User's Guide

Help & Manual Key Monitor Online Help

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Overview

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Welcome to **Key Monitor** utility for managing concurrent Help & Manual server licenses! The purpose of this program is to manage and add server licenses for Help & Manual.

In terms of its functionality, the Server version of Help & Manual is exactly the same as the Professional per-seat version. The only difference is the licensing model and where it is installed. The Server version makes it possible to run Help & Manual from any computer in your local network without local installation. The number of users who can run the program concurrently depends on the number of license keys installed with the Key Monitor utility. No database, server software or additional components are required. Everything is handled by the program itself.

Topics covered in this help file:

Server licenses vs. per-seat licenses

Installation of Help & Manual on a server

Installation of the Microsoft HTML Help Workshop

Managing server licenses

Multiple instances of Help & Manual on one PC

Mixing per-seat and server licenses

Concurrent user licenses - as opposed to *per-seat licenses* - are floating licenses, shared among multiple users who access Help & Manual from a network drive.

Per-seat licenses

The "classic" installation of Help & Manual is to run the setup on a computer and install it locally. To unlock the evaluation version, you enter a valid serial number in *Help > Enter Serial Number*. Help & Manual stores this serial number in the Windows registry, so the copy of Help & Manual runs on the machine only, where it is installed.

The product is tied to this *seat*. If you have 10 users working with Help & Manual, you need to repeat this process 10 times for every machine where Help & Manual is required.

Concurrent server licenses

Concurrent licenses can "float" and are shared among any number of users that have access to the product. The typical scenario is this: you install Help & Manual on a network drive, that all users have (read-) access to.

Instead of using a separate license for every computer (per seat), the licenses are shared among all users. The number of concurrent licenses determines, how many of them can run Help & Manual simultaneously. If you have 10 concurrent licenses, you may run Help & Manual on 100 different computers in your company, but not more then 10 users can use the product at the same time.

To enable concurrent licensing, Help & Manual must be installed on a network drive and the license file

must be placed in the same folder as the application.

The requirements for installing the Server version of Help & Manual are minimal. Basically, you can install on any server share that has read and execute permissions for your users and support for Windows file access and locking with the SMB protocol. No server or database software is required.

What kind of server can you install on?

You do not actually require a computer running a server operating system to install Help & Manual Server edition. It can be installed on any server share or LAN network drive that supports full Windows file access and file locking with the SMB protocol. This is always the case on Windows servers and network drives on Windows computers. If the share is on a Linux or Unix server or computer, the computer must provide file access and file locking for Windows client computers with the SMB protocol. This will normally be provided with a service called Samba. Check with your system administrator if you are not sure.

Do NOT install on network cloud drives like DropBox!

Never try to install Help & Manual or edit Help & Manual projects on network cloud drives like Google Drive, DropBox or OneDrive. This would not work properly and can cause serious errors on many levels. Similarly, Help & Manual projects should never be edited on such drives -- particularly shared projects being edited by multiple users. The active version management on these drives will interfere with Help & Manual's own file management functions, resulting in multiple conflicting copies of individual files.

Where on the server should you install Help & Manual?

You do not need to install directly in the Program Files folder on the server, and it is generally better not to. You can install on any folder on a network drive where the users who are going to run Help & Manual have read and execute permissions.

Running the server version:

After being installed, Help & Manual can then be run from any computer on the LAN with execute permissions for the installation folder by executing the HELPMAN.EXE file from the share. The number of users who can do this concurrently is determined by the number of license keys installed in the .lic file with Key Monitor. To run from a remote location you need to log in to a computer on the LAN via Remote Desktop or any similar third-party solution like LogMeIn or GoToMyPC.

In order to enable concurrent licensing, you need to install Help & Manual on a shared drive that can be accessed by all users. This is typically a Windows server, but it can also be a shared folder on a Windows computer or a folder on a Linux or Unix server with SMB support. See Server requirements for details. You can install Help & Manual directly onto a server, or install it locally and simply copy the files.

Installing directly to a network drive

1. Run the Help & Manual installer downloaded from our website to install Help & Manual.
2. The installer will suggest the local "*Program Files*" folder for installation. Don't accept this. Instead, install to your chosen folder on your network drive you wish to install to. This should NOT be a folder on a network cloud drive like DropBox!
3. Copy this program (*HMKeyMon7.exe*) into the installation folder.

4. Run *HMKeyMon7.exe* to install the license file. See Managing server licenses for details.

Installing locally, then moving the program to a network drive

1. Run the Help & Manual installer downloaded from our website to install Help & Manual on your local machine.
2. Copy this program (*HMKeyMon7.exe*) into the installation folder.
3. Copy the installation folder (*C:\Program Files\HelpAndManual7* by default) to your chosen folder on your network drive. This should NOT be a folder on a network cloud drive like DropBox!.
4. Run *HMKeyMon7.exe* to install the license file.

