HP ART 5.2 Conversion Guide

For versions: 5.1 to 5.2 Revision A



Quick Reference Guide

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HP ART 5.2 Conversion Guide

Quick Reference Guide

Revision A

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Quick Reference Guide Revision A – January 2015

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Introduction

There are currently three HP Adoption Readiness Tool (ART) 5.x versions available:

- Version 5.10 Released on August 13, 2013
- Version 5.11 Patch released through Software Support Online (SSO) site in February 2013
- Version 5.20 Released on December 19, 2014

HP ART v5.2 focuses on enhancing and extending the user experience with HP ART.

HP ART v5.2 includes a new Authoring interface, improved support for Internet Explorer (IE) 11 (recording and viewing), and additional support for Android. HP ART v5.1 remains supported and customers have the choice of remaining on v5.1 or upgrading to v5.2 at this time. If you are using HP ART 5.10, you should minimally apply the 5.11 patch but if you don't require additional IE 11 support (recording and publishing) or Android device accessibility, you may decide that updating your 5.1 content to 5.2 is not necessary at this time. HP ART 5.1 and 5.2 published content looks the same. There is no difference in appearance or functionality with the exception of minor formatting issues when viewing course content in IE 11.

The HP ART 5.1 existing courses will not be re-released in version 5.2. If you want to update your 5.1 content to version 5.2, you must convert your 5.1 template and content.

Note that there is always some effort involved in upgrading and learning a new user interface (UI). As with any software upgrade or conversion, you should perform sufficient testing of the new product and follow the recommended conversion steps.

Before You Begin

Consider the following information before you begin:

1. Ensure that you have the most current version of the 5.1 Conversion Guide.

The HP ART reference documentation is available on the <u>HP Software Support Online (SSO</u>) site. After signing in with your HP Passport account, if your account is associated with your HP ART Support Agreement ID (SAID) number, select the *art author developer kit* in the My Products section and the related HP ART documents are displayed in Manual Library section to the left. If you do not have your SAID number, you can search for the HP ART documents by using the Search field located in the page banner. If you search on ART, you can then filter your selection by specifying the Version and Document Type (manuals) you are interested in.

Note: If prompted, create an HP Passport user ID and password to access the site.

2. Start with a solid foundation of HP ART knowledge.

HP ART 5.2 has a new UI but the same underlying functionality and structure as HP ART 5.1. The information contained in this guide and the associated resources are intended for users with HP ART 5.1 training.

3. Learn about the new HP ART 5.2 features.

Take the free-of-charge online 5.2 Delta Training from the <u>HP Software Education</u> website or contact the HP ART mailbox (<u>hpsoftware.art@hp.com</u>) for other viewing options. Here, you learn about the new features, including the updated 5.2 UI.

If you are not familiar with the look of an ART 5.1 or 5.2 published course (they look the same), you should preview courses to see for yourself. You can view sample courses on the <u>HP ART HP Software Education Services</u> webpage

4. Determine your HP ART 5.2 testing method.

The HP ART 5.2 Author Toolkit and the 5.1 Author Toolkit cannot be installed on the same client (machine) at the same time. Here are the common testing method options:

- Option 1: Secure an additional machine to download and test HP ART 5.2.
- Option 2: After your HP ART 5.1 components are backed up in a separate location, uninstall HP ART 5.1 and install HP ART 5.2 and perform testing.

You can use both HP ART 5.1 and HP ART 5.2 keys for a period of six months for testing purposes. You can download HP ART 5.2 and request a new 5.2 license key from the <u>HP_Software My software updates</u> site (requires current ART SAID number).

5. Determine your HP ART 5.20 conversion scenario.

Due to the flexibility of the HP ART offering, you have several scenarios for using the HP ART authoring tool and/or prebuilt content. For content conversion from HP ART v5.1 to v5.2, there are two primary scenarios. Use the following information to determine which scenario applies:

- Scenario A: You use ART 5.1x prebuilt content out-of-the-box (OOTB) and require additional support for IE 11 (recording and publishing) and/or Android mobile devices (Jelly Bean+ versions).
- Scenario B: You use a customized 5.1 template with your HP ART prebuilt OOTB published content and/or customized HP ART content.

