

HP ART 4.40 to ART 5.10 Delta Training



Training Guide

Note: This HP ART 4.40 to 5.10 Delta Course is a printable version of the online ART Delta course available **free of charge** on the [HP Software Education](#) website. When possible, it is our recommendation that you take the online version as we believe you will find it to be more interactive and a better learning experience.

HP ART 4.40 to ART 5.10 Delta Training

Training Guide

Revision A

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HP ART 4.40 to ART 5.10 Delta Training

Training Guide

August 2013

Table of Contents

Introduction	2
Product Branding.....	3
Supported Environments	4
Author DevKit Installation.....	5
Template and Skin Activation	6
Accessing your Local Template and Skin	7
Prerequisites for Customizing the Template.....	8
Managing Custom Skins	9
Text to Speech (TTS).....	10
TTS General Settings.....	11
Enable TTS – Course.....	12
Enable TTS – Simulation	13
TTS File Properties	14
Demonstration: Configuring Text to Speech.....	15
Recording (.udc) Features	16
Capture Audio While Recording	17
About Captured Audio.....	18
Demonstration: Capture Audio During Recording	19
Capture Notes While Recording.....	20
Course (.ulc) Features.....	21
Resources and Image Management	22
Adding a Resource	23
Linking Resources	24
Demonstration: Link a Resource to a Course Page.....	25
Manage Images.....	26
Support of Animated GIFs	27
Manage Embedded Simulations.....	28
Simulation Stencil	29

Insert Simulations	30
Demonstration: Manage Embedded Simulations	31
Assessment Stencils.....	32
Hot Spot - Single Stencil	33
Example: Hotspot – Single.....	34
Configure Hotspot Stamp	35
Drag and Drop Sequencing Stencil.....	36
Example: Drag and Drop – Sequencing	37
HP ART Website.....	38
ART Website Hierarchy	39
Website Organization.....	40
ART Product Launch Page	41
Course Launch Page	42
Module Launch Page	43
How to Create the ART 5.10 Website	44
Adding Related Documents.....	45
Demonstration: Add Related Documents	46
End of Course.....	47

HP ART 4.40 to ART 5.10 Delta Training



HP Adoption Readiness Tool (ART) 5.10

[ART 4.40 to ART 5.10 Delta Training](#)

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Introduction

This delta course provides an introduction to the new features of HP Adoption Readiness Tool (ART) 5.10.

The material contained in this course is intended for all users of the ART 4.40 product.

The course is organized into the following topics:

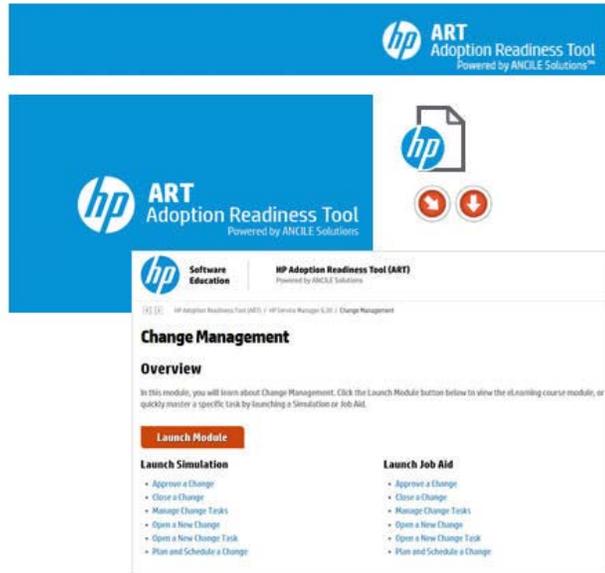
- Product branding
- Supported environments
- DevKit installation
- Text to speech (TTS)
- Recording (.udc) features
- Course (.ulc) features
- ART website features

Product Branding

ART 5.10 contains new product branding to support new HP marketing standards:

- Product installation screens
- Product icons
- Course skin
- Simulation skin
- Website launch pages

The HP ART template contains all product branding customizations and skins, which are included in the install package.



Supported Environments

ART 5.10 supports the following new environments:

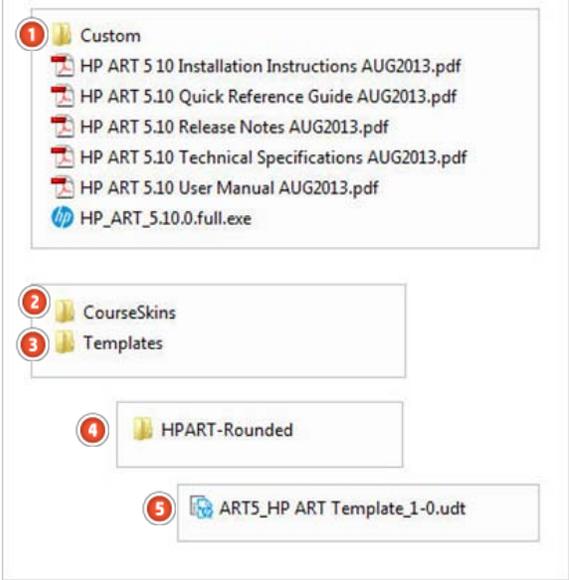
- DevKit:
 - Microsoft Windows 8 (Desktop)
- Published content:
 - Microsoft Internet Explorer 10
 - Google Chrome
 - Static/dynamic Adobe interactive forms
 - Rendered in Adobe Reader or Acrobat XI

Author DevKit Installation

New in ART 5.10, the HP ART template and skin are automatically installed during the installation process of the ART DevKit.

During installation, ART picks up the template and skin located in the Custom folder.

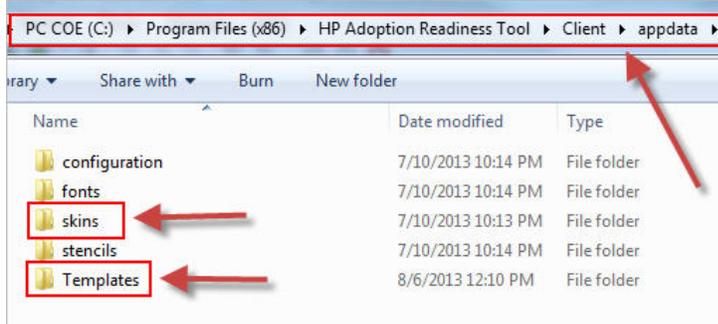
 Hover over each icon to explore this topic.



1. The Custom folder holds the template and skin files that are to be added during installation. The Custom folder must reside at the same level as the HP_ART_5.10.0.full.exe installation file.
2. Within the Custom folder is a CourseSkins folder that holds the custom skin file to be added during installation. This folder must be named exactly as shown here for ART to recognize it.
3. The Custom folder includes the Templates folder that holds the HP ART 5.10 template file to be added during installation. This folder must be named exactly as shown here for ART to recognize it.
4. The CourseSkins folder includes a customized skin (HPART-Rounded) that ART uses to create the prebuilt ART 5.10 content.
5. The Templates folder includes the HP ART 5.10 template used to create the prebuilt ART 5.10 content.

Template and Skin Activation

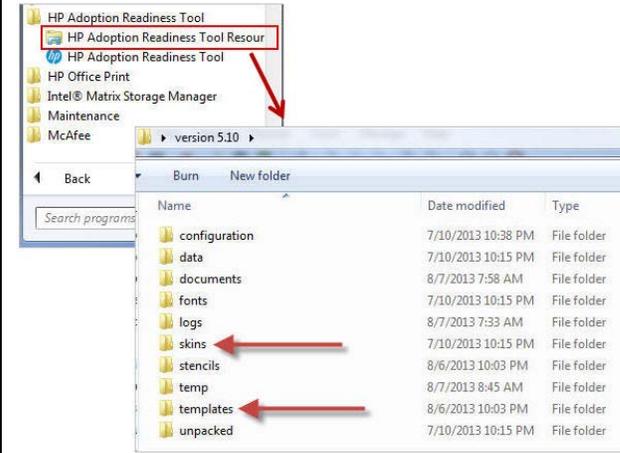
After installation, the HP ART 5.10 template and skin are located within your ART installation folder.



To activate the template and skin, simply open the ART 5.10 editor. During this process, the template and skin are pulled from the HP Adoption Readiness Tool installation folder and placed in your local resources folder within your environment. This local template and skin are used for all content development going forward.

Accessing your Local Template and Skin

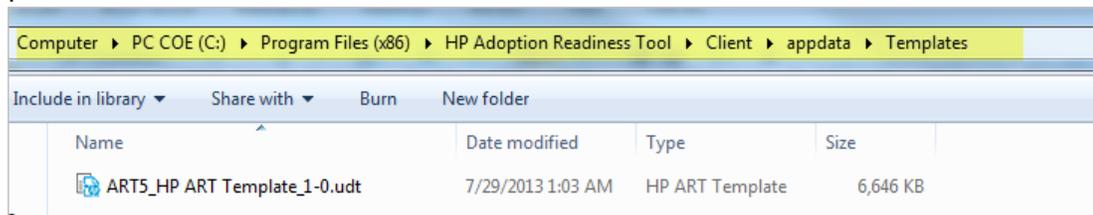
Once your template and skin have been activated, they are accessible within your local resources folder. Using the Windows Start menu, navigate to HP Adoption Readiness Tool Resources. All resources used by the ART application are stored in your local resources folder.



Prerequisites for Customizing the Template

Each time you launch the ART editor, ART will validate that the HP ART 5.10 Template is available in your local resources folder. If the template is not found, ART will automatically copy the template into your local resources folder. If you are planning on customizing the HP ART 5.10 template, please perform the following tasks:

1. Open the ART Editor to ensure your template and skin have been activated.
2. Navigate to your HP Adoption Readiness Tool installation folder.
3. Navigate to the Client > appdata > Templates folder.
4. .



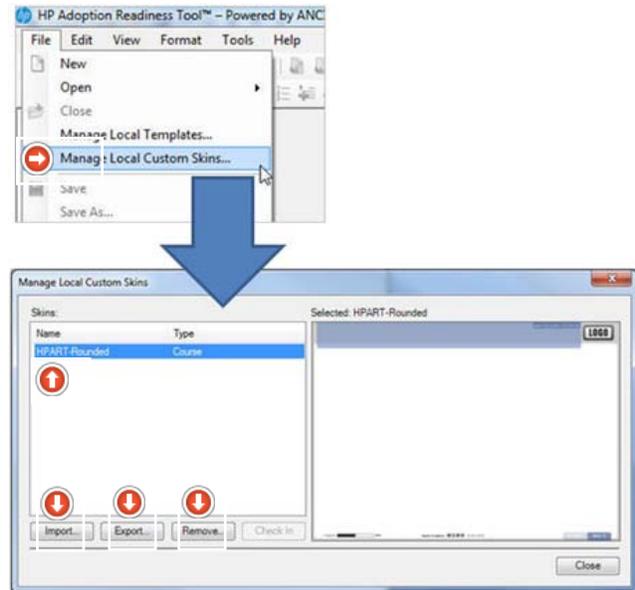
5. Remove the template from this folder and place in a backup location.
6. Open your template using File > Open Template and begin customization.

Managing Custom Skins

New in HP ART 5.10, you can manage custom skins using the Manage Local Custom Skins feature.

This feature is used if you have customized your skin and you would like to share the skin with others in your organization.

 Hover over each icon to explore this topic.



1. The Manage Local Custom Skins feature is accessed within the File menu.
2. The Skins pane lists all custom skins.
3. You use the Import button to import a custom skin to your local resources. The imported skin must have the .uskin file extension.
4. You use the Export button to export a selected skin to your local drive. Exported skins are saved with the .uskin file extension.
5. You use the Remove button to remove a custom skin from your local resources folder.



Text to Speech (TTS)

ART 5.10 supports Text to Speech (TTS) for both courses and simulations.

TTS provides accessible outputs for visually impaired users. ART lets you convert course text and simulation step text into speech. Authors can configure ART to automatically convert text to audio that is available to the end user when playing the published output.

In addition, TTS allows audio to be translated and used in conjunction with XLIFF files.

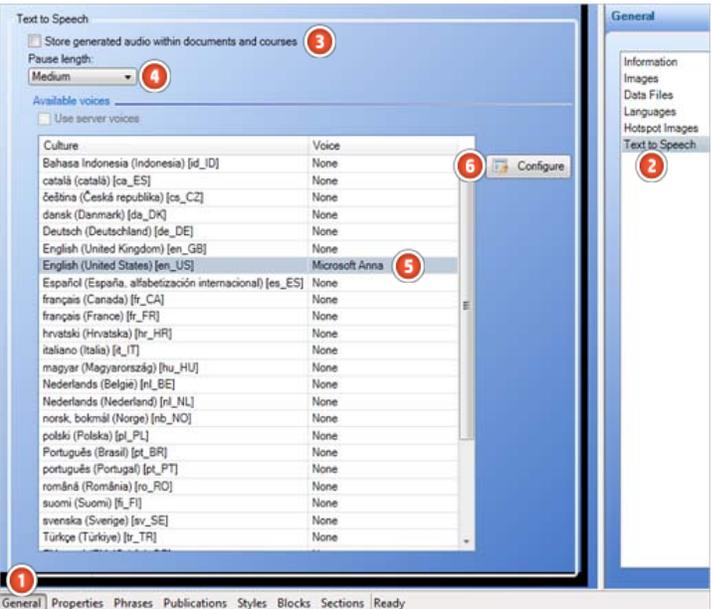
TTS General Settings

You manage TTS configuration within the HP ART template.

The General settings area of the template allows you to:

- Store generated audio within documents and courses
- Configure the available voices for each language

 Hover over each icon to learn more about this topic.



1. To access configuration settings for TTS, select the General tab.
2. You access TTS configuration options using the Text to Speech menu item.
3. The Store generated audio within documents and courses option saves the generated audio with the source content. This feature allows authors to play the generated audio from the HP ART editor without having text-to-speech voices installed on their computer.

If this setting is disabled, ART only saves the text-to-speech audio when the document or course is published.

Note: Storing text-to-speech audio within the source file increases the size of the document or course.

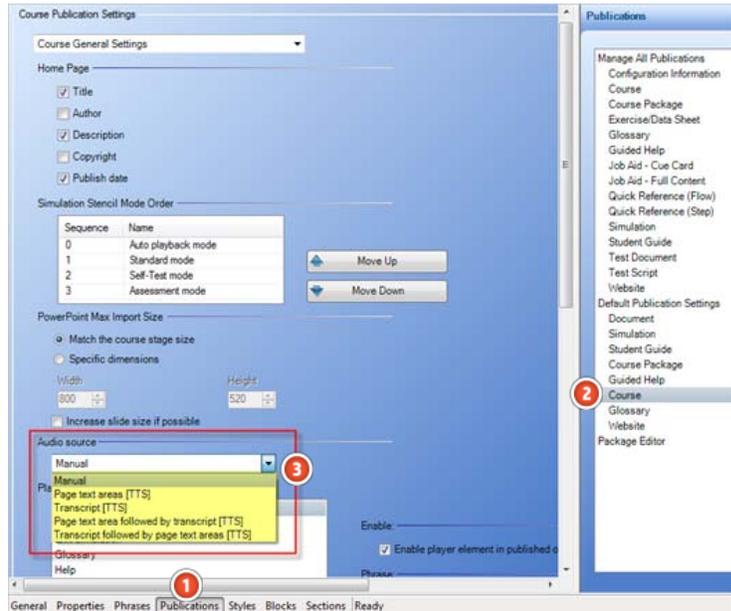
4. Pause length setting changes the length of the pause between words for text-to-speech playback
5. You use the Available voices section to select the language. You can configure a different language for each language listed.
6. The Configure button configures the voice settings for each language.

Enable TTS - Course

To enable the TTS feature for published courses, you must adjust the audio settings to one of the available TTS options within the Course Publications section of the template.



Hover over each icon to explore this topic.



1. To enable TTS for published courses, select the Publications tab.
2. Select the Course menu item within the Default Publications Settings section.
3. You enable TTS from the Audio source drop-down menu.

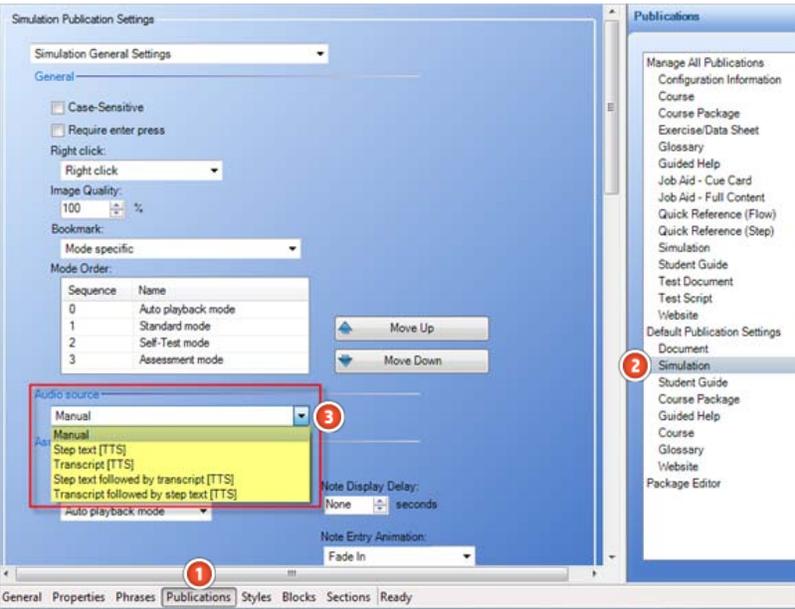
You must set the audio source to one of the available TTS options to enable TTS. If you select the Manual audio source, TTS is disabled for all course pages.

Note: If one of the TTS options is selected, the author can modify the audio settings for a specific course page. If Manual is selected, the author cannot enable TTS within a course page.

Enable TTS - Simulation

To enable the TTS feature for published simulations, you must set the audio settings to one of the available TTS options within the Simulation Publications section of the template.

 Hover over each icon to explore this topic.



