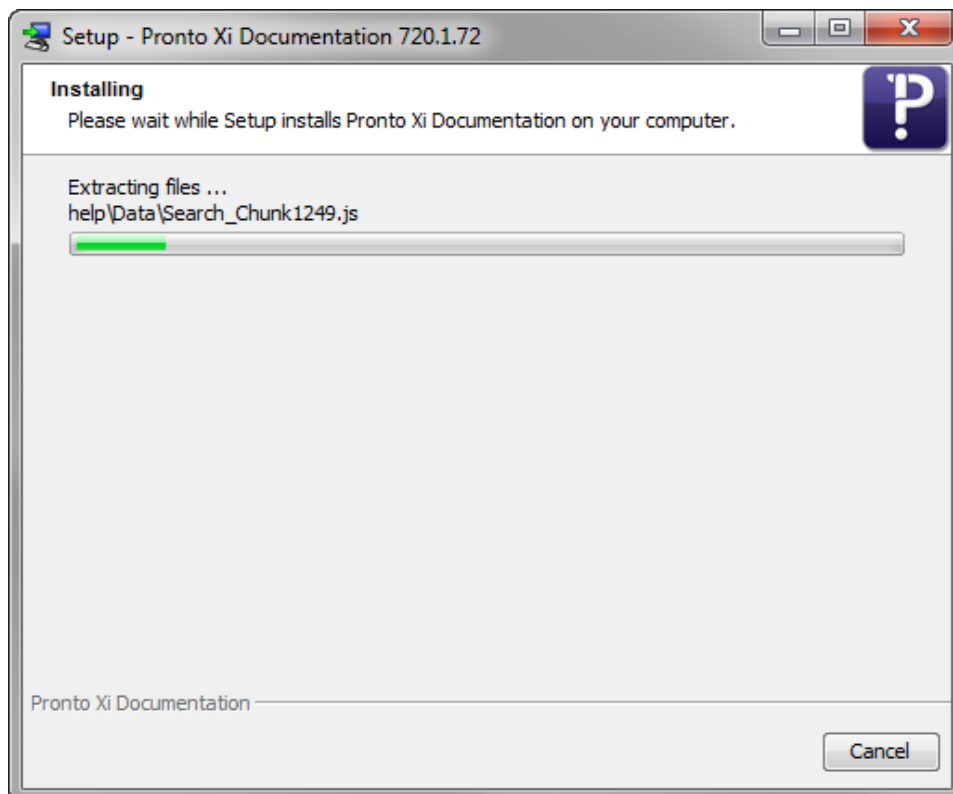
8. Click **Browse** and select the required installation directory.

**!** You must install the Help to a location with a top level folder named Help; otherwise some links within the Help will not work. The installer should do this automatically.

9. Click **Next**.  
The Select Components to Install page is displayed.

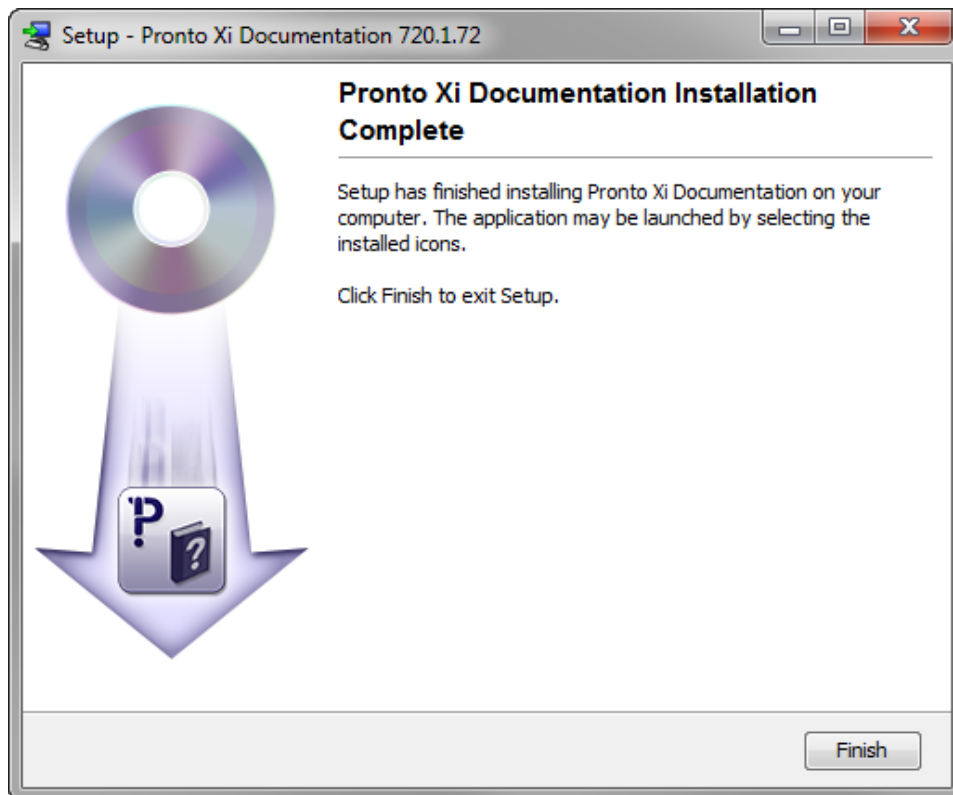


10. Select **Online Help (html)** (if not selected by default).
11. Click **Next** to start the installation.




The installation process takes between three and five minutes to complete. When the installation is complete, the Pronto Xi Documentation Installation Complete page is displayed.






12. Click **Finish** to complete the installation.

 If you were logged in to any Pronto Xi Client sessions during the installation process, you will need to log out of all sessions and then log in again in order for the Help to be accessed from within Pronto Xi.

 In addition to using the Help within Pronto Xi, you can also select it from the Start menu on the PC from **Start > All Programs > PRONTO > Documentation > Online Help**.

All other documentation that you install from the documentation installation program will also put an entry in the **Start > All Programs > PRONTO > Documentation** folder.

 If you run Help from the Start menu, you must allow blocked content, as Internet Explorer warns against ActiveX controls. It is safe to do this.

