



# **ePublisher Platform**

## **Documentation**

**Published date: 12/16/2023**





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# ePublisher Platform Documentation

Welcome to the documentation for the ePublisher Platform.

Navigate to a main section using the links below, select a section from the Table of Contents, or find what you're looking for with the Search bar.

## Latest Release

# [What's New](#)

# [Release Notes](#)

## Authoring Content

# [Markdown++](#)

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## Using ePublisher

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## Generating Output

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## Customizing Output

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## Frequently Asked Questions

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# What's New in ePublisher 2023.1

Read on to learn about the latest features available in this ePublisher release.

# DITA

## New Open Toolkit 4.0.2 and 4.1.2

The DITA Open Toolkit in ePublisher 2023.1 has been upgraded to include the latest versions, enabling deeper capabilities for publishing with DITA XML. For more information on the features of the DITA Open Toolkit, please visit the [DITA Open Toolkit Website](#).

You can upgrade all your projects to use one of these versions of the *DITA OT*. The default version is now set to: `4.1` in the **Project Settings** area.

- Upgraded `dita-ot-4.0` with DITA OT release: `dita-ot-4.0.2`.
- Added support for `dita-ot-4.1` using DITA OT release: `dita-ot-4.1.2`.

# Formats

## Reverb 2.0

- Merged (combined top-level) Index support
- Menu TOC icons can now appear on the right.
- Search highlighting does not filter stop words.

# ePublisher 2023.1 Release Notes

## Highlights

- Reverb 2.0 Merged Index support
- DITA Open Toolkit 4.1.2 support

---

## List of defects fixed in this release

| Defect ID | Summary  |
|-----------|--|
| EPUB1657  | WebWorks Help - Infinite reload loading 'blank.html' in Chrome   |
| EPUB1874  | Reverb 2.0 - Index entries should have option to group by letter not group                               |
| EPUB1993  | Reverb - Client Search highlighting algorithm does not break words like the indexer                      |
| EPUB2114  | Formats - Bullet and note paragraph styles need a better way to handle vertical alignment                |
| EPUB2146  | PDF deploy incorrectly copies the Files folder contents  |
| EPUB2191  | Formats - graphic style by reference image handling should not ignore Maximum image width/height options |
| EPUB2377  | Reverb 2.0 - Scroll-to elements too close to top of page   |
| EPUB2416  | Windows Protected Folders cause ePublisher to crash instead of graceful failure                          |
| EPUB2478  | Reverb 2.0 - Search highlighting does not filter stop words  |
| EPUB2482  | Reverb 2.0 - HTML Baggage file dependences are not copied to output folder                               |
| EPUB2484  | Reverb - url_maps.xml Page element href attributes are incorrectly escaping underscore characters        |
| EPUB2485  | Build - Version for 2023.1   |
| EPUB2486  | DITA - Hazardstatement paragraph style name for the icon has incorrect 'Type' suffix                     |

| <b>Defect ID</b> | <b>Summary</b>  |
|------------------|---|
| EPUB2488         | FrameMaker - Native PDF generation fails without Distiller with 32bit FrameMaker                            |
| EPUB2489         | Word - Improve Digital Signature for WebWorks Menu and other addins   |
| EPUB2490         | Digital Certificates Upgraded to use HSM to meet CA security requirements                                   |
| EPUB2491         | DITA - Upgraded DITA OT 4.0 support to use version 4.0.2  |
| EPUB2492         | DITA - Support for DITA OT version 4.1 using release 4.1.2  |
| EPUB2493         | Update HTML release notes   |
| EPUB2494         | Documentation - Update ePublisher online help   |
| EPUB2495         | DITA - ant pipeline failure calling fn:concat() with multiple item sequence                                 |
| EPUB2496         | Reverb 2.0 - #context links to different help sets on same server are incorrectly treated as internal links |
| EPUB2502         | Reverb 2.0 - Make TOC Icon Configurable to Left or Right  |
| EPUB2503         | ePublisher - Update Release Artwork for 2023.1  |

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**Microsoft Help Workshop**

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**NetAdvantage**

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**Newtonsoft.Json**

Copyright (c) 2007 James Newton-King.

**NSIS (Nullsoft Scriptable Install System)**

Copyright (C) 1999-2017 Contributors.

All NSIS source code, plug-ins, documentation, examples, header files and graphics, with the exception of the compression modules and where otherwise noted, are licensed under the zlib/libpng license.

**nsisDDE plugin**

Copyright (c) 2005-2010 Olivier Marcoux.

**Oracle Help**

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**Various .Net Utilities**

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**Xerces**

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# Contacting Quadralay

Please contact us with your questions and comments. We look forward to hearing from you. If you need assistance with an issue, please contact Technical Support. The Support Web site allows you to review the support policy and create a case to track an issue.

|                   |  |
|-------------------|--|
| <b>Telephone:</b> | 877.893.2967<br>512.719.3399   |
| <b>Email:</b>     | <a href="mailto:info@webworks.com">info@webworks.com</a>                 |
| <b>Support</b>    | <a href="http://www.webworks.com/Support/">www.webworks.com/Support/</a> |
| <b>Web Site:</b>  | <a href="http://www.webworks.com">www.webworks.com</a>                   |



# Conventions

WebWorks ePublisher documentation uses consistent conventions to help you identify items. The following table summarizes these conventions.

| Convention  | Use   |
|---|---|
| <b>Bold</b>   | <ul style="list-style-type: none"><li>• Window and menu items</li><li>• Technical terms, when introduced</li></ul>  |
| <i>Italics</i>                                      | <ul style="list-style-type: none"><li>• Book titles</li><li>• Variable names</li><li>• Emphasized words</li></ul>   |
| <code>Fixed Font</code>                             | <ul style="list-style-type: none"><li>• File and folder names</li><li>• Commands and code examples</li><li>• Text you must type</li><li>• Text (output) displayed in the command-line interface</li></ul> |
| Orange  | <ul style="list-style-type: none"><li>• Links</li></ul>   |
| >   | <ul style="list-style-type: none"><li>• Submenu selections, such as <b>Target &gt; Target Settings</b></li></ul>  |
| Brackets, such as <code>[value]</code>              | <ul style="list-style-type: none"><li>• Optional parameters of a command</li></ul>  |
| Braces, such as <code>{value}</code>                | <ul style="list-style-type: none"><li>• Required parameters of a command</li></ul>  |
| Logical OR, such as<br><code>value1   value2</code> | <ul style="list-style-type: none"><li>• Exclusive parameters. Choose one parameter.</li></ul>   |

# Introduction to the WebWorks ePublisher Platform

[What Is ePublisher?](#)

[How ePublisher Helps You](#)

[How Organizations Use ePublisher](#)

Content development, publication, and maintenance are complex, time-consuming processes. Each day, companies spend numerous hours writing, formatting, and publishing information needed by internal and external users. At the same time, these users search among vast amounts of content to find the information they want and need. Companies need to streamline content production processes while delivering the content to users when, where, and how they need it.

Adding to this complexity, teams across the company use multiple content authoring tools, such as Markdown++, Adobe FrameMaker, Microsoft Word, and XML editors, to create the content. These teams must be able to use the authoring tools that best meet their needs. However, mastering these tools for content development is only half the battle. Content developers also need tools to publish content consistently in multiple formats, such as print, HTML, and PDF. This requirement is difficult to meet and often leads to increased production costs or an inconsistent corporate image. In addition, corporate branding standards change over time, and implementing these changes across all content adds to production and maintenance costs.

With all these variations in content creation, publication, and maintenance, delivering the right information to the right people in the right format and at the right time is an endless and costly struggle that consumes enormous time and resources across organizations.

# What Is ePublisher?

The WebWorks ePublisher Platform (ePublisher) is a powerful, comprehensive solution that delivers cost-effective processes for efficiently publishing and maintaining online and print information. ePublisher gives you the flexibility to deliver content from multiple types of source documents, such as Markdown ++, Adobe FrameMaker, Microsoft Word, and DITA, in virtually any output format you need without incurring training or software deployment expenses. The open, standards-based architecture provides a powerful engine that does not lock your content in a proprietary format that can become outdated as tools and standards change.

With the robust combination of input and output formats supported by ePublisher, you can develop the content using your preferred content authoring tools, and then produce and maintain all your deliverables within a single publishing environment. You can implement a consistent look and feel across all deliverables and quickly modify and deploy that branding if and when needed. ePublisher integrates seamlessly with your content management or version control systems, so you can automatically generate and deploy the deliverables you need and reduce the time demands on your teams.

