

KBPublisher

User Manual v3.0

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Introduction

What's new in KBPublisher 3.0

Category role based access

- Able to make any category private so that users must log on to read
- Able to assign roles for a category so that only users with assigned roles will have access to entries in that category.

Entry role based access

- Able to make any entry private so that users must log on to read
- Able to assign roles for the entry so that only users with assigned roles will have access to these entries.

Files browsing

- Files are now browsable the same way as articles
- Files area can be used as a download area of the knowledgebase.

Search in files

- Able to search the content of files
- Support for pdf, txt and html.

User roles

- User roles allow you to set up role based access, or you can use it just to organize users
- Roles are organized as a tree.

User privileges

- You can now create as many user privileges as you want.

User/member module rewritten

- Now any user can have access to both the Public area and Admin area (if they have appropriate privileges), no more double login required.

Category display type

- Three category display types. Browsable (default), Book or Quick FAQ
- Book - ideal for user manuals, etc.
- Quick FAQ - all articles displayed in one page. Ideal for FAQ sections of the knowledgebase.

Different menu type

- No menu
- Left Tree menu
- Left "FollowOn" menu

Article type

- Able to create and assign type for articles. Any type can have its own template
- Able to display article type on public site with article title. e.g. 123 - INFO: Article title

Article templates

- Customizable article templates.

Update article link

- A link in the public area to update the article if the user has privileges
- Full and Quick update modes.

Remote authentication / LDAP authentication

- Able to integrate your organization's authentication system with KBPublisher.

Plus

- Article approval flow
- File approval flow
- User approval flow
- User companies
- Search by article ID in public area
- More filter options in articles Admin Area
- Editable article statuses
- Editable file statuses
- Editable user statuses
- Editable Feedback subjects

And

- Code optimization for faster response times.

You can download evaluation version from [here](#)

Please note registration required.

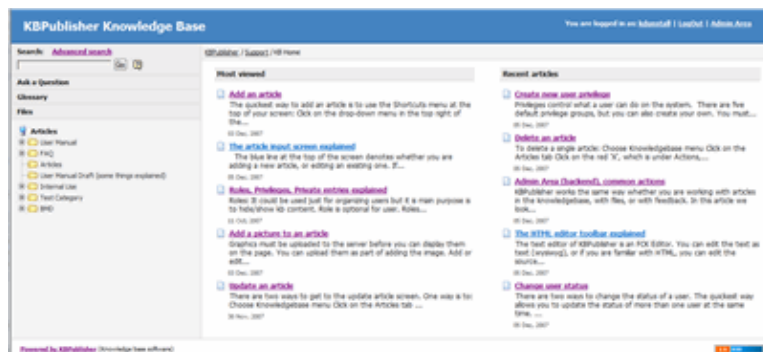
What is KBPublisher?

Welcome to KBPublisher

- ✓ A fully featured knowledge base that combines powerful WYSIWYG editing with easy to use functionality
- ✓ Unique design and workflow enables you to create and approve articles and files before they are made available to other users
- ✓ The separate File feature means that your existing documentation can be easily inserted
- ✓ Can be integrated into your company intranet or internet
- ✓ Repeatable, reusable content through templates, file attachments and mirror categories
- ✓ KBPublisher is highly customizable
- ✓ Full control of users, what they can do, and what they can see
- ✓ Can be configured to work in almost any language
- ✓ Import facility allows you to import users and articles from your old system in bulk
- ✓ Remote authentication allows you to integration your current user authentication system with KB Publisher.

Public area

Where site visitors, staff read articles, view files, supply/request feedback

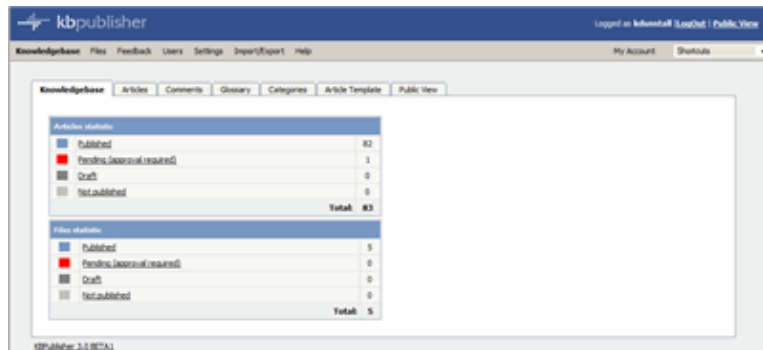


KBPublisher navigation gives you quick access to:

- Articles - read articles in the knowledgebase
- Files - view attached files
- Feedback - ability to contact administrator
- Glossary - a glossary of terms
- Comments - users can add comments to articles
- Ratings - users can rate content
- RSS feeds

Administration area

Where staff create, edit and publish articles, upload files, moderate the knowledgebase and manage users



Where those who prepare and approve the content:

- Create articles
- Have them approved and published (or publish them direct)
- Upload files
- Moderate feedback
- Manage comments
- Bulk import articles from other sources
- Manage categories
- Manage users
- Import users

Who might use KBPublisher?

KBPublisher is a knowledgebase and a content management system. It allows you to share information with employees, customers and partners.

Attach it to your company web site or use it standalone to:

- Share information with customers and partners
- Provide support for your products
- Answer a list of frequently asked questions
- Create a user manual, technical reference or APIs for your software.

Use it with your intranet or standalone to:

- Share information with employees or other team members
- Set up and use policies and procedures
- Use it as a support help desk
- Manage project documents and other content
- Provide training materials
- Share other company information.

