

MadCap Software Webinar Q&A

Webinar: How You Can Leverage SSO for Your User and Password Management

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Presenter: Mike Hamilton, MadCap Software

QUESTION	ANSWER
Does Central authoring work for those in my organization that use macs?	Yes, members of your organization that are not windows or Flare users can contribute, collaborate, and create content in Central
The new Central functions needs MadCap Flare 2022, or do they work with older versions? the one without the Flare license?	These new authoring tools are available to all users regardless of what version of Flare they are using.
Don't you still have to purchase additional author seats?	Currently, only Authors have access to the new Authoring tools in Central
Do you offer the Central-Server situated in Europe or only in US?	Not at this time, however this is a great suggestion, and we will share with R&D on your behalf. The infrastructure for MadCap Central is hosted by Microsoft Azure, leveraging secured data centers worldwide. These Azure data centers are ISO27001 certified.
I understand that reviewers previously used Flare with Central for review cycles. Did they also have the option to use Contributor with Central for reviews, or was the option only Flare/Central?	Cloud review has always been Flare/Central and non-cloud review has always been Flare/Contributor
Can you disallow working directly in master?	Not currently, but it is something we are looking into.
I had a case where a graphic designer was doing a look and feel for my doc site, which required them to figure out the styling for the different MadCap elements that would get rendered. Could Central facilitate this kind of collaboration?	Currently, the Authoring feature in Central is not as robust as Flare; it is not meant to replace the need for Flare in its current state, but perhaps one day this will be possible.

Is this functionality tied to the Subject Matter Expert seats in Central?	It is currently tied to Author seats, however, that will be changing soon
Do SMEs creating content on Central require an author seat?	It is currently tied to Author seats, however, that will be changing soon
Could Mike demonstrate the assignment (or removal) of permission attributes to Author accounts?	Here is a quick demo on how to manage users and permissions. The whole video is helpful; however, you can fast forward to 30 minute mark to see the UI for changing permissions. You will want to be an admin on Central to do change permissions. https://www.madcapsoftware.com/videos/central/inviting-users-and-setting-permissions/#content The written steps are here: https://documentation.madcapsoftware.com/central/Content/Central/Users/Main-Activities/Setting-User-Permissions.htm
I assume a web user could manipulate conditions etc. in the code view. We have some developers who would possibly be confident doing that ...	Yes, this would be possible
If a Jr. Writer creates several topics, the Flare person would need to go in and add variables, insert cross-references, add conditions, etc., correct?	For this version of Authoring, yes, that is correct. We will be continuing to add more features to Authoring over the coming months so stay tuned!
What about licensing and reviews?	For the controlled review workflow Mike just showed, SME seats can be licensed as part of your Central license. Will need to confirm, but I think SME seats are \$150 per year. The ability to edit and create net new content as well, is part of the author seat, however additional roles may come available.
And all the styles you see in Central are the same as in Flare (the CSS). For example, the H1 in Central is based on the H1 defined in Flare.	In this current iteration, the heading styles (and all styles available via the WYSIWYG editor) are predefined and not tied into the CSS within the project as defined by Flare.
By "code", you just mean the text view of the HTML, right?	Correct

Can Central interact with an existing GIT network?	No, your Central projects are linked into a Central-specific repository. You can dual bind your project via Flare if you wish, but these features will only be available when working with Central
Is Central using Git for source control?	Yes
Very interested in knowing in detail how it works with git. Is there any reading available?	Please see our online help for more info on Central and Source Control: https://documentation.madcapsoftware.com/central/Content/Central/Projects/Main-Activities/Source-Control/Source-Control-Central.htm
Can contributor work on TOC?	Contributor can, yes. We are working to support a toc view for Central reviews
Could this content person also write microcontent and glossary entries?	They could write it; however, it would require a Flare user to then add the metadata for microcontent or glossary entries.
If using conditions to provide alternative content for different outputs, how would collaborators see that in Central? I presume they'd see all content in the topic, without the conditions shown, meaning that they could think there's unnecessary duplication?	Conditions will be shown, they just won't be able to be added/removed
Is it possible to use templates, similar to Contributor?	Not yet, net-new topics are from scratch. hope we can in the future!
Is LOCAL SOURCE CONTROL still required	Yes, Git works by having a local repository (on your machine), and a remote one (Central). The local repository is created for you when you clone your projects on Central
Regarding "...give collaborators access to source code editing" -- do you mean they can access the raw XHTML code versus the friendly editor view?	Yes, this is correct. This can also be restricted to certain users

