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# OpenShare™ 2.0

*Intranet Information Sharing. Quick. Easy. Secure.*

## Evaluator's Guide

## **OpenShare Evaluator's Guide**

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## Overview

Welcome to the *OpenShare 2.0 Evaluator's Guide*. This guide will help you to learn more about the powerful and unique features that OpenShare can provide for your organization. By using this guide, you will be able to determine how OpenShare will meet your organization's needs and whether you are ready to begin using it at your site to enhance productivity and take full advantage of what your networking environment has to offer.

## About OpenShare

OpenShare is a quick, easy, and secure Intranet/Extranet information sharing solution. It allows end users to easily publish, access, and share information while giving administrators and managers complete control over the presentation, style, security, and permissions of the associated content. Because it works with open standards, runs as a thin client within Netscape® Navigator and Microsoft Internet Explorer, and works with the existing productivity applications and networking environment at your site, OpenShare minimizes the total cost of ownership by ensuring easy deployment and maintenance with little or no training required.

## What you will get from this guide

This Evaluator's Guide first provides you with a high-level introduction to OpenShare and its capabilities along with a description of factors you might want to consider when evaluating the type of solution to implement at your site. This is followed by step-by-step tutorials of OpenShare that demonstrate how the average business end user can efficiently and securely publish and share Intranet information. The guide then describes other powerful ways that OpenShare can be used on your network, summarizes what has been covered in the document and tour, and answers frequently asked questions.

We hope you find this guide useful and informative in learning more about what OpenShare has to offer you and your company.

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## Introduction

### Users are demanding timely access to up-to-date information

The widespread use of the World Wide Web has changed expectations about availability of information. With the deployment of networking, TCP/IP and Web browsers onto virtually every desktop in all types of organizations, end users are beginning to expect, even demand, instantaneous access to the information they need to get their jobs done. They find that this information is available on a timely basis from outside sources – vendors, suppliers, news sites, and portals provide large amounts of information that is updated frequently, sometimes on a minute-by-minute basis.

*End users want to share and publish information on an Intranet with others in a safe, secure, and seamless manner. They also want to share information with others outside of the company.*

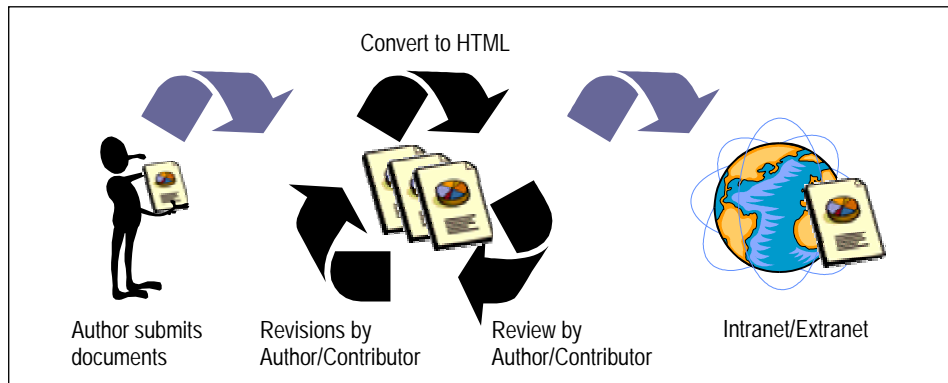
As expectations about information access have changed with respect to external information, a similar need has developed for internal company information. End users are no longer content with paper-based documents, such as employee directories or printed project plans and schedules that may be out of date by the time they are actually distributed and read by the person receiving them. They want the ability to share and publish information on an Intranet with others in a safe, secure, and seamless manner. Additionally, they may want the ability to share some or all of this information with temporary workers, agencies, or customers they are working with outside of the company.

At the same time, Webmasters and IT managers are tasked with providing solutions that allow for this while administering appropriate security and control over the content and presentation of data. Without such control, the organization risks having end users publish inappropriate information and/or having published information presented inconsistently and in a less useful manner than it might be by using a more centrally controlled site. Many solutions exist today to solve these problems. However, most of them are expensive in terms of total cost of ownership – they are highly complex and require significant technical expertise to deploy, maintain, and train users.

### Solutions being used today

Many companies solve these problems by using the Webmaster as a centralized resource to create, maintain, and constantly update an Intranet Web site. The steps involved in the process usually include the following:

- The Webmaster uses an HTML editor or a tool such as Microsoft FrontPage™ or NetObjects™ Fusion to create the overall “look and feel” of the site and to develop a site structure and organize the information.
- End users then provide documents to the Webmaster for publishing on the Intranet site. Typically, this involves the Webmaster converting a document to HTML and formatting it, updating it, and having the end user review it prior to publishing. The Webmaster then applies any additional necessary changes.
- When the document is ready, after possibly going through this updating cycle several more times, the Webmaster integrates the final result into the master Web site, adjusting security settings and managing links across the site in order to publish it for viewing by others inside the company.



*OpenShare eliminates the centralized review and revision cycle – improving efficiency, productivity and revenue!*

This process results in the Webmaster becoming a funnel for important information – if there are many requests that come in at the same time, then critical and timely information may remain unpublished, leaving end users frustrated and slowing the flow of information to internal and external partners. The costs associated with this can be high – it takes a significant amount of the Webmaster's time, which could be better used for more advanced projects such as creating database connectivity solutions. It also underutilizes the investment that has been made in the network and corresponding Intranet possibilities. Most importantly, it results in costs associated with lost opportunities and decreased worker productivity as a result of spending additional time searching for critical information.

To solve this problem, some companies hire additional Webmasters, further increasing costs. Others outsource the efforts, resulting in higher costs and the additional downside of having sensitive and/or confidential company information being shared with outsiders.

Some companies try to solve the problem by buying, installing, and training users with more traditional tools, such as Microsoft FrontPage or NetObjects Fusion. These tools, though powerful, require the learning of new technical concepts that can overwhelm average business users, creating significant roadblocks to enabling them to efficiently share information.

In other companies, the alternative chosen is to do nothing, leaving end users frustrated. In some cases, end users will attempt to solve the problem themselves by setting up personal Web servers and purchasing and learning their own tools and technology to publish information. This results in lost worker productivity – end users have to learn new applications and a host of new technical terms and concepts. Information is presented in a variety of (possibly incompatible) formats and styles within the organization and is thus more confusing and less accessible, and much time is spent on the conversion and publishing process. Additionally, this scenario creates security risks – IT managers can't be sure what information is actually being published and who is able to see it.

## The OpenShare answer

OpenShare was developed as a better way to address these problems. OpenShare is unique in that it provides a win-win solution for business end-users, Webmasters, and business management. It provides a complete environment that brings the power of Intranet information creation, sharing and publishing down to the average end-user while at the same time addressing the most important requirements of the IT department, Webmasters and business management to provide a secure, fast and effective Intranet.

Key features and benefits for business end users include:

- **Easy to use interface** – OpenShare was designed and written for the non-technical business user and requires no knowledge of complex technical terms and technologies.
- **Works with productivity applications you already use** – No need to learn new applications. Continue working with Microsoft Office, Lotus SmartSuite, etc.
- **Single button Web publishing** – Publish Web pages quickly and easily in one step. OpenShare automatically converts documents to HTML (over 100 formats supported), creates a professional and uniform page based on pre-defined or customizable templates, transfers the files to the Web server in the proper location, and updates the Intranet site map, links, security settings, and search engine.
- **Document Check-in/Check-out** – Lock and unlock documents to work on files in a collaborative manner with multiple authors or contributors.
- **Information versioning and comparison** – The author or editor can compare different versions of published documents to determine what modifications, additions, or deletions have been made.
- **HTML forms creation** – End users can use a simple text-based language to create an on-line HTML form that includes mailto: and save-to-flat file database formats. No need to develop CGIs or other scripts.
- **Information searching** – A built-in search engine provides the ability to find retrieve specific documents and Web pages quickly. This can also be used with other industry-standard engines.