The three different category types allow you to display the knowledgebase in a standard knowledgebase format, as FAQs on a page, or as a table of contents for a book or online help.

KBPublisher is extensively customizable. You can use it straight out of the box, or you can customize it to match your company design and requirements. The ability to create your own categories means you can organize your topics in any way you wish. You also have total control over who sees what content, and when they see it.

KBPublisher can be pretty much anything you want it to be

It's a knowledgebase

First and foremost, KBPublisher is a knowledgebase. Use it to share knowledge with others. Articles, white papers, user manuals, business processes, FAQs, online help, APIs and any other type of information you need to share.

It's a content management system

We wrote this user manual in KBPublisher.

We created repeatable, reusable chunks of content with templates and inserted them into articles where needed. We used the link and attach features to link to articles and files. We used categories and mirror categories to place each article exactly where we wanted it to be in multiple sections of the manual. We used privileges and types to control who could edit and who could view which sections of the manual. Had we wanted to, we could have used templates to create standard page formats to force our authors to use a consistent style throughout. Lastly, we used content type 'Book' to display the articles as a table of contents.

A help desk

You can use the Feedback option to create a simple help desk request system where the user logs a support request and you supply an answer either by emailing them back or posting an answer on the knowledgebase, or both. Other users can add comments to any postings. You can use the Supervisor function to route different requests to different people to answer. If you are really keen (and know a bit about HTML forms), you could set up forms in templates and have the user post these as help desk requests.

Public Area (front-end)

The **public area** in KBPublisher is what people who are reading the articles or looking at the files see (as opposed to the **admin area**, which is what authors, editors, moderators and administrators see).

Whether or not a user has to log in to view the public view depends entirely on how you have set up your knowledgebase. It can be set up in any of the following ways:

- Everyone who accesses your site can read the knowledgebase
- Anyone who wants to read the knowledgebase must register and login
- Part of the knowledgebase is available to anyone who visits your site while you must log on to view other parts.

Below is a screenshot of the public view.



Login details are in the top right-hand corner

1. If you are a registered user you can **login**. Once you are logged in, this section shows who you are logged in as, and the option changes to logout. If your login has author, contributor, editor or administrator privileges, this will also include a link to the public view.

If your knowledgebase administrator allows it, you can also register as a user to get access to non-public areas of the knowledgebase.

Search

2. The knowledgebase has both quick search and advanced search. Type text or an article ID into the search field for a quick search, or you can search on other options using the advanced search. You can find out more in [Search Explained](#).

Menu options (table of contents) can on the left-hand side, on the top menu or above the listed articles, depending on how the knowledgebase is set up. In this case, it has been set up so that menu options are in tabs across the top of the page.

3. When you first enter the screen the **Knowledgebase** tab is highlighted, meaning that articles are displayed. Articles are content that people have authored directly to the knowledgebase.
4. Click on **Downloads** to display a list of files instead. These files have been uploaded and may be text (e.g. Word documents, PDF files), graphics or other file.
5. Click on **Glossary** to display items in the glossary. While you are reading articles you will come across red words. These words have been defined in the glossary.
6. **Ask a question** allows the reader to contact the knowledgebase administrators. You might do this if, say, you couldn't find the information you were looking for, had problems using the system, or even if you had an idea for an article.

Categories

7. The **Categories** section is the table of contents. The user clicks on category items to see sub-categories. Articles in each category are displayed in the main part of the screen.

The actual content is in the main screen

8. When you first enter Public View, or click on Knowledgebase or Downloads, the main screen contains two columns. The first column lists the five articles or files that have been viewed most often.
9. The second column lists the last five articles or columns added. You can click on any of the articles to open the article to read it.

When you click on an actual article:

10. The article is displayed in the main screen
11. The article that you are viewing is highlighted in the left menu
12. The detailed article block displays actions and options you can do to this article.

As a viewer you can print the article, send it to a friend or add a comment. **Print** brings up a clean copy of the text without associated headings and menus which you can then print using your print button. **Email to friend** allows you to email a link to the article to someone else. You can include your own message with the email.

If you have author or editor access you may also update the article.

13. There are more options at the bottom of the screen. You can rate the article here, and there's another chance to add a comment.

The rating options are determined by the knowledgebase administrator. In the example below we show 'helpful' and 'not helpful', but you often find articles rated on a scale of, say, one to five.

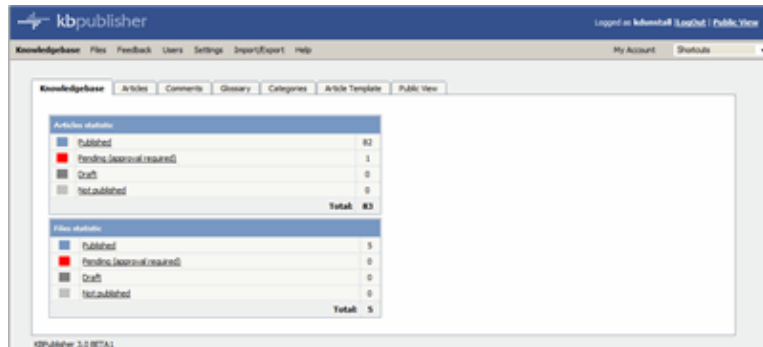
The screenshot shows the KBPublisher Knowledge Base interface. At the top, it says 'KBPublisher Knowledge Base' and 'You are logged in as AdminStaff | Logout | Admin Area'. Below this are navigation tabs: 'Knowledgebase', 'Downloads', 'Glossary', and 'Ask a Question'. The main content area is titled 'Finding articles' and contains text explaining search functionality. A sidebar on the left lists navigation options like 'User Manual', 'Introduction', and 'Public Area (front-end)'. A 'Public View' tab is highlighted at the bottom of the article content.

