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DEPLOYMENT GUIDE

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Deploying NextPage Content@

NextPage Triad exposes data from the Content@ Content Management System through the NXT 3 e-Content Platform to create a complete authoring, management, and online publishing solution for global workforces. In essence, periodic snapshots of Content@ repositories are published to NXT 3 using a scriptable, command-line interface.

The NextPage Content@ Deployment Guide describes the process and requirements you use to deploy and maintain NextPage Content@ Publisher as part of your corporate IS infrastructure.

Information about deploying the XyEnterprise Content@ application is contained in the *Installing Content@ Server on Windows NT and 2000* documentation. This documentation is available as a PDF on the Content@ Windows Server NT/2000 CD-ROM in the Documentation folder, or in the "Help" subfolder of the "Content@" folder where you installed XyEnterprise Content@. Typically, you install this in the "C:\Program Files\XyEnterprise\Content@" directory.

Deploying NextPage Content@ Publisher requires careful planning and execution. This guide helps you plan, prepare, and execute your NextPage Content@ Publisher installation and configuration.

NextPage Content@ Publisher is reliably configured and managed when you follow our detailed process. To ensure you succeed, we provide step-by-step instructions and a work plan to guide you through the process.

Before attempting your deployment, we suggest that you read about the tasks involved so that you can successfully deploy and maintain NextPage Content@ Publisher with minimum effort. The topics covered include the following:

- The System Overview section describes the major components of NextPage Triad.
- Planning Your Deployment includes recommendations and choices that you need to make about how you will deploy the software.
- Understanding the system requirements for hardware and software for the servers and client machines required for a NextPage Content@ Publisher deployment.
- Information about Installing and Configuring NextPage Content@ Publisher Components in the environment that best matches your deployment requirements.
- Getting Support describes the support programs offered by NextPage and how you can access them to receive timely and effective support for your system.
- Finding Online Documentation describes the locations for the various kinds of documentation about NextPage Content@ Publisher, Content@, and NXT 3 that are available.

System Overview

NextPage Triad exposes data from the Content@ Content Management System through the NXT 3 e-Content Platform to create a complete authoring, management, and online publishing solution for global workforces. In essence, periodic snapshots of Content@ repositories are published to NXT 3 using a scriptable, command line interface. This focused coupling of the two systems at the data level maintains the security, reliability, and scalability of each without sacrificing the interoperability of both.

The NXT 3 e-Content Platform is uniquely qualified to bridge content from multiple sources, including the Content@ Content Management System, into a single Enterprise Content Network (ECN). Unlike UI-level integrations, this ECN combines information at the data level, allowing users to not only see data in a consistent form, but to work with data in a consistent way. Marrying the content-networking strengths of NXT 3 with the content-management features of Content@ creates a best-of-breeds integration called NextPage Triad.

There are three main pieces to this content management and publishing solution. The NextPage Content@ package covers the second and third pieces of the following items:

1. **NextPage NXT 3** links independently-maintained data and documents from across the enterprise into a unified ECN. This ECN acts as a "virtually centralized" collection of all an enterprise's data, fully indexed and searchable, without physically aggregating the data into a single location. Employees and clients therefore see a unified table of contents with the latest data, taken directly from the source and without replication, while departments maintain local control over their information. This content is organized into what we call a "content collection". This content collection is a single, redistributable file comprising a self-contained copy of the hierarchical data from Content@ or other sources. Content collections can contain any type of document, as well as considerable internal folder structure. Generally, you create a content collection that contains several documents or topics. However, you can also create a single content collection that contains a single published document, especially if that document is very long and contains considerable internal structure.

   NextPage Solo further extends the reach of the ECN by using a client-side web-based application for providing read access to a local copy of ECN data. Essentially, each time Solo connects to the ECN it retrieves a "sync file" containing updates to its content collections. With local copies of the content collections and the latest sync files, Solo can offer many of the NXT 3 e-Content Platform features to users operating away from the network.

2. **XyEnterprise Content@** enforces workflows, maintains version control, and publishes documents in a wide variety of formats. Its choice of Windows or web-based user and management interfaces and tight integration with traditional authoring tools allow users to obtain the proper checks and approvals, track and audit changes over time, and assemble localized XML, HTML, PDF, and Microsoft Office documents.

3. **NextPage Content@ Publisher** includes utilities and samples for mapping between Content@ and NXT 3 data models, as well as components, scripts, and examples for integrating Content@ and NXT 3. These utilities and samples include the following:

Content@ MakeGen Configuration File is an XML file that describes what you want to publish.

Content@ MakeGen utility creates an XML file called a "makefile" that contains the instructions for how to create the content collection. MakeGen uses the provided document source extension (DSE) and the MakeGen configuration file to retrieve the appropriate content from Content@ .

NextPage Builder (*NPBuild* utility) uses the makefile to create either a new content collection or an update file for an existing collection.

Script samples that you can use to help you automatically make those content collections available through the NXT 3 site (this is known as mounting a content collection).

These items comprise what we call the "build process", where you define what content you want to publish from Content@ and create a content collection. See "Administering Your System" in the *NextPage Content@ Administrator's Guide* for more information about this process.

Thus, you use XyEnterprise Content@ for managing and working with the source documents, you use NextPage Content@ Publisher to take the source documents from XyEnterprise Content@ and publish them to NXT 3 as content collections, and you use NextPage NXT 3 to show documents to users from one location regardless of where the original document is stored.

You typically install NextPage Content@ Publisher on a separate computer from the Content@ servers and the NXT 3 and Solo servers so as to not affect the server performance while creating or updating content. However, it is possible to install NextPage Content@ Publisher on the same computer as NXT 3, for cases where you want to have a testing environment.