## 4.2 Install Help on a network

There is no need to install the Help separately on each customer PC. Instead, we recommend that you perform a network installation. This involves installing the Help once to a network location accessible by all customer PCs, and then setting each customer PC to point to that network location for accessing Help.

This installation creates a link between the customer PC and the files installed on the server. It also creates an entry in the registry on the customer PC (**HKEY\_LOCAL\_MACHINE > SOFTWARE > Wow6432Node > PRONTO > User Manuals**) which allows Pronto Xi to locate the installation folder of the help when the **F1** (Help) function key is used.



If the files are moved on the server, the link is broken. You must run the installation program again on each customer PC.

### Steps

1. Install the Help onto the required server location, in the same manner as described in Install Help to a local machine (p.9).



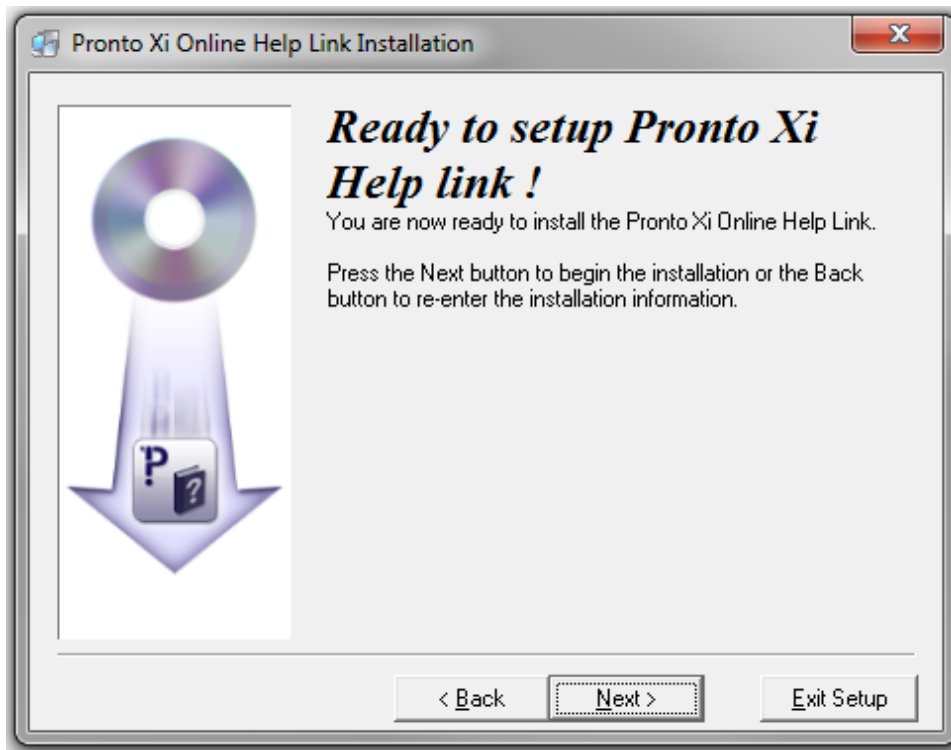
Ensure that the install path is a network-based UNC path and a drive letter-mapped path is not used (that is, `\\servername\directoryname` and not `D:\directoryname`).

The installation program copies all help files into the specified directory as well as the client-server program itself (*client\_setup.exe*).

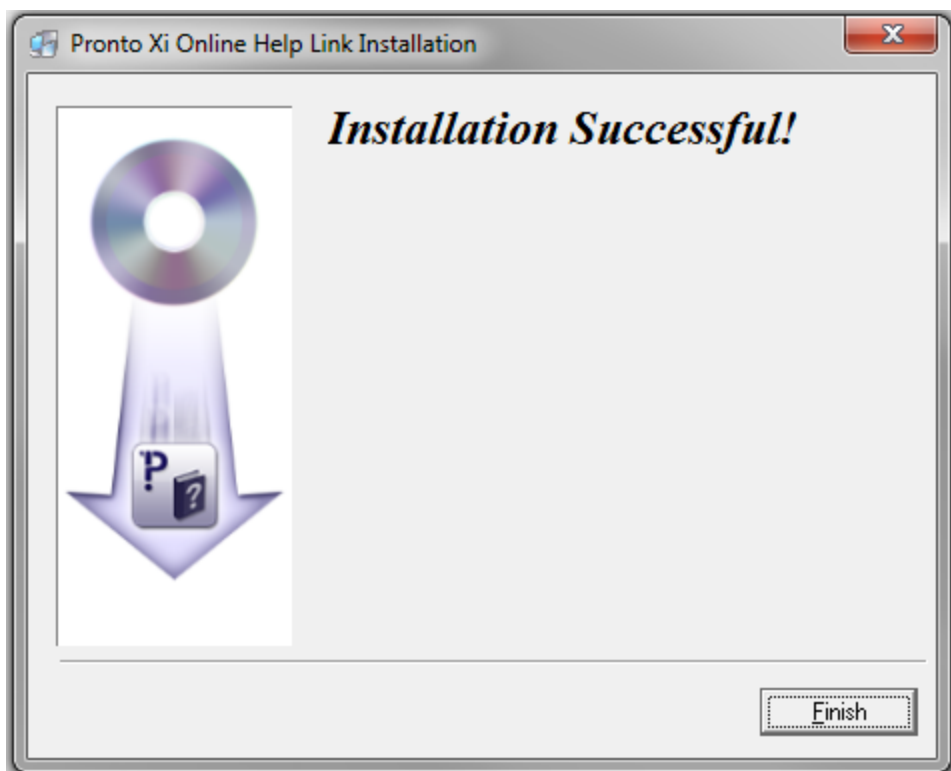
2. Run *client\_setup.exe* on each customer PC that needs access to Help.



3. Click Next.



4. Click Next.



5. Click **Finish** to close the installation wizard.  
The installation is complete.

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# 5 Installing additional documentation

You can choose to install additional documentation from the documentation installation program, as described in Contents of the distribution DVD (p.5).



You can install the Pronto Xi Release Notes, System Administration manual, or Microsoft Word versions of the reference manuals.

The following describes how you can install the Computer Based Training (CBT) courses; however, it is a similar procedure for each of the additional documentation types.

