

ORACLE USER PRODUCTIVITY KIT V3.1.7 (REVISION 1) – FREQUENTLY ASKED QUESTIONS

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Documentation

Q: What documentation is provided with the User Productivity Kit?

A: The UPK Developer comes with a variety of manuals to help support your organization in the development and deployment of content. The Developer manuals can be found in the **\Documentation\EN\Reference** folder where the Developer has been installed.

Manual Name	Summary
Content Deployment.pdf	This manual describes how to deploy published content (player, standalone topics, HTML web site and LMS package), describes how to launch content from other applications, and discusses using the UPK player with Internet Explorer 6 and 7.
Content Development.pdf	This manual provides information on how to create, maintain and publish content using the UPK Developer. The content of this manual also appears in the Developer help system.
Content Player.pdf	This manual provides instructions on how to view content using the UPK Player. The content of this manual also appears in the Player help system.
Installation & Administration.pdf	This manual provides instructions for installing the Developer in a single user or multi-user environment as well as information on how to add and manage users and content in a multi-user installation. This manual includes instructions for installing and configuring Usage Tracking. The Installation and Administration manual can also be accessed from the initial launch menu on the UPK installation CD.
Usage Tracking Administration & Reporting.pdf	This manual provides instructions on how to manage users and usage tracking reports. For instructions on Usage Tracking installation and configuration, see the Installation and Administration manual.

There are also documents with instructions on how to do Help Menu Integration in different Oracle applications. These documents can be found in the **\Documentation\EN\Reference** folder where the developer has been installed.

- JD Edwards EnterpriseOne Help Menu Integration.pdf
- Oracle E-Business Suite Help Menu Integration.pdf
- PeopleSoft Enterprise Help Menu Integration.pdf
- Siebel Help Menu Integration.pdf

UPK Player Published Output

Q: Can we put the UPK Player files on UNIX server?

A: Yes, however there are some considerations with a UNIX-based OS:

UNIX-based operating systems are case sensitive. The UPK Player uses mixed case in its file structure. This does not cause a problem on a UNIX-based OS because all calls to our files are in the correct case. For example, a file named "Test" will always be called as "Test" - it will never be called as "test". However, there is a module in Apache called "mod_rewrite" that can automatically lowercase (or uppercase depending on the configuration) all URLs. Unfortunately, if your server is using this module, then the calls to UPK files will now be called in lower-case. But since the file is mixed-case, it will generate an error (web error number 404.) Please note this is a very popular module in Apache.

Information on mod_rewrite can be found at: http://httpd.apache.org/docs/mod/mod_rewrite.html

Also, remember that the UPK Development Tool requires a Windows-based operating system. See the Technical Specifications document for details.

Q: Can the UPK Player be accessed behind a firewall?

A: Yes. The UPK Player is DHTML and can be accessed behind most firewalls.

Q: Are there any plug-ins required on the end users' machines to view the UPK Player?

A: No. The UPK Player does not require a plug-in.

Q: Can I launch the UPK Player from the Help link within a PeopleSoft Enterprise application?

A: Yes, we call this Help Menu Integration. The Help Menu Integration is context sensitive for PeopleSoft Enterprise applications. See the *PeopleSoft Enterprise Help Menu Integration.pdf* document in the \Documentation\EN\Reference folder for implementation instructions.

Q: Can I launch the UPK Player from the Help link within a JD Edwards EnterpriseOne application?

A: Yes, we call this Help Menu Integration. The Help Menu Integration is context sensitive for JD Edwards EnterpriseOne applications. See the *JD Edwards EnterpriseOne Help Menu Integration.pdf* document in the \Documentation\EN\Reference folder for implementation instructions.

Q: Can I launch the UPK Player from the Help link within a Siebel application?

A: Yes, we call this Help Menu Integration. The Help Menu Integration is context sensitive for Siebel applications. See the *Siebel Help Menu Integration.pdf* document in the \Documentation\EN\Reference folder for implementation instructions.

