


VisualSP Classic Help System Content Pack Deployment Procedure

 support.visualsp.com/knowledge-base/visualsp-classic-help-system-content-pack-deployment-procedure/

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Applies to: **VisualSP Classic**

Introduction

The VisualSP Classic Help system provides in-context and on-demand help to users within the SharePoint environment. The product ships with many assets (videos, image tip sheets and help documents) that are ready to be used right away. In addition to the content supplied along with VisualSP, additional content packs can be deployed to add more Help items to the system. This document explains how a content pack can be deployed to the VisualSP Help system deployment. Visit <http://www.visualsp.com> for more information. Check out the latest platform updates at the **VisualSP videos demo showcase**

Take inventory of the VisualSP Classic Help System content package files

A content package is a collection of Help items. These items can either point to content that already exists on the internet or content that has been supplied with the content package.

The package may consist of the following files:

1. **ReadMe.txt** - Overview of deployment instructions
2. **xml file** – the Help item data that will be imported at the Help items page
3. **Documents, Icons, Images, and Videos folders** - Assets required to deliver the help content.
4. **HelpItemsList.xlsx** - Spreadsheet with overview of the Help Items in this Content Pack.
5. **preview.png** - Screenshot of the HelpItemsList.xlsx spreadsheet.
6. **ribbon.png** - image showing the new groups, icons, and help items that will be added by this Content Pack.

Deploy the content package

Deploying the content package involves two distinct steps:

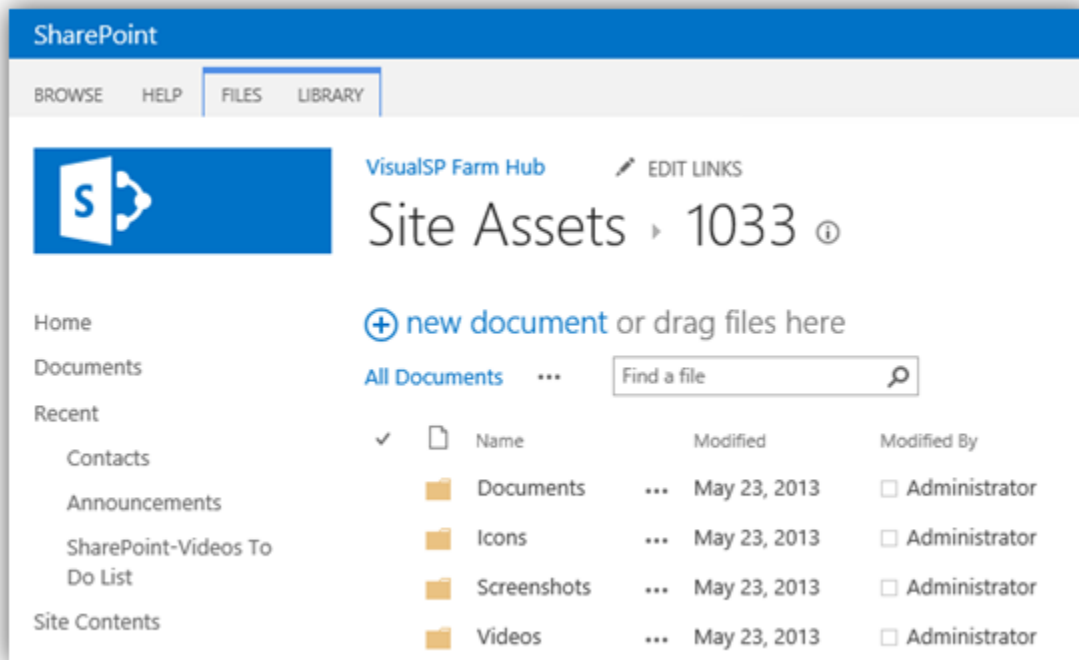
1. Uploading all content from the zip package to Site Assets (if zip file is provided)
2. Importing the xml file into the Help items list

Upload Help Item assets to Site Assets library

If the content pack contains folders with Help assets, they must be uploaded to the Site Assets library. **Note:** *The Site Assets library of the VisualSP farm hub site collection is generally the central place for all Help assets. This step assumes that is the case. However, these assets can be uploaded to another repository if warranted. The Help item links in the xml file would then have to be edited accordingly.* Extract the content of the zip file at a temporary location on your hard drive. The content will include one or more of the following folders:

- Documents
- Icons
- Screenshots
- Videos

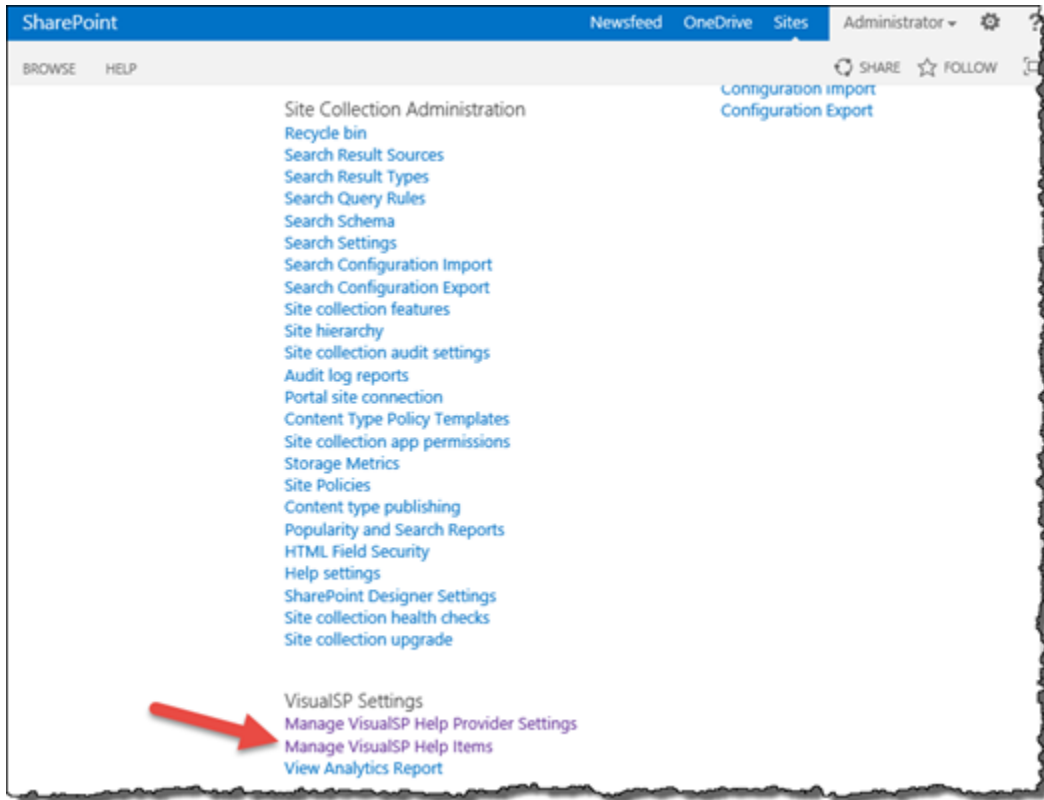
The content of each folder needs to be uploaded to the corresponding folder in Site Assets library at the VisualSP farm hub site collection as shown in the following image.



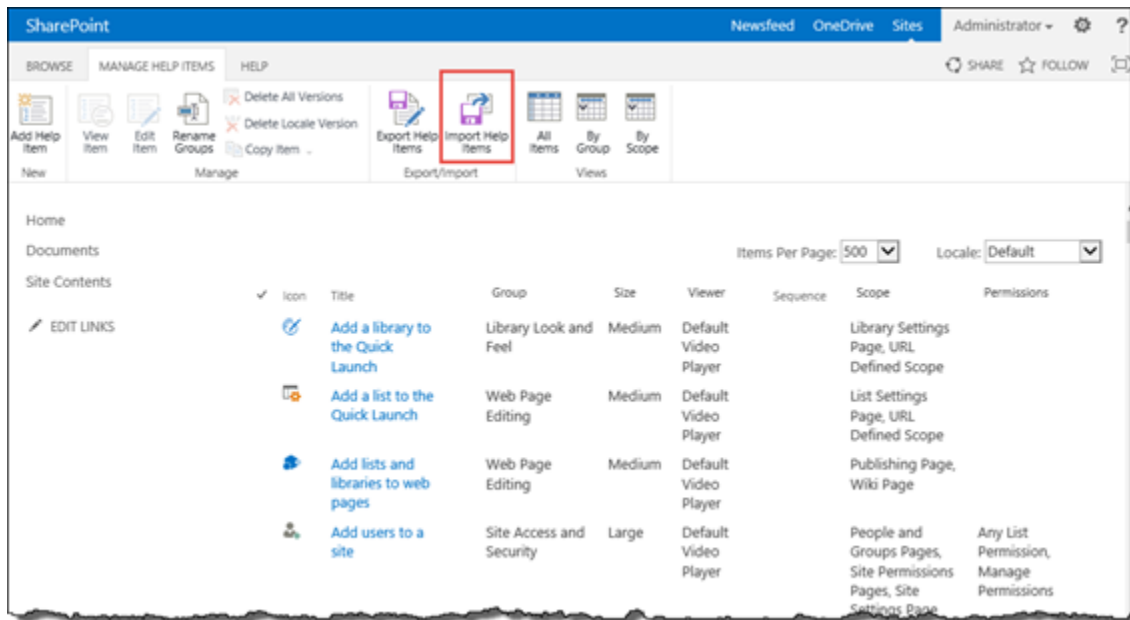
Once the content has been uploaded to the proper location, you are ready to move on to the next step to import the xml file at the Help items list.