## Workflow

WebWorks ePublisher Platform components provide a workflow that ensures you can deliver your content, your way, every time. A successful online content delivery workflow includes the following items:

- Creation and automation of consistent, reusable online content designs
- Packaging of online content designs for seamless, consistent reuse
- Application of online content designs to new and existing projects to ensure consistent content delivery and deployment

ePublisher supports this workflow by allowing ePublisher users to perform the following tasks:

- Stationery designers use ePublisher Designer to create and manage online content designs, then package the designs into Stationery for writers to use
- Writers use ePublisher Express and Stationery to create and deploy consistent online content
- ePublisher AutoMap can be configured to automatically generate and deploy online content

For more information about the WebWorks ePublisher Platform components that support this workflow, see “WebWorks ePublisher Platform Components”. For more information about the ePublisher workflow, see “Understanding the ePublisher Workflow”.

## WebWorks ePublisher Platform Components

With ePublisher, you can write your content in your preferred authoring tools, then use ePublisher components to design and deliver your content. The ePublisher components allow you to design all the content output formats you need, and then automate the publication process and integrate it with your company-wide processes, such as product builds and Web site updates.

ePublisher includes the following components:

### **ePublisher Designer**

The design tool for creating and designing Stationery. **Stationery** defines the appearance and functionality of all the output formats you need. ePublisher provides several default formats that you can use as a basis for your Stationery, and then you can customize that standard and save it as your Stationery for your deliverables produced using the other ePublisher components.

### **ePublisher Express**

The on-demand publishing tool that transforms your content based on your Stationery and converts your source documents into the desired output formats. This component is installed on the desktop and integrates with your existing authoring tools to support the features you require, such as related topics and expand/collapse sections within your deliverable. With this component, you can quickly prepare your source documents and generate your final deliverables.

### **ePublisher AutoMap**

The automation tool that enables you to automate the content conversion process, batch processing, and integration with content management or version control systems. This component lets you schedule conversion projects to occur at times when you are not using your computer. For example, you can schedule the conversion to occur overnight. Then, when you arrive the next morning, your transformed content is ready for you. You can also automatically generate and deploy deliverables to meet your specific needs, such as updating Web site content based on updated source documents.

### **ePublisher Legacy Formats**

Supports projects that use output format versions of ePublisher that are no longer supported. These are available in a separate installer. Contact support for details.

## Supported Input Formats

ePublisher provides a single-sourcing environment that works with the following input formats.

- Markdown++
- Adobe FrameMaker
- Microsoft Word
- DITA XML Files

## Supported Output Formats

ePublisher lets you define your **output formats**, such as XHTML and WebWorks Help, so content developers can focus on developing quality content without worrying about tedious conversion requirements for various deliverables. You can manage your content as you want and produce deliverables in the following formats:

- WebWorks Reverb 2.0
- WebWorks Reverb
- WebWorks Help 5.0
- Dynamic HTML
- Microsoft HTML Help
- Eclipse Help
- Sun JavaHelp 2.0
- Oracle Help
- PDF
- PDF - XSL-FO
- eBook - ePUB 2.0
- XML+XSL

# How ePublisher Helps You

With ePublisher and its agile enterprise publishing capabilities, you have unparalleled design flexibility with the ability to deliver your information, regardless of input format, in multiple output formats. This solution enables both large and small organizations to implement the publishing environment that works best for them.



## Streamline and Automate the Content Publishing Process

In a traditional content authoring environment, a content author produces content designed for a single output format. This environment typically has the following limitations:

- Content is often duplicated across multiple content-producing teams.
- Content is not maintained consistently across the multiple teams.
- Production is expensive with multiple tools and technologies.

Using ePublisher, you can quickly publish content from your source documents. You can develop the content using your preferred content authoring environment, such as Markdown++, Microsoft Word, Adobe FrameMaker, or DITA. You do not have to spend time and resources learning how to format content for each and every output format in which your content will be delivered. You can focus on the content, and then use your Stationery to quickly and easily deliver information in the multiple formats that meet the requirements for your organization.

ePublisher reduces wasted time and expenses that occur when multiple groups in your organization unknowingly produce the same information at the same time. This publishing environment allows your organization to produce content one time. This content can then be shared in varying input formats across your organization.

## **Produce High Quality Deliverables with Fewer Individual Dependencies**

Instead of requiring team members to understand the entire process to produce content in multiple formats, team members can focus on their areas of expertise. Content developers can create informative content to add value to the products and services they document. You can also expand the skills of individual team members into important new areas, which strengthens your team as a whole.

ePublisher lets you concentrate on producing high-quality content within the authoring environment that works for you. You spend much less time on designing, implementing, and delivering multiple output formats. With ePublisher, you quickly generate complete, ready-to-deploy publications.

ePublisher also allows you to preview, proof, and review your content before you publish and deploy it. The comprehensive reports and on-demand reporting help you identify and correct any issues that may effect your online content, such as invalid styles, missing links, and compliance with Web accessibility standards. In this way, ePublisher ensures that the content you produce is of the highest quality and consistency.

## **Reduce Support Costs and Increase Customer Satisfaction**

When you consider the many steps content goes through to get from the content developer to its final destination, publishing content can be a tedious, costly process. When an organization does not commit its attention and resources to product information, the negative results impact many aspects of the business.

Customers want to find their solution by reading as little as possible. Consistent content helps customers skim the content and find the information they need. The time content developers spend formatting content for various output formats reduces the time they have to review and improve the content. Customers can become frustrated when they spend time sorting through inconsistent and potentially inaccurate or incomplete information.

Frustrated customers quickly give up and contact customer support, often with a negative impression of the company. Increased customer support calls, especially for basic concepts and product usage, can waste valuable company resources.

ePublisher provides a workflow designed to make the publishing process as non-intrusive as possible. By allowing you to choose your preferred authoring environment and having role-focused software components, training time and production costs are reduced. The published content is consistent and delivers more value to your customers.

## Quickly Update and Deliver Content More Often

If your style or online content requirements change in your organization, you need to make changes throughout your content to implement these new requirements. Extended production times increase the difficulty and complexity of these changes. ePublisher streamlines the production process to enable you to quickly implement and deploy updated content. With these streamlined processes in place, you can deliver updated content more often.

ePublisher allows you to define and deploy centralized Stationery that all projects use. When corporate standards change, such as logos and branding, you can quickly update the Stationery to incorporate the new standards. Then, content developers can import the updated Stationery into their projects and publish their updated deliverables using the new standards without changing or redesigning their source documents.

## Reduce Content Management Life Cycle Costs

Due to the limitations of the traditional content model, many organizations want to move to a single-sourcing environment. **Single sourcing** allows the same content to be used multiple times and delivered in different formats. Organizations use single sourcing to eliminate duplicate content, reduce content translation and maintenance costs, improve content consistency, and minimize errors. Single sourcing also allows organizations to produce information in various formats using the same source.

Many single-sourcing solutions require all content authors to use the same authoring tool. ePublisher allows you to develop the content using your preferred content authoring environments, such as Markdown++, Microsoft Word, Adobe FrameMaker, or DITA. Each department can standardize on the authoring tool that is right for them, and ePublisher ties all the input formats together with a single, unified, reliable publishing process. ePublisher allows you to create integrated deliverables with source documents from multiple authoring tools.

With ePublisher, you can use your existing authoring tools and content management systems to meet organization-wide publishing needs without incurring training or software deployment expenses. The open architecture, based on industry-standard XSL, provides a flexible solution that you can customize to meet your needs without locking you into a proprietary format that could result in expensive future migration costs.

# How Organizations Use ePublisher

Companies use ePublisher to meet many of their content development, delivery, and maintenance needs:

- Update Web sites automatically with thousands of HTML pages every day
- Merge content across functional boundaries and deliver consistent content on corporate intranets and extranets
- Deliver integrated, context-sensitive help systems with products
- Single-source and deliver content in online and print formats
- Deploy content for multiple platforms and devices

The following sections highlight several ways you can use ePublisher to deliver consistent, comprehensive information.

## **Automatically Update Content on Web Sites**

Corporate Web sites have evolved into far more than just flashy advertising with contact information for your business. In addition to attention grabbing marketing about products and features, many company Web sites feature tutorials, product demos, specific product requirements and details, and Web 2.0 resources such as community forums where customers can share information.

With ePublisher, you can consistently update the content on your Web site to maintain the latest information and make sure it is available to your customers. You can schedule and automate content processing and deployment to deliver up to date information each and every day.

ePublisher also allows you to easily maintain corporate intranets and publish source documents from multiple organizations across your company. You can define a standard Stationery and templates for teams to use. You can then define an ePublisher job and schedule it to search a drop-box folder on a regular basis and publish the content from the source documents in that folder using your standard Stationery. This scenario ensures your team members have the latest information they need and reduces the expenses associated with publishing and maintaining this content on your intranet.