## 5.1 Install the CBT content

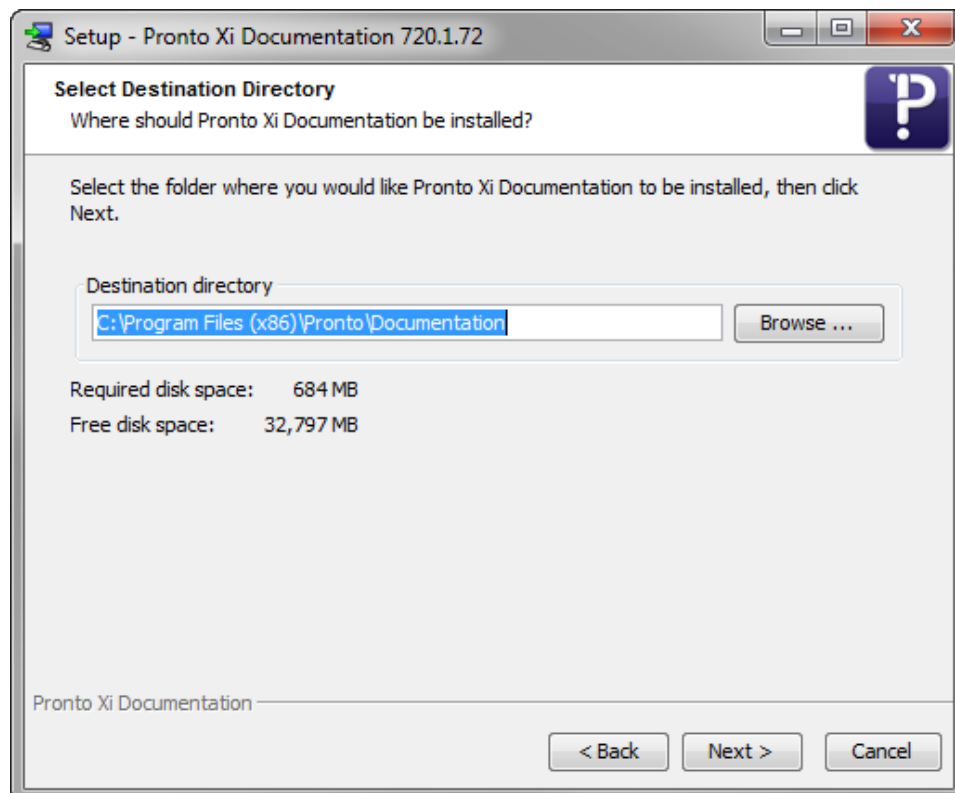
You can install the Computer Based Training (CBT) content either with the main help installation, or separately if required. The following describes how to install the available CBT courses:

- Alert Intelligence
- Screen Customiser
- Navigation Overview
- Equipment Site Location

### Steps

1. Run the documentation installation program as described in Installing Pronto Xi Help (p.9).

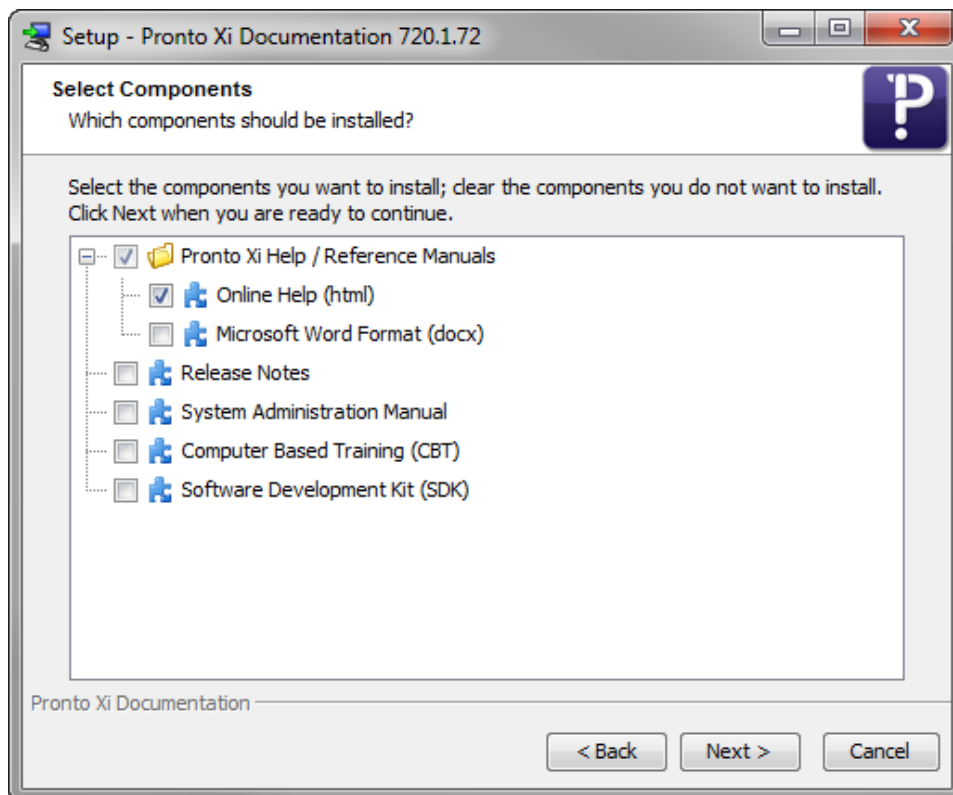
The **Select Destination Directory** page of the wizard is displayed after you have accepted the privacy statement.



