

Technical Communication

This blog intends to provide interesting and useful info about Technical Communication, FrameMaker, RoboHelp and related issues. Contributors include Vivek Jain, Group Product Manager, Technical Communication products and Aseem Dokania, Product Manager, Adobe FrameMaker.

Previewing your Comment

Hello Vivek,

I am very familiar with supporting RoboHelp and I truly would like a full answer on this issue of the \$2000 search and reporting server you're marketing. I'm also going to post a link to where my question is in entirety because I'd like to see comments about it, without cluttering up your personal/corporate blogspace with what could be perceived as negative information about your product.

My beef is in the price point for the RoboHelp Engine product which you're offering with nothing more compelling than bug fixes and the removal of the natural language search. On top of that issue, your reviewer actually stated that 'nobody uses NLS' and I have yet to hear from him about whether that was with RoboHelp Engine users or with the majority of web based search.

I hear what you're saying in your post, but it doesn't reflect the reality of what's going on with RoboEngine and the way it's being presented.

My simple issue falls on the absolute fact that the second most widely used application on the internet is search, with the first being email. Natural language search and the specifics of this very useful tool are addressed in my longer post, and if you like I can repost it here.

<http://monkeypi.net/?p=162> for the discussion thread and my full post regarding NLS.

Why do users need to spend \$2000 on the RoboEngine if you're removing NLS? Are they supposed to buy it for the compelling bug fixes? Or is it some other quality features you're not mentioning?

By the way, word is that the user interface still has the NLS and synonym features in it. That's not making me happy when I have clients who are first, shocked that there are no improvements after three years, and second, questioning whether they need to get the upgrade for the sole reason of it potentially going down later.

It's hard to choose between loss of feature sets you like and loss of complete functionality. All at a price point that comparable web tools (not HAT-based) that provide word stemming search and/or usage reporting with less installation and maintenance hassle. I won't post names here, that would be tacky.

And I'm perfectly willing to stop by the San Diego office sometime this week and discuss my concerns in person or via a conference call.

By the way, I frame my business ethics on the standards set by Cluetrain.

<http://www.cluetrain.com/book/index.html>

If you don't feel that you're crossing the consumer market of your product in at least

three of these guidelines, please let me know. I'll post them specifically. I'm not impressed with the latest release having innovation, and I'm really not impressed with a justification being quality is innovation. That's a copout for charging full face value for the same content that was normally released in a point release.

Posted by: [Charles Jeter](#) | March 26, 2007 07:07 PM

(If you haven't left a comment here before, you may need to be approved by the site owner before your comment will appear. Until then, it won't appear on the entry. Thanks for waiting.)

Name:

Email Address:

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Comments: (you may use HTML tags for style)

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COMMENTS

I know it is just an example, but I would still like to say that exporting from RoboHelp to FrameMaker maybe useful from time to time, but does not help in creating a single-source publishing environment.

Documents which need pagination (PDF) need quite a bit more formatting effort than topics shown in browsers (Online Help). Therefore it is easier to create a conversion that "throws away" page-related stuff to create HTML instead of adding page layout information later on. Also, only a "live" connection between source documents and different output formats allows real single source publishing workflows.

Well, to my ears this sounds a lot like 'Robohelp for FrameMaker' instead of 'Framemaker for RoboHelp'.

- Michael

Posted by: [Michael](#) | March 26, 2007 04:19 AM