



Getting started with Documentation tools

Draft

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Notices

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Contents

Chapter 1: Installing the documentation software	4
Downloading the software.....	4
Installation sequence.....	4
Installing the SDL Tridion Docs Publication Manager.....	5
Installing Oxygen XML Author.....	5
Installing the authoring bridge for Oxygen XML Author.....	6
Adding repository and SDL account in Tridion Docs.....	7
Chapter 2: Additional configuration in Oxygen XML Author	10
Setting Oxygen XML Author as the default XML editor.....	10
Setting tag view and space marks in Oxygen XML Author.....	11
Additional Oxygen XML Author configuration.....	11
Chapter 3: Custom Dictionary tools installation and configuration	14
Terminology Checker installation.....	15
Setting the HTTP(S)/WebDAV preferences on Oxygen XML Author.....	15
Installing the Terminology Checker add-on from Oxygen XML Author.....	16
Terminology checker and custom dictionaries configuration.....	17
Specifying the path to rule files in Oxygen XML Author.....	17
Specifying the path to custom dictionaries for Spell Check in Oxygen XML Author.....	17
Specifying the path to custom dictionaries for the AutoCorrect feature in Oxygen XML Author.....	18
Chapter 4: Setting up the development environment	20
Setting up Avaya Documentation Center dev account.....	20
Chapter 5: DITA and Content Model Trainings	22
DITA and Content Model Trainings.....	22
Training videos: Content Model and DITA Elements.....	22
DITA and Content Model Overview.....	22
Basics of creating a document training video.....	22
Adding images and tables training video.....	23
Content reuse and content reference training video.....	23
Using DITA tags training video.....	23
Day01 Training videos.....	23
Creating a project folder in SDL.....	23
Creating and editing topics.....	23
Creating and editing DITA maps.....	23
Building a document.....	23
Day02 Training videos.....	24
Adding images to content.....	24
Adding tables in the content.....	24
Creating branches and versions.....	24

Setting Oxygen XML Author as default editor..... 24

Draft

Chapter 1: Installing the documentation software

Downloading the software

Procedure

1. Connect to the Avaya network.
2. Open the Share Point location, https://avaya365.sharepoint.com/:f:/r/sites/ProductsInformation_Solutions/GIS_DITA_AuthoringTools/Shared%20Documents/RWS-FormerlySDL/TridionDocs-Installation/SDLClientTools-ArbortextEditor71.
3. Download the following files to your local drive:
 - a. Oxygen XML Author 21.1, oxygenAuthor-64bit.exe
 - b. SDL Publication Manager, <date>.PublicationManager.<num>.msi
 - c. SDL Publication Manager, <date>.AuthoringBridge.<num>-oXygen-Connector.msi

Next steps

Install the software in the given sequence.

Installation sequence

Install the software in the following order:

- SDL Publication Manager
- Oxygen XML Author
- SDL Oxygen Connector

1 Installing the SDL Tridion Docs Publication Manager

2 About this task

3 SDL Tridion Docs client tools include Publishing Manager and Authoring Bridge.

4 Procedure

- 5 1. Install Publication Manager, the `.msi` file and follow the prompts, accepting all defaults.
- 6 2. Click **Install**.
- 7 3. Click **Finish**.

8 Next steps

9 Install Oxygen XML Author.

10 Installing Oxygen XML Author

11 About this task

12 You need Oxygen XML Author to add and edit DITA files in SDI Tridion Docs.

13 Before you begin

- 14 • Ensure you install SDL Publication Manager.
- 15 • Download the Oxygen XML Author executable file to your computer.
- 16 • Connect to the Avaya network.

Note:

17 If you are not connected to the Avaya network, registration to Oxygen licensing server
18 fails.

- 19 • Close MS Outlook and any other editor, such as MS Word and Notepad.

20 Procedure

- 21 1. Run `oxygenAuthor-64bit.exe` to install the application.

22 Oxygen XML Author software is now available on your computer.

- 23 2. Start Oxygen XML Author.
- 24 3. If Oxygen XML Author prompts, in the Oxygen license dialog box, click **Use a license**
25 **server**.