Publishing Stages Overview

Assuming both NXT 3 and NextPage Content@ have been previously installed, as documented in the NextPage NXT 3 and NextPage Content@ packages, deploying NextPage Triad consists of three general stages:

1. Mapping Content@ Data into NXT 3. Internally, Content@ decomposes documents and source data into reusable, interrelated information objects. NXT 3 maintains an internal content hierarchy, described by an XML-based configuration file. Publishing Content@ content to NXT 3 requires creating an XML "makefile" that specifies and maps Content@ objects and properties to NXT 3 data types and metadata. We provide tools and samples in the NextPage Content@ package to aid you in this process. See "Creating a Makefile" in the *NextPage Content@ Administrator's Guide*.

2. Building the Content Collection. You create the content collection using the NXT 3 NPBuild application, which you can run explicitly when you need it or you can create a script that runs the application on a regular basis. NPBuild reads the makefile created in the first stage, connects to a specified Content@ Server, and creates a content collection or an update of an existing content collection of the Content@ repository. If you also use Solo, you need to configure NPBuild to produce new update files containing

the changes from previous versions of the content collection. See "Solo Compatibility Guidelines" in the *NextPage Content@ Administrator's Guide* for more information on the necessary steps.

3.   Mounting the Content Collection. Before users can access the newly-created content collection and synchronization files, you must mount the content collection onto an NXT 3 server. You can do this process manually, or create a script to perform it automatically at the end of the build process. See "Mounting a Content Collection" in the *NextPage Content@ Administrator's Guide*.

Planning Your Deployment

There are a number of items you must consider before deploying NextPage Content@ Publisher that affect how it is used and maintained within your organization. We detail the tasks you need to follow to successfully plan and execute your NextPage Content@ Publisher deployment.

Before you start the planning process, print the Deployment Options Table so you can write down the choices you make and the deployment option you choose. Then, go through each of the planning topics and make decisions based on your deployment circumstances.

- Choosing a Deployment Environment
- Deciding Whether to Migrate Legacy Content
- Using the Standard Configuration

Deployment Options Table

Use the following table to note what deployment option you need and additional deployment choices you make during the planning process.

| Option	Choice	Notes
Deployment option number		Refer to the system requirements and the installation steps that correspond to this option number.
Use NextPage Solo	Y / N	See the Solo Server Readme, the *NextPage Content@ Administrators Guide*, and *Content Network Manager Help* for information about installing and configuring Solo.
NXT 3 and NextPage Content@ Publisher on the same server	Y / N	This is a good option for test environments or when the build process can be scheduled for off-peak hours.
Number of concurrent builds		If this is a large number, you need to include more computers with NextPage Content@ Publisher.
Number of computers with NextPage Content@ Publisher		Multiply your hardware and software requirements for NextPage Content@ Publisher by this number.
Number of NXT 3 production servers		Multiply your hardware and software requirements for NXT 3 by this number. See the NXT 3 Readme for more about the system requirements.
Use standard configuration	Y / N	The standard configuration can help you learn and get up and running quickly with your content. See the *Standard Configuration User's Guide* for more information.
Migrate legacy content immediately	Y / N	You can choose to migrate existing legacy data during this deployment or after. If you do it now, refer to *Content@ Dynamic Import* for more information.

Choosing a Deployment Environment

Deploying NextPage Content@ Publisher within your IS infrastructure is more complex than installing a single application program. Your deployment requires careful planning and execution. Before you start planning the deployment, you need to make two decisions.

1. Do you need to publish content to multiple NXT 3 production servers or do you need to publish content to just one NXT 3 production server?

2. Do you need a test (staging) environment where you can install and test in an environment that exactly duplicates your live production environment (although usually on a smaller scale: meaning the same amount of content but fewer CPUs, a less expensive disk subsystem, or less RAM)?

Based on your answers to those decisions, use the following flowchart to find out which deployment option you should choose:
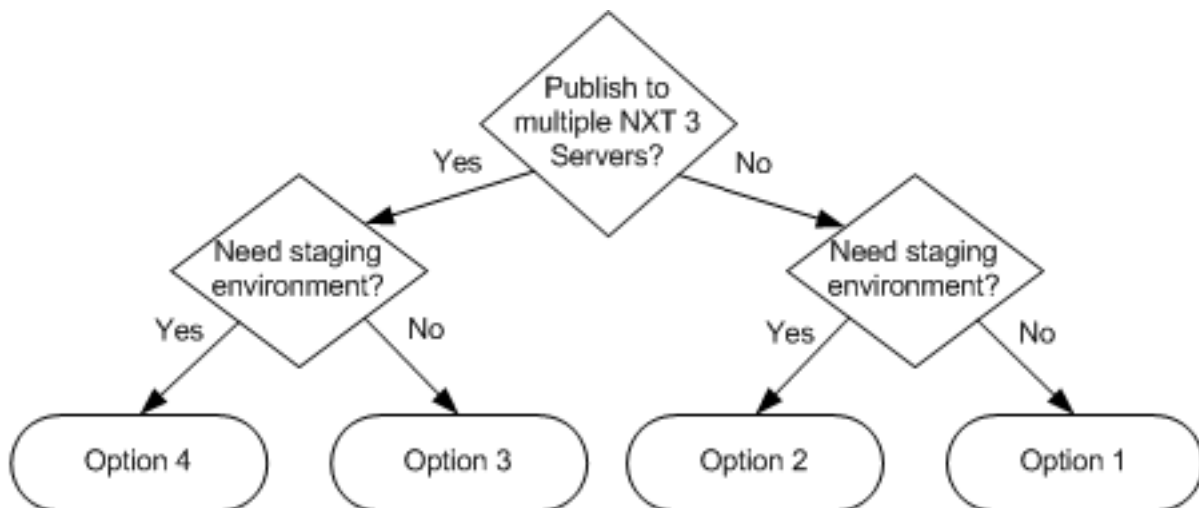

Record the deployment option you selected in your "Deployment Options Table".

