

Customer-Friendly User Guides with MadCap Doc-To-Help

PRESENTED BY

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STEALTHbits Technologies, Inc.





AGENDA

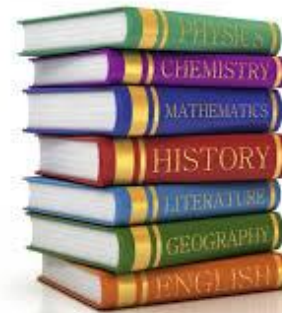
- Background
- Untangle the Complex
- Organize & Structure Your Document
- How Doc-To-Help Impacts Writing
- Sample Doc-To-Help Project
- Questions & Answers



Background

From Teacher to Writer

- Middle school teacher for over 15 years
- Technical writer for over 6 years
- Manager of writers for the past 3½ years





Untangle the Complex

TRANSLATE THE TECHNICAL

- Translate for the subject matter experts (SME)
- Technical writing is similar to curriculum development
- Break it down and rebuild it



BE THE READER'S ADVOCATE




- Dive into the software
- Click on every button
- Ask questions
- Remember, it is for the customer!

UNFAMILIAR TERMS

- Good explanations full of jargon
- SMEs take steps for granted
- Incorporate neutral third parties



Protocol?



Organize & Structure Your Document

SOFTWARE STRUCTURE

- Code is the foundation
- User interface is the window dressing
- What does the user need to know?
- Unlock the key components



BREAK THE SOFTWARE DOWN



- Stretch your understanding
- Identify the basic components
- Reassemble through organization

DOCUMENT BUILDING BLOCKS

- Overview
 - Content
 - Conclusion
- Sound familiar?



Provide an Overview

Provide an overview to give your reader the lay of the land. This may be the reader's first introduction to the software.



Content

Lay out content in an order which aligns to how the reader will be using the software.



Never Leave Them Hanging

Provide a summary or conclusion. Do not leave them wondering what is supposed to happen or what comes next.



REPLICATE THE PROCESS

- User guide as a whole
 - Overview
 - Content
 - Conclusion
- Each individual section
 - Overview
 - Content
 - Conclusion

