

# VisualSP™ 2013 Version Update Procedure

**Note:**

- It is advisable to **back up** your SharePoint environment before installing any 3<sup>rd</sup> party software including VisualSP™

The following steps need to be performed on your SharePoint Web Server by a SharePoint Server Administrator.

## Take inventory of VisualSP™ files

**Note:** The update may contain either or both of the files listed below.

- VisualSPInstaller.exe – VisualSP™ Installer
- VisualSP2013HelpItems.zip - VisualSP™ farm hub content containing videos, documents and images

Place both files in *C:\VisualSP* folder on the server.

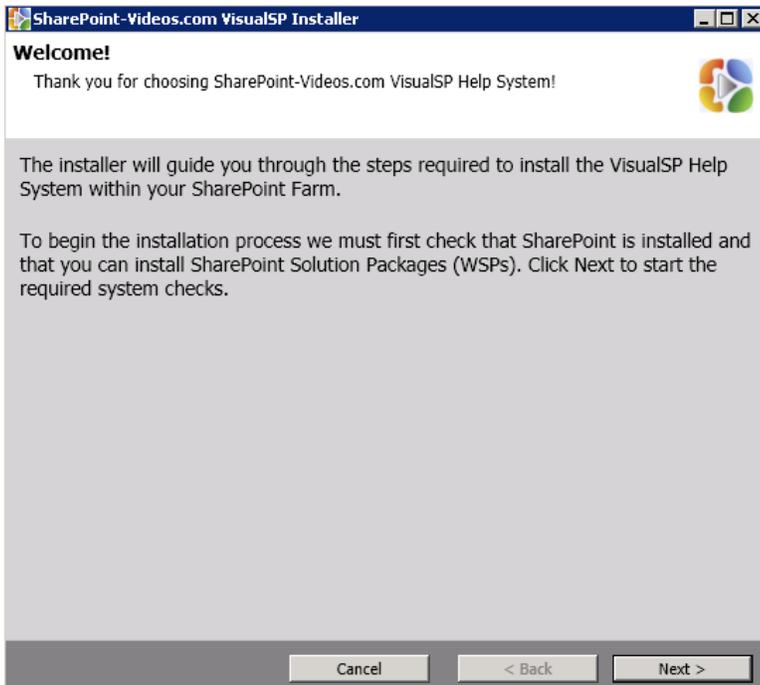
**Note:** Do not unzip the VisualSP2013HelpItems.zip file!

## Update VisualSP™

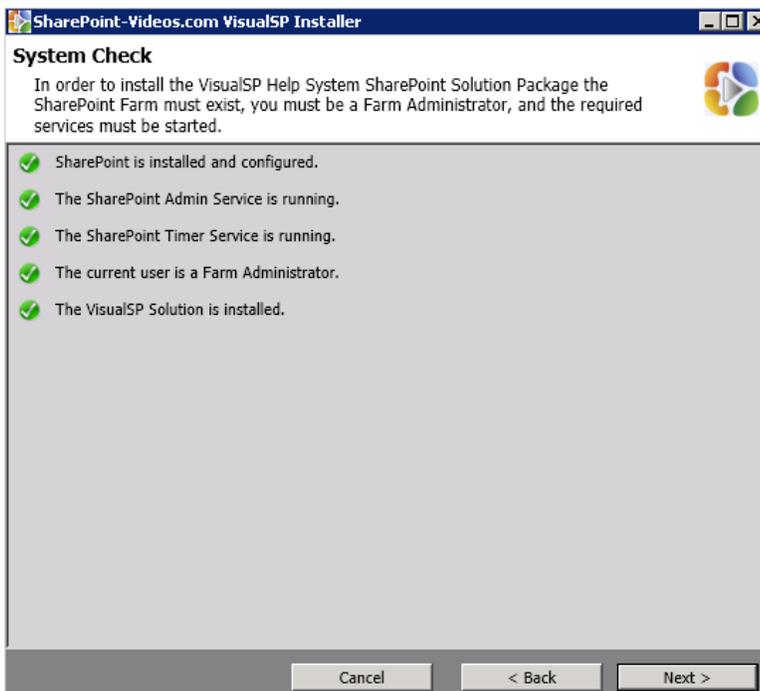
Please follow the steps exactly as they appear below.