*OpenShare provides a complete environment that brings the power of Intranet information creation, sharing and publishing down to the average end-user while addressing the requirements of the IT department, Webmasters and business management to provide a secure, fast and effective Intranet*

Key features and benefits for Webmasters, IT managers, and business management include:

- **Thin client, browser-based application** – No need to incur costs or spend time installing or maintaining separate client software on each PC – simply use the browsers that are already installed.
- **Pre-defined as well as customizable style templates** – Templates ensure that the Web site and/or subsections maintain a consistent graphical presentation of information and navigational elements. Use common tools such as an HTML editor, Microsoft FrontPage, or NetObjects Fusion to create your own style templates.
- **Multi-level security integrated with Windows NT directory and security services** – You have complete control over who can view, access, create, modify, and delete files or folders as well as who can modify the presentation or “look and feel” of individual Web pages, sections, or the entire site. Automatically inherit the directory and security settings as defined by the administrator in Windows NT, eliminating the time and cost of creating and maintaining a separate directory.
- **Roles-based permissioning** – Assign subsets of permissions quickly and easily to ensure appropriate privileges for viewing and publishing content.
- **Keyword Management** – Create pre-defined lists of keywords for folders, documents, and links for faster and easier searching.
- **Reporting** – Track information usage, changes to the site, and other Intranet activities.
- **Open-standards based** – Supports all open-standard Web languages (HTML, JavaScript, Java, ASP, XML, etc.) and creates standard HTML output (rather than a proprietary format), protecting your investment by providing a smooth migration path if your needs expand in the future.

OpenShare can be used in a variety of ways as an information sharing application. It can be used to:

- Manage an entire enterprise-wide Intranet or a single department Intranet.
- In conjunction with the appropriate firewall settings and/or virtual private networking capabilities, share information as part of an Extranet with partners, vendors, and suppliers working in a collaborative manner.
- Share information for a specific project, to manage a company's external Web site, or to do Web site mirroring.

## What to consider when evaluating information sharing solutions

There are many factors to consider when evaluating what kind of solution to use in your network environment to share information. It is important that you assess your requirements carefully. Take into account the end user's need to publish, revise, and browse information quickly and easily, as well as the need for security and control over who views and publishes content and how data and the corresponding site is presented. Keep the following factors in mind when evaluating your options:

### Ease of use

*Is the solution easy enough for end users to really use it?*

If the solution you implement requires too much work, has a steep learning curve, requires too many steps in the process, or is too cumbersome, end users will not use it. You need to make sure that people with various levels of technical expertise can use it – from novice to power user – and that it meets the needs of all users adequately. Factors to consider are:

- Does the solution require end users to learn complicated new technical terminology and concepts such as HTML editing, ftp or http protocols, or directory navigation?
- Will users be forced to use complicated security and password procedures in order to view and publish files? Is the solution integrated with the password protection and other network security they already have?
- Does the solution provide simple yet powerful tools for end users to find the information they need quickly?

OpenShare is designed so that novice users can publish, browse, and revise information without having to learn anything more than how to use a browser. All of the technical concepts are hidden from end users, so there is no need to learn about HTML programming, ftp or http protocols, or how and where to publish and retrieve files to work on them. End users can begin the editing process from within the browser environment (if they have the privileges to do so) with no need to launch a separate HTML authoring program – enabling them to continue using the productivity applications they already have, such as Microsoft Word or Excel. Additionally, OpenShare provides built-in searching and site mapping, making it easy for end users to quickly find documents and information.

### Training required

*What training and other resources are required to deploy and maintain the solution?*

If you choose the wrong solution, it can be a daunting task to train end users on the product to ensure that they take advantage of your investment. Factors to consider include:

- Will training be required for all employees? Will you need an ongoing training course as new employees join the company or as others need to refresh their skills?
- Is the solution easy enough for end users to learn and remember the basics very quickly and then figure out the rest on their own via an intuitive user interface and built-in help systems?

*If you can use a browser, you can use OpenShare. It is designed so that novice users can publish, browse, and revise information by using a browser and the productivity applications they already know.*

The OpenShare interface is designed to be self-explanatory – if you can use a browser, you can use OpenShare. Leveraging the knowledge of how to use a browser, end users (with the proper privileges) can simply enter the OpenShare Content Editor and begin publishing and revising documents. An intuitive interface, tool tips, easy navigation, complete online documentation, and a context-sensitive help system make it easy for an end user to determine how to accomplish the task.

## Total cost of ownership

*What is the total cost of ownership for the solution?*

It is important to factor in all of the costs associated with the solution that you choose. If you choose the wrong solution, there may be many hidden costs (that you haven't planned for) incurred over time.

Factors to consider include:

- How long will it take to deploy the solution?
- What personnel and hardware/software resources will it take to deploy the solution?
- What will it take to do ongoing maintenance? Will you need to upgrade client software on each of your PCs when new versions come out?
- How much support and training will end users need on an ongoing basis?
- Are there proprietary elements of the solution that will cost you significant amounts of money in the future? Are you forced to use a proprietary database or file format that will require ongoing attention to maintain?

OpenShare was designed to minimize your total cost of ownership. Deploying it is a quick and easy process that can be done by one person in a matter of a few hours on your existing server hardware. No additional software is required – and because OpenShare is browser-based, no ongoing maintenance or updating of client machines is required either. Support and training costs are minimal, since it lets users work within the browser and continue using their current productivity applications. And because OpenShare is based on open standards, producing HTML output and working with its built-in database or ODBC, MS-SQL server, or Oracle databases, you aren't forced into a proprietary format or an ongoing high-cost/high-maintenance solution in the future.

## Integration

*Does the product integrate easily into your networking environment?*

You'll want to make sure that the solution you choose can integrate into your networking environment quickly and easily, with minimal cost and low or no risk. You'll want to consider what it will cost to deploy it at your site, configure all of the client computers correctly, and keep things maintained and running smoothly. Factors to consider include:

- Will you need to modify the client PC machines by adding new application or networking software? How long will this take and what is the cost of keeping these machines and new machines that are purchased continuously updated?
- Is the solution coordinated with your existing security and user and group directory capabilities?
- Will the solution work with your existing servers and software applications and tools?

*OpenShare was designed to minimize your total cost of ownership.*

*Based on open standards, it integrates seamlessly into your networking environment and requires minimal support and training.*

OpenShare requires no additional client software to be installed on the computers that use it – you simply use the browsers (Netscape Navigator 3.0 or later or Microsoft Internet Explorer 4.0 or later) and TCP/IP networking that are already installed. And since all new PCs come with TCP/IP and a compatible browser, you won't have to install any software when you purchase and deploy new machines.

OpenShare is designed to integrate seamlessly into your networking environment so that you don't have to make changes. For example, it automatically inherits the security and permission settings from Windows NT and IIS, ensuring that you don't have to create and maintain separate directories and user privileges. It works with Microsoft IIS (Internet Information Server) that comes with Windows NT, with or without SSL (Secure Socket Layer) security, or can use the O'Reilly Web server. It can be used with industry-standard ODBC, MS-SQL server, or Oracle databases. OpenShare works with all of your existing applications such as Microsoft Word, Excel, PowerPoint, and Lotus 123. It can publish any file type, including binary, executable, sound, video, etc., and automatically converts over 120 file formats into HTML. For creating templates, OpenShare works with Web authoring tools such as Microsoft FrontPage, NetObjects Fusion, BB Edit, and Allaire HomeSite.

