

## **eHelp Corporation headquarters**

eHelp Corporation is the worldwide leader in Help authoring solutions. Software developers, Help authors, technical writers, and documentation experts worldwide turn to eHelp Corporation for state-of-the-art Help authoring and Internet/intranet solutions.

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[eHelp Corporation Sales Department](#)

[eHelp Corporation Technical Support Department](#)

## Sales

eHelp Corporation's professional sales staff is ready to answer your sales questions Monday to Friday from 6:00 A.M. to 5:00 P.M. Pacific Time.

Contact your sales representative to hear about the latest products, the Subscription Plan, training, upgrade options and prices, and more. If you have a technical question or problem, please contact [Technical Support](#).

### Contacting your eHelp Corporation Sales Representative

Sales Phone: 1-800-677-4946

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Sales Email: [sales@blue-sky.com](mailto:sales@blue-sky.com)

When sending email, please include your company name, city, and state to ensure your request is handled promptly.

## Technical Support

At eHelp Corporation, we work hard to provide you with intuitive technical products. Additionally, we try to provide superior online and print documentation to enable you to work independently. If you have a technical question that you can't answer with the provided tools, please contact our Technical Support department. All of our Technical Support representatives are eager to answer your questions and help you create the best Help systems possible.

**Note:** You must be a registered user to access eHelp Corporation support services. eHelp Corporation support services are subject to the prices, terms, and conditions in place at the time the service is used.

eHelp Corporation's Technical Support services includes email, telephone, and Web-based support on our corporate Web site ([www.blue-sky.com](http://www.blue-sky.com)).

## Help Us Help You

When contacting Technical Support via phone or email, please provide the following information for the fastest possible service:

- Product serial number (registration number)
- Your name, company name, and phone number
- Exact product name and version number
- Type of operating system (e.g., Windows 95)
- Version of Microsoft Word (if using RoboHELP for WinHelp)
- Browser and version (if creating HTML-based Help)
- Complete description of the issue, including steps to reproduce it
- Exact wording of any messages displayed when you encountered the problem
- Steps taken to resolve the problem
- All previous email threads with eHelp Corporation about the issue, if any

For current hours of operation and details about all support offerings, please:

- Visit our Web site ([www.blue-sky.com](http://www.blue-sky.com))
- Email us at **[supportnews@blue-sky.com](mailto:supportnews@blue-sky.com)** to receive an automated reply listing all of your support options.
- Call us at 858-551-2194.

## **Premium Support**

Premium Support entitles plan members to priority Technical Support access through a dedicated telephone line and a dedicated email address. Plan members receive direct access to eHelp Corporation's seasoned Senior Technical Support Engineers.


Premium Support plans are available for current and previous versions of eHelp Corporation products.

## Using HyperViewer


HyperViewer registers the macros needed to provide HyperViewer table of contents and full-text search support. When you use HyperViewer, all of the statements needed for this support are automatically added to your [Help project \(HPJ\) file](#).

You can start HyperViewer from within RoboHELP Classic, as long as you have a WinHelp 3 Help project open.

### To start HyperViewer on a Windows 95, 98, NT 4.0, or 2000 system:

- 1 Open a WinHelp 3 project in RoboHELP Classic.
- 2 From RoboHELP Explorer, select the **File** menu and **Project Settings**.
- 3 Select the **Extensions** tab.
- 4 Click the **HyperViewer** option.
- 5 (Optional) Click the  icon to change the HyperView or Find+ menu button text or menu text. The buttons and menu labels are how users access the table of contents.
  - **Menu label.** Enter the text you want to appear on the **File** menu of the compiled Help file to access HyperViewer contents window.
  - **Button label.** Enter the text you want to appear on the button face of the main Help window.
- 6 Click **OK** to exit the Options dialog and the Extensions tab.
- 7 Save, recompile, and run your project to see the results.

### To start the Compatibility Wizard on a Windows 3.1 system:

- 1 Open the **RoboHELP Office** Program group.
- 2 Double-click the **HyperViewer** icon .

## Removing HyperViewer functionality

To remove HyperViewer or Find+, you can run HyperViewer and deselect the options you ran the first time.