Q: Can I launch the UPK Player from the Help link within an Oracle E-Business Suite application?

A: Yes, we call this Help Menu Integration. The Help Menu Integration is context sensitive for most EBS applications. See the *Oracle E-Business Suite Help Menu Integration.pdf* document in the \Documentation\EN\Reference folder for implementation instructions.

For UPK context sensitivity and EBS, you must install the CUSTOM.pll file as directed in the *Oracle E-Business Suite Help Menu Integration.pdf* manual before developing content. This will ensure that a context id will be captured where it exists and is able to be identified.

As UPK rolls out across the Oracle E-Business Suite, we are continuing to enhance context sensitivity with EBS and related applications. You may experience some Oracle E-Business Suite applications where a context id is not captured (context ids are used in context sensitivity). If this occurs please report this issue to Oracle support. We will work to resolve the issue in future UPK releases.

Q: What browser does the end user need to have in order to view a UPK Player?

A: As of UPK 3.1, the UPK Player can be viewed using either Internet Explorer 6.0/7.0 or Firefox 2.0.

Q: If an end user is on a Macintosh computer, can they view a UPK Player?

A: Yes, as of UPK 3.1 the UPK Player can be viewed on a Macintosh OS using a Firefox 2.0 browser. Note: The Do It mode in the UPK Player will not be available when running in Firefox.

Q: If an end user is on a Linux computer, can they view a UPK Player?

A: Yes, as of UPK 3.1 the UPK Player can be viewed on a Linux OS using a Firefox 2.0 browser. Note: The Do It mode in the UPK Player will not be available when running in Firefox.

Q: Does the UPK Player need to be installed on a different server than my application server?

A: No. The UPK Player can run on the same server as the application, or on a different server.

Q: Is it possible to launch UPK content outside of the Player or from other applications?

A: Yes. Individual topics can be launched from a hyperlink (in any of the available modes). For more information, see the *Content Deployment.pdf* manual located in the \Documentation\EN\Reference folder where the Developer has been installed.

Q: How much server disk space is required to host the content?

A: For the UPK Player, plan on between 250 KB and 1.5 MB average per topic without sound.

Q: How much bandwidth is required for UPK Player content?

A: The UPK Player interface and TOC is less than 200 KB and gets cached after the first download. When a See It or Try It mode is launched, the first 5 pages of the topic are downloaded and cached on the browser (this is to improve navigation performance). The initial download is typically less than 300 KB. After the initial download, subsequent frames are cached one at a time as they are accessed. See the *UPK File Size and Bandwidth* document for further information.

Q: Can the UPK Player be re-branded with my company logo?

A: Yes. See the Publish Content chapter in the *Content Development.pdf* manual, located in the \Documentation\EN\Reference folder where the Developer has been installed.

Q: Does accessing a UPK Player require an Internet/Intranet connection?

A: No. A UPK Player can be copied to a local drive or delivered via CD-ROM. An Internet connection is required for LMS or Usage Tracking, or for a UPK Player that has been deployed on a web server.

Q: What is the underlying architecture of the UPK Player?

A: The UPK Player is DHTML (Dynamic HTML, which is HTML and JavaScript). The images are PNG format.

Q: What happens if a user clicks the Help link on a page in their application and it brings up the UPK Player – but there is no UPK content available for that page?

A: If there is no associated UPK content (no topics with context ids that match the page), the UPK Player will be displayed, the Applicable radio button will be selected, and it will give a message: “No content to display in this view.” At this point, the user could click the “All” radio button and see all the content.

Q: I’ve used previous versions of UPK. Where did the ContentSetup.exe go?

A: In previous versions of UPK, ContentSetup.exe was used to merge separate UPK Players together. With UPK 3.1, the process of publishing UPK Players has been greatly enhanced, allowing greater flexibility in choosing what you publish. ContentSetup.exe is no longer needed! After you publish a UPK Player, you can move it to your web server by simply copying the files.

Q: Is the UPK Player context sensitive when you hook it up to the Help link in an application?