## **Deliver Full-Featured, Context-Sensitive Help Systems**

Products need to provide comprehensive help systems that meet the needs of many potential audiences. Content design and delivery must ensure that users get the information they need when, where, and how they need it. Some products need to deliver different content to different audiences. Other products are sold by multiple companies and require distinct product branding.

ePublisher provides comprehensive support for many advanced features used in online content design and delivery, including the following elements:

- Customizable browse navigation and breadcrumbs
- Customizable table of contents and mini-TOCs
- Expandable/collapsible text sections
- Related topics
- Images, image maps, and multiple forms of multimedia
- Context-sensitive help topics
- Merged help systems (multi-volume help)
- Variables and conditions
- Includes (one source file includes another)
- Accessibility features, such as alternate text and long descriptions
- Field-level help



## **Produce Single-Sourced Print and Online Optimized Content**

Customers have different needs and expectations for product content. In many cases, producing information in multiple formats for users involves extensive conversion and customization work to develop and deliver the various formats. Content authors must shift their attention to manipulating and converting the content into the many different user formats, often for both print and online, instead of focusing their time and efforts on developing quality information for users.

With ePublisher, you can quickly and efficiently produce consistent, effective print and online content in multiple formats. ePublisher provides XML/XSL processing and intelligent caching to process your source documents faster than ever before.

ePublisher produces the formatting code for you, whether it is HTML, XML, Formatting Objects (PDF generation), or a completely custom format. You do not need to know how to tag files for various output formats. With ePublisher, content developers can produce a printable PDF manual and a comprehensive online help deliverable immediately after finishing their content using the Stationery defined separately from their content.

# Planning and Installing ePublisher

- Licensing Considerations
- Components and Supported Configurations
- Requirements
- Downloading ePublisher Installers
- Microsoft Windows Requirements
- Downloading and Installing the Microsoft .NET 4.7.2 Framework
- Installing ePublisher
- Working with Contract IDs
- Upgrading from Previous Versions
- Uninstalling ePublisher
- Troubleshooting Installation, License Keys, and Uninstallation

This section helps you plan your ePublisher installation and install ePublisher components. This section provides information about ePublisher components and supported configurations and ePublisher requirements. This section also explains how to download and install ePublisher components, use your **contract identifier** (Contract ID), work with license keys, upgrade ePublisher, and troubleshoot installation and licensing issues. Windows

# Licensing Considerations

Before you can generate output using ePublisher, you must have a valid Contract ID. ePublisher uses your Contract ID to automatically handle the licensing of all ePublisher components and features. Your Contract ID is valid for your ePublisher use. Your contract ID may also be valid for other users, as long as the other users were included in the contract associated with the contract ID at the time ePublisher was purchased or the other users have been added to the same contract.

Currently ePublisher is licensed based on component and source document input format. ePublisher components include ePublisher Express, ePublisher Designer, and ePublisher AutoMap. ePublisher input formats include Adobe FrameMaker, Microsoft Word, and DITA-XML. Based on the input format of the files you use to author content, you may have access to one or more input formats. For more information about each ePublisher component, see “WebWorks ePublisher Platform Components”. For more information about Contract IDs, see “Working with Contract IDs”.

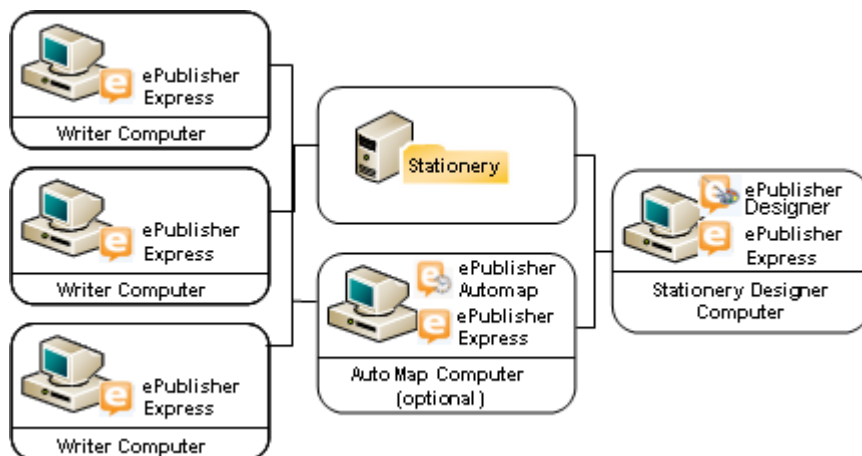
# Components and Supported Configurations

Stationery designers must install ePublisher Designer and ePublisher Express on their computers. Stationery designers use ePublisher Designer to design Stationery and ePublisher Express to test Stationery.

Writers install ePublisher Express on their computers. Writers use ePublisher Express to generate output using Stationery created by a Stationery designer.

If you want to use AutoMap to automate output generation and integrate your output generation with content management or version control systems, install ePublisher AutoMap and ePublisher Express on the computer where you want to use ePublisher AutoMap. ePublisher AutoMap requires ePublisher Express. You can install ePublisher AutoMap on its own separate computer, or you can install ePublisher AutoMap on a Stationery designer or writer computer where ePublisher Express is already installed.

The following figure shows a sample ePublisher configuration.



# Requirements

This section lists requirements for ePublisher components and input and output formats.

## ePublisher Express, ePublisher Designer, and ePublisher AutoMap Requirements

The following table lists the minimum and recommended system requirements for ePublisher Express, ePublisher Designer, and ePublisher AutoMap.

**Note:** Memory requirements can vary with the size of the job, including number of files to generate, size of each file, number of images and tables, and more. Generally, performance increases with available memory. The following values provide good performance for an average job.

|                             | Minimum   | Recommended   |
|-----------------------------|---|---|
| <b>Processor</b>            | Intel i3  | 3.0 GHz Xeon Dual Core  |
| <b>Memory</b>               | 1 GB RAM  | 16 GB RAM   |
| <b>Available Disk Space</b> | 1 GB available hard disk space  | 2 GB available hard disk space  |
| <b>Operating System</b>     | Microsoft Windows 10  | <ul style="list-style-type: none"><li>• Microsoft Windows 10 or 11</li><li>• ePublisher AutoMap is also supported on Windows Server 2012 - 2022.</li></ul>  |
| <b>Additional Software</b>  | <ul style="list-style-type: none"><li>• Java 11+</li><li>• Ghostscript (installed from Internet if missing, more info at: <a href="http://www.ghostscript.com">www.ghostscript.com</a>)</li><li>• Microsoft .NET Framework 4.7.2 (installed from Internet if missing)</li></ul> | <ul style="list-style-type: none"><li>• Java 17 LTS (installed from Internet if missing)</li><li>• Ghostscript (installed from Internet if missing, more info at: <a href="http://www.ghostscript.com">www.ghostscript.com</a>)</li><li>• Microsoft .NET Framework 4.7.2 (installed from Internet if missing)</li></ul> |
| <b>Display</b>              | 800 x 600 display screen resolution   | 1280 x 1024 display screen resolution (dual monitors supported)   |

## Additional Source Document Requirements

The following table lists the minimum and recommended system requirements for and Markdown++, Adobe FrameMaker, Microsoft Word, DITA Open Toolkit.

| Input Format      | Minimum                               | Recommended                                |
|-------------------|---------------------------------------|--|
| Markdown++        | N/A                                   | N/A  |
| Adobe FrameMaker  | FrameMaker 2017                       | FrameMaker 2022                            |
| Microsoft Word    | Word 2013                             | Word 2021                                  |
| DITA Open Toolkit | Oracle JRE or JDK (Java), version 11+ | Oracle JDK (or compatible), version 17 LTS |

For additional information, please refer to the following page for up-to-date input requirements: [https://www.webworks.com/Support/ePublisher/System\\_Requirements/](https://www.webworks.com/Support/ePublisher/System_Requirements/)

## **Additional Output Format Requirements**

You can use ePublisher to produce output in several different formats. This section provides output format requirements for each output format ePublisher supports.



## WebWorks Reverb 2.0

WebWorks Reverb 2.0 can now be viewed directly from your computer's file system or from a running web server. This means that you can use this format to deliver online help as part of a non-networked help system. However, in order to provide Reverb's social-media capabilities (i.e. commenting, likes) to your end-users you must deploy the output to a system that is running a web server. Then your end-users must access the content via an **http** or **https** url. If you do not have a web server, you can configure IIS on Windows or any other available web server software. For more information on IIS, consult the following [resource](#).

When you are using ePublisher to generate WebWorks Reverb, ePublisher includes a viewer that you can use on the computer where you installed ePublisher to view the WebWorks Reverb output you generated using ePublisher.

### *Configuring web server for Reverb*

If deploying Reverb output to a public web server that has X-FRAME-OPTIONS configured, make sure that for HTML pages this header is not configured as follows:

```
X-Frame-Options: DENY
```

Instead it should be configured as:

```
X-Frame-Options: SAMEORIGIN
```

### *Reverb browser requirements*

WebWorks Reverb has been tested on the following platforms:

- Internet Explorer 10+
- **Note:** Internet Explorer has been discontinued by Microsoft
- Microsoft Edge
- Mozilla Firefox
- Safari
- Chromium browsers (Brave, Google Chrome, etc.)