### To remove HyperViewer functionality:

- 1 Open a WinHelp 3 project in RoboHELP Classic.
- 2 From RoboHELP Explorer, select the **File** menu and **Project Settings**.
- 3 Select the **Extensions** tab.
- 4 Click the **None** option.
- 5 Click **OK**.

## Shipping HyperViewer-enhanced Help

The Find+ and HyperViewer are implemented in separate DLLs, called by the Help system when the user selects the Find+ or HyperViewer button or menu item. In order for the commands to operate properly on the users system, you must include the DLLs when you distribute your Help system.

Distribute your Help (.HLP) file and the following files:

Functionality	Filename	Where to Install
For both WinHelp Find+ and HyperViewer, to provide 3-D look and gray dialog boxes	CTL3DV2.DLL	Windows\System directory
WinHelp Find+	HYPRFIND.DLL	Windows\System directory
HyperViewer	HYPRVIEW.DLL	Windows\System directory
HyperViewer Help system	HYPRVIEW.HLP	Windows or Windows\System directory

You will find these files on your hard disk in your Windows\System folder. The HYPRVIEW.HLP Help system is installed by default into your Windows folder.

Installation of the Help system and the DLLs is typically handled by the installation program for the product that your Help system documents. You may wish to notify the appropriate person that the files listed above will need to be included in the installation.

### Tip:

You may want to provide information on how to use HyperViewer and Find+ in your own printed documentation. The text in FIND.DOC and HYPRVIEW.DOC, located in your WINHELP\HYPRVIEW\DOCS folder, can be used to provide this information. You may use these files and distribute them royalty-free.

## **Running HyperViewer-enhanced Help from CD-ROM**

It is possible to place the HYPRVIEW.DLL, HYPRFIND.DLL and HYPRVIEW.HLP in the same folder as your Help file. This may be useful if you want to have your users run your Help file from a CD-ROM and do not wish to install your Help file or DLLs on the users hard disk. If you do this, you could create an icon in Program Manager that points to the HLP file on the CD-ROM, or your end-user can click on your Help file from File Manager.

### **Note:**

CTL3DV2.DLL should not be placed in the same folder as the Help file it must be in the users Windows\System folder. CTL3DV2.DLL is already installed on most Windows systems but you should check for it and install it into the Windows\System folder if it is not there.



## **About WinHelp Find+**

WinHelp Find+ allows you to search for a word or phrase through the entire text of a Help file. It lists topics in which the word or phrase occurs and shows how many times it occurs within each topic. WinHelp Find+ also allows you to jump to the topic or print the topic.

### **How is Find+ different from Search?**

If you want to find Help on a particular topic in a Windows Help system, the Search button is usually the option you use. It lets you search through a list of keywords or phrases defined by the Help author, and then jump to selected topics. This has its drawbacks. If the Help author didn't supply a keyword for the information you're looking for, you have to guess at synonyms for that keyword. You may never find the information, even though it is in the Help file.

WinHelp Find+ lets you perform a full-text search on the Help system — you enter a word or phrase and the Find+ searches all of the Help text, not just the titles, keywords, or context strings. This makes it easy to find the information you are looking for.

## Using the HyperView button

To use HyperViewer once youve added the functionality to a Help system, just select the HyperView button or menu item, then select a topic to view. The steps are as follows:

- 1 Open the Help system.
- 2 Choose the **HyperView** button or menu item. The **HyperViewer** window appears with the HyperView of the Help system displayed.



The first time you run the Help system, a dialog box appears with the message Creating HyperViewer Database. On a small Help file, this will take just seconds. It may take a little longer on large Help files. This process happens only once for each Help file. See [HyperViewer Files](#) for more information.

## Finding unlinked topics

Unlinked topics are topics that are not referenced by any other topic in the Help file. These types of topics are often included a Help system for context-sensitive Help on specific buttons or areas of an applications display; they normally contain information that is not of general interest when navigating a Help file. For this reason, it is recommended that you leave this option turned off. With a very large file, including unlinked topics can slow down the display.

As a Help author, you may want to turn this option on to see which topics are unlinked in your Help system. There may be topics that you planned to create links to, but have not done so yet. This feature allows you to quickly identify them.

### To show/hide unlinked topics:

- From the **View** menu, select **Unlinked Topics**.