A: UPK is context sensitive for the following applications:

- PeopleSoft Enterprise
- JD Edwards EnterpriseOne
- Oracle E-Business Suite
- Siebel

NOTE FOR EBS APPLICATIONS: As UPK rolls out across the Oracle E-Business Suite, we are continuing to enhance context sensitivity with EBS and related applications. You may experience some Oracle E-Business Suite applications where a context id is not captured. If this occurs please report this issue to Oracle support. We will work to resolve the issue in future UPK releases.

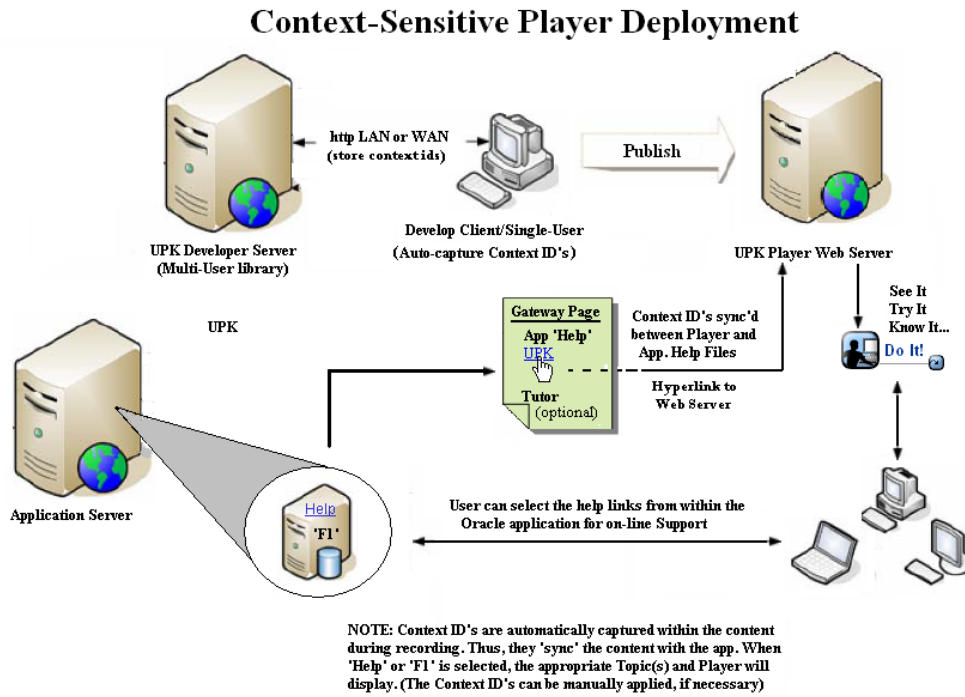
For UPK context sensitivity and EBS, you must install the CUSTOM.pll file before developing content. This will ensure that a context id will be captured where it exists and is able to be identified.

Q: In Do It mode, what happens if someone selects a topic in the UPK Player but does not have access to the corresponding component within the application?

A: They can view the topic in the Player but when they try to do the transaction in the application, security in the application would prohibit their ability to do the transaction.

Q: What is context sensitivity?

A: When you hook a published UPK Player to the help link in a targeted Oracle application (E-Business Suite, PeopleSoft, JD Edwards EnterpriseOne, Siebel) and an end user clicks that help link, the UPK Player will appear. UPK will display topics in its table of contents that match the context ID of the page the end user was on when they clicked help – this is context sensitivity. The below diagram shows how UPK uses context ID's to make this context sensitivity work.



Learning Management Systems

Q: Will UPK run in my Learning Management System (LMS)?

A: As of UPK version 2.6.1, the LMS Published content is AICC 3.5, SCORM 1.2 and SCORM 1.3 (SCORM 2004) compliant. However, this is not a guarantee that the courses will run properly in a customer's LMS. This is due to different interpretations of the standards, LMS versions, service pack upgrades, and LMS customization. What we recommend is that before the customer purchases, the customer loads the sample UPK LMS test course in their LMS to confirm that it works properly. The sample UPK LMS test course can be downloaded from here:

http://www.oracle.com/applications/tutor/upk_collateral.html

Q: Is UPK content SCORM 2004 compliant?