## Security

*Does the solution let the administrators control security and permissions for publishing and access to the site?*

Security and control are critical to information sharing. A solution that doesn't give administrators full control over who has access and permission to browse, publish, and revise information may lead to company-sensitive information being inappropriately published or viewed. Factors to consider include:

- Can you set permissions on a user or group basis to control who is able to browse, publish, or revise documents as well as entire folders?
- Does the solution provide the ability to have automatic notifications to let users and administrators know when new content is added, or the content or site has been changed?
- Can the administrators set up "roles-based" permissioning for added flexibility, controlling who can do what with the site?

*OpenShare was designed to minimize your total cost of ownership.*

*Based on open standards, it integrates seamlessly into your networking environment and requires minimal support and training.*

OpenShare gives the administrators complete control over what each end user or group of end users can do with the Web site. Users can be allowed to see the entire site, to see limited portions, or can be restricted from seeing any of the content. They can also be assigned privileges that allow them to publish or revise documents only in certain areas – or even be assigned only the ability to revise one document on the site. OpenShare can be configured to notify anyone automatically via email when the site is updated.

OpenShare also lets administrators assign permissions using role types, providing a powerful and flexible way to assign common privileges to a variety of different end users. For example, you might want to set up a role type named "Viewers" that only allows for viewing of information and doesn't allow the user to make any modifications to the site. This role type could then be assigned to multiple users without having to go in and adjust the settings and permissions individually for each user.

## Style

*Does the solution let the administrators and managers control the look and feel of the site, including style and presentation of the pages and content?*

Consistency in terms of presentation of content and the style used in a site is an important factor in how useful the Web site is for retrieving information. If the underlying content is presented in many different ways or if various parts of the site have vastly different designs, it can be difficult to locate and share critical information. Factors to consider include:

- Can administrators determine how content should be presented independent of the process that the end user goes through to publish it? Is there complete control over content presentation while still enabling end users to publish and share information?
- Can the style of the entire site or subsections of it be updated easily independent of the content?
- Can the administrators keep the style and layout of the site consistent? Can they give control of the style of subsections to other users if appropriate?

OpenShare separates the style and presentation of Web pages from the actual content. Thus, administrators can set up a master style for the Web site, including the design and navigational elements, fonts, graphics, and how and where content is placed on the page. This serves as a “master” template used to format user content during the content publishing process. The result is a consistent design, look and feel, navigation method, and content presentation style across the entire site, making it easier and more intuitive for end users to find, share, and use the information they desire. Additionally, if the administrators want to change the style or master page elements at a later date, they can do so by applying a new master design independent of the content on the site.

For example, after a site has been up and running for several months, the administrator might want to add a new navigational element, such as a “What’s new at the company” button, to each page in the site. With a solution other than OpenShare, this would require manually changing each page in the site, adding the button element and checking the links to make sure they are working correctly, resulting in a significant amount of work and increasing the total cost of ownership. With OpenShare, the master style template could be updated to include the new navigation button across the entire site and all pages will reflect the changes automatically, eliminating the need for tedious manual changes.

OpenShare allows for control over the entire site or over subsections. Using its powerful “roles-based” permissioning, administrators can give control of the style and design of a subsection to specific users. For example, the marketing department may want the design of their portion of the site to look different from that of the sales department. The administrator could assign the style privileges to someone in the marketing department, allowing them to change the style and presentation of content for just their portion of the site.

*OpenShare enables administrators to control consistency of style and presentation of content in the Web site, making it easier for end users to retrieve and share information.*

## Open standards

*Does the solution use an open standard Web language to ensure interoperability and a smooth migration path now and in the future should your needs change?*

When making an investment in an information sharing solution, it is important to consider how it interacts with other products and technologies so that you don't get locked into a proprietary solution. If the product is based on and works with open standard Web language technologies, you'll have some insurance in case you want to expand or migrate to a different solution if your needs change significantly. If it doesn't, you may incur many kinds of hidden costs at a later date. Factors to consider include:

- Will you be able to leverage work you have already done, or must you start over from scratch?
- Does the solution work with standard HTML or does it use a proprietary format that will lock you in and limit your choices in the future?
- Are current and future languages supported?

OpenShare is completely open. It uses non-proprietary formats, and is designed to work with the applications and networks you have today. It uses and supports standard HTML (3.2 and 4.0), allowing you to leverage any Web design work you may have already done. It generates standard HTML output, so that your content investment is protected and can be used with any browser (Navigator or Internet Explorer), authoring tool, or information sharing solution. OpenShare supports all current Web languages, including Sun Microsystems Java, JavaScript, Microsoft Active Server pages (ASP), and VBScript, as well as emerging languages, including dynamic HTML, cascading style sheets, and XML.

*OpenShare is completely open—it uses non-proprietary formats, and is designed to work with the applications and networks you use today*

## A guided tour of OpenShare

Now that you have an idea of some of the factors to consider when evaluating Intranet/Extranet solutions, we'll go through OpenShare in a step-by-step manner. This section walks you through OpenShare, showing you the ease and power it provides for end users to share information. It also demonstrates the benefits for administrators and managers, including security and roles-based permissioning, complete control over style and presentation of content, and open standards capabilities that allow seamless integration of OpenShare into your existing environment of applications, tools, and networking.

### Before you begin

Before you begin the step-by-step tutorials, make sure that your OpenShare environment is configured properly:

- Install OpenShare 2.0 by following the installation instructions in the *OpenShare Administration Guide*. OpenShare runs on Windows NT or Windows 95/98; it does not require a database.
  - OpenShare for Windows NT requires previous installation of Microsoft Internet Information Server (IIS) 2.0 or higher and NTFS file system.
  - OpenShare for Windows 95/98 requires previous installation of the O'Reilly WebSite Server (included in the OpenShare CD-ROM).
- If you are using IIS, restart it after installing OpenShare.
- Made sure you are using Netscape Navigator 3.0 (or higher) or Microsoft Internet Explorer (IE) 4.0. If you are using Netscape Communicator, set the **Document on cache...** flag to **Every Time** by selecting **Preferences** from the **Edit** menu and then choosing **Advanced** and **Cache** in the **Category** tree.

Note: JavaScript, Java, and Cookies must also be enabled. These are turned on by default, but you may need to adjust your settings if you have turned them off.

### Tutorial #1: The OpenShare end user experience


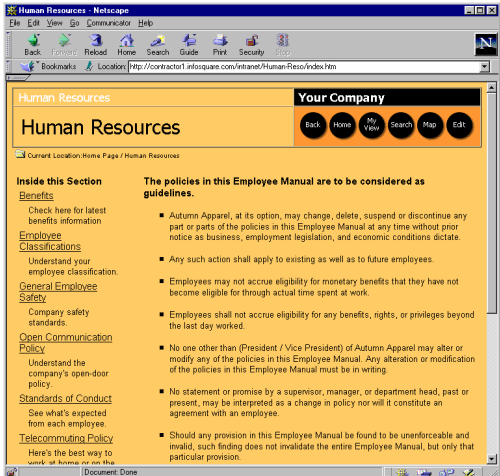
OpenShare makes powerful information sharing capabilities easy and approachable for all end users, from novice to expert. Because it runs in a browser as a thin-client solution and works with existing productivity applications, training costs are minimized and publishing is easy enough to allow all end users to contribute content to your Intranet/Extranet site.

