Oracle® User Productivity Kit
User and Content Management

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ORACLE®

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Contents

1 Overview and Documentation

This suite of applications provides a synchronized content platform for creating documentation, training, and performance support across the enterprise. Its use is generally limited to a team of content authors and/or subject matter experts. The content is made available to users through a Player, document output, or a Knowledge Center. Content can also be tracked to ensure that users understand and learn the content that authors are providing.

Copyright

Version 11.1.0.1

The following components are available for installation:

Developer – The Developer is the primary content authoring tool that allows you to create and publish content easily. Using a content Library for organization and storage, you can build outlines comprised of various documents such as modules/sections, topics, glossaries, questions, and assessments. Content can then be enhanced with additional assets such as conceptual web pages, package content (such as documents, spreadsheets, presentation slide decks, web sites, flash content, HTML pages), role assignments, and so on. Content can then be published as playable simulations, various flavors of documentation output (such as job aids, training guides, instructor manuals, test and system process documents), and context-sensitive, in-application support, help systems. The Developer can be installed for one author or as a collaborative and centralized platform for authoring teams, subject matter experts, content reviewers, and so on.

Knowledge Center – The Knowledge Center is a centralized platform for content deployment, tracking, and reporting. The Knowledge Center provides the infrastructure and tools for importing, organizing, and deploying content created in the Developer (and other applications), managing users and the content that is made available to them, tracking how deployed content is used, and reporting on the content that is consumed. The extent of these capabilities depends on whether you are using the Standard edition (basic usage tracking and reporting) or the Professional edition (more sophisticated user and content management, content organization and deployment, usage tracking, and reporting capabilities typically found in learning content management systems).

You might be interested to note that all of this documentation/help was authored and published using this product.

Documentation consists of the following manuals and help systems. The PDF manuals are delivered and stored in the **documentation\language code\reference** folder where the Developer is installed. Help systems and some PDF manuals are available when you launch each product component such as the Developer, Player, Knowledge Center, and so on. Documentation can also be accessed from the documentation shortcut on the Windows Start program menu.

Content on functionality available in the Professional edition is also included in this documentation and identified as such by the phrase "available only in the Professional edition".

- **Installation and Administration**: This PDF manual provides instructions for installing the Developer in a single-user or multi-user environment as well as information on how to add and manage users and content in a multi-user installation. An Administration help system also appears in the Developer for authors configured as administrators. This manual also provides instructions for installing and configuring the Knowledge Center, including the Content Root (or content repository), and the User Import Utility.

- **Content Development**: This help system and PDF manual provides information on how to create, maintain, and publish content using the Developer. The content of this manual also appears in the Developer help system.

- **Content Deployment**: This PDF manual provides information on how to deploy content created in, and published from the Developer.

- **Content Player**: This help system provides instructions on how to view content using the Player.

- **Reports Management**: This help system and PDF manual provides instructions on how to run and manage usage tracking and other reports.

- **User and Content Management**: This help system and PDF manual provides instructions on how to create user accounts, user groups, and knowledge paths, import content, and server management.

- **In-Application Support**: This help system and PDF manual provides information on how to implement content-sensitive, in-application support for enterprise applications using Player content.

- **Upgrade**: This PDF manual provides information on how to upgrade from a previous version to the current version.

- **Knowledge Center**: This help system provides instructions on how to use the Knowledge Center options such as Knowledge Paths, Notes and Mentoring, and so on.

2 Understand the Manager User Interface

The Manager interface opens in a browser window. The Manager title bar has links on the right. Each link provides access to a page to manage a different area. Several pages are grouped together under a More link.

The links that appear are:

- **Users**: The User Management page provides options to create, edit and delete user accounts. The default administrator account is created during installation and cannot be deleted.

- **User Groups**: The Use Group Management page provides options to create, edit and delete groups of users. The default All Users group is created during installation and cannot be deleted.

- **Knowledge Paths** (available only in Professional edition): The Knowledge Path Management page provides options to arrange the content of the titles on the server into curricula, including assessments, and to enroll users and user groups in the knowledge paths.

- **Titles**: The Title Management page provides options to import and re-import titles. In Professional edition, you can also edit title properties.

You can access the following pages through the More link:

- **Custom User Fields** (available only in Professional edition): The Custom User Field Management page provides options to create data fields to add to the user profile.

- **Path Category** (available only in Professional edition): The Knowledge Path Categories Management page provides options to create categories which enable you to group similar Knowledge Paths together on the enrollment page.

- **Workgroups** (available only in Professional edition): A workgroup is an organizational group of users, user groups, and knowledge paths. The default Master workgroup is created during installation and cannot be deleted. In a default installation, the display of multiple workgroups is disabled. If you want to use multiple workgroups, you must first enable the display. See *Enable Multiple Workgroups* in the Use Workgroups chapter of this manual for more information.

- **Content Roots** (available only in Professional edition): The Content Root Management page provides options to configure the content root, where the titles reside.

- **Server**: The Server Management page provides options to configure the server, including user permissions on the server, setting an email address for the server, and specifying a default language.

- **Reference**: This option provides links to launch the documentation in Adobe Acrobat (.pdf) format.

2.1 Search and Filter Lists

There are several pages that have the potential to have long lists, such as User Management. A Search option is available on these pages. Searchable criteria varies depending on the page information. For example, you can perform a search in the User Management page to find a user by first, last, and/or username fields, as well as email address.

You can use the Search option to search for a specific item by entering an exact name, or you can enter a part of a name or even a single letter to filter the list.

🖱 To search for a specific item in a list:

1. Click in the text box to the left of **Search**.

2. Enter the text you want to find (for example, a user name).

3. Click **Search**.

🖱 To filter the list to show a group of items:

1. Click in the text box to the left of **Search**.

2. Enter part of the text for which you want to search, such as a letter or a partial word.

3. Click **Search**.

2.2 Select (available only in the Professional edition)

On pages where you can enroll multiple users in a user group or a knowledge path, or enroll a user in multiple knowledge paths or user groups, check boxes appear to the left of the items in the list. You can select the items manually by clicking the boxes. However, above the list, there are Select options which enable you make multiple selections easily. With these options, you can select All of the items, None of the items, the items which are already Enrolled, or the items which are already Unenrolled.

🖱 To select items:

1. To select a single item, click the check box at the left.

2. To select all of the items in the list, click **All**.

3. To select no items in the list (for example, to clear a selection) click **None**.

4. To select all items which are already enrolled, click **Enrolled**.

5. To select all items which are not already enrolled, click **Unenrolled**.

2.3 Sort

Information that appears in a table form can be sorted by column headings. Clicking a column heading sorts the items in the table by the information in that column in ascending order. Each time you click the column heading, you reverse the sort order.

You can only sort on column headings that appear with a link (an underscore).

🖱 To sort a list:

1. To sort a list, click the heading of the column you want to sort by.

2. To reverse the sort, click the column heading again.

2.4 Workgroup option (available only in the Professional edition)

A Workgroup option may appear at the top of various pages. When users, user groups, knowledge paths, titles, and knowledge path categories are created, they belong to a specific workgroup, which is the Master workgroup. If you create additional workgroups, they will be available in the Workgroup list. Selecting a different workgroup limits the list on the page to the items which belong to that workgroup.

This option appears only if the following three criteria are met:

- You are using the Professional edition.

- An administrator has enabled the Display Workgroups option on the server.

- You have created multiple workgroups.

3 Manage Users

Users must have an account before they can access the content. You can add user accounts manually, or users can add themselves during login to the Knowledge Center.

Note: An administrator account is created during installation. It cannot be deleted.

3.1 Create a User

When you create a user, you enter basic information such as last name, first name, user name, and password. In addition, user properties include user permissions and start/end dates for the account. There may also be custom user fields, some of which may be required. However, only a user with Manager rights can assign permissions and dates to an account.

Expert Advice enables users to communicate with subject matter experts as they take subjects. If you are using the Expert Advice feature, you can set a user as an expert. You can also allow users to run specific custom reports, if available.

3.2 User Properties

User Details
Some fields are mandatory and require an entry to create a new user account. The names of mandatory fields are indicated by a red asterisk in the interface.

- **Last Name**: Mandatory field in which you type the user's last name. The name can be any alphanumeric string up to 50 characters in length. The last name is the user's actual last name, and is not to be confused with the username used to log in.

- **Middle Initial:** Not mandatory; however, you can type the user's middle initial in this field, if desired.

- **First Name**: Mandatory field in which you type the user's first name. The name can be any alphanumeric string up to 50 characters in length. The first name is the user's actual first name, and is not to be confused with the username, which is used to log in.

- **Username**: Mandatory field in which you specify the username that the user enters to log in. The username can be any alphanumeric string up to 50 characters in length. It can be generated automatically from the entries in the First Name and/or Last Name fields when the Username Field Using This Pattern option is enabled at the workgroup level.

- **E-mail Address**: Not a mandatory field. If the Expert permission is enabled and email will be used for expert and user communication, the e-mail address is necessary. Experts are subject matter experts to whom users can submit questions while taking subjects. To receive these questions via email, the expert's email address must be provided. The email address can be set to any alphanumeric string up to 255 characters in length. If the email field is left blank for an expert or user, questions and answers can be posted in Knowledge Center.

- **Password**: The password for the user account. While it is a good idea to include a password for a user account, this field is only mandatory when the Have Blank Passwords option is disabled at the server level. If this option is enabled, it is not necessary to enter a password to create the user account. If a password is created, the user needs to enter this password when logging in. The password can be set to any alphanumeric string up to 50 characters in length. Passwords are case-sensitive.

- **Confirm Password**: The password for the user account, entered again for verification.

- **Start Date**: Optional field that allows a Manager to set a date for the username and password to be valid on the system. Before this date, the user will be unable to log in. If this field is left blank, the account is valid immediately.

- **End Date**: Optional field that allows a Manager to set a date for the username and password to expire. On this date, the user can no longer log in. Dates can be typed in any format and will be converted to the mm/dd/yyyy format. If the End Date field is left blank, the account never expires. The default administrator account, set up during installation, cannot be set to expire.

- **Active**: If this option is disabled, the user is inactive and cannot log in. This feature enables a Manager to suspend user accounts when necessary. By default, inactive accounts are not included in reports, although some reports allow you to include them.

- **Custom user fields** (available only in Professional edition): Custom user fields created on the server are listed below the standard fields. Custom fields may be mandatory; the names of mandatory custom user fields have a red asterisk next to them in the interface.

Permissions

User permissions determine the specific administrative functions a user may perform. A user may be given any number of permissions or none at all. The default is no administrative access.

- **System Administrator**: Has full access to all features and can act as an expert. Users with this permission see a Manager link on the Knowledge Center home page.

- **Manager**: In a Professional edition installation, has full access to a particular workgroup. The manager sees only what is available to that workgroup. Workgroup managers can create and maintain users, user groups, knowledge paths, path categories, and titles for the workgroup to which they are assigned. Users with this permission see a Manager link on the Knowledge Center home page. Managers also have a Reporter link and are able to run reports.

  In a non-Professional edition installation, a Manager has full access to create and maintain users and titles and run reports.

- **Reporter**: Can run a variety of reports. Users with this permission see a Reports link on the Knowledge Center home page.

- **Expert** (available only in Professional edition): If the Expert Advice feature is enabled, you can assign the Expert permission to a user. An expert is a subject matter expert to whom users can submit questions as they take subjects in the Knowledge Center. When a user is identified as an expert, he/she can be selected as an expert for specific titles. If this permission is enabled, the E-mail Address field must be completed for the expert to receive notification via email that questions were posted. If an email address is not provided, the expert can check for questions in the Knowledge Center and respond accordingly. An expert can also run a report from the Get Expert Advice page that displays questions and answers.

- **Feedback Monitor**: A feedback monitor can view comments and run a report from the Review Feedback page. When a user is identified as a feedback monitor, he/she is then selected as a monitor for specific titles.

- **External Reports** (available only in Professional edition): Lists the external reports that are available. If a user has Administrator permission, all external reports are displayed. The reports are selected and cannot be deselected.

  If a user has Manager permission, only the external reports available to that workgroup display. The reports are selected and cannot be deselected.

If a user has Reporter permission, only the external reports available to the workgroup display. The reports are deselected and can be selected.

Expert Advice (available in Professional edition only)
If the Expert Advice feature is enabled and the user has been assigned the Expert permission, a list of titles appears. You can assign the user as an expert for specific titles.

Titles Available for Feedback
Lists the titles for which users can enter feedback. You can assign the user as a monitor for specific titles.

Clear Tracking Data
You can use this to clear all tracking data for the user. This deletes all history of the subjects a user has taken, including assessment scores.