The screenshot shows the 'Simulation Publication Settings' window. The 'Publications' tab is active, and the 'Simulation' menu item is selected. The 'Audio sources' dropdown menu is open, showing options like 'Manual', 'Step text [TTS]', 'Transcript [TTS]', 'Step text followed by transcript [TTS]', and 'Transcript followed by step text [TTS]'. Red circles and arrows indicate the steps: 1. Select the Publications tab, 2. Select the Simulation menu item, and 3. Select a TTS option from the Audio sources dropdown.

1. To enable TTS for published simulations, select the Publications tab.
2. Select the Simulation menu item within the Default Publications section.
3. You enable TTS from the Audio source drop-down menu.

You must set the audio source to one of the available TTS options to enable TTS. If the Manual audio source is selected, TTS will be disabled for all simulation steps.

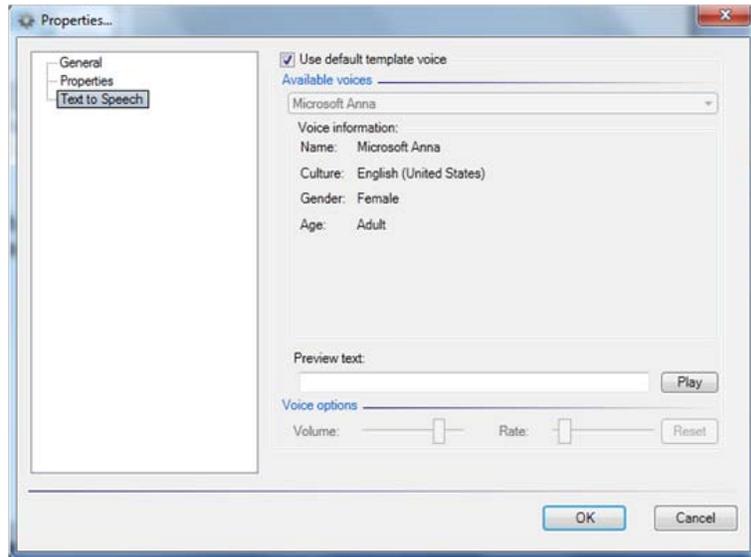
Note: If one of the TTS options is selected, the author can modify the audio settings for a specific recording step. If Manual is selected, the author cannot enable TTS within a recording.

TTS File Properties

Within the course (.ulc) and recording (.udc) files, the Properties window has a new Text to Speech menu option.

You can use the Text to Speech menu option to configure the voice used in the selected course or recording file. This feature lets you override the default template selection.

Note that you must enable TTS in the template for the course or simulation when using this feature.



Demonstration: Configuring Text to Speech

In this demonstration, you learn how to configure voices for TTS, and enable TTS for published courses and simulations.

Note: To view this demonstration, please access the HP ART 4.40 to 5.10 Delta Online ART Course available as a free of charge course on the [HP Software Education](#) website.





Recording (.udc) Features

The following ART 5.10 features are specific to recording (.udc) files:

- Ability to capture audio while recording
- Ability to add information notes while recording

Capture Audio While Recording

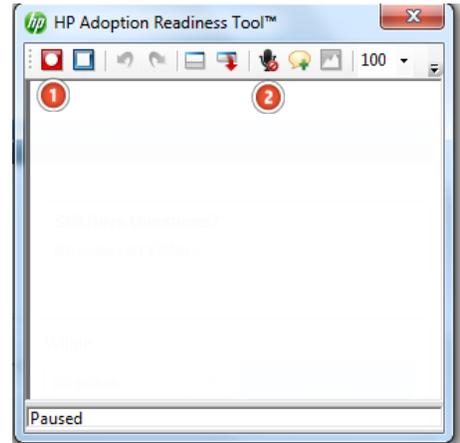
ART 5.10 allows you to capture audio while recording a task in the application.

While in recording mode, the audio toolbar button acts as a toggle to start and stop the audio capture feature.

Tip: When capturing audio, speak before or after typing or mouse-click actions. Do not speak at the same time that you are performing the action.



Hover over each icon to explore this topic.



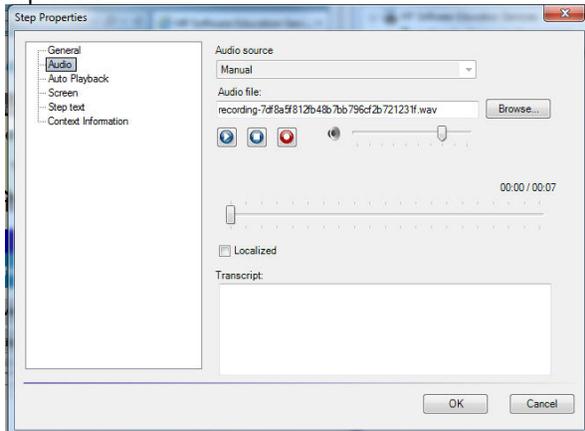
1. You use the Record/Pause toggle button to begin and pause your recording. You can only capture audio when the recorder is enabled. When paused, audio is not captured.

2. You use the Audio toggle button to capture audio during the recording process. When first clicked, you are prompted to test your audio.

Tip: Do not speak while performing a task, such as typing. Rather, speak before or after performing the task.

About Captured Audio

ART captures and stores audio with each step. After you stop recording, you can access audio files within the Step Properties window under the Audio menu item. This feature enables authors to review/edit audio on a per step basis.



Demonstration: Capture Audio During Recording

In this demonstration, you learn how to capture audio while recording a task in ART 5.10.

Note: To view this demonstration, please access the HP ART 4.40 to 5.10 Delta Online ART Course available as a free of charge course on the [HP Software Education](#) website.



Capture Notes While Recording

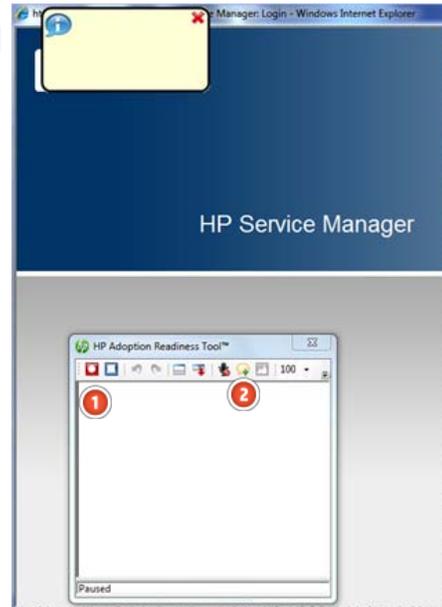
In ART 5.10, you have the option to add information notes while recording an application.

This feature allows you to add details and/or instructions to a task step during the recording phase, while the action is being performed.

You add notes to the upper left of the recording window.



Hover over each icon to explore this topic.



1. You toggle the Record/Pause button to start and pause your recording. You can still add notes to the recording when the recording is paused.
2. You use the Add Note button to add an information note during the recording process. The note appears in the upper left of the window. You can add multiple notes to a single step.



Course (.ulc) Features

ART 5.10 offers the following new features that are specific to course (.ulc) files:

- Resource management
- Image management
- Support for animated GIFs
- Updated simulation stencils
- Embedded simulation management
- New assessment stencils:
 - Hotspot Single
 - Drag and Drop Sequencing



Resources and Image Management

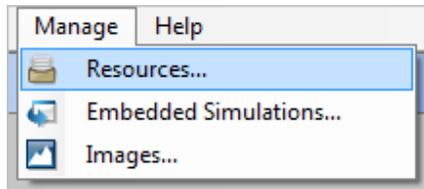
Managing resources and images has changed.

Recall that resources are links and/or documents that can be added to a course for additional information. For example, you can attach URLs, PDF documents, MS Word documents, MS Excel spreadsheets, and so forth, to a course.

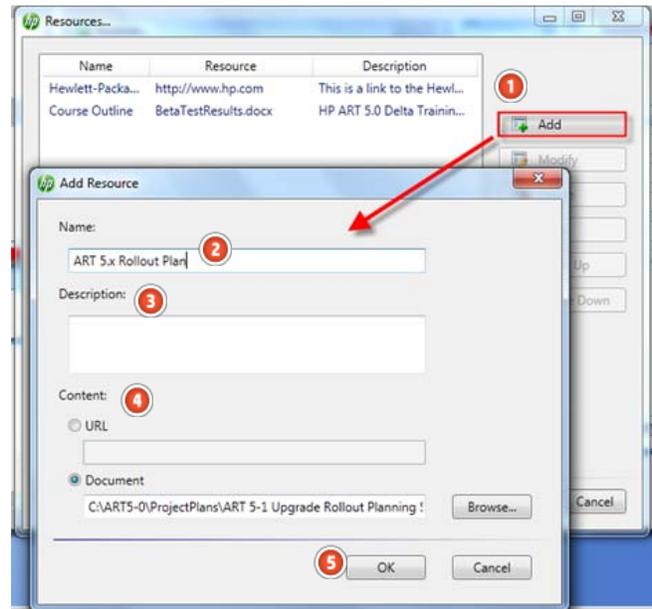
Adding a Resource

In ART 4.40, you managed resources using the File > Resources menu item.

In ART 5.10, you use the Manage > Resources menu item to manage resources:



 Hover over each icon to explore this topic.



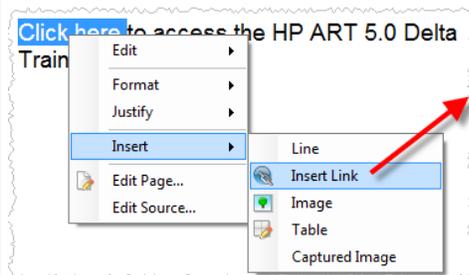
1. To add a new resource to a course, select the Add button.
2. Enter the name of the resource in the Name field. The name appears in the Downloads menu of the published course.
3. Enter a description of the resource in the Description field. The description appears directly under the name within the Downloads menu.
4. Within the Content section, select the resource details. There are two options:
 - URL - Type the fully qualified path to the URL.
 - Document - Browse to the location of the document.

The document is embedded with the course once added.

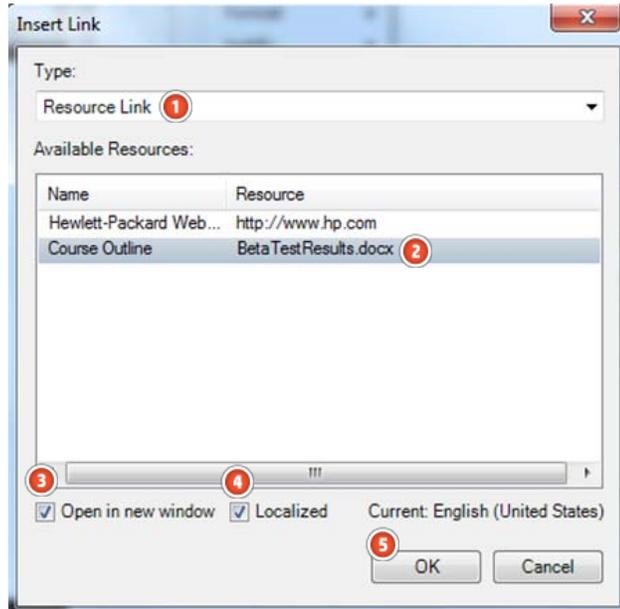
5. Click the OK button to save and exit.

Linking Resources

New in ART 5.10, you can link a resource within a course page or within a hotspot pop-up window. To link a resource, highlight the text within the course page or the hotspot text area, right-click, and select Insert > Insert Link.



Hover over each icon to explore this topic.



1. Select Resource Link in the Type field.
 2. Select the desired resource from the available list.
- Tip:** You must first add the resource to the course before adding a resource link.
3. Click the Open in new Window checkbox if you would like your document opened in a separate window.
 4. The Localized checkbox is used to mark the content for localization.
 5. Click the OK button to save and exit.

Demonstration: Link a Resource to a Course Page

In this demonstration, you learn how to add and link a resource to a course page.

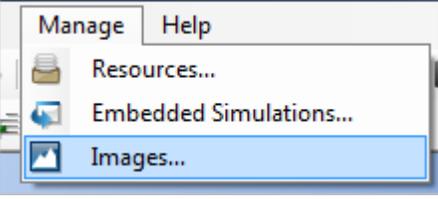
Note: To view this demonstration, please access the HP ART 4.40 to 5.10 Delta Online ART Course available as a free of charge course on the [HP Software Education](#) website.



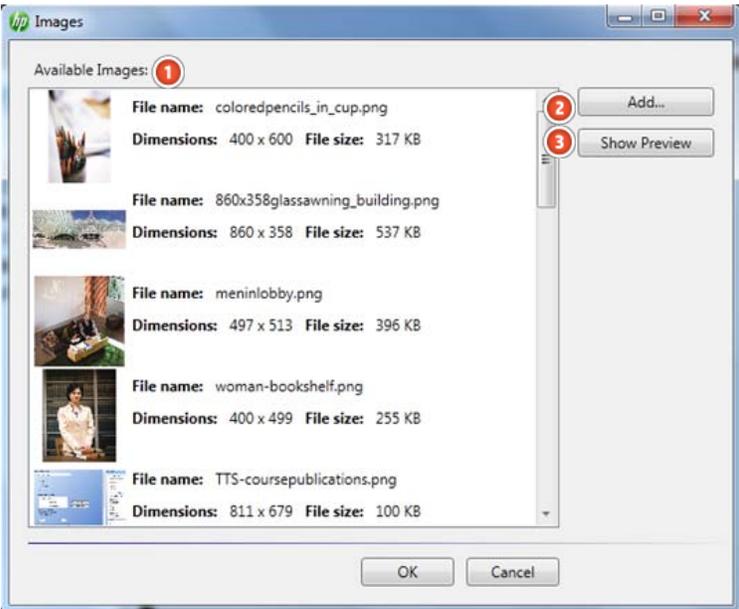
Manage Images

In ART 5.10, you can access all images contained in a course within a new images library.

To access the image library, select Manage > Images from the course editor menu.



Hover over each icon to explore this topic.



File name	Dimensions	File size
coloredpencils_in_cup.png	400 x 600	317 KB
860x358glassawning_building.png	860 x 358	537 KB
meninlobby.png	497 x 513	396 KB
woman-bookshelf.png	400 x 499	255 KB
TTS-coursepublications.png	811 x 679	100 KB

1. You can use all images in the Available Images section in the course.
2. Click the Add button to add a new image to the course.

Note: When you exit the ART editor, all images that are not being used in the course are removed.

3. Click the Show Preview button to view the image in full size.

Support of Animated GIFs

ART 5.10 supports animated GIFs.

You can insert animated GIFs in the image pane using the same process as other images.

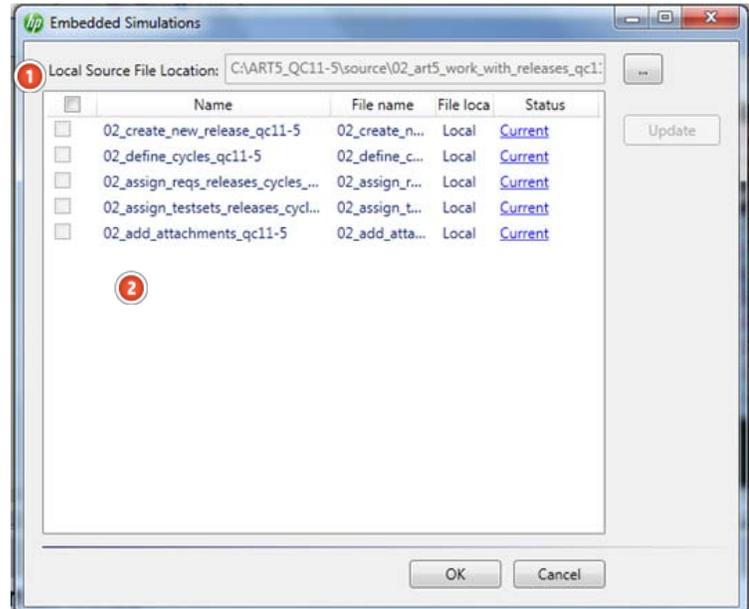
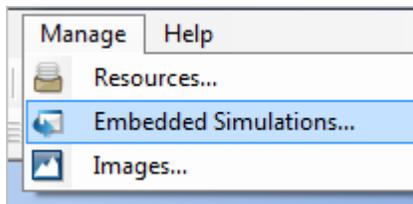
Animations play both in Preview and Publish modes.



Manage Embedded Simulations

The Manage Embedded Simulations feature allows you to view, update, and publish all embedded simulations from within a single window.

You access embedded simulations by selecting the Manage >Embedded Simulations menu item.



1. You set the Local Source File Location field to the folder where the embedded recording (.udc) files are located. All recording (.udc) source files linked to the course must reside in the same folder.
2. The Embedded Simulations window displays all recording (.udc) files in the local source file location and includes the recording's name, file name, file location, and status.

Simulation Stencil

The simulation stencils have been redesigned to support the new Manage Embedded Simulation feature.

 Hover over each icon to explore this topic.



1. The content block of the simulation stencil is larger in ART 5.10. Simulation buttons are not displayed on the stencil until selected using the Edit Simulation Properties link.

As you select different outmode modes, the content block size adjusts to allow room for the added buttons.

2. The image block within the simulation stencil is fixed in size. The optimal image size is 415x355.

3. You use the Edit Simulation Properties link to select the simulation to embed in the page and the output mode visibility.

