

Managing Your eXtyles Configuration: Best Practices for Inera Integration

Congratulations on completing eXtyles Administrator Training! You now have the tools and knowledge to modify and expand your configuration of eXtyles.

We highly recommend keeping Inera apprised of any changes that you make, especially when requesting new configuration or development work from Inera or when expecting a routine build release. If you make infrequent modifications, please send updates to Inera after making and testing each change.

Although some eXtyles customers manage all maintenance and integration of their modified files, most customers prefer to have Inera integrate modified files into their custom eXtyles installer before they receive their annual update of the software. The benefits of having Inera do this work include:

- Avoiding conflicts between the changes that you make and the changes that Inera makes to your configuration
- Safeguarding your changes in Inera's source control system
- Benefiting from Inera's thorough manual and automated testing
- Minimizing the number of patch files that need to be maintained and distributed to eXtyles end users

All Inera support of eXtyles administrator functions — including integration of customer-modified files — falls outside of the eXtyles end-user annual support and maintenance agreement. Inera therefore charges a fee for the integration of customer-modified files.

Inera's hourly rate for administrator support is \$200. The amount of time required to integrate and test customer-modified files will vary, depending on the number of altered files and, even more importantly, on the organization of those files and the documentation of modifications. This guide includes best practices for modifying your version of eXtyles and providing those modifications to Inera for integration into the eXtyles installer.

Integration of files that are compliant with best practices and that include adequate documentation typically takes between 1 and 4 hours (\$200-\$800). Integration of files that are not compliant with these guidelines will take significantly longer to complete and will therefore be more costly. In some cases, Inera cannot agree to integrate modified files until issues are addressed by the customer. During a brief initial analysis of the files and accompanying documentation, the Inera staff will devise a rough estimate of the time it will take to complete the work; however, the integration will be billed according to actual time worked. Inera will advise if the actual time appears to deviate significantly from the initial estimate.

Note that customers can be billed by Inera on an individual basis for all file integration projects, or customers can purchase eXtyles Service Packs (i.e., blocks of time that can be used for configuration work, administrator support, and other eXtyles projects). If you're interested in learning more about eXtyles Service Packs, please contact us.

Best Practices Guidelines

1. Do not modify, add, or delete any files outside of your customer directory/ directories (Note: you may add to the SymbolPix directory if you are adding an item to your Insert Symbol menu)
2. Do not set up multiple files with the same name in different subdirectories (files with the same name that appear in multiple locations must have the same content)
3. Keep and send us a log of any added, modified, or deleted files. This log needs to contain only a list of files and does not need to include details of what changes have been made, except as specified in point 4
4. For Word templates (.dot files), keep and send us a log of any added, renamed, or deleted styles
5. Send only the added/modified files
6. When sending files in anticipation of a new build release, do not make any changes to your files between sending your modifications to Inera and receiving a new build.
7. If you create a new publisher or publication directory, use a distinctive abbreviated name with no spaces (longer abbreviations are better than short acronyms)

Possible Reasons For Rejected Integration

1. Files were modified outside the client's Publisher directory and subdirectories (e.g. in OMServer or Common)
2. Added files are not compliant with existing structure (such as multiple .ist or docinfo.lay files in one directory)
3. Style relationships in Word templates (.dot files) are damaged

Additional charges may apply if you send your entire eXtyles directory, or a combination of both unmodified and modified files, with no change log, as this requires additional review. If your updates conflict with changes we have made at Inera or other incompatibilities are revealed by our testing, or if there are errors in the updated files, the integration process may take longer and have a subsequently higher cost.