Change Workgroup
You can move a user to another workgroup. This is helpful if you want to delete or consolidate workgroups, but do not want to lose users or tracking data.

To create a user:

1. Display the User Management page.

2. Click **Create User**.

3. Enter the required and optional information for the user properties.

4. Click **Save**.

3.3 Edit/Delete a User

You can edit a user at any time, to change a password or change enrollments. You can delete users you no longer need (for example, an employee who leaves the company). When you delete a user, all tracking data for the user is also deleted.

To edit a user:

1. Display the User Management page.

2. Use Search or scroll to locate the user you want to edit.

3. Click in the **Edit** column for the user you want to edit.

4. Change the user properties as desired.

5. Click **Save**.

To delete a user:

1. Display the User Management page.

2. Use Search or scroll to locate the user you want to delete.

3. Click in the **Delete** column for the user you want to delete.

4. Click **OK** to confirm the deletion.

3.4 Import Users

The User Import Utility can be used to create new users or update existing accounts in the Knowledge Center database without having to add each user separately using the Knowledge Center Manager. You can easily add large numbers of users as well.

The User Import Utility imports a tab-delimited text file (.txt) or an Excel spreadsheet (.xls or .xlsx), or uses a database connection to populate the appropriate fields in the Knowledge Center database. Each column of data corresponds to a field in the database. For text and Excel files, the first row in the file must be the header row. You can save the file with any name, but it must be saved with an extension of .txt for text or .xls or .xlsx for Excel. When importing using a database connection, you configure a database connection and build a field mapping between the Knowledge Center and the other system. The connection string is stored in a file specified by the user. See *Configuring a Database Connection for Import* in this section for more information.

Note: Although the User Import Utility is used with the Knowledge Center, it is not installed as part of the Knowledge Center. To install the User Import Utility, you must select the User Import Utility during the installation process. This will create a Knowledge Center User Import program group. You can launch the User Import Utility with the User Import icon in the program group.

3.4.1 Set Up the Data File

The following are the headings that must appear in the header row. For all data files, you must include all fields, in the order indicated in this list. Data must exist for the USERNAME through LASTNAME fields, but MINIT, EMAIL, and NTINTEGRATED fields can be empty. Field order is not important when using a database connection because the system will order the field appropriately.

- USERNAME: Corresponds to the Username field.

- PASSWORD: Corresponds to the Password field.

- FIRSTNAME: Corresponds to the First Name field.

- LASTNAME: Corresponds to the Last Name field.

- MINIT: Corresponds to the Init field.

- EMAIL: Corresponds to the E-mail field.

- NTINTEGRATED: Corresponds to the NT Integrated option.

You can also include optional fields in the file, if desired. If used, these fields must appear in the order specified in the list below and they must appear after the required fields.

- USERGROUP: Should reflect the name of all user groups in which a user is to be enrolled. User groups do not have to exist in the database prior to running the User Import Utility. If the user group does not exist on the server, it is created. After importing the data, view the User groups page to see that the new user group was created.

- STARTDATE: Corresponds to the Start Date field. Dates can be typed in any format and will be converted to the m/d/yy format.

- ENDDATE: Corresponds to the End Date field. Dates can be typed in any format and will be converted to the m/d/yy format.

- Custom User Fields: Custom user fields must exist in the Knowledge Center database; otherwise, they will be ignored during the import process. In addition, if a custom user

field is required and no value exists in the field for a particular user, an account will not be created in the Knowledge Center for that user and an error is generated in the log.

For text or Excel files, the name in the header row must be identical to the field name in the database. Type the field name in capital letters and if the name includes multiple words (for example, Sales Territory), include the appropriate spaces in the header row. In addition, the data in the data file must be of the same type as the custom user field in Manager (for example, text should be in the data column for a text custom user field, date/time in the data column for a date/time custom user field, and so on.).

To specify values for Boolean custom user fields, use 0 to indicate "false" and 1 to indicate "true." To specify multiple values for a data field (for example, an Unordered List custom user field or multiple user groups to which one user belongs), separate each value with a comma.

Note: The option to set NT integration is read from the login address. If that address is entered via NT integration, then all addresses will be set to require NT authentication.

3.4.2 Configuring a Database Connection for Import

User information can be imported through an external connection to a database by configuring a connection string to access the database. You can build the connection in one of three ways: build the connection string: build the connection to the Active Directory; or manually enter the string as part of the Database Connection Wizard.

- Microsoft SQL Server
  Data Provider = System.Data.SqlClient
  Data Source=<server name>;Initial Catalog=<database name>;Integrated Security=True

- Oracle Database
  Data Provider = System.Data.OracleClient
  Data Source=<server name>;Persist Security Info=True;User ID=<username>;Password=<userpassword>Unicode=True

- Active Directory (AD)
  Data Provider = System.Data.OleDb
  Provider=ADSDSOObject;User Id=<domain>\<username>;Password=<userpassword>

After the connection has been established, you must map the database base fields to the corresponding Knowledge Center database fields. See *Set up the Data File* for more information on Knowledge Center data fields. Once the configuration is saved, it can be run from the command line, as needed.

Note: The Knowledge Center supports only one database connection at a time.

🖱 To build a database connection string:

1. From the User Import Utility dialog box, click **Database Connection**.

2. Click **Configure** to start the Database Configuration Wizard.

3. Click **Next** to display the next configuration screen.

4. To build a connection string, click **Build Connection String**, then click **Build**.

5. Choose the desired data source and data provider for the database connection and click **OK**.

6. Select the server name and the name of the database to which you want to connect.

7. Click **Test Connection** to confirm the connection, then click **OK**.

8. Click **Next** to move to the next configuration screen.

9. On the Data Connection Wizard - Step 2 of 5 screen, click **Build** next to the **Data source for user data** field, click **Table Name** or **View Name** and type the table name, SQL Statement or View name to be used as the source of the user data in the **Edit** field.

10. Enter (or choose from the list) the required user profile fields and any optional fields that will correspond to the Knowledge Center database files, select the Domain Prefix, check the domain name is correct in the Domain field if the Active Directory is used as the source for the user import, then click **Next**.

11. This screen displays only custom user fields that are already configured in the Knowledge Center (with the exception of multi-selection list type custom user fields). The **Data source for user data** field (read only) displays the selection statement entered as the source of the custom user data. Enter (or choose from the list) the required custom user fields that correspond to the Knowledge Center database files, then click **Next**.

12. This screen displays user group information. Since this information can have multiple values, you must re-associate the user group name with the appropriate user group values. Click **Use same source selected for user data** if the user group data is in the same data source selected for the user data.

    or

    Click **Build** to create a connection to a different data source. Once the connection is established, click **OK**.

13. Click **Next**. This screen displays a preview of the all the data fields entered and their corresponding values. If the data is incorrect, click **Back** to navigate back through the wizard to make corrections. When all data is correct, click **Next**. The configuration data is saved to the app.config file.

14. Click **Finish** to return to the User Import Utility to complete the import process.

15. Enter the desired name in the **Config File Name** field.

    or

    Navigate to an existing file.

16. Click **Save** to save the new configuration.

17. Select the workgroup to which the users will be imported, then navigate to the text file containing the data to import.

18. Choose either or both the **Modify Existing Users** and/or **Make Users Inactive If Not Part Of The Import** options.

    Note: Modify Existing Users allows you to update information on existing users. If you do not select this option, only new users area added to the database. Make Users Inactive If Not Part Of The Import allows you to deactivate any users in the system that are not currently in the set of users being imported.

To build a connection to the Active Directory:

1. From the User Import Utility dialog box, click **Database Connection**.

2. Click **Configure** to start the Database Configuration Wizard.

3. Click **Next** to display the next configuration screen.

4. To build connection to Active Directory, click **Build connection to Active Directory** and click **Build**.

5. Enter the desired Domain, User Name, Password and Confirm Password and click **OK**.

6. Click **Next** to move to the next configuration screen.

7. Click **Build** for the Data source for user data.

8. On the Data Connection Wizard - Step 2 of 5 screen, click **Default Active Directory Script** to populate the SQL Statement field with the default selection statement from the Active Directory.

9. Modify the "DC=" items to match your fully qualified domain. For example, corporate.com would be "DC=corporate,DC=com" or corporate.us.com would be "DC=corporate,DC=us,DC=com"). The "DC=" needs to be built out for each domain section that is separated by the ".". The "DC=local" would not be correct unless your domain is "corporate.local".

10. Click **Test**.

11. Enter (or choose from the list) the required user profile fields and any optional fields that will correspond to the Knowledge Center database files, select the Domain Prefix, check the domain name is correct in the Domain field if the Active Directory is used as the source for the user import, then click **Next**.

12. This screen displays only custom user fields that are already configured in the Knowledge Center (with the exception of multi-selection list type custom user fields). The **Data source for user data** field (read only) displays the selection statement entered as the source of the custom user data. Enter (or choose from the list) the required custom user fields that correspond to the Knowledge Center database files, then click **Next**.

13. This screen displays user group information. Since this information can have multiple values, you must re-associate the user group name with the appropriate user group values. Click **Use same source selected for user data** if the user group data is in the same data source selected for the user data.

    or

    Click **Build** to create a connection to a different data source. Once the connection is established, click **OK**.

14. Click **Next**. This screen displays a preview of the all the data fields entered and their corresponding values. If the data is incorrect, click **Back** to navigate back through the wizard to make corrections. When all data is correct, click **Next**. The configuration data is saved to the app.config file.

15. Click **Finish** to return to the User Import Utility to complete the import process.

16. Enter the desired name in the **Config File Name** field.

    or

Navigate to an existing file.

17. Click **Save** to save the new configuration.

18. Select the workgroup to which the users will be imported, then navigate to the text file containing the data to import.

19. Choose either or both the **Modify Existing Users** and/or **Make Users Inactive If Not Part Of The Import** options.

    Note: Modify Existing Users allows you to update information on existing users. If you do not select this option, only new users area added to the database. Make Users Inactive If Not Part Of The Import allows you to deactivate any users in the system that are not currently in the set of users being imported.

⌐ To manually enter a connection string:

1. From the User Import Utility dialog box, click **Database Connection**.

2. Click **Configure** to start the Database Configuration Wizard.

3. Click **Next** to display the next configuration screen.

4. To manually create a connection string, click **Manually create connection string**.

5. Select or enter the desired **Data Provider** and enter the **Connection String**.

6. Click **Test Connection** to confirm the connection, then click **OK**.

7. Click **Next** to move to the next configuration screen.

8. On the Data Connection Wizard - Step 2 of 5 screen, click **SQL Statement** to enter the select statement for user data, click the **Test** button to test the connection, then click **OK**.

9. Enter (or choose from the list) the required user profile fields and any optional fields that will correspond to the Knowledge Center database files, select the Domain Prefix, check the domain name is correct in the Domain field if the Active Directory is used as the source for the user import, then click **Next**.

10. This screen displays only custom user fields that are already configured in the Knowledge Center (with the exception of multi-selection list type custom user fields). The **Data source for user data** field (read only) displays the selection statement entered as the source of the custom user data. Enter (or choose from the list) the required custom user fields that correspond to the Knowledge Center database files, then click **Next**.

11. This screen displays user group information. Since this information can have multiple values, you must re-associate the user group name with the appropriate user group values. Click **Use same source selected for user data** if the user group data is in the same data source selected for the user data.

    or

    Click **Build** to create a connection to a different data source. Once the connection is established, click **OK**.

12. Click **Next**. This screen displays a preview of the all the data fields entered and their corresponding values. If the data is incorrect, click **Back** to navigate back through the wizard to make corrections. When all data is correct, click **Next**. The configuration

data is saved to the app.config file.

13. Click **Finish** to return to the User Import Utility to complete the import process.

14. Enter the desired name in the **Config File Name** field.

or

Navigate to an existing file.

15. Click **Save** to save the new configuration.

16. Select the workgroup to which the users will be imported, then navigate to the text file containing the data to import.

17. Choose either or both the **Modify Existing Users** and/or **Make Users Inactive If Not Part Of The Import** options.

Note: Modify Existing Users allows you to update information on existing users. If you do not select this option, only new users area added to the database. Make Users Inactive If Not Part Of The Import allows you to deactivate any users in the system that are not currently in the set of users being imported.

3.4.3 Run the User Import Utility

After you install the User Import Utility, the Knowledge Center User Import Utility program group appears in your Start menu. The User Import Utility icon is located in this program group.

When you run the utility, you need to log in. After logging in, the User Import Utility dialog box opens. Select the Config File Name created when you configured the database connection.