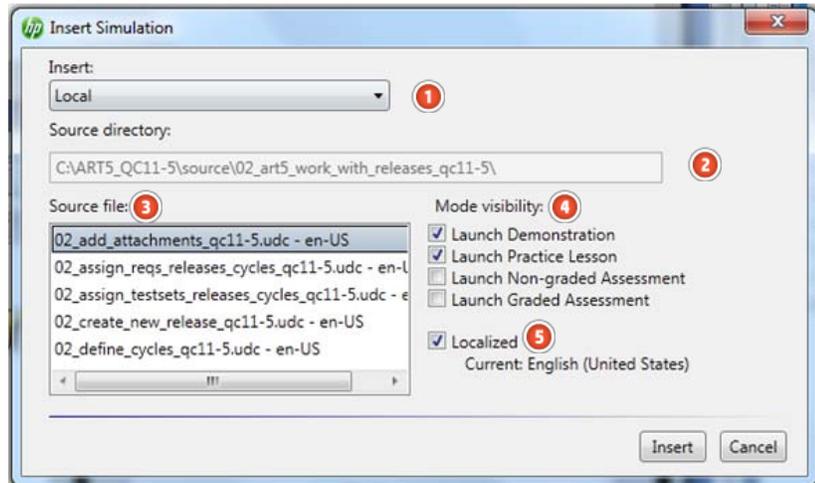
4. You use the Update Simulations link to publish the embedded simulations in the course.

Insert Simulations

You add embedded simulations to a course page using the Insert Simulation window.



Hover over each icon to explore this topic.



1. The Insert drop-down menu has two options:

- Simulation: Lists all of the simulations that are currently embedded in the course
- Local: Lists all of the recordings contained within the Local directory

2. The Source directory field displays the full path of the local directory.

3. The Source File section displays the list of available recordings.

The recordings listed depend on the selected value of the Insert drop-down menu:

- Simulation: All recordings that are embedded in the course
- Local: All recordings that are stored in the local directory

4. You use the Mode visibility checkboxes to define which output modes are available for the selected course page. Only the selected output modes are available in the published course.

5. You use the Localized checkbox to mark the content for localization.

Demonstration: Manage Embedded Simulations

In this demonstration, you learn how to manage embedded simulations in ART 5.10.

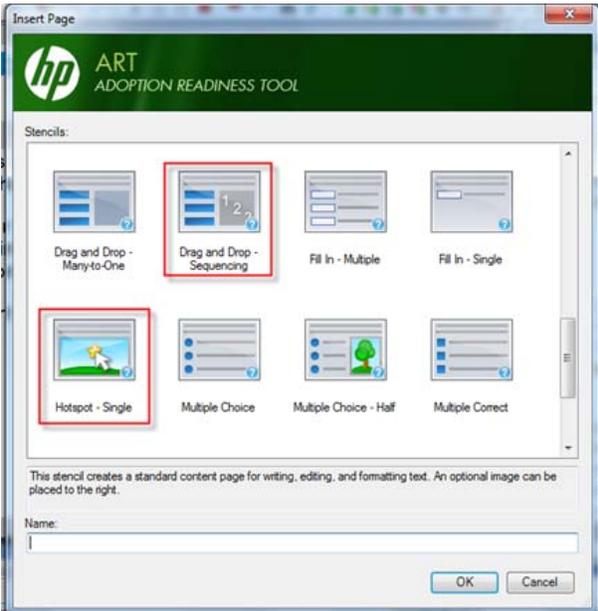
Note: To view this demonstration, please access the HP ART 4.40 to 5.10 Delta Online ART Course available as a free of charge course on [the HP Software Education](#) website.



Assessment Stencils

ART 5.10 has two new assessment stencils:

- Hot Spot - Single
- Drag and Drop - Sequencing



The screenshot shows the 'Insert Page' dialog box for the HP ART ADOPTION READINESS TOOL. It displays a grid of assessment stencils. Two stencils are highlighted with red boxes: 'Hotspot - Single' (top-left) and 'Drag and Drop - Sequencing' (top-middle). Other stencils include 'Drag and Drop - Many-to-One', 'Fill In - Multiple', 'Fill In - Single', 'Multiple Choice', 'Multiple Choice - Half', and 'Multiple Correct'. Below the grid is a text area with instructions and a 'Name:' input field. 'OK' and 'Cancel' buttons are at the bottom.

Hot Spot - Single Stencil

You use the Hot Spot - Single stencil for learning checks and assessments.

The stencil contains a text and image content area. You can define a hotspot area within the image as the correct response.

 Hover over each icon to explore this topic.

Using the mouse, click the correct location on the image below.

Where is the laptop in this picture?



1 Continue **2** Reset **3** Show Me

1. A hotspot stamp is the icon displayed on the image that learners use to make their selections during the assessment.
2. After the learner makes a selection, the learner clicks the Continue button.
3. The learner uses the Reset button to start over the selection.
4. The learner uses the Show Me button to view the answer to the question. When selected, the question is marked as incorrect.

This page provides an example of the Hotspot - Single assessment stencil.
Using the mouse, click the correct location on the image below.

Where is the laptop in this picture?

Note: This is not an active assessment question.

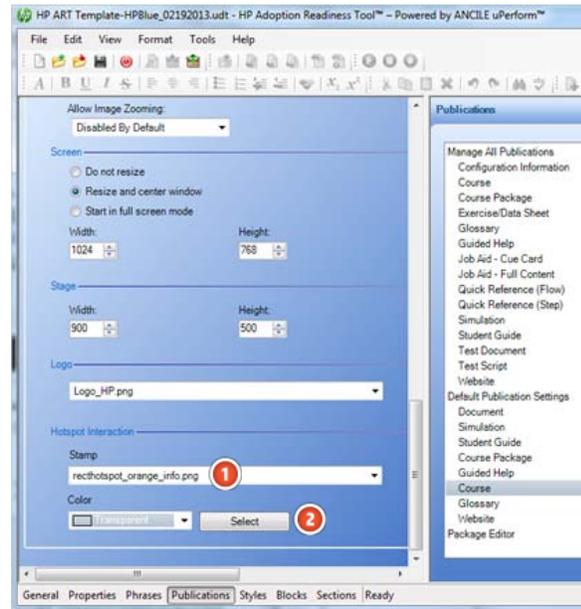


Configure Hotspot Stamp

The stamp icon used in the Single - Hotspot stencil is configured in the template.



Hover over each icon to explore this topic.



1. You define the hotspot image used in the Hotspot - Single assessment page in the Stamp drop-down menu.

Note: The images that are available from the Stamp drop-down menu are the hotspot images added in the General tab of the template.

2. You use the Color field to select the background color of the hotspot area. The default value in the ART template is Transparent.

Drag and Drop Sequencing

You use the Drag and Drop - Sequencing stencil for learning checks and assessments.

The stencil creates an interaction page featuring one or more draggable responses to a single question.

Drag each correct item into the drop area in the proper sequence.

What is the sequential order of the items below?

1 One

Five

Three

Two

Four

{Enter answer text here}

2 One

3 Two

Three

Four

Five

4

Hover over each icon to explore this topic.

1. The left-side sequence list displays the order that the items appear in the learning check or assessment.
2. You use the left/right arrows to copy the elements from the left-side sequence list to the right-side sequence list to specify the desired correct order. The right-side sequence list is the correct order of the items. The learner must match the order displayed on the right side to obtain the correct answer.
3. You use the left/right arrows to copy the elements from the left-side sequence list to the right-side sequence list to specify the desired correct order.
4. You use the up/down arrows to move the elements within the right-side sequence list to obtain the desired correct order. You use the left/right arrows to copy the elements from the left-side sequence list to the right-side sequence list to specify the desired correct order.

This page provides an example of the Drag and Drop - Sequencing assessment stencil.

Drag each element from the left pane to the right pane in the correct order.

What is the sequential order of the items below?

One	One
Five	Two
Three	Three
Two	Four
Four	Five

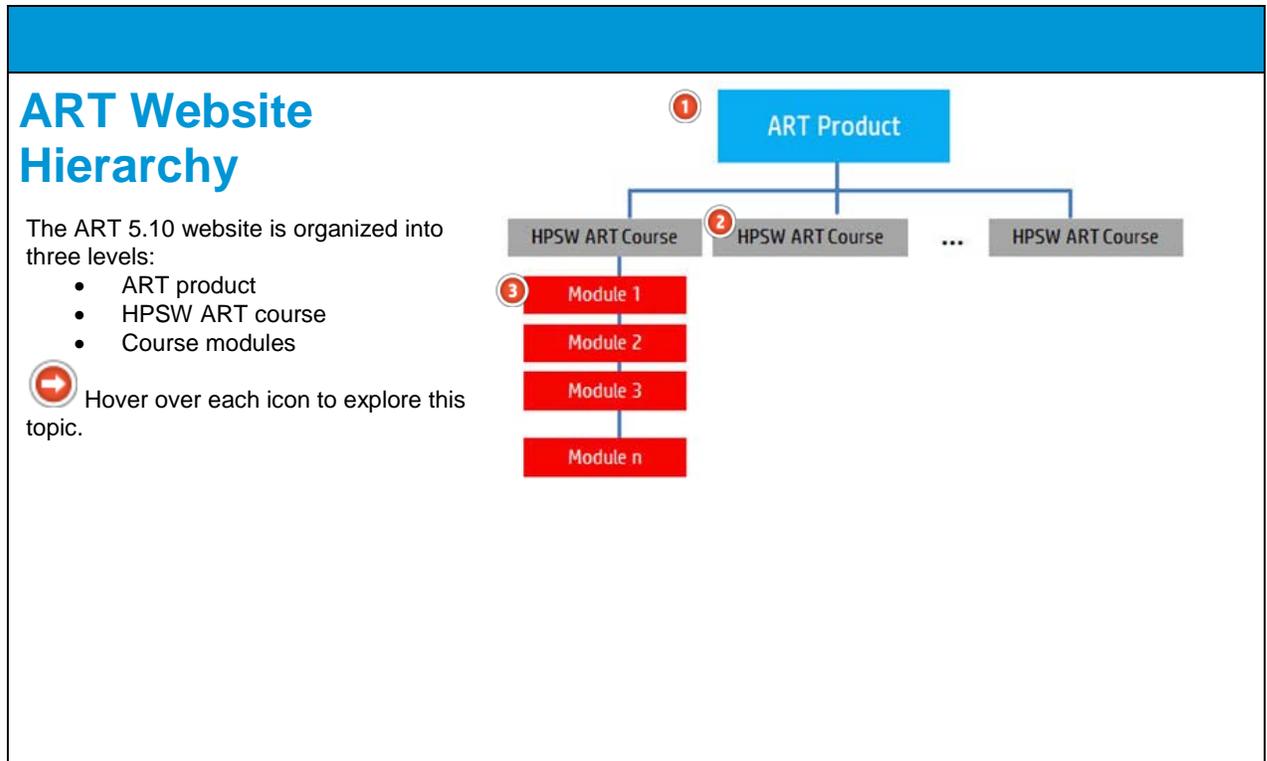
Note: This is not an active assessment question.

HP ART Website

The following updates have been made to the ART 5.10 website:

- Website launch pages have been rebranded to support the latest HP marketing standards.
- New processes are defined for the management of the website structure.
- Related documents can be added to the ART website.
- Website portability has been enhanced by the use of relative paths when creating the website.

The screenshot displays the HP ART website interface. At the top, there is a blue header with the HP logo and 'Software Education' on the left, and 'HP Adoption Readiness Tool (ART)' with 'Powered by ANCLILE Solutions' on the right. Below the header, a breadcrumb trail reads 'HP Adoption Readiness Tool (ART) / HP Service Manager 9.30 / Change Management'. The main content area is titled 'Change Management' and includes an 'Overview' section. The overview text states: 'In this module, you will learn about Change Management. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid.' Below this text is a prominent orange 'Launch Module' button. Underneath, there are two columns of links: 'Launch Simulation' and 'Launch Job Aid'. Each column contains five blue links: 'Approve a Change', 'Close a Change', 'Manage Change Tasks', 'Open a New Change', and 'Open a New Change Task'. The 'Launch Job Aid' column also includes a link for 'Plan and Schedule a Change'.



1. The top level of the ART website is the ART product. The ART product web page introduces you to ART. This page includes a short introduction to ART, as well as the prerequisites required to view ART content.

2. The second level of the ART website is the ART course web page. The course web page introduces you to the selected HP Software ART course. The course launch page includes an overview of the HP Software ART course, including the learning objectives.

All HP Software ART courses consist of several modules. The modules that are included in the selected course are accessible from the left navigation of the course launch page.

3. The Module launch page provides access to the ART content.

You can either launch the eLearning course module directly by clicking the Launch Module button or, to quickly master a specific task, by launching a simulation or job aid within the Launch Simulation or Launch Job Aid sections.

Website Organization

Shown here is a sample ART website source file for the HP Service Manager 9.3 ART product.

Each file in the website source file is organized by portfolio, product, and module.

Hover over each icon to explore this topic.

Links:	Title	Type	PORTFOLIO	Product	Module
	Create a Chart	Document	ITSM	Service Manager	Introduction
	Create a Custom MySM Page	Document	ITSM	Service Manager	Introduction
	Create a Dashboard	Document	ITSM	Service Manager	Introduction
	Create a Favorite	Document	ITSM	Service Manager	Introduction
	Export Records	Document	ITSM	Service Manager	Introduction
	Introduction to HP Service ...	Course	ITSM	Service Manager	Introduction
	Log in to the Service Mana...	Document	ITSM	Service Manager	Introduction
	Modify Columns	Document	ITSM	Service Manager	Introduction
	Search for Records	Document	ITSM	Service Manager	Introduction
	Navigate the User Interface	Document	ITSM	Service Manager	Introduction
	Add a Required Action	Document	ITSM	Service Manager	Service Desk
	Apply Interaction Templates	Document	ITSM	Service Manager	Service Desk
	Close an Interaction	Document	ITSM	Service Manager	Service Desk
	Duplicate Interaction Recor...	Document	ITSM	Service Manager	Service Desk
	Escalate an Interaction	Document	ITSM	Service Manager	Service Desk
	Log an Interaction Using E...	Document	ITSM	Service Manager	Service Desk
	Register an Interaction	Document	ITSM	Service Manager	Service Desk
	Search Interaction Records	Document	ITSM	Service Manager	Service Desk
	Service Desk	Course	ITSM	Service Manager	Service Desk
	Assign an Incident	Document	ITSM	Service Manager	Incident Management
	Close an Incident	Document	ITSM	Service Manager	Incident Management
	Incident Management	Course	ITSM	Service Manager	Incident Management
	Relate Records to an Incid...	Document	ITSM	Service Manager	Incident Management
	Search for Incidents	Document	ITSM	Service Manager	Incident Management

1. The PORTFOLIO field is a classification that Hewlett-Packard uses to categorize all HP Software products. Although the PORTFOLIO field is populated for all files, it is ignored during website organization. The software only uses the Product and Module fields to create the final website structure.

2. The Product field refers to the HP Software product of the ART course.

3. Each module in an HP Software ART course has one course file and one or more embedded recordings. The course (.ulc) file and each of the embedded recording (.udc) files for the module must have the exact same module name in the Module field so the ART website can organize the files appropriately.

Page 40 of 48

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ART Product Launch Page

The first page of the ART website introduces you to the ART product. This page includes a short introduction to ART, as well as the prerequisites required to view ART content. Each HP Software ART course included in the website is accessible from the left navigation under the Select a Course heading.

The screenshot shows the HP Adoption Readiness Tool (ART) website. At the top left is the HP Software Education logo. To its right, the text reads "HP Adoption Readiness Tool (ART)" and "Powered by ANCLIE Solutions". Below the logo, there is a navigation menu with the heading "Select a Course" and a single item: "HP Service Manager 9.30". The main content area has a heading "Overview" followed by a paragraph: "HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software." Below this is a heading "Prerequisites" followed by a bulleted list: "High speed internet connection", "Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)", and "Adobe Acrobat Reader 9.x, 10.x, or XI". At the bottom of the main content area, it says "To begin, select a course from the left navigation menu." The footer of the page contains the copyright notice: "© Copyright 2013 HP Software Education. All Rights Reserved. Powered by Anclie."

Course Launch Page

The second level of the ART website is the Course web page. The Course web page is intended to introduce you to the selected HP Software ART course. In the example below, the Cloud Service Automation (CSA) 3.1 ART course launch page is displayed. The Course launch page includes an overview of the HP Software ART course, including the learning objectives.

The screenshot shows a web page for the HP Software Education course. The header includes the HP logo and 'Software Education' on the left, and 'HP Adoption Readiness Tool (ART)' with 'Powered by ANGLE Solutions' on the right. Below the header, the page title is 'HP Adoption Readiness Tool (ART) / HP Service Manager 9.30'. The main content is divided into two columns. The left column, titled 'Select a Module', contains a list of modules: Introduction, Service Desk, Incident Management, Problem Management, Change Management with Process Designer, Change Management, Knowledge Management, and Configuration Management. The right column, titled 'Overview', contains an overview of the course, course objectives, and a note to begin by selecting a module from the left navigation menu. The footer contains the copyright notice: '© Copyright 2013 HP Software Education. All Rights Reserved. Powered by Amile.'.

hp Software Education

HP Adoption Readiness Tool (ART)
Powered by ANGLE Solutions

HP Adoption Readiness Tool (ART) / HP Service Manager 9.30

Select a Module

- Introduction
- Service Desk
- Incident Management
- Problem Management
- Change Management with Process Designer
- Change Management
- Knowledge Management
- Configuration Management

Overview

The HP Service Manager 9.30 ART course is comprised of 8 modules and is targeted for all users of the Service Manager 9.30 product.

Course Objectives

At the end of the course, you will be able to:

- Describe the features and benefits of Service Manager.
- Connect to and disconnect from a Service Manager client.
- Navigate the Service Manager Interface.
- Search and manage records within each of the Service Manager modules, as pertains to your User Role.

To begin, select a module from the left navigation menu.

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Module Launch Page

The module launch page provides access to the ART content. You can either launch the e-learning course module directly by clicking the Launch Module button or, to quickly master a specific task, by launching a simulation or job aid within the Launch Simulation or Launch Job Aid sections.