Note:

26 If Oxygen XML Author does not prompt you to set up a license, from the menu, click
27 **Help > Register** and click **Use a license server**.

- 1 4. In **HTTP/HTTPS server**, complete the following:
 - 2 • **URL:** `http://135.8.44.166/license-servlet`
 - 3 • **User:** Your Avaya handle. For, example, `sharma123`
 - 4 • **Password:** your Avaya handle. For, example, `sharma123`
- 5 5. Click **OK**.
- 6 6. **(Optional)** When Oxygen XML Author prompts:
 - 7 • “Switching to license server will clear the stored named license key details”, click **Yes**.
 - 8 • “The host is not in the list of trusted host. Do you want to allow?”, click **Allow and**
 - 9 **Remember**.
- 10 7. **(Optional)** If the editor prompts you to authenticate, in the Authorization window, provide
- 11 your username and password that you set in Step 4.
- 12 8. Restart Oxygen XML Author.

Next steps

14 Install SDL Authoring Bridge for Oxygen XML Author.

Related links

- 16 [Setting Oxygen XML Author as the default XML editor](#) on page 10
- 17 [Setting tag view and space marks in Oxygen XML Author](#) on page 11
- 18 [Additional Oxygen XML Author configuration](#) on page 11

19 Installing the authoring bridge for Oxygen XML Author

20 About this task

21 You need to install Authoring Bridge to access SDL repository and update DITA topics and maps
22 from Oxygen XML Author.

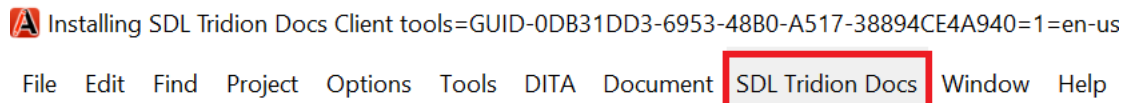
23 Before you begin

- 24 • If you use non-Avaya computer, ensure the following:
 - 25 - Log in as admin and install the authoring bridge.
 - 26 Skipping this step may result in installation issues.
 - 27 - Avaya IT team installs Avaya third-party certificates on your computer.
- 28 • Ensure you install Oxygen XML Author.

29 Procedure

- 30 1. Install Authoring Bridge for Oxygen XML Author, the `.msi` file.
- 31 2. Click **Next**.

3. When the installer prompts, click **Finish**.
4. To verify if the installation of Authoring Bridge is successful, open Oxygen XML Author and look for the **SDL Tridion Docs** menu.

 Installing SDL Tridion Docs Client tools=GUID-0DB31DD3-6953-48B0-A517-38894CE4A940=1=en-us

File Edit Find Project Options Tools DITA Document **SDL Tridion Docs** Window Help

Next steps

Add repository and your account in SDL Tridion Docs.

Adding repository and SDL account in Tridion Docs

About this task

To access Tridion Docs repository, add your unique user account information in SDL Tridion Docs Publication Manager.

* Note:

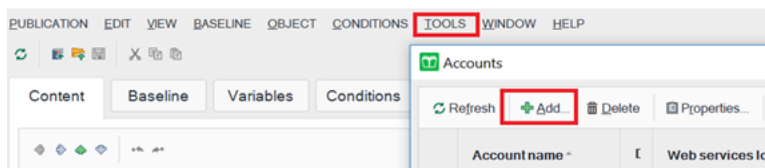
- 11 SDL is the older name for RWS.

Before you begin

- Install Tridion Docs Publication Manager and Authoring Bridge.
- Request Information Architect to create your SDL account user name and password and keep the credentials handy.

Procedure

1. From Windows **Start**, click **SDL Tridion Docs > Publication Manager 14.0** to launch Publication Manager.
2. Click **Tools > Accounts** and when the Accounts dialog box opens, click **Add**.