Tip:

- If you are in the Admin area, you can access the public view from the **Public View** tab under **Knowledgebase**.

Admin Area (back-end), common actions

The first tab you see when you enter the Admin area is the Knowledgebase tab. This shows a summary of the number of articles and files in the knowledgebase, and their current status.

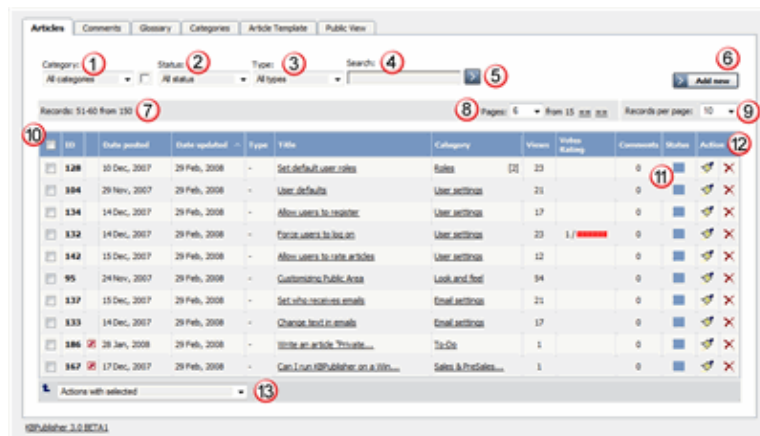


From here you can click on any of the links to produce a list of articles or files of that status. Or you can select another tab to manage articles, comments, categories and templates. You can also click on a menu option to choose another administration option files, feedback, users, settings or import/export.

Common functions

KBPublisher works the same way whether you are working with articles in the knowledgebase, with files, or with feedback.

In this article we look at some of the common functionality. The example shows the article screen, because it has the most functionality, but features are applicable for other screens as well.



1. **Category** allows you to filter records in the list so that only items from that category are shown. If the category you choose has sub-categories, items in the sub-category will also be listed.

2. You can restrict the list to published items, unpublished items or pending items by choosing a **Status**. For example, if you are an editor you may wish to just view articles that are pending (approval required) to get a quick list of articles to check and publish.
3. **Type** allows you to filter on items of a specified type. Because type is optional, many items may not have a type, so you can also choose to find items with 'no type assigned'. Choosing this option lists every article without a type, and omits those that do have nominated types.
4. If you wish you can **Search** for an article by it's title, by content in the article, using article keywords or by nominating the article ID. Use the asterisk (*) as a wildcard at the start and/or end of the text to widen the search.
5. Once you have chosen any of the options above, you must click on the Search/Filter button to produce the new list.
6. The **Add New** button allows you to add a new article, glossary item, category, file or user, depending on which screen you are currently on.
7. The knowledgebase shows you how many records it has found, and where you are in the list.
8. You can jump direct to another page by choosing the page number from the drop-down list. Or you use the next (>> >>) and previous (<< <<) buttons to move between pages.
9. You can switch between showing 10, 20 and 40 records per page by choosing the appropriate number from the drop-down list. (By default, ten records are shown, but the default can be changed by the administrator.)
10. This list of items shows:

- ◆ The article **ID**, which is the ID number this article is stored under in the database
- ◆ A **key** if the article is private
- ◆ The date the article was created, under the **Posted date**
- ◆ The article **Type**, if it has one
- ◆ The **Title** of the article
- ◆ The **Category** of the article
- ◆ The number of times this article has been viewed under **View**
- ◆ Number of **Comments** made about the article
- ◆ Whether or not there are any **Attachments**, and if there are, how many
- ◆ **Order** shows where this article is placed within its category
- ◆ **Status** is a color denoting whether the article is published, pending or unpublished
- ◆ **Actions**, which allow you to update or edit items

12. By default, the **Status** colors are:

- ◆ Blue: published
- ◆ Red: pending (approval required)
- ◆ Dark grey: draft
- ◆ Light grey: unpublished

These colors can be changed by the administrator.

13. You can update or edit any item from this screen using the actions in the **Actions** column.

To update an item, click on the paintbrush. To delete an item, click on the red cross.

14. Or you can use the bulk update option. Check the articles you wish to update, and then choose the appropriate bulk action from the drop-down list.

Finding articles

You can browse for articles by clicking on category headings and then selecting the appropriate item, or you can search for articles using the search tool.

Searching the knowledgebase is easy and powerful.

Search functionality is provided by MySQL full-text searching. This is a natural language search that allows you to type in a question or regular sentence that describes the information you are looking for, and then uses programmed logic to determine the keywords in the sentence.

Quick search allows you to search for the title of the article, for text within the article, for any meta information such as keywords and for the article ID. If you cannot find what you are looking for, the advanced search allows you to further refine your search to a specific article type or category.

If you still cannot find the information, KBPublisher has feature whereby you can ask a question. As you type the system brings up possible articles that might answer your question. If you still can't find an answer in that list, click OK to email your question to the knowledgebase administrator.

Questions can be targeted too, so that a question about a specific product, say, can be sent to the team who looks after that product, while a general pricing question can be sent to the sales team.