### **Local Deployment Limitations**

Google Translate and Disqus Commenting are not functional when content is deployed locally (i.e. not hosted on a web server). However, all other capabilities of the help system will still be functional.

### **Web Server Deployment Requirements**

End users are not required to enable **DOM storage**. However, if not enabled, the **Thumbs Up**, **Thumbs Down** features will not record analytic events.

## **WebWorks Reverb 1.0 Limitation**

WebWorks Reverb 1.0 is the predecessor version of Reverb and requires that you deploy your output to a web server (not directly from your computer's file system).

When you are using ePublisher to generate WebWorks Reverb 1.0, ePublisher includes a viewer that you can use on the computer where you installed ePublisher to view the output you generated using ePublisher.

## Dynamic HTML

To view Dynamic HTML, users must have a browser that supports HTML 4.0 installed. HTML 4.0 was published in late 1997, and the major browsers, such as Internet Explorer, Firefox, and Safari support HTML 4.0. For more information about the HTML version a browser supports, see the documentation for the browser. If you choose to implement online features that require JavaScript, such as popups, users may also need JavaScript enabled. Most browsers have JavaScript enabled by default.

## PDF -XSL-FO

For generating PDF output, the PDF - XSL-FO output format is the best choice if you want to have complete control of your output's styling using ePublisher. If you are using Adobe FrameMaker or Microsoft Word, you can consider using the PDF output format, which relies upon the print engine of those authoring environments for styling.

To generate PDF - XSL-FO files, you must have the Java2 Platform SDK version 1.2.2 or later installed. You can download the Java2 Platform SDK for free from the Sun Microsystems Web site at <http://java.sun.com/javase/index.jsp>.

**Note:** Make sure to use Java version 8, 64-bit, if possible.

## eBook - ePUB 2.0

To generate output in this format, there are no external tools required. However, you will need a compatible ePUB reader in order to view the generated output. For development purposes, it is common practice to use an ePUB reader on your computer desktop, for example, you can use Adobe Digital Editions available at: <https://www.adobe.com/solutions/ebook/digital-editions.html>.

## Eclipse Help

To generate Eclipse Help, you must have the Java2 Platform SDK version 1.2.2 or later installed. You can download the Java2 Platform SDK for free from the Sun Microsystems Web site at <http://java.sun.com/javase/index.jsp>.

If you are using ePublisher to generate Eclipse Help, ePublisher includes a viewer that you can use on the computer where you installed ePublisher to view the Eclipse Help you generated using ePublisher.

To view Eclipse Help when you include Eclipse Help with an application, users must have the Eclipse integrated development environment (IDE) installed. Typically, application developers configure their applications to install the Eclipse IDE with the Eclipse Help content to ensure users can view the Eclipse Help while using the application. To view Eclipse Help, users must also have Microsoft Internet Explorer 6.0 or later or a Mozilla-based browser 1.7 or later installed.

## Microsoft HTML Help 1.x

To generate Microsoft HTML Help, you must have Microsoft HTML Help Workshop 1.x installed. If you do not have Microsoft HTML Help Workshop installed, ePublisher will ask you if you want to install Microsoft HTML Help Workshop during the ePublisher installation process. You can also download the Microsoft HTML Help Workshop for free from the Microsoft Developer Network Web site at <http://msdn.microsoft.com/en-us/library/ms669985.aspx>.

To view Microsoft HTML Help, users must have the Microsoft HTML Help viewer installed. The Microsoft HTML Help viewer is installed with most Windows operating systems in use today. Users must also have Internet Explorer 4.0 or later installed. Microsoft HTML Help does not require that users use Internet Explorer as their default browser. Microsoft

**Note:** Due to the legacy nature of this help run time, if you are generating your help from a networked location, you must map your help drive to a mapped letter such as z:\. UNC drives such as \\server.example.com\directory will not work as output locations for this help format. For more information on this issue, please refer to [Microsoft's Support website](#) and search for your version of Windows.

## Oracle Help

To generate Oracle Help, you must have the Java2 Platform SDK version 1.2.2 or later installed on your computer. You can download the Java2 Platform SDK for free from the Sun Microsystems Web site at <http://java.sun.com/javase/index.jsp>. The Java 2 Platform is also known as the Java Platform, Standard Edition (Java SE).

To view Oracle Help, users must have the Java Runtime Environment (JRE) installed on their computer. Typically application developers configure their applications to install the JRE with the Oracle Help content to ensure users can view the Oracle Help while using the application. Oracle Help components must be installed and viewed on the local computer.



## PDF

Most modern browsers such as Chrome and Microsoft Edge have the ability to read PDF files by default, though the user may also install Adobe Reader if a desktop application is needed. You can download Adobe Reader for free from the Adobe Web Site at [http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html).

Customers may encounter issues with font embedding and Windows 7. Please refer to the following resources to address this issue:

<http://wiki.webworks.com/Permalinks/Solutions/Output/PDF/ProblemsInWindows7>

<http://wiki.webworks.com/Permalinks/Solutions/Output/PDF/IssuesWithTrueTypeFonts>

## Sun JavaHelp 2.0

To generate Sun JavaHelp 2.0, you must have the Java2 Platform SDK version 1.2.2 or later installed on your computer. You can download the Java2 Platform SDK for free from the Sun Microsystems Web site at <http://java.sun.com/javase/index.jsp>. The Java 2 Platform is also known as the Java Platform, Standard Edition (Java SE).

To view Sun JavaHelp, users must have the Java Runtime Environment (JRE) installed on their computer. Typically, application developers configure their applications to install the JRE with the Sun JavaHelp content to ensure users can view the Sun JavaHelp while using the application. Sun JavaHelp components must be installed and viewed on the local computer.

## WebWorks Help 5.0

To view WebWorks Help, users must have JavaScript enabled in the browser. If JavaScript is not enabled, then the help system does not display in its entirety. For more information about determining whether JavaScript is enabled in your browser, see your browser options.

WebWorks Help has been tested on the following platforms:

**Note:** Due to modern browser security constraints, WebWorks Help 5.0, does not support local file system deployments (i.e. `file://` URLs).

- Microsoft Internet Explorer

**Note:** Internet Explorer has been discontinued by Microsoft.

- Microsoft Edge
- Mozilla Firefox
- Safari
- Chromium browsers (such as Brave, Google Chrome)
- Opera

Please refer to the WebWorks wiki for an up-to-date list of supported browsers: <http://wiki.webworks.com/Permalinks/BrowserSupport>

# Downloading ePublisher Installers

ePublisher installers are available for download as `.exe` files on a secure area on the WebWorks Web site. You can obtain ePublisher installers through one of the following methods:

- ***If you are evaluating ePublisher***, the WebWorks customer service team will send you an email that contains a link to the location where you can download the ePublisher installer.
- ***If you are a new ePublisher customer***, the WebWorks customer service team will send you an email that contains a link to the location where you can download the ePublisher installer when you purchase ePublisher.
- ***If you are an existing ePublisher customer with an active maintenance agreement***, the WebWorks customer service team will automatically send you an email that contains a link to the location where you can download the ePublisher installer each time a new version of ePublisher releases. If you have a My Cases login for the WebWorks technical support Web site, you can also obtain the ePublisher installer in the My Cases area when you log in to the WebWorks technical support site.
- ***If you are an existing ePublisher customer without an active maintenance agreement***, contact the WebWorks account management team for more information.

The link you receive to the download location for the ePublisher installer is typically active for only one to two weeks. ePublisher installer download locations are changed often for security reasons. If you need the latest link to an ePublisher download kit, you can request a link by submitting a support request on the WebWorks Web site at <http://www.webworks.com/Support/>. WebWorks technical support will verify that you purchased an ePublisher license for the requested component and then provide a link where you can download the requested installer.

## To download an ePublisher installer

1. Click the download link in the email from WebWorks.
2. On the WebWorks download page, click the link for the ePublisher component you want to install.
3. Click **Save**.
4. Browse to a location on your local computer where you want to save the installer, and then click **Save**.
5. Click **Close** when the download completes.
6. Browse to the location on your local computer where you saved the `.exe` file for the ePublisher component.
7. Run the `.exe` file.

# Microsoft Windows Requirements

ePublisher Requirements for running on Microsoft Windows.

# Downloading and Installing the Microsoft .NET 4.7.2 Framework

ePublisher components require the Microsoft .NET 4.7.2 Framework.

**Note:** The ePublisher Express installer will handle the download and installation of this component if it is not present on the user's machine. If the user cannot connect to the Internet while installing, then this component will need to be downloaded and installed manually before proceeding with the ePublisher Express installation. This component can be found for free at: <https://dotnet.microsoft.com/download/dotnet-framework/net472>.

In any case, after the installation of the Microsoft .NET 4.7.2, the user may need to restart the computer before installing ePublisher Express.

# Installing ePublisher

This section explains how to install ePublisher components. Read this section before you install ePublisher components.