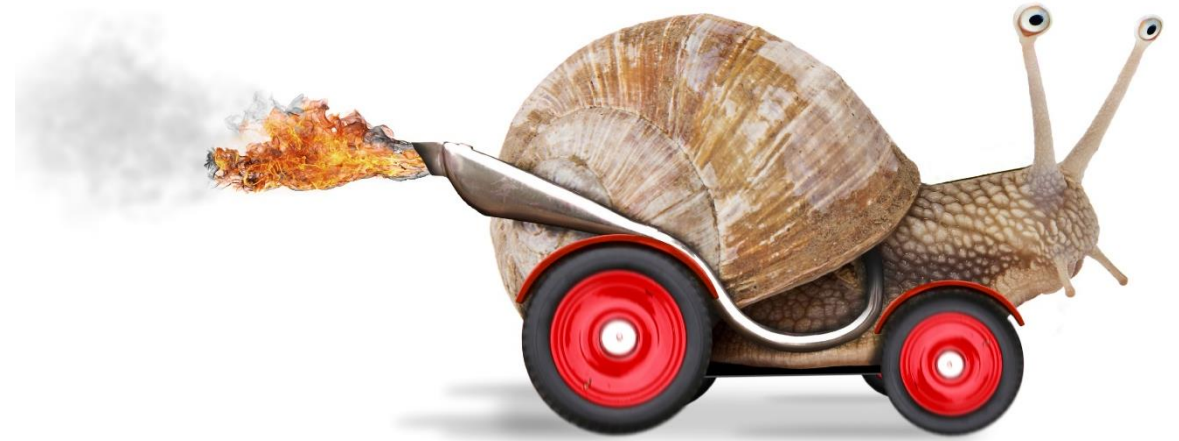




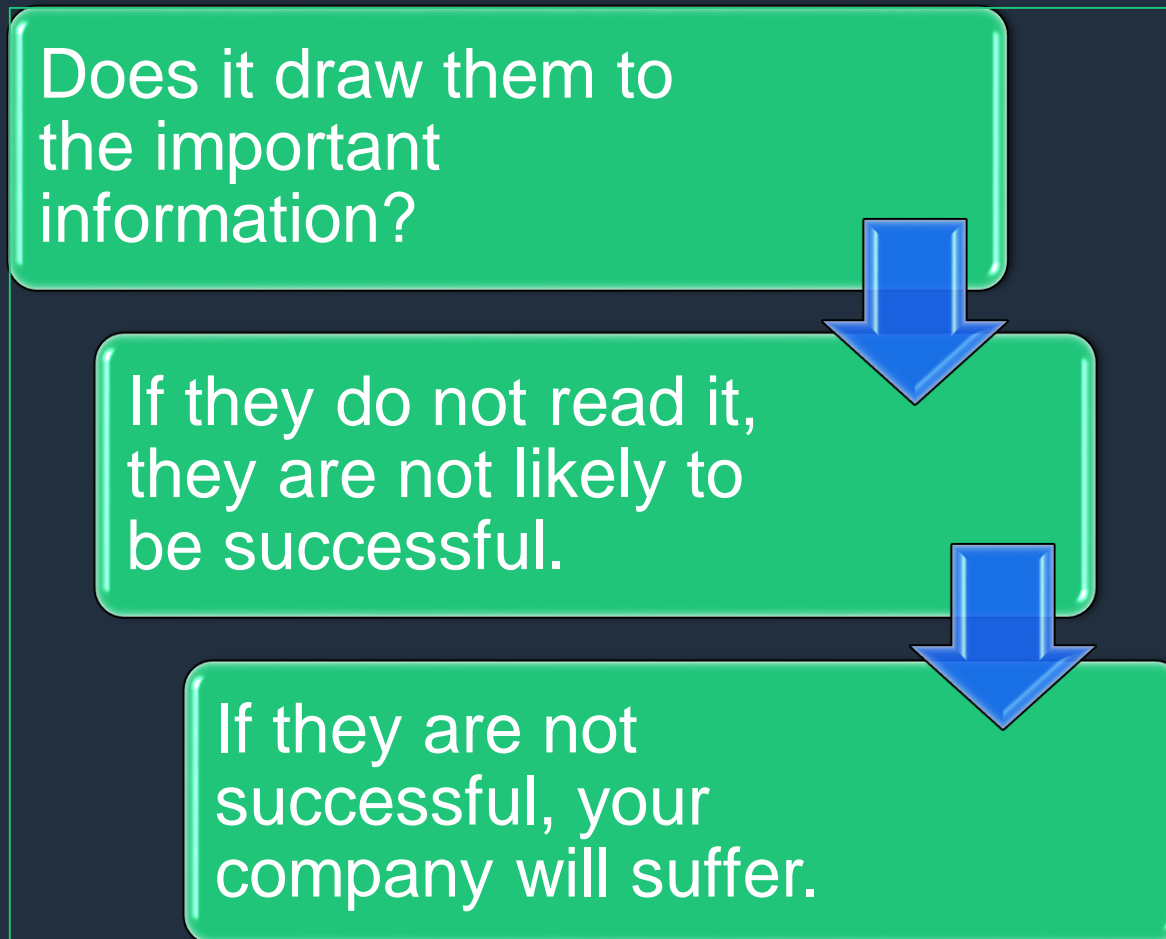
How Doc-To-Help Impacts Writing

DOCUMENT APPEAL

- Even a well-organized document can lack appeal
- Take a lesson from the entertainment industry
- Add visual aids
- Consider the format for the reader's experience



