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ComponentOne

# Doc-To-Help 2013 Installation Guide



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2013 V2



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# Installing Doc-To-Help

## Prerequisites and installation notes:

- Verify the **System Requirements**. (See [System Requirements](#) on page 2.)
- Close Microsoft® Word before beginning Doc-To-Help installation. Microsoft® Outlook should also be closed if Microsoft Word is your default email editor.
- Turn off your anti-virus software. (You can turn it back on after installation is complete, although you may need to modify it later. See [Using Anti-virus Software with Doc-To-Help](#) on page 4.)
- If you have projects, templates, and style sheets from existing Doc-To-Help projects, it is recommended that you back up those files before installing Doc-To-Help.
- To install Doc-To-Help, you must have administrative privileges.
- Doc-To-Help requires the Microsoft .NET Framework 4.0, and will install it for you automatically if it is not found during installation. If Doc-To-Help installs the .NET Framework, you may be required to restart your machine before continuing the Doc-To-Help install. After the restart, you must log in as the same user who began the install, or the installation won't continue.
- Silent installs of Doc-To-Help are supported.

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**System Administrators:** If you are a system administrator installing Doc-To-Help for another user, please note that Doc-To-Help uses Templates and Themes that are installed by default to specific folders. If the user does not have permissions to use or update these folders, they will have issues using Doc-To-Help. In order to ensure that the user will have no issues, please test the installation after it is performed. See Step 4 in the [Installation Instructions](#) on page 2 for details. For information about where Doc-To-Help stores Templates and Themes during installation, see [File Locations](#) on page 11.

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Please note if you are upgrading or moving your Doc-To-Help installation:

- After upgrading, when you open an existing project, Doc-To-Help will notify you that the project will be upgraded to the new version. Click **OK** to accept. Use the **Rebuild Target** button (on the **Home tab** of Doc-To-Help) the first time you build the project in the new version.
- If you are moving your copy of Doc-To-Help from the computer it is currently installed on to another computer, you must deactivate the license and uninstall it before beginning the new installation. See [Deactivating Doc-To-Help](#) on page 5 for instructions.

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## System Requirements

Before beginning installation, verify that your PC meets the following requirements. Please note that Microsoft® Word, FrontPage®, and Adobe® Dreamweaver® are required **only** if you plan to use them as editors.

Computer/Processor	PC with Intel® Pentium® II 500 MHz or greater processor
Memory	512 MB of RAM Minimum
Hard Disk Space	200 MB of hard disk space for the Doc-To-Help application and related files
Operating System	Microsoft® Windows XP (with Service Pack 3), Microsoft® Vista, Microsoft® Windows 7, or Microsoft® Windows 8
Microsoft Word	Microsoft® Word 2000 (version 9.0) or greater, Word 2003, Word 2007, Word 2010, or Word 2013
Microsoft FrontPage	Microsoft® FrontPage® 2003 SP2
Adobe Dreamweaver	Adobe® Dreamweaver® MX2004, 8.0, 9.0, CS3, CS4, or CS5
.NET Framework	Microsoft® .NET framework version 4.0 or later.  The Doc-To-Help installation will check for the presence of the Microsoft .NET 4.0 Framework. If not found, it will be installed automatically.
Microsoft Data Access Components (MDAC)	MDAC version 2.6 or later (normally installed as part of your operating system)
Browser	Microsoft® Internet Explorer® 8 or greater (for use by the Theme Designer)

If using Doc-To-Help's SharePoint integration, Doc-To-Help collaboration features are compatible with Microsoft® SharePoint® 2007 and 2010, as well as Office 365 (SharePoint Online). SharePoint 2010 is required when publishing Doc-To-Help Targets to a SharePoint Wiki Library. SharePoint 2010 is recommended when working with Translation Libraries. Translation Libraries cannot be managed in Windows SharePoint Services 3.0, because WSS 3.0 does not support them.

### Prerequisite for Office 365 (SharePoint Online):

- Windows Identity Foundation <http://www.microsoft.com/download/en/details.aspx?id=17331>

### Supported operating systems for Office 365:

Windows 7, Windows 8, Windows Server 2008 R2, Windows Server 2008 Service Pack 2, Windows Vista Service Pack 2, Windows Server 2003 Service Pack 2.