## Installation Order for ePublisher Components

Ensure you install ePublisher components in the correct order. Review the following installation options before you install ePublisher components:

- ***If you want to generate output using Stationery created by a Stationery designer***, install only ePublisher Express on the computer.
- ***If you want to design Stationery and generate output***, install ePublisher Express and ePublisher Designer on the computer.

**Note:** ePublisher Designer requires ePublisher Express. Ensure you install ePublisher Express on the computer before you install ePublisher Designer.

- ***If you want to schedule and automate output generation***, install ePublisher Express and ePublisher AutoMap on the computer where you want to use ePublisher AutoMap.

ePublisher AutoMap requires ePublisher Express. Ensure you install ePublisher Express on the computer before you install ePublisher AutoMap. You can install ePublisher AutoMap using one of the following configurations:

- On its own separate computer where ePublisher Express is already installed
- On a Stationery design computer where ePublisher Express and ePublisher Designer are already installed
- On a writer computer where ePublisher Express is already installed



## Installing ePublisher Components

This section provides instructions for installing ePublisher components, including ePublisher Express, ePublisher Designer, and ePublisher AutoMap.

**Note:** You must install ePublisher Express first. Then, you can install ePublisher Designer and ePublisher AutoMap. Both ePublisher Designer and ePublisher AutoMap require ePublisher Express.

*If you are upgrading from a previous version of ePublisher*, review the upgrade instructions. For more information, see “Upgrading from Previous Versions”.

### To install ePublisher components

1. Log on as a user using an account that is a member of the Administrators group on the local computer.
2. Close all instances of Microsoft Office applications running on the local computer, including instances of Microsoft Word and Microsoft Outlook. Close all instances of Adobe FrameMaker running on the computer.
3. Run the `WebWorks ePublisher <Product> (<32|64>-bit).<Version>.<Build_Number>.exe` file for the ePublisher component you want to install.
4. Review the welcome message, and then click **Next**.
5. Review the license agreement. If you agree to the terms of the agreement, click **I Agree**.
6. Select the application shortcuts you want to create, and then click **Next**.
7. Specify the location of the installation directory, and then click **Next**. The default installation directory is `C:\Program Files (x86)\WebWorks` or `C:\Program Files\WebWorks`.
8. Click **Next** to confirm your selections and to begin installing the ePublisher component.
9. In the WebWorks Licensing Info window, complete the following steps:
  - a. Enter your Contract ID. If you previously installed ePublisher on the computer using a valid Contract ID, ePublisher will automatically detect the Contract ID and display your Contract ID information. For more information about contract IDs and obtaining a Contract ID, see “Working with Contract IDs” “Obtaining Contract IDs”.
  - b. Enter your email address. If you have an email address that you use as your WebWorks support login, enter that email address.
  - c. Enter the name of your computer.
  - d. Click **Confirm**.
10. *If the installer displays the HTML Help Workshop 1.3 Setup window*, you can install Microsoft HTML Help Workshop 1.3 as part of your ePublisher installation. Install Microsoft HTML Help Workshop if you plan to generate Microsoft HTML Help output.

- *If you want to install Microsoft HTML Help Workshop 1.3*, click **Yes**, and then follow the instructions to install Microsoft HTML Help Workshop.
  - *If you do not want to install Microsoft HTML Help Workshop 1.3*, click **No**.
11. Click **Close** when the installation completes. ePublisher also opens a new browser window and displays a page on the [www.webworks.com](http://www.webworks.com) web site when the installation completes.

## Installing Ghostscript

Beginning with the 2019.2 release of ePublisher, the Ghostscript postscript processing tool will no longer be bundled with the ePublisher Express installer. Instead, the ePublisher Express installer attempts to detect if Ghostscript is already installed and if not, will attempt to automatically download and install it. If the installer is unable to install Ghostscript, then you can follow the steps below to manually install it on your system.

Ghostscript can be installed either before or after you install ePublisher. However, if you run conversions that require postscript processing, ePublisher will generate error messages in its generation log and the output may be missing image files.

### To download and install Ghostscript

1. Access the Ghostscript download page at: <https://github.com/ArtifexSoftware/ghostpdl-downloads/releases>.
2. Click on the link labeled `gs<VERSION>w64.exe` or `gs<VERSION>w32.exe` depending on if you are using the 64-bit or 32-bit version of ePublisher. For example: `gs9550w64.exe` for the 64-bit version of ePublisher.
3. Run the installer, it should have a filename similar to: `gs9550w64.exe`.
4. Check **Generate cidfmap for Windows CJK TrueType fonts**.
5. If ePublisher was running, make sure to restart it before continuing to use it.

## Ghostscript not Installed Warnings

If Ghostscript is not installed ePublisher will generate warnings of the following form:

```
[Warning] Attempt to render PostScript to 'jpeg' returned 'Unable to load DLL 'gsdll32.dll': The specified module could not be found. (Exception from HRESULT: 0x8007007E) at Pelagon.GhostScript.gsapi_new_instance(IntPtr& pInstance, IntPtr pCallerHandle)
```

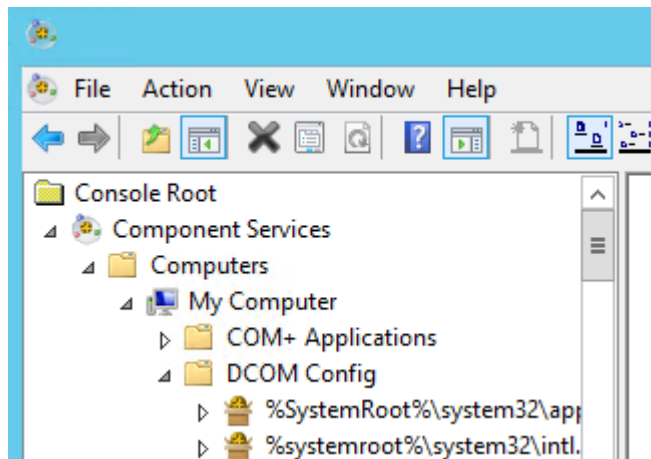
Once Ghostscript is installed, restart ePublisher and generate the project again.

## Configuring AutoMap for Microsoft Source Document Inputs

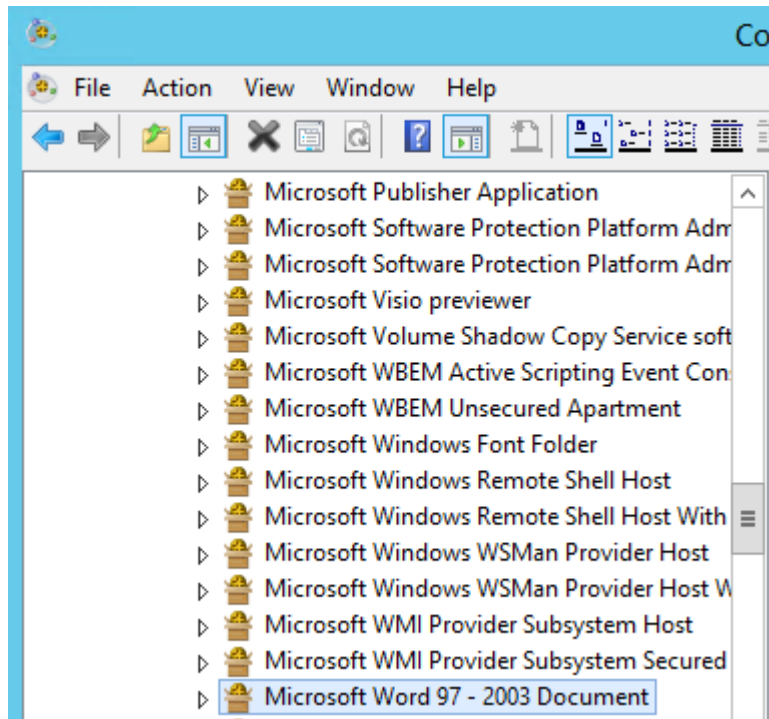
When installing ePublisher AutoMap and if publishing Microsoft Word documents, it may be necessary to configure the DCOM **Login Identify** for the **Microsoft Word 97 - 2003 Document** configuration. Depending on how you or your team will be running ePublisher AutoMap the user account that Microsoft Word will be launched as should be set accordingly.

### To configure the DCOM account Identify of Microsoft Word

1. *If working with a 32-bit version of Microsoft Word*, from the **Start** menu, type: `mmc comexp.msc /32`
2. *If working with a 64-bit version of Microsoft Word*, from the **Start** menu, type: `mmc comexp.msc`
3. In the Component Services dialog, select **Component Services > Computers > My Computer > DCOM Config**.



4. Underneath **DCOM Config**, right-click **Microsoft Word 97 - 2003 Document** and select **Properties**.



5. In the **Microsoft Word 97 - 2003 Document Properties** dialog, select the **Identity** tab, then specify the user account to use to run Microsoft Word, which may or may not be a specific user depending on how you are planning to use ePublisher AutoMap.