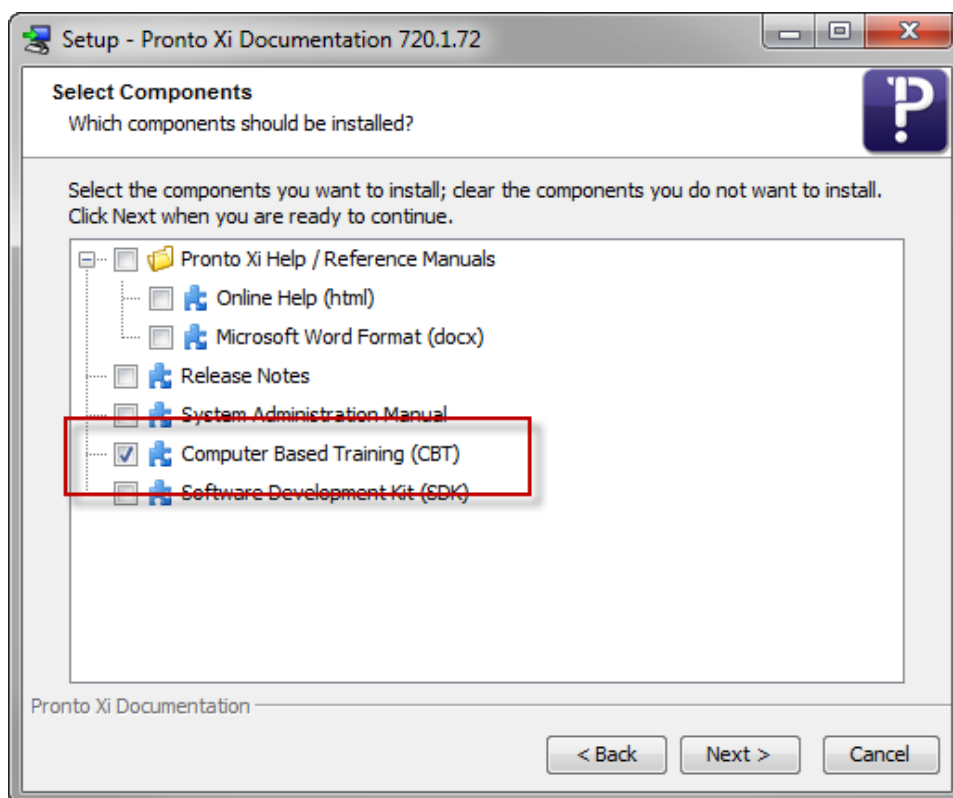
2. Click **Browse** and select the required installation folder or accept the default location.

3. Click Next.

The Select Components to Install page is displayed.