A: Yes. With UPK version 2.6.1 and later, the LMS published content is AICC 3.5, SCORM 1.2 and SCORM 1.3 (SCORM 2004) compliant.

Q: Can my UPK content be tracked in my LMS if the content is on a different server (with a different domain) than my LMS?

A: Yes, but the content must be loaded as AICC and some files must be configured on the content server to accommodate the cross-domain scripting issues. Java is also required on the end user's machines for this method.

Q: Does UPK content run under Oracle Learning Management, iLearning and PeopleSoft Learning Management?

A: Yes. UPK content can be successfully loaded and run in all of Oracle's Learning Management Systems.

UPK Developer

Q: What is the difference between the build number and the version number under Help, About in the UPK Developer?

A: The build number is the specific build release code and the version number is the product version. When contacting customer support please reference the version number and not the build number.

Q: Can the UPK Developer publish to PowerPoint?

A: No, but PowerPoint documents can be brought in to the UPK library.

Q: Can the UPK Developer publish the document outputs in PDF format?

A: Yes. Select the “Adobe Acrobat” Output Format during publishing.

Q: How are roles established?

A: Topics are assigned to roles using the UPK Developer.

Q: Is it possible to restrict access to topics by role?

A: No. Users can filter content by roles, but cannot be denied access. In Do It mode, users would be able to view the UPK Content, but would only be able to execute the procedure in the application if their security settings allow. It is also possible to publish a different player for each role.

Q: Does the UPK Developer work with World XE?

A: Yes, however object recognition is minimal.

Q: Can a user bookmark within a mode and return to where they left off?

A: Not to the exact page, however you can use a Jump-In Point to navigate the frames. Note: The Know It mode does not support Jump-In Points.

Q: Can I include sound in UPK?

A: Sound can be added to each page of a topic. The only supported sound format is WAV and is not compressed. Sound is not recommended for med-low bandwidth connections. ActiveX is required for sound.

Q: How would multiple developers share content?

A: With the single user install, developers can export and import between developers. With the multi-user development install, developers share the same content repository.

Q: Can you modify the template text? For example, the delivered template text for left click is “click”, but I want all occurrences of left clicks to say “select”.

A: Yes. The template text template can be modified and all template text will reflect the change. If you are considering translation, you should also modify the template text in all languages that you plan to translate otherwise “select” would still translate as “click.”

Q: If I'm recording against an Oracle E-Business Suite application, do I need to do anything on the EBS server before I start recording UPK content? What about PeopleSoft, Siebel and JD Edwards (or other applications)?

A: Before you begin recording content against an Oracle EBS application, you need to deploy or modify the custom library (CUSTOM.PLL) on the EBS server. This allows UPK to capture the correct context ids while it is recording. These context ids are important to have in your content for Help Menu Integration (allows context sensitivity) as well as for your document published outputs (context ids are used to determine when to change screenshots in document outputs).

You do not need to do anything on a PeopleSoft, Siebel or JD Edwards (or other application) server before recording content – E-Business Suite is the only one.

Q: Can I put the UPK Developer on a VMWare Server? What about a Microsoft Virtual Server?

A: The UPK Developer is regularly tested with a VMWare Server and there are no known issues. The UPK developer has not been specifically tested with Microsoft Virtual Server, but because of the success with VMWare, Virtual Server should work as well.

Q: Why does the installation of the UPK Developer 3.1.x take so long? The installation for previous versions was much faster.

A: When you install UPK 3.1.x, you are installing the components to support all languages that UPK supports. This enables you to create UPK content in different languages. The installation of all these supporting files is what takes the setup routine a bit longer than usual.

Q: Why am I prompted to install the Firebird database during the installation of the single user version of the UPK Developer?