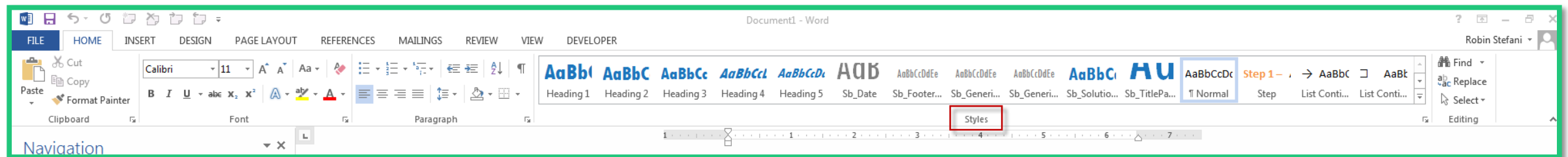
WHY DOC-TO-HELP



- Work in Word
- Create needed outputs
 - CHM file
 - HTML files
 - PDFs
 - ePub
 - And more...
- Enhance final outputs with D2H capabilities

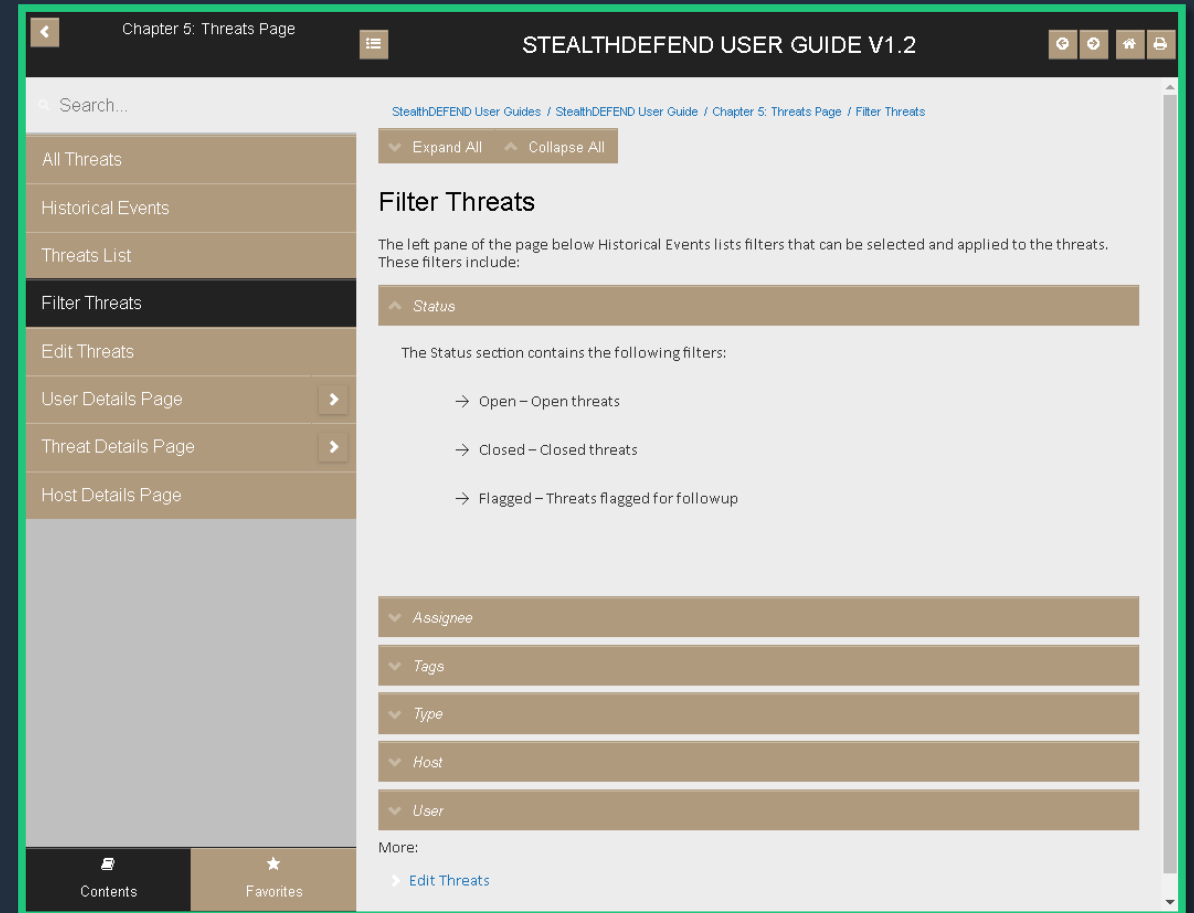
WORD STYLES

- Headings used for:
 - Page breaks
 - Table of contents
 - Related topics / navigation
- Limited to Headings 1-5
- Avoid headings with no text
- Bulleted Lists
 - Ensure correct rendering for the output
- Tables styles
 - Avoid merged cells



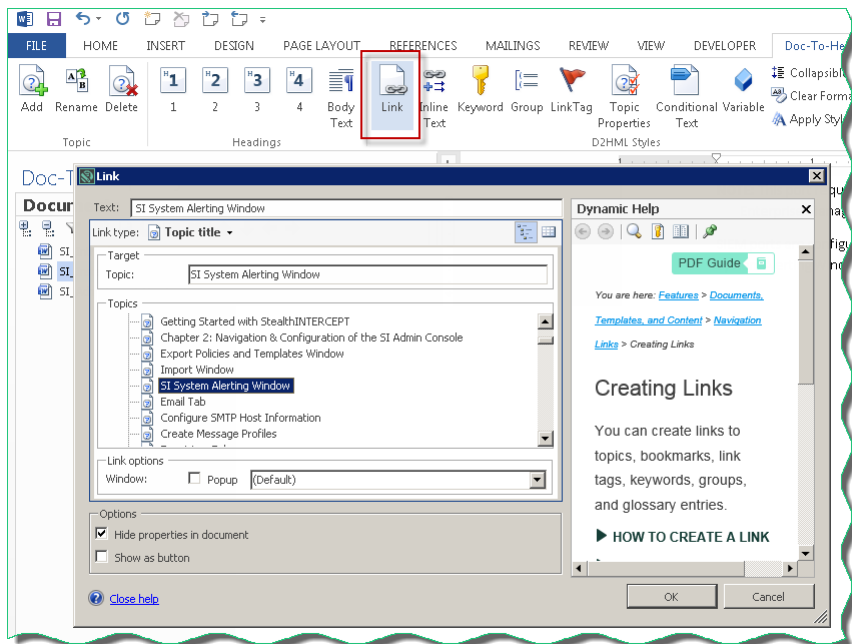
D2H COLLAPSIBLE SECTIONS

- Limit page breaks due to formal heading styles
- Keep content with parent heading in output
- Reader chooses what to expand



D2H LINKS & CONDITIONAL STATEMENTS


- Link between document sections in the same project
- Modify content to fit the output within a single source
- Apply conditional statement for various outputs




NAS Device & Proxy Servers for NAS File Activity Monitoring

For Network-Attached Storage (NAS) device support, no SI Agents are deployed on the NAS device. Instead, StealthINTERCEPT employs the STEALTHbits Activity Monitor, which deploys its own activity agents to Windows servers acting as proxy servers for NAS activity monitoring. The SI Agent must be installed on the Windows server where the STEALTHbits Activity Monitor's activity agent resides. See the [STEALTHbits Activity Monitor Installation & Console User Guide](#) for additional information. See the [STEALTHbits Activity Monitor Installation & Console User Guide](#) for additional information.

