MICRO FOCUS®

Adoption Readiness Tool (ART)
ART Installation and Storage for Dev Kit and Pre-build Content

Thanks for purchasing Software's Adoption Readiness Tool. Here are some commonly asked questions regarding where to download, install and store your ART products. If you have question about ART Enterprise Learning Edition installation, please see the *ART ELE 5.4 Administration Guide* and *ART ELE 5.4 Installation Guide*.

Content

What Are the ART Product Components?

ART consists of two main components: **content** developed by our subject matter experts and an innovative **authoring tool** that allows you to easily create your own and/or customize the base content to reflect your unique environment.

The ART authoring tool includes the following components:

- ART Author DevKit and ART Enterprise Learning Edition– The tool used to create, edit, and publish procedural documentation, taskbased simulations, and eLearning courses. You can use the ART Author DevKit and ART Enterprise Learning Edition to customize the ART prebuilt content or create new content (including HPSW and non-HPSW windows or web-based applications). ART Enterprise Learning Edition also comes with a build-in Learning Management System (LMS) for direct deployment of documents and access for users, project developers and administrators.
- ART keys – The ART Author DevKit and ART Enterprise Learning Edition both required a license key to install.
- ART template and skin – The template and skin drive the look and feel of your ART courses. They are located in an installation folder titled *ART Skin and Template Installation*. Do not change, move, or rename this folder as this prevents the template and course skin from installing. You should not customize this template or course skin until you have been trained or advised by an ART consultant.

The ART content includes the following components:

- Output files – Directory that includes the published files for your ART course.
- Source files – These are the files that you can open and modify using your ART Author DevKit. This folder contains a directory for each course module. Within the course module directory, you will find the course file (.ulc) and the course simulation (.udc) files.
- Website source (.uws) file – The ART website source file defining the structure of your ART website. You should not customize this file until you have been trained or advised by an ART consultant.
- LMS zip files – Prepublished SCORM 1.2 zip files.

ART Dev Kit Install

Where Should I Install the ART Dev Kit?
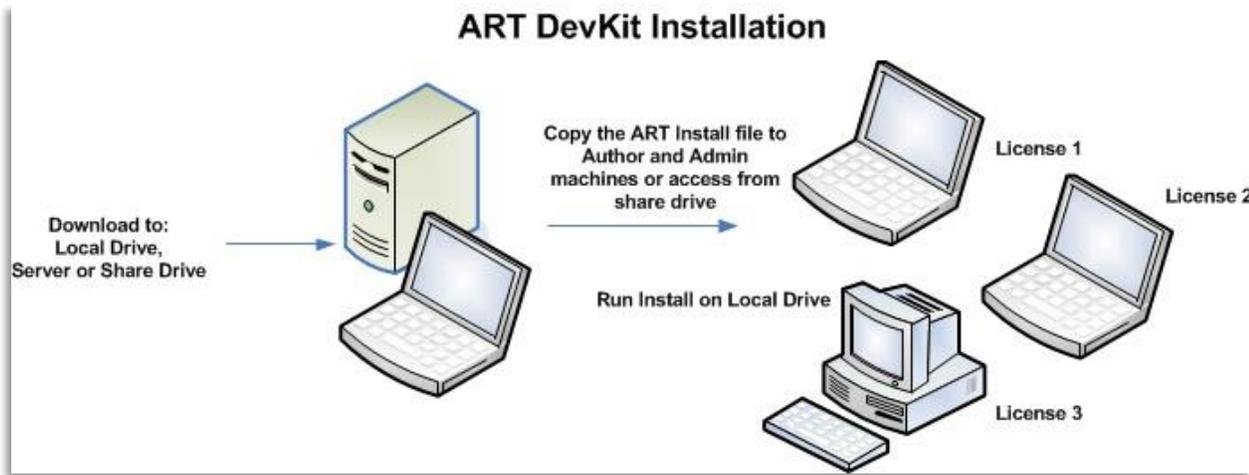
- You can download the ART DevKit to a local or share drive. You can store the Installer Package on a server but the ART DevKit tool must be installed on a laptop/desktop and not on a server.
- The ART DevKit is delivered in a zip file and must be extracted prior to installation.
- Once extracted, look for the Read Me documents for detailed installation instructions.
- The ART DevKit requires a key to install.
- You can you use the same Installer Package to install as many instances of the ART author as you have licenses. You only need to access the Software Entitlement site once.

Can I Use ART with a Citrix or VMware Environment?