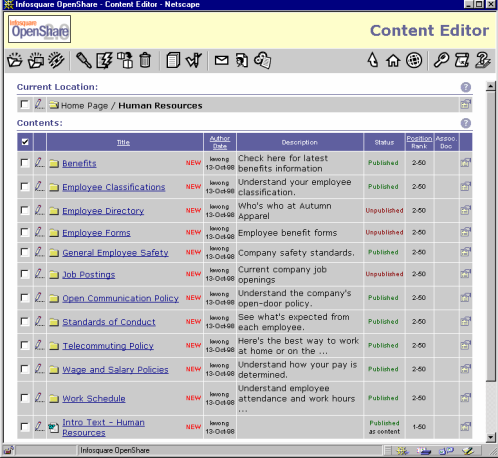
In this tutorial, you'll be working with a sample Intranet site. We will modify the Human Resources section of the site to demonstrate how an end user can make changes effortlessly. There is already some information and content published in this section of the site. Your first task as an end user is to play the role of Human Resources (HR) manager and publish the company's newly created vacation policy, so that employees can look it up on the Intranet instead of calling your department.


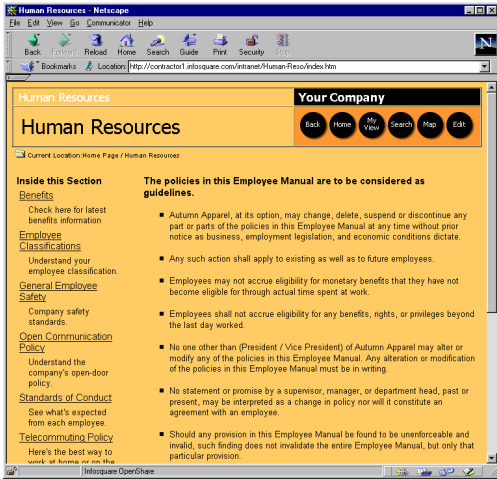
Without a solution like OpenShare, publishing even a simple document could be a time-consuming process involving several people, many hours of time, and a cycle of updating and reviewing that results in delays. Typically, the HR manager sends the content to a Webmaster who then converts it to HTML, applies the site style and design to it, returns it to the HR manager for review and approval, makes any additional changes, and then publishes the file via ftp to the Web server. With OpenShare, the process is much simpler – saving time and money, and eliminating the frustration of review cycles.

## 1. Browsing the Intranet and opening the Content Editor

First, we will browse the sample Intranet site and learn about OpenShare's Content Editor.


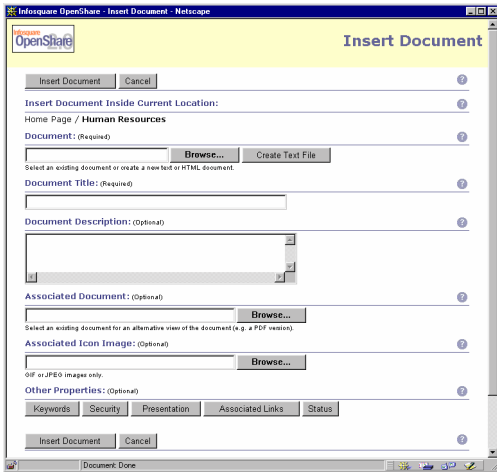
<p><b>What you do...</b></p>	<p><b>What you see...</b></p>
<p>Launch your browser and type the URL:  <a href="http://domainname.intranet">http://domainname.intranet</a></p> <p>where "domainname" is your organization's domain name.</p> <p>When prompted, type the username <b>administrator</b> and password <b>administrator</b>.</p>	 <p>This is an example of an Intranet site built with OpenShare. You can navigate to any of the sections that the administrators or managers have given you privileges to view and easily find the information that you want.</p> <p>OpenShare uses your existing browser (Netscape Navigator or Microsoft Internet Explorer) and productivity applications to allow you to share information. No other client software needs to be installed, eliminating the costly and time-consuming tasks of updating PCs with new versions of client software, setting up each new PCs that is added to the network, or training and re-training users on new applications.</p>
<p>Click the <b>Human Resources</b> link on the left side of the page.</p>	

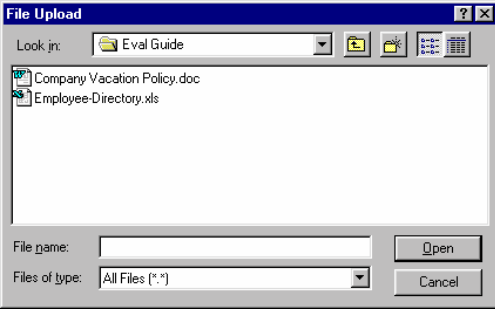
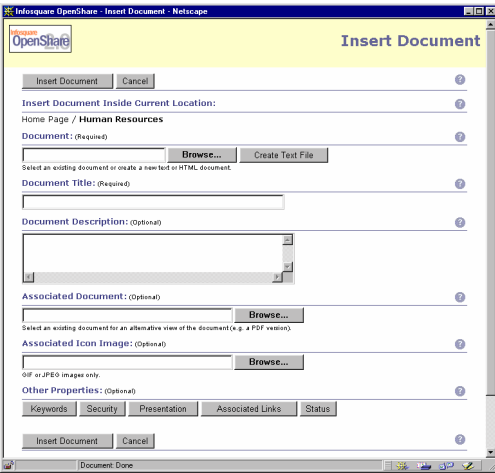
What you do...	What you see...																																																																																																								
	<p>OpenShare has two modes: <b>Browse</b> and <b>Edit</b>. In Browse mode, you simply navigate the site using your browser to view the information. If you want to edit the content or make changes to the site, and have been assigned the privileges to do so, you switch to Edit mode.</p>																																																																																																								
<p>Click the <b>Edit</b> button on the page.</p>	 <p>The screenshot shows the 'Content Editor' window in a Netscape browser. The current location is 'Home Page / Human Resources'. A table lists various HR-related documents:</p> <table border="1"> <thead> <tr> <th>Title</th> <th>Author</th> <th>Date</th> <th>Description</th> <th>Status</th> <th>Publish Date</th> <th>Appo. Item</th> <th>Doc.</th> </tr> </thead> <tbody> <tr> <td>Benefits</td> <td>NEW</td> <td>13-Oct-08</td> <td>Check here for latest benefits information</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Employee Classifications</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand your employee classification.</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Employee Directory</td> <td>NEW</td> <td>13-Oct-08</td> <td>Who's who at Autumn Apparel</td> <td>Unpublished</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Employee Forms</td> <td>NEW</td> <td>13-Oct-08</td> <td>Employee benefit forms</td> <td>Unpublished</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>General Employee Safety</td> <td>NEW</td> <td>13-Oct-08</td> <td>Company safety standards.</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Job Postings</td> <td>NEW</td> <td>13-Oct-08</td> <td>Current company job openings</td> <td>Unpublished</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Open Communication Policy</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand the company's open-door policy.</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Standards of Conduct</td> <td>NEW</td> <td>13-Oct-08</td> <td>See what's expected from each employee.</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Telecommuting Policy</td> <td>NEW</td> <td>13-Oct-08</td> <td>Here's the best way to work at home or on the ...</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Wage and Salary Policies</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand how your pay is determined.</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Work Schedule</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand employee attendance and work hours</td> <td>Published</td> <td>2:40</td> <td></td> <td></td> </tr> <tr> <td>Intro Text - Human Resources</td> <td>NEW</td> <td>13-Oct-08</td> <td></td> <td>Published at content</td> <td>1:50</td> <td></td> <td></td> </tr> </tbody> </table> <p>OpenShare's Edit mode capabilities are accessed directly through the browser. If you are assigned the permission to edit a section, you simply click the Edit button to present the Content Editor window. The Content Editor allows users to add new documents, modify existing ones, and perform a variety of other tasks using the toolbar at the top of the page.</p> <p>The Content Editor shows a folder and document-based representation of the corresponding Web page. In this case, the four documents already published in the site are represented by three links on the left side of the page (401k Plan, Telecommuting Policy, and Company Directory) and one document (Welcome to the HR Department) presented as content on the right side of the page.</p>	Title	Author	Date	Description	Status	Publish Date	Appo. Item	Doc.	Benefits	NEW	13-Oct-08	Check here for latest benefits information	Published	2:40			Employee Classifications	NEW	13-Oct-08	Understand your employee classification.	Published	2:40			Employee Directory	NEW	13-Oct-08	Who's who at Autumn Apparel	Unpublished	2:40			Employee Forms	NEW	13-Oct-08	Employee benefit forms	Unpublished	2:40			General Employee Safety	NEW	13-Oct-08	Company safety standards.	Published	2:40			Job Postings	NEW	13-Oct-08	Current company job openings	Unpublished	2:40			Open Communication Policy	NEW	13-Oct-08	Understand the company's open-door policy.	Published	2:40			Standards of Conduct	NEW	13-Oct-08	See what's expected from each employee.	Published	2:40			Telecommuting Policy	NEW	13-Oct-08	Here's the best way to work at home or on the ...	Published	2:40			Wage and Salary Policies	NEW	13-Oct-08	Understand how your pay is determined.	Published	2:40			Work Schedule	NEW	13-Oct-08	Understand employee attendance and work hours	Published	2:40			Intro Text - Human Resources	NEW	13-Oct-08		Published at content	1:50		
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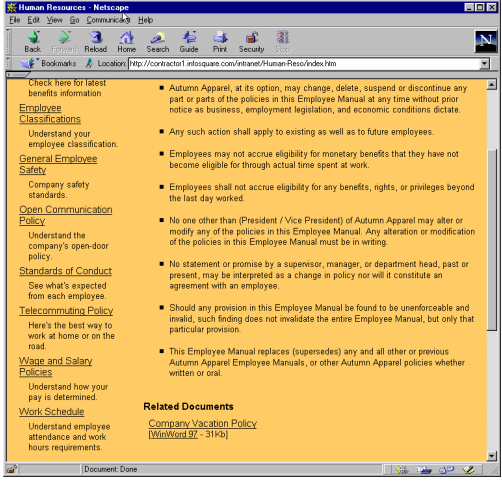
<p><b>What you do...</b></p>	<p><b>What you see...</b></p>
<p>Click the <b>View Current Location In Browser Window</b> icon in the Content Editor toolbar to switch back to Browse mode and view the page.</p>  <p><b>View Current Location in Browse Window</b></p> <p>Note: If you haven't set your browser caching settings to update each time the page is viewed, you may have to click the Reload or Refresh button or menu item in your browser.</p>	 <p>In the browser, you can view the page that corresponds to what you see in the Content Editor.</p>