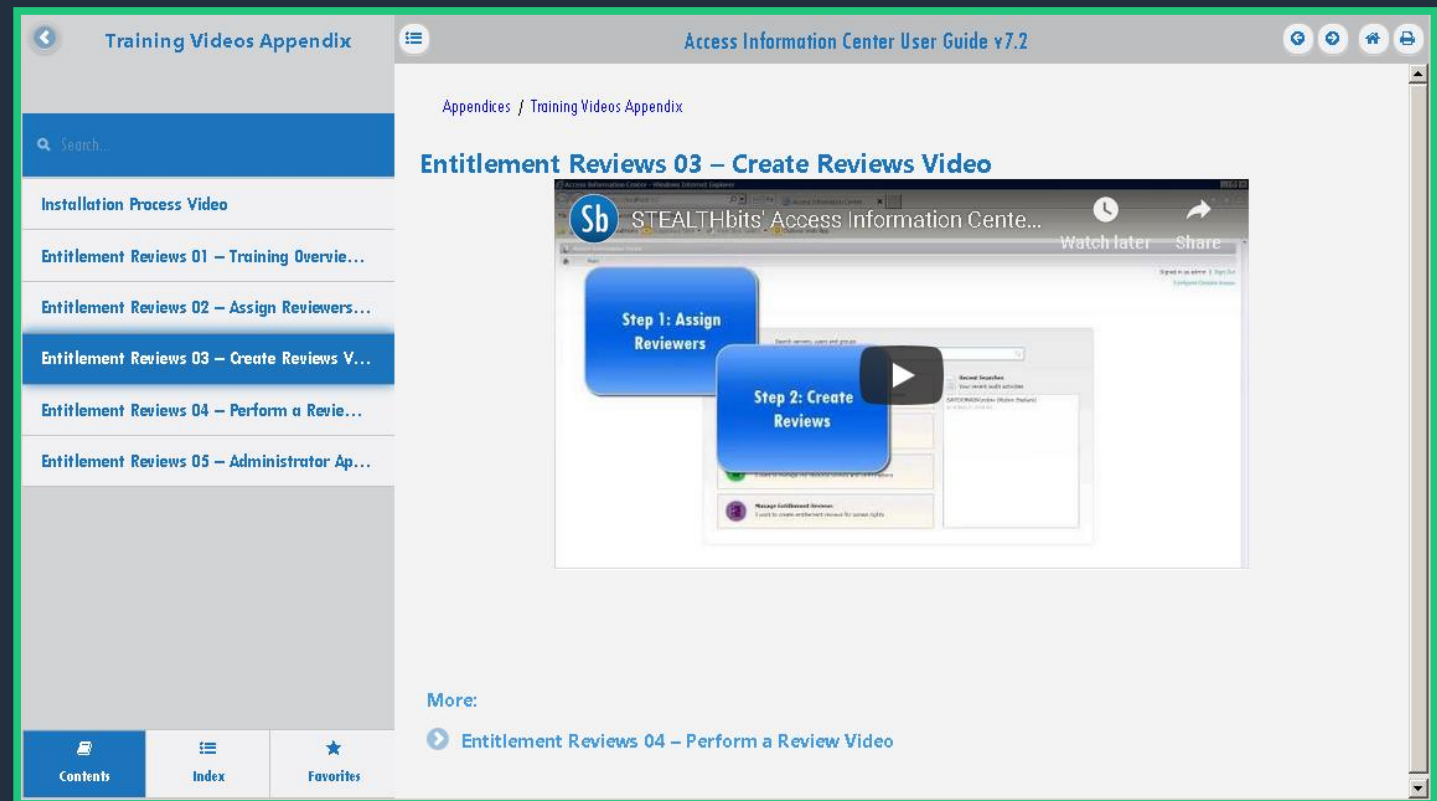
NOTE: The STEALTHbits Activity Monitor activity agent configuration dictates what file system activity is being monitored. The activity agent writes activity logs to the proxy server. The SI Agent

 **Doc-To-Help**
D2HML|CLH Conditional|target=NetHelp

 **Doc-To-Help**
D2HML|CLH Conditional|target=HTML Help

D2H MULTIMEDIA


- Embed training videos or animations
- Combine written & audio
- Entertain & inform









Sample Doc-To-Help Project


Meet the Software


StealthRECOVER


locksley  


 Home


 Rollback


 Configure


Search all objects... 