**Note:** Make sure you are logged in to the web server as a **SharePoint Server Administrator**

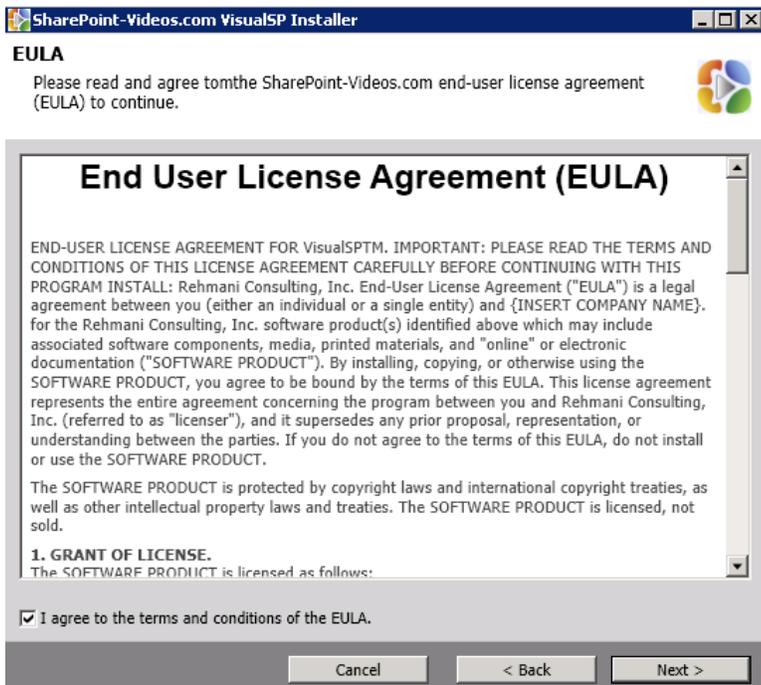
Double click on the **VisualSPInstaller.exe** file to start the application.



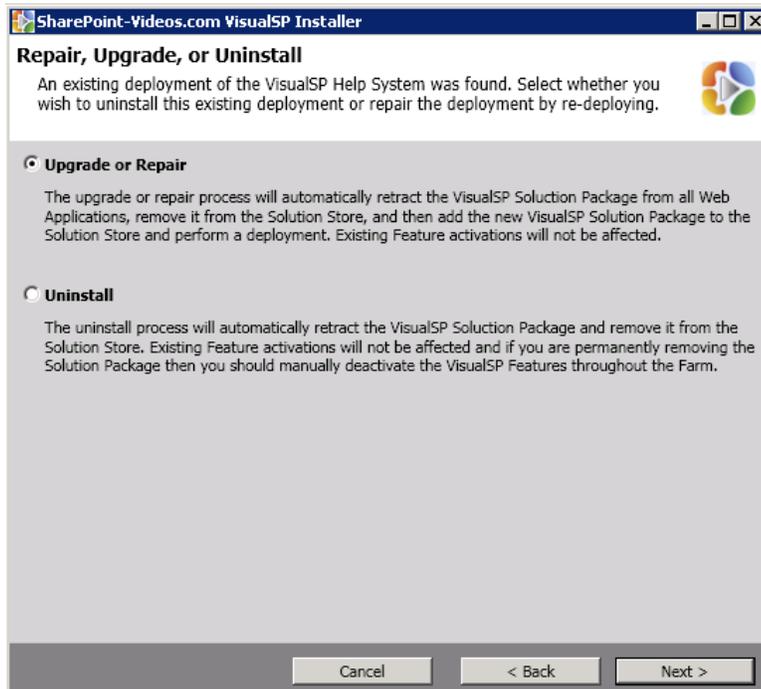
Click **Next** to continue.



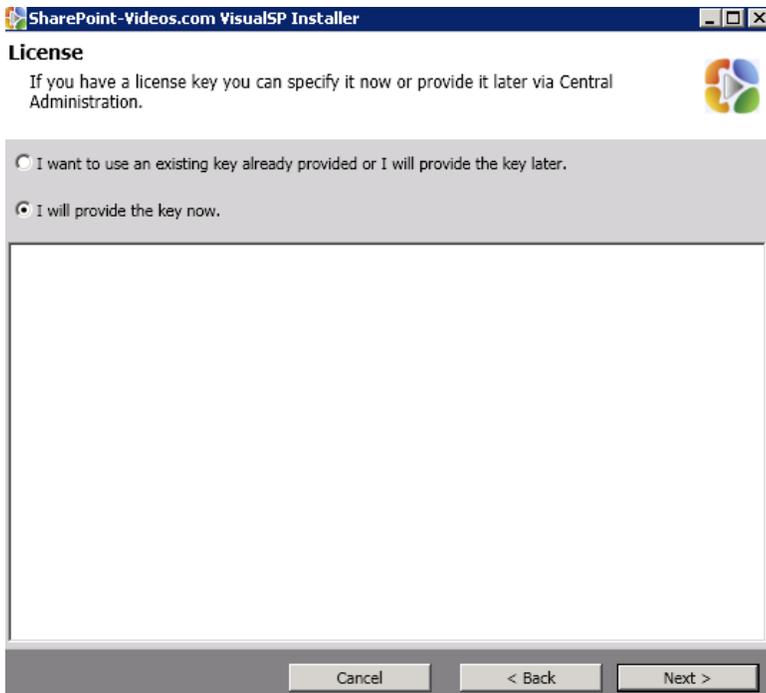
If all system checks pass and shows VisualSP™ is installed, click **Next** to continue.