Microsoft Word 97 - 2003 Document Properties ? X

General Location Security Endpoints Identity

Which user account do you want to use to run this application?

☐ The interactive user.

☒ The launching user. Typical setting for most cases

☐ This user.

User:  Browse...

Password:

Confirm password:

☐ The system account (services only).

Learn more about [setting these properties](#).

OK Cancel Apply

## **Understanding Installed Sample Projects and Stationery**

ePublisher Express and ePublisher Designer install sample projects and Stationery. You can use these sample projects and Stationery to see some examples of how you can use ePublisher to generate output. For more information about using these sample projects and Stationery to generate output, see “Customizing Your ePublisher Workspace”.



# Working with Contract IDs

ePublisher no longer requires you to manually enter license keys. ePublisher now uses Contract IDs to enable product functionality, which simplifies the ePublisher licensing process.

A Contract ID is a unique identifier that identifies the number of users and type of functionality enabled for your ePublisher installation. WebWorks generates an appropriate Contract ID for your ePublisher installation when you purchase ePublisher or request an evaluation copy of ePublisher. A Contract ID enables functionality based on the items and time frame specified in the purchase contract between your company and WebWorks.

If you have a valid contract ID for one version of the ePublisher product, when a new version of ePublisher releases, you can continue to use your same Contract ID when you upgrade to the new version of the product. You can also continue to use your same Contract ID if you have to uninstall and then re-install a version of ePublisher.

ePublisher licensing is flexible, and the WebWorks team can work with you ensure that you have the licensing that is right for you. Contact WebWorks Sales at [sales@webworks.com](mailto:sales@webworks.com) or WebWorks Customer Service at [customerservice@webworks.com](mailto:customerservice@webworks.com) to discuss any special licensing needs you may have.

## Viewing Licensing and Contract ID Information

You can view licensing information in the License Information window in ePublisher. ePublisher uses adapter license keys, or activation codes, to enable ePublisher functionality. Adapter licensing information is specified in your Contract ID. ePublisher uses an Internet connection to connect to the ePublisher licensing server and periodically retrieve and update adapter activation codes as needed based on your Contract ID.

**Note:** If you need to install ePublisher in an environment without Internet connectivity, WebWorks can provide Contract IDs that support this environment. For more information, see “Managing Licensing in Environments without Internet Connectivity”.

ePublisher licenses, or activation codes, do not display in the ePublisher user interface, but you can view the adapters for which you are licensed and your Contract ID number in the ePublisher user interface.

### To view ePublisher licensing and Contract ID information

1. On the **Help** menu, click **License Keys**. ePublisher displays the input formats for which the component is licensed in the License Information window.
2. *If you want to view your Contract ID number*, click **Register**.

## Obtaining Contract IDs

ePublisher now uses Contract IDs instead of license keys to enable ePublisher functionality.

*If you are evaluating ePublisher*, the WebWorks customer service team will send you an email that contains a Contract ID you can use when you install an evaluation copy of ePublisher. If you have not received an evaluation Contract ID or are having problems with your evaluation license, send an email to [customerservice@webworks.com](mailto:customerservice@webworks.com).

*If you are a new ePublisher customer*, the WebWorks customer service team will send you an email that contains your Contract ID when you purchase ePublisher. If you have not received a Contract ID or are having problems with your licensing, send an email to [customerservice@webworks.com](mailto:customerservice@webworks.com).

*If you are an existing ePublisher customer with an active maintenance agreement*, the WebWorks customer service team will automatically send you an email that contains a link to the location where you can download the ePublisher installer. ePublisher will automatically detect and use your existing Contract ID each time you install a new version of the ePublisher product. If you have not received a Contract ID or are having problems with licensing, send an email to [customerservice@webworks.com](mailto:customerservice@webworks.com) or submit a support request.

*If you are an existing ePublisher customer without an active maintenance agreement*, contact the WebWorks account management team for more information about obtaining your Contract ID by sending an email to [sales@webworks.com](mailto:sales@webworks.com).

For more information about Contract IDs, see “Working with Contract IDs” and “Entering Contract IDs”.

## Entering Contract IDs

ePublisher now uses Contract IDs instead of license keys to enable ePublisher functionality. You must enter your Contract ID, email address, and computer name before you can use ePublisher components. The Contract ID enables the ePublisher product components and ePublisher input formats for which you are licensed. For more information about Contract IDs, see “Working with Contract IDs”.

### To enter a Contract ID

1. On the **Help** menu, click **License Keys**. ePublisher displays the input formats for which the component is licensed in the License Information window.
2. Click **Register**.
3. In the **Contract** field, enter your Contract ID.
4. In the **Email** field, enter your email address. If you have an email address that you use as your WebWorks support login, enter that email address.
5. In the **Computer Name** field, enter the name of the computer where you are installing ePublisher.
6. Click **Confirm**.

## Managing Licensing in Environments without Internet Connectivity

ePublisher uses an Internet connection to connect to the ePublisher licensing server and retrieve or update adapter activation codes as needed based on your Contract ID. If you need to install ePublisher in a restricted environment where ePublisher computers do not have Internet access, contact WebWorks Sales at [sales@webworks.com](mailto:sales@webworks.com) or WebWorks Customer Service at [customerservice@webworks.com](mailto:customerservice@webworks.com) to request a non-network Contract ID. The ePublisher licensing model is flexible, and WebWorks can work with you to provide non-network Contract IDs or other licensing solutions appropriate for your environment.

## Updating Licensing

ePublisher automatically contacts the ePublisher licensing server as needed to obtain updated activation codes. ePublisher communicates with the ePublisher licensing server using an Internet connection. ePublisher obtains updated activation codes as appropriate based on the licensing specified in your Contract ID.

**Note:** If your ePublisher is installed in an environment without Internet connectivity, WebWorks can provide Contract IDs that support this environment. For more information, see "Managing Licensing in Environments without Internet Connectivity"

Typically, you will not need to request updated activation codes, as ePublisher obtains updated codes for you automatically. However, you can manually request updated activation codes in the ePublisher interface. For example, you may want to manually request updated activation codes if you know that the computer where you installed ePublisher will not have Internet access for a long period of time. When you request updated activation codes in the ePublisher interface, ePublisher immediately establishes an Internet connection to the ePublisher licensing server and automatically obtains updated activation codes for the ePublisher adapters for which you are licensed.

### To update ePublisher licensing

1. On the **Help** menu, click **License Keys**. ePublisher displays the input formats for which the component is licensed in the License Information window.
2. Click **Refresh keys**. ePublisher retrieves updated activation codes from the ePublisher licensing server.

## Deactivating Licensing

You can deactivate ePublisher licensing in the ePublisher user interface. Deactivating licensing for the current ePublisher installation allows you to install ePublisher on a different computer without affecting the number of available seats allowed by your contract.

**Note:** The terms of the ePublisher end-user license agreement (EULA) allow you to install ePublisher Express or ePublisher Designer on one office computer and on one home or travelling computer for each assigned ePublisher user seat. ePublisher AutoMap licensing terms can vary based on whether ePublisher AutoMap was purchased on a per writer or per server basis, or in conjunction with a Content Management System (CMS).

### To deactivate ePublisher licensing:

1. On the **Help** menu, click **License Keys**.
2. Click **Unregister**.

# Upgrading from Previous Versions

In most cases, upgrading from a previous version to a new version of ePublisher can be accomplished in just a few steps. This section explains how to prepare for an upgrade, how to upgrade a typical ePublisher installation, and how to upgrade an ePublisher implementation with advanced customizations.



## Updating ePublisher installation

**Note:** If you are transitioning from 32-bit ePublisher to 64-bit ePublisher or vice-versa, be sure to use the installer from the older product or Windows' Add/Remove Programs to Uninstall the previous version of ePublisher before installing the new version of ePublisher. Versions of ePublisher on a different bit platform should be uninstalled before installing a new version of ePublisher on a different bit platform.

If you are installing an ePublisher component that is of version 2018.2 or higher and your currently installed component is version 2014.1 or higher, then your component will automatically be uninstalled for you when you choose the option to update. Otherwise, before installing a new version of an ePublisher component, you must uninstall any previous versions of the component. Uninstalling an ePublisher component removes the installation folder and registry entries for the component from the computer. Since Windows has different registries for 32-bit and 64-bit applications, this only applies to installers of the same platform.

### To update/repair an ePublisher component with an ePublisher executable installer

1. Close all ePublisher user interfaces.
2. Close all instances of Microsoft Office applications running on the local computer, including instances of Microsoft Word and Microsoft Outlook. Close all instances of Adobe FrameMaker running on the computer.
3. Double click the executable installer.
4. Select whether you want to Update/Repair, and then click **Next**.
5. Follow the instructions in the consecutive pages.

