

datango live! 3.2.7 Admin Manual



Table of Contents

- 1 System requirements 3
- 2 Initial installation..... 5
 - 2.1 Default settings..... 5
 - 2.2 Configuration 10
- 3 Notes on functions in admin view 11
 - 3.1 collaborator login and user data 11
 - 3.2 Activate author rights 11
 - 3.3 Include keywords into manual full text search 12
 - 3.4 Include window titles in automatic search 12
 - 3.5 Activate logging 12
- 4 Notes on functions in Options view 14
- 5 Notes on searching in special applications 15
- 6 Troubleshooting..... 16
 - 6.1 Debug window..... 16
 - 6.2 Slow search duration 16

1 System requirements

To install and use datango live!, your computer system must meet the following requirements.

datango live!	
System component	System requirement
Operating system	Windows 10 (64-bit version)
Processor	Intel® Core™ i5-6200U (Dual Core, 2.3 Ghz)
RAM	4GB for Content and live!; of which 1GB for live!
Hard disk	1GB for live!; fast SSD hard disk recommended
Software	installation of OpenJDK 17 before live! installation required
Network connection	10 Mbit network interface
Software distribution	execution of installation files (.exe files) by customers
SAP	Note the following when using SAP (SAP Logon, Logon Pad and NWBC) as target application: SAP scripting (read only, no script recording!) must be enabled both on the client and server and users need permissions to read it.

datango live! on Citrix or virtual	
System component	System requirement
Operating system	Windows 2012 Server (64 bit) and above
Processor	equivalent of 1 core per concurrently working users
RAM	1 GB per concurrently working users
Hard disk	1GB für live!; local SSD or 10 GBit NAS interface recommended
Third-party software	software required to view third-party content (e.g. PDF viewer)
Java	installation of OpenJDK 17 before live! installation required
Network connection	10 Gbit interface recommended; proxy server must allow HTTPS-access to collaborator

Software distribution	execution of installation files (.exe files) by customers; parameter retrieval of the EXE file via command line parameter "--help".
SAP	Note the following when using SAP (SAP Logon, Logon Pad and NWBC) as target application: SAP scripting (read only, no script recording!) must be enabled both on the client and server and users need permissions to read it.
Additional requirements	user interface of the software you want to document must run on the same server, in the same session and as the same user as live!

Play datango live! content		
Browser	Version	Required operating system
Edge	versions 2021 and 2022	Windows 10
Chrome		Windows 7 to Windows 10, Mac OS X 10.5 and above, Linux e.g. CentOS 7.5 and above, Smartphones and tablets with IOS 11.x and above, Smartphones and tablets with Android
Firefox		
Opera		
Safari	11.x	

2 Initial installation

2.1 Default settings

Depending on the environment in which live! is to be used (applications used, content stored on collaborator, etc.), it may be useful to make **default settings** directly in the **system.json file** during the installation process. For example, you can enter the address of the collaborator to which live! is to be connected directly in the system.json file. This default setting means that the address does not have to be entered during initial installation.

System.json file location: Initially, the system.json file is placed in the installation directory under *C:\Program Files\datango\live 3.2\portable\features*. The first time you start live!, the content of the *portable* folder is copied from the installation directory to the *%appdata%\datango\live* directory. The system.json file is then located in the *%appdata%\datango\live\features* directory.

In the following all settings available in the system.json file are explained. A detailed description (esp. of the different search settings) can be found in the live! help documentation.

Setting	Explanation
collaborator_url	<ul style="list-style-type: none"> Address of collaborator to which live! is connected e.g. "collaborator_url": https://collaborator.url can be entered in the <i>Administration</i> view
gui_language	<ul style="list-style-type: none"> User language e.g. "gui_language": "en-US" available languages: de-DE, de-CH, en-US, en-GB, en-CA, fr-FR, fr-CA, es-ES, nl-NL can be set in the <i>Options</i> under <i>User language</i>
content_language	<ul style="list-style-type: none"> Content language e.g. "content_language": "en-US,de-DE" depending on the specified language(s), live! searches for the corresponding content can be set in the <i>Options</i> under <i>Content language</i>
tooltip_language	<ul style="list-style-type: none"> Augmented tooltip language e.g. "tooltip_language": "en-US" depending on the specified language(s), corresponding augmented tooltips are displayed