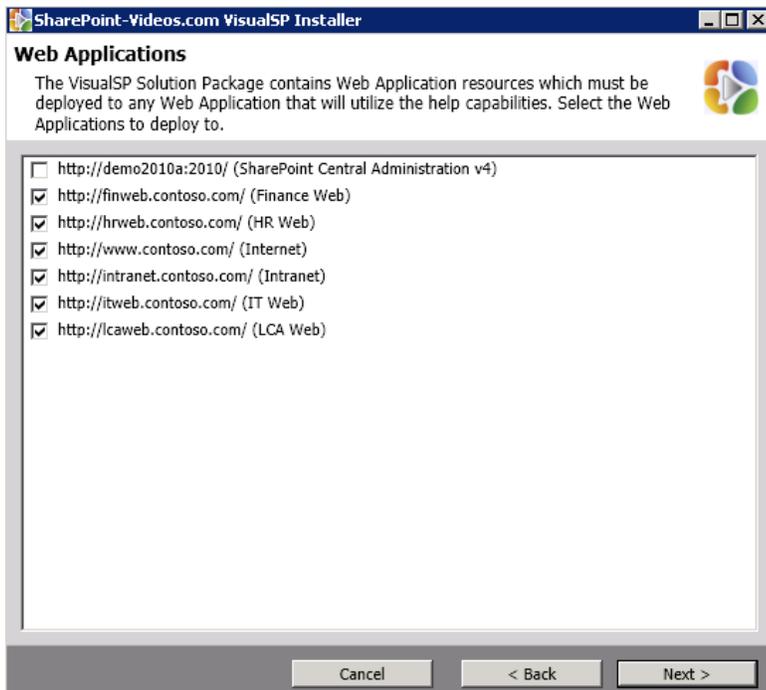
Read the End User License Agreement. If you agree with the agreement, click the checkbox to indicate your agreement and click **Next**



Click **Upgrade or Repair** radio button (for update to continue) and click **Next**



If a **License Key** is provided to you as part of the upgrade, copy it and paste it in this box. Otherwise, select the option to **provide the key later**. Click **Next**



Select the checkboxes for all the web applications where VisualSP™ Help System is installed and need to be updated.

**Note:** Please Do Not select the checkbox showing the Central Administration web application (unless instructed by a SharePoint-Videos.com authorized professional). Doing this will make the Help tab appear in Central Administration which is not the desired functionality.

**SharePoint-Videos.com VisualSP Installer**

**Help Provider Hub Sites**

The VisualSP Help System allows you to specify a Site Collection to serve as the Hub Site for the Farm and an additional Site Collection for each Web Application to allow Web Application specific help items.

Farm Scoped Help Provider Site Collection URL:

Web Application Scoped Help Provider Sites

- http://demo2010a:2010/ (SharePoint Central Administration v4)**  
Site Collection Url:
- http://finweb.contoso.com/ (Finance Web)**  
Site Collection Url:
- http://hrweb.contoso.com/ (HR Web)**  
Site Collection Url:
- http://www.contoso.com/ (Internet)**  
Site Collection Url:

Buttons: Cancel, < Back, Next >

The **Farm Scoped Help Provider Site Collection URL** is the URL of the existing VisualSP™ Farm Hub site collection.

Optional

Set the **Site Collection URL** for the site collection in each web application that would serve as the hub for the Help content for that web application. If the field is left blank, the VisualSP™ Farm Hub will serve the content for that (those) web application(s).

**Upload Content**

If you were provided with default content you can choose to have that content uploaded to a specified Site Collection.

Upload content to a content hub

The VisualSP content file contains both content and help items pointing to that content. These items can be stored in different locations and you can choose to just upload one or the other. In most cases, both Hub URLs will be the Farm Provider Hub URL.

Help Content File:

Locale:

Help Content

Overwrite Content:

Content Hub Site Collection URL:

Help Ribbon Items

Overwrite Help Items:

Help Provider Site Collection URL:

If a content package (in form of a zip file) has been provided with this update, click the **Upload content to a content hub** checkbox and provide the location for the Help items zip file in *C:\VisualSP*

**Note:** Leave the **Locale** selection to **1033** which is the code for American English

In the **Help Content** and **Help Ribbon Items** sections, both will be the URL of the VisualSP™ Farm Hub site collection.  
**Note:** Click on the **Overwrite Content** and **Overwrite Help Items** only if you wish to replace the existing Help items in your VisualSP™ Farm Hub site collection. Otherwise, leave the checkboxes **unchecked**.

**Feature Activation**

In order for the VisualSP Help System Ribbon to appear in a Site Collection the VisualSP Consumer Feature must be activated in that Site Collection.

To activate this Feature in all Site Collections within the target Web Applications check the box below (existing activations will be reset if checked and unaffected if not checked). Note that in a large Farm this could take considerable time.