ART DevKit Installation with Citrix
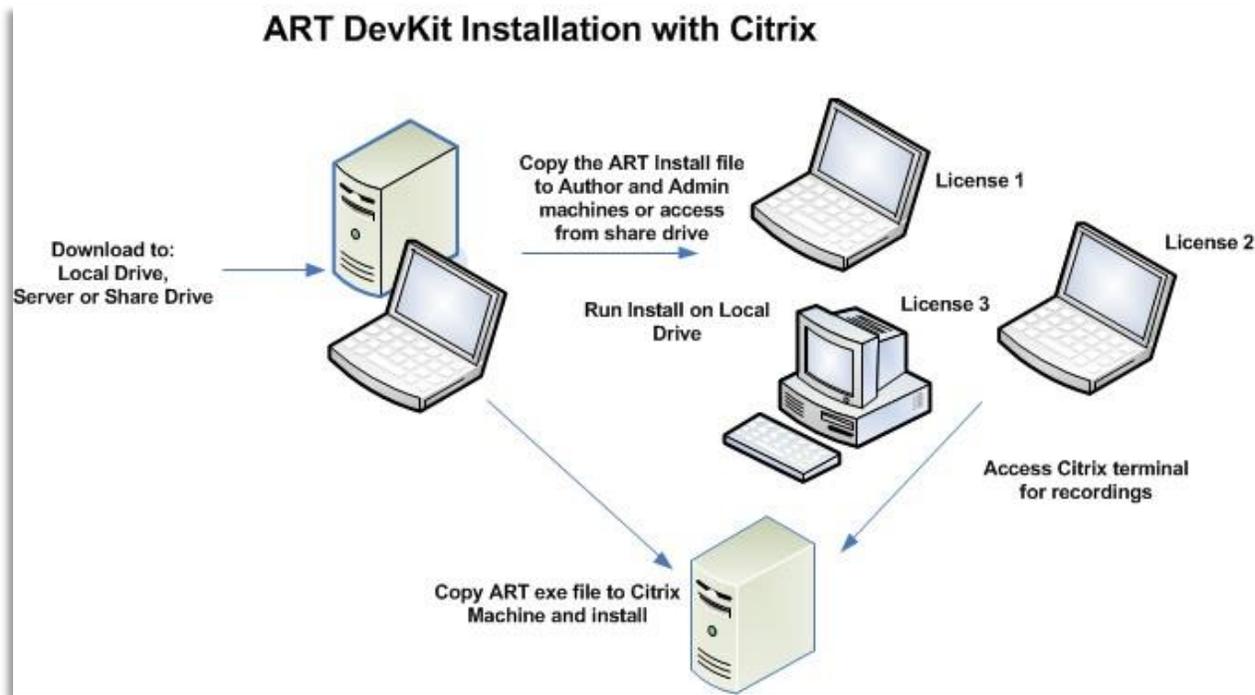
- You can use the ART DevKit with a Citrix or VMware environment, but because the ART recording tool uses object recognition, you must have the ART DevKit installed on the same server as the software that is being recorded.
- In this scenario, you must have a local copy of the ART DevKit on your laptop for ART course development and another copy on the Citrix machine for recording your simulations.

ART Content Install

Where Should I Download and Store the ART Content?

- Your prebuilt content is delivered in a zip file. You may find it easiest to first save the zip files to your local drive and then move them once they are downloaded.
- The content files are large (approx. 750 MB – 4 GB) so you should plan ahead and determine where you will store the files.
- You need to extract the zip to utilize the content. It is best to extract at the root directory (the C: drive) since the files have long names and directory paths can get too long for Windows if buried in a directory structure. You may receive an error.
- Once extracted, look for the Read Me documents included in the zip file for additional information.

When extracted, you will find three types of content:

- Published (output)
- Source
- Reference documents

The following is an example of the extracted content zip file for Service Manager:

- Output – The published ART website
- Source – The course source files
- uws – The web site source file
- Reference documents

Name ▲	Type
output	File folder
source	File folder
5066-3227 HP EULA Enterprise 2013 03.pdf	Adobe Acrobat Document
ART5_HP ART Template_1-0.udt	HP ART Template
art5_sm9-3_2013_08.uws	HP ART Website
ART5-SM9-3_CourseOutline.pdf	Adobe Acrobat Document
ReadMe_ART5_SM9-3_2013_08_Content.pdf	Adobe Acrobat Document
ReleaseNotes_ART5_SM9-3_2013_08.pdf	Adobe Acrobat Document

See the *What are the Components of the ART Product?* Section in this guide for detailed information on these components and see the Read Me in your Content download for further detailed information.