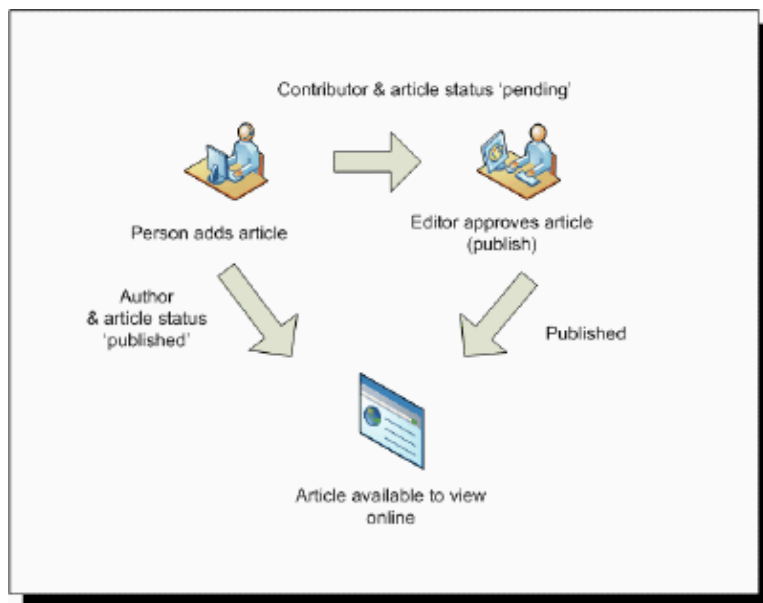
Article workflow

Content is added to the knowledgebase in the form of articles.

Users with author or contributor access create the articles. They work on them in draft mode until the article is complete.

If they are authors, they can publish direct to the knowledgebase. If they are contributors they can only create drafts and articles that are 'pending' approval and these must then be 'published' by a supervisor or administrator.

Every knowledgebase category can have a "Supervisor". If an article is placed into pending in a category with a supervisor, then the supervisor receives an email notification to approve the article. If there is no supervisor for the category then a notification is sent to the knowledgebase administrator instead.



The user who approves the article must have the appropriate privileges to approve it. If the article is private, the approver must also have access to it (i.e. they should have an appropriate role).

User privileges

Any user can read articles, but in order to create articles and to publish them to the knowledgebase, users must have certain privileges.

For example, to actually write articles a user must have author or contributor privileges.

To publish the article for other users to read, they must be in the author, editor or moderator privilege groups. KBPublisher comes with five default privilege groups, and you can also create your own.

[tmpl:include15]

Here is a quick chart of default user types in KBPublisher

	No privileges not logged in	No privileges logged in	Contributor	Author	Editor	Moderator	Admin.
Read published articles/files	●	●	●	●	●	●	●
Read private published articles/files		●	●	●	●	●	●
Add comments*	●	●	●	●	●	●	●
Rate articles*	●	●	●	●	●	●	●
Email administrator*	●	●	●	●	●	●	●
Create articles			●	●	●	●	●
Edit/delete own draft articles/files			●	●	●	●	●
Edit/delete own published articles/files				●	●	●	●
Edit/delete other authors' articles/files					●	●	●
Publish articles				●	●	●	●
Add/edit delete glossary items					●	●	●
Manage user comments					●	●	●
Manage categories						●	●
Create/edit/update users						●	●
Manage templates						●	●
Import/export articles/users							●
Change KBPublisher settings							●

* Adding comments, rating articles and sending emails to the administrator are all options that can be turned on or off in the settings. Hence while these options are available, they must also be turned on if you wish to use them.

User roles

Roles allow you to set up a hierarchy of users and to control which articles users can see.

Roles are set up as tree structures, and when you mark an entry as private to a specific role then users with this role and with parent roles have access to the article. Any role below it in the tree, and roles that do not belong to 'current tree', will not be able to access the article.

For example, suppose you have the following roles:

Title
Employees
Customers
Contractors
↳ Manager
↳ Beta Tester
↳ Tech Writer
↳ Programmer
Partners

In the above tree the Contractors role has a sub-role of Manager, and below that sub-sub-roles of Beta Tester, Tech Writer and Programmer.

If you mark an article private and assign to it a role of 'Programmer', then contractor managers and programmers will be able to access the entry. No one else will have access to this article.

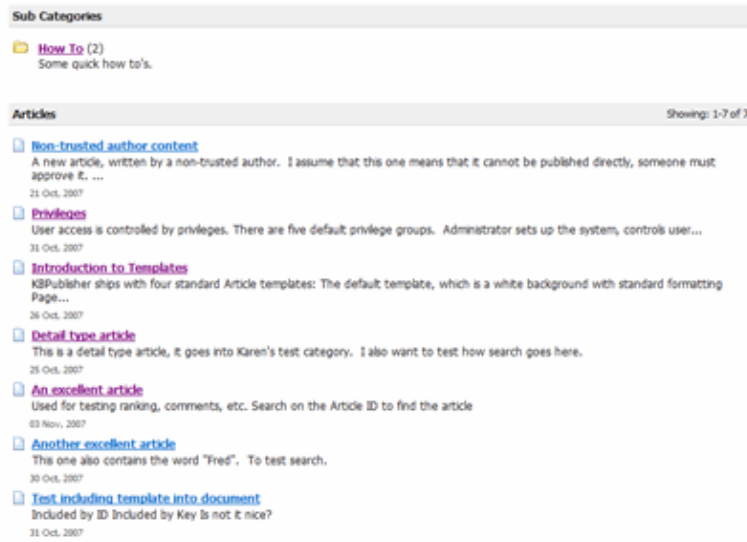
Note:

- Users with administrator privilege have access to any article in any category.