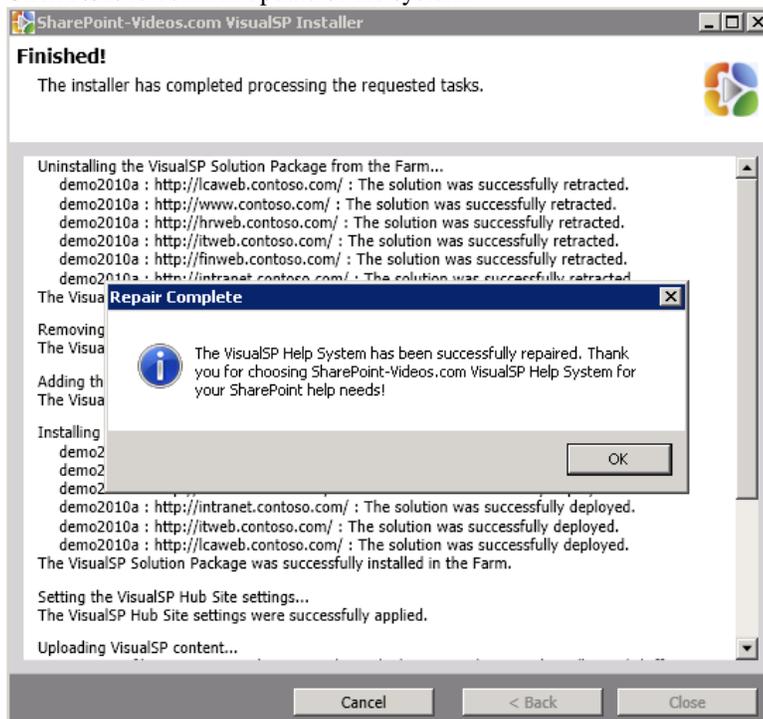
Enable VisualSP Consumer Feature across all Site Collections

Leave the checkbox **unchecked** to not make any changes to existing activations for VisualSP™ across all site collections in your environment.

**Note:** Check this checkbox only if you wish to reset the activation of VisualSP™ across all site collections. Any site collections where VisualSP™ was previously deactivated, would then become active.



Click **Next** to confirm update of the system.

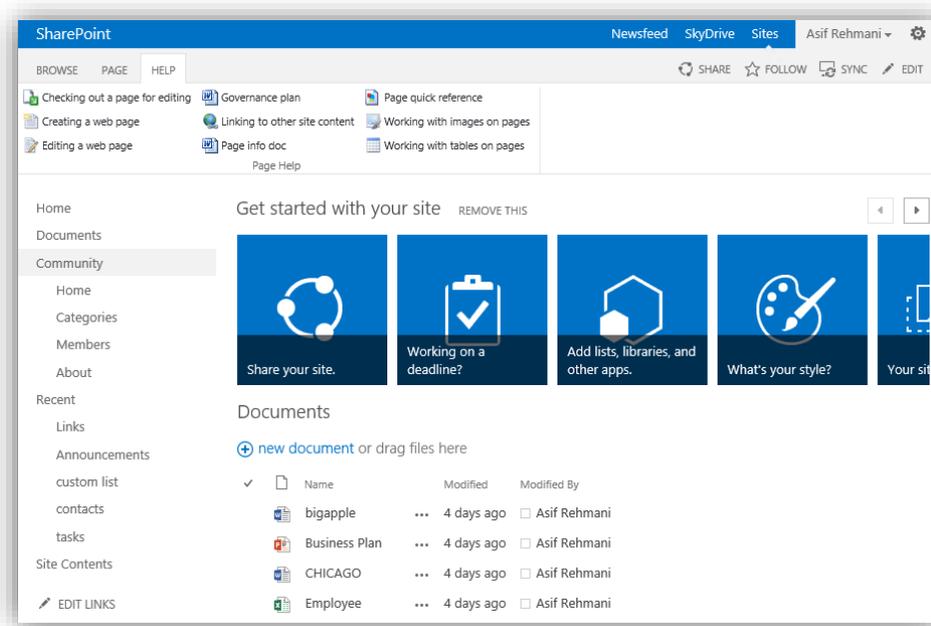


Once the system is updated, it will show the above successful message.

