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On UPK

UPK: Beyond the Basics

By Sue Maiwald

E1 W *Editor's Note:* User Productivity Kit (UPK) is an innovative and effective way to build end user training materials. Those tasked with creating JD Edwards® training programs using UPK might find there are a few areas in which this software is not intuitive to work with from a design and development aspect. Sue Maiwald shares some of the advanced tips she's picked up regarding adding sound, changing banners, adding Visual Assists, and much more.

The seven years I have spent working with User Productivity Kit (UPK) software have given me the opportunity to learn some tips and techniques that add value to this state-of-the-art training tool. Some of the information is structured for UPK developers, and other information is specifically for the BAs, SMEs, SMAs, etc. who configured the system and now must build training materials.

The steps described in this article use UPK version 3.6.1, and JDE EnterpriseOne as the target application. These steps can be used with any version of JDE EnterpriseOne®, and many of them can be used with JDE World® too. This article assumes you are already a UPK developer, and is not intended as a beginning guide, but as an advanced tips piece.

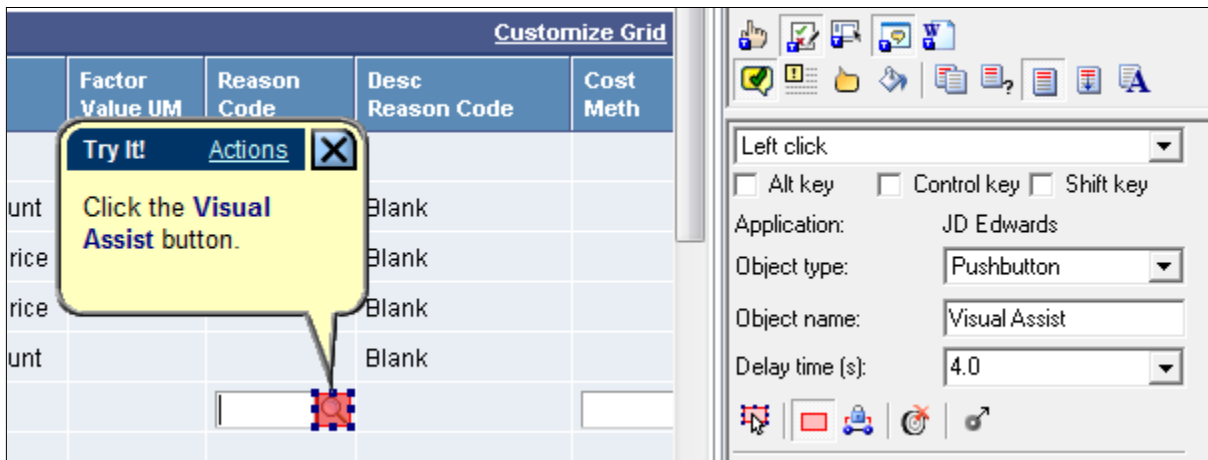
Here are some of the questions we'll tackle:

- Wouldn't it be nice to have a "Visual Assist" object type?
 - You can.
- Although the Oracle banner across the top of the UPK Player is a nice advertisement, would it be possible to customize it or have just plain white space up there?
 - You can do it.
- Job Aids are handy for quick reference, but wouldn't it be nice to remove the button images to use less paper?
 - Yes, you can.
- The screen shots are too small for my poor old eyes to see. Can't we make them bigger, AND have the table text on the same page as the screen shot (text directly underneath the picture)?
 - Absolutely.
- My company is multi-national. Many of the employees can speak and understand English, but they don't always read and write it well. Can I put a sound narrative in my web pages to explain the topic concepts in audio?
 - Yep!!

All of the above questions are answered in detail in this article.

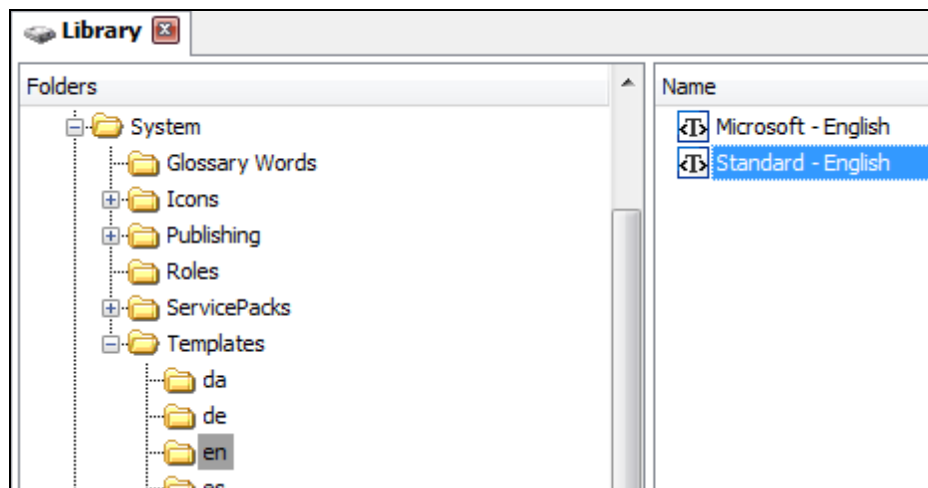
Creating a Visual Assist Object Type

Problem: You record a topic that includes clicking on a visual assist. UPK doesn't recognize the object, and labels it as a "button". You have two choices. You can move the template text up to the custom text area to properly identify both the field and the visual assist button. Or, you can manually enter the object name as a Visual Assist. However, if you exclude the screen image in printed documents, the user needs better field identification.



Solution: Revise an existing, unused object type in the UPK template as a "visual assist". For this example, the "Alert" object type (the "Try it" popup in the above screen) will be revised since it's not used in typical JDE programs. It's important to note that the system will not recognize the object in order to automatically label it as such, but you will see the benefit in revising your template in this manner.

Step 1: Open the template for your target language (for this example, we'll use English) by double-clicking on it. (In a client-side, multi-user UPK installation, you will need to check out the template.)



Step 2: Paste a copy of the *template.xml* file onto your desktop.

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