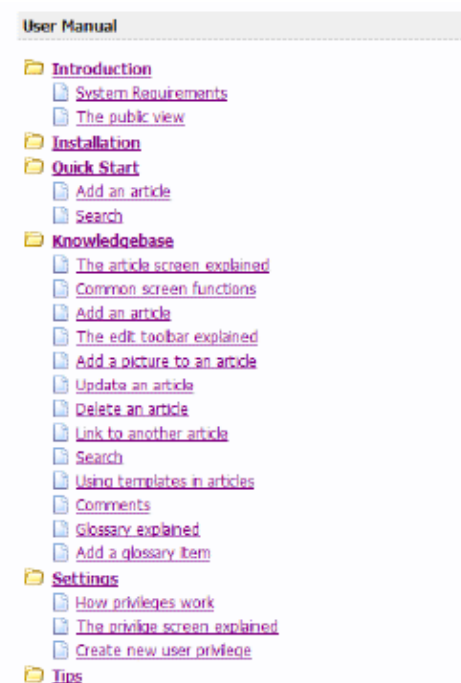
Category types

Category type controls how articles in this category are displayed in the public view. There are three category types:

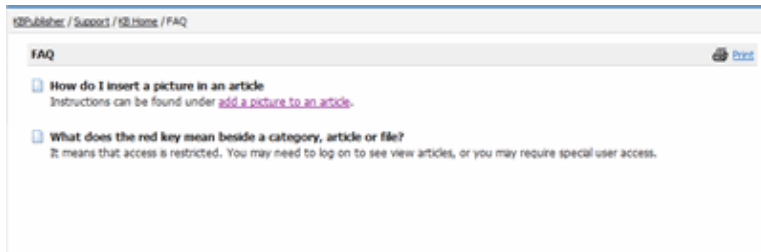
- The **default** type displays a list of articles, along with one or two lines of text. If the category has sub-categories, these are displayed above the list.



- The **book** type displays items as a table of contents.



- The **FAQ** type displays all articles in the category on the same page.



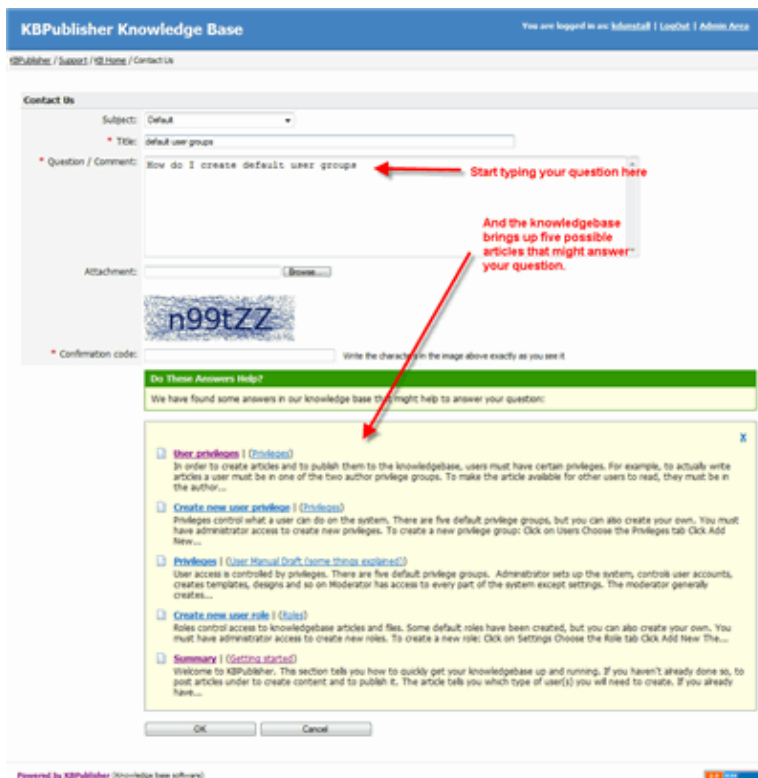
Quick Response

By "connecting" your contact form with your knowledge base, your visitors can get instant answers to questions that they would normally send you via email.

If a user clicks on **Ask a question**, when they start typing their query into the **Question/Comments** field, KBPublisher checks what they are typing and searches for articles that may answer the question.

It presents the five best matches at the bottom of the screen under a heading called 'Do these answers help?'

The five articles returned change as the user types more words.



Installation

System Requirements

KBPublisher has very minimal requirements and should work on any modern server.

Client Side:

- Operating System: Any Windows, Mac or Linux
- Web Browser: Internet Explorer 5.5+ and Gecko browser (Firefox / Mozilla / Netscape)
- JavaScript: Must be enabled

Server side

- Operating System: Linux, Unix, Windows, Mac
- Web Server: Apache Web Server / IIS5 or above
- Database: MySQL 4.1 or above
- Scripting Language: PHP 4.3.0 - 5.2...
- Decoding Software: [Ioncube Loader](#)

Installing KBPublisher

The easiest way to install KBPublisher is to use the installation wizard.

The install script is extremely simple. The only action required on your part is to click the *next* button when each step is completed and you will be prompted for each action that is required from your side to proceed with installation. However, there are some things you need to do before you start to ensure the process runs smoothly.

Before you start

Check that:

- PHP is installed on your server
- MySQL is installed on your server
- ionCube loader is installed or enabled

If any of these are not, install these first.