Deployment Option Explanations

These deployment options are merely guidelines, and do not represent every possible deployment option. You can customize your deployment to precisely match your needs, using these options as a guideline to help you plan better.
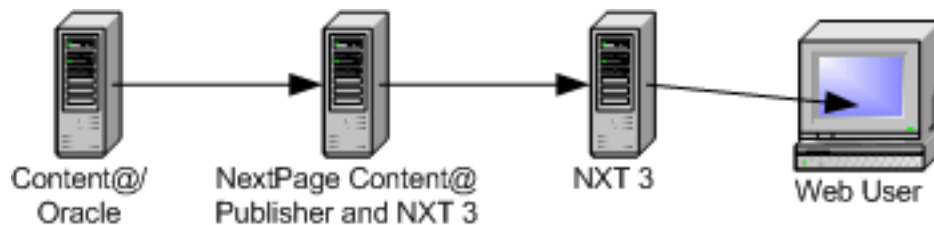
Deployment Option 1

Deployment option 1 uses a computer for building content collections that is separate from the Content@ and the NXT 3 servers.

Content@/Oracle → NextPage Content@ Publisher → NXT 3 → Web User
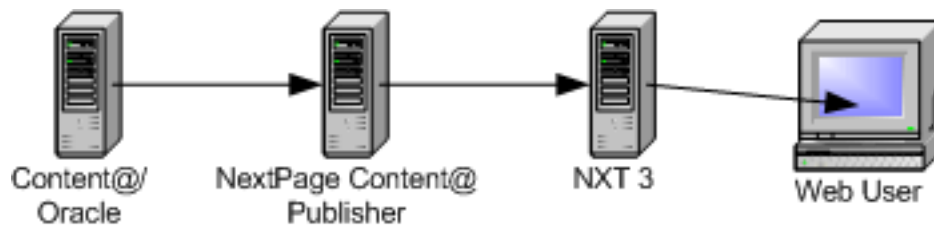
Deployment Option 2

Deployment option 2 uses a computer for building content collections that is also used as a non-production NXT 3 server. This is typical of an environment where you need to test the content collection before putting it on a production NXT 3 server where users can view the content.

Content@/Oracle → NextPage Content@ Publisher and NXT 3 → NXT 3 → Web User

Deployment Option 3

Deployment option 3 uses a computer for building content collections that is separate from all the NXT 3 servers. In this case, the NextPage Content@ Publisher computer includes two or more build processes that publish content collections to two or more NXT 3 servers.

You can also use this configuration if you want to use a script to publish content to a test server and then use a different script to publish the same content to a live production server.

Content@/Oracle → NextPage Content@ Publisher → NXT 3 / NXT 3 → Web User
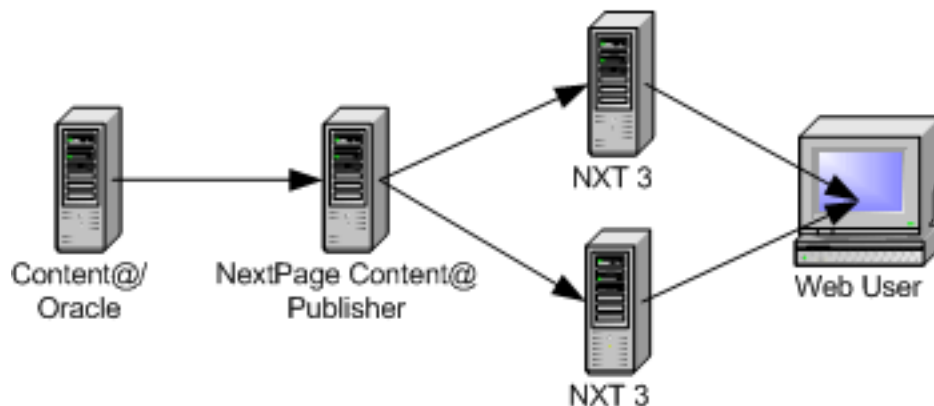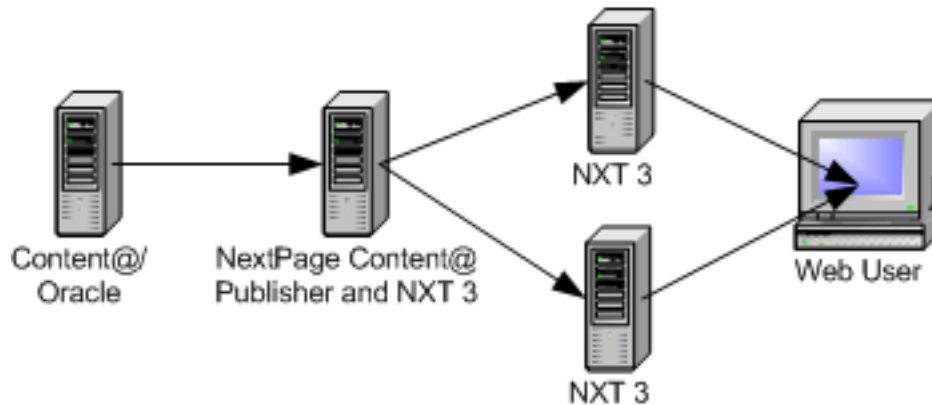
Deployment Option 4

Deployment option 4 uses a computer for building content collections that is also used as a non-production NXT 3 server. This is typical of an environment where you need to test the content collection before putting it on production NXT 3 servers where users can view the content.

With this deployment, you can publish the same content to multiple servers (to create a mirroring environment), or you can publish different content to different production servers. For example, in cases where departments have their own NXT 3 server.

Additions to the Deployment Options

Additionally, you can add to each of these deployments in the following ways:

- **NextPage Solo**. If you need to give users disconnected access to the content you publish to your NXT 3 site from Content@, you can install the NextPage Solo Server either on the same server as your production NXT 3 server or on a separate server that runs NXT 3. Install Solo on a separate server if you want to keep the Solo traffic to your site separate from the traffic that connected users generate.

- **Multiple build computers**. You need to consider up front how many builds you need to run concurrently. If you need a high number of concurrent builds, you need a larger number of build computers. If you need more than one computer on which to install NextPage Content@ so that you can run multiple content collection builds simultaneously, you just need to multiply the hardware and software requirements for the build computer by the number of simultaneous builds you need. You must also install NextPage Content@ on each of those build computers, including Content@ Explorer since Content@ Explorer supplies the necessary APIs to make remote calls to the Content@ server.