Note: If you receive a Proxy Authentication dialog box when you log in to the User Import Utility, enter your username and password for the proxy server. If you select the Save my password option, the username and password information is encrypted and saved to the kcLogin.xml file in the path for the application data, for example c:\Documents and Settings\<username>\Application Data\Knowledge Center (Windows XP) or c:\Users\<username>\AppData\User Productivity Kit (Windows 7). If your password changes for the proxy server, you can open this file in a text editor and delete the tags <ProxyAuthentication> and </ProxyAuthentication> and all the text in between. This will cause the Proxy Authentication dialog box to open the next time you log in so that you can enter your new password.

Before starting the import process, you can modify the previously created information and save the configuration file again.

After importing the data file, you can view new and/or modified user accounts in the Manager.

The User Import Utility creates a configuration file with the name selected in the Config File name field <configfile.xml>. Additionally, each time the User Import Utility is run, as a Window application (not command line), it creates a log file that can be viewed by clicking the View Log button on the Importing Users dialog box. The location of the log file displays on the dialog box.

To run the User Import utility:

1. From the Knowledge Center User Import Utility program group, double-click **User Import**.

2. Enter a username and password, and select the appropriate language and workgroup, if necessary. Select the desired server in the **Connect to** list box, if necessary. Click

OK.

3. If the configuration file already exists, select or enter the configuration file name, click **Load.** Skip to step 8.

4. Click the **Users will be imported in the following Workgroup**, if applicable.

5. Click the workgroup into which you want to import the user data.

6. In the **Import User List location** field, enter the path for the text file, or click [...], navigate to the location in which the data file is stored, select it, and click **Open**.

7. Select the **Modify existing Users** and/or **Suppress error messages (Log only)** options to enable them, if applicable.

8. Select **Import Users**.

9. Click **OK**.

10. Click **Exit**.

3.4.4 Run the User Import Utility from a Command Line

You can run the User Import Utility from a command line with the configuration file as a command line argument. This allows you to add or update users as part of a batch process that can be scheduled and run automatically at times that you specify.

After you set up a data file (as detailed above) and run the User Import Utility, run UserImport.exe <file name>.xml at the command line. Knowledge Center uses the configuration setting file <file name> (created by User Import Utility), which contains the path to all the necessary configuration information (including username and password).

Note: You must put the path for the UserImport.exe file in the batch file, or issue a command to change into the appropriate directory first. If the path to the UserImport.exe or the settings file contains spaces, you must enclose the entire path in quotes. A log file called <file name>.log is created in the same folder where the configuration file was created.

3.5 Enroll a User in Knowledge Paths (available only in the Professional edition)

Enrolling users in knowledge paths gives them access to the content. There are several ways a user can be enrolled in a knowledge path:

-   **Self enrollment**: The user chooses to enroll in a knowledge path on the Knowledge Paths page. This is similar to an "elective" course, and the user can unenroll from the course as well. For this option to be available, self-enrollment must be enabled at the workgroup level, as well as on the knowledge path itself.

-   **User group enrollment**: The user is enrolled in the knowledge path because he or she is a member of a user group that is enrolled in the knowledge path. The user cannot choose to enroll or unenroll; this is a required course.

-   **Admin enrollment**: The user has been enrolled in the knowledge path by an Administrator or a Manager. This is also a required course, and the user cannot enroll or unenroll on their own.

From the User Properties page, you can access the Knowledge Path Enrollment subpage for a user. The knowledge paths available for the workgroup are listed here. There are several columns which tell you whether the user is enrolled in a knowledge path, and if so, what type of enrollment. The User group Enrolled column indicates whether a user is enrolled in a

knowledge path as part of a user group. The Allow Self Enroll column indicates whether self-enrollment is allowed for the knowledge path. In the Self Enrolled column, a check in the box indicates that the user has enrolled themselves in the path. The Admin Enrolled allows an Admin or a Manager to enroll the user in the path. The Start Date and End Date columns allow you to put date restrictions on access to the path. If you enter dates other than the defaults, the user will only be able to access the path between those dates.

The checkboxes to the left of the path name allow you to select multiple paths and use the Enroll and Unenroll options. You can also use the Select options to select multiple paths.

🖰 To enroll or unenroll a user in knowledge paths:

1. Display the User Management page.

2. Use Search or scroll to locate the user.

3. Click 📝 in the **Edit** column for the user.

4. Click **Knowledge Path Enrollment**.

5. Use Search, sort the list, or scroll the list of knowledge paths as necessary.

6. Select the checkbox in the Self Enrolled or Admin Enrolled column to enroll the user in that path, or deselect the checkbox to unenroll them.

   or

   Use the Select options to select the path and click **Admin Enroll**, **Admin Unenroll**, **Self Enroll**, or **Self Unenroll**.

7. Enter Start and End dates, as appropriate.

3.6 Enroll a User in User Groups (available only in the Professional edition)

You can enroll a user in one or many user groups. User groups simplify the task of assigning users to knowledge paths. If a user is enrolled in a user group that is enrolled in a knowledge path, the user has immediate access to the knowledge path.

There is a default All Users user group. Each time a new user account is created, it is automatically added to this user group.

From the User Properties page, you can access the User Group Enrollment subpage for the user you are editing. The available user groups are listed here. Checkboxes selected on the right of the user group names indicate the groups in which the user is enrolled. The checkboxes to the left of the user group name allow you to select multiple user groups and use the Enroll and Unenroll options.

🖰 To enroll or unenroll a user in a user group:

1. Display the User Management page.

2. Use Search or scroll to locate the user.

3. Click 📝 in the **Edit** column for the user.

4. Click **User Group Enrollment**.

5. Use Search, sort the list, or scroll the list of user groups as necessary.

6. Select the checkbox in the Enrolled column to enroll the user in that user group, or deselect the checkbox to unenroll the user.

   or

   Use the Select options to select the user groups and click **Enroll** or **Unenroll**.

# 4 Manage User Groups (available only in the Professional edition)

A user group is a grouping of users that you define. Placing users into user groups simplifies the task of assigning knowledge paths. By assigning a knowledge path to a user group, you can make that assignment to many users at once.

A user may be a member of one or more user groups. The All Users user group is included by default. This user group cannot be deleted and includes all users created for the workgroup. Each time a new user account is created, it is automatically added to this user group. This group is helpful when you want your entire organization enrolled in a particular knowledge path. You can enroll this user group in the desired knowledge path and give all users access to the training immediately. This group is also helpful when you want to run a report for all users.

Note: If you create multiple workgroups, each workgroup has its own user groups, including an All Users user group for the workgroup.

4.1 Create a User Group

There are only two properties for a user group: the name and whether to add new users automatically. The name can be any alphanumeric text up to 50 characters. The Add New Users Automatically option causes new user accounts added to the current workgroup to become part of this user group automatically. When this option is disabled, new users do not become a part of this user group automatically, although it is still be possible to put them in the user group manually. For most user groups, this option should not be selected. Otherwise, the user group will most likely include users that do not belong to it.

🖱 To create a user group:

1. Display the User Groups Management page.

2. Click **Create User Group**.

3. Enter a name for the user group.

4. Select the **Add new users automatically** option, if desired.

5. Click **Save**.

4.2 Edit/Delete a User Group

You can change the name of a user group as necessary. You can also change the Add New Users Automatically option. This can be useful if you will be creating several users that should be in the user group. You can select the option, add the users, and then turn it back off again.

You can delete a user group you no longer need. When you delete a user group, only the group is deleted, not the accounts in the group. However, when you delete a user group, all tracking data for the group is also deleted.

🖱 To edit a user group:

1. Display the User Group Management page.

2. Use Search or scroll if necessary to locate the user group you want to edit.

3. Click 🖉 in the **Edit** column for the user group you want to edit.

4. Change the user group properties as desired.

5. Click **Save**.

To delete a user group:

1. Display the User Group Management page.

2. Use Search or scroll if necessary to locate the user group you want to delete.

3. Click ✖ in the **Delete** column for the user group you want to delete.

4. Click **OK** to confirm the deletion.

4.3 Enroll a User Group in Knowledge Paths

You can assign user groups to knowledge paths. The benefit of assigning a user group to one or more knowledge paths is that new users added to the group have access to those paths immediately.

From the User Group Properties page, you can access the Knowledge Path Enrollment subpage for a user group. The knowledge paths available for the workgroup are listed here. The Allow Self Enroll column indicates whether self-enrollment is allowed for the knowledge path. In the Enrolled column, a check in the box indicates that the user is enrolled in the path. The Start Date and End Date columns allow you to put date restrictions on access to the path. If you enter dates other than the defaults, the members of the user group will only be able to access the path between those dates. Start and end dates only apply to knowledge paths in which a user cannot self-enroll.

The checkboxes to the left of the path name allow you to select multiple knowledge paths and use the Enroll and Unenroll options. You can also use the Select options to select multiple paths.

To enroll or unenroll a user group in knowledge paths:

1. Display the User Group Management page.

2. Use Search or scroll if necessary to locate the user group.

3. Click 📝 in the **Edit** column for the user group.

4. Click **Knowledge Path Enrollment**.

5. Use Search, sort the list, or scroll the list of knowledge paths as necessary.

6. Select the checkbox in the Enrolled column to enroll the user group in that path, or deselect the checkbox to unenroll the user group.

   or

   Use the Select options to select paths and click **Enroll** or **Unenroll**.

7. Enter Start and End dates, if appropriate.

4.4 Enroll a User Group in Titles

Users can launch titles through the Player link on the Knowledge Center home page. However, launching specific titles can be restricted to users in certain user groups using the Secure Title to Specific User Groups option on the Title Properties page. If this option is selected for a title, you can give a user group access to launch the title on the Title Enrollment page.

You can access the Title Enrollment subpage for a user group from the User Group Properties page. The titles available for the workgroup are listed here. In the Enrolled column, a check in the box indicates that the user group is enrolled and members of the user group can launch the title directly.

The checkboxes to the left of the title name allow you to select multiple titles and use the Enroll and Unenroll options. You can also use the Select options to select multiple titles.

Note: Titles imported from content sources other than the Developer do not appear in this list, since they cannot be launched from the Player link.

✏️ To enroll or unenroll a user group in titles:

1. Display the User Group Management page.

2. Use Search or scroll if necessary to locate the user group.

3. Click 📝 in the **Edit** column for the user group.

4. Click **Title Enrollment**.

5. Use Search, sort the list, or scroll the list of titles as necessary.

6. Select the checkbox in the Enrolled column to enroll the user group in that title, or deselect the checkbox to unenroll it.

   or

   Use the Select options to select titles and click **Enroll** or **Unenroll**.

4.5 User Enrollment in a User Group

You can enroll multiple users in a user group at one time. This is helpful if you create a new user group and then need to select the members from a list of existing users.

From the User Group Properties page, you can access the Users subpage for the user group you are editing. The users in the workgroup are listed here. Checkboxes selected on the right of the user names indicate the ones who are enrolled in the group. The checkboxes to the left of the user names allow you to select multiple users and use the Enroll and Unenroll options.

✏️ To enroll or unenroll multiple users in a user group:

1. Display the User Group Management tab.

2. Use Search or scroll if necessary to locate the user group.

3. Click 📝 in the **Edit** column for the user group.

4. Click **User Enrollment**.

5. Use Search, sort the list, or scroll the list of users as necessary.

6. Select the checkbox in the Enrolled column to enroll a user in the user group, or deselect the checkbox to unenroll them.

   or

   Use the Select options to select the users and click **Enroll** or **Unenroll**.

5 Manage Knowledge Paths (available only in the Professional edition)

The titles and assessments installed on the server are used to create activities. Related activities are then organized into knowledge paths, which constitute curricula. Once knowledge paths are created, users and/or user groups can be assigned to them, and then users can access the training content through their browsers.

These are many of the key concepts involved in presenting content in Knowledge Pathways.

- **Titles, Content Objects, and Subjects**: Each title is made up of content objects. In creating a knowledge path, you can choose to present end users with the entire title or a particular content object only. For example, you create a title called Working with Access. The group for which you are creating a knowledge path needs training on the reports feature only. In this case, you could create a knowledge path using the Understanding Reports content object, without including the rest of the outline. The content object selected for a knowledge path is presented as the subject in the Knowledge Center. The end user views the included subject content only and is unaware as to whether the knowledge path is using an entire title or only part of it.

- **Assessments**: An assessment is a series of questions. Assessments can come before (pre-assessments) and/or after a subject (post-assessments). The assessment interface in the Knowledge Center provides the user with questions one at time and tabulates the user's score. You can use assessments to control the way in which users move through the training material by allowing a user to place out of the subject, or by requiring a specific score to advance to the next item in the knowledge path.

- **Activities**: Subjects and assessments are grouped into activities. Typically, each activity consists of a subject and a pre- and/or a post-assessment. However, it is possible to create an activity consisting of a subject only or of assessments only. In creating activities, you decide whether to use an entire title or a particular content object for the subject. In addition, once the subject is selected, you need to determine which assessments are presented with the subject, as well as when and how they are presented.