Create your database

If you do not already have a database that you want to use, you next need to create your database.

At the MySQL console, run the following commands:

```
mysql> CREATE DATABASE [database name]  
mysql> GRANT ALL ON [database name] TO [username]@[host] IDENTIFIED BY '[password']
```

e.g.

```
CREATE DATABASE knowledgebase  
GRANT ALL ON knowledgebase TO me@mydomain.com IDENTIFIED BY  
xda44f54fddGHRECT
```

This will be the database and user information that you later type in when the wizard asks for it.

Install KBPublisher using the wizard

1. Unpack the distribution package
2. Place it somewhere in your web-server's document root, preferably the parent directory of your root web directory. Usually the root directory will be *public_html* or *htdocs*.

3. You can rename "kb" folder as you wish (it will be a part of your URL for knowledge base)
For example if you rename it to "kbbase" and place it in document root directory (document root/kbbase)
the URL for knowledge base will be **www.yourdomain.com/kbbase/**
4. Type `http://<your_domain>/<kb_installation_path>/setup/index.php` into your browser address line, where `<your_domain>` is your domain name, and `<kb_installation_path>` is either 'kb', if you retained the default, or whatever folder you renamed it to. For example, if you used the domain name in step 3, this would be **www.yourdomain.com/kbbase/setup/index.php**.
The installation wizard comes up.
5. Follow the installation wizard instructions.

Notes

- We recommend the following directory structure (and this is what the installation wizard creates).



kb_file - for uploads via "Files" module

kb_cache - for cache files

kb - knowledgebase code (rename it as you wish, it will be a part of your URL for knowledge base)

kb_upload - for uploads via HTML editor

- The **kb_file**, **kb_cache** and **kb_upload** directories must be writeable by PHP. The installation wizard creates these directories if you run a Windows system. However, if you are a Linux user it may fail due to access problems. In this case you will need to create the directories manually and CHMOD them to 0777.
- We recommend that you place the **kb_upload** directory in the parent directory of your root web directory. If you later decide to move your knowledgebase to new location it will help you to keep paths correct for uploaded images.

Installing KBPublisher manually

If you don't want to install KBPublisher using the [install wizard](#), you can install it manually as follows:

1. Unpack the distribution package.
2. Place it somewhere in your web-server's document root, preferably the parent directory of your root web directory. For many people, this will be the **public_html** directory.
3. By default, the distribution package is in a folder called **kb**, and this link will be included in the URL of the knowledgebase. For example, the default URL of the knowledgebase will be **www.your_domain/kb/**, where *your_domain* is your domain name.
You can rename the 'kb' folder as you wish. If, for example, you rename it to 'kbbase' and place it in the document root directory, the URL for knowledge base will be **www.your_domain/kbbase/**.
4. Create an empty MySQL database to be used by KBPublisher, or use existing one.

Once you are at the MySQL console, you can run the following commands:

```
mysql> CREATE DATABASE [database name]
```

```
mysql> GRANT ALL ON [database name] TO [username]@[host] IDENTIFIED BY  
'[password]'
```

5. Create a directory to store files uploaded by the **File** option. We recommend that you name it **kb_file** and place it somewhere outside your document root directory. It should not be accessible via http (web browser).

Create a directory to store cache files. We recommend that you name it **kb_cache** and place it somewhere outside your document root directory. It should not be accessible via http (web browser).

The structure of directories should look like this:



6. If you are installing a new version of KBPublisher:

- ◆ Create tables using db dump file at **kb/setup/db/install.sql**
- ◆ Create an admin user using file at **kb/setup/db/create_user.sql**

If you are upgrading from a previous version of KBPublisher:

- ◆ Use DB dump file **kb/setup/db/upgrade_from_[version]_to_[version].sql**
- ◆ *Do not forget to backup old DB.*

7. Configure your **kb/admin/config.inc.php** configuration file.

If you installed KBPublisher in **document_root/kb/** directory

```
$conf['admin_home_dir'] = '/kb/admin/';  
$conf['client_home_dir'] = '/kb/';
```

If you installed KBPublisher in **document_root** directory

```
$conf['admin_home_dir'] = '/admin/';  
$conf['client_home_dir'] = '/';
```

8. In some cases you have to configure your **kb/index.php** file to set the correct path to admin directory and **kb/rss.php**, **kb/captcha.php** files to set the correct path to kb installation directory. Normally these will work without any modifications.

9. Give your **kb_upload**, **kb_file**, **kb_cache** directory full write permissions.

In unix you can type "chmod 777 <directory>". On Windows you must go through your webserver to give it write permissions.

10. You're done.

The public area screen will be available at **www.your_domain/kb/**

The admin area will be available at **www.your_domain/kb/admin/**

Login: admin

Password: demo

DO NOT FORGET TO CHANGE PASSWORD!

11. Log on to KBPublisher and go to **Settings** tab to configure settings.

Make sure you set correct email address at *Setting -> Email* .

12. Read the FAQ

Upgrading KBPublisher

Before you start

Please note that upgrading via the wizard is possible only for version 2.0 and above. If you are currently using an older version of KBPublisher upgrade to version 2.0 first.