## Test out the Solution

The Help tab should be available in the following types of pages:

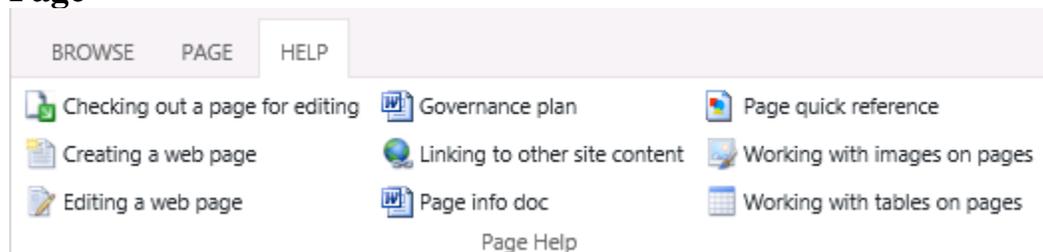
1. Web page
2. List and Library pages
3. List and Library Settings pages
4. Site Settings page



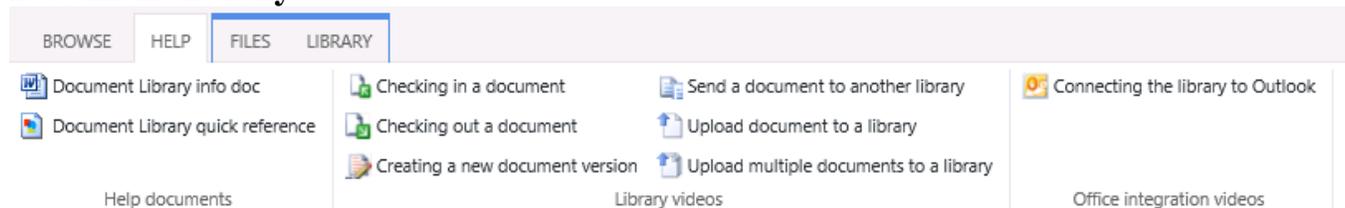
Below are a few examples to test out the functionality.

**Note:** The content might differ from below in your installation dependent on your configuration or the latest updates you have been provided.