If storing your Team Project in a Team Foundation Server repository, Doc-To-Help supports Microsoft Team Foundation Server 2008, 2010, and 2012.

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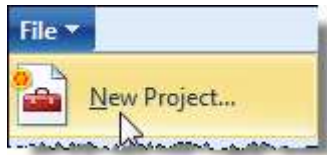
## Installation Instructions

Your machine setup may require that you be logged in as an Administrator to install new software. If this is the case and you do not have Administrator privileges, consult your system administrator.

1. Go to <http://www.doctohelp.com/download> to download the latest version of Doc-To-Help. Save the .exe file to your computer.
2. Double-click the .exe file to launch the installer.
3. Follow the wizard to complete the installation.

4. Test the installation by creating a new project in Doc-To-Help. This test should be performed when logged in as the Doc-To-Help user. (If an administrator has performed the install, they should log out and log back in as the Doc-To-Help end user before performing the test.)

- Choose the **File** tab > **New Project**



- Choose the defaults in the **New Project Wizard**, and on the **Select Source Content Type** screen, choose **Microsoft Word Document**. (If you do not have Word installed, choose **HTML5** or **HTML document**.)
- Do not modify the default content generated by Doc-To-Help.
- Close the open editor (Microsoft Word, Doc-To-Help's built-in Content Editor, Microsoft FrontPage or Adobe Dreamweaver).
- After the project is created, click the **Build Target** button (on the **Home** tab of Doc-To-Help) and build the project. If it builds, the install was successful.



After a successful installation test, you should close Doc-To-Help, then reopen it to activate the license.

If you have an Internet connection, enter your serial number when requested and Doc-To-Help will communicate with the activation servers and activate your license for you. (You must have administrator rights to activate Doc-To-Help.) If you do not have an Internet connection Doc-To-Help will provide you with alternatives to automatic activation. For more information see: [Activating Doc-To-Help](#) on page 5.

### Silent Installation

Note: To install Doc-To-Help silently, Microsoft .NET Framework 4.0 must be already installed on those machines (because the automatic .NET Framework installation requires a restart).

Doc-To-Help supports all standard installer command line options for Windows, see [http://msdn.microsoft.com/en-us/library/windows/desktop/aa367988\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa367988(v=vs.85).aspx)

To install DocToHelp silently into a specific folder with log, use the following command:

```
"pathtexeifile" /qn /l*v "pathtologfile" INSTALLLOCATION="pathtofolder" /i
```

Note: The /i switch must be the last switch in the command line.

## Installing the DynamicHelp Control (optional)

After you have installed Doc-To-Help, you will be asked if you would like to install the **C1DynamicHelp Control**. This control has been included with Doc-To-Help at no cost and can be used by software developers to create a dynamic Help pane in any application developed in Microsoft Visual Studio.NET. If you download the control, provide your software developers with the download location, as well as the DynamicHelp serial number you were provided with. If you would like to see this control in action, check out the Dynamic Help pane of Doc-To-Help.

### A few notes about the DynamicHelp control

**Please note:** If you are not the software developer who will be implementing the DynamicHelp control, please pass this information along to software development.

- The C1DynamicHelp control can be only be used in the Microsoft Visual Studio (version 2005 or greater) development environment. (Software developers must have Visual Studio installed to use the control, but end users of the application developed will not.)
- The entire ComponentOne Studio for WinForms suite will be installed, however, the serial number you received is for the DynamicHelp control only.
- At the end of the install for Studio for WinForms, the installer will prompt you for your serial number. Do not enter your serial number at this time, since it is asking for a serial number for the entire studio and you only have a serial number for DynamicHelp.
- To activate Dynamic Help, you must activate through Visual Studio following the steps below:
  1. Start a new WinForms project.
  2. Go to the **Toolbox**.
  3. Select Dynamic Help and add it to the form.
  4. Right-click on the control and choose **About**.
  5. In the **About** box, click the **Activate** button.
  6. Enter the Dynamic Help serial number to activate.



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## Using Anti-virus Software with Doc-To-Help

Note that some anti-virus software can limit the functionality of a range of software applications, including Doc-To-Help.