Option 1 (retain current installation until you have tested the upgrade)

1. Make a copy of your previous KBPublisher installation database. This database will be modified during the upgrade.
2. Unpack the distribution package to a directory with a different name to that of your current knowledgebase directory, for example to "kb_new". This ensures that the previous installation is not overwritten.
3. Open your browser and go to ***http://<your_domain>/<kb_installation_path>/setup/index.php***, where *<your_domain>* is your domain name, and *<kb_installation_path>* is the path where KBPublisher is installed that you created in step 2. e.g. ***http://mydomainname.com/kb_new/setup/index.php***. The installation wizard comes up.
4. Follow the installation wizard instructions.
5. After testing the new installation, rename your current (old) KBPublisher installation directory to something appropriate, for example to "kb_old".
6. Rename new KBPublisher installation directory to your previous installation directory name.
7. Update configuration file *<kb_installation_path>/admin/config.inc.php* by setting new values for `$conf['admin_home_dir']` and `$conf['client_home_dir']`.

Note that this option creates a new database. If you wish to continue to use the original database, then once you have tested that everything is working, backup the old database, rename the new one and change the database name in config.inc.php to match the name of the original.

Option 2 (upgrade directly into the current knowledgebase)

1. Rename your current KBPublisher installation directory. For example to "kb_old".
2. Backup your database.
3. Unpack the distribution package to the directory where the previous version of KBPublisher was installed.
4. Open your browser and go to ***http://<your_domain>/<kb_installation_path>/setup/index.php***, where *<your_domain>* is your domain name, and *<kb_installation_path>* is the path where KBPublisher is installed. e.g. ***http://mydomainname.com/kb/setup/index.php***. The installation wizard comes up.
5. Follow the installation wizard instructions.

Option 3 (replace modified files only)

With some small KBPublisher upgrades, we supply a quick upgrade option called a "Modified Files Only" package. For example, this package is available to upgrade from v3.0 to v3.0.1 This allows you to simply replace modified files rather than doing a full upgrade. You can download it from your client area in the same way you can download a full upgrade package.

The modified files package contains:

- A **kbp** folder that contains all modified files to be copied. The structure of the folder and sub-folders is the same as the KBPublisher directories/files structure
- A **My-SQL script** to run, called *db_upgrade_from_[version]_to_[version].sql*, that updates the version number of your database
- A file called **how_to_upgrade.txt** that tells you what you need to do to upgrade
- A **list of updated files** in *updated_files.txt*.

Standard steps to upgrade:

1. Backup your current KBPublisher installation, directory and database (recommended).
2. Copy the contents of the **kbp** folder found in downloaded "Modified Files Only" package to your current KBPublisher installation directory. We recommend that you copy the files by folder, rather than all at once.
(ATTENTION: Mac OS users. You should copy file by file. Do not copy folder by folder. It does not work for you and will replace entire folder(s) and delete non modified files).
3. Upgrade your database by running the *db_upgrade_from_[version]_to_[version].sql* file found in downloaded "Modified Files Only" package. If your KBPublisher tables prefix is not "kbp" then you should update sql file and set you tables prefix.

For example from:

```
UPDATE `kbp_setting` SET `input_id` = '5' WHERE `id` = 46;
```

To:

```
UPDATE `your_prefix_setting` SET `input_id` = '5' WHERE `id` = 46;
```

Notes:

- The original installation will already have *kb_file* and *kb_upload* directories. Check where these are, and during the upgrade make sure that your *kb_file* and *kb_upload* directory paths are the same as for original installation
- Here is a recommended directory structure for KBPublisher



kb_file - is for uploads via 'Files' module

kb_cache - is for cache files

kb_upload - is for uploads via the HTML editor

kb_file, kb_cache and **kb_upload** directories must be writeable by PHP.

On a Windows system this generally is not a problem, but on Linux systems you will need to CHMOD these directories to 0777.

Installing ionCube loader

To run KBPublisher ionCube loader must be installed.

On many web servers the Loader can be enabled automatically with no changes to the php.ini file or server restart required.

If your server does not have ionCube support already enabled, you can obtain Loaders for your server platform from [here](#). Instructions for installing Loaders can be found [here](#).

Also you can run ioncube helper file distributed with KBPublisher.

Run your browser to *http://<domain.com>/<kbp_directory>/ioncube/ioncube-loader-helper.php*

Getting started

Summary

Welcome to KBPublisher. This section tells you how to quickly get your knowledgebase up and running.

- If you haven't already done so, [install KBPublisher](#)
- [Create one or more categories](#) to post articles under
- [Add some users](#) to create content and to publish it. The [Default User Privileges](#) article tells you which type of user(s) you will need to create. If you already have a list of users in another database, consider [importing](#) them in to KBPublisher rather than adding each one manually.
- [Add some articles](#). Likewise, if you have a lot of articles that already exist in another database, consider a [bulk import](#) of articles instead of typing them in manually.

That's it. Your knowledgebase is ready.

Add a category

The quickest way to add a category is to use the **Shortcuts** menu at the top of your screen.

- Click on the drop-down menu in the top right of the screen and choose **Add new category**.

Or you can do it via the **Categories** tab in the **Knowledgebase**.

- Click on the **Knowledgebase** menu
- Choose the **Categories** tab
- Click on **Add New**.

Once you are on the category screen you must complete the following sections:

- Add a **Title**. This is the name that will be displayed on the left menu or in any table of contents.
- Define where it fits in the category hierarchy by choosing a **Parent category** and an **Order**. If you don't change these you will add a new top-level category and it will be placed last.

You may also:

- Change how articles are displayed by specifying a category **type**
- Control access through **Private** and **Active**
- **Allow** users to **comment** on or **rate** articles in the category
- Nominate a person to approve articles (**Supervisor**) for the category

You can find out more about each of these fields and how they work in [the Category screen explained](#).

Add an article

The quickest way to add an article is to use the **Shortcuts** menu at the top of your screen:

- Click on the drop-down menu in the top right of the screen and choose **Add new article**.