Scenario A: 5.10 Out-of-the-Box Published Content with the Default HP Template and Skin

If you only use the pre-published output or learning management system (LMS) files and are experiencing some issues from users on IE 11 or you require accessibility to published courses on Android devices, you must republish your 5.1 content with the 5.2 Developer Kit and redeploy. If you require additional information about this process, contact the HP ART mailbox (hpsoftware.art@hp.com).

Scenario B: Convert Your Custom 5.10 Template

Follow these steps if you have a customized the 5.1 template to use either the HP ART prebuilt OOTB published content and/or have customized HP ART content.

It is important to read through this entire section before starting the update process. If you encounter difficulties during the process, you can contact the Global Support Desk by logging into SSO (<u>http://support.openview.hp.com</u>) to enter a case. You must have a valid SAID for ART and you will need to enter it. Support Engineers in Global Support specialize in ART and will handle your case.

Step 1: Create the ART 5.2 Project Folder and Backup Files

It is very important to back up your original ART 5.2 source files. When a file is opened in ART 5.2, you cannot open it in ART 5.1. Complete the following steps:

- 1. Create a new ART 5.2 project folder.
- 2. Copy your ART 5.1 source files to the new ART 5.2 project folder.
- Copy your ART 5.1 template folder to the new ART 5.2 project folder. To locate your template(s), navigate from the Start menu to All Programs → HP Adoption Readiness Tool → HP Adoption Readiness Tool Resources → templates.
- 4. Back up your original ART 5.1 source and template files in the secondary location.

Step 2: Install ART 5.2

Refer to the README document located in the HP ART 5.2 Dev Kit for detailed installation instructions. Complete the following steps:

- 1. Uninstall the ANCILE Capture Engine using the standard Control Panel uninstall process.
- 2. Uninstall ART 5.1 using the standard Control Panel uninstall process.
- 3. Restart your system.
- 4. Install ART 5.2.

Step 3: Replace the HP ART 5.2 Default Template

The HP ART 5.2 template and course skin automatically installs during the ART 5.2 Dev Kit installation process. Complete the following steps to replace the default template with your custom template:

 Navigate from the Start menu to All Programs → HP Adoption Readiness Tool → HP Adoption Readiness Tool Resources → templates.

🐌 HP Adoption Readiness Tool	
🔚 HP Adoption Readiness Tool Resour	
柳 HP Adoption Readiness Tool	

2. The ART 5-20 HP ART Template.udt template file and your custom template should be listed in the folder. The HP ART Dev Kit uses the template that is listed first in this folder.

version 5.20 + templates			
urn New folder	Date modified	Туре	Size
🚱 ART 5-20 HP ART Template.udt 🔞 ART5-11 Custom HP ART Template.udt	12/10/2014 4:24 PM 12/22/2014 10:37	HP ART Template HP ART Template	5,515 KB 5,539 KB

Note the date modified on the original 5.11 template. During the 5.2 installation process, it automatically converts any v5.1 templates located in the All Programs \rightarrow HP Adoption Readiness Tool \rightarrow HP Adoption Readiness Tool Resources \rightarrow templates folder to v5.2 and changes the date modified to the current date.

3. Your template is updated to v5.2 during the install process. So it is optional but recommended that you rename the template to indicate v5.2 in the name.

 version 5.20 templates 			
Burn New folder			
Name	Date modified	Туре	Size
🚯 ART 5-20 HP ART Template.udt	12/10/2014 4:24 PM	HP ART Template	5,515 KB
🚯 ART 5-20 Custom HP ART Template.udt	12/22/2014 10:37 AM	HP ART Template	5,539 KB
·			

4. You can only have one template with the same GUID in the root folder. Therefore, create a custom folder for all the templates not currently in use.