The screenshot shows the HP Adoption Readiness Tool (ART) interface. At the top left is the HP Software Education logo. To its right is the text "HP Adoption Readiness Tool (ART) Powered by ANGLE Solutions". Below this is a breadcrumb trail: "HP Adoption Readiness Tool (ART) / HP Service Manager 9.20 / Change Management". The main heading is "Change Management". Underneath is the "Overview" section, which contains a paragraph: "In this module, you will learn about Change Management. Click the Launch Module button below to view the eLearning course module, or quickly master a specific Task by launching a Simulation or Job Aid." Below the overview is a prominent orange "Launch Module" button. At the bottom, there are two columns of links. The "Launch Simulation" column lists: "Approve a Change", "Close a Change", "Manage Change Tasks", "Open a New Change", "Open a New Change Task", and "Plan and Schedule a Change". The "Launch Job Aid" column lists: "Approve a Change", "Close a Change", "Manage Change Tasks", "Open a New Change", "Open a New Change Task", and "Plan and Schedule a Change".

How to Create the ART 5.10 Website

When you purchase an ART course, the ART website output files are included in the content package within the output folder. If you want to create your own ART website, or customize the existing website, the high-level steps to create and ART 5.10 website are:

1. Prepare the ART files.
2. Create the website (.us) file.
3. Insert the source content files.
4. Organize the website.
5. Create the ART product launch page.
6. Create the course launch page.
7. Organize the website with new launch pages.
8. Batch publish the source files.
9. Publish the website.

See the Creating the ART 5.10 Website document for detailed information on how to perform these steps.



Adding Related Documents

New in ART 5.10, you can add related documents to the ART website. Once the file is added to the website, use the file properties to control where the document is displayed on the website.

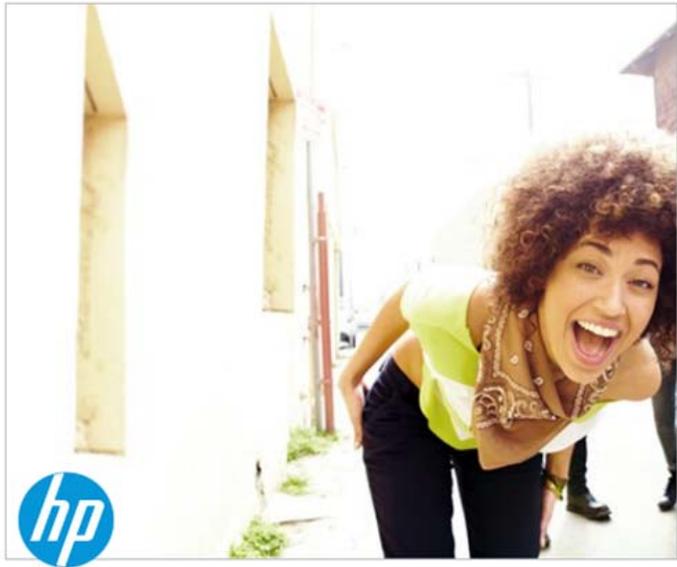
The screenshot shows the HP Adoption Readiness Tool (ART) interface. At the top left is the HP Software Education logo. The main header reads 'HP Adoption Readiness Tool (ART) Powered by ANGLE Solutions'. Below this is a breadcrumb trail: 'HP Adoption Readiness Tool (ART) / Service Manager / Service Desk'. The page is divided into two main sections. On the left, under 'Related Documents', there is a link for 'Full Content Outline'. The main content area is titled 'Service Desk Overview'. It contains a paragraph: 'In this module, you will learn about Service Desk. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid.' Below this text is a prominent orange 'Launch Module' button. Underneath the button, there are two columns of related documents. The first column is titled 'Launch Simulation' and lists: 'Add a Required Action', 'Apply Interaction Templates', 'Close an Interaction', 'Duplicate Interaction Records', 'Escalate an Interaction', 'Log an Interaction Using ESS', 'Register an Interaction', and 'Search Interaction Records'. The second column is titled 'Launch Job Aid' and lists: 'Add a Required Action', 'Apply Interaction Templates', 'Close an Interaction', 'Duplicate Interaction Records', 'Escalate an Interaction', 'Log an Interaction Using ESS', 'Register an Interaction', and 'Search Interaction Records'.

Demonstration: Add a Related Document

In this demonstration, you learn how to add a related document to the HP ART 5.10 website.

Note: To view this demonstration, please access the HP ART 4.40 to 5.10 Delta Online ART Course available as a free of charge course on the [HP Software Education](#) website.





End of Course

This concludes the ART 5.10 delta training.

In addition to the standard reference guides, we are providing additional documentation to our customers who are actively using 4.40 and now moving to 5.10.

You can find the additional documentation on the [Software Support Online \(SSO\)](#) HP Software Product Manuals page.

This page is intentionally left blank.

Creating the HP ART 5.10 Website



Quick Reference Guide

Creating the HP ART 5.10 Website

Quick Reference Guide

Revision A

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Printed in the USA

Creating the HP ART 5.10 Website

Quick Reference Guide

August 2013

Table of Contents

Introduction	1
HP ART 5.10 Website Structure	3
ART Product Launch Page.....	4
Course Launch Page.....	5
Module Launch Page.....	6
Creating the ART 5.10 Website	7
Step 1: Prepare the ART Files	7
Step 2: Create the Website (.uws) File	8
Step 3: Insert the Source Content Files	10
Step 4: Organize the Website.....	12
Step 5: Create the ART Product Launch Page	14
Step 6: Create the Course Launch Page	19
About the Module Launch Page	22
Step 7: Organize the Website with the New Launch Pages	23
Step 8: Batch Publish Source Files	24
Step 9: Publish the Website.....	26
Viewing the ART 5.10 Website Locally.....	28
Mozilla FireFox.....	28
Google Chrome	28
Adding Related Documents to the HP ART 5.10 Website.....	29

Introduction

The **HP Adoption Readiness Tool (HP ART)** is an innovative authoring tool that allows consultants and clients to create customized training, documentation and support content, whether starting with HP prebuilt content or creating new material. As a single source, multiple output, object recognition technology, HP ART dramatically reduces content development time and improves software adoption.

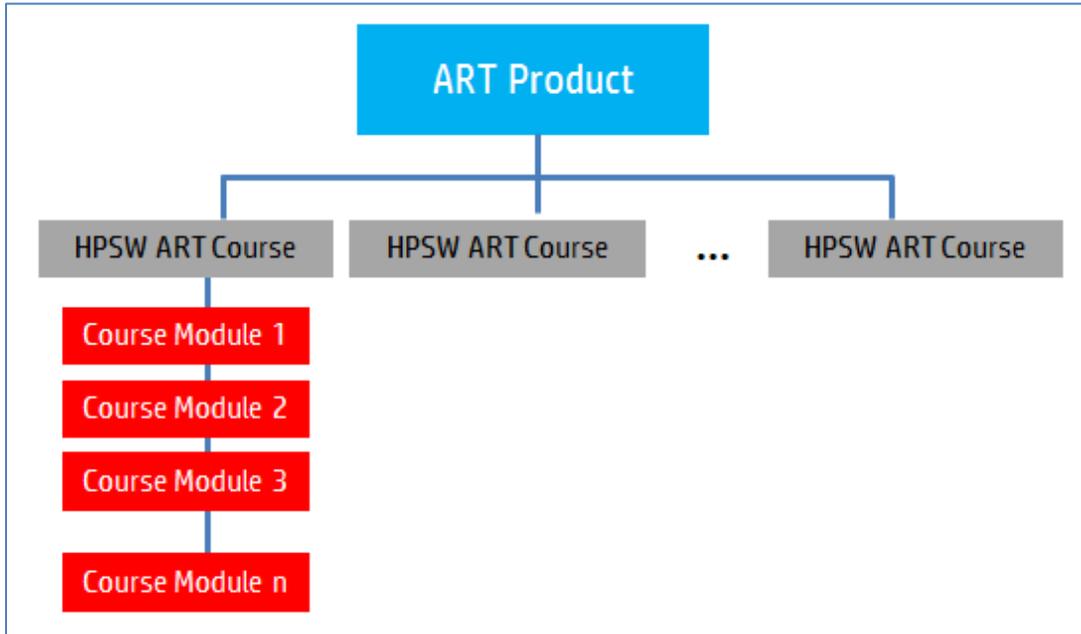
This guide contains high-level step-by-step instructions to create the HP ART 5.10 website. This guide is designed as a supplemental support document only and is not intended to be a replacement for training.

For additional information on ART and ART Training and Services, contact your HPSW Sales Representative today or contact hpssoftware.art@hp.com for further information.

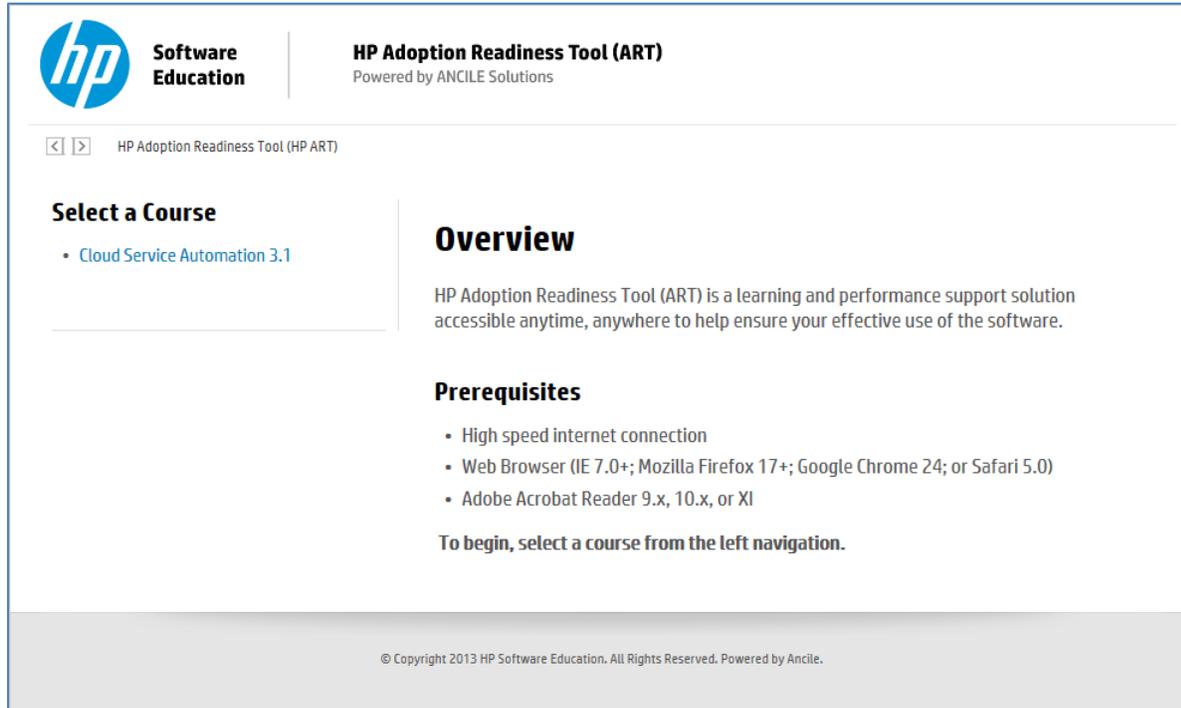
This document is updated based on consumer feedback. Please check the Software [Support Online \(SSO\)](#) HP Software Product Manuals page to ensure you have the current version.

HP ART 5.10 Website Structure

The HP ART 5.10 website is organized into three levels, each represented by a separate web page.



ART Product Launch Page



hp Software Education | **HP Adoption Readiness Tool (ART)**
Powered by ANCILE Solutions

< > HP Adoption Readiness Tool (HP ART)

Select a Course

- [Cloud Service Automation 3.1](#)

Overview

HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.

Prerequisites

- High speed internet connection
- Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
- Adobe Acrobat Reader 9.x, 10.x, or XI

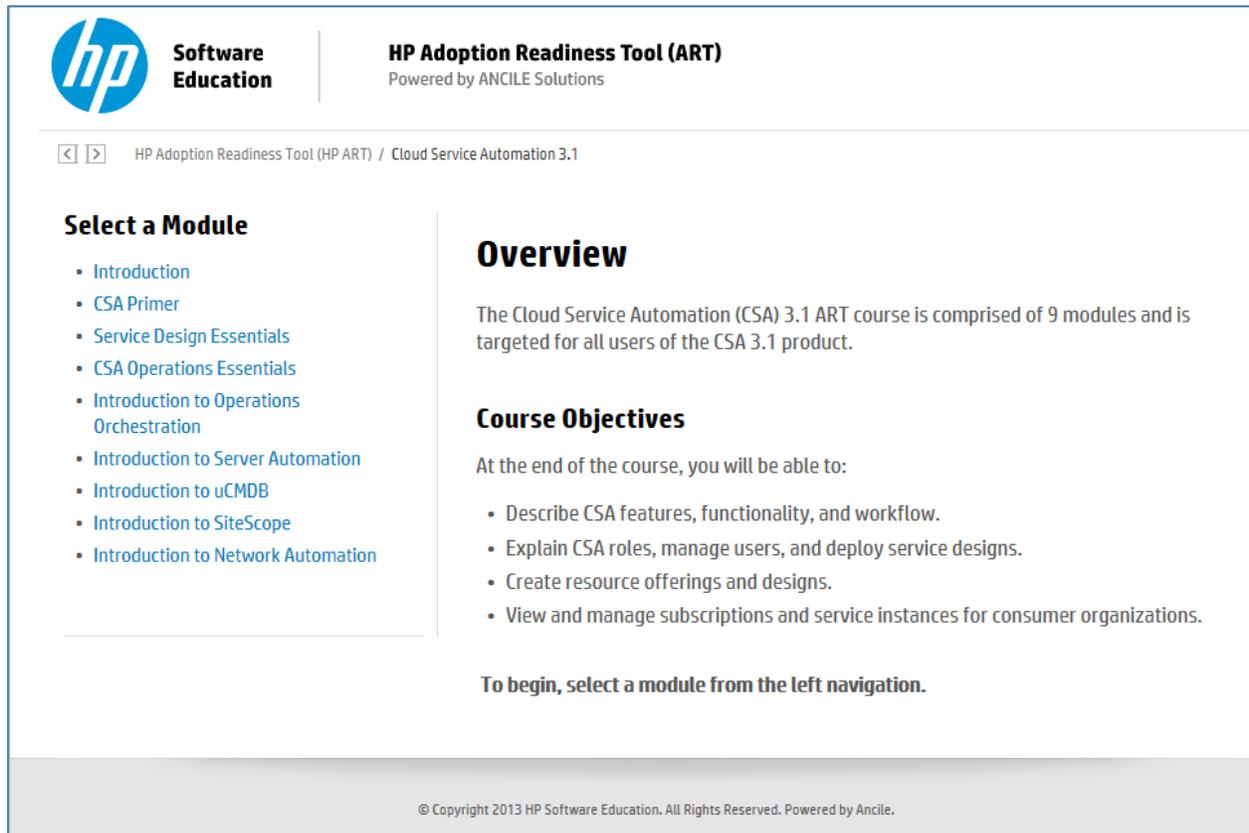
To begin, select a course from the left navigation.

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The top level of the ART website is the ART product. The ART product web page introduces you to ART. This page includes a short introduction to ART, as well as the prerequisites required to view ART content. You can access each HP Software ART course included in the website from the left navigation menu of the ART product launch page under the Select a Course heading.

Important: When referring to the ART website, do not confuse the term “course” with the (.ulc) ART Developer Kit source file. The courses listed on the ART product launch page represent HP Software ART content, for example, the Cloud Service Automation 3.1 ART course or the HP Service Manager 9.30 ART course.

Course Launch Page



hp Software Education

HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

HP Adoption Readiness Tool (HP ART) / Cloud Service Automation 3.1

Select a Module

- Introduction
- CSA Primer
- Service Design Essentials
- CSA Operations Essentials
- Introduction to Operations Orchestration
- Introduction to Server Automation
- Introduction to uCMDB
- Introduction to SiteScope
- Introduction to Network Automation

Overview

The Cloud Service Automation (CSA) 3.1 ART course is comprised of 9 modules and is targeted for all users of the CSA 3.1 product.

Course Objectives

At the end of the course, you will be able to:

- Describe CSA features, functionality, and workflow.
- Explain CSA roles, manage users, and deploy service designs.
- Create resource offerings and designs.
- View and manage subscriptions and service instances for consumer organizations.

To begin, select a module from the left navigation.

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The second level of the ART website is the course web page. The course web page introduces the selected HP Software ART course. In the example above, the Cloud Service Automation (CSA) 3.1 ART course launch page is displayed. The course launch page includes an overview of the HP Software ART course, including the learning objectives.

All HP Software ART courses consist of several modules. You can access the modules that are included in the selected course from the left navigation menu under the Select a Module heading.

Module Launch Page



HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

[<](#) [>](#) HP Adoption Readiness Tool (HP ART) / Cloud Service Automation 3.1 / Introduction to Operations Orchestration

Introduction to Operations Orchestration

Overview

This module provides an introduction to Operations Orchestration. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid.

Launch Module

Launch Simulation

- [Log in and Navigate the OO Interface](#)
- [Monitor a Flow Run](#)
- [Run a Flow and Evaluate the Results](#)
- [Browse and Search the Flow Library](#)
- [View the Flow Run Results and Report](#)

Launch Job Aid

- [Log in and Navigate the OO Interface](#)
- [Monitor a Flow Run](#)
- [Run a Flow and Evaluate the Results](#)
- [Browse and Search the Flow Library](#)
- [View the Flow Run Results and Report](#)

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The Module launch page provides access to the ART content. You can either launch the e-learning course module directly by clicking the Launch Module button or, to quickly master a specific task, by launching a simulation or job aid within the Launch Simulation or Launch Job Aid options.

Creating the ART 5.10 Website

When you purchase an HP Software ART course, the ART 5.10 website output files are included in the content package within the output folder.

To create your own ART website, or customize an existing website, you do the following:

1. Prepare the ART files.
2. Create the website (.us) file.
3. Insert the source content files.
4. Organize the website.
5. Create the ART product launch page.
6. Create the course launch page.
7. Organize the website with the new launch pages.
8. Batch publish source files.
9. Publish the website.