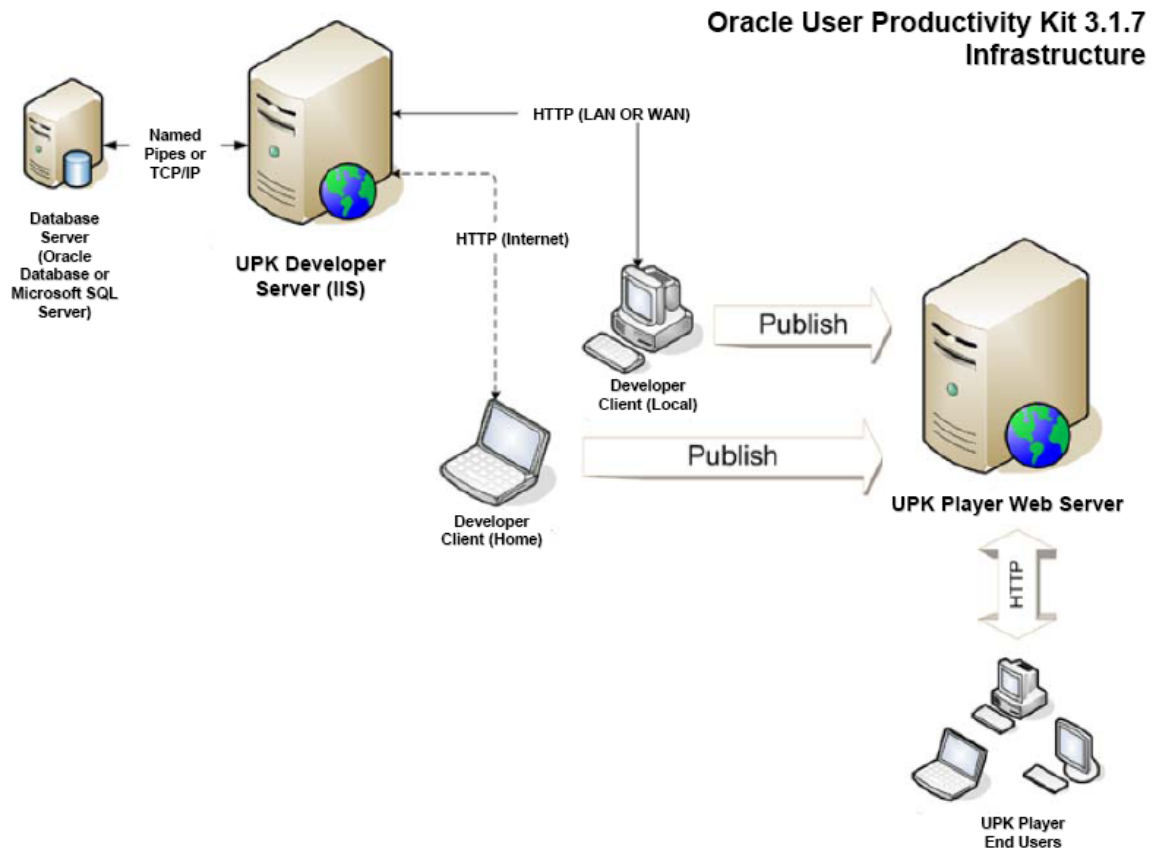
A: The UPK Developer utilizes the Firebird database to store the UPK content you create locally on your machine. The UPK installation routine cannot install the Firebird database automatically, thus you are prompted to install the database separately. For complete instructions, see the Developer Installation chapter in the *Installation and Administration.pdf* manual.

Q: Why am I prompted to install the Firebird database during the installation of the multi-user version of the UPK Developer when I'm already using an Oracle database (or SQL Server)?

A: The UPK Developer utilizes the Firebird database to cache content locally on the client machine when content is checked out of the library, created locally, etc. The Oracle database (or SQL Server) is installed on a server and used for the content management features of UPK such as content storage, versioning, and document management. The UPK installation routine cannot install the Firebird database automatically, thus you are prompted to install the database separately. For complete instructions, see the Developer Installation chapter in the *Installation and Administration.pdf* manual.