↓ version 5.20 → templates →			
Burn New folder			
Name	Date modified	Туре	Size
퉬 Other Templates	12/22/2014 10:52 AM	File folder	
🚯 ART 5-20 Custom HP ART Template.udt	12/22/2014 10:37 AM	HP ART Template	5,539 KB

Example of the Other Templates folder:

> ↓ version 5.20 → templates → Other Temp	lates		
Burn New folder			
Name	Date modified	Туре	Size
🚯 ABC ART520 template V8.udt	3/19/2014 11:38 AM	HP ART Template	7,134 KB
🚯 ART 5-20 HP ART Template.udt	12/10/2014 4:24 PM	HP ART Template	5,515 KB

5. Confirm that the custom template is active by launching HP ART 5.2. Select Go to editor \rightarrow File \rightarrow Open \rightarrow Open Template.

Open Template	×
Template:	
Local Templates ART 5-20 Custom HP ART Template.udt	
Lock template for editing OK	Cancel

Step 4: Remove the Default HP ART Template from Your Installation Folder

When installing ART 5.2, the HP ART 5.2 template is automatically installed as part of the overall installation process. If you are not using the default HP ART 5.2 template, you must remove the file from your installation folder. Complete the following steps:

1. Navigate to the HP Adoption Readiness Tool installation folder. The default installation location is shown below:

Cor	Computer ► PC COE (C:) ► Program Files (x86) ► HP Adoption Readiness Tool ►							
Inclu	Include in library 🔻 Share with 💌 Burn New folder							
	Name	<u>^</u>		Date modified	Туре	Size		
	퉬 Client			7/10/2013 10:14 PM	File folder			
s	搦 jinitcfg.EXE			3/15/2013 12:28 PM	Application	1,749 KB		
	📄 sysinfotxt			7/10/2013 10:14 PM	Text Document	0 KB		
ces								

2. Navigate to the Client \rightarrow appdata \rightarrow Templates folder.

Computer PC COE (C:) Program	n Files (x86) 🕨 HP Ado	ption Readiness Tool	 Client + ap 	pdata 🕨 templates
Burn New folder				
Name	Date modified	Туре	Size	
🚯 ART 5-20 HP ART Template.udt	12/2/2014 10:02 AM	HP ART Template	5,515 KB	

3. Delete the ART 5-20 HP ART Template.udt file.

Note: There is no risk removing this file from the installation folder. A backup of the default ART 5.2 template is located in the Custom → Templates folder of the ART 5.2 Author Dev Kit installation package.

Step 5: Set Your XML/HTML Template Editor

Three minor template variances occur when you convert your v5.1 template to v5.2. You will want to make the necessary adjusts to the:

- Font on the Course Launch Window
- Font on the Simulation Launch Window
- Format of the Job Aid document header and footer

Before you begin, you should set the default XML/HTML editor. To change the editor, follow the steps below:

- 1. Launch the ART Editor.
- 2. Select File \rightarrow Open \rightarrow Open Template \rightarrow OK.
- 3. Navigate to General \rightarrow Data Files \rightarrow Interface Settings \rightarrow General section.

M ART 5-20 Custom HP ART Template.udt - HP Adoption	Readiness Tool™ – Powered by ANCILE Solutions™	
D. 🗃		
File Home Translations		
General Properties Phrases Publications	tyles Blocks Sections	
General Information Images Data Files Languages Hotspot Images Text to Speech	Data Files Change Editor notepad.exe accessibility.js aicc_meta_data.au aicc_meta_data.crs aicc_meta_data.cst aicc_meta_data.des ANCILE.uPerform.Website.xslt course_index.htm csh_capture_context.html csh_context_identifiers.html	Add Add Update Modify E Delete

4. Set your XML/HTML editor by clicking the Change Editor button within the General tab of the template. In this example, the Editor has been set to notepad++.exe.

ART5-11 HP ART Templatev1.udt - HP Adoption Readine	ess Tool™ – Powered by ANCILE Solutions™
D. 🔚 💷	
File Home Translations	
General Properties Phrases Publications Sty	yles Blocks Sections
General	Data Files Change Editor notepad++.exe
Information Images	accessibility.ja

5. Save your changes.

Step 6: Update the Font in the Course Launch Window

The configuration file that controls the font style and size of the course launch window is accessed within the Data Files section of the template. Complete the following steps:

- 1. Navigate to the General \rightarrow Data Files section of the template.
- 2. Select the course_index.htm file.