Import the XML file containing the Help items list

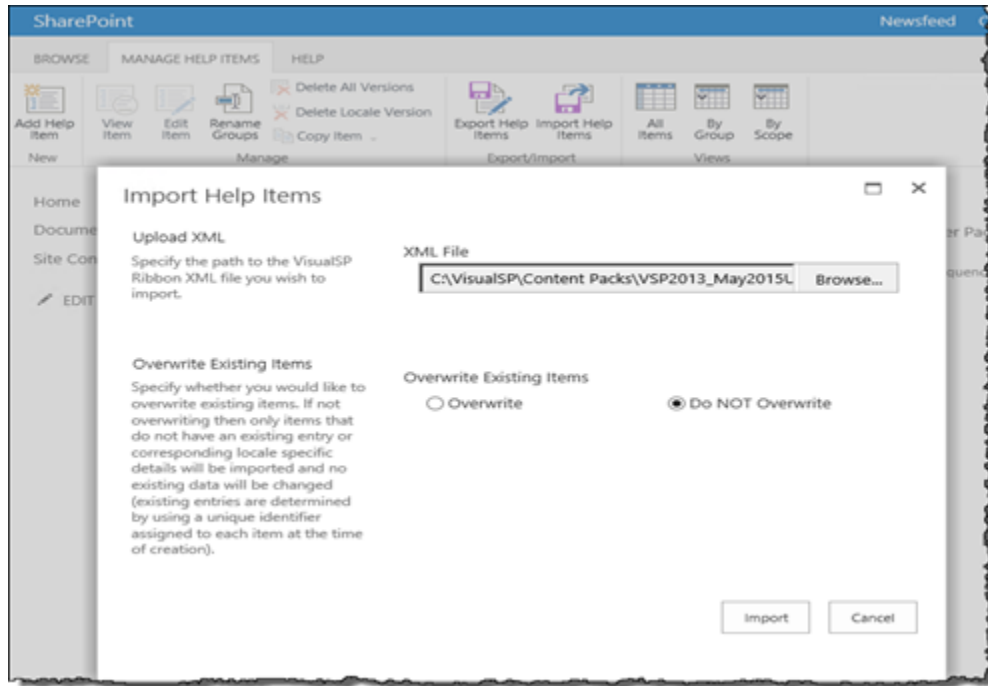
Navigate to **Site Actions** → **Site Settings** at the VisualSP farm hub.



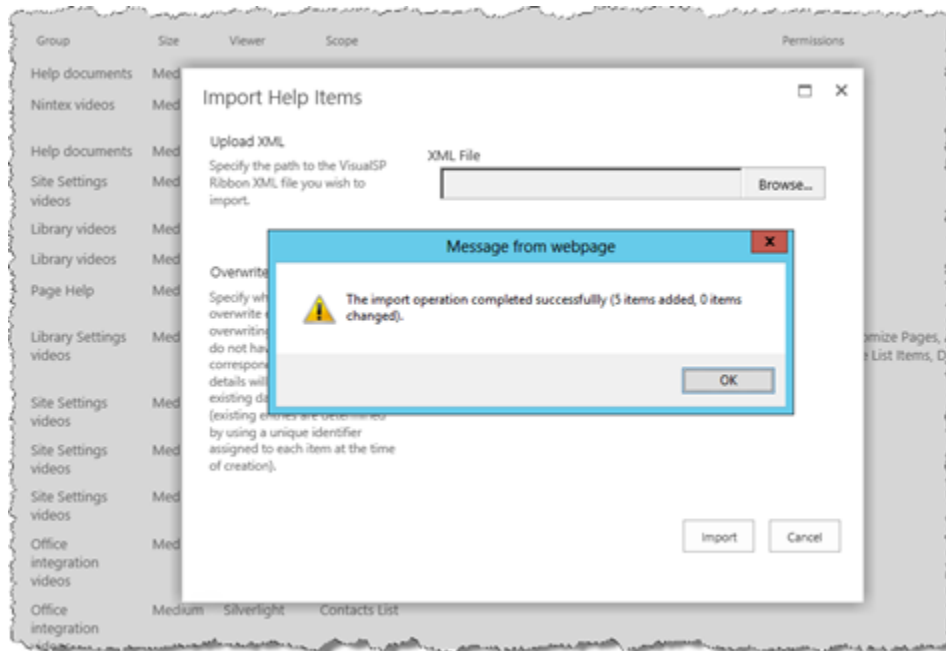
Click on the **Manage VisualSP Help Items** link under **VisualSP Settings** group. On the **Manage VisualSP Help Items** page, the **Manage Help Items** tab displays the commands you can execute to manage VisualSP. Click **Import Help Items** to start the import process.