	<ul style="list-style-type: none"> • can be set in the <i>Options</i> under <i>Augmented Tooltip language</i>
current_theme	<ul style="list-style-type: none"> • Name of live! theme • e.g. "current_theme": "Default" • can be set in the <i>Options</i> under <i>Theme</i>
use_proxy_if_available	<ul style="list-style-type: none"> • when the function is activated ("use_proxy_if_available ": true) Windows proxy settings are used
wcag_enabled	<ul style="list-style-type: none"> • when the function is activated ("wcag_enabled": true) font and graphic elements are enlarged • can be activated/deactivated in the <i>Options</i> under <i>WCAG mode</i>
do_not_send_mandator_context	<ul style="list-style-type: none"> • when the function is activated ("do_not_send_mandator_context": false) live! takes the client context into account when searching for SAP content (automatic search) • can be activated/deactivated in the <i>Options</i> under <i>Use client context</i>
do_not_send_transaction_context	<ul style="list-style-type: none"> • when the function is activated ("do_not_send_transaction_context": false) live! takes the transaction context into account when searching for SAP content (automatic search) • can be activated/deactivated in the <i>Options</i> under <i>Use transaction context</i>
send_current_ribbon_context	<ul style="list-style-type: none"> • when the function is activated ("send_current_ribbon_context ": true) live! takes the ribbon context into account when searching for MS Office content (automatic search) • can be activated/deactivated in the <i>Options</i> under <i>Use ribbon context</i>
send_infor_context	<ul style="list-style-type: none"> • when the function is activated ("send_infor_context": true) live! takes the Infor LN context into account when searching for Infor LN content (automatic search) • can be activated/deactivated in the <i>Options</i> under <i>Use Infor LN context</i>

send_itwo_as_keywords	<ul style="list-style-type: none"> when the function is activated ("send_itwo_as_keywords": true) live! takes the keywords into account when searching for iTWO content (automatic search) i.e.: user clicks on application -> live! compares the window title sent by the application and broken down into keywords with the keywords of the content items stored on collaborator -> matches are displayed as search results
show_folders_in_search	<ul style="list-style-type: none"> when the function is activated ("show_folders_in_search": true) live! takes titles, descriptions, keywords of folders and documents into account (manual search) can be activated/deactivated in the <i>Options</i> under <i>Show folders</i>
show_service_request_form	<ul style="list-style-type: none"> when the function is activated ("show_service_request_form": true) the user can send service requests to datango customer support service request from the live! start screen (bottom right)
mark_new_period	<ul style="list-style-type: none"> time period for how long newly created or updated content should be displayed as new or updated (blue banner) e.g. " mark_new_period": "2w" (-> 2 weeks) time period can be set in the <i>Options</i> under <i>Time period in which content is highlighted as new or updated</i>
max_search_results	<ul style="list-style-type: none"> maximum number of search results displayed
augmentedTooltip	<ul style="list-style-type: none"> when the function is activated ("augmentedTooltip": true) the augmented tooltips can be used in the <i>author</i> role can be activated/deactivated via the sidebar
includeBooks	<ul style="list-style-type: none"> when the function is activated ("includeBooks": true) live! takes journeys into account (manual search) can be activated/deactivated in the <i>Options</i> under <i>Show journeys</i>