    Note: The MakeGen configuration file, and the resulting makefile contain the user name and password to the Content@ database in plain text. If security is an issue, ensure that the directory where those files are kept on the build computer is secured (such as with permissions/encryption).

- **Multiple production servers**. The options for having multiple production servers that we give you only use two production servers. However, you can add as many servers to your deployment as you need and as your license permits. If you need more than two NXT 3 production servers, you just need to multiply the hardware and software requirements for a single NXT 3 server by the number of production servers that you need. You also must install NXT 3 on each of those production servers.

    In determining how many servers to use, it is a good rule of thumb to determine approximately the number and size of content collections each server needs to

serve to users. The following items represent the tradeoff issues that you need to consider when determining the number and size of content collections per server:

Fewer and larger content collections make for faster end user NXT 3 response times.

Larger content collections take longer to update. This is important to note if immediacy is an issue.

More content collections make it easier to divide responsibility on the editing side and promotes quicker updates, but more builds.

- **NXT 3 and NextPage Content@ Publisher on the same computer**. If you chose Deployment Option 2 or 4, those default deployment environments include having NXT 3 and NextPage Content@ Publisher installed on the same computer. This works well for testing environments since the NXT 3 site does not get used heavily.

  This option also works well if you can schedule content collection builds at times when your production NXT 3 site has little or no traffic. Therefore, for cases where you have a deployment that does not have a default deployment environment where you install NXT 3 and NextPage Content@ Publisher on the same computer, you can put these two packages on the same computer.

  If you chose Deployment Option 2 or 4, record in the Deployment Options Table that you want to keep the two packages on the same server. If you chose Deployment Option 1 or 3, but can schedule builds for off-peak hours, you can mark that you want to install these two packages on the same server.

Use the Deployment Options Table to record all the choices you make so that you can refer to them when you perform the installation and configuration.

Deciding Whether to Migrate Legacy Content

As part of the deployment process, you need to determine if there is any legacy content that you need to import into Content@. The key to deciding whether to import legacy content is to determine if you need to manage the content and track changes to the content.

Use the following flowchart to help you decide what steps you need to take regarding any legacy content.
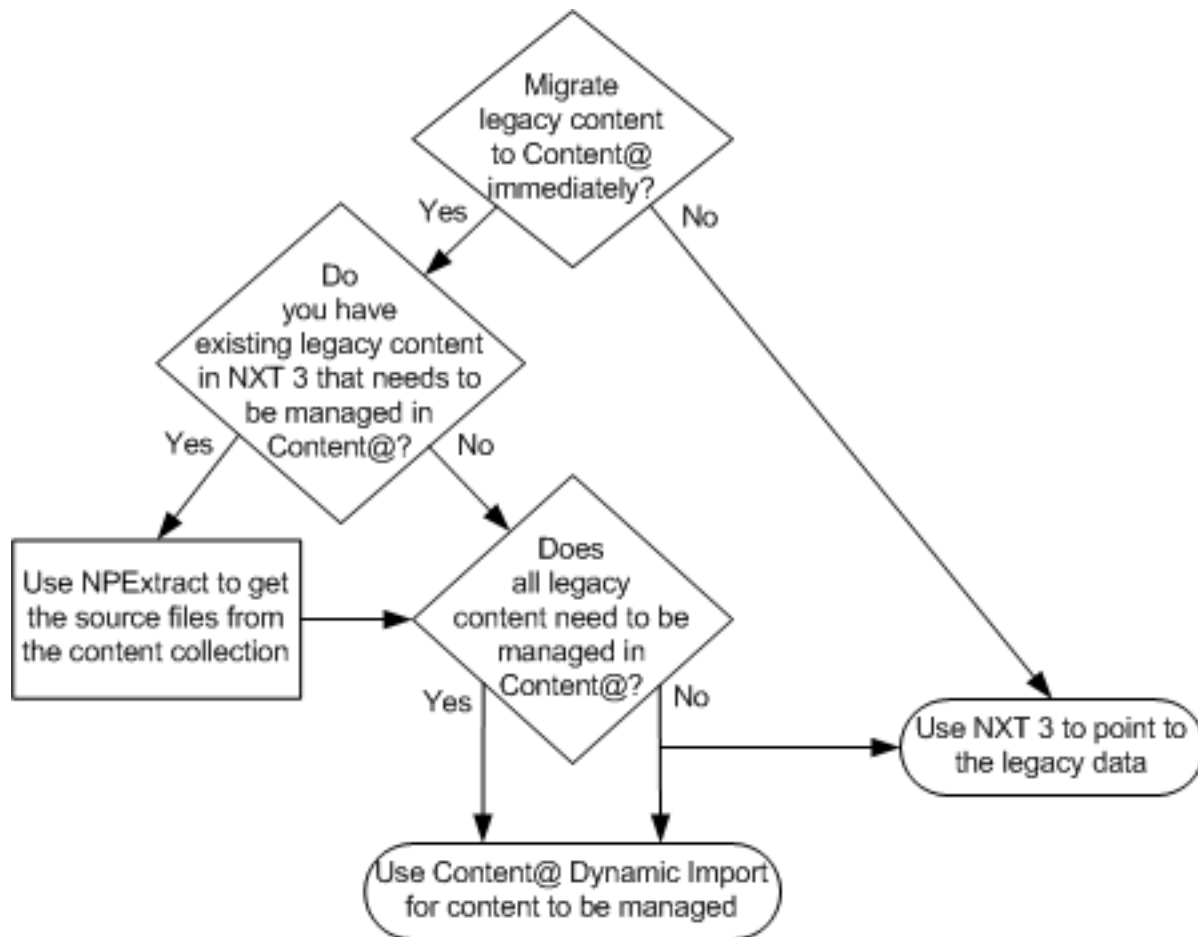
> **Note:** You can only use NXT 3 to point to legacy data if NXT 3 has that adapter. See the NXT 3 documentation for what adapters NXT 3 provides.

