

Supplemental Help Files for iPassConnect

Version 2.1, June 2005

Customers can create a supplemental Help file for iPassConnect for Windows that appends the standard Help files shipped with the client. Although supplemental help is not required, it can be a useful way to publish company-specific instructions or support information regarding the use of iPassConnect.

This document explains the process used to incorporate supplemental Help in your client profile.

Creating Supplemental Help

If supplemental Help is used, customers are responsible for its content creation and compilation using a third-party Help authoring tool. The files must be supplied to iPass in compiled form. Since many third-party Help authoring tools are available for the creation of Windows online Help files, an explanation of step-by-step procedures for any particular tool is beyond the scope of this document. Consult your Help authoring tool's documentation for complete instructions on its use.

*If your supplemental content is brief (1-2 pages), you may wish to customize the iPassConnect Technical Support message instead of compiling a supplemental Help file. The Technical Support message, a simple text file, is displayed on the iPassConnect **Help** menu under **Tech Support**.*

Consult the Tech Note: Customizing the iPassConnect Tech Support Message, available on the iPass Portal, for details on customizing this message and limitations to the length of the message content.

File Names

This document refers to files named <language>1.*. The exact filename depends on the localized version of iPassConnect and must be one of the following values: English, German, Spanish, French, B_Portuguese, Japanese, S_Chinese, T_Chinese, Korean. The language is followed by the numeral 1.

For example, for an English version of iPassConnect, the file names shown here would be English1.*. For the German version, <language>1.* would be German1.*.

2.x Help

iPassConnect 2.x Help is in WinHelp (*.hlp) format. This file type is typically compiled from a single Rich Text Format (*.rtf) document formatted into topics. When invoked, an .hlp file displays in a WinHelp browser.

To add supplemental Help to your 2.x client,

1. Using an application capable of creating an .rtf file, such as Microsoft Word, create your Help topics document.

2. Using your Help authoring tool of choice and your .rtf file, compile two files:
 - a. A WinHelp file named <language>1.hlp
 - b. A table of contents for your WinHelp file named <language>1.cnt.
3. Supply both <language>1.hlp and <language>1.cnt to iPass for inclusion in your iPassConnect profile.

Your supplemental Help file and table of contents will be installed in the iPass installation folder. When iPassConnect 2.x detects your supplemental <language>1.cnt in this folder, the topics in <language>1.hlp will appear at the bottom of the WinHelp browser's Table of Contents. (If <language>1.cnt is not detected, no additional topics will be displayed.)

3.x Help

iPassConnect 3.x Help is in HTML Help (*.chm) format. This Help file is compiled from a set of HTML documents, where each HTML document usually comprises a different topic. HTML Help can make use of full HTML functionality, including hyperlinks to external Web sites, JavaScript and Dynamic HTML. When invoked, a .chm file will be displayed in an HTML Help browser.

To add supplemental Help to your 3.x client,

1. Using an HTML editor, create the HTML files for your chosen topics.
 - a. One of the HTML files used in compilation needs to be named `intro.htm`, and should also be specified as the default topic for <language>1.chm.
`intro.htm` can contain introductory material as a lead-in to your other topics.
2. Using your HTML Help authoring tool of choice and your HTML files, compile an HTML Help files named <language>1.chm.
3. Supply <language>1.chm to iPass for inclusion in your client profile.

Your supplemental <language>1.chm will be installed in the iPass installation folder. The supplemental topics in <language>1.chm will be accessible from the standard Help Table of Contents under the heading *Additional Information*. (If a supplemental <language>1.chm is not detected, then *Additional Information* will display the default content included in the standard iPassConnect installation.)

Upgrading from 2.x to 3.x Supplemental Help

If you are currently using a supplemental Help file for iPassConnect 2.x, are upgrading to iPassConnect 3.x, and wish to use supplemental Help in your new 3.x client, then you must recreate and recompile your 2.x WinHelp content in .chm format and supply it to iPass, using an HTML editor and a Help authoring tool. Follow the steps given above for compiling your .chm file.