## Preparing existing projects for ePublisher Upgrade

To ensure smooth migration of existing projects and stationeries perform the following steps:

- Save your Stationery, Stationery design projects, and any projects you currently use to generate output to a secure location. **Stationery** defines the appearance and functionality of all the output formats you need. **Stationery design projects** are the ePublisher Designer projects used to create Stationery. For more information about Stationery and Stationery design projects, see “Understanding Stationery” and “Creating a Stationery Design Project”. For more information about Stationery and Stationery design projects, see “Understanding Stationery” and “Creating a Stationery Design Project”.
- *If you implemented overrides when designing Stationery*, then you will need to make sure and migrate each overridden file so that it is compatible with the latest format files of the new release, or decide to keep the base format version of the file unchanged. Examples of overrides include the following items:
  - \_ Modifications to the `Page.asp` file
  - \_ Custom `.css` files
  - \_ Custom `.scss` files
  - \_ Modifications to image files
  - \_ Any advanced overrides such as modifications to `.xsl` or `.fti` files or files in the `Formats` or `Targets` folder.

When the Stationery designer creates and saves Stationery, ePublisher creates the following folders:

- `StationeryName\Formats\OutputFormat`
- `StationeryName\Formats\OutputFormat.base`

where `StationeryName` is the name the Stationery designer specified for the Stationery, and `OutputFormat` is the type of output format the Stationery Designer specified for a target in the Stationery.

The `StationeryName\Formats\OutputFormat` folder contains any customizations or overrides the Stationery designer specified when designing the Stationery. ePublisher Express synchronizes with the files in the `OutputFormat` folder and uses the information about customizations and overrides contained in files in the `OutputFormat` folder to generate output.

**Note:** The Stationery may have one or more `OutputFormat` folders, based on the settings the Stationery designer specified.

The `StationeryName\Formats\OutputFormat.base` folder contains copies of all the files located in the `\Program Files\WebWorks\ePublisher\release_number\Formats\OutputFormat` folder. These files define the default output format and transforms and are installed by default when you install ePublisher.

Stationery designers can do a compare, or **diff**, between the files located in these folders to quickly see any customizations or overrides specified for the Stationery. Stationery designers can use this information to help them reapply customizations and overrides as needed when designing a newer version of the Stationery in ePublisher Designer.

For more information about overrides, see “Stationery, Projects, and Overrides”.

For more information about overrides, see “Stationery, Projects, and Overrides”.

## Upgrading Typical ePublisher Implementations

After you save your existing Stationery design projects, Stationery, any projects you currently use to generate output, and any copies of override files to a secure location, perform the following steps:

- On the Stationery designer computer, uninstall all existing versions of ePublisher components, such as ePublisher Express, ePublisher Designer, and ePublisher AutoMap. The **Stationery design computer** is the computer the Stationery designer uses to create and update Stationery. ePublisher Express and ePublisher Designer are installed on the Stationery design computer. Based on your configuration, ePublisher AutoMap may also be installed on the Stationery design computer.
  - Install the new version of ePublisher Express and ePublisher Designer on the Stationery designer computer. Also install the new version of ePublisher AutoMap if you run ePublisher AutoMap on the Stationery designer computer.
  - Open your existing Stationery design projects using the new version of ePublisher Designer.
  - Generate output and verify that your output generates as expected. Make any adjustments as needed.
    - *If you have implemented typical overrides in a Stationery design project*, such as overrides to `Page.asp` files, custom `.css` files, or `image` files, you can continue to use your overrides to these files, and the new version of ePublisher will recognize and use these existing modifications when generating output.
    - *If you have implemented advanced overrides*, such as overrides to `.xsl` or `.fti` files, or overrides to files in the `Formats` folder, update these files in your new ePublisher installation to include your advanced overrides. For more information, see “Upgrading Implementations with Advanced Customizations”.
- Note:** When ePublisher Designer detects overrides, by default it will not update to the latest version of the format. This means that no modifications will be necessary in order to continue using your Stationery. However, in this default mode, you will not get any of the format improvements built into the latest release. If you want these improvements, then you will have to configure the **Project Settings** to use the latest version of ePublisher’s formats.
- Create new Stationery for each Stationery design project.
  - Deploy the updated Stationery to an appropriate location.
  - On each writer computer, update ePublisher Express installation.
  - The next time writers generate output, they open their existing projects using the new version of ePublisher Express. Writers can choose to synchronize their projects immediately to obtain the latest Stationery and then generate output, or writers can continue using their existing Stationery until they are ready to move to the latest version of the Stationery.

## Upgrading Implementations with Advanced Customizations

If you have implemented advanced overrides in the Stationery design, such as overrides to `.xsl` or `.fti` files, or overrides to files in the `Formats` folder, ensure you save a copy of the following items to a secure location before uninstalling a previous version of ePublisher and installing a new version:

- Overrides currently used in the Stationery design project
- A copy of the original files from which the overrides were created

If you want to continue to use your advanced customizations with the new version of ePublisher, first uninstall your previous ePublisher version and then install a new ePublisher version. Then identify and include your overrides in the new versions of the ePublisher files as appropriate by performing a three-way merge of the following items:

- A copy of the existing override file used in the Stationery design project, located in the `StationeryName\Formats\OutputFormat` folder, where `StationeryName` is the name the Stationery designer specified for the Stationery, and `OutputFormat` is the type of output format the Stationery Designer specified for a target in the Stationery.
- A copy of the original file from which the override was created, available in the `StationeryName\Formats\OutputFormat.base` folder, where `StationeryName` is the name the Stationery designer specified for the Stationery, and `OutputFormat` is the type of output format the Stationery Designer specified for a target in the Stationery.
- A copy of the new file from the new version of ePublisher

Performing a three-way merge allows you to identify the code you changed when you created the override, and also allows you to quickly and easily create the override again in the new ePublisher files. You may find tools such as Araxis Merge Pro, available at <http://www.araxis.com/merge>, or KDiff3, available at <http://kdiff3.sourceforge.net>, helpful as you compare and merge override files.

After you perform your three-way merge and update the files you want to override in the new version of ePublisher with the overrides you specified in the previous version, test your overrides by generating output using the new version of ePublisher Designer and the Stationery design project to confirm your output generates appropriately. After you verify the output generated correctly using your advanced customizations, you can create new Stationery using the Stationery design project and then deploy the updated Stationery that includes your advanced customizations to writers to use to generate output.

## Upgrading Advanced Customizations of WebWorks Reverb 2.0

Most of the time, you will only need to customize the `*.scss` files to achieve all of your styling requirements for your WebWorks Reverb 2.0 output. However, the Reverb 2.0 format is highly customizable and if necessary you can make advanced customizations to this format. If you are upgrading from a prior release, then you will want to understand what files are most likely to be customized and how this is affected if you change the Skin **Target Setting**.

If you have or plan to make advanced customizations to the WebWorks Reverb 2.0 layout or look-and-feel, then most likely you will have to modify one or more of the following files.

*Table 5: Advanced Reverb 2.0 Files that are typically customized*

| Filename  | The display area or items affected by this file  |
|---|--|
| <code>webworks.scss</code>  | Content panel styling only. Includes the styling of the MiniTOC, RelatedTopics, Social Buttons.  |
| <code>skin.scss</code>  | Styling of TOC, Index, Toolbar, and Breadcrumbs. All icons used in the <code>skin.png</code> sprite file are managed here. Styling of content that appears above the Toolbar, such as the company information. |
| <code>search.scss</code>  | Styling of the search results page.  |
| <code>skin.png</code> (derived from <code>skin.Fireworks.png</code> ) | PNG file with alpha channel that stores all of the Reverb icons.   |
| <code>connect.asp</code>  | Used to manage the button placement in the toolbar. Also manages the TOC/ Index/Search panel title for the <i>Corporate</i> skin.  |
| <code>connect.scss</code>   | Manages basic structure of the entry-point file generated from the <code>connect.asp</code> template file.   |

When working with alternate skins, you need to be aware of which files are most likely affected as a result of changing the skin type. If you have Advanced Customizations in any of these files, then you need to re-examine the *diffs* of these files after you switch the skin type. Most likely you will have minimal differences. Here are some basic steps you can follow to make sure you translate those changes to the new skin properly.

### Basic steps for setting an alternate skin type when Advanced customizations are present

1. Check your **Advanced Customizations** for files listed in “Advanced Reverb 2.0 Files that are typically customized”.

2. Make sure any of these commonly customized files are implemented as **Target Overrides** as opposed to **Format Overrides**. Setting an alternate skin type will create an implicit target override that will have priority over any format overrides of the same name.
3. Before changing the skin type you will need to record any existing file differences. On the **Advanced** menu click **Manage Target Customizations**. Now use the procedure discussed in “Format and Target Overrides” to record these file differences. These file differences will be used later after the skin type has been changed.
4. On the **Target** menu, click **Target Settings**.
5. In the **WebWorks Reverb** category, select the right column of the **Skin** entry to display the file picker button.
6. Click the file picker button to bring up an **Open** file dialog which will display a list of skin plugin files. Each skin plugin file is identifiable by a `.weplugin` extension.
7. Browse to the plugin file that you wish to use and double-click it to set the skin to that value.
8. At this point, you need to consider either removing your existing customizations and then re-implementing them using the information from your previously recorded file differences. Or managing the differences directly by comparing the differences using the procedure discussed in “Format and Target Overrides”. Either method will work.