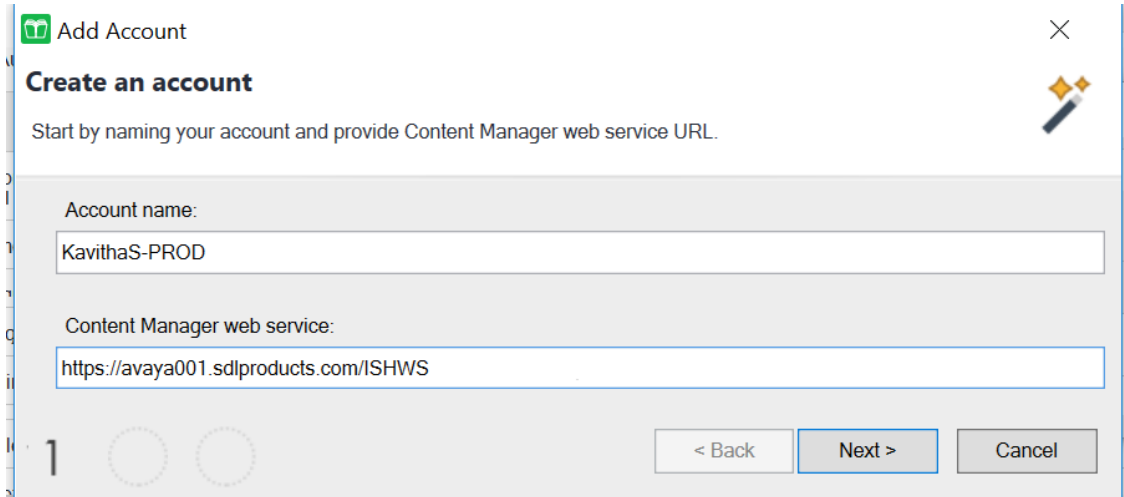
3. On the Add Account dialog box:
 - a. In **Account name**, type a name, for example, `KavithaS-Prod`.

* Note:

- 23 Provide an account name that is different from your SDL username.

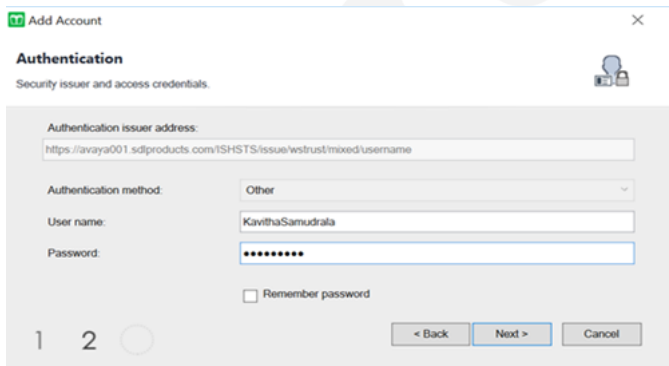
If you must create a separate SDL account on Development and Production servers, provide different account names to differentiate the Development and Production environments. For example, `KavithaS-Prod` and `KavithaS-Dev`.

- b. In the **Content Manager web service** field, type `https://avaya001.sdlproducts.com/ISHWS`



The screenshot shows a dialog box titled "Add Account" with a close button (X) in the top right corner. Below the title is a sub-header "Create an account" and a small icon of a pencil and eraser. The main instruction reads: "Start by naming your account and provide Content Manager web service URL." There are two input fields: "Account name:" with the text "KavithaS-PROD" and "Content Manager web service:" with the text "https://avaya001.sdlproducts.com/ISHWS". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". A progress indicator at the bottom left shows a circle with the number "1" inside, indicating the current step.

- c. Click **Next**.
- d. In the **Username** and **Password** fields, provide your RWS account username and password that you received from Information Architect or the DITA mentor.



The screenshot shows the "Add Account" dialog box at the "Authentication" step. The sub-header is "Authentication" with a small icon of a person and a lock. Below it is the text "Security issuer and access credentials." There are three input fields: "Authentication issuer address:" with the text "https://avaya001.sdlproducts.com/ISHSTS/issue/wstrust/mixed/username", "Authentication method:" with a dropdown menu set to "Other", and "User name:" with the text "KavithaSamudrala". There is also a "Password:" field with masked characters "*****". A checkbox labeled "Remember password" is unchecked. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". A progress indicator at the bottom left shows two circles, with the second circle containing the number "2", indicating the current step.