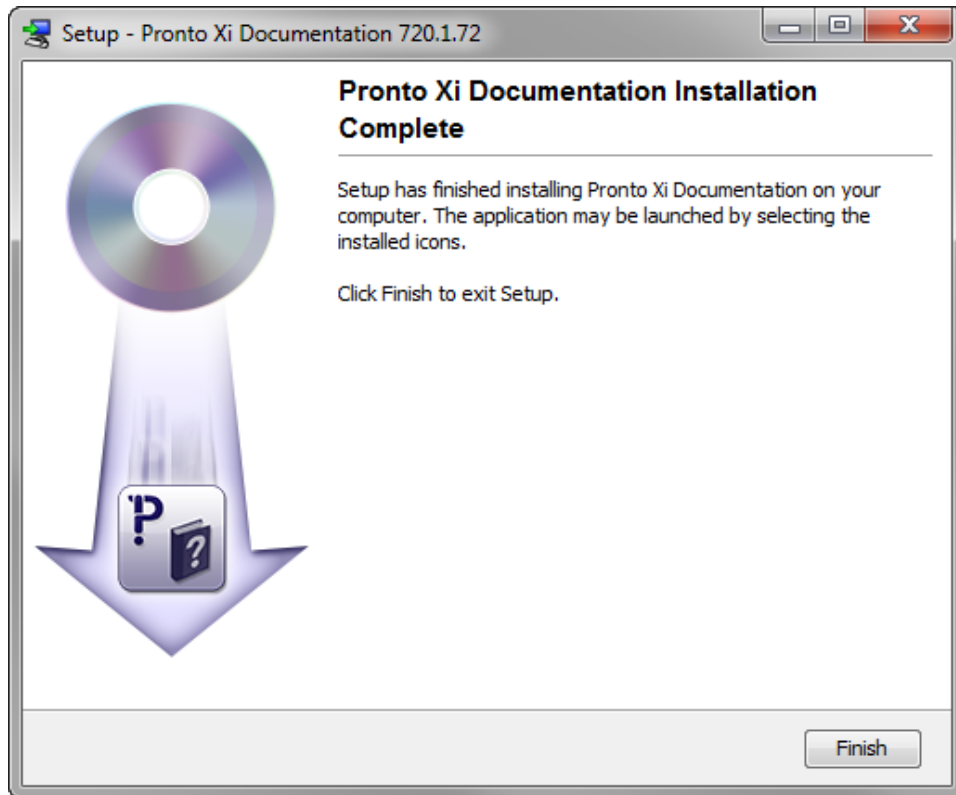


4. Select Computer Based Training (CBT) and deselect all other options.

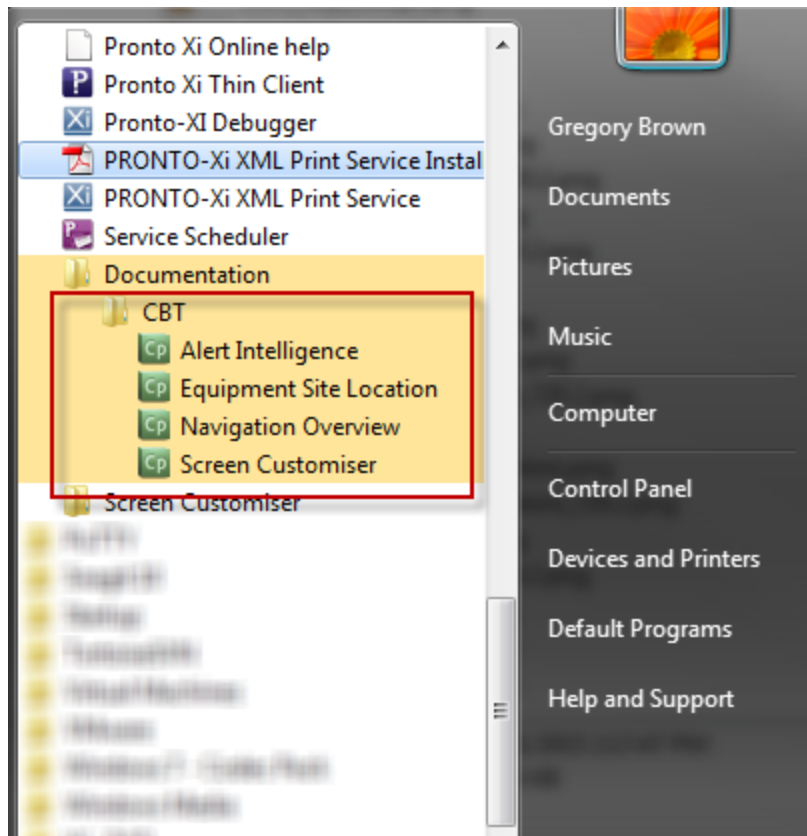


5. Click Next to start the installation.

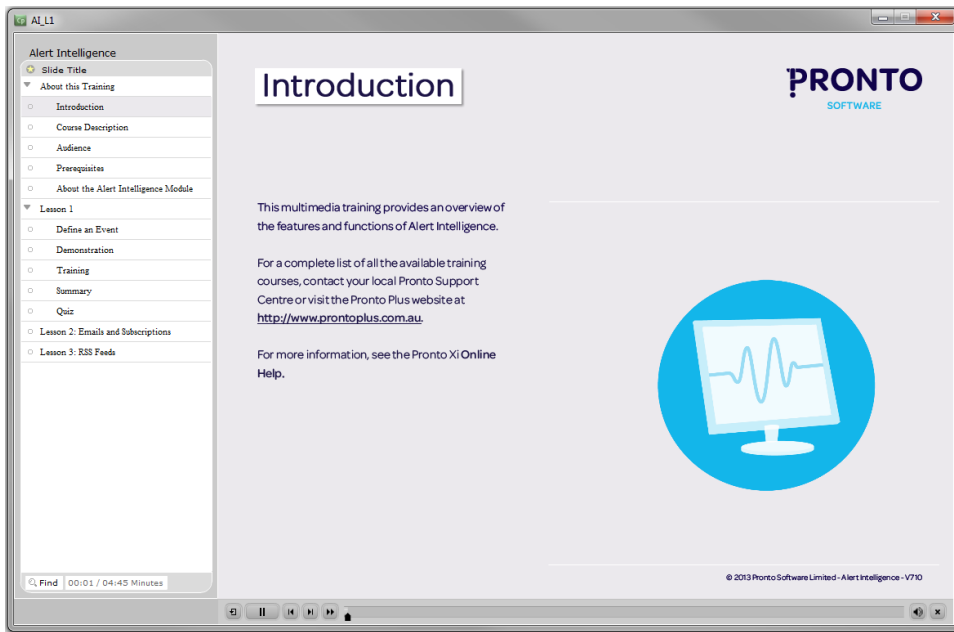
The installation process should only take a few seconds to complete. When finished, the Pronto Xi Documentation Installation Complete page is displayed.



6. Click **Finish** to complete the installation process.
7. To open the CBT courses from your **Start Menu**, select **Start > All Programs > PRONTO > Documentation > CBT**.




The CBT course is displayed.





# 6 Configuring pre-Dimensions Help (optional)


Changes in the Help architecture that were implemented in the Pronto Xi Dimensions release (v700), means that any pre-Dimensions Help (chm format) no longer works by default with the Dimensions (and later) Pronto Xi Client.

 If you have installed Pronto Xi Dimensions (or later) in a test area, and are accessing Dimensions (or later) and a pre-Dimensions version using the same new Pronto Xi Client, then the pre-Dimensions Help will not work.

By default, Pronto Xi can only access one help format: either HTML Help (.chm) for pre-Dimensions help, or Webhelp (uncompiled .htm + JavaScript) for Dimensions (and later) help.

This issue only affects existing customers that are upgrading to Pronto Xi Dimensions or later who still want to access the pre-Dimensions chm Help from within the Dimensions or later Pronto Xi Client (proclient).

It is possible to install both Help formats to the local machine and configure the pre-Dimensions and Dimensions (or later) datasets to access the correct format help for the respective release.

 This program must be run on the pre-Dimensions Pronto Xi version and will add the suffix *.chm* to the values in the **Help File** column in the **System Modules & Functions (SYS M412)** function, allowing the pre-Dimensions help calls to work correctly.


## 6.1 Install pre-Dimensions and Dimensions (or later) Help in parallel

You can install Dimensions (or later) and pre-Dimensions Help in parallel.