 Active Directory Snapshot


 23.9k
All Objects


 11.9k
Users


 2.8k
Groups


 663
Computers



 371
OUs

 732
DNS Records


 43
GPOs








 364
AD Sites and Services

 Domain Overview

Name	Objects	Schedule	Last Backup	Next Backup	History
sherwood.local	22,060	Every 1 hour(s)	a minute ago	in 43 minutes	
sherwood.local	1,881	Every 1 hour(s)	15 minutes ago	in 43 minutes	

[BACKUP NOW](#) [MANAGE DOMAINS](#)

 Recent Console Activity

Timestamp	Type	Domain	Status	Changes	Explore	Notes
a minute ago	Backup	sherwood.local	✓	1		
2 minutes ago	Rollback	sherwood.local	✓	2		
15 minutes ago	Backup	sherwood.local	✓	1		
17 minutes ago	Backup	sherwood.local	✓	1		
17 minutes ago	Backup	sherwood.local	✓	8		

[VIEW ALL ACTIVITY](#)

The User Guide

SR_UserGuide.docx [Read-Only] - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW DEVELOPER Doc-To-Help Target Project Robin Stefani

Spelling & Grammar Define Thesaurus Word Count Translate Language New Comment Delete Previous Next Show Comments Track Changes Simple Markup Show Markup Accept Reject Previous Next Compare Block Authors Restrict Editing Linked Notes OneNote

Navigation

Search document

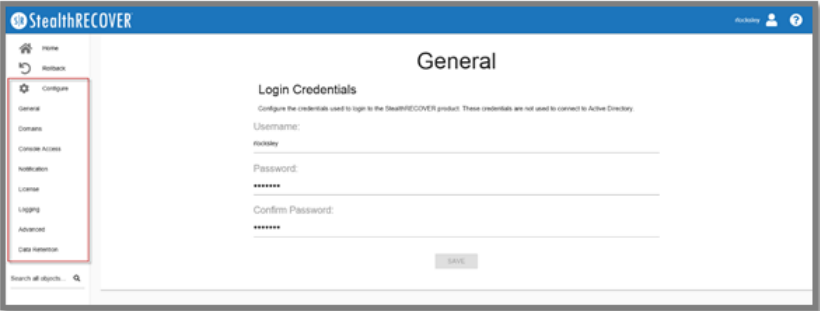
HEADINGS PAGES RESULTS

- Chapter 1: StealthRECOVER Overview
 - Navigating the StealthRECOVER Console
 - Console Icons
 - Session Timeout
- Chapter 2: StealthRECOVER Interfaces
 - Home Interface
 - Object Type Pages
 - Explore Specific Object
 - Restore Deleted Objects
 - Rollback Interface
 - Backup Now
 - Explore Backups
 - Perform Rollback
 - Warning Messages
 - Configure Interface**
 - General
 - Domains
 - Add Domains
 - Modify Domain Information
 - Remove Domains
 - Console Access
 - Add User or Group
 - Add IP Address
 - Modify User or Group
 - Remove a User, Group, or IP Address
 - Notification
 - License
 - Update Product License
 - Logging
 - Advanced
 - Data Retention
 - Search Interface

Configure Interface

In the *Configure* interface, the StealthRECOVER settings can be modified. During the initial configuration process completed immediately after installation, the StealthRECOVER Admin account is configured (General), the Domains to be backed up are identified along with the corresponding service account (Domains), and the License file can be imported (License). See Chapter 3 of the [StealthRECOVER Installation & Configuration User Guide](#) for additional information.

Additional settings can be configured after the first backup: Active Directory accounts can be granted access to the StealthRECOVER Console (Console Access), email settings can be configured (Notification), logging levels can be adjusted (Logging), Active Directory attributes can be hidden from the Explore pages (Advanced Settings), and data retention periods can be adjusted (Data Retention).



Click **Configure** to expand the menu. Settings can be configured for:

- General – Modify the StealthRECOVER Admin account created during initial configuration

NOTE: The credential configured here is only for accessing StealthRECOVER with the Admin account and is not related to Active Directory.