- 4. Select the **Remember password** check box and click **Next**.
- 5. When the validation is complete, click **Finish**.

Publication Manager synchronizes with the Tridion Docs database. This might take about two minutes.

- 6. When the message displays that the Synchronization is done, click **Close**.
- 7. In Publication Manager, on the Accounts dialog box, click **Properties**, and click **Test Account**.

The system must display Log on to Tridion Docs is successful using the account settings.

1 8. **(Optional)** Select the account that points to <https://avaya001.sdlproducts.com/>
2 ISHWS and click **Set as default**.

3 This step applies only if you have more than one account, for production and development
4 environments. When in doubt, check with your lead or IA.

5 **Next steps**

6 When the installation and account setting is complete:

- 7 • To open Publication Manager, go to Windows Start, and click **SDL Tridion Docs >**
8 **Publication Manager 14.0**.
- 9 • To access the Tridion Docs web client, go to <https://avaya001.sdlproducts.com/>
10 ISHCM and log on using your Tridion Docs credentials.

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Chapter 2: Additional configuration in Oxygen XML Author

Setting Oxygen XML Author as the default XML editor

About this task

To use Oxygen XML Author every time you open a topic, set Oxygen XML Author as the default editor.

Before you begin

Install Oxygen XML Author.

Procedure

1. In Publication Manager, select a topic, right-click and check out using the **Checkout with** option.
2. If you do not see the Oxygen XML Author application in the list, browse to the `C:\Program Files\Oxygen> XML Author 21/oxygenAuthor21.1.exe` file, and click **Open**.

 **Note:**

- 15 This path might vary depending on the location where the file has been saved during
16 the installation.
3. At the bottom-left, click the **Windows** icon, and type `Choose a default app`.
4. Select **Choose a default app by file type** from the list.
5. In the window, scroll down to the `.xml` file extension and select **Oxygen XML Author 21.1** from the list of applications.

Related links

[Setting Oxygen XML Author as default editor video](#)

1 Setting tag view and space marks in Oxygen XML Author

2 About this task


3 For ease of editing content and setting XML attributes in elements, configure view settings in
4 Oxygen XML Author.

5 Before you begin

- 6 • Install Oxygen XML Author.
- 7 • Open or check out a topic.

8 Procedure

9 1. To set the tag view, do one of the following:

- 10 • From the toolbar, click  and select an option.
- 11 • Go to **DITA > Tags display mode** and select an option.

12 2. To set space marks, do the following:

- 13 a. In Oxygen XML Author, click **Options > Preferences**.
- 14 b. In the left pane, click **Editor**.
- 15 c. In the **Whitespaces** section, select the following check boxes:
 - 16 • **Show TAB/NBSP/EOL/EOF marks**
 - 17 • **Show SPACE marks**
- 18 d. Click **Apply** and click **OK**.

19 3. To add Attributes window:

20 From the menu, click **Windows > Show View > Attributes**.

21 4. To add Elements window:

22 From the menu, click **Windows > Show View > Elements**.

23 Additional Oxygen XML Author configuration

24 You can make additional settings to efficiently use Oxygen XML Author.






Action/Function	Menu in Oxygen
Choose Tag view	<ol style="list-style-type: none"> 1. Options > Preferences > Automatic Spell Check 2. Click Editor > Edit Modes > Author 3. From Tags, in Tag display mode, click Full Tags.
View Attributes	Click Window > Show View > Attributes
Add or modify attributes	Attributes window or click Window > Show View > Attributes
Add elements or tags	Press Enter or click Window > Show View > Elements
Enable Spell Checker	Options > Preferences > Automatic Spell Check
View Terminology Checker	Window > Show View > Terminology Helper
Add conref	 Click  from the toolbar or the SDL Tridion Docs > Insert conref menu, click the TridionDocs icon () , and browse to the source topic.
Add xref	<ul style="list-style-type: none"> • Link to topic: Press Enter and select xref (cross reference), click the TridionDocs icon () , and browse to the source topic. • Link to web source: Press Enter and select xref (web link).
Add condition	SDL Tridion Docs > Set condition
Remove condition	Select the element with condition, in the Attributes window, select the ishcondition row, right-click and select Remove .
Delete element tag	Press Ctrl+Alt+X or click Document > Markup > Remove All Markup .
Add image	Press Enter and select Image (wizard) or click  from the toolbar, browse to the image folder, and click Insert . In the wizard, set placement, size, scale and other image attributes.
Edit ditamap	Using Check out with , select Oxygen XML Author and select Editor .
Compare files	Document > File > Compare
Find word count	Document > Source > Count words
Manage toolbars	Window > Configure Toolbars Example, Spelling, Validation, and Tag display mode.

Table continues...

Action/Function	Menu in Oxygen
Add space marks	<ol style="list-style-type: none"><li data-bbox="870 239 1300 275">1. Options > Preferences > Editor<li data-bbox="870 289 1430 352">2. In Whitespaces section, select the following check boxes:<ul data-bbox="906 369 1354 449" style="list-style-type: none"><li data-bbox="906 369 1354 401">• Show TAB/NBSP/EOL/EOF marks<li data-bbox="906 415 1183 449">• Show SPACE marks

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Chapter 3: Custom Dictionary tools installation and configuration

Avaya GIS Authoring environment provides the following tools and customization to help develop consistent and comprehensible content.

Terminology Checker

Terminology Checker is a content optimization tool writers use to check content quality. The checker measures how well your content complies with the Avaya Customer Documentation Style Guide. It provides a report that you can use to improve your content.

The tool runs as a plug-in within Oxygen XML Author.

Custom Dictionary

Custom Dictionary, Avaya's customized dictionary terms for use with Spell Checker.

Autocorrect

This feature automatically and seamlessly corrects words that are frequently misspelled while typing in the editor.

Benefits

With this automation:

- Authors have immediate feedback while they develop content, saving rework and reviewing iterations.
- Editors can spend less time on common style issues and focus on other content aspects, such as comprehensibility, conciseness, clarity, and flow.
- Localization costs reduce due to fewer rework cycles.
- Avaya customers experience more consistent and comprehensible product documentation.
- The team's efficiency and customer satisfaction improve.

1 Terminology Checker installation

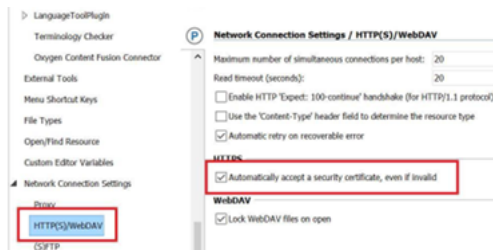
2 Setting the HTTP(S)/WebDAV preferences on Oxygen XML Author

3 About this task

4 You must set the network connectivity preferences and install the Terminology Checker plug-in
5 only once. When new rules are added, and existing rules are updated, the files are automatically
6 copied to your local folder.

7 Procedure

- 8 1. Open Oxygen XML Author.
- 9 2. From the menu, click **Options > Preferences** to open the Preferences dialog box.
- 10 3. Click **Network Connections Settings > HTTP(S)/WebDAV** and select the **Automatically**
11 **accept a security certificate, even if invalid** check box.



- 12
- 13 4. Click **OK**.