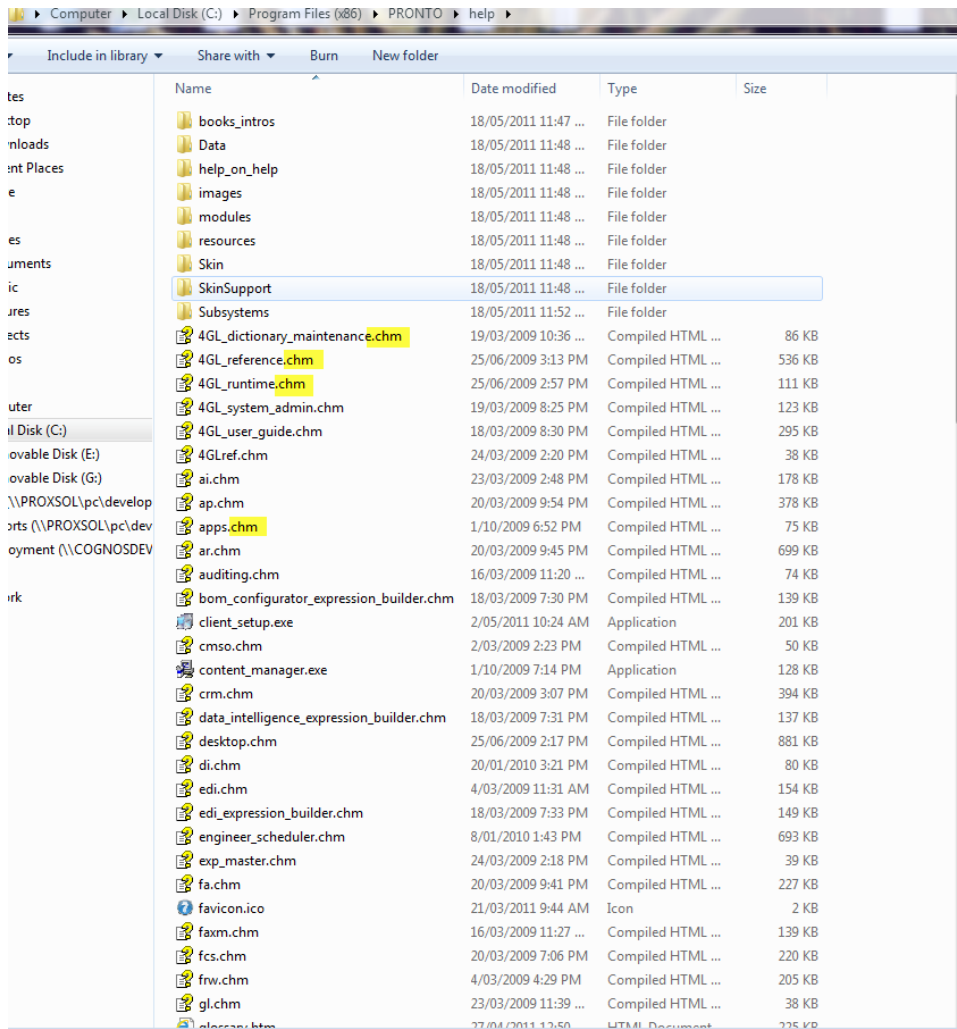
### Steps

1. To the same directory on the local machine or network, install the help files for the pre-Dimensions release, then the help for the Dimensions (or later) release. For more information, see *Installing Pronto Xi Help* (p.9).

 *C:\Program Files (x86)\PRONTO\Help*

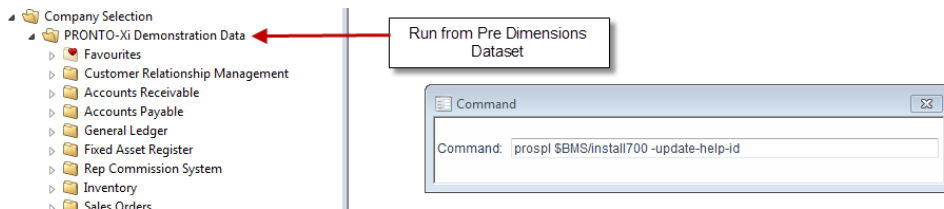
 You must name the parent directory **Help**.

In the help installation folder, you will see the .chm files of the pre-Dimensions release help system, and the various folders (books\_intros, Data, help\_on\_help, and so on.) of the Dimensions (or later) help system.

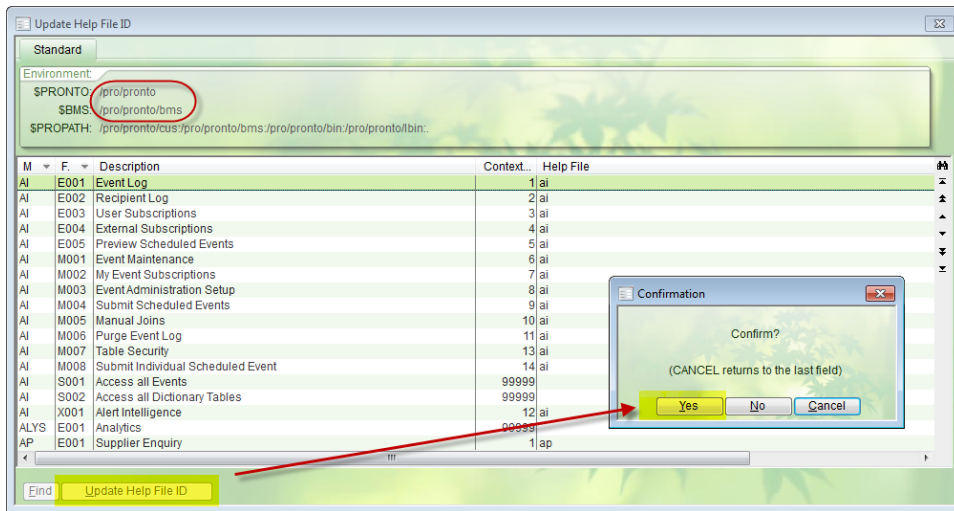


2. Log in to the Pronto Xi Client and select a pre-Dimensions company.
3. Press **F3, s** to start a shell session and run the following command:

```
prosp1 mnt/install1700 -update-help-id
```