Since NXT 3 can display your legacy data from Lotus Notes, existing content collections, web sites, ODBC and Oracle databases, PDFs, and regular office documents, you can choose to keep that content in its current location and just point to it and index it for searching using NXT 3 so that your users can still access those legacy documents. For more information about how to use NXT 3 to point to existing content, see *Content Network Manager Help* in the NXT 3 default site. Then, after you have deployed NextPage Triad and have it configured, you (or someone else) can go back and migrate any necessary legacy content into Content@ at your own pace.

If you decide to migrate some or all of your legacy content during the deployment of NextPage Content@, you can use the Content@ Dynamic Import utility. To find out more about how to use this tool, see the *Content@ Dynamic Import* document on the Content@ 3.0C.7 Windows CD-ROM in the Documentation folder, or in the "Help" subfolder of the "Content@" folder where you installed XyEnterprise Content@. Typically, you install this in the "C:\Program Files\XyEnterprise\Content@" directory.

If some of that legacy content is in an existing content collection and you want to import it into Content@, you need to use the NPExtract utility to get the source documents out of the content collection. For information on using NPExtract, see the Build Utilities Help documentation in the print subfolder of the docs folder of the "Content@" directory where you installed NextPage Content@. Typically, you install this in the "C:\Program Files\NextPage\Content@" directory.

Using the Standard Configuration

We have included some sample content and configuration files with NextPage Content@ to help you learn more about the solution and to get you up and running faster.

You can use the standard configuration to create a Content@ database with sample data where you learn how to use Content@'s features and the NextPage Content@ Publisher tools and scripts to publish content to NXT 3. Or, you can use the standard configuration to supply the standard templates and defaults that you need, and then import all your own content so you can start publishing content to NXT 3 right away.

For more information about the standard configuration and how to use it, see the *Standard Configuration User's Guide* in the standard subfolder and the configurations folder of the Content@ directory where you installed NextPage Content@. Typically, you install this in the "C:\Program Files\NextPage\Content@" directory.

System Requirements

This topic describes the recommended and minimum requirements to successfully deploy NextPage Content@ Publisher in your environment based on which deployment option you chose during the planning process.

If you are planning a more complex deployment than one of these four options, you can use these options as a guideline for how to deploy in your environment or you can contact NextPage Consulting Services to help you install and configure your environments.

Add NextPage Solo to Any Option

You can add the Solo option to any of the four deployment options. If you want to use the NXT 3 Server with Solo Enhancements, you can either install it on your NXT 3 production server, or you can install it on a separate server where you have installed NXT 3. See the Solo Server Readme and the Solo Client Readme for information about hardware and software requirements.
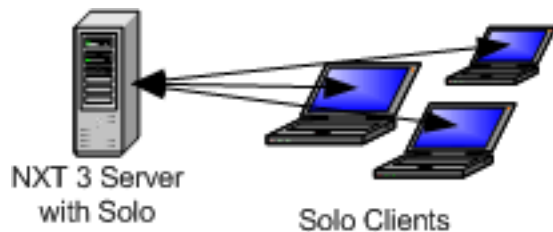
Add Multiple Build Computers to Any Option

In each of the deployment options given, we have shown a configuration with only one NextPage Content@ Publisher computer (which may or may not share space with NXT 3). However, you can use as many of these build computers as you need and as you have licenses to use. These build computers can publish to one or to many NXT 3 servers, depending on where you want the content to go, as in the following graphic:
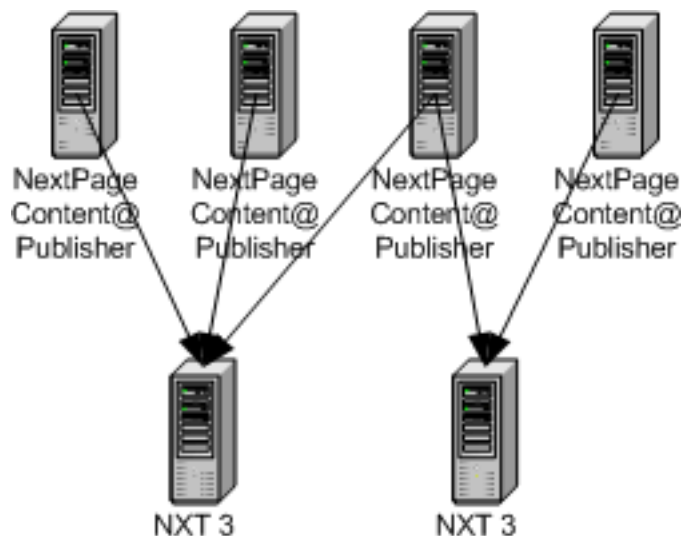
System Requirements for Deploying NextPage Content@ Publisher

In this Deployment Guide, we only discuss the minimum requirements for deploying NextPage Content@ Publisher. Refer to the *Content@ Administrator's Guide* and *Installing Content@ Server on Windows NT & 2000* for the specific hardware and software requirements for XyEnterprise Content@. Additionally, refer to the NXT 3 Readme and the Solo Server Readme to determine the hardware and software requirements for each of those deployments.

The following tables represent the absolute minimum requirements for deploying NextPage Content@ Publisher in your environment. Note that the more RAM you add or the faster the processor, the faster the computer builds content collections. So, use these requirements as a guideline only.

Regardless of the deployment option you chose, the hardware and software requirements for NextPage Content@ Publisher are based on whether you need to install it on the same computer as NXT 3.

Only NextPage Content@ Publisher

Hardware	• 800 Mhz processor • 256 MB RAM
Software	• Windows NT version 4.0 service pack 6 or Windows 2000 service pack 2 • Content@ Client (also referred to as Content@ Explorer) version 3.0C.7 patch set 5. See *Installing Content@ Server on Windows NT & 2000* for more information. • NextPage Builder 3 version 3.4.3. You can also install this software during the NextPage Content@ Publisher installation process if you have not already installed it.