## Showing the current branch only

In a large Help system with an expandable/collapsible table of contents, many levels in the contents can be displayed at once. If you navigate down several levels in the contents and want to clear the display of other levels you've expanded, you may want to limit the display to show only the current branch.

### To display the current branch only:

- From the **View** menu, select **Current Branch Only**.

### To set the HyperViewer window to Always on Top:

- From the HyperViewer **View** menu, select **Always on Top**.

## Setting the window font

You can change the font, font style, and font size of what's displayed in the HyperViewer window.

**To set the font for the HyperViewer window:**

- 1 From the HyperViewer **View** menu, select **Font**.
- 2 Select the font, style, and size.
- 3 Click **OK**.

## Printing multiple topics

You can print multiple topics within your Help system at once instead of printing each topic individually. Be sure of your selections before following these procedures, because topics are printed without a confirmation message.

### To print all of the topics in the Help system:

- From the HyperViewer **File** menu, select **Print All Topics**.

WinHelp provides a message as each topic prints. Each topic prints as a separate print job on a separate page.

### To print the multiple selected topics in the Help system:

- 1 In the HyperViewer window, navigate until the titles for the topics you want to print are visible.
- 2 To select specific topics, hold down the **CTRL** key and click on each topic with the left mouse button. To select a sequence of adjacent topics, hold down the **Shift** key and drag the mouse from the first to the last topic. Topics that have been selected for printing are indicated by a check mark (ü) next to the topic text.
- 3 From the **File** menu, choose **Print Selected Topic(s)**. The topics start printing.
- 4 To deselect topics, use **CTRL+Click** or **CTRL+SHIFT+Drag**.

### Tips:

- Clicking anywhere in the white space within the HyperViewer window will clear all topics that were selected for printing.
- Only visible topics can be selected for printing. If you close a branch of the tree, those topics that disappear will not be selected.
- You can toggle whether a topic is selected for printing by holding down the **CTRL** key and clicking with the left mouse button.

## Troubleshooting for HyperViewer

Here are some questions you may encounter while using HyperViewer and suggestions for solving the problem.

- **When I run my Help file, I see the message Routine not Found.**

This occurs if the HyperViewer DLLs are not in the correct place on the computer. See [Shipping HyperViewer-enhanced help](#) for more information.

- **Sometimes a jump to a topic is displayed inside a certain book and sometimes it isn't.**

In order to keep the display window fairly clean, if a jump is included in more than one book, it will only display for the currently opened book.

- **Some of my jumps do not appear in HyperViewer.**

Macro hotspots do not display in HyperViewer. For example, a jump to another Help system (which is implemented using a macro) will not display in HyperViewer.

- **When I try to run my project, I see the message: A new version of HyperViewer is needed for this Help compiler.**

This occurs if you are working in WinHelp 4 mode (or WinHelp 4 mode with WinHelp 3 compatibility) within RoboHELP. HyperViewer is designed for WinHelp 3 Help systems (Help systems for Windows 3.1 systems).

- If you are getting the above message and intended to create a WinHelp 3 Help system, do the following: From the RoboHELP Explorer **File** menu, choose **Set Primary Target**. Change the primary target to WinHelp 3.
- If you are getting the above message because you ran HyperViewer on a WinHelp 4 project and realized you don't need HyperViewer functionality, you can remove it. See [Removing HyperViewer functionality](#).

- **I'm having trouble adding HyperViewer functionality to the HLP files for Microsoft Word, Microsoft Excel, and Microsoft Access.**

If a Help file calls other DLLs during execution, there may be compatibility issues between the DLLs and the HyperViewer DLLs that prevent HyperViewer functionality. For example, you can not add HyperViewer functionality to the HLP files for Microsoft Word, Microsoft Excel, and Microsoft Access because these HLP files call proprietary Microsoft DLLs.

## HPJ file additions

This information is provided for your reference; you don't have to know these additions to use HyperViewer. These are the additions that Hyperviewer automatically makes to your HPJ file.

### WinHelp Find+ Full-text Search

There are two macros that control the full-text search. In order to use the macros, they must be registered in the [CONFIG] section of your Help project (.HPJ) file. Hyperviewer does this for you.