## 2. Publishing a new document on the Intranet and viewing the results

Next, we will see how quickly and easily we can publish a document to the Intranet site and view the results.





<p><b>What you do...</b></p>	<p><b>What you see...</b></p>
<p>Click the <b>Edit</b> button in the browser page to return to the Content Editor.</p> <p>Click the <b>Insert Document</b> icon in the toolbar to present the Insert Document window.</p>  <p><b>Insert Document</b></p>	 <p>Now we'll add the Vacation Policy document to the Intranet site.</p> <p>You publish (insert) a document in the Insert Document page.</p>

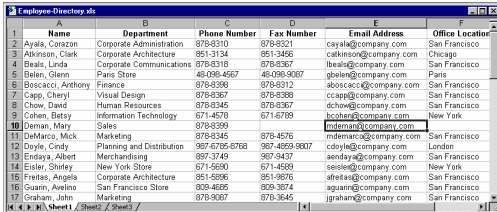

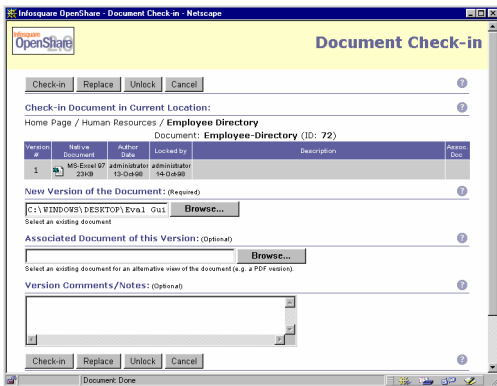
What you do...	What you see...
<p>In the Insert Document window:</p> <ol style="list-style-type: none"> <li>1) Click the <b>Browse</b> button.</li> <li>2) Choose <b>All Files</b> from the File Type pop-up menu.</li> <li>3) Select the Microsoft Word file named "Company Vacation Policy" on the <i>Evaluator's Guide</i> CD.</li> <li>4) Click <b>Open</b>.</li> </ol>	 <p>With OpenShare, end users can publish any type of document, including Microsoft Word, Excel, PowerPoint, Lotus 123, and over 120 other file formats.</p> <p>In this case we'll insert a Microsoft Word 97 document.</p>
<p>Click the <b>Insert Document</b> button.</p>	 <p>After the document is selected, OpenShare enters the file name automatically. You can also assign keywords for searching, associated icons, another description, and other information.</p> <p>When you click <b>Insert Document</b>, OpenShare performs one-button publishing – it converts the file to HTML format, puts the HTML in the correct directory, and presents the content in a pre-defined, content-independent master template previously created by the administrators.</p>

What you do...	What you see...
<p>After OpenShare has finished inserting the document, the Content Editor window appears again.</p> <p>To view the results of inserting the document, click the <b>View Current Location in Browse Window</b> icon in the toolbar.</p> 	 <p>The document has now been published to the HR section of the Intranet site. There was no need for the end user to have any technical knowledge of the process (HTML, authoring tools, etc.). The information is presented in a consistent manner that is completely controlled by the administrators. And the process did not involve multiple people, meetings, or review cycles.</p>

### 3. Sharing and updating a document

Now that we have seen how easy it is to publish a document, we will see how documents can be shared and updated. We will continue on with the example of the HR manager. In this case, a new employee has just joined the company, and the HR manager will have an assistant update the Employee Directory file. For this scenario, assume that you are the HR manager's assistant and that the manager has assigned editing privileges to you so that you can modify this file in her absence.