You should turn off your anti-virus software during installation, but please note that after Doc-To-Help is installed anti-virus software may:

- Interfere with the integration between Doc-To-Help and Microsoft® Word.



- Limit or prohibit the use of scripting technology.

If your anti-virus software alerts you with a warning while using Doc-To-Help, it may be necessary to modify the properties of your anti-virus software.

For known issues relating to anti-virus software, contact Technical Support. See [Other Resources](#) on page 10 for details.

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## Activating Doc-To-Help

Activation is used by ComponentOne to verify the authenticity of the product key used to license the software and also to ensure that keys are only used to license an approved number of machines. The activation process does not collect any customer-specific information and protects the end user's privacy completely.

### To activate Doc-To-Help

You can activate Doc-To-Help after installation using the **Doc-To-Help Activation Wizard**, which will open automatically.



In the **Doc-To-Help Activation Wizard**, choose the **Enter your Serial Number** radio button and click **Next**. Enter your serial number in the field provided and click **Next** to activate.

To activate Doc-To-Help in Windows 7/8 or Vista, you must be logged in as an administrator. To log in as an administrator, right-click on any Doc-To-Help shortcut (from the **Start** menu or on your desktop) and choose **Run as administrator** from the menu. Doc-To-Help will open.

You can also activate by phone, e-mail, or online. All three processes are described here:

<https://c1verification.componentone.com/webfiles/>.

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## Deactivating Doc-To-Help

If you need to move your copy of Doc-To-Help from the computer it is currently installed on to another one, you must deactivate the license before uninstalling. Please note that once you have deactivated Doc-To-Help, it will not be useable. It will resume working once the license is installed on another computer and activated.

For more information on activating/deactivating Doc-To-Help, see the [Activation Overview](#) web page.

### To deactivate Doc-To-Help

Choose the **File** tab > **Tools** > **Deactivate**.

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# Using Live Update

Live Update is a utility that automatically checks for software updates every time you open Doc-To-Help.

If a new version is available, the **ComponentOne Doc-To-Help Live Update** dialog box will open. The update number and new feature list will be displayed. Click the **Download** button to download the update.

## To disable Live Update

1. Choose the **File** tab > **Tools** > **Options**. The **Options** dialog box will open.
2. Click the **Live Update** tab.
3. Select the **Do not check for updates automatically** radio button.
4. Click **OK**.

## To check for updates manually

Choose the **File** tab > **Tools** > **Check for Updates**.

# Troubleshooting

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## “Can’t install VC++ redistributable.”

### Issue:

Under rare circumstances, Doc-To-Help may encounter a problem installing VC++ redistributables. If this happens, Doc-To-Help will display a message that includes the link that you can use to install these redistributables manually. Click the link and download.

<http://www.microsoft.com/downloads/details.aspx?familyid=A5C84275-3B97-4AB7-A40D-3802B2AF5FC2&displaylang=en>

### If this does not solve the problem:

If installing the redistributables does not solve the problem, please send your install log and your operating system information to the ComponentOne Support Team at the following address:

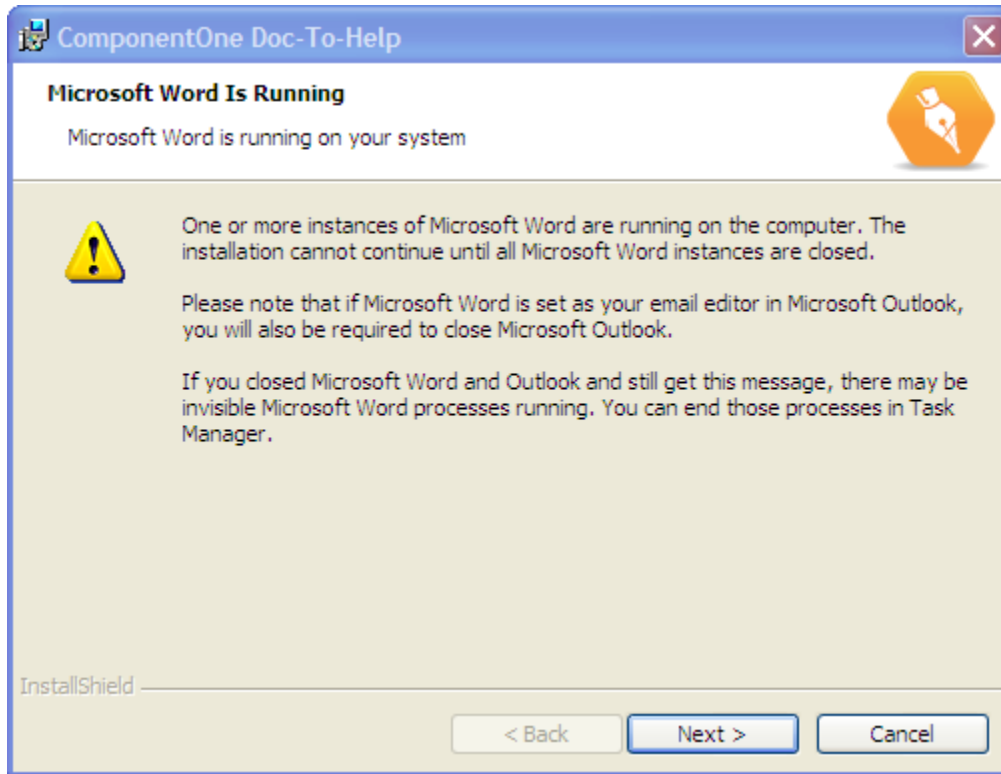
[support.d2h@componentone.com](mailto:support.d2h@componentone.com)

The install log is located in the **Temp** folder of your machine. This is usually C:\\Users\\<username>\\AppData\\Local\\Temp. The file will be named: <setupfilename>.log

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## “Microsoft Word is Running” message

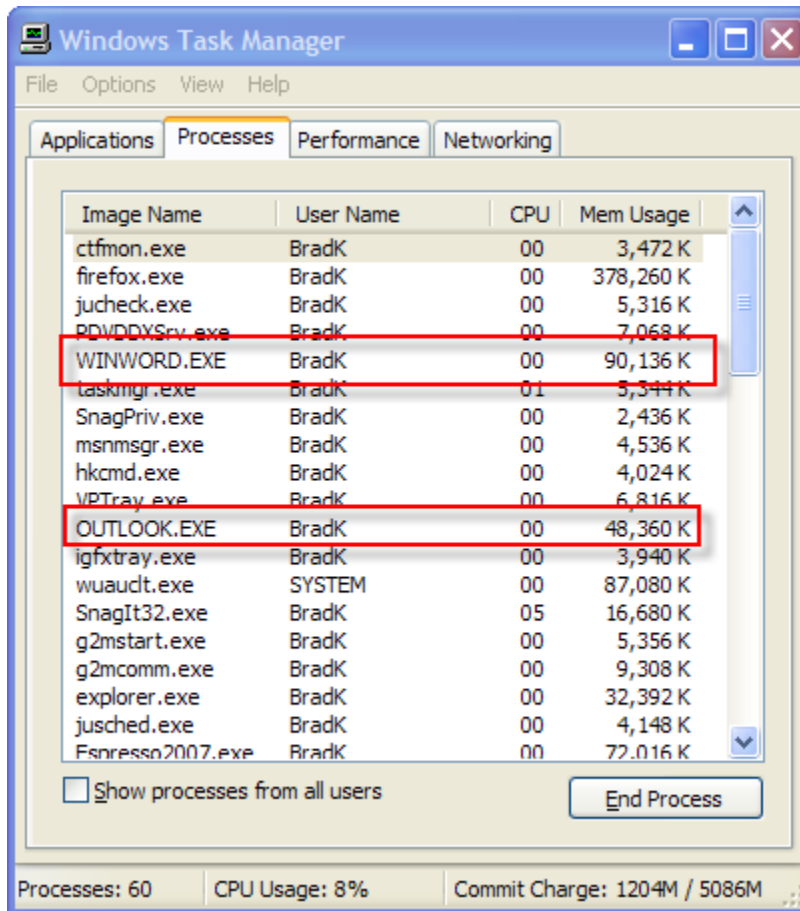
After installation has started, if this message appears:



1. Close Microsoft Word and Outlook.
2. Go back to the error message and click **Next**.

If the message appears again:

1. Open the **Task Manager** (Ctrl-Alt-Delete) and select the **Processes** tab, not the **Applications** tab. Close any instances of **WINWORD.EXE** and **OUTLOOK.EXE**.