HyperViewer adds the following lines to your HPJ file:

```
RegisterRoutine("hyprfind.dll","HyperFindDMInit","") ;=  
RegisterRoutine("hyprfind.dll","HyperFindDMExecSearch","") ;=  
HyperFindDMInit() ;=  
CreateButton("IDH_HYPERFIND","Fi&nd+","HyperFindDMExecSearch()") ;=  
InsertItem("mnu_file","MNU_HYPERFIND","Fi&nd+","HyperFindDMExecSearch()",5) ;=
```

### HyperFindDMInit()

This macro initializes the full-text search engine. It is called from the [CONFIG] section of the project file. HyperViewer does this automatically. This macro must be executed only once.

### HyperFindDMExecSearch()

This macro starts a full-text search. By default it is activated by the button or menu item, but it can also be activated from a hotspot.

### Hyperviewer

There are five macros that control the actions of HyperViewer. In order to use the macros, they must be registered in the [CONFIG] section of your Help project (.HPJ) file. Hyperviewer does this for you.

The following lines are added to your HPJ file by Hyperviewer:

```
RegisterRoutine("hyprview.dll","HyperViewDMInit","") ;=  
RegisterRoutine("hyprview.dll","HyperViewDMShowWindow","") ;=  
RegisterRoutine("hyprview.dll","HyperViewDMHideWindow","") ;=  
RegisterRoutine("hyprview.dll","HyperViewDMMoveWindow","iiii") ;=  
RegisterRoutine("hyprview.dll","HyperViewDMOnTop","i") ;=  
HyperViewDMInit() ;=  
CreateButton("IDH_HYPERVIEW","Hyper&View","HyperViewDMShowWindow()") ;=  
InsertItem("mnu_file","MNU_HYPERVIEW","Hyper&View","HyperViewDMShowWindow()",4) ;=
```

### HyperViewDMInit ()

This macro initializes HyperViewer. It is called from the [CONFIG] section of the project file. Hyperviewer does this automatically. This macro must be executed only once.

### HyperViewDMShowWindow()

This macro causes the HyperViewer window to be displayed.

### HyperViewDMMoveWindow(x,y,x,y,flag)

This macro resizes and/or moves the HyperViewer window. Each i represents a setting for the window position, in the following order:

- x coordinate of window width
- y coordinate of window width
- x coordinate of window height
- y coordinate of window height
- flag (if 1, units are pixels; if 0, units are 1/1024 of screen resolution)

### HyperViewDMHideWindow()

This macro causes the HyperViewer window to be hidden. It has the same effect as selecting **Close** from the system menu of HyperViewer. Note that even when the HyperViewer window is hidden, it will continue to track changes as if it were visible.



**HyperViewDMOnTop(i)**

This macro specifies whether HyperViewer is to display always on top. The i represents the macro setting:

- 0 = not on top
- 2 = always on top

## **HyperViewer files**

### **HYPRFIND.DLL**

This DLL controls the action of the full-text search engine. It is normally installed in the Windows\System folder.

### **HYPRVIEW.DLL**

This DLL controls the action of HyperViewer. It is normally installed in the Windows\System folder.

### **CTL3DV2.DLL**

This DLL adds the three-dimensional and gray dialog box look to both the Find+ and HyperViewer. It is normally installed in the Windows\System folder.

### **HBR File**

In order to display the hierarchical information in the Help file, Hyperviewer automatically creates a corresponding database. For example, if your Help file is called ANSWERS.HLP, a database called ANSWERS.HBR will be created, either in the Windows folder, or the folder specified by the Stash\_Dir setting in the [Options] section of the Hyprview.ini file. You can add the following to the Hyprview.ini file:

[Options]

Stash\_dir=c:\hbrdir

### **HYPRVIEW.INI**

This file is created when HyperViewer runs and is placed in your Windows folder. This file performs functions such as remembering the last position of HyperViewer on the screen, the font selection, and whether it should be Always on Top. The only time you should edit this file is if you decide to add an [Options] section.

## **Key features of HyperViewer**

The WinHelp HyperViewer automatically integrates full-text search, a HyperView table of contents, and multi-topic printing into any new or existing Windows 3.1 Help project or Help file.

- Its easy to add the functionality to your Help system. Simply run HyperViewer and the required commands are added automatically.
- You can add just full-text search, just the HyperView table of contents, or both.
- The HyperView table of contents is built automatically and is a true representation of the links in your Help system. HyperViewer searches through the Help system, finds all the topics, jumps and popups, then automatically creates the HyperView. There is no development time involved.
- You can use HyperViewer during development to check the structure of the Help system and to look for unlinked topics (topics to which no other topic jumps).