Step 1: Prepare the ART Files

Before creating the ART 5.10 website, it is important to organize the ART content into the following folder structure:

ART_Project

 source

 module1

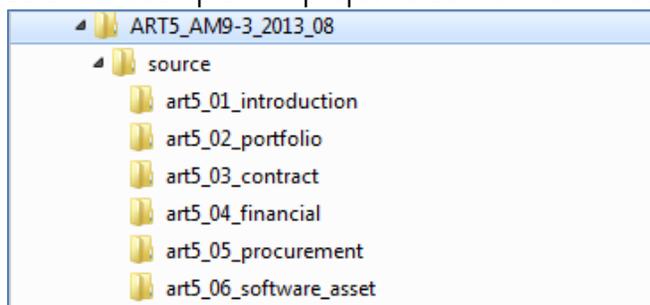
 (folder containing the course and recording source files for module 1)

 module2

 (folder containing the course and recording source files for module 2)

 ...

Below is a sample ART project folder for the HP Asset Manager 9.30 ART course:

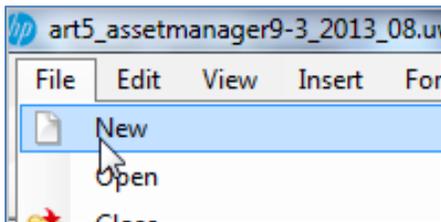


For each module, the module folder contains all the course (.ulc) and recording (.udc) source files:

art5_01_introduction-to-asset-manager_...	7/2/2013 2:14 PM	HP ART Course	226,969 KB
art5_01_apply-simple-filters_am9-3.udc	7/2/2013 9:44 AM	HP ART Document	1,107 KB
art5_01_apply-simple-filters-windows_a...	7/2/2013 1:52 PM	HP ART Document	3,935 KB
art5_01_course-tour_am9-3.udc	7/2/2013 1:38 PM	HP ART Document	6,326 KB
art5_01_create-a-favorite_am9-3.udc	7/2/2013 9:46 AM	HP ART Document	1,645 KB
art5_01_create-a-query_am9-3.udc	7/2/2013 9:47 AM	HP ART Document	1,859 KB
art5_01_create-a-query-windows_am9-3...	7/2/2013 9:48 AM	HP ART Document	4,669 KB
art5_01_create-a-statistics-chart_am9-3.u...	7/2/2013 9:48 AM	HP ART Document	682 KB
art5_01_create-a-statistics-chart-window...	7/2/2013 9:49 AM	HP ART Document	1,480 KB
art5_01_export-lists_am9-3.udc	7/2/2013 9:50 AM	HP ART Document	1,111 KB
art5_01_export-lists-windows_am9-3.udc	7/2/2013 9:50 AM	HP ART Document	3,325 KB
art5_01_navigating-interface_am9-3.udc	7/2/2013 9:51 AM	HP ART Document	622 KB
art5_01_navigating-interface-windows_a...	7/2/2013 9:52 AM	HP ART Document	2,570 KB
art5_01_web-client-login_am9-3.udc	7/2/2013 9:52 AM	HP ART Document	1,046 KB
art5_01_windows-client-login_am9-3.udc	7/2/2013 9:53 AM	HP ART Document	1,296 KB

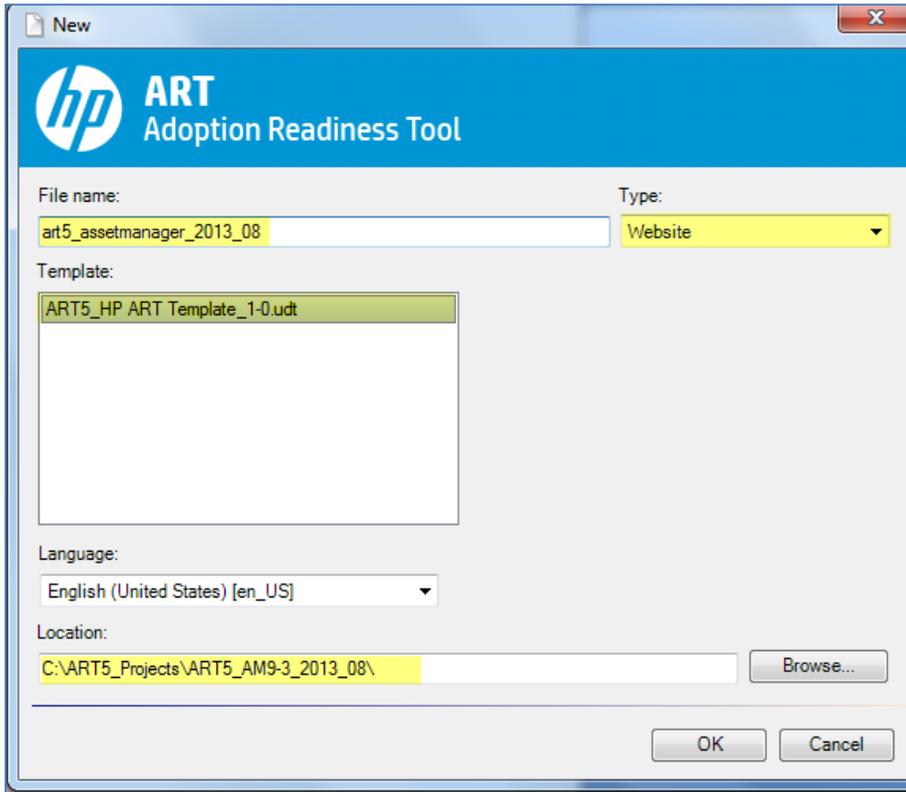
Step 2: Create the Website (.uws) File

Select File>New from the ART editor window.

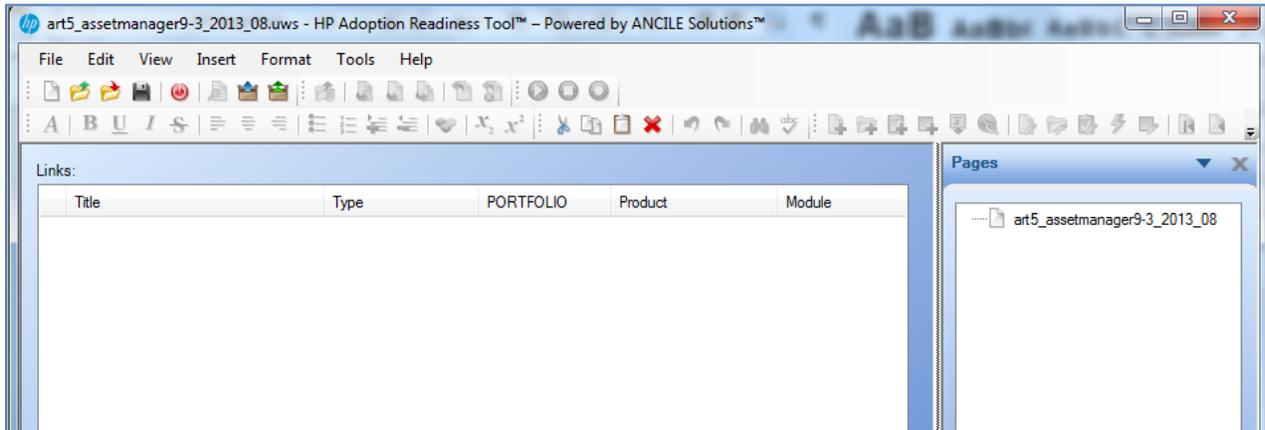


Within the New window, populate the following fields and click the OK button:

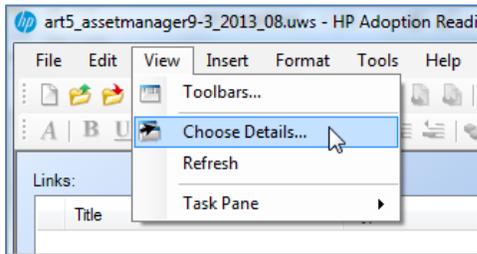
File name	Enter the name of the website (.uws) file.
Type	Select Website from the drop-down menu.
Template	Select the desired template.
Language	Select the desired language.
Location	Specify the location to store the website (.uws) file.



The ART editor displays the new website file.



If this is the first time you are creating a website, select View>Choose Details from the ART editor.



Within the Choose Details window, validate that the PORTFOLIO, Product, and Module columns are selected and click the OK button.

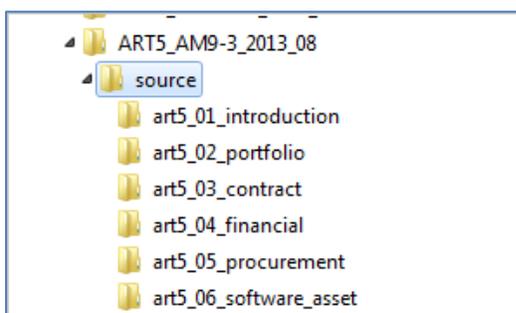
Step 3: Insert the Source Content Files

Select Insert>Insert Multiple Links from the ART editor menu.

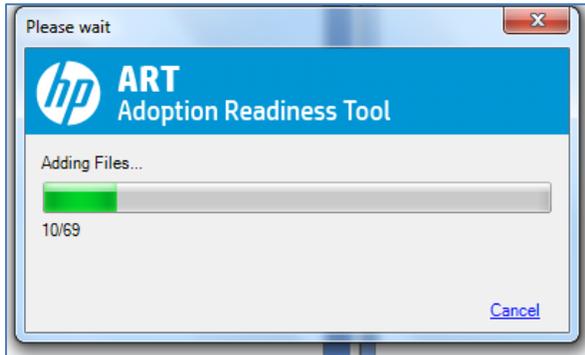


Navigate to the source folder of your project and click the OK button.

Note: All source files located within the source folder are imported into the website.



A progress menu displays during the import process.



The Links window pane lists each file. Notice that each file is categorized by PORTFOLIO, Product, and Module. HP ART creates the website structure based on how you configure the properties for each file. For this reason, it is very important to properly complete the properties for each file.

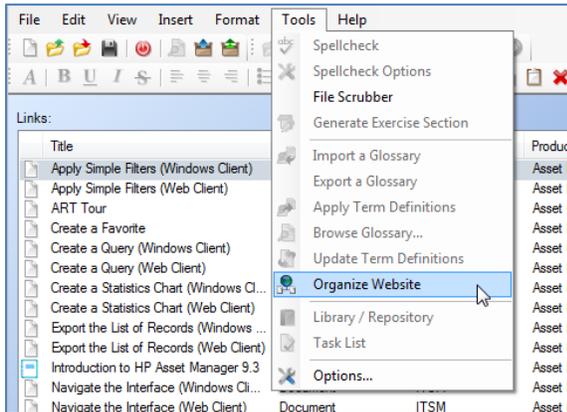
Links:

Title	Type	PORTFOLIO	Product	Module
Apply Simple Filters (Windo...	Document	ITSM	Asset Manager	Introduction
Apply Simple Filters (Web C...	Document	ITSM	Asset Manager	Introduction
Create a Favorite	Document	ITSM	Asset Manager	Introduction
Create a Query (Windows ...	Document	ITSM	Asset Manager	Introduction
Create a Query (Web Client)	Document	ITSM	Asset Manager	Introduction
Create a Statistics Chart (W...	Document	ITSM	Asset Manager	Introduction
Create a Statistics Chart (W...	Document	ITSM	Asset Manager	Introduction
Export the List of Records (...)	Document	ITSM	Asset Manager	Introduction
Export the List of Records (...)	Document	ITSM	Asset Manager	Introduction
Introduction to HP Asset M...	Course	ITSM	Asset Manager	Introduction
Navigate the Interface (Wi...	Document	ITSM	Asset Manager	Introduction
Navigate the Interface (We...	Document	ITSM	Asset Manager	Introduction
Client Login (Web Client)	Document	ITSM	Asset Manager	Introduction
Client Login (Windows Client)	Document	ITSM	Asset Manager	Introduction
Associate a Portfolio Item (...)	Document	ITSM	Asset Manager	Portfolio Management
Associate a Portfolio Item (...)	Document	ITSM	Asset Manager	Portfolio Management
Create a Model (Windows ...	Document	ITSM	Asset Manager	Portfolio Management
Create a Model (Web Client)	Document	ITSM	Asset Manager	Portfolio Management
Create an Asset (Windows ...	Document	ITSM	Asset Manager	Portfolio Management
Create an Asset (Web Client)	Document	ITSM	Asset Manager	Portfolio Management
Create a Batch (Windows ...	Document	ITSM	Asset Manager	Portfolio Management

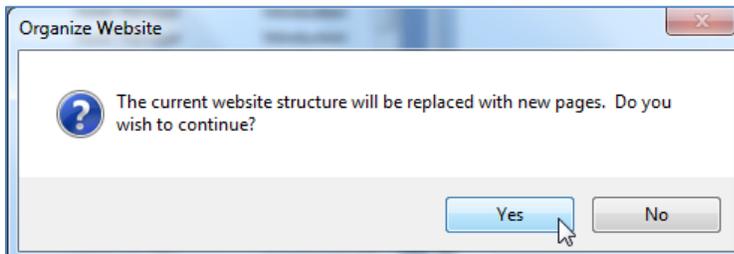
Step 4: Organize the Website

ART uses the Product and Module property values of each file to organize the structure of the website.

Select Tools>Organize Website from the editor menu.

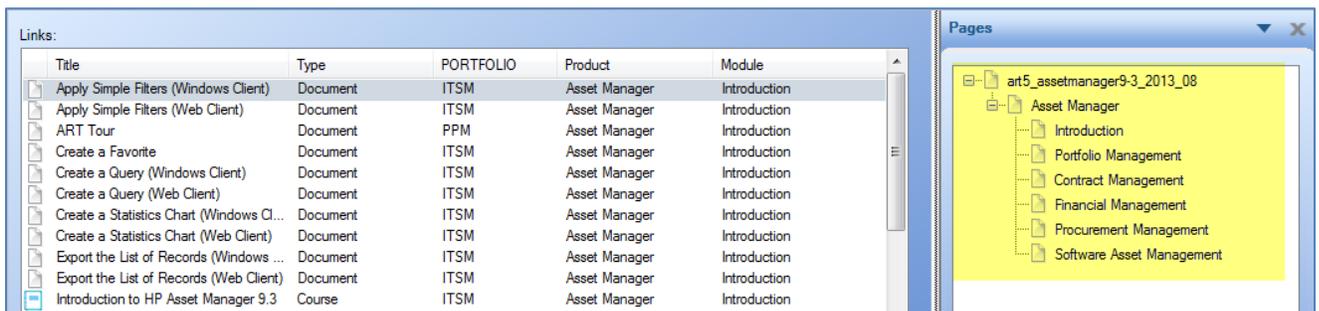


A confirmation message displays. Click the Yes button.

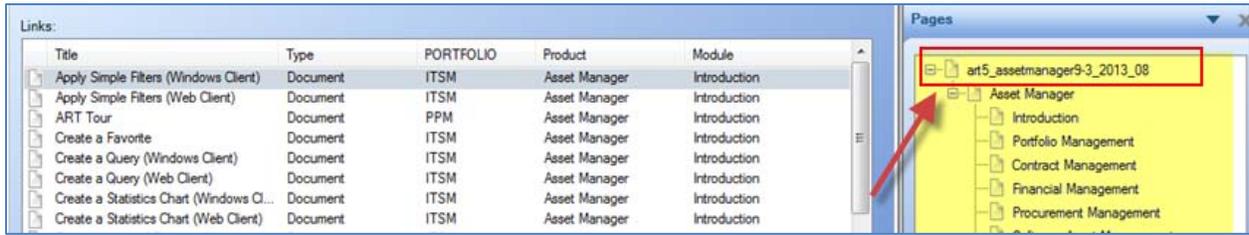


The new organization of the website displays within the Pages pane. The three organizational levels include:

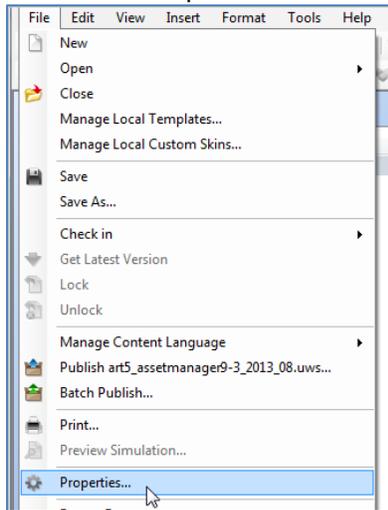
- The root .uws file
- The HP Software ART course (Asset Manager in this example)
- All modules within the ART course



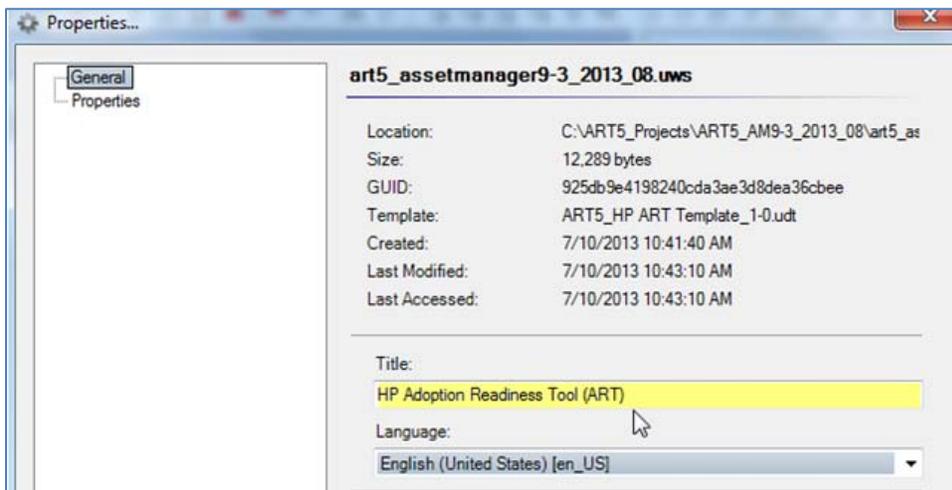
By default, the root page is given the same name as the .uws file. HP recommends that you change the name to easily identify the course.