Q: How is the multi-user UPK Development tool installed? What is the architecture?

A: See the diagram below.



Languages

Q: What languages are supported by UPK?

A: UPK 3.1.x supported languages are grouped by the Tier Structure listed below.

Tier 1 Languages

- English
- French (France)
- German
- Spanish (Spain)
- Japanese (Kanji)

Tier 2 Languages

- Chinese (Simplified)
- Danish
- Dutch
- Italian
- Norwegian
- Portuguese
- Swedish
- Spanish (Mexico)
- French (Canada)

Software User Interface

	Tier 1	Tier 2
Setup	Translated	Not Translated
Developer	Translated	Not Translated
Player	Translated	Translated

Other Components

	Tier 1	Tier 2
Default and Microsoft Template Text	Translated	Translated
Static text in Document publishing formats such as Business Process, Training Guide, and son on.	Translated	Translated
System folder and document names in the Library that are included at the time of installation.	Translated	Not Translated
Product Documentation	Translated	Only Player manual and help are translated.

Q: Does UPK support multi-language translations?

A: Yes. Once you have created UPK content in one language, you can translate it into one or more different languages. The Developer provides functionality that facilitates this aspect of the localization process. The Developer localization flow involves four main steps:

- Create a duplicate of the existing content to be translated.
- Re-record each topic to update the screenshots, actions, and object names, and apply the appropriate template to update the template text.
- Translate custom Developer text, including custom bubble text, web page text, link tooltips, and glossary terms.
- Translate external content such as package files and graphics.

Q: Is UPK a translation tool?

A: UPK is not a translation tool; however it does have limited translation ability. The benefit of the UPK is that it allows you to quickly create content in a variety of languages.

Usage Tracking

Q: Is Usage Tracking required to deploy UPK?

A: No. It is an optional program.

Q: How do I install Usage Tracking?

A: When you run the setup wizard for the UPK Development tool, you will be presented with the choice of installing Usage Tracking. For complete instructions, see the Usage Tracking Installation chapter in the *Installation and Administration.pdf* manual.

Q: What is the average size of Usage Tracking on an Oracle database or SQL Server?

A: Between 200 MB and 1 GB of disk space is adequate for most installs. The size will vary depending on the number of topics deployed and the number of end users accessing those topics.

Q: I'm trying to run a report in Usage Tracking and I receive the following error: "You do not have permission to access this page. Please contact your OnDemand Server Administrator to update your permissions."

A: This may occur for a couple of reasons. 1) You do not have the proper permissions to run reports in Usage Tracking. Contact your UPK Administrator to have your permissions updated. Or, 2) you have permissions to run reports but you logged in as someone else who does not have permissions. In this case, there is no way to log out and you must delete the browser cookie that stores your login data. The cookie file will start with your login name followed by the URL (e.g. bsmith@pse.peoplesoft[1].txt). After deleting the browser cookie, log in again using your login information.

Q: What software is required to install Usage Tracking?

A: Windows 2000 or 2003 Server, IIS 5.0 or 6.0, and Oracle Database v9 or higher or Microsoft SQL Server 2000 or 2005. See the *Technical Specifications* sheet for more details.

Q: Does Usage Tracking replace my LMS?

A: No. Usage Tracking is not an LMS but rather a back end tracking mechanism for learning administrators to track which topics are being accessed, for how long, and by whom. Know It mode scores and pass/fail status are also tracked. Usage Tracking can also be used to track areas of an application that may require more help once the application has gone live. This can identify areas of training that may need to be supplemented, business processes that may need to be simplified, or employees that are having trouble adjusting to new systems or processes.

Q: When editing users in the Usage Tracking Administrator, is there a wildcard character that can be used in the criteria field to display all users in the system?

A: Yes, use "%".

