Introduction

By combining MadCap Flare and the Feedback Server when creating a company knowledge base, you provide improved communication between writers, customers, and employees. Once a network is established within your larger network by installing Feedback, the Feedback Explorer, Feedback Administration, and configuring these as well as Flare, your Flare projects become interactive.

Users can add comments and rate topics and writers can analyze user searches; therefore, writers get the same kind of valuable information as if they had the luxury of talking to customers and support personnell and conducting usability studies. After publishing, writers can analyze searches and add synonyms for words used in the documentation.

For instance, if users search on "couch" but the documentation refers to "sofa", by adding a synonym once, the sofa-related documentation displays whenever users search on couch. Seeing what users are able and not able to find and reading their input for all topics post-publishing allows you to meet your customers' needs immediately without republishing your project.

This document outlines the steps that were taken to implement a recent knowledge base using MadCap Flare and Feedback Server. It also attempts to give you the information that you need to create your own Knowledge Base.

Installation

Installing Feedback Server

1. From the following location, http://www.madcapsoftware.com/support/, for **System Requirements**, choose Feedback and click **Go**.
   MadCap's Knowledge Base Article, IAR1002FB - Feedback Server System Requirements, displays.
2. Order or designate a physical server that meets the necessary requirements.
3. From the following location, http://www.madcapsoftware.com/support/, for **Installation Checklist**, choose Feedback, and click **Go**.
   MadCap's Knowledge Base Article, IAR1004FB - Feedback Server Installation Checklist, displays.
4. From the following location, http://www.madcapsoftware.com/support/, for Getting Started Guide, choose Feedback, and click **Go**.
   A pdf displays.

Note: Microsoft .NET framework might already be installed, especially if you are using the later versions of Windows.
If you open the link that MadCap emails, step 4 says to download the actual Feedback Server. Make sure to do this before downloading the Feedback Server Admin application.

Once the Feedback Server is installed on the physical server, you should see Feedback Server Admin and Feedback Server Explorer icons on the server's desktop.

Installing Feedback Explorer

You have installed Feedback Explorer on the server; however each writer, administrator, or topic reviewer wanting to see user activity for the most recently opened Feedback file should also install the Feedback Explorer on his/her computer.

For every project, there can be one or more targets, and for every target to which the Feedback Server is to be tied, one writer should create a configured Feedback file and make it accessible for the others using Feedback Explorer.

The writer making the configured Feedback file should do the following:

1. Download the Feedback Explorer.
2. Create a configured Feedback file.

One writer should create a Feedback Configuration file in Flare. The designated writer should do the following:

1. Open the target for which you want to see feedback.
2. Choose the Feedback Service tab.
3. Check Enable Feedback Service.
4. In the Feedback Server URL field, enter the path to the server hosting the data. The format of this entry is vital. For the BRdata server, we have successfully used http://65.242.198.164, the IP address for the server.
5. Copy the Feedback License from the email issued to you that had the download information. The Feedback License is not the Feedback Server key.
6. Click **Configure with Feedback Explorer Application**. If the Feedback Server URL and Feedback License are kosher, the entries are highlighted blue.
   The external Feedback Explorer opens, displaying the information and user activity for the target.
7. Click the Basic tab and decide if you want the comments to be reviewed and if you want to allow anonymous comments.
8. Click the Reviewers tab and add the emails for the individuals who will review the topics. These individuals should be writers with Flare on their computer.
9. Click the Administrators tab and add the emails for the individuals who will administer the topics.
   These individuals do not need Flare or Feedback Explorer; however, they might have one or both. They might be managers who want to receive emails when comments are made, when responses to comments are made, etc. Administrators might want to run statistics using Feedback Explorer, but not use it for Synonyms.
10. Click **File > Save**, and the .fbconf file is saved in the following location:
    C:\Users\"your name"\Documents\My Feedback Admin.
11. Once the configured Feedback file exists, email it to the others installing Feedback Explorer so that they can save it in the following location: C:\Users*Their Name*\Documents\My Feedback Admin.

The other writers, administrators, and/or reviewers who want access to the Feedback Explorer functionality should do the following:

1. Download the Feedback Explorer.
2. Open the Feedback Explorer and click **File > Open**, and choose the .fbconf file from the following location: C:\Users*My Name*

\Documents\My Feedback Admin.
Once the configuration file has been opened in the Feedback Explorer, they can easily open it again and see the Pending Comments, Active Users, etc. for the project, and utilize the program.