Select File>Properties from the editor menu.

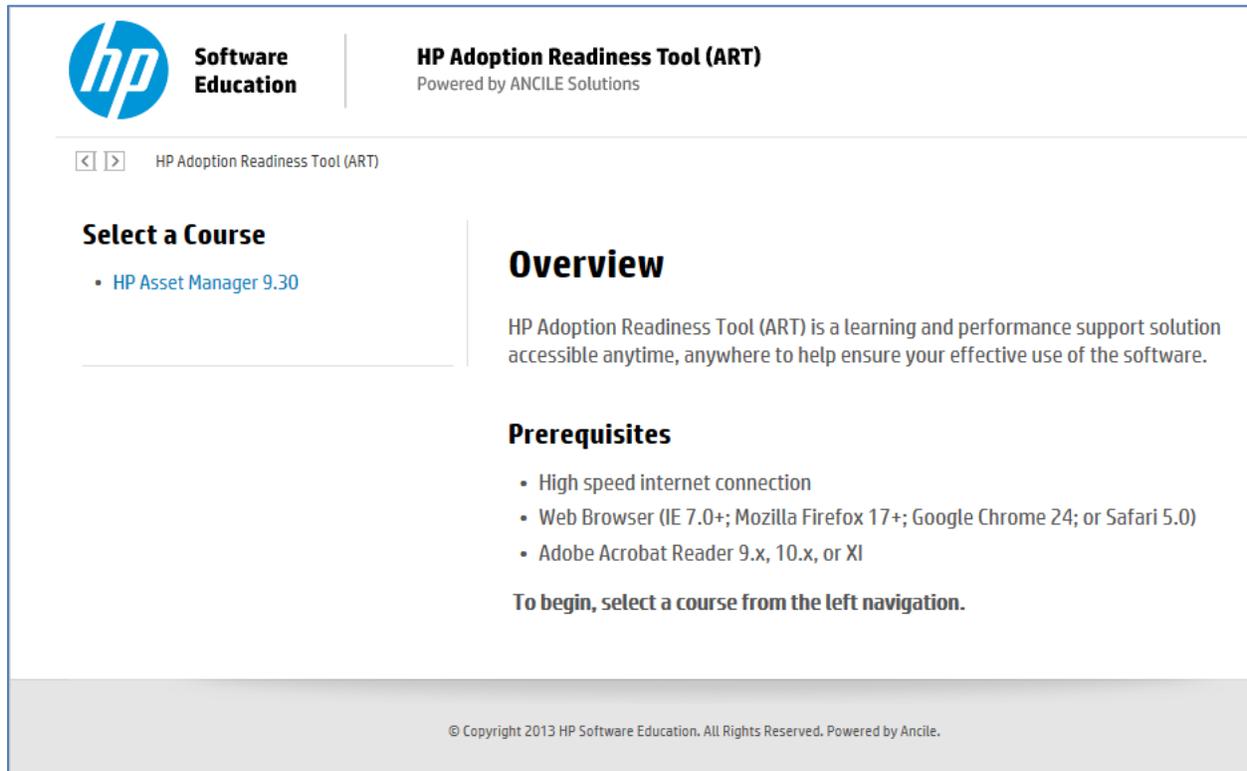


Within the Properties window, edit the Title field with the desired name.



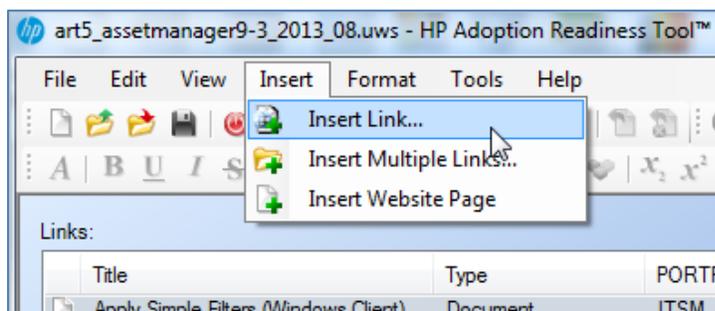
Step 5: Create the ART Product Launch Page

The ART product page is the first page that displays when the ART 5.10 website is launched.



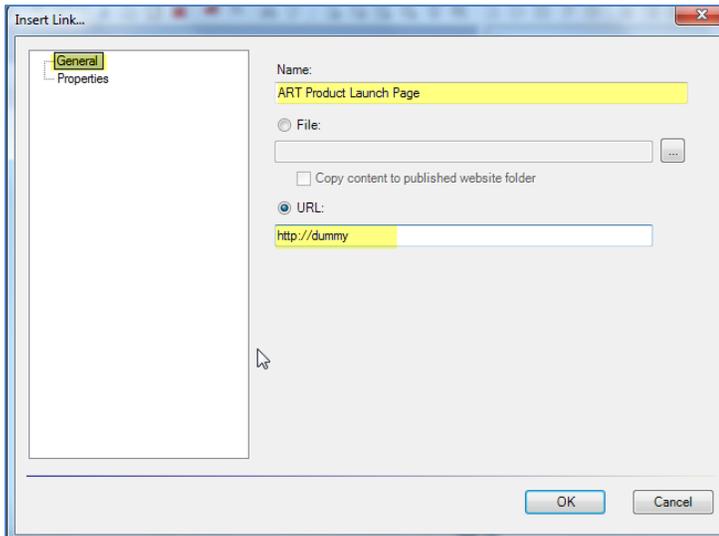
The ART product launch page is a logical link, not a physical web page. You create a link and configure its properties with the information you want to display on the launch page. When you publish the course, HP ART pulls the property information and formats it to create the launch page.

To create the ART product launch page, select Insert>Insert Link from the editor menu.



Within the General section of the Insert Link window, populate the following fields as shown:

Name	ART Product Launch Page
URL	http://dummy

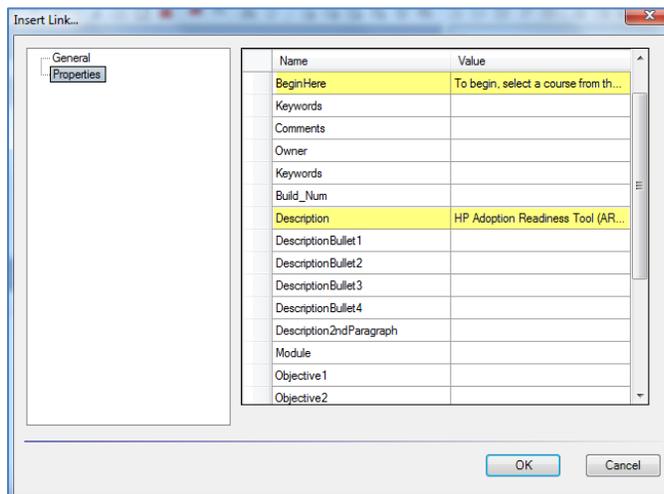


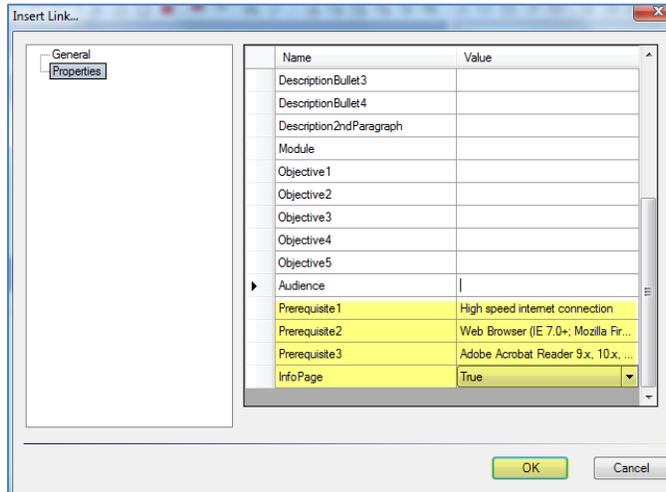
Navigate to the Properties section of the Insert Link window. Enter the information you want to display on the ART product launch web page.

You can use the following fields to populate the ART product launch web page. All fields are optional, with the exception of the InfoPage field. When you set the InfoPage field to **True**, ART recognizes the page as a launch page.

Property Field	Description
InfoPage	Must be set to True for all logical website launch pages
Description	First paragraph that is displayed
DescriptionBullet1	Description bullet list item #1
DescriptionBullet2	Description bullet list item #2
DescriptionBullet3	Description bullet list item #3
DescriptionBullet4	Description bullet list item #4
Description2ndParagraph	Second paragraph displayed after description bullets
Objective1	Objective list item #1
Objective2	Objective list item #2

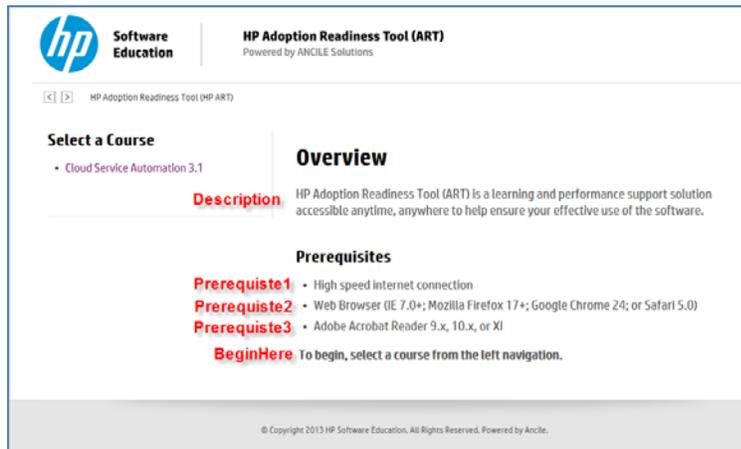
Property Field	Description
Objective3	Objective list item #3
Objective4	Objective list item #4
Objective5	Objective list item #5
Audience	Statement that describes the intended audience of the ART product
BeginHere	Instructions to learner on what to do after reading the product launch page contents. Appears last on the product launch page.
Prerequisite1	Prerequisite #1
Prerequisite2	Prerequisite #2
Prerequisite3	Prerequisite #3





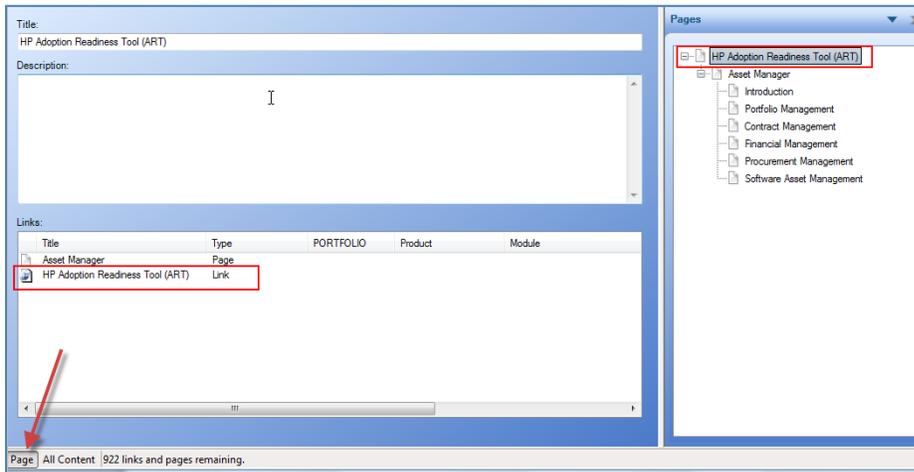
Click the OK button to save the properties.

The following information is included in the launch page for all prebuilt ART courses:



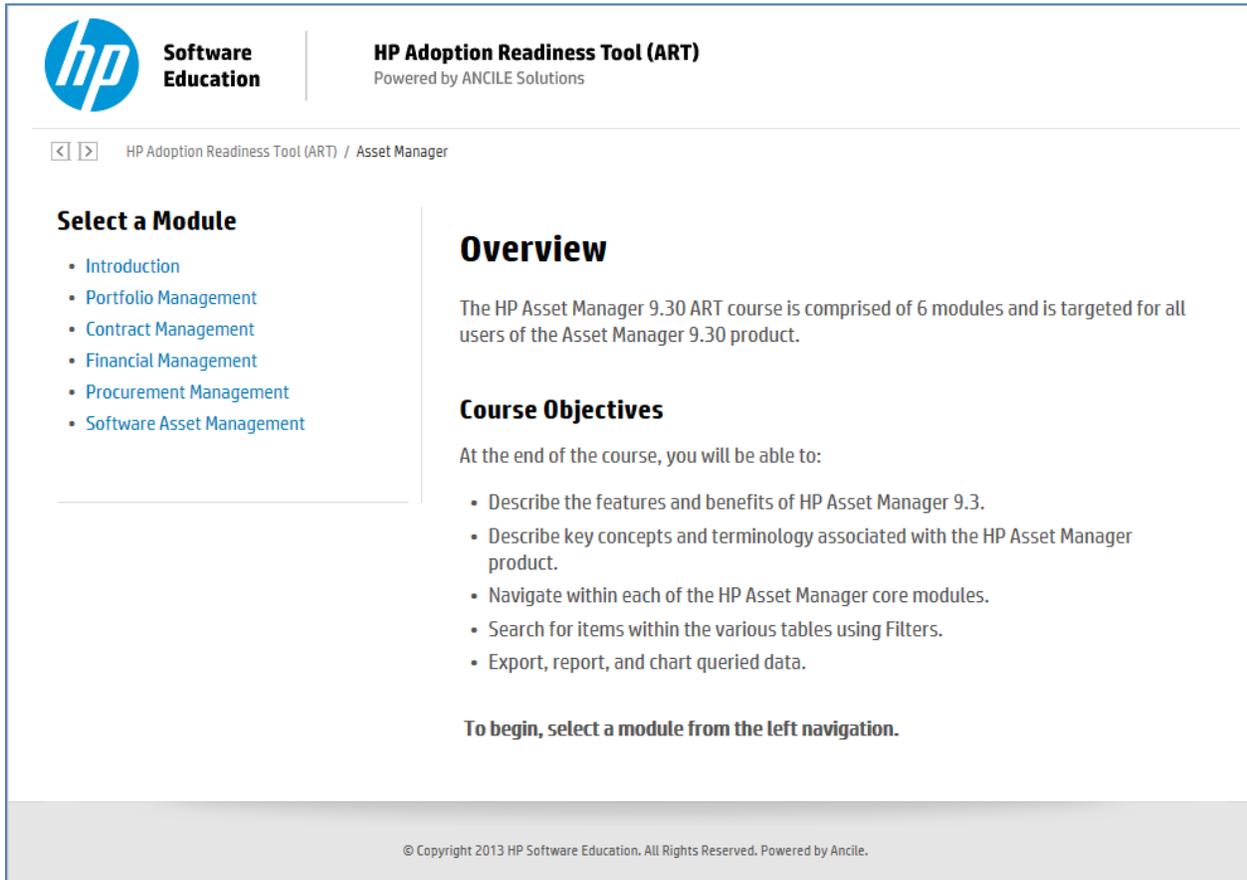
Prebuilt ART Product Launch Web Page Properties	
InfoPage	True
Description	HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.
Prerequisite 1	High speed Internet connection
Prerequisite 2	Web browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
Prerequisite 3	Adobe Acrobat Reader 9.x, 10.x, or XI
BeginHere	To begin, select a course from the left navigation.

You access the logical ART product page using the Page tab located on the bottom of the website (.uws) file. Notice that the page type is set to Link. To make changes to the virtual page properties, double-click the link to open the Properties window.



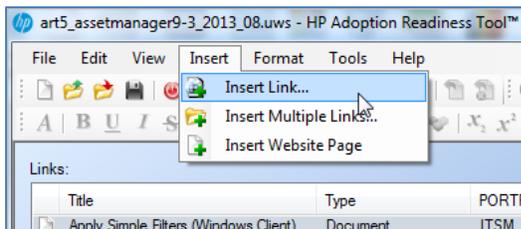
Step 6: Create the Course Launch Page

The course launch page displays when you select an HP Software ART course from the ART product launch page.



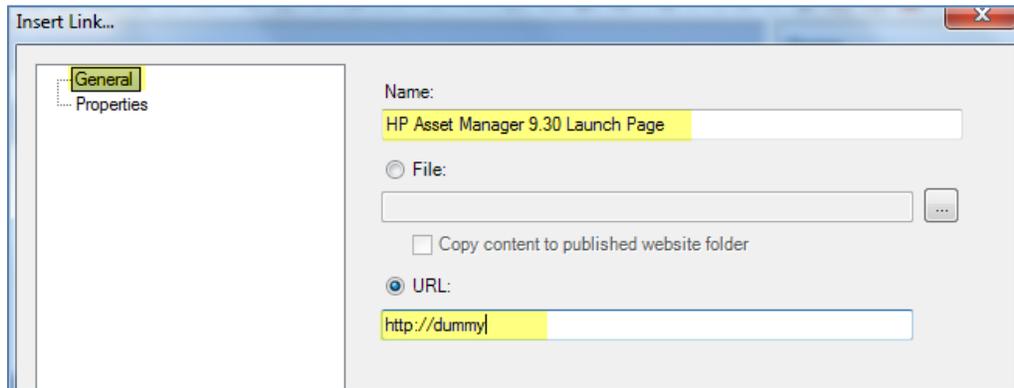
The process of creating the course launch web page is very similar to the ART product launch page.

Select Insert>Insert Link from the editor menu.



Within the General section of the Insert Link window, populate the following fields as shown:

Name	<name of ART course> Launch Page
URL	http://dummy



Navigate to the Properties section of the Insert Link window. Enter the desired information to be displayed on the course launch page.

Below are the property values that are typically entered for the course launch page.

Important: For the course launch page, you must select the product to ensure the launch page is organized at the HP Software course level.