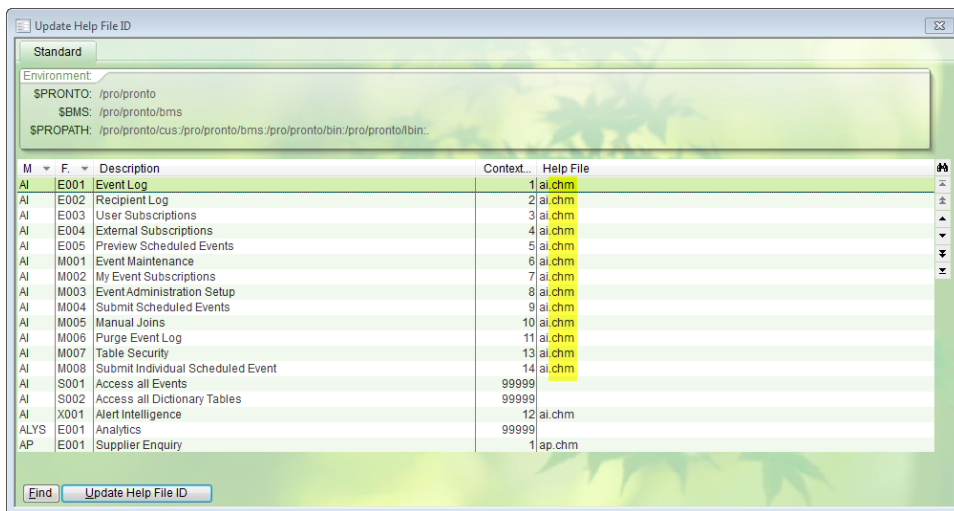


4. Check that the environment is the pre-Dimensions release.
5. Click Update Help File ID.



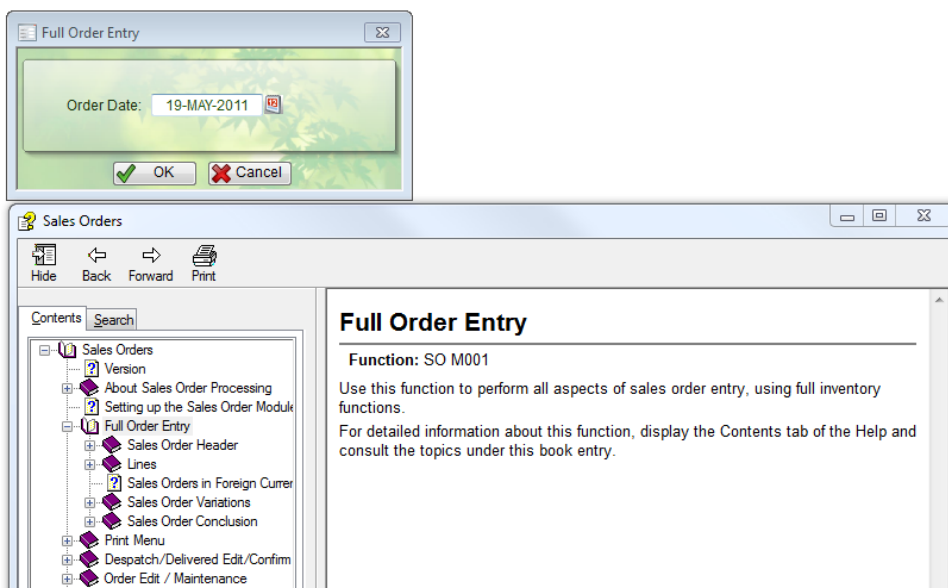
6. Click **Yes**.

The extension **.chm** is added to all entries in the **Help File** field:

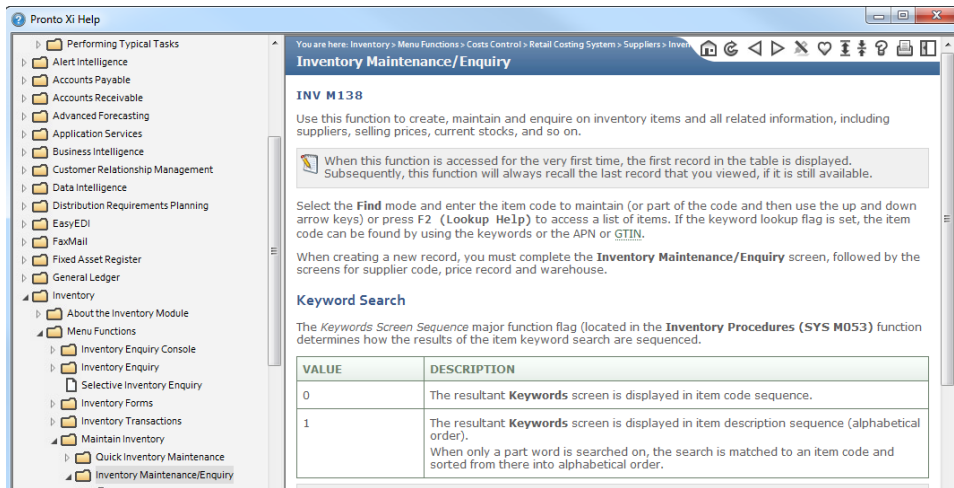


7. Check the **F1** functionality in a pre-Dimensions dataset, and in a Dimensions (or later) dataset.

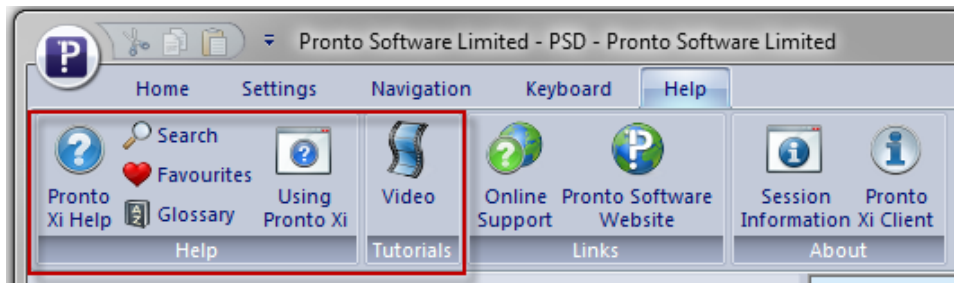
In the pre-Dimensions dataset you will see HTML Help (.chm) format help:



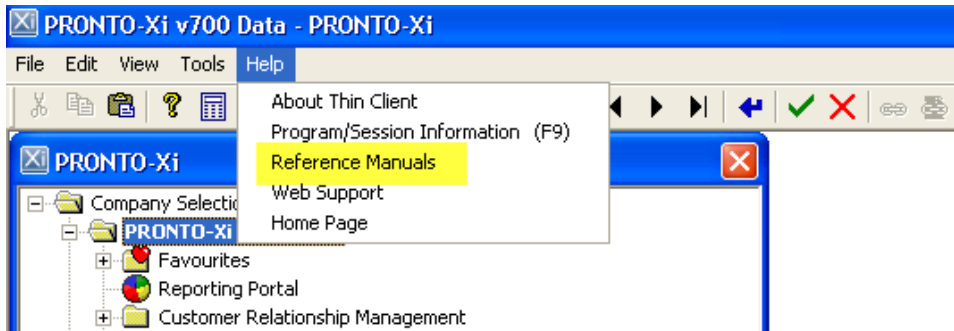
In the Dimensions (or later) dataset, you will see the Webhelp format help.



When using the new runtime and Pronto Xi Client, launching the help from any of the options in the **Help** tab of the ribbon (see below) will always open the new V700+ help, regardless of the company you are in.



When using the old runtime and Pronto Xi Client, launching the help from any of the options in the Help menu (see below) will always open the old format help regardless of which company you are in.



As well as appending the .chm suffix, all help files must be in the same folder for Help to work (as defined by the `HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > PRONTO > User Manuals` registry). If Help is not working, check this value, and ensure that all files are in the same installation directory.

# 7 Uninstall Pronto Xi Help

If you want to uninstall the Help and any additional Pronto Xi documentation from a local machine, you can do so using the Windows Control Panel.