  There is a wide variety of options for presenting material. In creating activities, you may decide whether to require a particular subject or assessment, require a specific score on an assessment, place restrictions on the navigation of a subject, alter the various types of feedback users receive after answering questions, as well as determine prerequisites for the training.

- **Knowledge Paths**: A knowledge path is a series of activities. By organizing activities together in a logical fashion, you can use knowledge paths to develop a curriculum path for users. You can then assign users and user groups to knowledge paths.

  Knowledge Paths are visible to users in the Knowledge Center. On the Knowledge Paths page, users can see the knowledge paths to which they are assigned. After selecting a knowledge path, users can view the subjects and assessments that make up the path, including all knowledge path items that are not available immediately due to prerequisites.

  The Knowledge Paths page includes an Enroll or Withdraw from Knowledge Paths link that enables users to self-enroll in optional knowledge paths, as well as withdraw from them.

5.1 Types of Knowledge Paths

There are three types of knowledge paths:

Single-Activity
A knowledge path can contain just one activity. Single-activity knowledge paths allow you to quickly create a path consisting of one title or content object only, along with any desired assessments.

Curriculum
A curriculum knowledge path includes multiple activities that have dependencies on each other. For example, a knowledge path called Working with Word 2003 consists of three activities: 1) Basic Word Skills; 2) Everyday Tasks Made Easier; and 3) Applying Formatting. By creating a curriculum knowledge path, you can show users that Basic Word Skills should be taken before Everyday Tasks Made Easier, and Applying Formatting should be taken last. You can set knowledge path options to require users to progress through each level of the knowledge path as structured, or allow users to navigate the path based on their knowledge base.

Organizational
An organizational knowledge path contains multiple activities that have no dependencies on each other. For example, a knowledge path called Microsoft Office Basics consists of four activities: 1) Access Fundamentals; 2) Basic Excel Skills; 3) Introduction to PowerPoint; 4) Introduction to Word. By creating an organizational knowledge path, you can display each activity at the same level, enabling users to navigate the activities in any order desired. Therefore, if the user wanted to take Introduction to PowerPoint before Access Fundamentals, he/she could in this scenario.

Note: It is possible to create curriculum knowledge paths within an organizational knowledge path.

5.2 Create a Knowledge Path

Creating a knowledge path has two basic steps. First, you give the path a name and define its properties on the Path Properties page. Then, you add activities and content to the path to create the series of subjects and assessments through which a user progresses.

A knowledge path has these properties:

- **Name**: The name can be any alphanumeric string up to 255 characters in length. It is this name that appears in various knowledge path enrollment pages, and the name users see on the Knowledge Paths page in the Knowledge Center.

- **Path Categories**: Knowledge Paths available to users on the Knowledge Paths page are listed by category. By default, knowledge paths are placed in the General category. While it is not required to categorize knowledge paths, it can help end users navigate a long list of paths in the Knowledge Center. This option lists all path categories available; select one to add the knowledge path to a category. If you do not have categories created or do not select one from those available, you can categorize the knowledge path later.

- **Active**: When enabled, it means that the knowledge path is currently available in the Knowledge Center, provided users are already enrolled in it or can self-enroll. When this option is disabled, users cannot access the knowledge path.

- **User can Self-Enroll**: For the Self enroll option to be available for a knowledge path, it must be enabled at the workgroup level. Otherwise, it is not available for selection at the knowledge path level. When the Self enroll option is enabled, users can enroll in a knowledge path that has not been directly assigned to them by a Manager. The knowledge path is available to users on the Enrollment page in the Knowledge Center, and users have the option to enroll in the path and withdraw from it later as desired. When the knowledge path has been assigned to a user, the knowledge path appears on the Knowledge Paths page in the Knowledge Center. Users cannot withdraw from knowledge paths in which they did not self-enroll.

⌐⑪ To create a knowledge path:

1. Display the Knowledge Path Management page.

2. Click **Create** Path.

3. Enter a name for the path.

4. Select a path category, if desired.

5. Deselect the Active option, if desired.

6. Select the **User can Self Enroll** option, if desired.

7. Click **Save**.

5.2.1 Add an Activity

Every knowledge path requires a single root activity, which is created automatically when the knowledge path is created. For a single-activity knowledge path, this is the only activity necessary, although in this case you must remember to link content to the activity. You can add sub-activities to the root activity and to other activities to create a curriculum or organizational knowledge path.

Activity properties determine the presentation of subjects and assessments in the knowledge path. This includes the mode of play for a subject, feedback on assessments, and prerequisites.

The activity name can be any alphanumeric string up to 80 characters in length. It is the name that appears in Knowledge Center. The name of the activity can be, but is not required to be, the same as the name of the title or content object being used for the subject in the activity. By default, the root activity name is the same as the knowledge path name; however, you can change this name as desired.

When you add an activity, it is inserted as the last child of the selected activity. If you want it to be at the same level as an existing activity, you must select the parent activity one level above and add it. You cannot add an activity at the level of the root activity; there can only be a single root activity.

Activities and Knowledge Path Types
For a single-activity knowledge path, the root activity is the only activity in the knowledge path and its properties are set for the content object used in the path. You link the content to the root activity.

For a curriculum knowledge path, the root activity represents the starting point for the knowledge path, to which you can add dependent activities. For example, in an Excel knowledge path, the root activity could be Introduction to Excel and the rest of the path could consist of two sub-activities for the intermediate and advanced levels.

For an organizational knowledge path, the root activity uses the default settings (Organization Only) and does not have content linked to it. To the root activity, you can add sub-activities, all at the same level, that are not dependent on one another. For example, in an Office Basics knowledge path, the root activity would be named Office Basics and to that activity, you could add four sub-activities representing the introductory levels of Word, Excel, PowerPoint, and Access.

⌐⑪ To add an activity to a knowledge path:

1. Display the Knowledge Path Management page.

2. Use Search or scroll to locate the knowledge path to which you want to add an activity.

3. Click [icon] in the **Edit** column for the path.

4. Click the **Activities** link.

5. Click [icon] in the Add column for the activity which you want to add the new activity.

6. Enter a name for the activity.

7. Click **Save**.

5.2.2 Link Content to an Activity

Activities are the "blocks" that you use to build the structure of knowledge paths. These blocks are empty unless you link content to them. In some cases, you may want it to be empty; for example, when you want to create an organizational knowledge path. In most cases, you will want to link content. Once you do, you can set many properties to enhance the user experience and control the user's progress through the path.
By default, the Title Properties field for an activity displays (Organization Only), which means it is not linked to any content.

The Content Dialog Box
You browse available content in the Content dialog box. It displays an alphabetical listing of all content installed on the server, in alphabetical order by packages. Each title published from the Developer or other content source is a package. If a package from a source other than the Developer has multiple organizations, they are listed under a package named for the default organization. Packages with a single organization and Developer packages have a purple book icon, while packages with multiple organizations have a blue book icon. You can select any item that is an organization or lower to include in an activity; you cannot select a package.

In a Player package, the selected content object determines which assessments from a Player package are available for use in the activity. A content object can include multiple assessments or may not include any. Assessments are not available in content imported from other sources.

You can use the same content object in multiple knowledge paths. If a subject or assessment from Developer content +appears in multiple knowledge paths, users are only required to take it one time. If a user starts a new knowledge path using a content object that the user already accessed in a different path, he/she will see the status for the title, not the path.

The Show Identifiers option at the bottom of the dialog box displays the unique identifiers for each content object in the dialog box.

[icon] To link content to an activity:

1. Add a new activity to a knowledge path or edit an existing activity.

2. Click **Browse** (...) next to the Title Properties field.

3. Expand the hierarchy of content objects as necessary.

4. Select the desired content object.

5. Click **OK**.

6. Click **Save** on the Activity Properties page.

5.2.3 Activity Properties

After adding an activity to a knowledge path, you can set its properties. Setting activity properties is identical for the root activity and all sub-activities. Activity properties have three sections, one for the subject, and one each for the pre- and post-assessments.

Note: If the activity is linked to content that originated from a source other than the Developer, some options are not available.

Subject

Required
When the Required field is enabled, users must complete the subject or assessment before taking the next subject or assessment in the activity. With this option enabled, users cannot even view the next subject or assessment until the current item is completed. If this option is disabled, users can access the next subject or assessment before the current item is completed.

Allow Personalized Content
The Allow Personalized Content option is not available until you choose a pre- and/or post-assessment for the subject. When this option is available and enabled, users can choose between taking the full content or personalized content. Personalized content is a subject customized for a user based on his/her assessment results. After taking an assessment, users are presented with the personalized content option. Users see how they scored in all major sections of the subject and based on those scores, certain sections can be excluded from the personalized content.

Suppress subject
The Suppress subject (assess only) option is not available until you select a pre- and/or post-assessment for the subject. However, this option is available if the content object selected for the subject has a default pre- and/or post-assessment set for it. In this situation, the default pre- and/or post-assessments are included in the knowledge path when the content object is selected.

When this option is enabled, the activity consists of assessments only. You can use this feature when you need an activity with assessments only, such as an accreditation exam.

Play Modes
The Play Modes option allows you to select the way users navigate the subject. In Explorer mode, users can move around the subject outline at random, accessing any part of the outline at any time. In Sequenced mode, users must progress through the outline in the order in which it is presented.

Show Outline
The Show Outline option is available when Sequenced mode is selected. When this option is enabled, users can access the subject outline while taking the subject in Sequenced mode. While users can see the entire subject outline, they still must move through the subject in order. If you disable this option, users cannot access the outline as they progress through the subject in Sequenced mode. When Explorer mode is selected, this option is automatically enabled and cannot be disabled.

Remediation Modes
The Remediation Modes option provides you with choices for the type of feedback users receive when answering questions in a subject. Subject material can include questions, similar to those found in assessments. Questions appearing in subjects are specific to the section in which the user is working. Subject questions provide a way for users to check their understanding of the subject content. In a subject, users are always informed as to whether their responses are correct or incorrect. The Remediation Modes property determines when and how additional information is presented. These are the choices for remediation:

- Results Only: The feedback window displays the word "Correct" or "Incorrect" only.

- User Asks: This is the default. The feedback window displays the word "Correct" or "Incorrect," along with a Show Answer link. When this link is clicked, the correct answer and/or any remediation text appears in the feedback window.

- Incorrect: If the user's response is incorrect, the feedback window displays the correct answer and remediation text that explains why the correct answer is correct. If the user's response is correct, the word "Correct" appears in the feedback window.

- Always: Whether the user's answer is correct or incorrect, the feedback window displays the correct answer and remediation text explaining why the correct answer is correct.

- As Authored: Use the remediation setting that was defined in the Developer.

Assessments

Assessment
The Assessment list box enables you to choose which assessment is used for the pre-assessment and/or post-assessment. This list box displays all related assessments available for the content object that was selected for the Subject. If the selected content object has a default pre- and/or post-assessment set for it, the assessment is selected automatically.

Required
When the Required field is enabled, users must complete the subject or assessment before taking the next subject or assessment in the activity. With this option enabled, users cannot even view the next subject or assessment until the current item is completed. If this option is disabled, users can access the next subject or assessment before the current item is completed.

Allow place-out score
The Allow Place-out Score and Place-out Score fields for Pre-assessments and the Required Score field for Post-assessments are available only when the Required option is enabled.

Remediation Enabled
When the Enabled option below Remediation is selected, users receive feedback on their responses to questions. The type of feedback is determined by the option selected in the Remediation Modes list box. The options available in the Remediation Modes list box are Results Only, User Asks, Incorrect, and Always.

If this option is disabled, users receive no feedback and advance to the next question as soon as the current question is answered. Even if remediation text is available, it will not be displayed when this option is disabled.

Link Subject
The Link Subject option is only available when remediation is enabled. When the Link subject option is enabled, users can link to the subject in addition to viewing the remediation provided. In the feedback window, users see a Link to Subject button. When clicked, a new window opens and displays the section containing the relevant material. If this option is disabled, the Link to Subject button is not available in the feedback window.

Summary
When the Summary option is enabled, users see an Assessment Summary page after they complete an assessment. This page displays the assessment results, which include the number of questions in the assessment and of those, the number correct, along with the user's score as a percentage. This page also displays a breakdown of each major section in the subject and the user's score for each. It also displays a list of the questions answered correctly and incorrectly. Users can print this page as well as return to it at any time from within Knowledge Center.

If the personalized content feature is enabled, the Summary option is automatically selected and cannot be deselected. The Summary option is automatically enabled as the Assessment

Summary page enables a user to configure his/her personalized content. When the personalized content feature is enabled, checkboxes appear to the left of each section listed, enabling a user to choose which sections will appear in the personalized content. Depending on the options set for required scores, the user may not be able to deselect some of the checkboxes.