Course Properties	
InfoPage	True (required for all launch pages)
Product	Product (select from the drop-down menu - used to organize website)
Description	High level overview of the HP Software ART course
Objective1	Course Objective 1
Objective2	Course Objective 2
Objective3	Course Objective 3
Objective4	Course Objective 4
Objective5	Course Objective 5
BeginHere	Provides instructions to learner on how to begin the course



Software Education

HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

HP Adoption Readiness Tool (ART) / Asset Manager

Select a Module

- Introduction
- Portfolio Management
- Contract Management
- Financial Management
- Procurement Management
- Software Asset Management

Overview

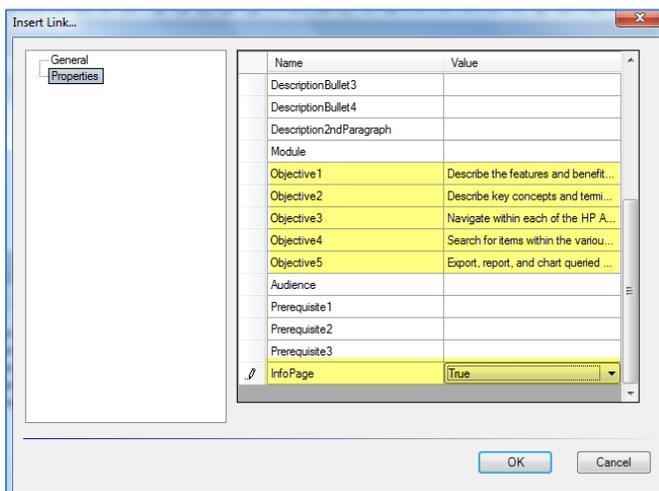
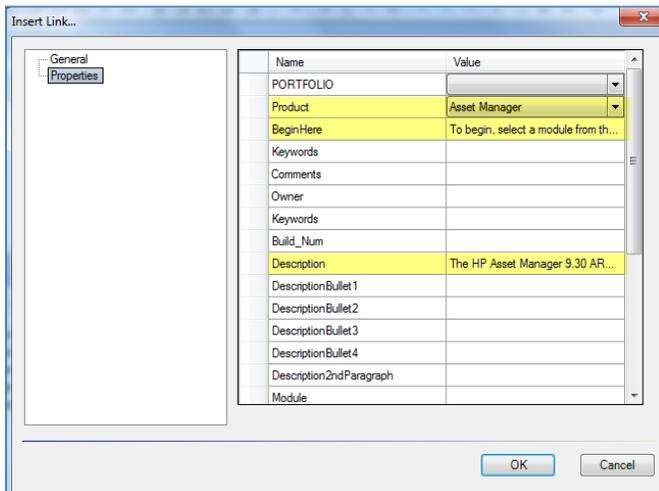
The HP Asset Manager 9.30 ART course is comprised of 6 modules and is targeted for all **Description** users of the Asset Manager 9.30 product.

Course Objectives

At the end of the course, you will be able to:

- Describe the features and benefits of HP Asset Manager 9.3. **Objective1**
- Describe key concepts and terminology associated with the HP Asset Manager **Objective2** product.
- Navigate within each of the HP Asset Manager core modules. **Objective3**
- Search for items within the various tables using Filters. **Objective4**
- Export, report, and chart queried data. **Objective5**

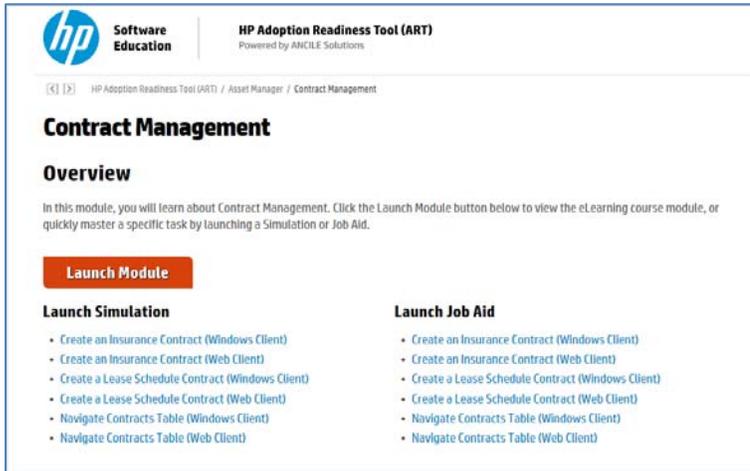
To begin, select a module from the left navigation. **BeginHere**



Click the OK button to save the properties.

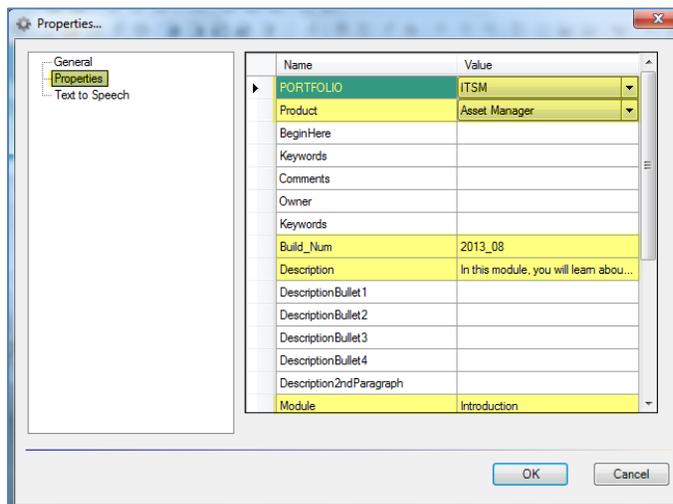
About the Module Launch Page

You manage the Module launch page within the Properties window of the module course (.ulc) source file. Authors populate the properties of each file during the development cycle.



Below are the property values that are typically entered for the Module launch web page:

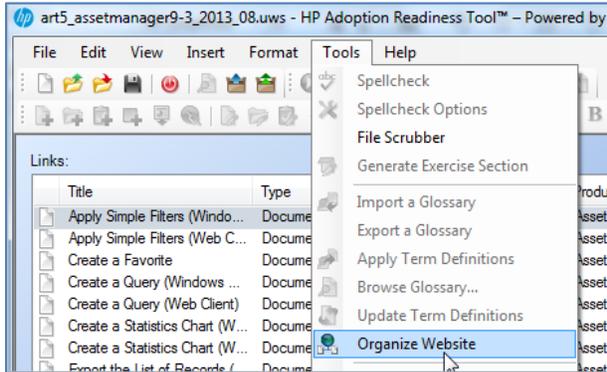
Module Properties	
PORTFOLIO	PORTFOLIO of the HP software product
Product	HP software product
Description	High level overview of the module.
Build_num	yyyy.mm file was last modified (not displayed on website, used for versioning only).
Module	Name of module. The Module field is used to organize the file during the website publishing process. You must populate the Module field for every file in the ART project.



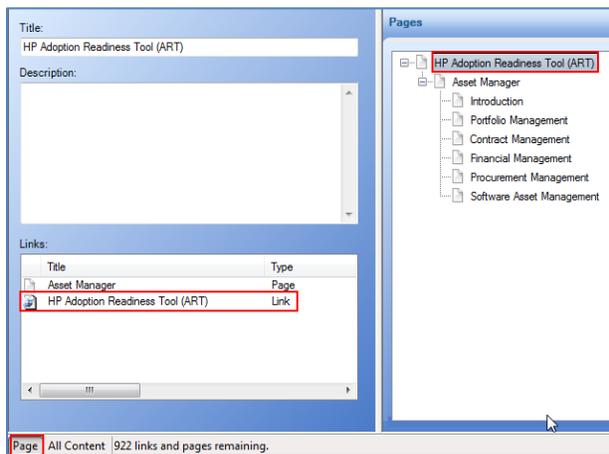
Step 7: Organize the Website with the New Launch Pages

After you create the Product and course launch pages, organize the website to pick up the newly added pages.

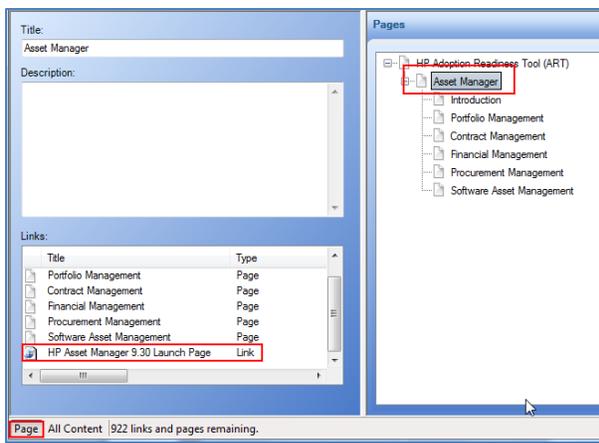
Select Tools>Organize Website from the editor menu.



The following shows the product launch page listed at the correct level:

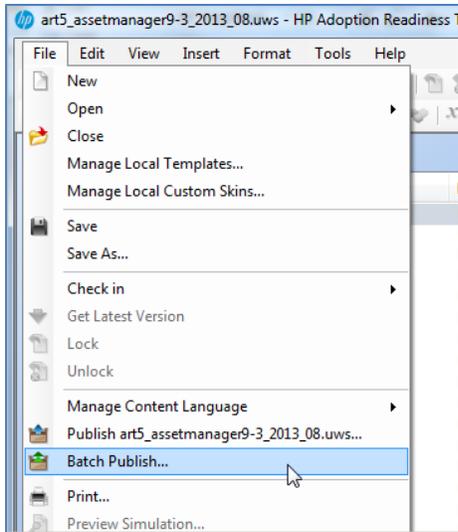


The following shows the course launch page listed at the correct level:

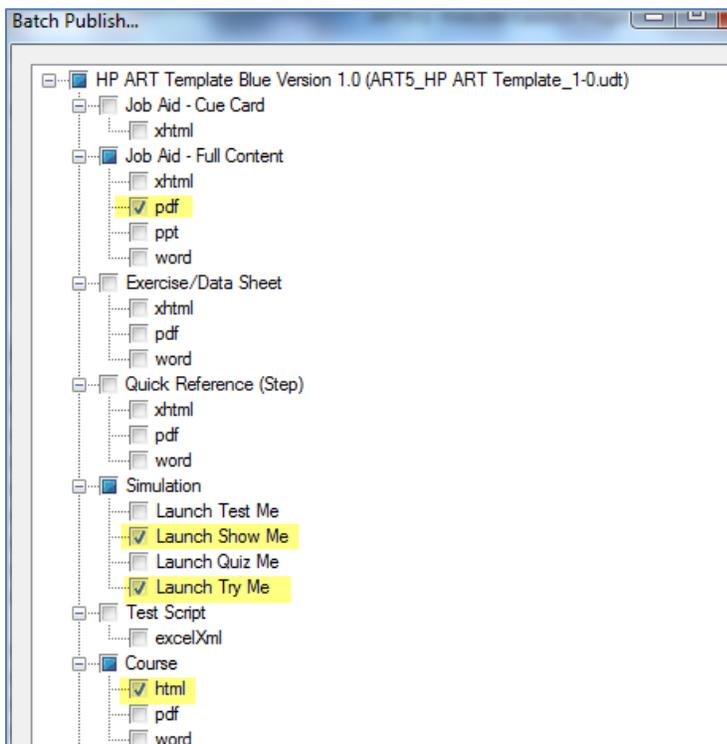


Step 8: Batch Publish Source Files

Next, you are ready to publish the source files. Select File>Batch Publish from the ART editor menu.

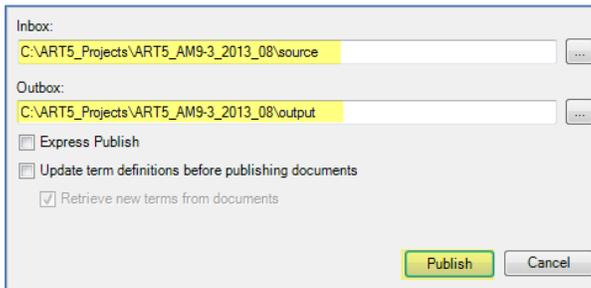


Within the Batch Publish window, select the following options to be published:

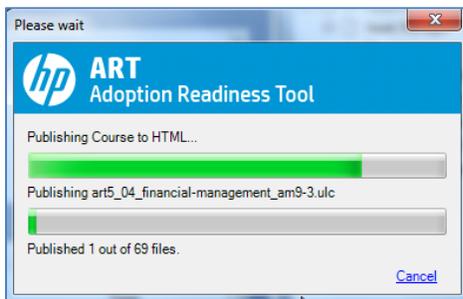


In the lower half of the Batch Publish window, populate the following fields and click the Publish button:

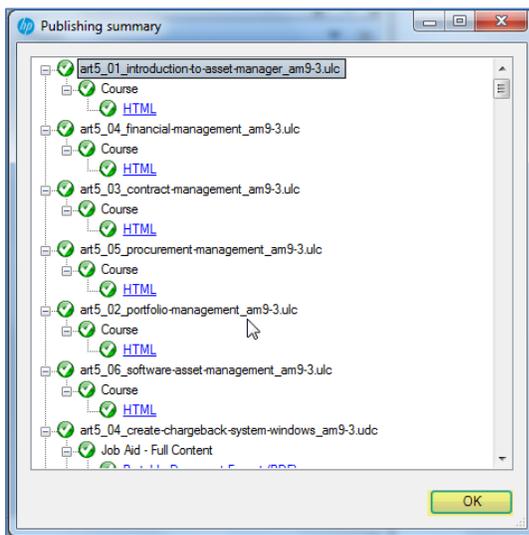
Inbox	Browse to the source folder.
Outbox	Create a new folder named output, under the project root folder.



The Batch Publish process will take several minutes, the exact time depending on the number of files in the website. A progress window will display with notification of the status.



When the batch publish process completes, the Publishing Summary window displays. Click the OK button.

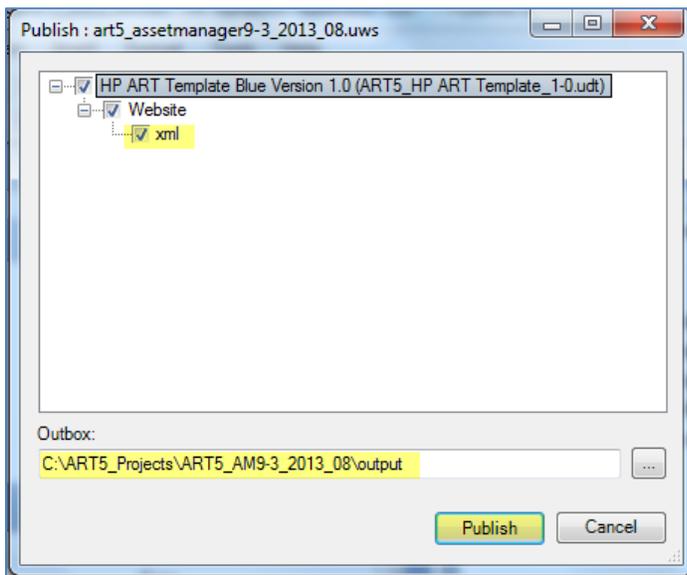


Step 9: Publish the Website

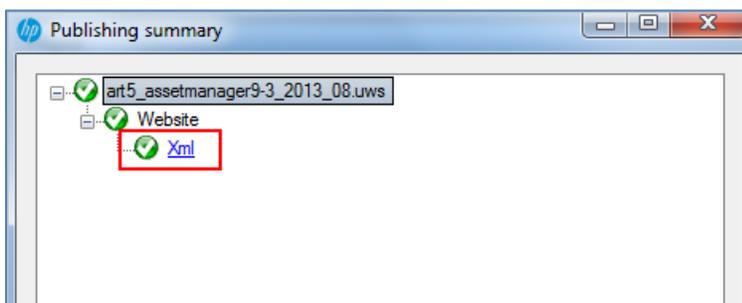
The batch publish process publishes the source files contained within the website. The final step is to publish the website file itself. Click the Publish icon from the ART editor toolbar.