NextPage Content@ Publisher and NXT 3

Hardware	• 800 Mhz processor (dual processor is preferred since NPBuild runs in a separate process that competes for resources with other running applications) • 256 MB RAM
Software	• Windows NT Server version 4.0 service pack 6 or Windows 2000 Server service pack 2. • Content@ Client (also referred to as Content@ Explorer) version 3.0C.7 patch set 5. See *Installing Content@ Server on Windows NT & 2000* for more information. • NextPage Builder 3 version 3.4.3. You can also install this software during the NextPage Content@ Publisher installation process if you have not already installed it. • NextPage NXT 3 version 3.4.3. You can install this software either before or after installing NextPage Content@ Publisher.

Installing and Configuring NextPage Content@ Publisher

This section describes how to install and configure NextPage Content@ Publisher within your NextPage Triad environment.

> **Note:** The installation process verifies that the necessary prerequisite software is installed on your computer.

To install NextPage Triad, perform the following steps:

Oracle Installation

1. Install Oracle. See the Oracle documentation for information about completing this step.

Content@ Installation

2. Install XyEnterprise Content@ Server. See *Installing Content@ Server on Windows NT and 2000* for information about completing this step.

NextPage Content@ Installation

3. Install Content@ Client from the Content@ Client installation CD-ROM. For further information on installing Content@ Client, see the *Content@ Client Install Guide for Windows* in the Documentation subfolder of the CD-ROM.

4. Insert the NextPage Content@ Publisher CD-ROM into your CD-ROM drive.

5. The installation program starts.

   If the installation program does not start automatically, choose **Run** from the **Start** menu.

   When the Run dialog box appears, type `D:\setup.exe`, replacing `D:` with the appropriate drive letter for your CD-ROM drive.

   Click **OK**.

   > **Note:** If you do not have NextPage Builder 3 version 3.4.3 installed, or if you have a previous version of Builder installed, you have the opportunity to install or upgrade before continuing with the installation of NextPage Content@ Publisher. If you need to install Builder, follow the prompts in that installation wizard to complete that install.

6. Click **Next** to move past the Welcome screen.

7. Click **Yes** after reading the Software License Agreement. You must accept the NextPage Content@ End User License Agreement before continuing with the installation process. The full text of the agreement is presented for your consideration. If you choose not to accept the agreement, the installation terminates.

8. Click **Next**.

9. Change the **Destination Folder** if needed. Use the **Browse** button to navigate to the drive or directory where you want to install NextPage Content@ Publisher. The default location is c:\Program Files\NextPage\Content@.

10. Click **Next**.

11. The installation process provides three installation types to choose from: typical, compact, or custom.

    "Typical" installs all of the NextPage Content@ Publisher core elements, sample and default configurations, and supporting documentation.

    "Compact" installs only the NextPage Content@ Publisher core elements.

    "Custom" allows you to select which components to install.

12. Click **Next**.

13. The installation process summarizes the installation location and your component selections for your approval prior to beginning the actual installation process.

14. Click **Next**.

    The install process starts. A completion bar displays the progress of the installation.

15. Click **Finish** if you want to exit the install and view the Readme file.

    If you do not want to view the Readme file, first clear the **View Readme File** check box, and then click **Finish** to exit the installation.

16. If you have multiple build computers in your deployment, repeat steps 3 through 15 for each build computer.

17. For installing NXT 3, perform the steps that correspond to your chosen deployment option.

Deployment Option 1

1. Install NXT 3 on your production server. Refer to the NXT 3 Readme for more information.

2. Install NextPage Solo, if necessary. Refer to the Solo Server Readme for more information.

Deployment Option 2

1. Install NXT 3 on the same computer as NextPage Content@ Publisher. Refer to the NXT 3 Readme for more information.

2. Install NXT 3 on your production server. Refer to the NXT 3 Readme for more information.

3. Install NextPage Solo, if necessary. Refer to the Solo Server Readme for more information.

Deployment Option 3

1. Install NXT 3 on a production server. Refer to the NXT 3 Readme for more information.

2. Repeat the previous step for each production server.

3. Install NextPage Solo, if necessary. Refer to the Solo Server Readme for more information.

Deployment Option 4

1. Install NXT 3 on the same computer as NextPage Content@ Publisher. Refer to the NXT 3 Readme for more information.

2. Install NXT 3 on a production server. Refer to the NXT 3 Readme for more information.

3. Repeat the previous step for each production server.

4. Install NextPage Solo, if necessary. Refer to the Solo Server Readme for more information.

Getting Support

NextPage is committed to providing technical support for your NextPage Content@ Publisher deployment. This section describes topics that are relevant to obtaining support from NextPage.

- [Maintenance and Support Programs](#)
- [Reporting Product Defects and Enhancements](#)
- [New Support Ticket Checklist](#)
- [Support Ticket Severity Levels](#)

Maintenance and Support Programs

NextPage offers two types of annual fee-based Maintenance and Support Programs. Both the Basic Service Program and the Premier Service Program are available for all currently shipping NextPage products.

Basic Service Program

The Basic Service Program, which is suitable for most businesses, features unlimited phone and email support during business hours and a software subscription service.

The Basic Service Program offers the following entitlements:

- **Software Subscription:** You receive maintenance release updates and upgrades of NextPage products covered in your purchase contract when and if available.
- **Tiered Technical Support:** You receive unlimited, toll free telephone and electronic mail (email) defect correction support from NextPage Support Services engineers during normal business hours.
- **Remote Diagnosis/Access:** When requested and required, the Support Services staff will dial into your site to diagnose and solve reported NextPage product defects.
- **Knowledgebase Access:** For each NextPage product, NextPage Support Services maintains a knowledgebase of known problems and their solutions. You receive free, unlimited access to this knowledgebase as well as access to technical tips and hints, tutorials, and technical notes.
- **Two (2) Registered Customer Contacts:** You are allowed two (2) registered customer contacts.
- **Pricing and Availability:** Pricing for the Basic Service Program is product dependent, with the prices published along with the appropriate product descriptions.