<p><b>What you do...</b></p>	<p><b>What you see...</b></p>																																																																																											
<p>Click the <b>Edit</b> button on the page to return to the Content Editor window for the Human Resources section.</p>	 <p>The screenshot shows the 'Content Editor' window for 'Human Resources'. It contains a table with columns: Title, Author, Date, Description, Status, Escalation, and Assoc. Doc. The 'Employee Directory' document is highlighted with a checkmark in the first column.</p> <table border="1"> <thead> <tr> <th>Title</th> <th>Author</th> <th>Date</th> <th>Description</th> <th>Status</th> <th>Escalation</th> <th>Assoc. Doc.</th> </tr> </thead> <tbody> <tr> <td>Benefits</td> <td>NEW</td> <td>13-Oct-08</td> <td>Check here for latest benefits information</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Employee Classifications</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand your employee classification.</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Employee Directory</td> <td>NEW</td> <td>13-Oct-08</td> <td>Who's who at Autumn Apparel</td> <td>Unpublished</td> <td>2-50</td> <td></td> </tr> <tr> <td>Employee Forms</td> <td>NEW</td> <td>13-Oct-08</td> <td>Employee benefit forms</td> <td>Unpublished</td> <td>2-50</td> <td></td> </tr> <tr> <td>General Employee Safety</td> <td>NEW</td> <td>13-Oct-08</td> <td>Company safety standards.</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Job Postings</td> <td>NEW</td> <td>13-Oct-08</td> <td>Current company job openings</td> <td>Unpublished</td> <td>2-50</td> <td></td> </tr> <tr> <td>Open Communication Policy</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand the company's open-door policy.</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Standards of Conduct</td> <td>NEW</td> <td>13-Oct-08</td> <td>See what's expected from each employee.</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Telecommuting Policy</td> <td>NEW</td> <td>13-Oct-08</td> <td>Here's the best way to work at home or on the ...</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Wage and Salary Policies</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand how your pay is determined.</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Work Schedule</td> <td>NEW</td> <td>13-Oct-08</td> <td>Understand employee attendance and work hours</td> <td>Published</td> <td>2-50</td> <td></td> </tr> <tr> <td>Intro Text - Human Resources</td> <td>NEW</td> <td>13-Oct-08</td> <td></td> <td>Published at least</td> <td>1-50</td> <td></td> </tr> </tbody> </table> <p>OpenShare includes powerful document management features and capabilities.</p>	Title	Author	Date	Description	Status	Escalation	Assoc. Doc.	Benefits	NEW	13-Oct-08	Check here for latest benefits information	Published	2-50		Employee Classifications	NEW	13-Oct-08	Understand your employee classification.	Published	2-50		Employee Directory	NEW	13-Oct-08	Who's who at Autumn Apparel	Unpublished	2-50		Employee Forms	NEW	13-Oct-08	Employee benefit forms	Unpublished	2-50		General Employee Safety	NEW	13-Oct-08	Company safety standards.	Published	2-50		Job Postings	NEW	13-Oct-08	Current company job openings	Unpublished	2-50		Open Communication Policy	NEW	13-Oct-08	Understand the company's open-door policy.	Published	2-50		Standards of Conduct	NEW	13-Oct-08	See what's expected from each employee.	Published	2-50		Telecommuting Policy	NEW	13-Oct-08	Here's the best way to work at home or on the ...	Published	2-50		Wage and Salary Policies	NEW	13-Oct-08	Understand how your pay is determined.	Published	2-50		Work Schedule	NEW	13-Oct-08	Understand employee attendance and work hours	Published	2-50		Intro Text - Human Resources	NEW	13-Oct-08		Published at least	1-50	
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<p>Select the "Employee Directory" document by clicking the check box to the left of it in the Content Editor window.</p>  <p>Click the <b>Document Check In/Check Out</b> icon on the toolbar. A confirmation message tells you that you are about to check out/lock the selected documents.</p>  <p>Document Check-in / Check-out</p> <p>Click <b>OK</b> in the message box.</p>	<p>To modify a document or its attributes, you must first select it and then use the Content Editor toolbar to perform different tasks.</p> <p>In OpenShare, you check out documents to be updated, modify them in their original applications, and check them back in. Checking documents in and out ensures that an end user making changes to a file is always working with the most current version. The latest version is always the one on the server.</p>  <p>OpenShare shows us that the file is locked and has been checked out.</p>																																																																																											

What you do...	What you see...
<p>In the Content Editor, click the application icon (Excel) for the Employee Directory file. The actions and dialog boxes that follow depend on your browser and how the application is configured (i.e., "Save As", "Open", etc.). In general, it is a good idea to save ("Save As") the document to the desktop on your local disk as a working file which you can modify and then upload back to the server.</p>	
<p>Open the file in Excel.</p> <ol style="list-style-type: none"> <li>1) Select Row 10.</li> <li>2) Choose Rows from the Insert menu.</li> <li>3) Add a new employee in the blank row by typing <b>Deman, Mary</b> in the name column, <b>Sales</b> in the Department column, <b>878-8399</b> in the Phone Number column, and <a href="mailto:mdeman@company.com">mdeman@company.com</a> in the Email Address column.</li> <li>4) Save the file to the desktop on your local disk.</li> <li>5) Close the file and the application.</li> </ol>	<p>To make changes to a document, you select the file in the Content Editor and open it in the original application that created it.</p>
<p>In the OpenShare Content Editor, select the document named "Employee Directory" again by clicking on the check box to the left.</p>  <p>Click the <b>Document Check In/Check Out</b> icon on the toolbar. The Document Check-in page opens.</p> <p>In the <b>New Version of the Document</b> field, select the modified document from your local hard drive (if that is where you saved it). The pathname is automatically entered in the field.</p> <p>Click the <b>Check-in</b> button.</p>	<p>When you have finished modifying the document, you check the file back in to OpenShare. OpenShare replaces the previous version and shows that the file is no longer locked or checked out.</p> <p>OpenShare keeps multiple versions of the document so that you can revert back to an older version of the document, if necessary, and can see a history of the changes that have been made.</p>  <p>After the check-in operation is complete, the document you checked-in is now the current version.</p>

What you do...	What you see...
<p>In the Content Editor, select the Employee Directory file again by clicking the check box to the left.</p> <p>Click the <b>E-mail Notification</b> icon in the toolbar. A confirmation message states that e-mail notification is requested, and prompts you to continue.</p> <p>Click <b>OK</b> in the message box.</p>	<p>To finish this example, we'll tell OpenShare to automatically notify the HR manager by e-mail whenever this file is updated so that he always knows what is happening with the HR portion of the Intranet.</p>

You've now seen how quickly and easily documents can be published, shared, and updated by end users with OpenShare. Other end user capabilities include quick and powerful information search and retrieval, information versioning and comparison, context-sensitive help, and online documentation for quick answers to questions.


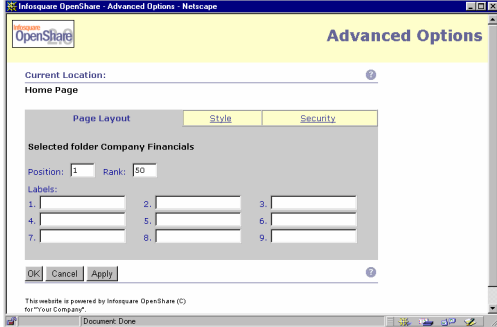
## Tutorial #2: The OpenShare administrator capabilities

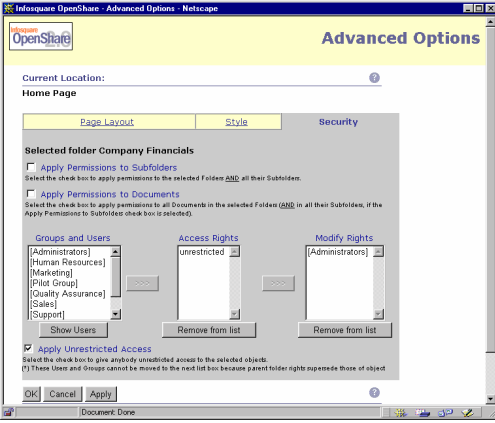
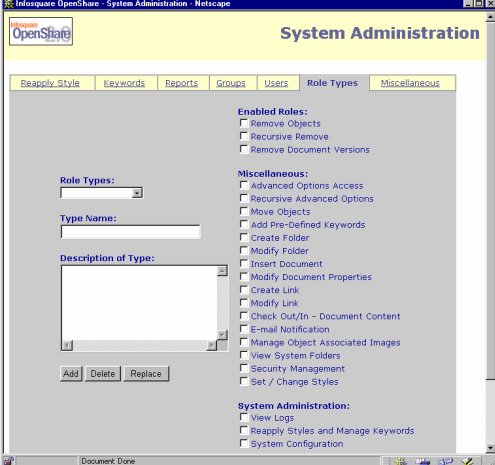
Now that you have seen how easy and accessible OpenShare makes information sharing for end users, we can examine some of the more advanced and powerful features available to administrators and managers, such as setting security and permissions and using style templates.

For this tutorial, we will use the scenario that your company is doing budgeting and business planning, and that the associated documents need to be hidden from end users while at the same time allowing the executive staff to view them and the CFO to modify them.