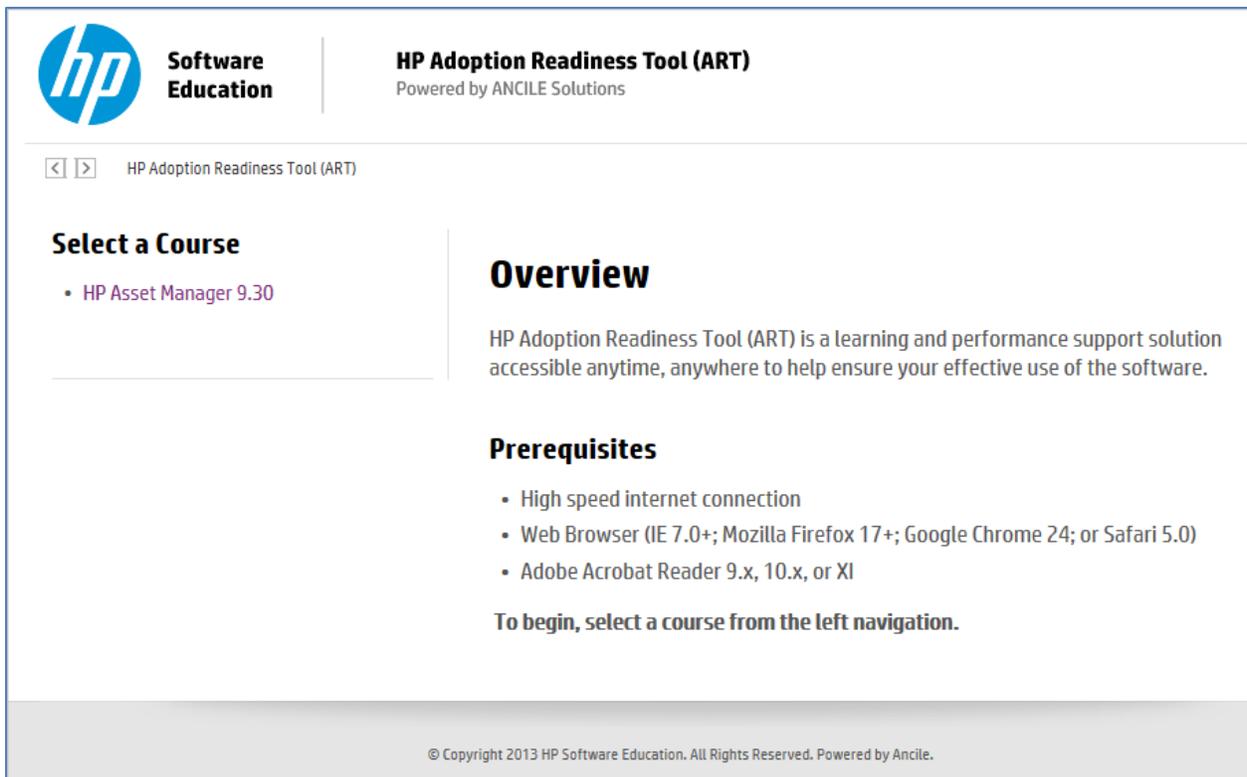
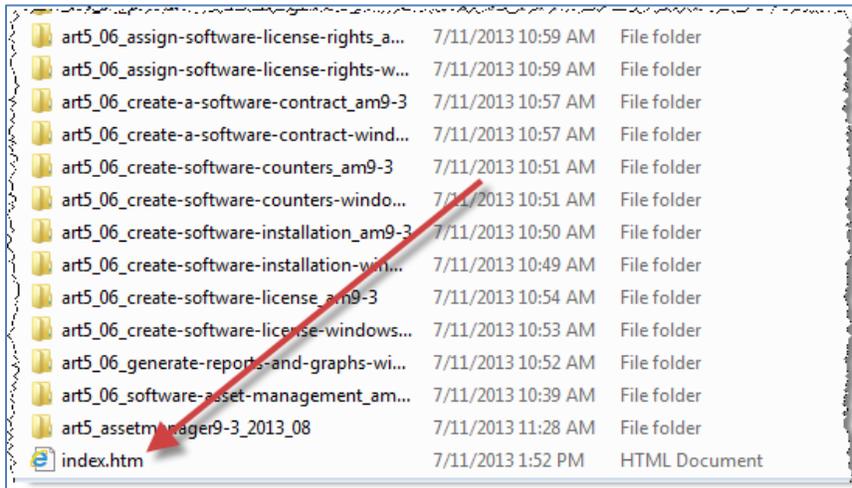
Within the Publish window, select the xml checkbox. Ensure the Outbox is directed to the output folder created during the batch publish.



When publishing is complete, click the Xml link to view the final website.



Note: All output files are stored within the output folder specified within the Publish window. Click the index.htm file to launch the website.

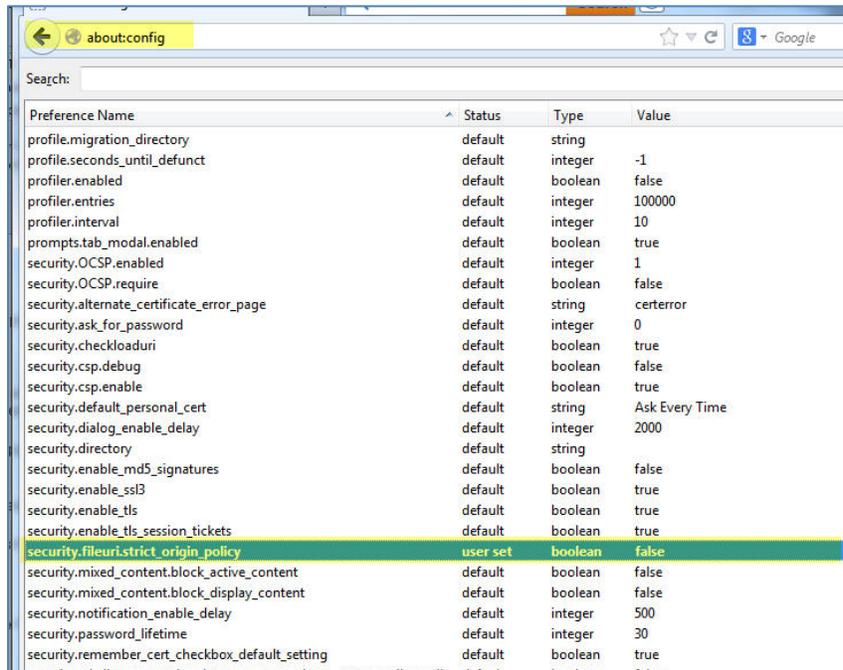


Viewing the ART 5.10 Website Locally

When viewing the ART 5.10 website locally, you must enable browser security settings.

Mozilla FireFox

1. Navigate to about:config within the FireFox browser.
2. Change the preference security.fileuri.strict_origin_policy to False.



Google Chrome

1. Create a shortcut to Chrome. You can simply copy/paste the existing desktop shortcut, if you have one, or copy/paste the Chrome shortcut in the Start menu to your desktop.
2. Right-click the shortcut and go to Properties.
3. In the target field, add the following line:

```
--allow-file-access-from-files
```

For example, the entire target field will appear like the following:

```
C:\Users\UserName\AppData\Local\Google\Chrome\Application\chrome.exe --allow-file-access-from-files
```

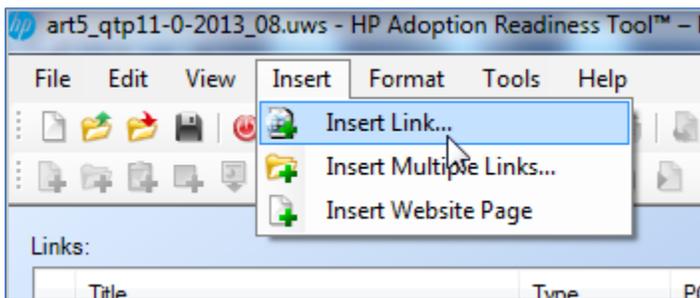
4. Click OK.

Adding Related Documents to the HP ART 5.10 Website

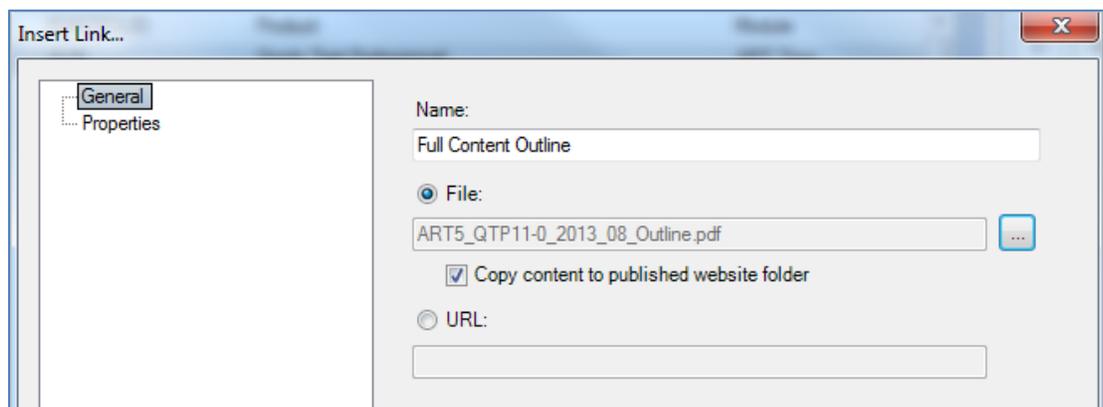
You can add external documents to the HP ART website at the product, course, and/or module levels. Once added to the website, they are embedded with the file and accessible to all users.

To add a document to the website, perform the following steps:

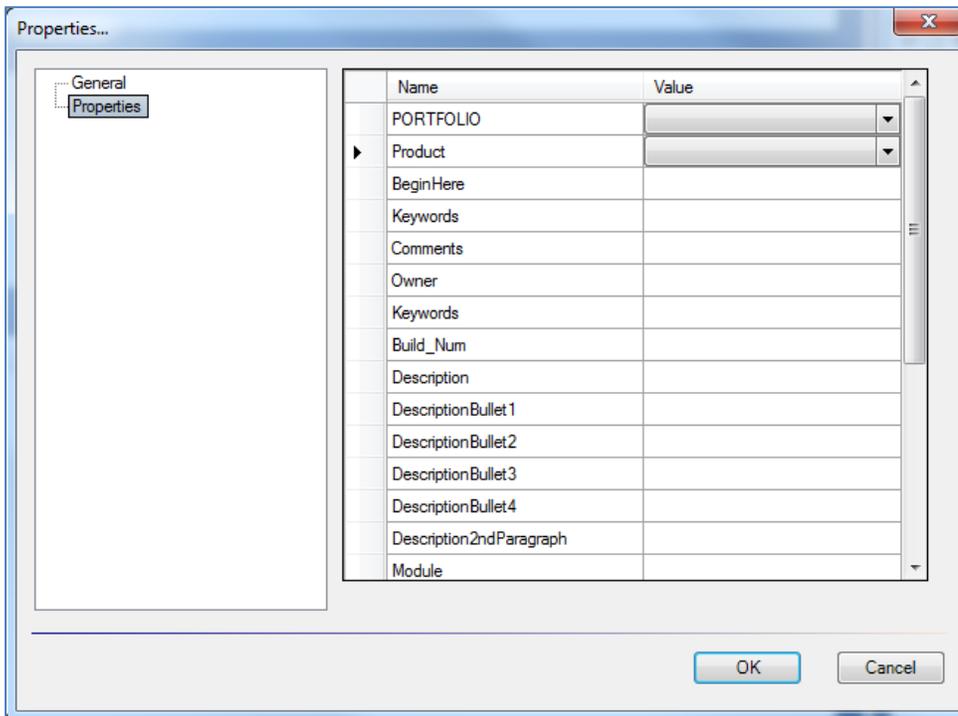
1. Open the website (.uws) file.
2. Select Insert>Insert link from the ART editor menu.



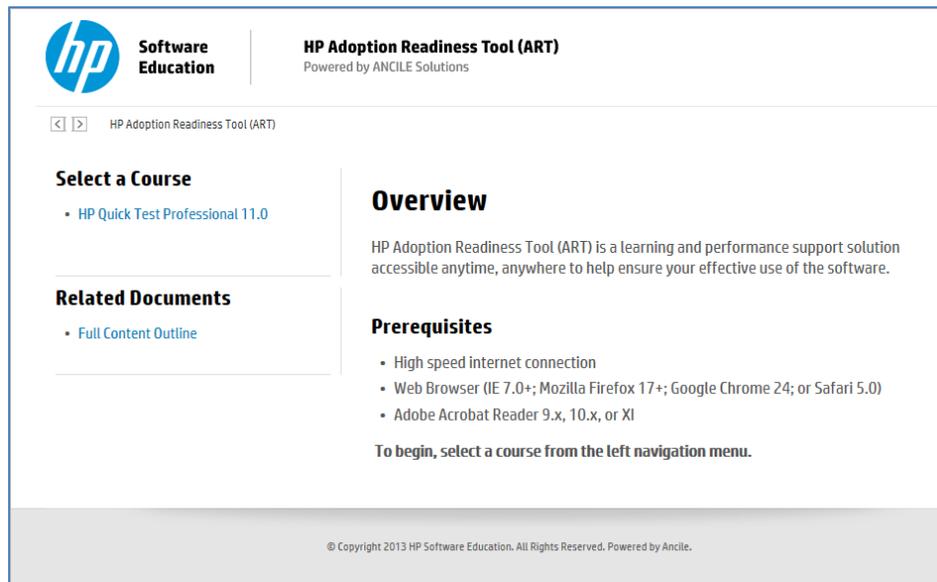
3. Within the General menu item:
 - a. Enter a title for the document to be displayed in the website, and navigate to the external file.
 - b. Select the Copy content to published website folder checkbox to ensure the document is stored with the published files.



4. The information required in the Properties menu item depends on where you would like the related document displayed on the website.



- a. To display the related document on the HP ART product launch page, leave all fields within the Properties window blank.

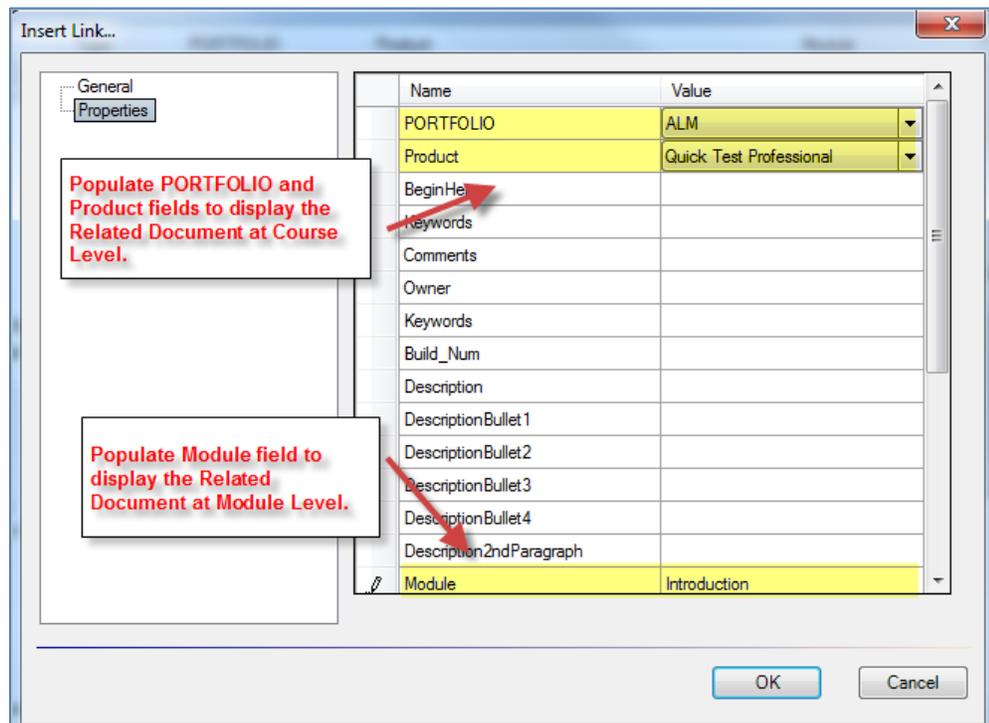


- b. To display the related document at the Course level, select the PORTFOLIO, Product fields.

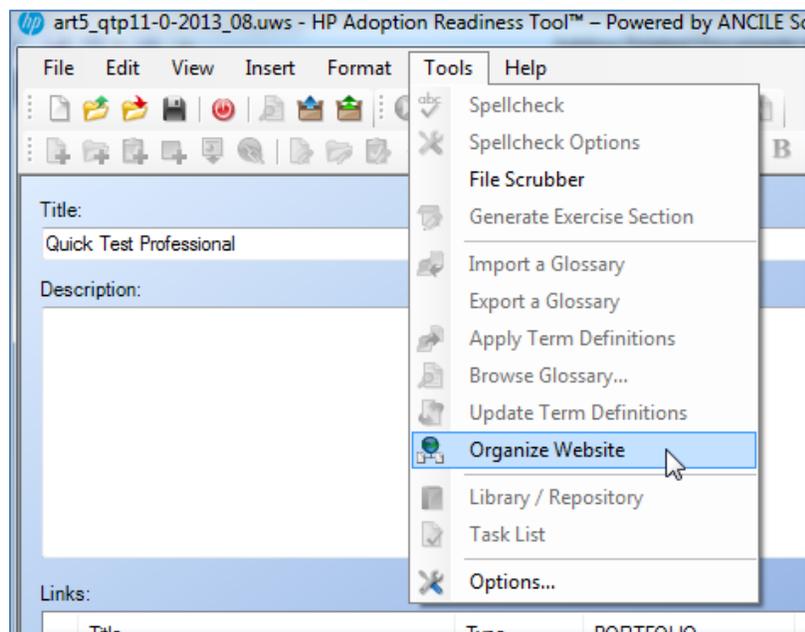
The screenshot shows the HP Adoption Readiness Tool (ART) interface. At the top left is the HP Software Education logo. To its right, it says "HP Adoption Readiness Tool (ART) Powered by ANCILE Solutions". Below the logo is a breadcrumb trail: "HP Adoption Readiness Tool (ART) / Quick Test Professional". The main content is divided into three sections: "Select a Module" with a list of 8 modules, "Related Documents" with one link "Full Content Outline", and "Overview" with a paragraph and "Course Objectives" list. The "Overview" section includes a paragraph: "The HP QuickTest Professional 11.0 ART course is comprised of 8 modules and has been created specifically for users of the QuickTest Professional product." and a list of objectives: "Record and enhance automation of manual test cases.", "Use and manage QuickTest Professional test objects.", "Work with Object Repositories.", "Synchronize automated tests with the AUT.", and "Add verification steps to automated QTP tests." Below the objectives is the text: "To begin, select a module from the left navigation menu." At the bottom, there is a copyright notice: "© Copyright 2013 HP Software Education. All Rights Reserved. Powered by Ancile."

- c. To display the related document at the Module level, select the PORTFOLIO, Product fields, as well as the appropriate Module field.

The screenshot shows the HP Adoption Readiness Tool (ART) interface for the "Introduction to QuickTest Professional 11.0" module. At the top left is the HP Software Education logo. To its right, it says "HP Adoption Readiness Tool (ART) Powered by ANCILE Solutions". Below the logo is a breadcrumb trail: "HP Adoption Readiness Tool (ART) / Quick Test Professional / Introduction". The main content is divided into two sections: "Related Documents" with one link "Full Content Outline" and "Introduction to QuickTest Professional 11.0" with an "Overview" section. The "Overview" section includes a paragraph: "This module provides an introduction to HP QuickTest Professional 11.0. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid." Below the paragraph is a prominent orange "Launch Module" button. Underneath the button is the "Launch Job Aid" section with a list of links: "Navigate QTP" and "Set QTP Options". At the bottom, there is a copyright notice: "© Copyright 2013 HP Software Education. All Rights Reserved. Powered by Ancile."



Important: Whenever you change the website page properties, you must refresh the website organization using Tools>Organize Website.



This page is intentionally blank.