

Project Showcase: **N-able Migrates from** **FrameMaker® to Flare**

PRESENTED BY
Patrick Calnan



AGENDA

- Migration Process – Hits and Misses
- Tools Currently In Use
- Pulse Trial
- Tools We'd Like To Use
- Questions

MIGRATION PROCESS – CONTEXT

- N-able by SolarWinds produces remote monitoring and management software
- N-central (the primary product) manages IP-enabled devices and IT infrastructure
- Documentation provided in the form of online help (HTML) and print (PDF)

MIGRATION PROCESS – CONTEXT

NCENTRAL
System Time: 4:12 PM

System
All Devices

Views

- Active Issues
- All Devices
- Job Status
- Attended Remote Control

Dashboards

- Network Devices
- Printers
- Servers
- Workstations
- Manage Dashboards

Actions

- Add/Import Devices
- Add Service Organization
- Approve/Decline Patches
- Download Agent/Probe Software
- Run a Discovery
- Start Automation Manager

Reports
My Links
Configuration
Administration
Help

Add Edit Delete Add Services Apply Service Templates -- More Actions --

Filter or Enter search criteria Search Devices Reset Filter Create New Filter

Filter By No Filter in All SOs

View 1-9 Of 9

	SO	Customer/Site	Remote Control	Name	Network Address	Status	Device Class	Agent Version	Logged in User	Features
<input type="checkbox"/>	UI	Keys		RAM	ram		Workstations - Windows	--	--	PRO
<input type="checkbox"/>	UI	Keys		SELAB-2K8-SQL	selab-2k8-sql		Workstations - Windows	--	--	PRO
<input type="checkbox"/>	UI	Keys		thaskins-w7	thaskins-w7.office.n-able.com		Workstations - Windows	9.0.1.157	N-ABLE\thaskins	PRO
<input type="checkbox"/>	UI	Keys		UI-2K3-1	10.20.2.38		Servers - Windows	--	--	PRO
<input type="checkbox"/>	UI	Keys		UI-2K8-1	10.20.2.76		Servers - Windows	--	--	PRO
<input type="checkbox"/>	UI	Keys		WIN2K8R2	win2k8r2		Workstations - Windows	--	--	PRO
<input type="checkbox"/>	UI	Keys		WINSRV2003-WSUS	10.20.2.82		Servers - Windows	--	--	PRO
<input type="checkbox"/>	UI	Keys		winsrv2008-wsus	10.20.2.67		Servers - Windows	9.0.1.157	Ufui	PRO
<input type="checkbox"/>	UI	Keys		WINXPPRO-32BIT	winxppro-32bit.ui.lab2.local		Workstations - Windows	--	--	PRO

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PRE-MIGRATION ENVIRONMENT

- In 2007, documentation for N-central 6.0 was produced using Adobe® FrameMaker® and processes designed for print output
- To produce online help for N-central, Quadralay® WebWorks Publisher® was used to convert source files to HTML
- Online help was “bundled” with UI and could not be revised after GA release
- Significant pre- and post-generation effort required to produce online help

PRE-MIGRATION ENVIRONMENT

Your Logo Here
(see documentation)

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What's New?

This section provides a brief summary of new functionality in N-central 6.0 and the changes to existing functionality from the previous release. Following each summary are cross-references to more detailed sections in the manual.

Features

The following capabilities have been added or revised in N-central 6.0:

Agent-Based Automatic Workstation Disconnection

N-central now provides for the automatic disconnection of agent-monitored workstations if the workstation shuts down or does not communicate with the central server within a specified time frame. For more information, please refer to [Adding Devices](#).

Removal of System Notifications for Stale Agents or Probes

N-central no longer sends system state notifications when the agent or probe is in a state state after a specified length of time.

Intel® vPro

N-central now provides the functionality for you to remotely turn on, off or restart an Intel® vPro device. For more information, please refer to [Devices](#).

Patch Management

The patch management feature includes six new reports and two new services: MBSA 2.0, which supports version 2.0 of MBSA; and Patch Management, which monitors patch compliance. In addition, the Patch Level service has been updated and renamed MBSA 1.2.1.

For information about patch management services and reports, refer to [Services](#) and [Reports](#) below.

Remote Support Manager

Remote Support Manager is a powerful desktop management platform that provides increased functionality for managing, supporting, and securing desktops and applications in a Windows-based environment. For more information, please refer to [Devices](#).

Note: Additional information about Remote Support Manager can also be found in the Remote Support Manager documentation in the Partner Resource Centre on the N-able Web site.

Services

The following services have been added or revised in N-central 6.0:

Agent Status

The Agent Status service monitors the amount of time since the agent last checked in with the central server. This service allows the central server to monitor devices that have agents. If this service enters a Failed state, the central server will disconnect other services. For more information, please refer to [Agent Status Service](#).

Device Status

The Device Status service monitors the current operational state of a device and reports information such as the device's manufacturer, revision value, and (optionally), the device's serial number. For more information, please refer to [Device Status Service](#).

Intel® vPro Status

You can monitor the network availability of the Intel® vPro interface and the power status of an Intel® vPro device through the new service, Intel® vPro Status. For more information, please refer to [Intel® vPro Status Service](#).

WHY WE NEEDED TO MIGRATE

- Award-winning application not supported well by sub-standard delivery of documentation
- With no integrated search, navigating through help content was difficult and frustrating for customers
- Publishing process was convoluted and unnecessarily time-consuming

NEW DIRECTION & EVALUATION

- Based on customer feedback, management was convinced that the print model was no longer suitable for a browser-based application
- Evaluated several help authoring tools including Flare 3.0 and RoboHELP 6.0
- Flare won hands-down based on features and open architecture

MIGRATION PROCESS

- Due to an initiative to host docs through SharePoint, technical content was sub-divided using marker tags
- Marker tags allowed us to define filenames for individual topics
- Migration of source files went well with some code editing required after the process was completed

IMMEDIATE POST-MIGRATION ISSUES

- SharePoint initiative required us to “de-construct” Flare web help output
- Individual topics were checked in as SharePoint documents
- All formatting, navigation and search features were lost
- Eventually, management was convinced to deploy web help output

POST-MIGRATION BENEFITS

- Adopting Flare web help output radically improved speed of delivery of documentation – updates that previously took 2-3 days could be done in an hour
- Hosting help content on web server allows for flexibility in editing
- Customer experience improved with integrated search capability

POST-MIGRATION BENEFITS

- Customers loved the online help improvements
- Online help uses same CSS as the browser-based application
- Web help output reduced in size to one-tenth that of previous releases' online Help files

TOOLS CURRENTLY IN USE

- Flare 9.1 currently used for creating and editing all technical documentation content
- Analyzer 6.0 is used to assist in troubleshooting and problem-solving
- Capture 6.0 used for images
- Feedback Server purchased to solicit customer feedback and track usage of online help

PULSE TRIAL

- To replace Feedback Server, Madcap Pulse is currently being evaluated in a small (12-person) internal trial
- Initial results are very promising with testers impressed by Pulse's features
- Reporting greatly expanded from previous Feedback Server capabilities
- Trial to conclude at end of September

TOOLS WE'D LIKE TO USE

- N-central 6.7 was localized into French, Italian, German and Spanish
- Localization was problematic; translation service did not have Madcap tools!
- Approximately five (5) person-days required to troubleshoot problems
- Future localization would definitely be improved with Lingo

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QUESTIONS

Please feel free to ask any questions
that you might have

CONTACT INFORMATION

E-mail = pcalnan@n-able.com

Twitter = @patrickcalnan

N-able Case Study

<http://www.madcapsoftware.com/casestudy/n-able.aspx>