ART Published Content

How Do I View the Published ART Content?

Your ART published content is located in the Output directory of your package. It is important not to manually move, delete, or modify any of the content that resides inside the Output folder. Doing so will result in breaking links associated with the web site.

You have two main options for deploying your ART content using the ART website:

- On a **local or share drive**:
    - o Move the contents of the Output directory to the desired location on your local drive. Click on the `index.htm` file to open the website in your default browser.
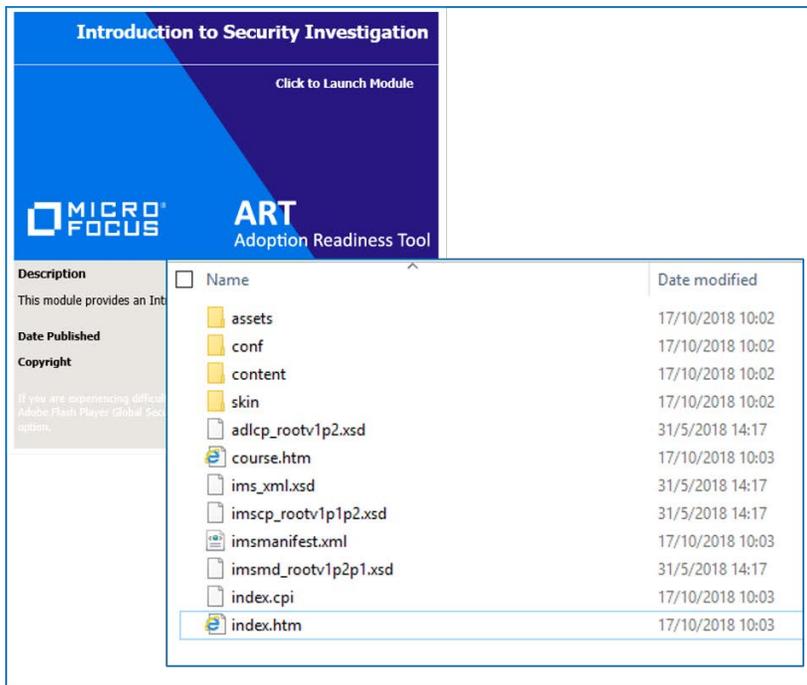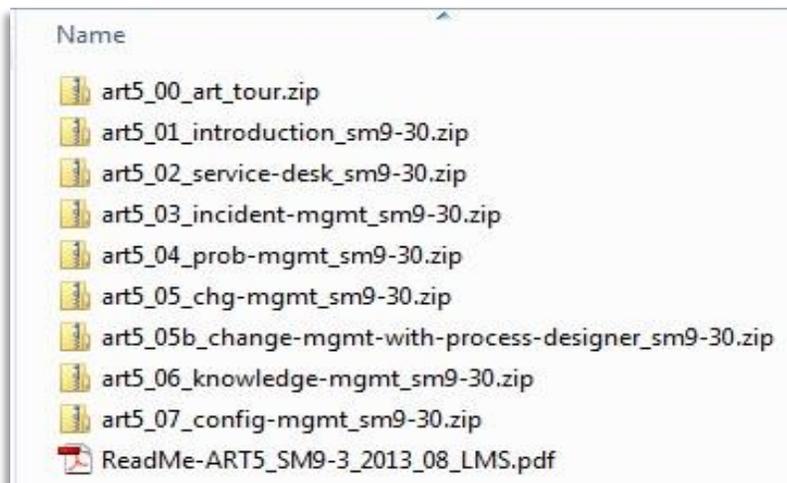
- On a **Web Server**:

    o Move the contents of the Output directory on your web server. Provide the URL to the `index.htm` file to allow users to access the content via the ART web interface.
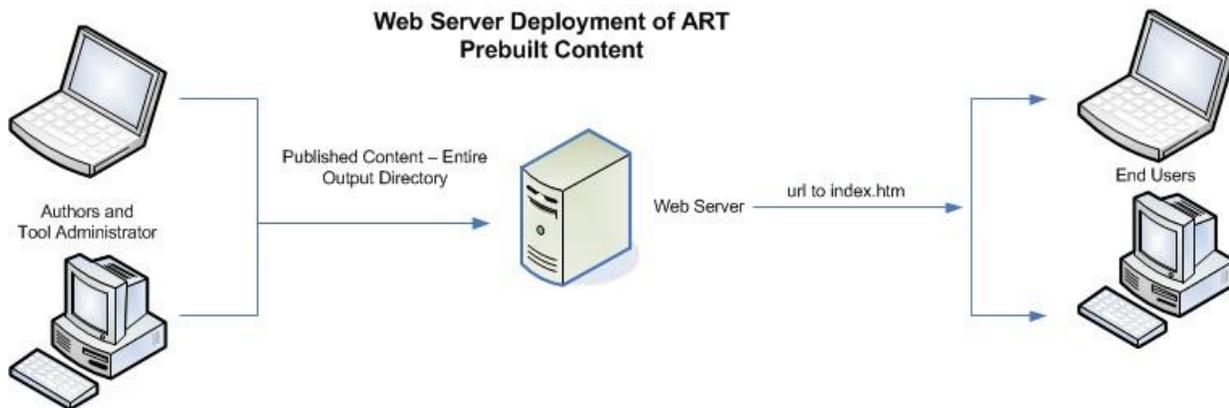
Can I Deploy the ART Content on My LMS?