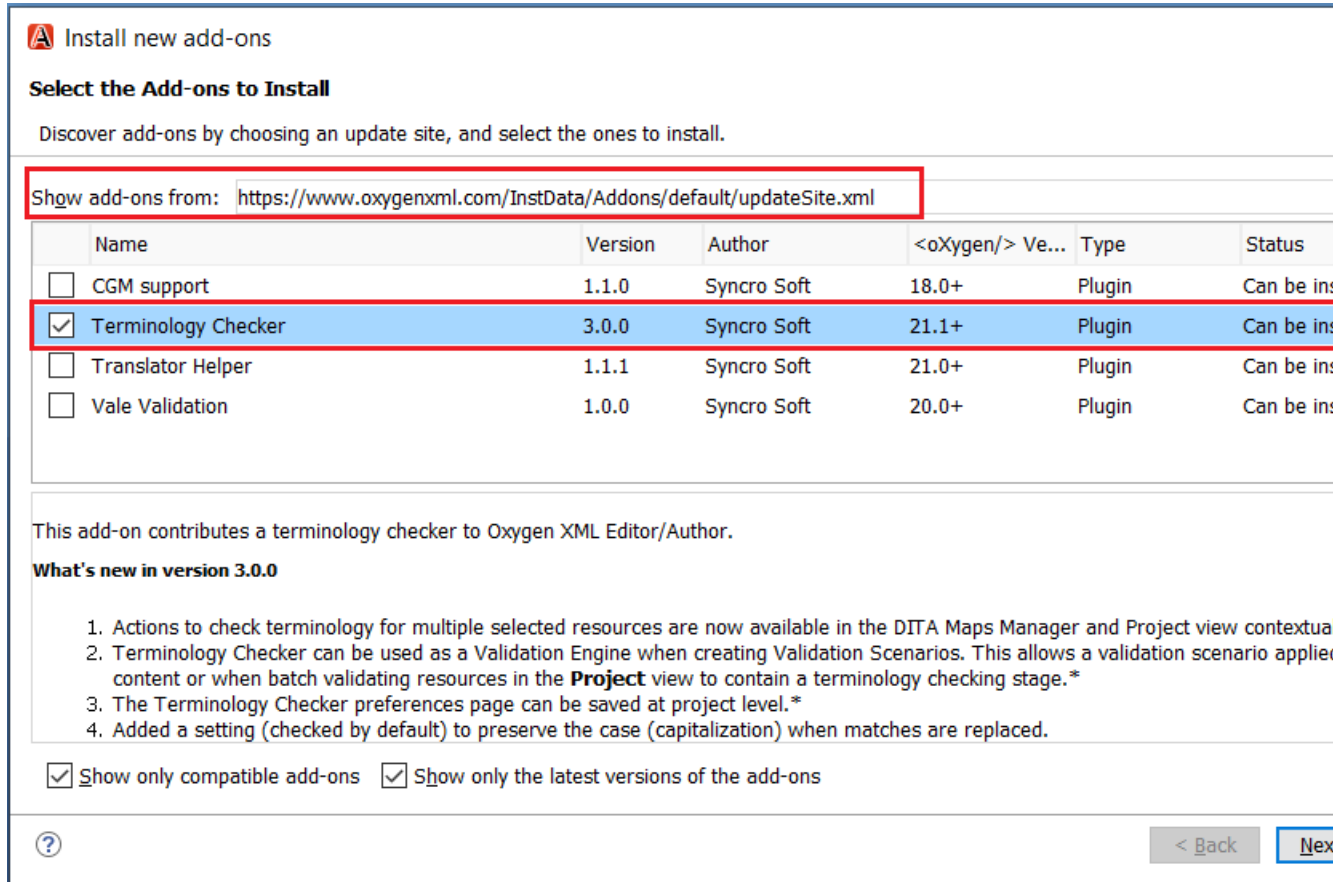
14 Related links

15 [Custom Dictionary tools installation and configuration](#) on page 14

1 Installing the Terminology Checker add-on from Oxygen XML Author

3 Procedure

1. Open Oxygen XML Author, and click **Help > Install new add-ons** to open an add-on.



5

2. In **Show add-ons from**, enter or paste `https://www.oxygenxml.com/InstData/Addons/default/updateSite.xml` or select it from the drop-down menu.

7

3. Select the **Terminology Checker** add-on and click **Next**.

8

4. Read the end-user license agreement, select **I accept all terms of the end-user license agreement**, and click **Finish**.

9

10

5. Restart the application.

11

On the left pane, the Terminology Helper dialog box lists all errors with suggested words and comments.