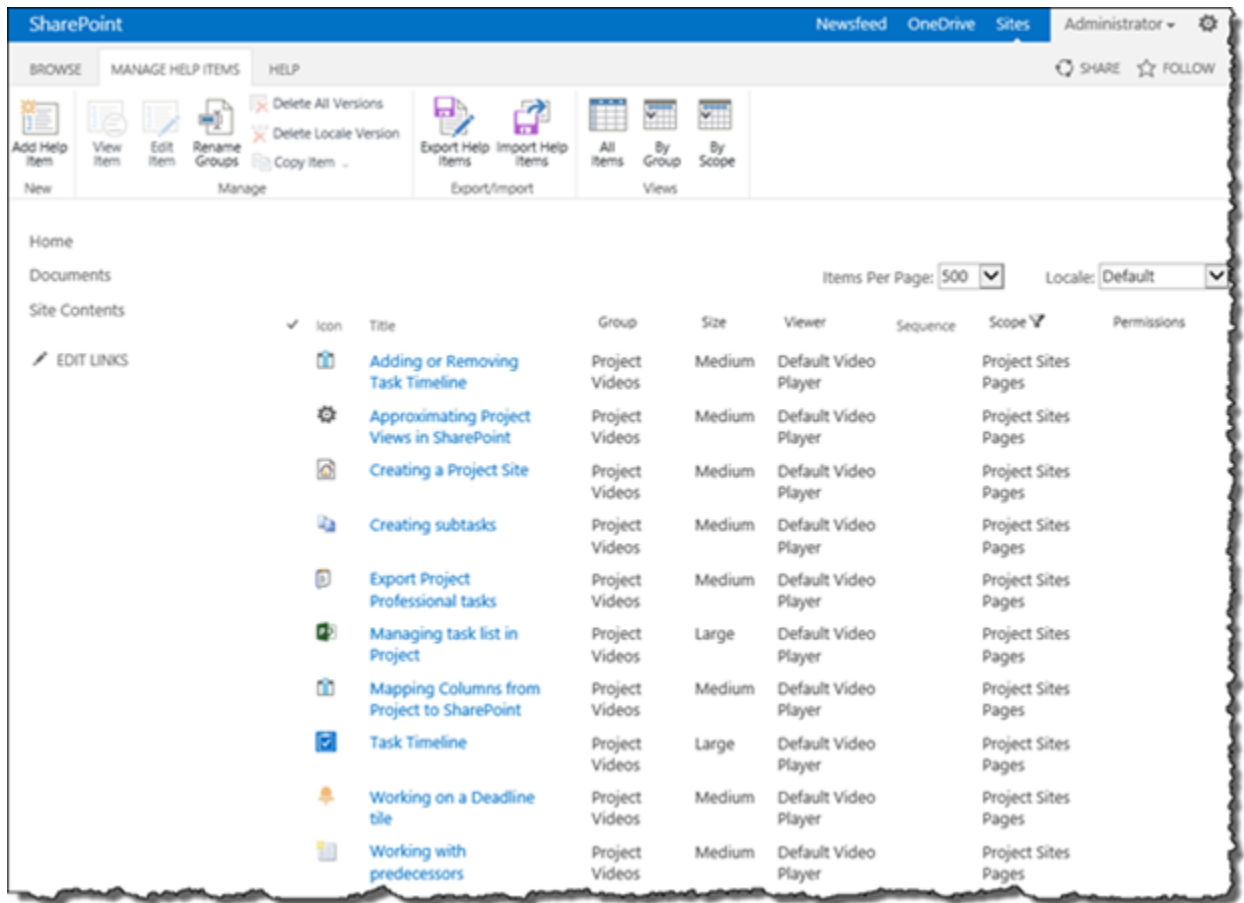
In the dialog box that appears, **browse** to the xml file that was provided with the content package, select it, and click **Open** in the Choose File to Upload dialog.



Select the **Do NOT Overwrite** radio button to prevent this file from overwriting any existing Help items. The **Overwrite** option will overwrite if the same Help items already exist in your Help items list. Click the **Import** button to import the xml file. The Help items in the content package will be uploaded to the Help items list and a confirmation message will be shown as in the image below.



Verify that the content pack was deployed properly by browsing to one or more of the scopes for which the Help items in this package should appear. The following image shows a sample of the Help items imported with scope of *Project Sites Pages*.



The content package has now been successfully deployed and should be available throughout your farm.

Updated on April 3, 2020

Tagged: VisualSP Classic