Premier Service Program

The Premier Service Program is best for businesses deploying mission critical web-based applications. The Premier Service Program features all the Basic Service Program benefits, plus unlimited phone and e-mail support 24 hours a day, 365 days a year with a one hour response time for critical calls.

The Premier Service Program offers the following entitlements:

- **Software Subscription:** Same as the Basic Service Program.
- **Tiered Technical Support:** Your registered customer contacts are allowed to receive unlimited, toll free telephone and electronic mail (e-mail) support 24 hours a day, 365 days a year for Category 1 calls from the NextPage Support Services engineers. Outside of normal business hours (Monday - Thursday, 5:00 AM - 8:00 PM Mountain Time; Friday, 5:00 AM - 5:00 PM Mountain Time), a NextPage Senior Support Services Engineer will respond to critical problems within one hour of call initiation. NextPage Support Services will respond to all problems logged by electronic mail within four (4) hours.

- **Remote Diagnosis/Access:** Same as the Basic Under the Premier Service Program but this entitlement is available 24 hours a day, 365 days a year (availability outside normal business hours is limited to critical defects).
- **Knowledgebase Access:** Same as the Basic Service Program.
- **Educational Discounts:** All registered customer contacts receive a 15% discount on all NextPage training courses.
- **Three (3) Registered Customer Contacts:** You are allowed three (3) registered customer contacts.
- **Pricing and Availability:** Pricing for Premier Service Program is product dependent, with the prices published along with the appropriate product descriptions.

Maintenance and Support Contract

You must have a Maintenance & Support (M & S) contract to receive technical support from NextPage Support Services on NextPage products. You can obtain an M & S contract by contacting your local NextPage partner or NextPage Sales at 1.800.NEXTPAGE (800.639.8724) or 801.768.7600 or by email at `sales@nextpage.com`.

Each Maintenance & Support contract includes a Support ID Number that you must include on all correspondence to NextPage Support Services.

Reporting Product Defects and Enhancements

There are a number of ways you can report a product defect or request an enhancement.

Email

The email address for NextPage Support Services is `support@nextpage.com`

Telephone

You can contact NextPage Support Services as follows.

Monday through Thursday	5:00 AM to 8:00 PM Mountain Standard Time (MST)(GMT-07:00)
Friday	5:00 AM to 5:00 PM
Inside the U.S.	800.NEXTPAGE (800.639.8724)
In Maine, Alaska, Hawaii and Canada	800.543.6546
Outside the U.S.	800.NEXTPAGE, 801.768.7500, or 801.768.7600

FTP Site

The Support Services FTP Site address is ftp://ftp.nextpage.com.

You can access the Support Services FTP site through an FTP client, such as WSFTP or FTPExplorer, or through your browser (must be Internet Explorer 5 or later and have "Enable folder view for FTP sites" checked under Tools > Internet Options > Advanced).

> **Note:** Before you upload a file to the FTP site, you should phone or email Support Services to let them know you are uploading a file.

Login

To log in to the Support Services FTP Site, use the following:

User Name: `anonymous`

Password: no password

Folders

- `Incoming` - Use this folder to upload files to the FTP site. With anonymous access, you can open and upload files to this folder, but you cannot see the contents of the folder.
- `Public` - Use this folder to download files from NextPage Support Services. With anonymous access, you can download from this folder, but you cannot write to this folder.
- `Private` - Contents of this folder are hidden to any anonymous users.

- `Folio` - Contains Folio product downloads.

NextPage-Tech List Server

NextPage-Tech is a list server that notifies subscribers of important technical issues and announcements related to NextPage products. NextPage-Tech is available to all NextPage customers and partners, and is directed at a technical audience. Emails are generated when a new product is released, a TechNote is released, or when a significant technical issue is reported.

Subscribe to NextPage-Tech

To subscribe to NextPage-Tech, send an email to:

`ls@nextpage.com`

In the body (not subject) of the email, enter the following, replacing John Doe with your name:

`Subscribe NextPageTech John Doe`

Unsubscribe from NextPage-Tech

To unsubscribe from NextPage-tech, send an email to:

`ls@nextpage.com`

In the body (not subject) of the email, enter the following:

`SignOff NextPageTech`

WebTicket

NextPage Support Services WebTicket is a web interface to the Support Services Tickets database. It allows you to log in and add new tickets, view your open or closed tickets, and even add comments to your existing tickets.

To access the Support Services WebTicket, go to http://support.nextpage.com and click on Support Services WebTicket in the table of contents. Or, go straight to the following URL: http://support.nextpage.com/nxt/gateway.dll/WebTicket?f=templates$fn=default.htm

User Name and Password

To log in to WebTicket, you must have a User Name and Password. Your User Name and Password can only be obtained from NextPage Support Services.

To obtain a User Name and Password, please use the WebTicket User Name and Password Request Form. You will need to provide the following information on the form:
- Name
- Company Name
- Support ID Number
- Email Address
- Desired Password

After completing the form, you will receive an email reply confirming that your User Name and Password have been activated.

If you have forgotten your User Name or Password, or if you are having trouble logging in, please use the WebTicket User Name and Password Request Form, or send an email to `support@nextpage.com` outlining the problem you are having.

Please include as much of the information listed above as you can. You will receive an email reply containing your User Name and Password and any specific instructions for logging in.

Logging In to WebTicket

To log in to WebTicket, simply enter your **User Name** and **Password**, and click the **Log On** button. If you do not have a User Name and Password, see the section above entitled "User Name and Password".

> **Note:** Your browser must have cookies enabled in order to use NextPage Support Services WebTicket. If you are using Internet Explorer 6.0, you must "Accept All Cookies". To do this, go to **Tools**, **Internet Options**, **Privacy**, and select **Accept All Cookies**.

Viewing NextPage Support Tickets

Once you have logged in, WebTicket opens the Support Tickets List and displays a list of all your open tickets. The list includes the Ticket ID, Received Date/Time, Product, Assigned To, and Status.