Folder structure created by the setup

The Help & Manual setup creates the following files and folders (default folder names). To move Help & Manual to a different location, you can simply copy the *\HelpAndManual6* application folder including its sub-folder structure.

Folder	Content	Required access
\Program Files\EC Software\HelpAndManual7	Application folder, contains EXE files and online help. The license file goes into this folder as well.	Read
\Program Files\EC Software\HelpAndManual7\Templates	Contains templates for the various export formats.	Read
\Program Files\EC Software\HelpAndManual7\Dictionaries	Language files for the spell checker	Read
\Program Files\EC Software\HelpAndManual7\Compilers	Full-text indexer for browser-based help	Read
\My Documents\My HelpAndManual Projects	Default folder for new help projects. This folder also contains example help projects to start with.	Read/Write
Other system folders	None. No files are placed in any system folders.	None

While Help & Manual can run from a server location without explicit installation on the individual workstation, the Microsoft HTML Help compiler cannot.

To create HTML Help (.chm files) Help & Manual uses the *Microsoft HTML Help Workshop,* the help compiler from Microsoft to turn the output of Help & Manual into a compiled CHM file. This compiler does not run from a server. It needs to be installed and registered separately on every user's computer.

In order to create CHM files with Help & Manual, please download the HTML Help compiler from http://www.ec-software.com/downloads_mscomp.html and install it on every workstation computer, where HTML Help compilation is required.

In order to create Amazon Kindle eBooks with Help & Manual, please download the *Kindle Previewer*

application from http://www.amazon.com/gp/feature.html?docId=1000765261 and install it on every workstation computer, where Kindle output is required.

Here is a summary of the output formats of Help & Manual:

- **HTML Help (.chm)**: requires *Microsoft HTML Help Worksh*op to be installed on the workstation computer
- **Webhelp (with full-text search)**: built-in, no additional tools required
- **Adobe PDF**: built-in, no additional tools required
- **Word/DOCX**: built-in, no additional tools required
- **ePUB**: built-in, no additional tools required
- **Amazon Kindle:** requires the Amazon Kindle eBook compiler to be installed on the workstation computer

Running the Key Monitor utility

- To run the Key Monitor, you must be logged in as administrator. The Key Monitor requires write access to the Help & Manual application folder in order to store the license file.
- After opening the Key Monitor, locate the Help & Manual EXE file "helpman.exe".
- Once located, the Key Monitor will automatically look for an existing license file and load the list of license numbers. You can see which licenses are currently in use and which are free.

Adding or removing licenses

To add or remove concurrent licenses, click **Edit Keys**. This will switch the key list to an editable window where you can copy and paste new licenses or remove existing licenses.

To store the changes, click **Store Keys**.

> **Note:** The Key Monitor needs exclusive access to overwrite the license file. In order to make any changes to the license file, no license must be in use at this time.

Concurrent licenses are stored in a license file in the same location as the Help & Manual EXE file. When a user opens Help & Manual, it picks a concurrent license from this file and locks this licenses unless the user closes Help & Manual.

If the same user opens a *second instance of Help & Manual* on the same computer, the license key already picked by the first instance is re-used. One user can start up to 20 instances of Help & Manual on the same computer. This does not block other concurrent licenses.

- The first instance of Help & Manual that is opened, picks a license.
- The last instance of Help & Manual that is closed, releases the license.

Mixing per-seat and concurrent licenses

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When a user opens Help & Manual, it picks a concurrent license from this file and locks this licenses unless the user closes Help & Manual. **Except if this machine has a per-seat license installed!**

Imaging the following scenario ...

You have installed Help & Manual on your server with 5 concurrent user licenses for a team of 20 members. One team member, however, works so often with Help & Manual that you decide to buy him/her a per-seat license, simply because a per-seat license is cheaper. So you have the following licenses installed:

License type and amount	Stored in	Can be used by
5 server licenses	File: \\Server\..\HelpAndManual7 **\helpman.lic**	Everyone (up to 5 users at the same time)
1 per-seat license	Windows Registry of the dedicated machine	This machine only. The machine does not pick a license from "helpman.lic" if a personal per-seat license is found in the Windows registry.

Installing concurrent licenses

You install concurrent licenses with **HMKeyMon.exe**, the licenses are stored in the file **helpman.lic** in the application folder of Help & Manual.

Installing individual per-seat licenses

You install per-seat licenses in Help & Manual directly. Open Help & Manual and click **Help > Enter Serial Number**.
Help & Manual saves this (individual) license key in the Windows registry of this machine, in the key `"HKEY_CURRENT_USER\Software\ECSoftware\Help & Manual 7"`.

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