12

13



14

1 Related links

2 [Custom Dictionary tools installation and configuration](#) on page 14

3 Terminology checker and custom dictionaries 4 configuration

5 Specifying the path to rule files in Oxygen XML Author

6 About this task

7 You must perform this setting once in Oxygen XML Author. If the rule files are updated in future
8 releases, RWS automatically pushes the new rule files to the folder in your system.

9 Procedure

- 10 1. Open Oxygen XML Author.
- 11 2. Click **Options > Preferences** to open the Preferences dialog box.
- 12 3. Click **Plugins > Terminology Checker**.
- 13 4. In **Additional terminology folder**, browse to one of the following folder locations:
 - 14 • C:\Users\\Documents\OxygenXMLAuthor\Avaya
 - 15 • C:\Users\\OneDrive -
16 Avaya\Documents\OxygenXMLAuthor\Avaya
- 17 5. Restart Oxygen XML Author.

18 Related links


19 [Custom Dictionary tools installation and configuration](#) on page 14

20 Specifying the path to custom dictionaries for Spell Check in 21 Oxygen XML Author

22 About this task

23 You must perform this setting only once in Oxygen XML Author. When the dictionaries are
24 updated later, RWS automatically pushes the new files to the folder in your computer.

25 Before you begin

26 In the toolbar, click **Spell Checker** () or press F7 and ensure the following in the Spelling
27 dialog box:

- 28 • Clear the **Begin at cursor position** check box, if already selected.

29 The Spell Checker begins checking for errors from the beginning of the topic.

- In the Preference dialog box, click **Option**, in **Editor > Spell Check**, select the **Automatic spell check** check box.

Oxygen XML Author highlights errors in the topic.

Procedure

1. Open Oxygen XML Author.
2. Click **Options > Preferences** to open the Preferences dialog box.
3. Go to **Editor > Spell Check > Dictionaries**.
4. In the **Include dictionaries and term list from** option, browse to the following folder location:

```
C:\Users\
```

* Note:

- 12 If you do not see the `AppData` folder in `C:\Users\, in the file`
- 13 explorer, click **View** and select the **Hidden items** check box.

- 14 5. Click **Apply**.
- 15 6. Click **OK**.
- 16 7. Restart Oxygen XML Author for the spell checker to start using the new dictionary.

Related links

[Custom Dictionary tools installation and configuration](#) on page 14

Specifying the path to custom dictionaries for the AutoCorrect feature in Oxygen XML Author

About this task

You must perform this setting once in Oxygen XML Author. If the dictionaries are updated in future releases, RWS automatically pushes the new files to the folder in your system.

Procedure

1. Open Oxygen XML Author.
2. Click **Options > Preferences** to open the Preferences dialog box.
3. Go to **Editor > Edit Modes > Author > AutoCorrect > Dictionaries**.
4. In the **Include dictionaries from** option, browse to the following folder location:

```
C:\Users\
```

*** Note:**

- 1 If you do not see the `AppData` folder in `C:\Users\, in the file`
- 2 explorer, click **View** and select the **Hidden items** check box.

- 3 5. Click **Apply**.
- 4 6. Click **OK**.
- 5 7. Restart Oxygen XML Author for the AutoCorrect feature to start using the new dictionary.

6 Related links

- 7 [Custom Dictionary tools installation and configuration](#) on page 14

Draft

Chapter 4: Setting up the development environment

Setting up Avaya Documentation Center dev account

About this task

To verify the content that you plan to publish on Avaya Documentation Center, first publish the content on the Avaya Documentation Center development site.

With dev account credentials, you can access the development environment.

Procedure

1. Go to <https://iam.avaya.com/idmUtil/nonprodidm/menu.jsp>.
2. Log in using your Avaya handle and password.
3. To create a new account on the staging environment, click **Create User(s) > Associate (Internal User) > Attributes**.
4. Complete the details that include:

- **Userid:** Avaya handle. For example, ksamudrala.

Important:

15 If the user ID is incorrectly set:

16 - You will not be able to log on to the dev server.

17 - You cannot update the user ID using **Manage Users**. You can only remove the
18 account.