- Domains – Add or modify domains, service accounts, and backup schedules
- Console Access – Add users, groups, or IP Addresses to grant access to the StealthRECOVER Console
- Notification – Configure email settings to send alerts if a backup fails
- License – Update the organization's license file

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Clipboard Font Paragraph Styles Editing

Navigation

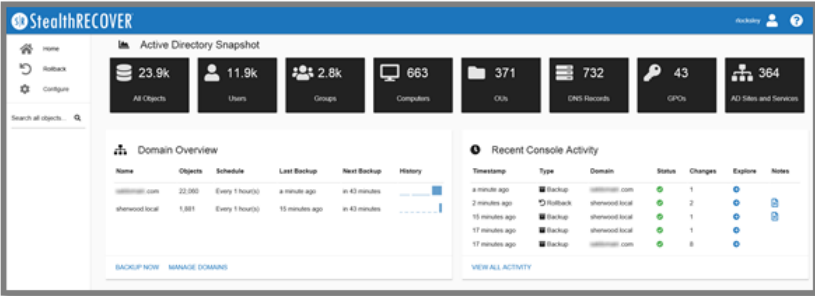
Search document

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Home Interface

The *Home* interface displays a summary of the latest *Backups* and *Rollbacks* along with information on all successful backups.



The *Active Directory Snapshot* section shows counts per object(s) which are included in the most recent backup:

- *All Objects* – Total number of all objects currently backed up
- *Users* – Total number of user objects currently backed up
- *Groups* – Total number of group objects currently backed up
- *Computers* – Total number of computer objects currently backed up
- *OUs* – Total number of organizational units currently backed up
- *DNS Records* – Total number of DNS entries (A, CNAME, TXT, etc.) currently backed up

NOTE: If DNS records are not stored in AD, the object count will show zero (or a low number). See [Chapter 2](#) of the *StealthRECOVER Installation & Configuration User Guide* for additional information. See [Chapter 2](#) of the *StealthRECOVER Installation & Configuration User Guide* for additional information.

- *GPOs* – Total number of Group Policy Objects currently backed up
- *AD Sites & Services* – Total number of Active Directory sites and services currently backed up

See the [Object Type Pages](#) section for additional information.

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D2H Features

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Add Rename Delete 1 2 3 4 Body Text Link Inline Text Keyword Group LinkTag Topic Properties Conditional Variable Text D2HML Styles Margin Note Map Editor Multimedia HTML Help Control Add Sort About Terms Glossary Help

Navigation

Search document

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 - Logging
 - Advanced
 - Data Retention
 - Search Interface
 - Chapter 3: StealthRECOVER Use Case Examples
 - Recover a Deleted Object
 - Rollback Changes to an Object
 - Rollback Attribute Changes
 - Rollback DNS Record Changes
 - Rollback Group Policy Object Changes
 - Rollback Changes to Sites, Subnets, or Services
 - Appendix: Balance Meter

Collapsible Section

Header: Remove Domains

Text

Follow the steps to remove a domain.

Navigate to the Domains page in the Configure interface and click Remove icon.

This action is irreversible.

On the Warning page, click Delete to remove the domain and all of its backups.

The selected domain will no longer be backed up by StealthRECOVER and

Options

Expanded

Collapsed

Close help

Dynamic Help

PDF Guide

You are here: [Features](#) > [Documents](#).

[Templates, and Content](#) > [Navigation](#)

[Links](#) > [Expanding/Collapsing Section](#)

Creating Expanding/Collapsing

OK Cancel

Step 5 – On the Confirm page, click **Confirm** to save the new settings.

The modified domain information appears in the *Domains Configuration* table.

