Best Practices for Using RoboHelp – Locations of Files and Backups – Mark Thiel

Summary

1. I keep the RoboHelp program itself on my C drive. (Required)
2. I keep the source files for the program manual on my C drive. (Required)
3. I use underscores rather than spaces in filenames of source files. (Recommended)
4. I generate the manual (web site) to a folder on my C drive (Required)

   (Note that most hyperlinks in the manual are relative links rather than absolute links.)

5. Each day, or nearly each day, I create a backup of the source files, and keep them in a folder on my C drive.
6. I copy the backup of the source files (on C drive) to the H drive, as well, for a second backup.
7. Every day, at the end of the day, I close every program on my computer, and log out, but do not shut down the machine.
8. When major changes are made to the content of the manual, I make multiple backups of the source code during the course of the day, and label them A, B, C, etc.
9. When major changes need to be made globally to the manual, I make a duplicate set of the source files, work out proposed changes in the duplicate set of files, then -- when decisions are finalized -- make the changes in the real (not duplicate) source code.

The desktop computer that I have been using is critically low on resources. PCs start exhibiting erratic behavior when available disk space falls below a certain percentage.

We are in the process of setting up a new, and far better, machine. Setup is slated to be completed tomorrow (Friday 12 January). The work is being done by Justin Montuori, of ITS.

My current machine:

Processor: Intel i5

Hard drive capacity: 120 gigs (total)

RAM: 8 gigs

I keep the following on my C drive:

- My applications (MS Office, Visio, RoboHelp, etc.)
- The source files for the manual
- The output files for the manual (the html files that make up the web site)
- A backup of the source files.

The files listed above take up almost my entire hard drive. Total available space remaining is below eight gigs, so I have had to delete or offload files regularly to free up disk space.

This will not be an issue with the new machine.

New machine currently being set up:

Processor: Much better than my current one. Don't remember the details.

Hard drive capacity: One terabyte

RAM: 16 gigs

Setup should be completed tomorrow.

<u>As for the corruption of the files on my C drive:</u>

Justin Montuori, of ITS says that someone else in this building who uses RoboHelp has had some of the same corruption issues.

Justin says that there are number of variables that might be factors in corruption of programs or files:

- Migrating from HSEN domain to SVC domain

  (It could be that when we migrated over from domain HSEN to domain SVC, file paths and/or addresses of relative hyperlinks in manual were not rewritten, resulting in invalid file names or file paths. That is speculation.)

- Compatibilty issues between different versions of Windows operating system and other software products
- Compatibility issues between different versions of Microsoft products (Example: MS Visio 2016 is not compatible with MS Office 2016)
- Compatibility issues between Microsoft and Adobe products (Example: RoboHelp 2017 reportedly is not compatible with Windows 10.)
- Compatibility issues between different versions of Adobe products and Windows operating systems (Win 7 vs Win 10, etc.)
- Compatibility issues between 32-bit versus 64-bit programs, operating systems, and hardware.

On Wednesday 3 January, (the day of a network crash) at the end of the day, I exited all of my applications and logged off of my machine, but did not shut the machine down.

Thursday, 4 January, when I came in in the morning, all of the programs and documents (RoboHelp, Outlook, Word docs, etc.) that I had closed the night before were again open and running.

I don't know how a network outage can result in the opening of applications and documents on my computer, but this was not the first time that a number of applications and documents were running after having been closed down the night before.