Q: Does Usage Tracking track the time it takes to complete a test?

A: Usage Tracking will track the time spent in the Know It mode (and any other mode for that matter). A compliant LMS may also be able to track the time.

Q: Does Usage Tracking support Microsoft Active Directory?

A: Yes, if Windows Authentication is configured as the authentication method during the installation.

Q: I'm using Windows Authentication. I am not able to set permissions for custom groups for which I have created only the default Administrators group?

A: Place the domain name in front of the group name, e.g. *myntserver\My_Group*.

Q: What if I exit Know It mode before I complete the topic? What gets tracked?

A: Usage Tracking will record that the topic was taken by marking a score of zero and setting the passing flag to "No".

Upgrading to 3.1.x

Q: I'm upgrading from UPK 2.7.x to UPK 3.1.x (single user installation). What do I do?

A: To upgrade your UPK 2.7.x single user installation to a UPK 3.1.x single user installation, follow the general steps below:

- Backup your 2.7.x content.
- Install the UPK 3.1.x single user to a new location on your hard drive (NOT the same folder where your 2.7.x installation resides).
- Open the UPK 3.1.x developer and choose Tools, Convert Content. Browse to your 2.7.x installation to find the OnDemand.ini file. This will convert and import your content into the new tool.
- Uninstall the UPK 2.7.x version.

Q: I'm upgrading from UPK 2.7.x to UPK 3.1.x (multi-user installation). What do I do?

A: To upgrade your UPK 2.7.x multi-user installation to a UPK 3.1.x multi-user installation, follow the general steps below:

- Backup your 2.7.x content on the server.
- Prepare the server for UPK 3.1.x by installing IIS and Oracle Database or SQL Server (Oracle Database or SQL Server can be on a separate server if needed).
- Install the UPK 3.1.x server component and client component on the server (do NOT install in the same location as the 2.7.x version).
- From the UPK 3.1.x Client on the server, open the UPK 3.1.x developer and choose Tools, Convert Content. Browse to your 2.7.x server installation to find the OnDemand.ini file. This will convert and import your content into the new tool.
- Install the UPK 3.1.x client component on the client machines. Provide clients the URL to the server install so they can connect to the server.
- Uninstall the UPK 2.7.x version on the server and on each client machine.

Q: Are there any changes to the system requirements for UPK 3.1.7?

A: Yes, see the *Technical Specifications* sheet for more details.

Troubleshooting

Q: When I click on a link to launch the Player nothing happens.

A: The UPK Player opens in a new browser window. If you have a pop-up blocker installed, disable or uninstall it.

Q: Why do I have trouble running my UPK Player in Internet Explorer from my Windows XP SP2 machine?

A: The Microsoft Windows XP SP2 is a significant upgrade to both Windows XP and Internet Explorer. This service release is designed to provide better protection against hackers, viruses, and worms. In adding these additional security benefits, Microsoft has affected the way the UPK Player performs. To resolve these issues, refer to the *Player and Internet Explorer 6 and 7* chapter in the *Content Deployment.pdf* manual.

Q: When I click on the Do It mode for a topic, the Do It mode doesn't display – why?

A: If you are running Windows XP SP2, the Do It mode will not play if the content is located on a Web server that is not a trusted site. Making the content website a trusted site resolves this issue. Refer to the *Player and Internet Explorer 6 and 7* chapter in the *Content Deployment.pdf* manual for more details.

Q: I am trying to install the UPK Developer on my Windows Vista machine but am having problems. What should I do?

A: To install on Vista, right-click on the Setup.exe file, then choose Run as Administrator.

UPK Training

Q: How do I get started after I have purchased UPK?

A: Oracle University offers training for UPK. For more information, search for UPK on the Oracle website at <http://education.oracle.com>.

Accessibility

Q: Is UPK 508 Compliant?

A: Yes, in UPK 2.5 and later, the HTML Website published content is S508c compliant. For more information, go to <http://www.oracle.com/accessibility/templates/t1306.html>.