19 You need to open a ticket at <https://onecare.avaya.com/> to get the account
20 removed.

- **Mail and Owner Mail:** Avaya email ID. For example, ksamudrala@avaya.com.

- **Password:** Set any password, but NOT your network password.

Your dev account is now created and you will be able to access the Avaya Documentation Center dev server.

1 5. **(Optional)** To reset the password or update details, click **Manage User(s) > Search all**
2 **users you own.**

- 3 a. Click **Continue** twice.
4 b. Select your account.
5 c. Click **Reset Password** to change the password.
6 d. Click **Modify** to change any other account details.

7 Your password changes to the new value that you provided.

8 6. To access the Avaya Documentation Center dev server, go to [https://avaya-](https://avaya-dev.zoominsoftware.io/)
9 [dev.zoominsoftware.io/](https://avaya-dev.zoominsoftware.io/).

10 7. Log in using the credentials that you have created in Step 3 or modified in Step 5.

11 **Next steps**

12 To publish a document on the dev server in Tridion Docs, use the **zoomindocs.avaya-staging**
13 output format.

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Chapter 5: DITA and Content Model Trainings

DITA and Content Model Trainings

Training videos provide DITA and content model concepts, and steps to perform key tasks involved in creating the content using Tridion Docs and Oxygen XML Author.

Training videos: Content Model and DITA Elements

DITA and Content Model Overview

Video explains DITA and Content Model concepts, and Tools.

Basics of creating a document training video

Training video explains the procedure to create all the components required to create a document.

- Creating folders
- Creating a publication
- Creating maps
- Creating topics
- Adding and editing content in a topic
- Adding maps to a publication
- Adding topics to a publication
- Building a document

1 **Adding images and tables training video**

2 Training video explains the steps to add and edit images and tables.

3

4 **Content reuse and content reference training video**

5 Training video covers the steps to reuse the content and add references to content.

6

7 **Using DITA tags training video**

8 Training video explains the concept of tags and covers the frequently used DITA tags.

9

10 **Day01 Training videos**

11 **Creating a project folder in SDL**

12 To create a document in SDL, create a project folder and the sub folders.

13

14 **Creating and editing topics**

15 Create a topic object to add content.

16

17 **Creating and editing DITA maps**

18 Create a Bookmap and DITA maps to map content in a document.

19

20 **Building a document**

21 Video covers the steps to build a document from start to the end.

22

1 **Day02 Training videos**

2 **Adding images to content**

3 The video shows the procedure to add images in the content.

4

5 **Adding tables in the content**

6 Video shows the steps to add a table in the content.

7

8 **Creating branches and versions**

9 Video describes the scenarios and steps to add branches and versions of an object.

10

11 **Setting Oxygen XML Author as default editor**

12 Video covers the steps to set Oxygen XML Author as default editor.

13

Index

Special Characters

_Oxygen XML Author	
add attributes window	11
full tags	11
space marks	11
tag view	11

A

Add RWS account in Tridion Docs	7
Add SDL account in Tridion Docs	7
Autocorrect	14

C

configuration	
Oxygen XML Author	11
Custom Dictionary	14

D

Documentation Center Staging	20
Download	
software	4

H

HTTP(S)/WebDAV preferences on Oxygen XML Author	15
---	--------------------

I

install	5 , 6
Install	
Oxygen XML Author	5
SDL Tridion Docs Authoring Bridge	6
SDL Tridion Docs Publication Manager	5
Install new add-ons	16
Installing the Terminology Checker	16

N

Network Connections	15
---------------------------	--------------------

O

Oxygen add-on	14
Oxygen XML Author	
additional configuration	11
install	5
usage tips	11

Oxygen XML Author add-on	14
Oxygen XML Author as default XML editor	10

R

RWS account	7
-------------------	-------------------

S

SDL account	7
SDL Tridion Docs Authoring Bridge	6
SDL Tridion Docs Publication Manager	5
set	
default XML editor	10
Setting	
Documentation Center development	20
software	
download	4
Spell Checker	14
Staging server	20

T

tags display mode	11
Terminology Checker	14
Tips	
Oxygen XML Author	11
Training	
DITA and Content Model	22