If the Summary option is disabled, the Assessment Summary page does not appear upon completion of an assessment, nor can a user access it later.

Random question order
When the Random Question Order option is enabled, the assessment questions are presented to a user in a different order each time he/she takes an assessment. If this option is disabled, questions are presented in the order in which they were created in Developer.

Random answer order
When the Random Answer Order option is enabled, answers to multiple choice questions are provided in random order. The answers appear in a different order each time the question is presented. For multiple choice (single answer) questions that include All of the above and/or None of the above, these answers remain in their positions at the bottom of the list of choices. If this option is disabled, answers are presented in the order in which they were created in Developer.

5.2.4 Edit/Delete an Activity

After creating an activity, you may need to change its properties at a later time. If you have activities that you no longer need, you can delete them. Deleting activities deletes them from the server. It also deletes any assignments of the activity to users and user groups, as well as any record of users taking that particular activity. In addition, deleting an activity deletes all its sub-activities. You cannot delete the root activity in a knowledge path.

Users see changes to a knowledge path the next time they return to the Subject Selection page.

To edit an activity:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to edit.

3. Click in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Click in the **Edit** column for the activity you want to edit.

6. Change the activity properties as desired.

7. Click **Save**.

8. Click **Back to Activities** to go back to the list of activities in the knowledge path, if desired.

To delete an activity:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to delete.

3. Click ![edit icon] in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Click ![delete icon] in the **Delete** column for the activity you want to delete.

6. Click **OK** to confirm the deletion.

5.2.5 Move Activities

You can move an activity from one parent to another in the knowledge path or up or down within the same parent. When you move an activity, the tracking data for that activity is not affected; for example, if the user has already taken the assessment for an activity, and you move it to another position in the knowledge path, the tracking data will still show that the user has taken the assessment.

You can use drag-and-drop or cut-and-paste to move an activity to a different location. When you drop or paste, the activity is placed as the last child of the selected activity. If the activity you are moving has child activities, the child activities are moved with the parent. To move child activities up and down within a parent activity (for example, changing the order) you must use the Move commands in the More or shortcut menus.

![mouse icon] To move an activity to another location using drag-and-drop:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to edit.

3. Click ![edit icon] in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Click and drag the activity to the new location.

6. Release the mouse button when the new location is highlighted.

![mouse icon] To move an activity to another location using cut and paste:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to edit.

3. Click ![edit icon] in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Click ![more icon] in the More column for the activity you want to move.

   or

   Right-click the activity.

6. Click **Cut** on the shortcut menu.

7. Click **OK**.

8. Click ▼ in the More column for the activity where you want to place the activity you are moving.

   or

   Right-click the activity in the target location.

9. Click **Paste** on the shortcut menu.

To move (reorder) an activity in the same location:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to edit.

3. Click ✎ in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Click ▼ in the More column for the activity you want to move.

   or

   Right-click the activity.

6. Click **Move Up** or **Move Down** on the shortcut menu.

5.2.6 Copy Activities

You can copy an activity in the knowledge path. When you copy an activity, the activity properties are copied but the tracking data is not. In addition, an underscore and a number will be appended to the name; for example, the copy of an activity named Printing Documents is Printing Documents_1.

You can use drag-and-drop while pressing CTRL to copy an activity, as well as the commands on the More and shortcut menus. When you drop or paste, the activity is placed as the last child of the selected activity. If the activity you are copying has child activities, the child activities are copied with the parent.

To copy an activity to another location using drag-and-drop:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to edit.

3. Click ✎ in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Press **CTRL** and drag the activity to the new location.

6. Release the mouse button when the new location is highlighted.

To copy an activity to another location using copy and paste:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path with the activity you want to edit.

3. Click in the **Edit** column for the knowledge path.

4. Click **Activities**.

5. Click in the More column for the activity you want to copy.

   or

   Right-click the activity.

6. Click **Copy** on the shortcut menu.

7. Click **OK**.

8. Click in the More column for the activity where you want to place the activity you are copying.

   or

   Right-click the activity in the target location.

9. Click **Paste** on the shortcut menu.

5.2.7 Enroll Multiple User Groups in a Knowledge Path

After you have created a knowledge path, you can enroll multiple user groups in it on the User Group Enrollment subpage. The user groups are listed here. In the Enrolled column, a check in the box indicates that the user group is enrolled in the path. The Start Date and End Date columns allow you to put date restrictions on access to the path. If you enter dates other than the defaults, the users in the group will only be able to access the path between those dates. Start and end dates only apply to knowledge paths in which self-enroll is disabled.

The checkboxes to the left of the user group name allow you to select multiple groups and use the Enroll and Unenroll options. You can also use the Select options to select multiple groups.

To enroll or unenroll user groups in a knowledge path:

1. Display the Knowledge Path Management page.

2. Use Search or scroll if necessary to locate the knowledge path.

3. Click in the **Edit** column for the knowledge path.

4. Click **User Group Enrollment**.

5. Use Search, sort the list, or scroll the list of user groups as necessary.

6. Select the checkbox in the Enrolled column to enroll a user group in the path, or deselect the checkbox to unenroll it.

   or

   Use the Select options to select paths and click **Enroll** or **Unenroll**.

7. If self-enroll is disabled for the knowledge path, enter start and end dates as desired.

5.2.8 Enroll Multiple Users in a Knowledge Path

After you have created a knowledge path, you can enroll multiple users in it on the User Enrollment subpage. The users are listed here. There are several columns which tell you whether the user is enrolled in the knowledge path, and if so, what type of enrollment. In the User group Enrolled column, a check in the box indicates that the user is enrolled in the path as part of a user group. In the Self Enrolled column, a check in the box indicates that the user has enrolled themselves in the path. The Admin Enrolled allows an Admin or a Manager to enroll the user in the path. The Start Date and End Date columns allow you to put date restrictions on access to the path. If you enter dates other than the defaults, the user will only be able to access the path between those dates.

The checkboxes to the left of the path name allow you to select multiple users and use the Enroll and Unenroll options. You can also use the Select options to select multiple users.

To enroll or unenroll users in a knowledge path:

1. Display the Knowledge Path Management page.

2. Use Search or scroll to locate the path.

3. Click in the **Edit** column for the knowledge path.

4. Click **User Enrollment** .

5. Use Search, sort the list, or scroll the list of users as necessary.

6. Select the checkbox in the desired enrollment type column to enroll the user in the knowledge path, or deselect the checkbox to unenroll them.

   or

   Use the Select options to select the user groups and click **Enroll** or **Unenroll**.

7. Enter start and end date as appropriate.

5.3 Change the Sort Order

On the Knowledge Paths tab, there is a Sort Order column. By default, the knowledge paths are listed in the order in which you create them, and the numbers in the Sort Order column are assigned in sequential order. This is the order in which the knowledge paths are listed in each category on the Knowledge Paths page in the Knowledge Center. You can change this order.

To change the sort order of knowledge paths:

1. Display the Knowledge Path Management page.

2. Click **Edit Sort Order**.

3. On the Knowledge Path Sort Order List Management page, drag the knowledge paths to the desired position.

6 Manage Titles

A title consists of an outline with content, including any questions or assessments. The Title Management page lists the installed titles. If more than one workgroup exists, the list only includes the titles for the selected workgroup. If you are a Server Admin, you can import titles or change the properties of an existing title.

6.1 Import a Title

You can import a title that was created in the Developer or any tool that builds SCORM 2004 3rd Edition content.

If you have created content in the Developer, there are two methods you can use to import it. One way is to publish the content directly to the Knowledge Center server during the publishing process; for more information, see *Player and LMS* in the *Deployment Formats* section in the *Publish Content* chapter of the *Content Development* guide. The other way is to import a published Player package. The package must be zipped, with the kp.html file at the root of the zip file.

If you have built SCORM content with another tool, the content should be exported and zipped, with the imsmanifest.xml file at the root of the zip file. Note that, once imported, this content can only be played through a knowledge path; it is not available through the Player link in Knowledge Center.

Note: If you import a Player package with Test It! mode included, [Test] is appended to the title of the outline in Knowledge Center to differentiate it from regular packages. Data generated from playing a [Test] title is not tracked.

✌🏻 To import a title:

1. Display the Title Management page.

2. Click **Import Title**.

3. Enter the location for the zipped package or click **Browse** and navigate to the location. The location can be anywhere on a network or local drive of your computer.

4. If you have created multiple content roots on the server, select the content root to which you want to import the title. The content root indicates the location to which the package will be imported. Most often, there will only be one content root, and you will not need to change this.

5. Click **Import**.

6.2 Title Properties (available only in the Professional edition)

A title has the following properties:

*   **Name**: Displays the name of the title. You cannot change the name of a title.

*   **Content Root Name**: Displays the name of the content root on which the title is located. It cannot be changed.

*   **Owner**: Displays the name of workgroup which owns the title. Changing this to a different workgroup will affect the list of titles on the Title Management page.

*   **Title Launch Option**: Titles can be launched directly from the server using the Player link in the Knowledge Center or placed in a knowledge path and launched from the Knowledge Paths link. The Allow Title to Be Launched Directly option allows a title to be launched directly or launched from a knowledge path. The Secure Title to Specific

User Groups option allows only users who belong to specified user groups to launch titles directly. The Do Not Allow Title to Be Launched Directly option means that the title must be launched from a knowledge path. *This option is not available for packages imported from other than Developer.*

- **Workgroups**: This option only appears if multiple workgroups have been enabled on the server. It indicates which workgroups can use the title in a knowledge path. By default, the owner workgroup can use the title, but if you have multiple workgroups, you can make it available to them as well. Workgroups not given access to a title will not be able to use it when creating knowledge path activities.

- **Experts**: Lists users designated as experts, if Expert Advice is enabled on the server. Expert Advice enables users to communicate with subject matter experts as they take subjects. You can select experts to be available for each title.

- **Feedback Monitors**: Lists users designated as feedback monitors. You can select or deselect monitors for each title.

- **Title Direct Launch URL:** The URL in this field can be used to launch the title from the content root without using the Knowledge Center. *This option is not available for packages imported from other than Developer.*

If you have imported content from a tool other than Developer, only the Name, Content Root Name, Experts, and Feedback Monitors properties are available. These properties apply to the entire title, not any individual organizations within the title.

To edit title properties:

1. Display the Title Management page.

2. Click in the **Edit** column for the title you want to edit.

3. Edit the properties as desired.

4. Click **Save**.

6.3 Re-Import a Title

You can reimport any title at any time. If the title was imported from the Developer, reimporting it updates it with any changes. If the title was imported from another tool, re-importing it creates a new title; it does not update the existing one. The Update Date Time column displays the date on which the title was imported. After you have re-imported the title, you can then easily delete the old title. Be aware that all tracking data for old title is also deleted.

Note: The SCORM specifications specify that object IDs must be unique within a single package. It is likely that two packages could contain duplicate IDs for two different learning objects. It is for this reason that re-importing a title from another tool creates a new title rather than risking the possibility that content would be overwritten.

To reimport a title, use the **Import** button on the Title Management page and import it again. See *Import a Title* for more information.

6.4 Considerations for SCORM-Compliant Titles

In addition to content created with Developer, Knowledge Center can import and host most content created to SCORM 2004 specifications by other tools. Such content is referred to as "external content" or "3rd party content." While Knowledge Center uses SCORM 2004 RTE semantics to communicate with learning objects (SCOs). While Knowledge Center does support the SCORM 2004 API as well as the Run-Time Environment Data Model (see specifics on conformance below), it does not support the Sequencing and Navigation functionality of

SCORM 2004. For external content to operate correctly when hosted in Knowledge Center, it must be written to function correctly in the absence of this functionality. In particular, if completion and scoring information is to be properly recorded, the SCO must send this information to Knowledge Center directly rather than relying on setting the completion and scoring information of its primary objective.

Conformance With the Run-Time Environment Data Model
Below is a list of each of the data model elements and level of support in the Knowledge Center

- cmi.comments_from_learner

  Knowledge Center includes a more versatile mentoring and feedback facility that allows for two-way conversations. Therefore it makes no use of comments submitted through the cmi.comments_from_learner data model element. However, any user comments written by a SCO will be saved and be available for retrieval by the SCO throughout the current attempt.

- cmi.comments_from_lms

  Knowledge Center does not support this functionality outside of its mentoring and feedback facility. Therefore, the cmi.comments_from_lms array will always be empty, and a get on cmi.comments_from_lms._count will return 0.

- cmi.completion_status

  May be set either directly through setting the value of cmi.completion_status or indirectly through setting cmi.progress_measure.