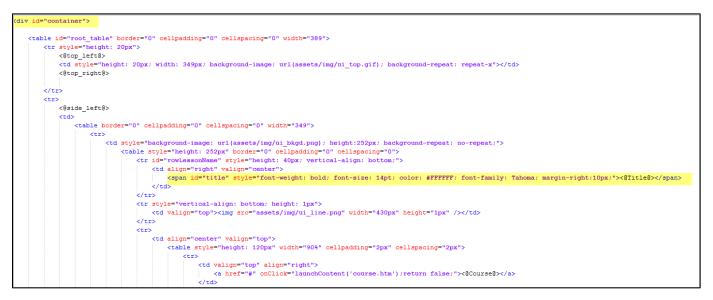
3. Click the Modify button.

ART5-11 HP ART Templat	tev1.udt - H	HP Adoption Rec	adiness To	o ™ – Powe	ered by ANC	ILE Solutions™		
Ca 💾 🙉								
File 🔻 Home Translation	ns							
General Properties	Phrases	Publications	Styles	Blocks	Sections			
General Information Images Data Files Languages Hotspot Images Text to Speech				access aicc_m aicc_m aicc_m aicc_m ANCILE course csh_ca csh_ca csh_course	ge Editor ibility.js eta_data.au neta_data.crs neta_data.cst eta_data.des E.uPerform.W _index.htm upture_contex netext_identifi pokie_lib.js	ebsite.xslt t.html ers.html	E	Add Update Modify Delete

4. The course launch window has four sections in which you will adjust the font: Title, Body text, Infobox text, and Footer text.

1 Introduction to HP Service Manager 9.30	
2 Launch Module	
ACME	
Networking	
Description 3	
This module provides an introduction to HP Service Manager 9.30. 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.	
Date Published 4 Friday, August 30, 2013	
If you are experiencing difficulties viewing this course, please open the Adobe Flash Player Global Security Settings Panel and select the Always allow option.	

5. To update the Title font, locate the following line and adjust the size and color values as needed.



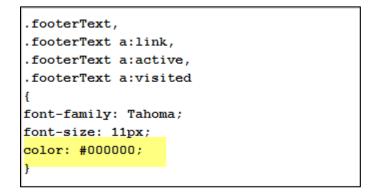
To update the Body text font, locate the following line and adjust the size and color values as needed.

```
a:link, a:active, a:visited
{
font-family: Tahoma;
font-size: 12px;
font-weight: bold;
color: #FFFFFF;
text-decoration: none;
}
a:hover
{
color: #003366;
text-decoration: underline;
}
```

To update the Infobox text font, locate the following line and adjust the size and color values as needed.

.infoboxText	
{	
font-family: Tak	ioma;
font-size: 12px;	
color: black;	
}	

8. To update the Footer text font, locate the following line and adjust the size and color values as needed.



Step 7: Update the Font in the Simulation Launch Window

The configuration file that controls the font style and size of the Simulation launch window is accessed within the Data Files section of the template. Complete the following steps:

- 1. Navigate to the General \rightarrow Data Files section of the template.
- 2. Select the simulation_index.htm file.
- 3. Click the Modify button.

ART5-11 HP ART Templatev1.udt - HP Adoption Rec	iness TooI™ – Powered by ANCILE Solutions™	
2. 📲 💷		
File Home Translations		
General Properties Phrases Publications	Styles Blocks Sections	
General	Data Files	
Information Images	Change Editor notepad++.exe HPSimplifiedW04-Bold.woff	Add
Data Files Languages	HPSimplifiedW04-Regular.eot HPSimplifiedW04-Regular.svg HPSimplifiedW04-Regular.ttf	Add Update
Hotspot Images Text to Speech	HPSimplifiedW04-Regular.woff imsmanifest_12.xml	D Modify
	imsmanifest_2004.xml jquery-2.0.2.min.js multi_sco_imsmanifest_12.xml	Delete
	multi_sco_insmanifest_2004.xml phrases.xml	
	redirect.html simulation_index.htm	
	style.css transparent.js typing.mp3	
	upgrade 4.40 course index.htm	

4. The course launch window has four sections in which you will adjust the font: Title, Body text, Infobox text and Footer text.