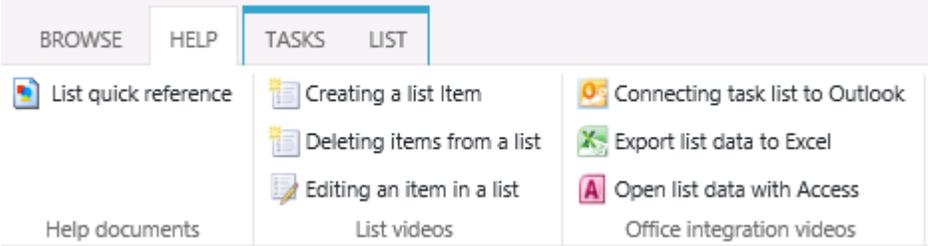
### Page



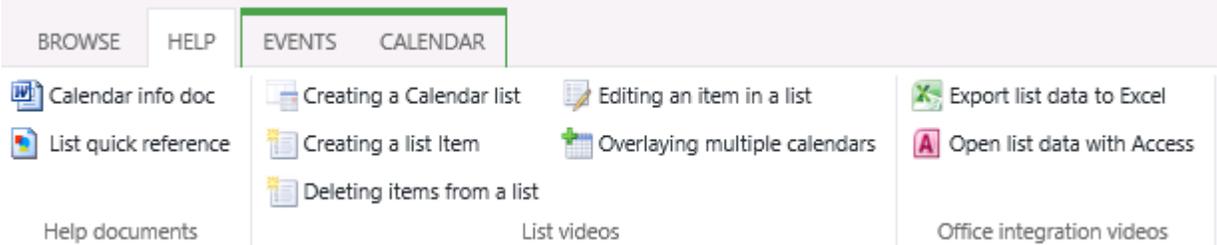
### Document library



### Tasks list

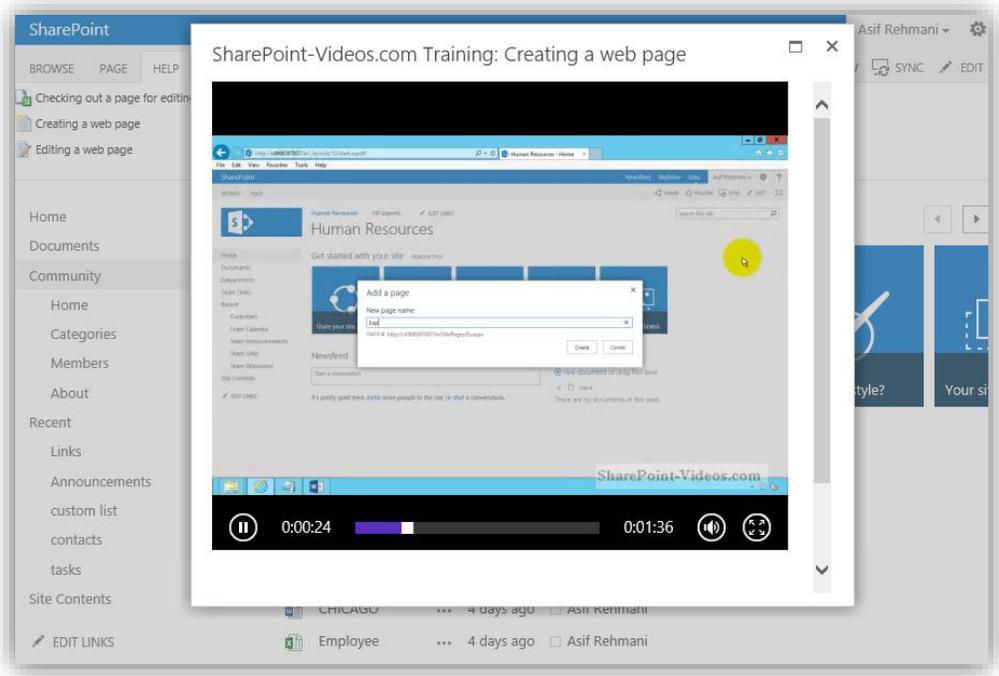


### Calendar list



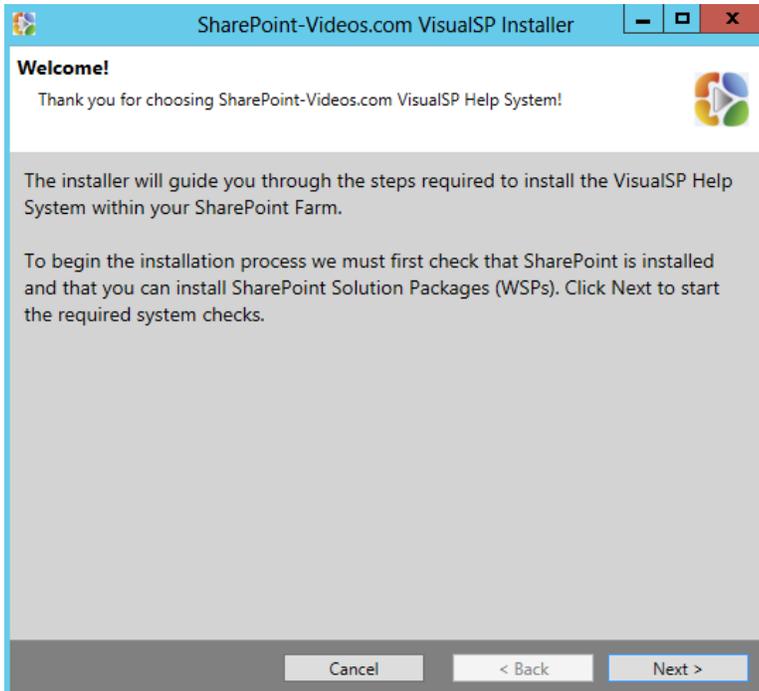
Try out the solution in various site collections within the farm to make sure all videos, documents and images appear as expected:

### Pop-up dialog box showing video help

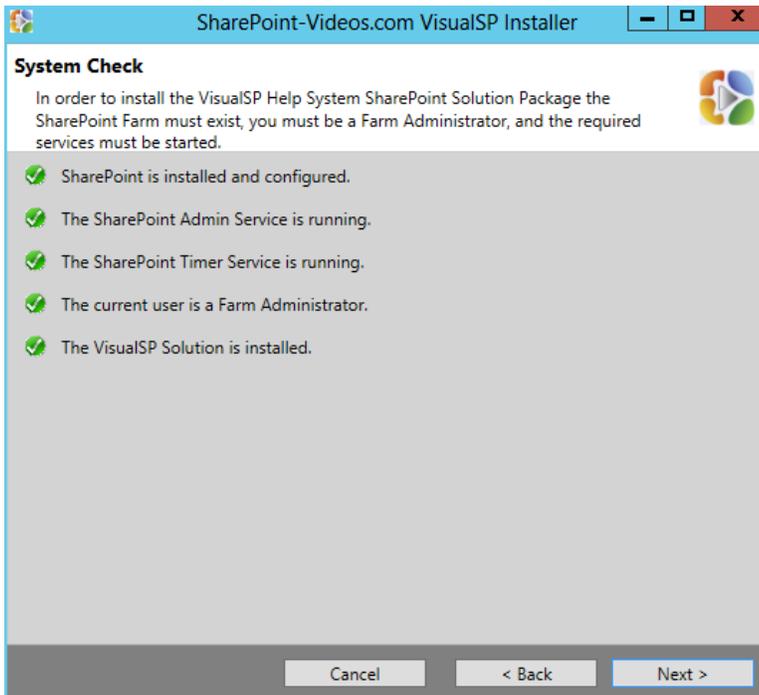


# Un-install VisualSP™

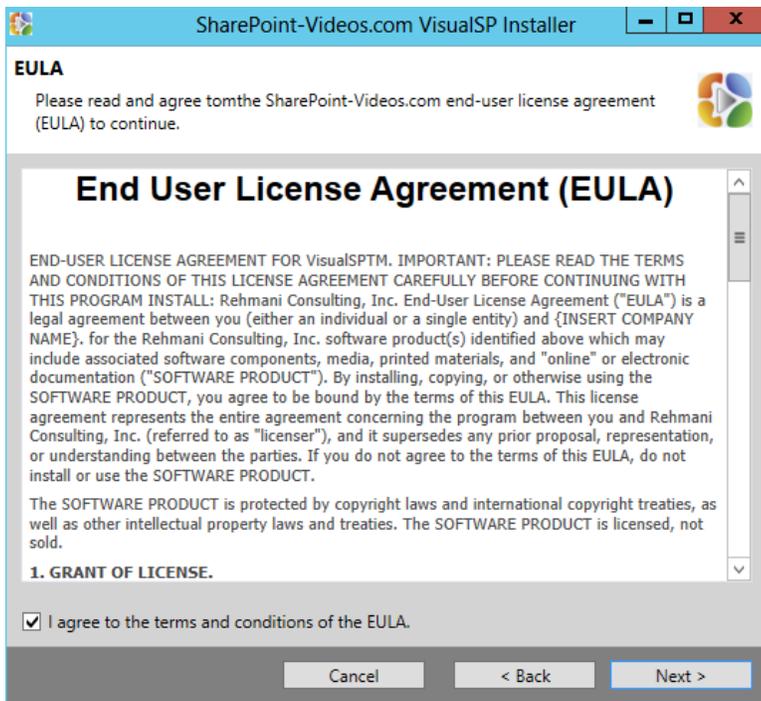
If you need to un-install VisualSP™ for any reason, please perform the following procedure:



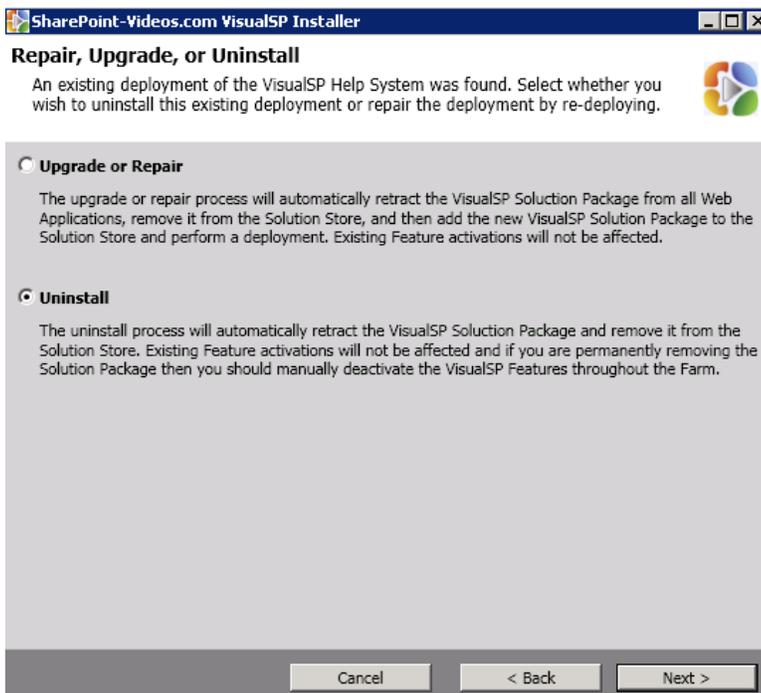
Click Next



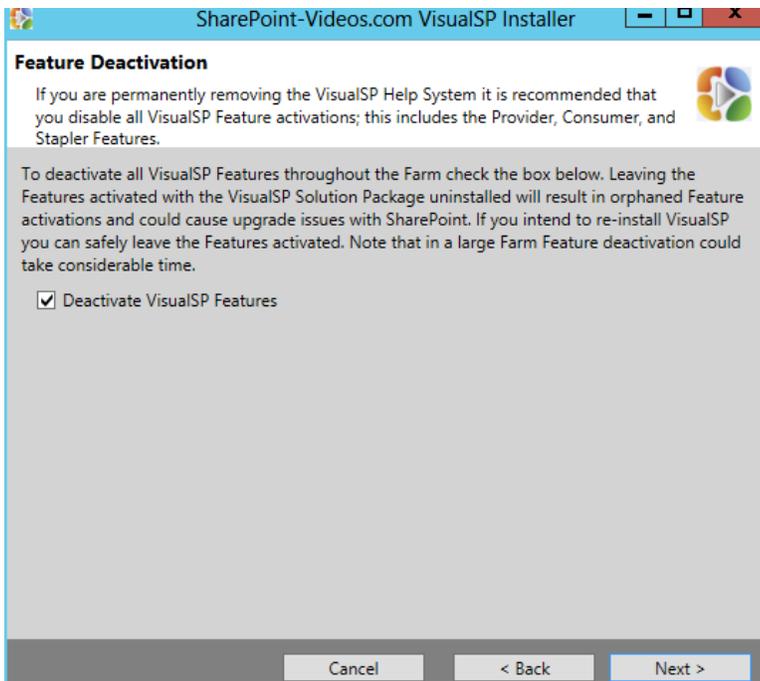
Click Next



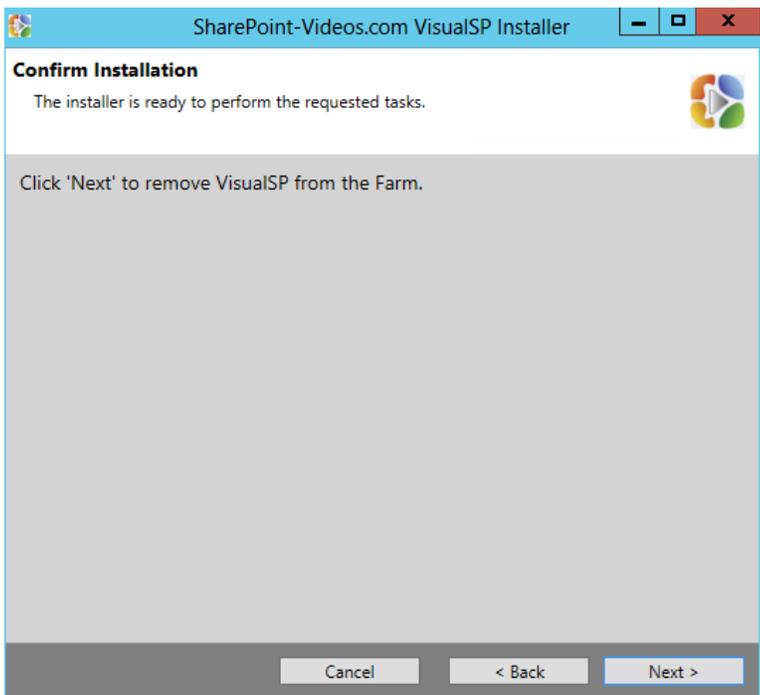
Read the EULA and if you agree, click the checkbox and click **Next**



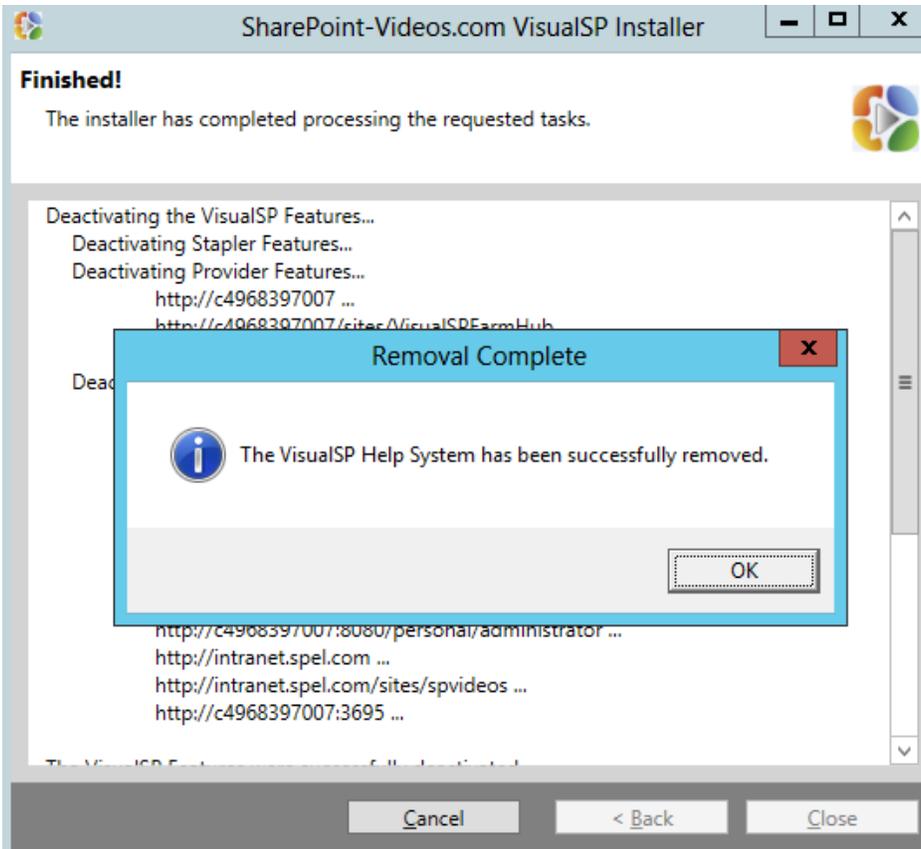
Choose **Uninstall** then click **Next**



Click checkbox to **Deactivate VisualSP Features** from all site collections in the farm and then click **Next**



Click **Next** to begin uninstallation of VisualSP™ from the farm.



VisualSP™ Help system has been uninstalled from the system.

**Note:** All of the media (videos, help documents, help screenshots) populated in the VisualSP Farm Hub site collection will still remain. You can go ahead and delete the data and/or the site collection completely if you don't need it anymore.