### 1. Security and Permissions

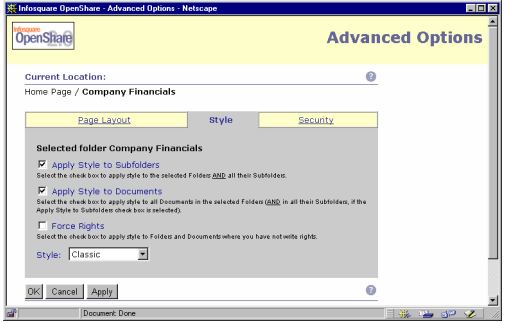

OpenShare gives the administrator complete control over who can browse, publish, and revise information on the Intranet site.

What you do...	What you see...
<p>Open the main level of the sample Intranet site. Click the Edit button to present the Content Editor.</p> <p>Click the <b>Create Folder</b> icon in the toolbar to open the Create Folder page.</p> <p>In the Create Folder page, enter "Company Financials" in the Folder Title field and click the Create Folder button. You return to the Content Editor.</p>	<p>First we'll create a folder named "Company Financials".</p> <p>Next we'll assign some security privileges to the folder. OpenShare provides security capabilities at both the document and folder level.</p> 
<p>In the Content Editor, select the "Company Financials" folder.</p> <p>Click the <b>Advanced Options</b> icon in the toolbar to present the Advanced Options page.</p>	 <p>The Advanced Options page allows you to determine where on the page and in what order (Position and Rank) the content should appear, as well as the style and security for the page.</p>

<p><b>What you do...</b></p>	<p><b>What you see...</b></p>
<p>Click the <b>Security</b> tab in the Advanced Options page to present the Security property sheet.</p> <p>Click <b>Cancel</b> to return to the Content Editor.</p>	 <p>By setting the access rights, you control which end users get to view/access the content. By setting the modify rights you determine who can change the content.</p>
<p>In the Content Editor toolbar, click the <b>System Administration</b> icon to present the System Administration page.</p>	<p>In addition to setting security on a per user or group basis, OpenShare also allows you to set permissions based on Role Types. The System Administration section of OpenShare enables you to manage Role Types, as well as set up keywords, get reports, and apply styles.</p>
<p>By setting up Role Types, you can assign a Role Type to each user, giving them the most appropriate permission settings.</p> <p>In the System Administration page, click <b>Role Types</b> to present the Role Types property sheet.</p> <p>Click <b>Cancel</b> to return to the Content Editor.</p>	 <p>Role types allow you to set up pre-determined sets of user permissions, providing a powerful way to assign privileges. For example, you might want to set up a Role Type that prevents most users from erasing or modifying files. Or, you might have several Web designers who you want to give permission to set or change the overall Web site style.</p>

## 2. Style templates

OpenShare separates content from style, allowing you as the administrator or Webmaster to design and apply or reapply the overall page style independent of the content of the site. Styles can be assigned to the entire site or to subsections. For example, each department might want to have its own design for their section of the site. In this part of the tutorial, we will apply a different style to the Human Resources portion of the site.

What you do...	What you see...
<p>In the Content Editor, open the Human Resources folder. Then click the check box for the <b>Current Location</b> to select the entire Human Resources portion of the site.</p> <p>Click the <b>Advanced Options</b> icon on the toolbar to present the Advanced Options page.</p>	<p>OpenShare allows you to apply styles to the entire site, part of the site, individual folders, or individual documents.</p>
<p>In the Advanced Options page, click the <b>Style</b> tab to present the Style property sheet.</p> <p>In the Style property sheet, select the <b>Classic</b> style from the pop-up menu and select <b>Apply Style to Subfolders</b> and <b>Apply Style to Documents</b> by clicking the check boxes.</p> <p>Click <b>OK</b> to apply the style and return to the Content Editor.</p>	 <p>OpenShare comes with a number of designed styles or you can create and use your own. You can apply the styles to a folder as well as the subfolders and the documents within it.</p>
<p>In the Content Editor, click the <b>View Current Location In Browse Window</b> icon to see the changes with the new style applied.</p>  <p>Note: If you haven't set your browser caching settings to update each time the page is viewed, you may have to click <b>Reload</b> or <b>Refresh</b> in your browser in order to see the changes.</p>	<p>When you look at the Human Resources section of the site, you'll notice that the new style has been applied. The content remains the same, but the style can be changed in a flexible manner.</p> <p>To create styles, you can use any standard authoring tool such as Microsoft FrontPage, NetObjects Fusion, BBEdit, or Allaire Homesite. If you already have a site designed, you can leverage your work and use it in OpenShare.</p> <p>Because OpenShare generates standard HTML, you can be assured that the content can be used in conjunction with other tools and solutions that support open standards, providing a clean migration path if your needs expand in the future.</p>

As you have seen, OpenShare provides powerful administrative capabilities in the areas of security, permissions, and styles.

This short tutorial was designed to give you a basic idea of what OpenShare can do. Of course, there are many more features in OpenShare, such as reporting, keyword management, and searching capabilities.

## Other uses for OpenShare

This Evaluator's Guide has shown you how OpenShare can be used to share information in an Intranet. Additionally, there are a variety of other uses for OpenShare:

- **Enterprise-wide Intranet:** You can use OpenShare to manage and run an entire company's overall Intranet site across multiple departments. In addition to publishing information, you can use OpenShare to distribute software by setting up a section of the Intranet that contains the latest versions and updates for software applications. You can also use it for information flow and processes by including Java applets, HTML forms, SQL queries, and other types of content, making sections of Web pages in your site live and interactive.
- **Departmental Intranet:** An administrator or manager can install OpenShare within a department. The overall look and feel of the departmental site can also be made to appear as if it is part of the company's overall Intranet.
- **Extranet information sharing:** With the appropriate firewall settings or virtual private networking capabilities, you can use OpenShare to share information with external partners. For example, you might have an outside writer working on a project and you could give him privileges to publish documents for review and to access files that are important to the project.
- **Project-based Intranet:** OpenShare can be used across multiple departments and groups to coordinate activities that are common to a particular project. For example, if you have people working in different groups on a new product that is in development you can use OpenShare to organize an Intranet and publish all of the schedule, planning, and team information to anyone who needs access.
- **Internet Web publishing:** OpenShare can be used to publish your company's external Web site, allowing for roles-based permissioning to give access to the appropriate people inside your company to be able to publish new content to the worldwide Web. It can also be used for Internet Web site mirroring to a second server to load-balance when necessary due to heavy traffic.

## Summary

As you have seen, OpenShare provides a win-win solution for business end-users, Webmasters, and business management. It is a quick, easy, and secure Intranet/Extranet information sharing solution that allows end users to easily publish, access, and share information while giving administrators and managers complete control over the presentation, style, security, and permissions of the associated content. And because it works with open standards, runs as a thin client within Netscape Navigator or Microsoft Internet Explorer, and works with the existing productivity applications and networking environment at your site, OpenShare ensures easy deployment and maintenance with little or no training required – minimizing the total cost of ownership.

The features designed for end users put powerful and easy information sharing within reach of both novices and experts. These include an easy to use interface, ability to work with existing productivity applications, single button HTML publishing, searching capabilities, document management, and online help. At the same time, the features geared for administrators and managers allow complete control over how the site is used and how information is presented. These include a low-maintenance “thin-client” solution that integrates with existing networking environments, style templates, multi-level security, roles-based permissioning, and reporting. And of course, OpenShare's use of open standard technologies make it a safe investment that lets you leverage work you may have already done or will be doing in the future.

Thank you for evaluating OpenShare. We hope you have enjoyed learning more about OpenShare, its capabilities, and how it can be used for information sharing at your company.