Flare Configuration

Creating a Project

3. Create a new Flare Project by doing the following:
    1. Select **File>New Project**.
       The Start New Project Wizard opens.
    2. In the Project name field, type an appropriate name for your project.
       By default, a path to the My Documents\My Projects folder on your hard drive is entered in the Project folder field. (Flare creates the My Projects folder when you install the program.) All sub-folders and files related to the project will be placed in this folder as you work on the project.
    3. Click **Next**.
    4. Choose the language, or most likely leave **English**, and click **Next**.
       The Templates section to the right displays the templates contained in the folder you selected.
    5. In the Templates area on the right, choose Knowledge Base Template and click **Next**.
    6. In the Available Targets area, choose **WebHelp** for your project.
    7. Click **Finish**.

Enabling Comments in Flare

All the writers working on the project in Flare for which the target will be tied to the Feedback Server should do the following:

1. Open the skin you are going to use for the target you are going to build.
   This is the default skin within the project you just created.
2. In the General Tab, in the Features section, check Topic Comments and Recent Comments.
3. If generating WebHelp or WebHelp plus, from the Feedback Tab, check Display Topic Comments at the end of each topic.
4. Make sure to save these changes.

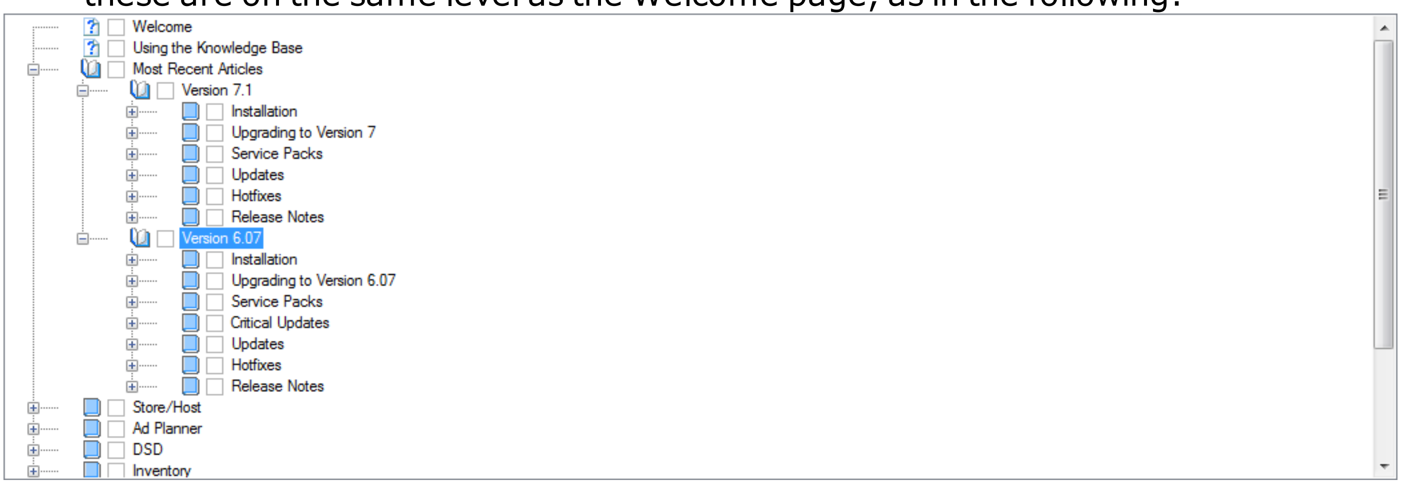
Adding a Destination

1. Add a Destination by clicking **Project** > **Add Destination**.
2. Leave Factory Templates and MyDestination, but enter a name for File Name, and click **Add**.
3. When a message tells you files are being copied, click **OK**.
4. Within the Project Explorer, in the Destinations folder, double click the new destination to open it if it does not appear.

5. The server on which the Feedback Server is installed needs to have FTP, so if it does not have it, install it.
6. Leave FTP and do not enter a comment.
7. Enter the host name.
   This should be the same thing as you entered for Feedback Server URL when you created the Feedback Configuration file, but without the http://. For example, for my recent project, the host name was 65.242.198.164.
8. Enter the directory.
   This is the directory on which the Feedback Server was installed.
9. Add the correct port, which was 21 for my project.
10. Save the changes.

Creating the Project Shell

1. Look at the MadCap knowledge base and create two topics that look like their Welcome and Using the Knowledge Base pages and save them in the project. You can use How to Use Template.htm available in the Content Explorer.
2. Create the TOC so that it has the Welcome page, Using the Knowledge Base, and a "Most Recent Articles" folder containing the appropriate sub-folders. The other folders represent the important of all versions, and these are on the same level as the Welcome page, as in the following:



Now that the project shell is created, you can begin to fill the knowledge base with valuable information.