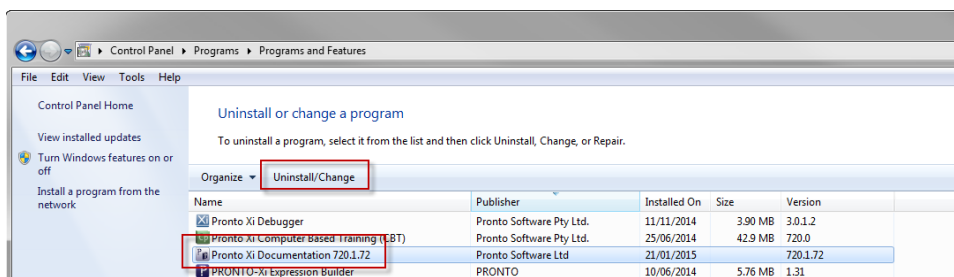
## Steps

1. Open the Windows Control panel from the Start menu.
  - For Windows XP: Click **Add or Remove Programs**.
  - For Windows 7 and 8: Select **Programs > Programs and Features**.

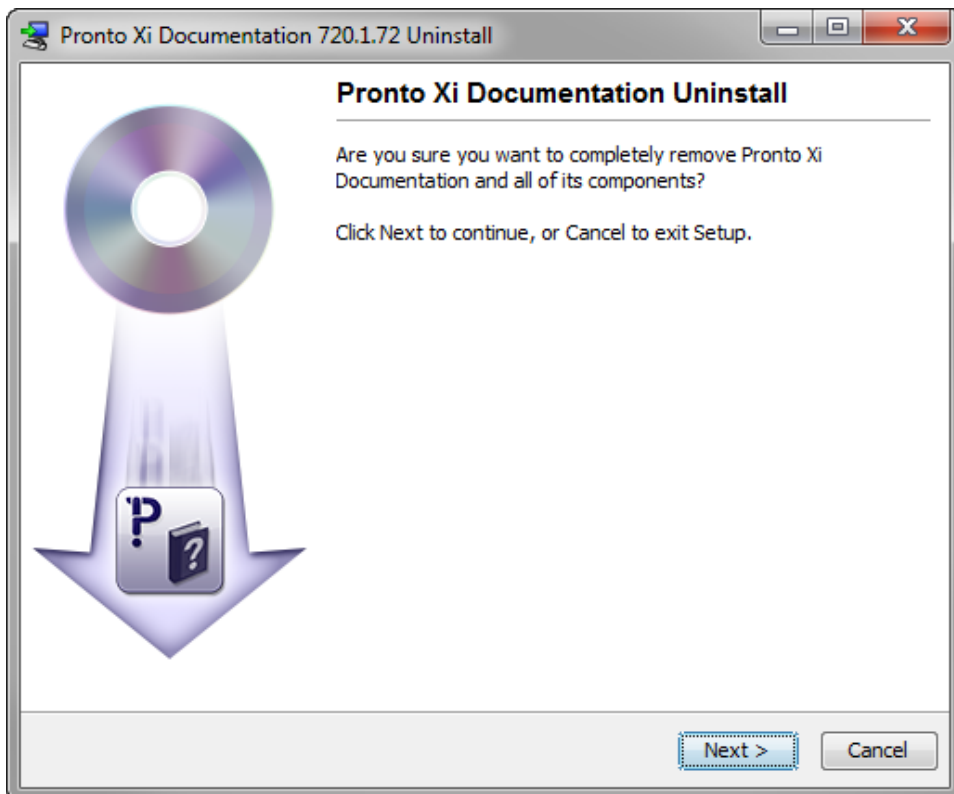


## Programs and Features

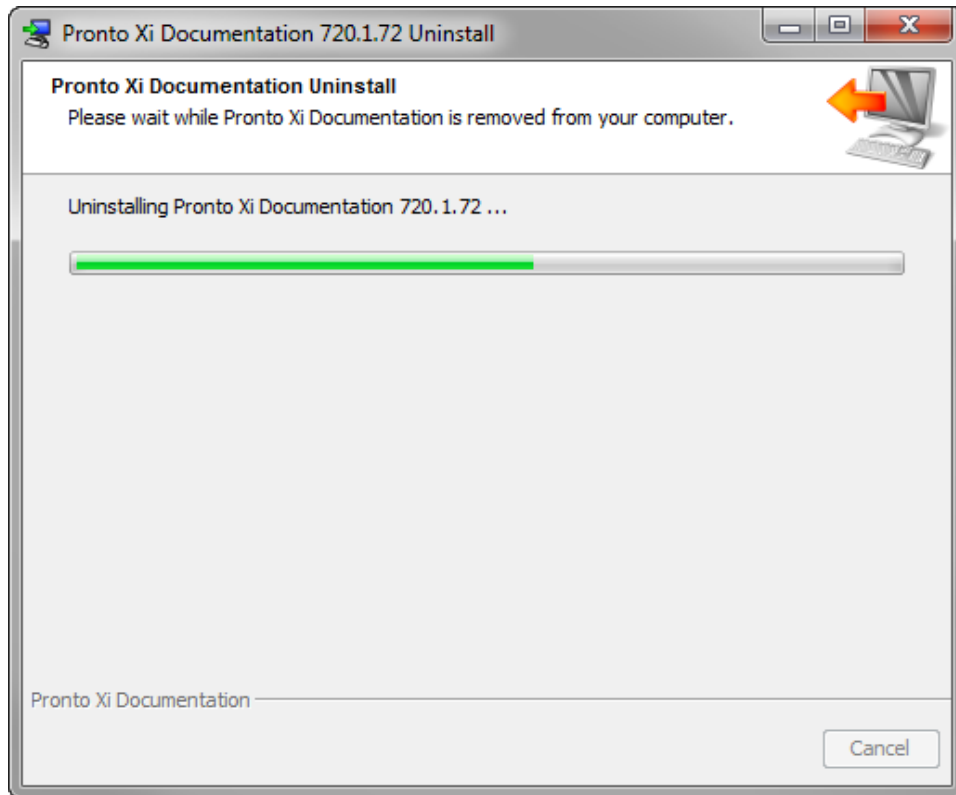
2. Click **Pronto Xi Documentation (version no.)**.
3. Click **Uninstall/Change**.



The Pronto Xi Documentation Uninstall page is displayed.



4. Click **Next**.  
The Help and any additional documentation that was installed, is uninstalled from the machine. This process takes about five minutes, depending on the amount of material that was installed.



5. Click **Finish** to complete the uninstall process.