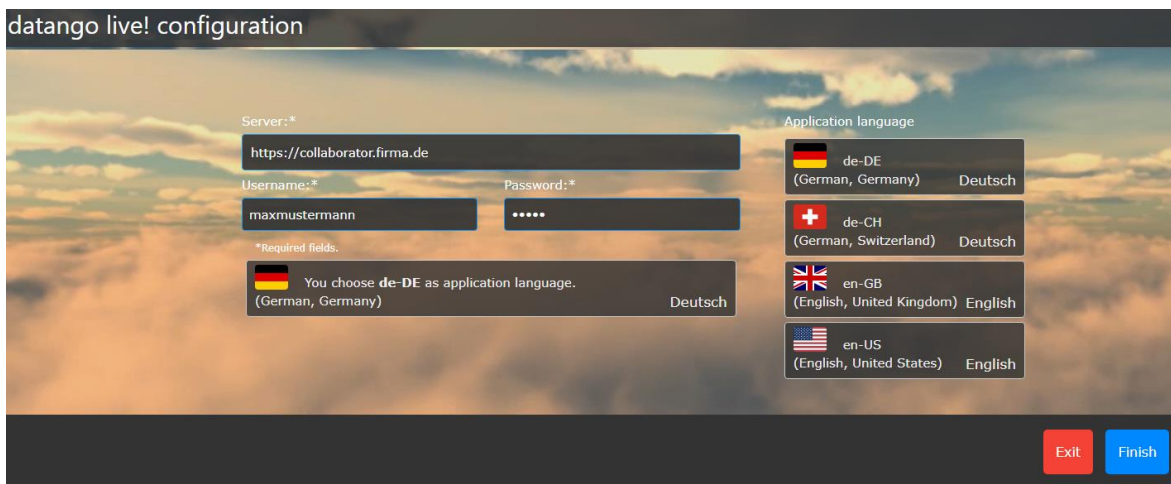
<p>searchthreshold</p>	<ul style="list-style-type: none"> • filter that can be used to vary the number of search results during automatic search • e.g. "searchthreshold": "0.5" for medium search accuracy (= At least 50% of the words of the content slide title on at least one slide of a content item must match the window title of the application.) • Filter is displayed only if the <i>Include window titles in automatic search</i> option is activated in the <i>Administration</i> view
<p>enable_logging</p>	<ul style="list-style-type: none"> • when the function is activated ("enable_logging": true) a debug window is shown in live! where all log entries are displayed (section 3.5) • can be activated/deactivated in the <i>Administration</i> view under <i>Activate logging</i>
<p>use_title_in_auto_search</p>	<ul style="list-style-type: none"> • when the function is activated ("use_title_in_auto_search": true) live! takes the slide titles and description of content items into account (automatic search) • i.e.: user clicks on application -> live! compares the window title sent by the application with the slide titles and descriptions of the content items stored on collaborator -> matches are displayed as search results
<p>keyword_based_auto_search</p>	<ul style="list-style-type: none"> • when the function is activated ("keyword_based_auto_search": true) live! takes the keywords into account (automatic search) • i.e.: user clicks on application -> live! compares the window title sent by the application and broken down into keywords with the keywords of the content items stored on collaborator -> matches are displayed as search results
<p>include_keywords_in_fulltext</p>	<ul style="list-style-type: none"> • when the function is activated ("include_keywords_in_fulltext": true) live! takes keywords into account (manual search) • i.e.: user enters a term (<i>full text</i> or <i>keyword</i> search field) -> live! compares the entered term with the keywords of the content items stored on

	<p>collaborator -> matches are displayed as search results</p> <ul style="list-style-type: none"> • can be activated/deactivated in the <i>Administration</i> view under <i>Include keywords into manual full text search</i>
allow_logout	<ul style="list-style-type: none"> • when the function is activated ("allow_logout": true) a logout button is displayed, which the user can use to exit live!
automatic_search_enabled	<ul style="list-style-type: none"> • when the function is activated ("automatic_search_enabled": true) the automatic search of content is possible • when the function is deactivated ("automatic_search_enabled": false) the automatic search is paused • toggle to turn automatic search on and off is available from the live! start screen -> tab <i>Content</i>
automatic_search_cache_enabled	<ul style="list-style-type: none"> • when the function is activated ("automatic_search_cache_enabled": true) live! saves results of automatic and manual search locally • this allows faster access to search results that have already been retrieved once • can be activated/deactivated in the <i>Options</i> under <i>Use cache</i>
automatic_search_cache_update_minutes	<ul style="list-style-type: none"> • period in which cache requests are checked • e.g. "automatic_search_cache_update_minutes": 5 (-> 5 minutes)
hidden_mode	<ul style="list-style-type: none"> • when the function is activated ("hidden_mode": true) live! is not displayed in the sidebar, but in the system tray (so-called tray mode) • tray mode can be activated/deactivated via context menu from live! system tray
use_field_name_in_keywords	<ul style="list-style-type: none"> • when the function is activated ("include_keywords_in_fulltext": true) live! takes keywords into account (automatic search) • i.e.: user clicks on application -> live! compares

	<ul style="list-style-type: none"> field name sent by the application as keywords with the keywords of the content items stored on collaborator -> matches are displayed as search results
include_common_content	<ul style="list-style-type: none"> if the function is activated ("include_common_content ": true), live! takes into account the common content stored on collaborator during automatic and manual search

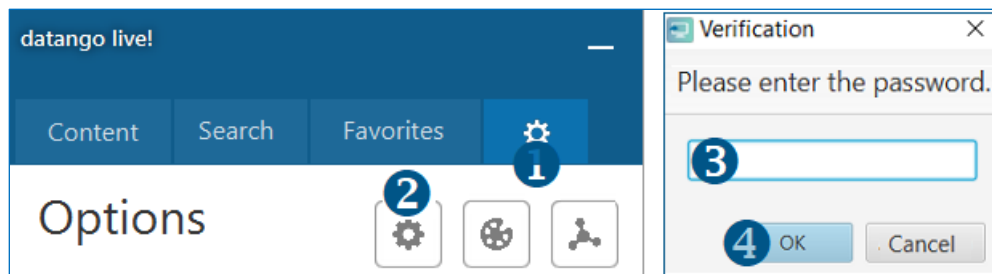
2.2 Configuration

After the initial installation, a configuration window is displayed.