So, with multiple conditions in the same topic reviewer will see the content multiple times?	Yes, as we are looking at the source topic. conditions will display with tags around them, so there is a visual indicator that there is something special happening around the text.
This does not suffice my need as a customer if Central cannot filter out the conditions that need not be reviewed? and why should i invest time adding annotations?	At this time the source file is being reviewed. However being able to turn certain conditions on or off prior to sending for review is a great feature suggestion, we will submit to R&D on your behalf.
To get the Central users content published, does that need to be published through Central or will the person with the Flare software have to complete the build and publish?	Both of those options will work. Since local builds and Central builds are both connected to the same source database, it is your choice as to which build process to use.
What are you talking about re these “Cool XML tools”??	Tools that support single-source and/or multi-channel publishing via metadata, conditionals, variables, snippets, etc.
Why does the browser editor not show all the styles? It just shows P tag, H1, H2, H3 ...basic stuff, what about other styles?	In this iteration, only the basic styles via the WYSIWIG editor are available. This will become more fleshed out over time as we continue to enhance the feature.
Apologies if this has been addressed already, but what permissions does the user need to edit topics like this example? Do they need to be an Author or SME?	It is currently tied to Author seats, however, that will be changing soon
Are there other collaborator roles in Central besides Author and SME?	We are currently reworking roles, so please stay tuned for updates regarding this!
Can SME licensees just edit a topic or does the user have to have an Author license?	at this time, you need to be an author, and then you can remove all permissions and just keep the edit files permission. We hope to have additional roles soon, that is between an author and SME
Can this person see all your project because of their role? Or do you assign a SME for a specific topic?	You send an SME specific file for them to review, so they only have access to those files.

Why can't the review system filter out the conditions that need not have to be reviewed by the SME?	We will be iterating on how conditions are handled via the Central authoring editor, so this type of feature will likely be a part of that effort.
Would the SME working in Central would have to turn them on?	In the review workflow, track changes are always on.
Could this, in theory, replace a flow where our SMEs use Contributor (using Templates we've created), save it to a shared location and then the writers pick those up topics to pull into the projects?	Yes, indeed! SMEs will not have to have contributor installed, they will be accessing files in the cloud and edit using a lightweight web based editor.
Did I understand it correct: It is not possible to create new topics as SME?	For now, that is correct.
Does a person have to have a SME or Author seat? Can a Viewer have access?	Viewers will only have access to the output
Should a company with 1000 SMEs purchase 1000 Central licenses or does Central support floating license feature?	Central supports a form of "floating". For instance, if you have 20 author seats licensed, you could have 100 authors enrolled or registered in Central, however the administrator could only set 20 of them to "Active" at any one time. If "Kevin" finishes, then Kevin can be set to "deactivated" freeing up his seat to be applied to a different author
How would a desktop author in Flare know what has been changed by an SME on Central?	This can be managed in a few ways - authors in Central can see real time who is editing what on a file-by-file basis, including whether edits have been made or changes submitted. Authors are also notified by email when reviews from SMEs are complete. In Flare, authors can see files that are still out for review and can pull in reviews at any time while the files are out for review, if need be. Here is a quick overview on the review workflow from the authors point of view: https://www.madcapsoftware.com/videos/central/reviews-author-perspective/#content
I don't see these permissions for SMEs. Do the users have to have an Author seat to add/edit files?	It is currently tied to Author seats, however, that will be changing soon

Is it possible to have a link in the web page of the content that links directly to the editor for that page? That way the SME doesn't have to dig through the folder structure to find the page.	The SME should see their assigned Files for Review in a separate pane in their Inbox within Central, so they shouldn't need to dig through the entire file structure.
linked CSS would be beneficial for SMEs outside of the writing group. This way the document looks the way we want it to, and they aren't thrown by the look of the document.	Thank you for your valued feedback! it is a great suggestion, and we will submit to our dev team on your behalf
So, this means that contributors require at least an SME seat?	Correct - an SME seat is required to review files. An Author seat will be required to utilize the Authoring features we discussed today.
How would I as author would tell the reviewer, they don't review this part of condition and ignore the rest?	I often will insert an annotation in Flare around an element or around some text and tell my SME - "ignore this, focus on step 5-10" the annotations show up in Central for the SMEs
We publish our output to an internal SharePoint, and we use MadCap Central as host for a duplicate site. Can a SME now do a publish to a SharePoint target, or only to targets hosted on MadCap Central?	SMEs will not be able to publish any content; that right is reserved for Authors with the proper permissions. As of right now, authors can only publish to Central from Central, and will have to publish to SharePoint or other destinations via Flare.
What happens when you have conditions in the topic?	The source content is what is reviewed, so tags are in place, but the SMEs cannot add conditions, they can only edit the content that has the tag in it. With this workflow, we are inviting SMEs to review our source content, but all changes are tracked.
I see that you can commit from Central. Did I miss push and pull?	You now commit directly to git on Central, so there is no push or pull.
Is there a way to allow these edits but require a full Flare author to approve them?	Yes, for the review workflow, authors will have to accept and reject changes in Flare, and then commit to source control. for the new authoring and editing, you can have track changes on, or if they are not, you will see the changes in Flare when you sync. As the the Flare author/power user you are still control what gets published.