	Launch Show Me
ACME	
Description 3	
Log in to the Service Manag	er Web Client

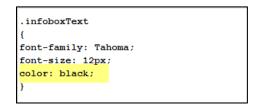
5. To update the Title font, locate the following line and adjust the size and color values as needed.



6. To update the Body text font, locate the following line and adjust the size and color values as needed.

a:link, a:active, a:visited
1
font-family: Tahoma;
font-size: 12px;
<pre>font-weight: bold;</pre>
color: #FFFFFF;
text-decoration: none;
}
a:hover
{
color: #003366;
text-decoration: underline;
}

7. To update the Infobox text font, locate the following line and adjust the size and color values as needed.



8. To update the Footer Text font locate the following line and adjust the size and color values as needed.

.footerText,		
.footerText a:link,		
.footerText a:active,		
.footerText a:visited		
{		
font-family: Tahoma;		
font-size: 11px;		
color: #000000;		
}		

Step 8: Job Aid – Document Header and Footer

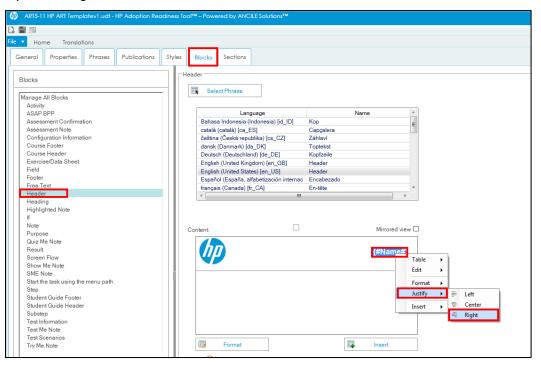
The page title within the header and the page number within the footer of the Job Aid document are not right-justified when published.

	Create a Dashboard
Tuesday, December 02, 2014	©Copyright 2014 Hewlett-Packard Development Company, L.P. 1/14

The document header and footer are controlled within the Blocks section of the template.

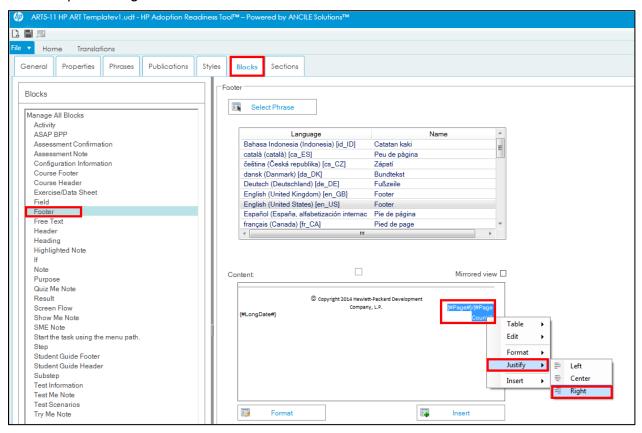
To update the Job Aid header follow these steps:

- 1. Navigate to the Blocks \rightarrow Header section of the template.
- 2. Select the header block and right-click Justify \rightarrow Right.
- 3. Save your changes.



To update the Job Aid footer, follow these steps:

- 1. Navigate to the Blocks \rightarrow Footer section of the template.
- 2. Select the footer block, right-click Justify \rightarrow Right.
- 3. Save your changes.



Step 9: Locate the Test Course to Support Upgrade Preparation and Testing

For testing purposes, you should locate a single module or small course to use for template and skin update tests prior to upgrading all your courses. Many of the changes require publishing to review, so it is easier to work with a small amount of content first. Complete the following steps:

- 1. Create a Temp Publish folder outside of your project source file.
- 2. Open your small test course and publish the course to the Temp Publish folder.
- 3. Review your published course and determine if additional updates to the template and skin are needed.

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