## **System requirements**

WinHelp HyperViewer works with Windows 3.1 Help projects running under Windows 3.1, 95, 98, NT 4.0, and 2000. In order to run HyperViewer, you need to have the following software installed on your system:

- RoboHELP (to compile your Help system if you have included HyperViewer functionality into the project file)
- Windows 3.1, 95, 98, NT 4.0, or 2000
- Approximately 1.5 MB of hard disk space for HyperViewer files
- Enough memory to compile a Help system in Windows

## Comparing HyperViewer and Compatibility Wizard

Depending on your Help project needs and time constraints, you can choose between the Compatibility Wizard and HyperViewer to add WinHelp 4 functionality to your Windows 3.x Help system.

Feature	Compatibility Wizard	HyperViewer
Button bar	<ul style="list-style-type: none"><li>• Contents (WinHelp 3 functionality unless you add Compatibility Wizard functionality to Contents)</li><li>• Search</li><li>• Back</li><li>• History</li><li>• Help Topics (three-tab window)</li></ul> 	<ul style="list-style-type: none"><li>• Contents (WinHelp 3 functionality)</li><li>• Search</li><li>• Back</li><li>• History</li><li>• Find+</li><li>• HyperView (expandable/collapsible Contents)</li></ul> 
Three-tab window	Contents, Index, Find+	
Contents	Configurable. You create the Contents in the TOC tab of Explorer View. Must ship the CNT file with your Help project.	Auto-created based on project structure.
Ability to print multiple topics at once using Contents tab	Yes	Yes

## About HyperViewer

The WinHelp HyperViewer adds Windows 95 functionality to Windows 3.1 Help files, without the need for the Help source files. HyperViewer automatically integrates full-text search, a HyperView table of contents, and multi-topic printing into any new or existing Windows 3.1 Help project or Help file.

- Its easy to add the functionality to your Help system. Simply run HyperViewer and the required commands are added automatically.
- You can add just full-text search, just the HyperView table of contents, or both.
- The HyperView table of contents is built automatically and is a true representation of the links in your Help system. HyperViewer searches through the Help system, finds all the topics, jumps and popups, then automatically creates the HyperView. There is no development time involved.
- You can use HyperViewer during development to check the structure of the Help system and to look for unlinked topics (topics to which no other topic jumps).

### Tip:

HyperViewer (rather than the [Compatibility Wizard](#)) is best to use when you want the process of creating Windows 95 functionality fully automated. HyperViewer creates all books, pages, and hypertext links for you in just seconds!

### Benefits of using HyperViewer

The WinHelp HyperViewer allows you to provide some important Windows 95 Help functionality within Windows 3.1 Help files.

- **HyperView.** This is an expandable/collapsible view of a Help system, complete with books and pages. It is designed to resemble the Windows 95 Contents tab convention.
- **Adapted button bar.** The WinHelp HyperViewer adds additional buttons to the main button bar of a Help system: HyperView and Find+.
- **Full-text search.** This is accessed through the Find+ button. The Find+ full-text search functionality is superior to the standard WinHelp search engine.
- **Multi-topic printing.** From HyperViewer, users can print multiple topics simultaneously.

### Benefits of WinHelp Find+ full-text search

- Find+ highlights the matching word or text string, allowing you and your end users to quickly find information.
- Find+ displays the topics in which the search text appears, and the number of occurrences in each topic. The list is sorted so that the topics with the most occurrences appear first.
- Users can specify search criteria such as search entire topic, search in topic title only, case-sensitive search and search for whole word only.
- Find+ is fast - it scans an average size Help file in one second (speed is approximately .5MB/second).

### Benefits of HyperView table of contents

- The HyperView is an expandable/collapsible hierarchical table of contents of the Help system - a window containing books and pages which graphically illustrate the hypertext links (jumps and popups).
- Allows your users to visually explore the Help system and instantly access any topic.
- HyperViewer allows users to select multiple topics for printing or print all topics at once, rather than having to select and print each topic separately.
- If you make a change in the hypertext links in the Help project, HyperViewer updates itself automatically.