- cmi.completion_threshold

  Set in manifest file. Allows the Knowledge Center to set cmi.completion_status based on setting of cmi.progress_measure.

- cmi.credit

  Always returns "credit".

- cmi.entry

  Returns "resume" if resuming a suspended attempt. Otherwise returns "ab-initio".

- cmi.exit

  Accepts all vocabulary tokens, but all values other than "suspend" are handled as normal session end. Logging out is handled through the Knowledge Center user interface and there is no special support for timeout.

- cmi.interactions

  Supported. However, since Sequencing and Navigation is not supported, interaction objective id's will not map to anything. The SCO is still free to use interaction objectives for its own internal use.

- cmi.launch_data

  Supported.

- cmi.learner_id

  Supported.

- cmi.learner_name

  Supported.

- cmi.learner_preference

  Knowledge Center does not use user preferences and has no mechanism to set these preferences outside of the RTE. Therefore, user preferences will initially return their default values. These may be set by the SCO and will be maintained for the duration of the attempt, but when the attempt ends they will revert to their defaults.

- cmi.location

  Supported.

- cmi.max_time_allowed

  Set in manifest file. Knowledge Center does not support any special time-out condition, so if the SCO supports time-out and sets cmi.exit to "time-out", this will be no different from setting cmi.exit to "normal".

- cmi.mode

  Always returns "normal".

- cmi.objectives

  Available for use by the SCO. However, since Sequencing and Navigation is not supported, objective id's will not map to anything and the array will initially be empty. Setting the success status or score of an objective will have no external effect. The SCO is still free to use the objectives array for its own internal use.

- cmi.progress_measure

  If set, in combination with a specified value of cmi.completion_threshold, the Knowledge Center will override any explicit setting of cmi.completion_status and evaluate completion status on its own.

- cmi.scaled_passing_score

  Part of Sequencing and Navigation and not supported.

- cmi.score

  Supported.

- cmi.session_time

  Supported.

- cmi.success_status

  Supported. Since Sequencing and Navigation is not supported, cmi.success_status must be set explicitly, rather than through objectives or cmi.scaled_passing_score.

- cmi.suspend_data

  Supported.

- cmi.time_limit_action

  Set in manifest file. Knowledge Center does not support any special time-out condition, so if the SCO supports time-out and sets cmi.exit to "time-out", this will be no different from setting cmi.exit to "normal".

- cmi.total_time

  Supported.

7 Manage Custom User Fields (available only in the Professional edition)

User accounts have a default set of fields, such as First Name, Last Name, and Username. If you have Administrator permission, you can add custom user fields to record additional user information. Custom user fields are added at the server level. Therefore, if you are working in a multiple workgroup environment, these fields appear in all user accounts, regardless of workgroup.

Every custom field must have a name; this name appears as a field label in the New User dialog box. The name can be any alphanumeric string up to 50 characters in length.

🖑 To display the Custom User Field Management page:

1. In the Manager window, click **More**.

2. Click **Custom User Fields**.

7.1 Field Types and Options

There are seven possible data types for custom user fields. You use the Type list box to choose the data type.

- **Text**: The input can be any string of characters. A blank field appears in the dialog box. The minimum and maximum length of the entry can be specified.

- **Numeric**: The input must be a number. A blank field appears in the dialog box. If anything other than numeric characters is entered, the user is notified and the input is not saved.

- **Date Time**: The input must be a date and/or a time. A blank field appears in the dialog box. Dates can be typed in numeric format, or in a format such as December 20, 2011, which is automatically converted when entered. Time must be entered using a colon to separate hours and minutes. As long as one digit follows the colon, the time will be saved (using zeros in place of any omitted digits). For invalid input, the user is notified and the input is not saved.

- **Boolean**: The input can be True or False. A list displays the choices True and False in the dialog box. By default, a Boolean field displays (None).

- **Large Text**: The input is a large amount of text in which a manager or user can type notes or other information (for example, a job description) about an account.

- **Single Select List**: Provides a list of options from which one option can be selected. Once created, a list automatically appears when the field is selected. An additional option of (None) is automatically included when the list is displayed.

- **Unordered List**: Provides a list from which multiple options can be selected. The options appear in a list box and end users can use CTRL to select multiple options.

For each field type, one or more of the following options may appear.

- **Value Required**: Marks a custom field as required and a red asterisk appears next to the field name on the User Properties page. This requires a manager or user to enter data in the field, or the record will not be saved.

- **User Can View Value**: Enables a user to view a custom user field in the Knowledge Center. If the User Can Modify Value option is also enabled, the user can also modify

the entry in the field. If this option is disabled, the custom field does not appear in the Knowledge Center, and the User Can Modify Value option is disabled automatically.

- **User Can Modify Value**: Enables a user to modify a custom user field in the Knowledge Center. This field can only be selected when the User Can View Value option is enabled. If this option is disabled, a user can view the information in the field, which was typed in Manager, as long as the User Can View Value option is enabled, but cannot modify it.

- **Minimum length of value**: Specify the minimum length of the text typed into a text field. If the Minimum length of value option is disabled, there is no minimum length required on the entry.

- **Maximum length of value**: Specify the maximum length of the text typed into a text field. If the Maximum length of value option is disabled, the entry can be a maximum of 255 characters.

- **Pick List**: Create a list of choices for Single Select List and Unordered List field types.

To create a text, numeric, date/time, Boolean, or large text field:

1. Display the Custom User Field Management page.

2. Click **Create Custom User Field**.

3. Type the name of the new field.

4. Select the desired data type from the **Type** list.

5. Set the field options by selecting/deselecting options or typing field lengths as desired.

6. Click **Save**.

To create a single select list or unordered list field:

1. Display the Custom User Field Management page.

2. Click **Create Custom User Field**.

3. Type the name of the new field.

4. Select the **Single Select List** or **Unordered List** data type from the **Type** list.

5. Set the field options by selecting/deselecting options as desired.

6. In the Pick List, click in the first row in the **Name** column.

7. Type the first list option.

8. Press **ENTER** or click below the pick list to display a blank row.

9. Continue adding values until the list box is complete.

10. Click **Save**.

7.2 Edit/Delete Custom User Fields

When you edit a custom user field, all existing entries are impacted by the changes. If you make an existing field required and it is not complete in an existing account, a user or manager updating account information will be prompted to complete the field at that time.

You can delete custom user fields you no longer need. When you delete a custom user field, it is deleted from each user account.

To edit a custom user field:

1. Display the Custom User Field Management page.

2. Click ![edit icon] in the **Edit** column for the field you want to edit.

To delete a custom user field:

1. Display the Custom User Field Management page.

2. Click ![delete icon] in the **Delete** column for the field you want to delete.

3. Click **OK** to confirm the deletion.

8 Use Knowledge Path Categories (available only in the Professional edition)

Knowledge Paths can be grouped into categories. Categories allow the presentation of related knowledge paths in an organized manner to users on the Knowledge Paths page. While it is not required that you organize knowledge paths by category, it is a good idea to do so and is particularly useful if you have a large number of knowledge paths.

You can place a knowledge path in a category at creation or at a later time. Knowledge Paths not placed in a category appear below the General heading.

To display the Knowledge Path Categories Management page:

1. In the Manager window, click **More**.

2. Click **Path Category**.

8.1 Create a Knowledge Path Category

To create a knowledge path category, you simply need to give it a name. The name should be descriptive so that the users understand the category.

To create a knowledge path category:

1. Display the Knowledge Path Categories Management page.

2. Click **Create Category**.

3. Enter a name for the category.

4. Click **Save** or press **ENTER**.

8.2 Edit/Delete a Category

You can edit the name of a knowledge path category as necessary. Users see the change the next time they access the Knowledge Paths page.

If a category is no longer useful, you can delete it. When you delete a knowledge path category assigned to a knowledge path, the knowledge path is put in the General category, which is the default category.

To edit a knowledge path category:

1. Display the Knowledge Path Categories Management page.

2. Click the name of the category you want to edit.

3. Edit the name as desired.

4. Click **Save** or press **ENTER**.

To delete a knowledge path category:

1. Display the Knowledge Path Categories Management page.

2. Click ✕ in the **Delete** column for the path category you want to delete.

3. Click **OK** to confirm the deletion.

# 9 Use Workgroups (available only in the Professional edition)

A workgroup is an organizational group of users. Workgroups contain individual user accounts, user groups, and knowledge paths. Workgroups are designed to correspond with independently managed corporate sites or divisions.

In a default installation, there is only one workgroup, although you can enable multiple workgroups on the server. If you enable multiple workgroups, be aware that information such as users, user groups, and knowledge paths cannot be shared between workgroups. In addition, reports cannot be run across multiple workgroups, but only one workgroup at a time.

You access the Workgroups tab in Manager through the More tab. If multiple workgroups are not enabled, the Workgroups page displays the properties for the default workgroup. If multiple workgroups are enabled, the Workgroups page displays the list of available workgroups. The Workgroups tab automatically closes when you click on the Users, User groups, Knowledge Paths, or Titles tab, or access the More menu to open another tab.

Note: For information about enabling multiple workgroups on the server, see *Enable Multiple Workgroups* later in this section.

If you enable multiple workgroups on the server and create more than one workgroup, a workgroup option appears on many pages, such as users, user groups, knowledge paths, titles, and path categories. The option limits the list to the items that belong to a particular workgroup. In addition, any users with Manager rights can only see the information for the workgroup to which they belong.

 To display the Workgroup Properties page (single workgroup) or the Workgroup Management page (multiple workgroups):

1. In the Manager window, click **More**.

2. Click **Workgroups**.

9.1 Create a Workgroup

The Master workgroup is created by default at installation. Depending upon your particular organization, the Master workgroup will probably be the only workgroup you need. If you choose to create multiple workgroups, be aware that you cannot share information, such as user accounts and knowledge paths, between workgroups. However, titles can be shared between workgroups. If desired, you can create user groups within a workgroup to organize users and manage enrollment.

9.1.1 Workgroup Properties

You can set the following properties for a workgroup.

- **Name**: The name can be any alphanumeric string up to 50 characters in length.

- **User has permission to self enroll**: When this option is enabled, users in the workgroup can enroll in or withdraw from knowledge paths available for self-enrollment. When it is disabled, users cannot self enroll in any knowledge paths; the manager must enroll all users in the available knowledge paths. In addition, users do not see the Enroll or Withdraw from Knowledge Paths link in the Knowledge Center when this option is disabled. If you disable this option at the workgroup level and knowledge paths exist with the Self enroll option enabled, the Self enroll option will be disabled for those paths.

- **Username Generation**: When the Generate Usernames Automatically Using This Pattern option is enabled, usernames are generated using the information entered in the First Name and/or Last Name fields for a new user. Enabling this option makes entering a new user faster, since you don't have to enter a user name. It also helps to ensure that usernames are generated uniformly.

9.1.2 Username Patterns

If you choose to generate usernames automatically, you can create a custom pattern or select a standard pattern.

Custom Pattern
You can create a custom username pattern by specifying the number of characters from the first and/or last names in the Number of characters from first name and Number of characters from last name fields. If you want to use all characters in the first or last name, you can type an asterisk (*) in the appropriate field. After indicating the number of characters to use, you can indicate if the first or last name appears first in the username by choosing the First name first or Last name first option.

Standard Patterns
The Standard Patterns list box includes four predefined patterns, represented by a code. The number in parentheses following the letter F in the code refers to the number of characters that should be used from the user's first name. The number in parentheses following the letter L in the code refers to the number of characters that should be used from the user's last name. If a name has fewer characters than are specified in a username pattern, all characters are used.

There are four standard username patterns available. The usernames that each pattern would create for a user with the name Stephanie Morganstern are shown below:

- F(4)L(4)
  First four characters of first name, first four characters of last name
  StepMorg

- L(4)F(4)
  First four characters of last name, first four characters of first name
  MorgStep

- L(8)
  First eight characters of last name
  Morganst

- F(*)
  All characters in the first name, regardless of the number of letters in the first name
  Stephanie

If you use a set username pattern, you should determine how to handle duplicate usernames. For example, if you use the first character in the first name and all characters in the last name, you could have two BSmith usernames (for example, Barbara Smith and Bruce Smith). In this situation, you could add a number at the end of one of the user's last names to have BSmith and BSmith1.

To create a new workgroup:

1. Display the Workgroup Management page.

2. Click **Create Workgroup**.

3. Enter a name for the workgroup.

4. Select the **Allow users to self enroll** option, if desired.

5. Select the **Generate usernames automatically using this pattern** option, if desired.

6. If you choose to generate usernames automatically, select a standard pattern, or indicate the number of characters to use from the first and last names and select a pattern order.