- Yes, you can use the ART DevKit tool to publish the ART source content as an AICC or SCORM conformant package ready for upload to your AICC or SCORM LMS.

- To speed the process for our customers who are using the most popular LMS settings, SCORM 1.2 LMS Package files with the following settings are included in Content file:

- LMS settings:
    - SCORM version: SCORM 1.2
    - Reporting status: Completed/Incomplete
    - Tracking results: Pass = 70%

Name

- art5_00_art_tour.zip
- art5_01_introduction_sm9-30.zip
- art5_02_service-desk_sm9-30.zip
- art5_03_incident-mgmt_sm9-30.zip
- art5_04_prob-mgmt_sm9-30.zip
- art5_05_chg-mgmt_sm9-30.zip
- art5_05b_change-mgmt-with-process-designer_sm9-30.zip
- art5_06_knowledge-mgmt_sm9-30.zip
- art5_07_config-mgmt_sm9-30.zip
- ReadMe-ART5_SM9-3_2013_08_LMS.pdf

- Deliver LMS files intact to the LMS System Administrator with notification of the LMS settings listed above, specifying that the zip files are not to be extracted prior to installing them into the LMS.
  If these settings do not match your specific requirements, you may need to make updates to your template to produce the LMS files that you specifically want.

- Contact your Micro Focus Representative if you wish to upload the prebuilt content to your LMS prior to receiving training. Micro Focus can assist you with the process.

- Additional information can be found in the SCORM and AICC Support in Adoption Readiness Tool document. You can request this document from your Micro Focus Representative.

ART Source Content

Can I Customize the ART Content?

- If you are licensed for the ART DevKit, you have the ability to customize your ART content. It is recommended you place the ART source files, including the .uws file, in the C:\ART directory. If this location is not available, temporarily store the files on a local or share drive and consult with your Micro Focus ART consultant to determine the best location.

Note: The placement of these source file does not affect the viewing of the pre-published content contained in the Output folder.

- You should receive Micro Focus ART training prior to customizing your content.

How Do I Get Support for the ART Dev Kit and Content?

ART Training and Service Options

Micro Focus Software Education offers multiple options for ART enablement for our customers. We know that some of our customers want to become fully self-sufficient with ART and others will desire our assistance using this powerful tool. Our array of services is designed along a continuum— Micro Focus can help you do it yourself, or do the work for you.

- Jump StART Workshop – Our on-site Micro Focus ART Jump StART service incorporates instructor demonstrations, hands-on student activities, and practice lessons. The workshop covers planning and design, creation of standards and prototypes, and training on using the tool.
- ART Author and Administrator Training – Primarily for new employees of customers who have already taken Jump StART, this training course teaches how to author and administer ART.
- Co-Development of Content
- ART Web Portal Customization
- ART LMS Integration
- Content Design and Development – Course customization and new course builds.

Please contact your Micro Focus Representative for more information on available ART training and services.

Global Support Desk

Micro Focus support for ART is delivered through the Micro Focus Global Support Desk:

- 24x7 web-based intelligent response Software discovery

- Software patches and software version updates

- Phone-in assistance

You use your Passport account to log in to Software Support Online (SSO) at https://softwaresupport.softwaregrp.com/ to enter a case. This is the same process you use for any other Micro Focus Software product.

However, if you have received a unique SAID for ART, you need to enter it. Global Support includes support engineers who specialize in ART to handle your case.

If you don't know your ART SAID or have not yet received it, you can contact:

- mi.licensing-na@microfocus.com in AMX

- Mi.Licensing-EMEA@microfocus.com in EMEA

- LicensesAPAC@microfocus.com in APJ