## Frequently Asked Questions

### Product Usage

*Can you develop and manage content using OpenShare?*

OpenShare enables you to manage content in the following ways: content creation, modification, and publishing, automatic site mapping and searching, site style creation and modification, automatic linking, and security and roles based permissioning.

*Is OpenShare geared for end users?*

OpenShare is the most powerful end user authoring tool that empowers non-technical end users to publish information directly to their Intranet or Extranet. Quickly. Easily. Securely. Using desktop applications they already know, like Microsoft Word and Excel, and their browser (Netscape or Internet Explorer) users can create, share, and edit documents.

### General

*How is updating of the "live" site handled when new or updated content is submitted?*

As soon as a new or updated content is submitted via the OpenShare Content Editor (running on a standard Web browser), new pages are generated and the old pages are substituted with the new ones in the matter of seconds. OpenShare ensures that links created within the site are alive. It automatically updates links and generates reports detailing any bad links found. OpenShare automatically updates the site map any time a change is made.

*Is an additional login required?*

Yes. The administrator can create and maintain the additional login and password directly from NT.

*Does OpenShare generate dynamic and static pages?*

Yes. It generates both.

*Can multiple sites be developed, managed, and hosted with shared templates simultaneously?*

Yes, it is possible, but it requires a particular configuration that has to be done manually today.

### Access to Information

*Can you restrict pieces of content that make up a single page based on authentication level? For example, can specific pricing and promotion information on the product page be determined on the fly based on visitor type/authentication level?*

OpenShare allows you to restrict access to entire sections and/or pages. You can insert Java applets and/or ASP components in the page or template to protect components within a page.

*Is site personalization available? Can it be done on the fly based on user profile?*

OpenShare can be personalized based on user profile in terms of language (English, Spanish, Italian, etc.), order of information (alphabetical, date, author) and use of Java or HTML for certain functions.

Additionally, each page of the site can be generated in several ways to provide different views to different people using the "Parse" tag. In the next version, we'll have the option to generate the pages on the fly, which will provide full personalization based on content selection.

## Change Control

*Are there traditional document management features (such as workflow/approval cycle definitions)?*

Since information on a Web site is constantly being updated, we believe that features found in a document management system is very important, especially when working in a group or collaborative environment such as OpenShare. With that said, OpenShare has version control, document comparison, keyword management, access/modify permissions, user roles, e-mail notification and published/unpublished features. Advanced workflow/approval cycle features are currently planned for our next version.

OpenShare has robust check-in/check-out and document locking features. It tracks changes from one version to the next. Users can archive unlimited versions of any document and compare them in both line-by-line and HTML shots.

*How does staging and production work? Is there a single development server, which then publishes to the live production server? How about multiple sites (virtual Web servers)?*

OpenShare controls document movement from testing through staging through production, maintaining links and styles. It purges outdated information semi-automatically.

Staging of information is done either on the same production server using the OpenShare "Unpublished" flag or by creating a staging area and then moving the content to the production area. Since it generates static HTML pages of the site, you can use OpenShare to manage a staging server and then copy the site to a production server once approved. This would also preserve the access permissions. OpenShare currently manages one virtual Web server; however, the next version will work with multiple virtual Web servers.

*How is approval routing handled?*

Administrators, managers, or end users can be notified via e-mail any time a document or folder has been created or modified. Administrators can specify that a folder or document be published or unpublished.

## Compatibility

*Is there a scripting language that can be used (with hooks into your database backend) in the HTML and/or templates for maximum flexibility in customization?*

OpenShare is based upon a TAG based language for building templates. Unlike many other products, which are based on proprietary scripting code, OpenShare is completely language-independent. It integrates all of the popular languages, such as Java, JavaScript, NetDynamics, HTML, ASP, and DHTML. It supports XML and other emerging languages. You can use a combination of them to build a template and then use OpenShare tags to add, modify, and update content dynamically. OpenShare also is fully compatible with any editor and integrated development environment (IDE) used for Java, JavaScript, and ASP.

*Can the site be both dynamically served from the database and served as static HTML (pages generated "off-line")? How about a combination of the two; for example, to save server resources, you would want to serve more static content from pre-generated HTML, but more dynamic content from the database?*

Yes. OpenShare builds and dynamically maintains static HTML pages. In other words, OpenShare produces static pages on the Web server file system and automatically changes them whenever there are updates to the pages. Furthermore, you can insert Java, ASP, XML, and other code inside the static pages (either as part of the templates or as a document viewed in the page) so that these pages can provide dynamic content. We have many customers that are currently using OpenShare in this way.

*How easy is it to import existing sites and other pre-existing content into the system?*

OpenShare provides a utility that allows automatic importing of complete document and file trees. If you already have a site, you can start using OpenShare gradually by moving content to OpenShare when new changes to the content are needed. In fact, many customers design OpenShare templates that look exactly like your pre-existing site; users do not know the difference between the OpenShare managed part of the site and your pre-existing site. Additionally, if for any reason you decide to remove OpenShare in the future, you can continue to use any tool you to manage the site, since all OpenShare sites generate standard HTML pages.

*Can external HTML authoring tools be used to develop content?*

Absolutely! OpenShare was designed so you can use any editor you like, enabling you to leverage any Web design work you may have already done or plan to create using FrontPage, NetObjects, BBEdit, HomeSite, etc. It also works with MS Office.

*Is OpenShare compatible with popular browsers?*

It works with Netscape 3.x (and higher) and Microsoft IIE 3.x (and higher).

*What Web servers does OpenShare work with?*

Currently, OpenShare works on NT with IIS server. The next version will support the addition of Solaris and Netscape Web servers.

## **Client/Server Considerations**

*Can documents edited directly on the server be managed by the system, or do all edits have to occur through the system (client).*

Yes. You can edit the documents directly on the server if you do not need to keep track of the operations on the site and you do not want to create new versions of the documents.

*What form is the client—Java, or JavaScript and DHTML, or proprietary? Does it run equally well on Macs and PCs?*

The OpenShare client is a thin-client solution. We run simply as a browser application. No plug-in, no additional software to install at the client side. The benefits are that you can manage, maintain, and update your site from any connected browser independent of location (with proper security, of course). We support Netscape 3.0 and later and IE 4.0 and later for content contribution.

## User Interface

*Is the user interface accessible for varying levels of expertise?*

OpenShare has a highly intuitive Web browser interface. No additional software needs to be installed. Online and contextual help is available by clicking the "?" icon next to every process. End users who can use Office and a browser can be productive with OpenShare and publish content immediately.

## HTML Generation

*How does OpenShare handle conversion of documents to HTML?*

OpenShare uses the Verity Key View HTML translation tool to convert over 120 file formats to HTML. All with the click of a button. In addition, OpenShare enables you to create online HTML forms.

*Can long documents be split into small HTML pages?*

Yes. OpenShare can display content in multiple HTML formats: single-page, multi-page, framed documents, etc.

*How is navigation within HTML pages handled?*

Style templates automate navigation within HTML pages.

## Advantages

*What advantages does your application have over the competition (such as Inso Dynabase, InfoSquare, Poet, StoryServer, Intra.Doc, Netscape)?*

First and foremost, OpenShare was designed to allow average end users who own, create, and update information to manage the process of Internet/Intranet publishing and updating themselves. Unlike almost all the competitive products on the market today, OpenShare was written for a non-technical end user, requiring no knowledge of Web technologies to share information. Second, OpenShare is a 100% thin client solution. Most products (e.g. Inso, Poet, Netscape) on the market today require a Windows client for operation. Not only does this approach lock out other user platforms (Macintosh, UNIX, OS/2, etc.), but also it limits the ability for remote creation and updating of information. Additionally, OpenShare contains many document management features (e.g. versioning, document comparison, check-in/check-out, document locking, e-mail notification, etc.) needed to create and maintain a site developed in a group or collaborative environment.