Enter your datango collaborator login data (collaborator URL, your username and password). Change the user language if necessary and click *Finish* to connect to datango collaborator. You can change the user language subsequently at any time in datango live!.

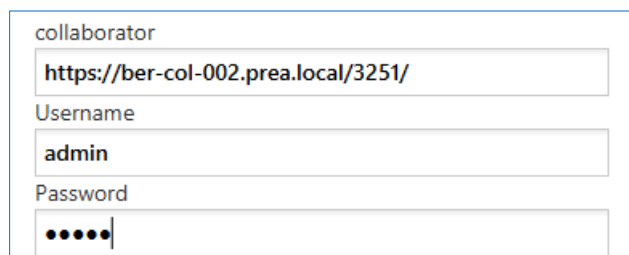
3 Notes on functions in admin view



Open the *Options* ①. Click on *Administration* ②. Enter the password ③ in the dialog window and confirm with *OK* ④ to access the administration view.

In the *Administration* view you can define system and search settings. These are described in detail in the datango live! instructions for learners and authors.

3.1 collaborator login and user data


 The image shows a screenshot of a form titled 'collaborator'. It contains three input fields: 'collaborator' with the value 'https://ber-col-002.prea.local/3251/', 'Username' with the value 'admin', and 'Password' with five dots representing masked characters.

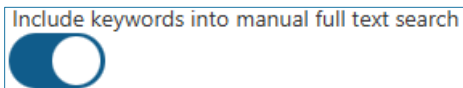
Under **collaborator**, you can specify which collaborator live! should connect to. live! remembers all once used collaborator addresses, i.e. you can quickly connect live! with previously used collaborator versions without having to enter the corresponding addresses again. You can permanently delete collaborator addresses that you never want to use again. Under **username** and **password**, you can define the collaborator login data. The data must correspond to the data stored in collaborator.

3.2 Activate author rights

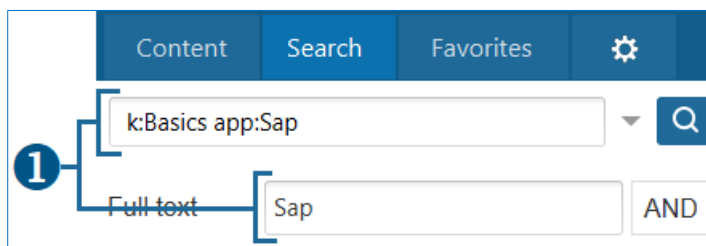


If the *augmented tooltip* function is activated in the sidebar, tooltips are displayed for recorded objects when learners or authors move the mouse over these objects (e.g., buttons in applications). If the **Activate author rights** option is enabled authors can edit augmented tooltips and add tooltips to objects which have not been recorded yet.

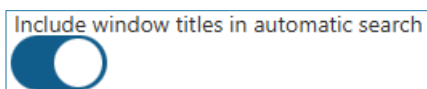
3.3 Include keywords into manual full text search



If the **Include keywords into manual full text search** option is enabled the manual full text search ① includes titles, descriptions and keywords of folders / content items, and titles of related documents (e.g., DOC, PPTX, PDF, HTML). With this option disabled keywords are ignored.