Above the list, there are three tabs: Open Tickets, Closed Tickets, and All Tickets. Use these tabs to display the desired list of tickets.

The Support Tickets List shows only the tickets that are assigned to the contact you are logged in as, and does NOT show all tickets for the entire company. In other words, you are logging in as a contact, not a company, and the lists are generated accordingly.

Viewing Ticket Details

To read the details of a particular ticket, click the Ticket ID in the Ticket ID column. The Ticket Detail window will be opened, displaying all the details for the ticket.

The Ticket Detail window is divided into five sections - Customer Information (top), Ticket Information (middle), Problem Description, Problem Resolution, and Input Additional Comments (described below).

When you are finished viewing the ticket, click the Tickets (Search) button at the top to return to the Open Tickets list.

Adding Additional Comments to a Ticket

You can add additional comments to your tickets from the Support Services WebTicket. The page for adding additional comments to a ticket is located on the Ticket Detail screen. At the bottom of the Ticket Detail screen, you will see a text area entitled "Input additional comments on this ticket". You can use this field to add notes and comments to the ticket or respond to questions sent to you by a Support Services Engineer.

Type all the necessary information in the text box, then hit the "Save Additional Comments" button to submit your comments. All additions are amended to the bottom of the "Problem Description" field.

You can add comments to any ticket, regardless of the whether the ticket is open or closed. When a new comment is added, the status of the ticket is changed to "Open" so the Support Services Engineer will be aware of the change.

Creating New Support Tickets

To add a new Support Ticket, click the "Create" button at the top of the WebTicket screen.

The Add Ticket Window contains a form designed to help you give us the necessary information for working on your ticket. Most of the fields are not required, but fill in all the information that is applicable. The more information you provide, the faster Support Services will be able to find a solution.

Once you have entered all the necessary information, click the "Save Ticket" button. The ticket will be added and assigned a Ticket ID. The Ticket Details window will be opened showing you the details of the new ticket, including the assigned Ticket ID. Please use the Ticket ID with all correspondence to NextPage Support Services.

Searching for Support Tickets

To search for a Ticket by Ticket ID, open the Support Tickets List by clicking the "Tickets" (Search) button. At the top of the Support Tickets List, there is a search field. Type in the Ticket ID and click the magnifying glass button to search. The ticket will be displayed in the Support Tickets List. Click the Ticket ID to view the ticket details.

New Support Ticket Checklist

When opening a new ticket with NextPage Support Services, it is important that you supply as much relevant information as possible. This helps avoid the need to send email back and forth requesting additional information, and helps us respond to your needs faster. To better help us serve you, especially when opening a ticket via email, please provide all relevant information from the following list:

1. Contact Information.

    Company Name

    Contact Name

    Support ID Number

2. NextPage product name and version.
3. Operating system, including Service Patch numbers.
4. Machine specifications (CPU, RAM, HDD free space, connection speed, etc).
5. Web server name and version (IIS, Netscape, etc), if using LivePublish or NXT 3 Server.
6. Browser(s), including version, build number, and encryption level.
7. Duplication steps to duplicate the problem (be as descriptive as possible).
8. Relevant files, if needed for duplication or testing. Email files to support@nextpage.com, or upload to the Support Services FTP Site (ftp://ftp.nextpage.com). Only include files you have modified that you feel might be causing the problem. If the source files cannot be sent, describe the file content as best you can, including file type, size, folder configuration, and the build process used to create the content collection. Some of the files that may be needed include:

    nextpage.sdf

    NXT 3\bin*.ini

    NXT 3\templates\enu*.htm

    Source files and MAK files

9. Error messages displayed or logged as a result of the problem.
10. Number of concurrent users at the time of the problem.
11. The server's and/or client's processor and memory usage (pegged, flat, etc).
12. Other software installed on the system (SQL Server, Tivoli, SMS, etc).
13. Any other details that may be important to the situation.

Support Ticket Severity Levels

NextPage Support Services uses the following definitions for categorizing the severity of product defects.

Severity Level 1	A down situation, whereby a customer is unable to do production work, and a work-around is either not available or is unacceptable to the customer. The product may: • corrupt or permanently destroy data • repeatedly fail catastrophically • require repeated reboots of the system
Severity Level 2	A major function / product is unusable and no work-around is available, but the customer is able to do some production work. The product may: • be usable but incomplete (one or more documented commands/functions are inoperable/missing) • fail catastrophically • require rebooting of the system • suffer sufficient degraded performance (throughput/response) such that there is a severe impact on use

Severity Level 3	There is a loss of a function or resource that does not seriously affect the customer's operations or schedules. Any problem, which was originally reported as Category 1 or Category 2, but has been temporarily solved with a Work-Around, shall be reduced to Category 3. This category includes problems associated with the installation of NextPage Product(s).
Severity Level 4	All other problems with NextPage Product(s) other than those falling within the categories above. This category includes errors in Product Documentation and instances when the product does not operate strictly according to specifications.

Finding Documentation

NextPage Content@ Publisher exposes data from the Content@ Content Management System through the NXT 3 e-Content Platform and allows publishing departments to easily author, manage and assemble mission critical information. With NextPage Content@ Publisher, you can speed your content creation process while increasing information accuracy, quality and consistency and reducing editing and maintenance costs.

Use the NextPage Content@ Publisher documentation when you need help with the part of the product that bridges XyEnterprise's Content@ and NextPage's NXT 3. This documentation is all contained in the "docs" folder (and the "print" subfolder for the PDF versions) of the "Content@" directory where you installed NextPage Content@. Typically, you install this in the "C:\Program Files\NextPage\Content@" directory.

To find out what documentation you can use when working with NextPage Content@ Publisher, click on your **Start** button, choose **Programs**, choose **NextPage**, choose **NextPage Content@ Publisher**, and then choose **NextPage Content@ Publisher Documentation**.

Documentation Updates

Subsequent to release, you can obtain the latest NXT 3 and NextPage Content@ Publisher documentation online at http://docs.nextpage.com.