Enabled	Domain
<input checked="" type="checkbox"/>	sherwood.local

Doc-To-Help

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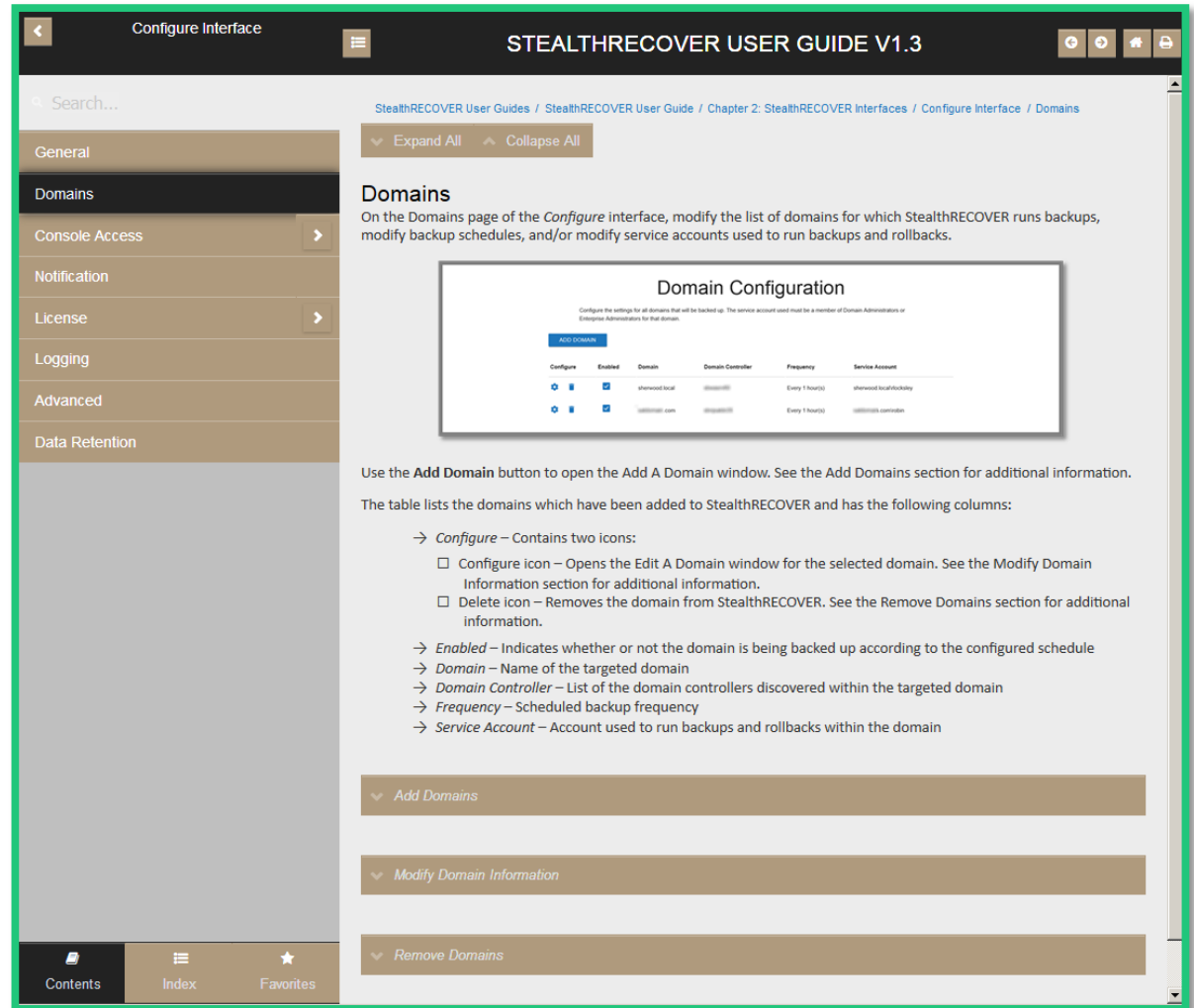
Stealth RECOVER®

Warning

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D2H FINISHING TOUCHES

- Related topics
- Inter-document links between the install guide and the user guide
- Custom Table of Contents





Questions & Answers

Thank You!



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