7. Click **Save**.

9.2 Edit/Delete a Workgroup

You can edit the name of a workgroup, as well as change enrollment settings and a username pattern. Changes made to the workgroup properties affect all user accounts created after the changes are made. Therefore, if you set a username pattern, only new accounts are impacted.

You can delete a workgroup you no longer need. However, when deleting a workgroup it is important to remember that all items in the workgroup are deleted and all tracking data is lost.

To edit a workgroup:

1. Display the Workgroup Properties page.

2. Click in the **Edit** column for the workgroup you want to edit.

To delete a workgroup:

1. Display the Workgroup Properties page.

2. Click in the **Delete** column for the workgroup you want to delete.

9.3 Enable Multiple Workgroups

If you want to create multiple workgroups, you must first enable the display of multiple workgroups. You do this by changing a variable in the web.config file for Knowledge Center on the server.

To enable the display of multiple workgroups:

1. Navigate to the folder where Knowledge Center is installed on the server. In a default installation, this is \Program Files\User Productivity Kit\Knowledge Center\Web Server\KCenter.

2. Open the web.config file in any text editor.

3. In the <app settings> section, locate the DISPLAYWGROUPS key and change the value to true.

   Example: <add key="DISPLAYWGROUPS" value="true"/>

4. Save and close the web.config file.

10 Manage Content Roots

A content root is the directory on the server where content files for installed titles are stored. The content root is created and configured during the installation process.

Note: It is possible to have more than one content root; however, you cannot create a content root in the Manager. You create a new content root by running the installation program. See the *Installation* manual for details.

🖰 To display the Content Root Management page:

1. In the Manager window, click **More**.

2. Click **Content Roots**.

10.1 Properties

A content root is made up of one or more types of paths. A URL is required, along with a UNC location. The web path (URL) tells the web browser where to "point" to access content, while the network path (UNC) physically locates the content on a file system.

All content root paths should point to the same location on the machine. They define how various protocols locate the content and files. Before any titles can be created or installed, a content root must be defined.

- **Name**: A user-friendly name for the content root. This is a required field. A content root name is also used when content is installed or uninstalled.

- **URL (http)**: Location of content on a web server. It calls for the format inherent to web servers; for example, http://servername/mainroot.

- **UNC**: The physical location of content on the server. This path is needed for all server transactions.

Warning: Do not use any spaces when typing the content root paths.

10.2 Edit/Delete a Content Root

You can edit or delete a content root as needed. However, use extreme caution when doing do. If you edit or delete a content root improperly, users will no longer be able to access the content.

🖰 To edit a content root:

1. Display the Content Root Management page.

2. Click 🖉 in the **Edit** column for the content root you want to edit.

🖰 To delete a content root:

1. Display the Content Root Management page.

2. Click ✖ in the **Delete** column for the content root you want to delete.

11 Manage the Knowledge Center Server

The Knowledge Center server is installed with a set of default properties and options. You can change these options to customize the setup to your needs.

11.1 Server Properties

There are three general server properties.

- **Server Name**: You can label the server with a user-friendly name up to 50 characters in length. The server name appears in the login dialog box when you publish to Knowledge Center in the Developer and in the User Import Utility.

- **Server URL**: This displays the link to the server that users enter to launch tracked content (Standard edition) or the Knowledge Center (Professional edition). It is created automatically during setup.

- **User count**: This field displays the total number of users created in all workgroups on the server.

11.2 User Permissions

With the following options, you can control the links that appear in the Knowledge Center as well as some user permissions.

- **Create Accounts:** The New User option appears on the login page, allowing users to create their own accounts.

- **Modify profiles**: (available in Professional edition only): The User Profile link is available in the Knowledge Center, allowing users to change their first and last names, their email address, their password, and their default language.

- **Save Last Login**: The Save My Username and Password option appears on the login page, allowing users to select this option to bypass the login page the next time they log in.

- **Change their Password**: The User Profile link appears in the Knowledge Center, allowing users to change their passwords. It only affects existing accounts. If this option is disabled, passwords must be changed in Manager.

- **Have blank passwords**: Allows users to log in without a password. A password is not required when a user account is created.

- **Access help files** (available in Professional edition only): The Help link appears in the Knowledge Center. Allows users to access help; you may want to disable this option if the Knowledge Center is customized, to prevent users from being confused by inconsistent terminology.

- **Use Knowledge Paths** (available in Professional edition only): The Knowledge Paths link appears in the Knowledge Center, allowing users to access and enroll in Knowledge Paths.

- **Use Player**: The Player link appears in the Knowledge Center, allowing users to launch content directly in the Player without enrolling in Knowledge Paths.

- **Use Notebook** (available in Professional edition only): The Notebook link appears in the Knowledge Center. Users can take notes and bookmark sections as they work.

- **Use Search** (available in Professional edition only): The Search link appears on the Knowledge Center. Users can locate content containing the search criteria they specify. The Search options are available only when the Use Knowledge Paths link is selected.

- **Search all published content** (available in Professional edition only): By default, users can only search content in the Knowledge Paths in which they are enrolled. Select this option to allow users to search all of the published content on the server.

11.3 General Options (available only in the Professional edition)

There are several general options you can set for the server. If you only have Usage Tracking installed, be aware that the only available option is Enforce Minimum Password Length.

- **Server E-mail**: The email address through which messages from the system are sent. Enter an email address for the server if you want the Forgot your password? link to appear on the login page, or if you want the server to send messages when questions and answers are posted in Expert Advice.

  When a user or expert posts an item in the Knowledge Center, the user or expert receives notification of the posting in an email message. The sender of the email is the address typed in the Server email field. Therefore, if the Server email field contains administrator@xyz.com, users and experts receive messages from this address when questions and answers are posted. Likewise, if a user forgets his/her password, the user receives an email message from administrator@xyz.com containing a link to a page where his/her password can be changed.

- **Expert Advice Enabled**: Expert Advice allows users to communicate with subject matter experts while taking a subject in the Knowledge Center. The Expert Advice Enabled option is selected by default. However, to use expert advice, you need to set up experts for the available titles. If your organization wants to have email messages sent when questions and answers are posted, you also need to set up a server email account.

  If you choose not to use expert advice and disable the Expert Advice Enabled option, the Expert Advice links do not appear in the Knowledge Center.

- **Usernames must be Unique across Workgroups**: The Master workgroup is created by default at installation. A workgroup is a collection of users, user groups, and knowledge paths. By default, this option is enabled so the same username cannot exist in more than one workgroup. When this option is enabled, users do not need to select a workgroup when logging in. The Workgroup list box in the login dialog box displays the message "No workgroup selection required" as the workgroup is determined by the username, since it is unique. The only time workgroup selection is required is when a user is creating a new account. When this option is disabled, users must select a workgroup when logging in.

- **Warn users of account expiration**: You can enable this option to display a message regarding account expiration in red text in the Welcome page in the Knowledge Center. You enter a number of days in the User Expiration Warning Days field. The account expiration message displays within a certain number of days of expiration. For example, if the number in the User Expiration Warning Days is 5, a user would receive a message five days before account expiration and each day until the account expires.

- **Enforce Minimum Password Length**: You can enable this option and then enter a number in the Minimum Password length field to require passwords to have at least a certain number of characters. When this feature is enabled, anyone creating or updating an account receives a warning message if the password does not meet the minimum.

- **Default Language**: The language selected from the End User Default Language list box determines the language in which the Knowledge Center appears.

- **Default Content Root**: Content root to be used if there are multiple content roots available.

- **Subject Outline visible by default**: The Subject Outline visible by default option controls what a user sees the first time he or she accesses the Knowledge Center Player. When this option is enabled, users see a subject outline in the left pane. When this option is disabled, the first AU or section in the subject appears; users can then navigate the outline sequentially. In either situation, however, the user can hide or display the subject outline. The outline will then remain displayed or hidden each time the user accesses the subject, until he or she changes the view again.

- **Maximum Inactivity Time**: This option allows you to set a time limit (in whole minutes) for inactivity in the Knowledge Center Player. If a user is inactive for a longer period than specified, the user receives a message that they have exceeded the timeout.

  Note: If you set a maximum inactivity value, and the user starts a topic playback from either a knowledge path or the Player launched from the Player link, the time is counted on a per frame basis. If the user spends more time on a frame than the inactivity limit, they will be warned about time expiration. However, if the user plays a topic in See It!! mode without pausing, and it takes longer than the inactivity time, they will not be warned.

12 Customize the Knowledge Center User Interface

This chapter describes how to customize the appearance of the Knowledge Center. Using the techniques outlined in this document, you can make changes such as:

- Replace logos with your corporate and/or department logos

- Insert custom messages on the Knowledge Center home page

- Modify any text that appears on any page in the Knowledge Center Player

- Change the color of banners and text appearance

- Replace any graphic on any page in the Knowledge Center Player

The following skills are required to make the customizations documented in this section.

- Replacing graphics and text is done by creating an XML file. This XML file can be created and modified in Notepad or the XML Editor of your choice.

- Changing banner colors and text is done by creating and modifying Cascading Style Sheet (CSS) files. This can be accomplished using Notepad or the CSS Editor of your choice.

- Custom graphics must be created in GIF or JPEG formats. Any graphic editor package can be used to create these graphics.

This section contains the following:

- Basic Customization covers basic customization techniques for quickly applying custom logos to the Knowledge Center.

- Advanced Customization covers advanced customization techniques that can be used to modify any text in the Knowledge Center, insert a custom message on the home page, modify style sheets, and other customizations.

12.1 Basic Customization

This section covers the techniques for replacing the delivered text and logos with your own text and logos. These customizations can be applied very quickly.

All text that appears on pages and graphic filenames in Knowledge Center are stored in a single file on the web server. This file can be found in the <install directory>\Web Server\KCenter\bin directory. The file is named eu<langid>.lng; for example euen.lng. The first two characters of this file name, eu, indicate that it is used by the Knowledge Center user interface. Note that there are many other lng files used for other modules of the Knowledge Center. The second two characters indicate the name of the language; for example euen.lng for English. Although this file has an extension of "lng" it is an XML formatted file.

Within the file each text item and graphic file name appears as shown below:

text item
```
<item stringid="2">
   <text>Welcome</text>
</item>
```

graphic item

```
<item stringid="621">
   <text>Images/subjects1.gif</text>
</item>
```

Each item in the file has a stringid and text. The numeric stringid is a unique value that identifies that particular block of text or relative path and name of a graphic file. The <text> value specifies the content for the item, that is, the text block or file name.

To specify custom text blocks or graphics, you must first create a "customization" file that contains your custom information. This is accomplished by creating a new file named eu<langid>.cus. This file uses the same file structure as the eu<langid>.lng file. You only need to add the specific text blocks and graphics that you are modifying to the "customization" file, because the eu<langid>.lng is read first and then the eu<langid>.cus file is read to pick up any customizations.

The customization file has 3 major sections:

- **strings**: This section contains text blocks that appear on various pages and dialogs

- **resources**: This section contains strings that are used internally in Knowledge Center and should not be modified

- **graphics**: This section contains filenames of graphics displayed on Knowledge Center pages.

Do not modify the standard eu<langid>.lng file. This file is replaced each time an updated version of the Knowledge Center is installed. Customization files (.cus) are never overwritten by Knowledge Center updates.

12.1.1 Create a Customization File

The first step in creating a customization file is to create the eu<langid>.cus file. Substitute the appropriate two-letter language code as listed below.

cs: Czech
da: Danish
de: German
en: English
es: Spanish
es-mx: Spanish (Mexico)
fi: Finnish
fr: French
fr-ca: French (Canada)
hu: Hungarian
it: Italian
ja: Japanese
ko: Korean
nl: Dutch
no: Norwegian
pl: Polish
pt: Portuguese
ru: Russian
sv: Swedish
tr: Turkish
zh-CHS: Chinese (Simplified)
zh-CHT: Chinese (Traditional)

To create a customization file:

1. Using Notepad or an XML Editor, create a new file named eu<langid>.cus.

2. Add the following XML code to the file

   ```
   <?xml version="1.0"?>
   <language langcode="<langid>" name="<language name>">
      <strings>
      </strings>
      <resources>
      </resources>
      <graphics>
      </graphics>
   </language>
   ```

3. Modify the <language> line for the corresponding language. For example, <language langcode="en" name="English">.

4. Save the file.

5. Copy the file to the <install directory>\Knowledge Center\Web Server\KCenter\bin.

6. Refresh the browser window.

12.1.2 Modify a Customization File

Do not modify the standard eu<langid>.lng file. This file is replaced each time an updated version of the Knowledge Center is installed. You must create a customization file for the language in which you want to customize the Knowledge Center. Customization files (.cus) are never overwritten by Knowledge Center updates.