When the author "Edits" a file and "Commits," will the original author see the changes they made?	Yes, this can be done using the differences tool
NOTE: Was just able to add/commit a new variable to a variable set via Central. Yes, you have to enter code in the view. Will the code edit permission turned off prevent an individual from doing something like that in non-topic files?	Yes, if edit code is unchecked, then one cannot edit anything in code view.
When a change is made and committed, are the primary writers (the Flare users) notified in some way? Are track changes automatically turned on by default? What about adding a new topic, can you use a provided template?	For new file creation, a pull in Flare will show new files added. Once in Flare, authors can edit, change, manage it in Flare, and commit again into source control. Track changes are on by default in the review workflow and can be turned on for the content creation and editing workflow. At this time, creating topics and snippets in Central from existing templates is not available, but it's a great suggestion, and we will submit to dev on your behalf.
When the person makes an update and commits, does the Flare author still need to review it? Or is basically done?	The Flare author can edit further if need be. However, all changes committed can also be reverted, and roll back is supported.
Can I use the existing snippet in the editor in Central?	At this time, new snippets are supported. Existing snippets can be edited.
Can the author restrict the reviewer permissions so that s/he can't edit the snippets?	Not specifically for snippets - authors can restrict file editing. When sending content for review, snippets are included if they are in the topic, but you can remove them from the review package. They are still in the topic to show context, but they are not editable when sending content for review.
So..., only way to edit snippet file is to open the snippet file independently of the topic; but users cannot yet edit snippets from the open topic? Is this correct?	That is the current workflow, yes - however, we will be bolstering Central's ability to edit things like snippets in-line as the authoring feature continues to develop.

Can concurrent reviewers see each other's comments/edits?	Yes, in the SME review workflow, all invited SMEs (and authors can see edits and comments in real time)
As Flare admin and main writer using Flare, do I get a notification that something has been added/changed? Can I still make it so I can preview it and then accept it?	When you pull, you will see those changes in your project. As the Flare author you have control over all the edits and changes prior to committing, building and publishing
Is newly created content tracked to the user creating it?	Yes, this can be viewed in the commit history in Central
What if a contributor does not turn on track changes or annotate? How would Flare users know what changed?	If the author did not use Track Changes, then the topic history can be used comparing the two most recent versions. Flare will color code anything new, modified, or removed.
Will that edit be tracked?	Yes, you can turn on tracked changes in the editor here,
If an SME makes changes to an existing topic, can the Flare author see what changed? Compare or Track Changes type info?	Yes. If the author used Track Changes, then you can right click on any edit and accept or reject the individual edits. If the author did not use Track Changes, then the topic history can be used comparing the two most recent versions. Flare will color code anything new, modified, or removed.
The edit you made is not in track changes mode?	For editing, and creating new, you can turn on track changes. in the SME review workflow, track changes are always on
What if I want to reject some updates? Is that possible and easy to do?	Yes. If the author used Track Changes, then you can right click on any edit and accept or reject the individual edits. If the author did not use Track Changes, then the topic history can be used comparing the two most recent versions. Flare will color code anything new, modified, or removed.
Can't users with access to edit code permission edit a project file (such as a TOC or a target) using the code editor?	Yes. All files can be edited in Central if one is comfortable with manually editing the raw code.
Does the Edit mode pull in the attached style sheet?	Not at this time, it is rendered in Central's light weight web editor.

How do I keep authors from editing what is in the Project folders?	I would turn off the edit code permission and keep that permission to authors you trust.
Is it possible give access to write/edit to limited/selected files instead of the complete project?	Not currently.
If you update a topic after you sent it for review, do you just resend it? Or do they have to respond to the original first?	Best practice would be to edit that file in Central or you can pull it back to Flare and resend it out. you as the Flare author have full control of that. But if out for review, make an edit in Central. or pull back, edit, and send it again for another round of reviews.
Can the Editor write simple tables?	Yes. Images, lists, headings, sub-headings, and tables can all be added
How does this work with branching?	The edits are done on a branch-by-branch basis, so edits and new content can be added to a specific branch, and then pulled into that branch in Flare
Can I add new images?	Yes! In the top right of the editor, you should see an insert image icon.
Can reviewers add images to topics when creating or editing?	Yes. Images, lists, headings, sub-headings, and tables can all be added
Can you add new images using this WebView?	Yes. Images, lists, headings, sub-headings, and tables can all be added
Can SME's edit/insert images?	Yes, images can be inserted and deleted. At this time there is no image editing capability in Central, the image would need to edit outside, and inserted into Central.
Any plans to enable users to right-click edit snippets and/or images yet?	That is on the "request" list
Can users right-click edit snippets and/or images yet?	You should be able to add/remove images, but right-clicking to edit is not yet implemented. Right clicking to edit a snippet is also not yet added.
Can a contributor add an image file to the project?	Yes! In the top right of the editor, you should see an insert image icon.