# Uninstalling ePublisher

Uninstalling an ePublisher component removes the installation folder and registry entries for the component from the computer.

Before uninstalling ePublisher, consider unregistering the license key(s) using the menu: **Help > License Keys...** and then selecting the **Unregister** button. Unregistering will make the license available for use on a different system.

**Note:** When uninstalling ePublisher Express, all other components should also be uninstalled. Doing this ensures that all components are compatible with each other and get installed with the same version and build number.

*If ePublisher installed the WebWorks Transit menu for Microsoft Word on the computer*, ePublisher removes the WebWorks Transit menu and WebWorks Transit registry entries when you uninstall the last ePublisher component on the computer.

## To uninstall an ePublisher component with an ePublisher executable installer

1. Close all ePublisher user interfaces.
2. Close all instances of Microsoft Office applications running on the local computer, including instances of Microsoft Word and Microsoft Outlook. Close all instances of Adobe FrameMaker running on the computer.
3. Double click the executable installer.
4. Select the Uninstall option, and then click **Next**.
5. Follow the instructions in the consecutive pages.

## To uninstall an ePublisher component using Windows Control Panel

1. Close all ePublisher user interfaces.
2. Close all instances of Microsoft Office applications running on the local computer, including instances of Microsoft Word and Microsoft Outlook. Close all instances of Adobe FrameMaker running on the computer.
3. Open Control Panel.
4. Open Add or Remove Programs.
5. Select the ePublisher component you want to uninstall.
6. Click **Remove**.
7. Click **Yes** to confirm you want to remove the ePublisher component from your computer. ePublisher removes the selected ePublisher component.



# Troubleshooting Installation, License Keys, and Uninstallation

This section helps you troubleshoot issues related to the following ePublisher issues:

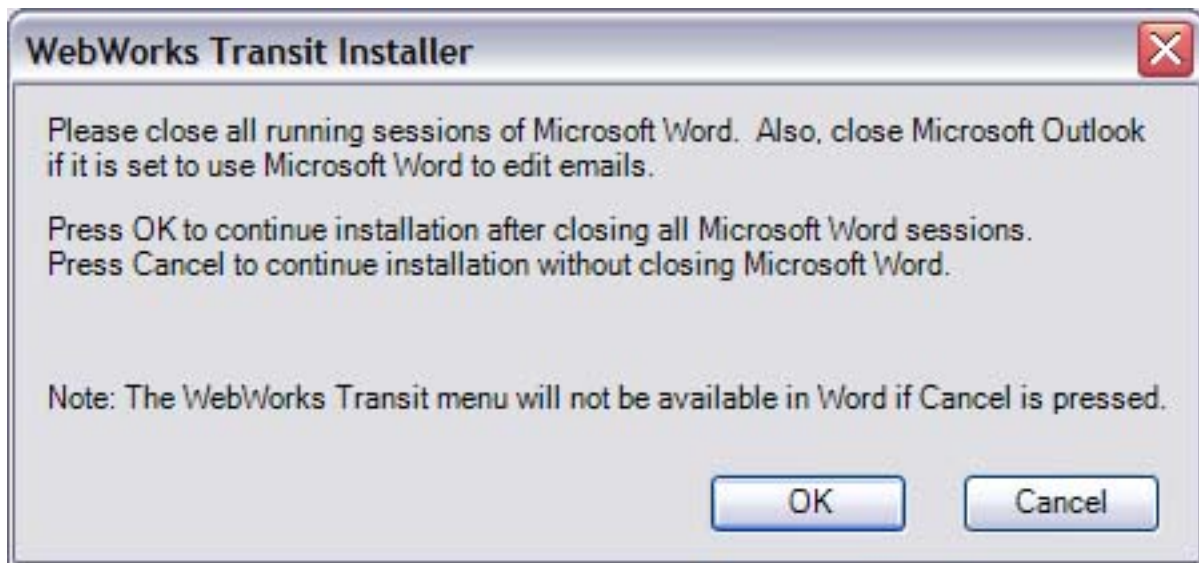
- Installing ePublisher. For more information, see “Problems Installing ePublisher”.
- Obtaining, adding, and removing Contract IDs and working with licensing. For more information, see “Problems with FrameMaker or Microsoft Word”.

## **Problems Installing ePublisher**

This section helps you troubleshoot issues related to installing ePublisher.

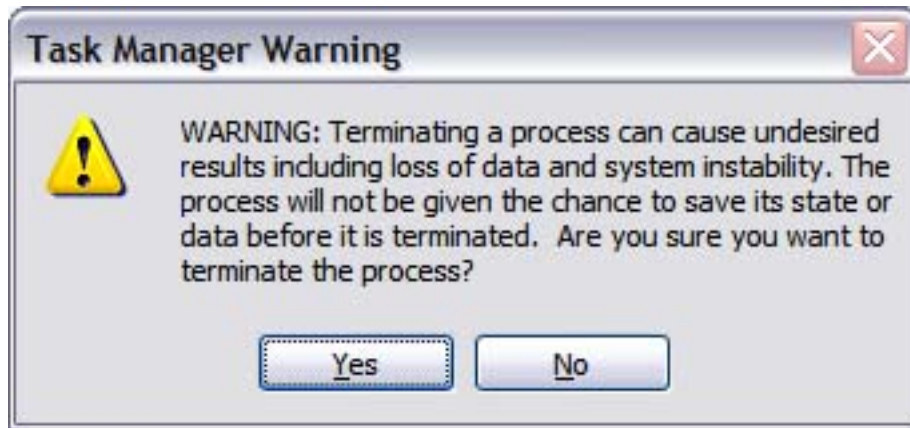
## Error: Please Close all Running Sessions of Microsoft Word

If you have any Microsoft Office processes running when installing ePublisher, including instances of Microsoft Word and Microsoft Outlook, ePublisher displays the following error message.



### To resolve this issue

1. Close any running instances of Microsoft Word.
2. Close Microsoft Outlook.
3. Open Task Manager.
4. Click on the **Processes** tab.
5. Search for `WINWORD.EXE`. You can click on the **Image Name** column to sort the processes alphabetically.
6. *If there is a WINWORD.EXE process running*, complete the following steps:
  - a. Select `WINWORD.EXE`.
  - b. Click **End Process** to close all running Word processes. Task Manager displays the following warning.



- c. Click **Yes**.
  - d. Close Task Manager, and then proceed with your ePublisher installation.
7. *If there are no WINWORD.EXE processes running*, proceed with your ePublisher installation.

## **Problems with FrameMaker or Microsoft Word**

This section helps you troubleshoot issues related to ePublisher interacting with FrameMaker and Microsoft Word.

## **Error: Error Communicating with Adobe FrameMaker**

If you install FrameMaker after installing ePublisher, the ePublisher add-ins for FrameMaker might not be installed.

### **To resolve this issue**

1. Make sure all FrameMaker instances are shutdown and no background instances are running.
2. Run a 'Update/Repair' install using the ePublisher Express installer.

## **Error: Cannot Duplicate Document**

This error will occur if you install FrameMaker or Microsoft Word after installing ePublisher, the ePublisher add-ins for Word and FrameMaker might not be installed.

### **To resolve this issue**

1. Make sure all FrameMaker or Word instances are shutdown and no background instances are running.
2. Run a 'Update/Repair' install using the ePublisher Express installer.

## Problems with Contract IDs and Licensing

This section helps you troubleshoot issues related to obtaining, adding, and removing Contract IDs. For more information about Contract IDs, see “Working with Contract IDs”.



## No Contract ID Received

After you purchase ePublisher components, your WebWorks customer service team will e-mail your Contract ID that enables licensing for the products you purchased. If you have not received a Contract ID, send an email to [sales@webworks.com](mailto:sales@webworks.com). For more information about Contract IDs, see “Working with Contract IDs”.

## **Error: No Valid License Key Found**

You must enter a Contract ID before you can generate output. If you have not entered your Contract ID information, ePublisher displays an error stating that no valid license key was found to enable support for your content authoring tool.

If you have entered a Contract ID but still receive this error, verify you entered your Contract ID information correctly. For more information about Contract IDs, see “Working with Contract IDs”.

## Other Contract ID and Licensing Problems

If you have received your Contract ID and entered your Contract ID into ePublisher but you are having problems with licensing, send an email to [customerservice@webworks.com](mailto:customerservice@webworks.com). For more information about Contract IDs, see “Working with Contract IDs”.

**Note:** ePublisher licensing is flexible, and the WebWorks team can work with you ensure that you have the licensing that is right for you.