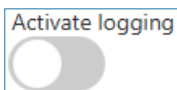
3.4 Include window titles in automatic search



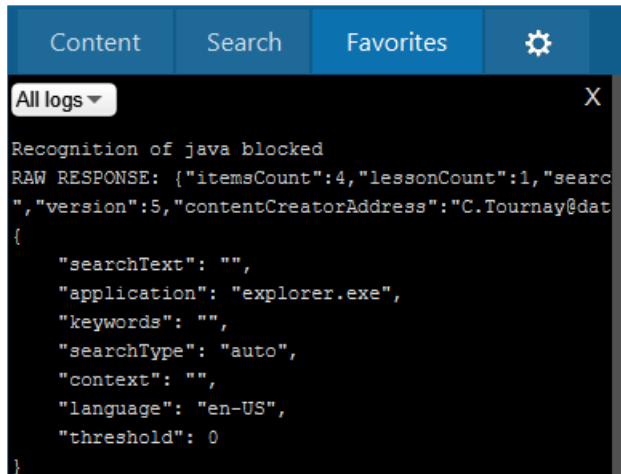
If the **Include window titles in automatic search** option is enabled, the automatic search includes application name, context parameters, titles of single content pages and descriptions of content items / folders. A filter can be used to adjust the number of search hits. The filter is only displayed above the search results, if the **Include window titles in automatic search** option is enabled.

With this option disabled the automatic search includes application name, context parameters and keywords of content items / folders. Application window titles (e.g., SAP Logon 740) are not taken into account; thus not compared with titles of content pages and descriptions of content items / folders.

3.5 Activate logging



If the **Activate Logging** option is enabled, you can open a window which shows all log entries running in the background under the *Favorites* tab.



```
Content Search Favorites ⚙️
All logs X
Recognition of java blocked
RAW RESPONSE: {"itemsCount":4,"lessonCount":1,"search
","version":5,"contentCreatorAddress":"C.Tournay@dat
{
  "searchText": "",
  "application": "explorer.exe",
  "keywords": "",
  "searchType": "auto",
  "context": "",
  "language": "en-US",
  "threshold": 0
}
```

Using the log entries, occurred errors can easily be analyzed and solved. If you are unable to resolve the issue on your own, please contact support@datango.de for further assistance. **TIP!** The log entries are also stored under %appdata%\datango\live\logs

4 Notes on functions in Options view

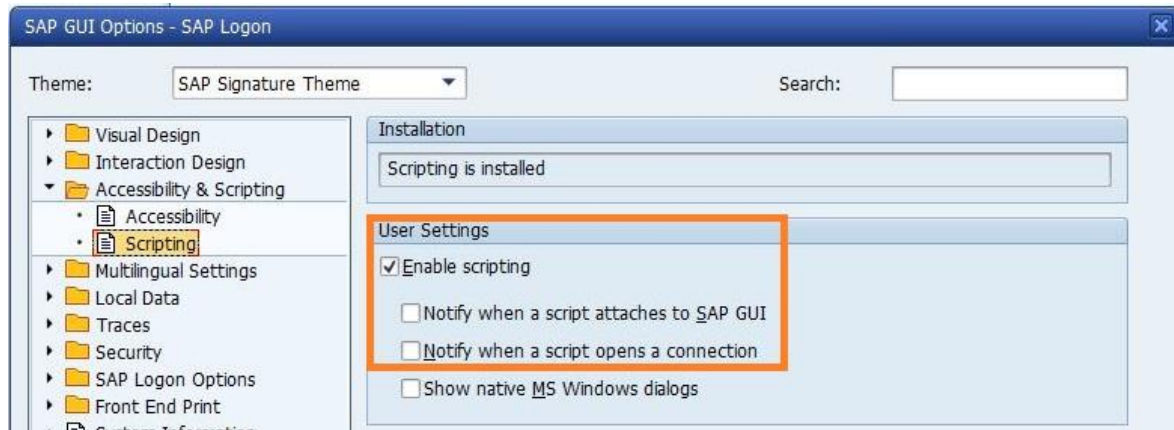


If the *Use cache* option is enabled, live! locally saves the results of the automatic search. When you disable the function, you can clear the cache. To save the files before deleting them, you can store the cache folder locally. This is located at %appdata%\datango\live\cache.

5 Notes on searching in special applications

Note about searching SAP content (automatic search)

Activate scripting and deactivate notifications in SAP to be able to properly search SAP content.



6 Troubleshooting

6.1 Debug window

Via the batch file `run_diag.bat` you can call a debug window that shows all log entries running in the background. Based on the log entries, errors that have occurred can be analyzed and eliminated. You can find the batch file in your installation directory. If you cannot fix the problem on your own, please contact support@datango.com for further assistance.

6.2 Slow search duration

If the search duration is slow, proceed as follows:

Use a tool to manage your SQL infrastructure (e.g. SQL Server Management Studio) to analyze the slow search duration. The report provides information about long search durations and failed searches. If the search duration is long, missing search indexes may have to be added. If you are unable to resolve the issue on your own, please contact support@datango.de for further assistance.