2. Go back to the error message and click **Next**.

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## Errors 1720 and 2738

**Error 1720:** “There is a problem with this Windows Installer package. A script required for this install to complete could not be run.”

**Error 2738:** “Could not access VBScript run time for custom action.”

Both errors could be caused by the following: occasionally, system problems can erroneously unregister one of the essential Windows components: Windows Script Host.

### Solution

You need to re-register vbscript.dll. To do so, execute the following command (you may want to consult your system administrator before doing so):

```
Regsvr32.exe C:\windows\system32\vbscript.dll
```

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## Other Resources

You may find the following generic Microsoft knowledgebase articles useful when troubleshooting:

- <http://support.microsoft.com/kb/555175>
- <http://support.microsoft.com/kb/290301>

### Contact Technical Support

You can contact Technical Support with installation issues via email at [supportd2h@componentone.com](mailto:supportd2h@componentone.com).

The Technical Support phone number is 412-681-4738 and is available 9 am – 5 pm EST.

### Join the Forum

**Doc-To-Help:** <http://our.doctohelp.com/doc-to-help-forums/>

### Read the Blog

<http://our.doctohelp.com/topics/d2h/>

# File Locations

When you install Doc-To-Help, the software itself, Doc-To-Help Projects, Templates, Cascading File Sheets, and Themes will be installed **by default**, in the following locations.

## Doc-To-Help Software:

\\Program Files\ComponentOne\DocToHelp (on 64-bit machines: \\Program Files (x86)\...)

## Doc-To-Help Projects:

\\My Documents\My Doc-To-Help Projects (this can be changed in the **Options** dialog box, on the **Files** pane (**File** tab > **Doc-To-Help Options** button))

## Word Templates:

Templates are stored in Windows® 7/8 and Vista at:

C:\Users\ (user name)\AppData\Roaming\Microsoft\Templates

Windows® XP at C:\Documents and Settings\ (user name)\Application Data\Microsoft\Templates.

The Application Data or App Data folder is a hidden folder. To show hidden folders, open the **Folder Options** dialog box in your operating system (**Control Panel** > **Folder Options**). Click the **View** tab, under **Advanced Settings** > **Files and folders** > **Hidden files and folders**, select the **Show hidden files and folders** radio button. Click **OK**.

You can change the default locations of Word Templates in Word using the **Options** dialog box (Word 2000/2002/2003) or **Word Options** (Word 2007+)

**Backups:** If you upgrade Doc-To-Help, the latest 10 backups of your templates will be stored in a subfolder named “Backup” of the \Templates folder listed above.

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**A note on changing your version of Microsoft Word:** If you are a Word 2000/2002/2003 user, and you upgrade to Word 2007/2010/2013 (or vice versa) without reinstalling Doc-To-Help, you will have a problem with your Templates, because the Templates for 2007/2010/2013 are incompatible with 2000/2002/2003 Templates. The templates for each are stored here:

Word 2000/2002/2003: \\Program Files\ComponentOne\DocToHelp\Templates\User

Word 2007/2010/2013: \\Program Files\ComponentOne\DocToHelp\Templates\User\Word2007 (on 64-bit machines: \\Program Files (x86)\...)

Copy the templates from the appropriate folder and drop them in the correct \Templates folder for your operating system (listed above).

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**Add-Ins for Word:**

Doc-To-Help add-ins for Word (C1D2HAuthor.dot and C1D2HEngine.dot) are stored in the Word Startup directory, usually found at: C:\Users\ (user name)\AppData\Roaming\Microsoft\Word\Startup (but can be changed in **Word Options**.)

**Cascading Style Sheets:**

\\Program Files\ComponentOne\DocToHelp\DefaultCSSFiles. (on 64-bit machines: \\Program Files (x86)\...)

**Themes:**

\\My Doc-To-Help Projects\Doc-To-Help\Themes. They are stored in individual folders based on Target (output type).



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