Each item in the file has as stringid and text. The numeric stringid is a unique value that identifies that particular block of text or relative path and name of a graphic file. The <text> value specifies the content for the item, that is, the texts block or file name.

To modify a customization file:

1. Open the eu<langid>.cus file you created.

2. Open its corresponding .lng file in Notepad.

3. In the .lng file document, search for the text to be modified.

4. After you have found the desired text, select and copy everything from <item xxxxx = "##"> to and including </item>.

5. Copy items that are to be customized to the appropriate section (text blocks added to <strings>) in the .cus file. In the following example, you want to change the text for the "New User" button on the login page to say "Create New User":

   ```
   <item stringid="10">
      <text>Create New User</text>
   </item>
   ```

   Note: You should delete everything from the <locations> marker to the </locations> marker. It is not needed and may cause issues when the software is updated to a new version.

6. Save the .cus file and close.

7. Close the .lang file. If prompted, do not save changes.

8. Refresh the browser window.

12.1.3 Replace the Graphics

One of the most common customizations is to place your corporate or department logo on the Knowledge Center home page.

To replace the graphics:

1. Create the new graphics and save them in a GIF or JPEG format. The graphic should be close in size to the ones provided with the software.

2. Create a new directory in the **<install directory>\Web Sever\KCenter\Images** directory with a name such as "custom". You can use a different directory name if you require. This directory will ensure that your custom graphics are maintained separately from the ones that came with the software. Copy the new graphics to this directory.

3. Open the **eu<langid>.cus** file in Notepad or an XML Editor.

4. Add the following to the **<graphics>** section of the file to change the Knowledge Center logo on the Outline page to your custom logo. Change **mygraphic.gif** to the name of your graphic file.

   ```
   <item stringid="126">
       <text>images/custom/mygraphic.gif</text>
   </item>
   ```

5. Add the following to the **<graphics>** section of the file to change the Knowledge Center logo to your custom logo. Change **mygraphic.gif** to the name of your graphic file.

   ```
   <item stringid="127">
       <text>images/custom/mygraphic.gif</text>
   </item>
   ```

6. Save the file.

7. Copy the file to the **<install directory>\Web Server\KCenter\bin** directory.

8. Refresh the browser window.

12.2 Advanced Customization

This section outlines advanced customization techniques that can be used to further customize the Knowledge Center user interface. This section will focus on specific techniques for customization. Before following any procedures in this section, you will need to create a customization file for the desired language or languages. Techniques for creating and modifying customization files can be found in the Basic Customization section.

12.2.1 Customize Text

Every text block in the user interface can be customized. This allows you to customize the messages that appear to the user on pages, error dialogs, and so on.

The first step in changing the text is to identify the block of text that you wish to customize and determine its stringid. There are two different methods for doing this. One method is to copy the text from the Knowledge Center user interface and search the eu<langid>.lng file for the appropriate item. You can then place the appropriate entry in your customization file (.cus). Knowledge Center also provides a special mode that allows you to view the stringids as you are running the user interface. Please note however, that this mode is applied at a server

wide level and will affect all users of the server. It is more appropriate for pre-production and testing servers.

⌐⋔ To display the stringids in the user interface:

1. Open <install directory>\Web Server\KCenter\web.config.

2. Add <add key="DisplayLocaleIDs" value ="true"/> to the <appSettings> section.

3. Save the changes to web.config.

4. Open Knowledge Center, if necessary, and refresh the view.

After IDs are enabled, the user interface displays all stringid values at the beginning of each text block.

After identifying the stringid that you want to customize, add the appropriate XML to your eu<langid>.cus file. All text customizations should be added to the <strings> section of the file. An example is shown below:

```
<?xml version="1.0"?>
<language langcode="en" name="English">
    <strings>
        <item stringid="10">
            <text>Create a user</text>
        </item>
    </strings>
    <resources>
    </resources>
    <graphics>
    </graphics>
</language>
```

You may also see elements in the eu<langid>.lng file for <location>. The <location> element and what it contains do not need to be added to the customization file.

⌐⋔ To turn off the stringids in the user interface after customization:

1. Open <install directory>\Web Server\KCenter\web.config.

2. Update the "true" to "false" on the <add key="DisplayLocaleIDs" value ="true"/> line in the <appSettings> section.

3. Save the changes to web.config.

4. Open Knowledge Center, if necessary, and refresh the view.

12.2.2 HTML Tags in Text Blocks

Knowledge Center also supports the use of HTML tags in text blocks. These are particularly useful when customizing the messages in the "Instructions" area of many Knowledge Center pages such as Knowledge Paths, User Profile, Subject Selection, and so on. HTML formatting tags can be used to create line breaks, boldface text, apply styles, and so on. The following example shows in the instructions section on the Knowledge Path page.

```
<item stringid="309">
<text>Items you need to know are grouped together to form a knowledge repository.  In Knowledge Center, these items are organized and placed into knowledge paths.&lt;br&gt;&lt;br&gt;Click the knowledge path you wish to launch. If you do not see the knowledge path you want to take, click 'Enroll or Withdraw from Knowledge Paths' to sign up for a subject.</k the text>
```

</item>

HTML tags in the customization file must be XML encoded. In the above example, the string, .
 represents the
 HTML tag. If modifying the customization file in Notepad, you must encode characters such as <, >, etc. If using an XML Editor, the tool may encode the character automatically for you. Consult the XML Editor documentation for more information on this capability.

12.2.3 Customize Graphics

The first step in customizing a graphic is to create the new graphic to be used. The company and product logos can be smaller or larger than the ones provided with the software. All other graphics must be created at the same size as those provided with the software. The new graphics should be saved in GIF or JPEG format. As mentioned in the previous section ("Customization Basics"), the graphics should be stored in the new directory created in the <install directory>\Web Server\KCenter\Images\Custom directory. Remember, this new directory is not created when the Knowledge Center is installed and must be created manually.

As with text blocks, the path and graphic file names can be customized in the eu<langid>.cus file. To start, the stringid of the graphic file must be located. To do this, you must first identify the file name of the graphic you want to customize. This can be accomplished by starting the Knowledge Center in Internet Explorer, right clicking the graphic and selecting Save Picture As. This dialog will show the graphic file name. The next step is to search for that graphic in the eu<langid>.lng file. As shown above, the entry for the Knowledge Center logo on the home page is:

<item stringid="126">
    <text>images/small_logo.gif</text>
</item>

Then add the modified item to the customization file (eu<langid>.cus). The item should be added to the <graphics> section.

<item stringid="126">
    <text>images/custom/mygraphic.gif</text>
</item>

You may also see elements in the eu<langid>.lng file for <location>. The <location> element and what it contains do not need to be added to the customization file.

12.2.4 Add a Message to the Home Page

Knowledge Center provides a method for adding a message to the home page. This functionality allows you to specify the path and name of a file that contains a fragment of HTML. This creates a third pane on the right side of the home page in Knowledge Center.

To accomplish this task, you must first create a customization (.cus) file for the language that you want to customize, if you have not already done so. See Create a Customization File for more details. Next, create a file that contains a fragment of HTML. You can use any HTML editor to do this. For example:

<p>Need Help?</p>
<p class="InstructText">For assistance call extension 5555</p>

Once you have created this fragment, save it as a file with the name string650.htm. Place this file in the <install directory>\Web Server\KPath\bin on the server. The above example uses Knowledge Center style tags to ensure that the message is consistent with other Knowledge Center text blocks. See the following sections for more information about Knowledge Center styles.

The next step is to add an entry to the customization file (eu<langid>.cus) that contains the path to this file. You must specify this customization under stringid 650. This text block must be added to the <resources> section. The following is an example:

```
<item stringid="650">
    <text>bin\string650.htm</text>
</item>
```

When the Knowledge Center is run, this HTML fragment will be inserted on the home page. It is also possible to use Knowledge Center styles to format this HTML so that it is consistent with the other text on the home page.

12.2.5 Change the Appearance of Text

All text blocks in the Knowledge Center are formatted using Cascading Style Sheets (CSS). This allows you to change the appearance of the interface very quickly. Changes you may wish to make to the appearance of text in the Knowledge Center are:

- Size

- Font

- Color

Knowledge Center uses a style sheet found in the <install directory>\Web Server\KCenter\Styles directory. To apply your own custom style, you must first create a new directory under Styles with an appropriate name such as "custom". You can name this directory differently if required. Then copy the file from the \Styles directory to \Styles\custom. You can then modify the styles defined within these files.

Note: Do not modify the .css files in \Styles. These files are replaced each time an updated version of the Knowledge Center is installed. Files in a "custom" directory will not be overwritten.

Note: A discussion about creating style sheets is outside the scope of this document. There are many books and web resources that cover this topic.

Once the styles have been updated, you must create entries in the Knowledge Center customization file so that the Knowledge Center will use your custom file. the stringid value for the common.css is 3.

For example, the string in the eu<langid>.lng file for general.css is:

```
<item stringid="3">
    <text>Styles\general.css</text>
</item>
```

If you placed the copy of this file in Styles\Custom, the entry in the customization file (eu<langid>.cus) would be:

```
<item stringid="3">
    <text>Styles\Custom\general.css</text>
</item>
```

12.2.6 Customize Subject Outline Highlight Colors

The Knowledge Center subject outline uses three colors to indicate to the user which item in the outline is selected, moved over with the mouse, and neither of the previous. These colors can be customized in the customization file. The following table outlines the three stringids used to perform this customization. To modify, insert these strings into the customization file and use standard HTML color attributes for your custom colors.

244 - Item not selected and mouse not hovering over (by default this is white in Knowledge Center and should be changed to match the background color of the outline.

245 - Color used when user's pointer is moved over an item in the outline (by default this is yellow)

246 - Color used to represent the currently selected item in the outline (by default this is blue)

12.2.7 Change the Frame Border Color

If you change the background color of the pages in Knowledge Center, you should also change the frame border color to match. The frame border appears in Knowledge Center in locations that use HTML framesets such as subject playback, expert advice, search etc. The color only needs to be customized in one location. This can be done by setting stringid 667 to the same color in your customization file (.cus).

13 Knowledge Center Cookies

A number of cookies are stored in your browser when viewing content from the Knowledge Center. These cookies are described below. The information includes parameters, the format the cookies are stored and if they persist past the end of a browser session.

.ASPXCOOKIEAUTH2
Stores the .NET authentication, created by .NET, in an AES encrypted format using the .NET Machine Key as the key. This cookie is non-persistent.

ORA_UPK_KPATH_User_(SessionID)
Stores the application information in an AES encrypted format using the session ID as the key. This cookie is not persistent.

- Workgroup ID: Workgroup identification
- Lang ID: Language identification
- Help Enabled: Indicates if Help is enabled
- UserID: User identification
- Permissions: Permissions bitmap
- NtIntegrated: True if using Integrated Security
- NewUser: New user flag

ORA_UPK_KPATH_WorkgroupID
Stores the default workgroup as plain text. This cookie persists for one year. If the cookie is disabled, the workgroup selection will not be remembered and will default to the last workgroup selected.

- Workgroup ID: Workgroup identification

Example: WorkgroupID=1

ORA_UPK_KPATH_DefaultLanguage
Stores the default language as plain text. This cookie persists for one year. If the cookie is disabled, the language selection will not be remembered and will default to the language of the browser.

- LanguageID: Language identification

Example: LanguageID=1

ORA_UPK_KPATH_LoginInfo
Stores the login and password information in an AES encrypted format using the .NET Machine Key as the key. This cookie persists for one year. If the cookie is disabled, the username/password does not persist and the user will be presented with the login page.

- UserID: ID of user
- Password: Hashed password using SHA 256
- WorkgroupID

Example: UserID=1; Password=XXXXXXX; WorkgroupID=1

ShowOutline_(UserID)
Client cookie that remembers if the outline was last shown. It is stored as plain text and persists for one year. If the cookie is disabled, the outline will always display.

- ShowOutline_(UserID): Determines (True or False) if the outline should be displayed.

Example:ShowOutline_(UserID)=true

OutlineWidth_(UserID)
Client cookie that remembers the outline width in the course playback. It is stored as plain text and persists for one year. If the cookie is disabled, the default width is used.

- OutlineWidth_(UserID): Number of pixels for the outline width.

Example:OutlineWidth_(UserID)=500

SearchWidth_(UserID)
Client cookie that remembers the Search results width in Search window. It is stored as plain text and persists for one year. If the cookie is disabled, the default width is used.

- SearchWidth_(UserID): Number of pixels for the search results width.

Example:SearchWidth_(UserID)=500

ORA_UPK_KPATH_KPContent
Stores the UserID for the content web applications and the enrollment array. It is stored as plain text and does not persist.

- UserID: ID of user
- Enrollment: Enrollment array

Example:SearchWidth_(UserID)=500