Or you can do it via the **Articles** tab in the **Knowledgebase**.

- Click on the **Knowledgebase** menu
- Choose the **Articles** tab
- Click on **Add New**.

Once you are on the article screen you must complete the following sections:

- Choose where you want the knowledgebase article to be displayed by clicking on a **Category**.
- If you want it to be displayed under other headings as well, click on each category in **Mirror in Categories** that you want it displayed in. You can select more than one mirror category. Hold the <Ctrl> key down while you select each mirror category.
- Add a **Title**. This is the heading displayed on the knowledgebase screens and in any menus/table of contents.
- Type your article in the **Article** editing box.

The following items are optional:

- To help users search within your database, include a **Type** and **Meta Keywords**
- To optimize web search add **Meta Keywords/Tags** and a **Meta Description**
- To add links to other web sites, include **External links**
- To add links to other articles in the KBPublisher database, include them as **Related articles**
- To add links to files, include them as **Attachments**
- To force users to log on to read an article, mark it as **Private**
- To say where in the list the article is placed, specify the **Order**
- Use the **Status** field to make the article available to read.

You can find out more about each of these fields and how they work in [The Article Screen Explained](#).

Once your article is complete:

- Click **OK** to save it.

Tips:

- If you leave this page before you click OK, your article will not be saved.

- If you have a number of articles to add from another database, say, you may want to import articles instead of adding them.

Add a glossary item

The quickest way to add a glossary item is to use the **Shortcuts** menu at the top of your screen

- Click on the drop-down menu in the top right of the screen and choose **Add new glossary item**.

Or you can do it via the **Glossary** tab in the **Knowledgebase**.

- Choose **Knowledgebase** menu
- Click on the **Glossary** tab
- Choose **Add New**

Once you are on the screen you must complete the:

- **Word/phrase** field. This is the word or phrase that is highlighted in red the articles.
- **Definition**. This is the text displayed in the yellow box when the user clicks on the word that is highlighted.

You can also choose whether to:

- **Highlight once**. If you check this box the glossary item will only be highlighted once on each article page. If you don't check this box, every time the word or phrase is found, it will be highlighted.

Add a user

To add a new user

- Click on the **Users** menu
- Click on **Add New**.

Once you are on the Users screen you must complete the following sections:

- Give the user a **First Name** and a **Last Name**
- Add their **Email**
- Give them a **Username**. If you prefer, you can set their email as their user name.
- Set up a **Password**

The following items are optional:

- Assign a **Privilege**. If you do not assign a privilege the user will have standard read access to the public area.
- To classify the user, and provide another level of access, include a **Role**
- You can include extra user details such as a **Middle Name, Phone** and **Company**
- You can add comments about the user or registration
- To give the user immediate access to the system, make this user **Active**
- To send an email to the user after then that their user ID has been created, check **Notify User**.

You can find out more about each of these fields on the User screen and how they work in the [User Screen Explained](#)

Once your user has been set up:

- Click **OK** to save it.

Tips:

- If you leave this page before you click OK, your article will not be saved
- If you have a number of users to add from another database, say, you may want to [import users](#) instead of adding them
- Or you may choose to [allow users to register](#), which effectively allows them to create their own user.

Final steps

You now have a simple, working knowledgebase. Now users can read your articles.

From here, you may like to:

- Experiment with different category types to see what effect each one has
- Consider adding roles to users so that you can control what individual users see
- Add items to your glossary
- If you have lots of pre-existing documentation that can't be imported as articles, why not upload them as files.

If you are an administrator, you can also fine-tune the system:

- Modify the look and feel of your knowledgebase
- Add some templates to make creating your articles easier
- Take a look at the email templates to see what's in the mails going out from and coming in to the knowledgebase
- Manage the RSS feeds
- Create your own user privileges and roles
- Set some initial user defaults.

Importing

Import users

You can import users in bulk. You might want to do this if you are changing over to KBPublisher from an old system, or if you have signed up a new company or organization and the company provides you with a list of users to create.

The process is:

- Create a file of users to import
- Upload a test sample to the system
- Import.

Create a file of users to import

First, you need to create your file of users. This is a comma-separated (CSV) text file that consists of some or all of: **first name**, **last name**, **email**, **username**, **password**, user ID, date registered, middle name, telephone number and an active flag.

- The first five fields (highlighted bold) *must* be included. You can include some, all or none of the others as required.
- They do not have to be in the same order as above, but each line in the import file must contain the same fields in the same order.
- The password is encrypted. You cannot import plain text passwords; they must be encrypted in MD5 format. Ensure that the person providing you with the list encrypts the passwords.
- The active flag defaults to '1', which is active, so the only time you would set this is if you don't want the users to be active.
- Place the data for each user onto a single line, and separate each field by a comma. Do not include spaces before or after the comma.
- The [TestImportUsers.csv](#) file is a sample that shows what your upload file should look like. This file includes the five default fields only.
- Field sizes and types are specific, as per the table below. Your data must fit within these parameters or the upload will fail.

Field	Type/size	M/O	Comments
first_name	varchar(50)	compulsory	
last_name	varchar(100)	compulsory	

email	varchar(100)	compulsory	
username	varchar(50)	compulsory	
password	varchar(32)	compulsory	Encrypted. MD5 format.
imported_user_id	int(10) unsigned	optional	
date_registered	date	optional	Format YYYY-MM-DD. If not supplied will use current date.
middle_name	varchar(50)	optional	
phone	varchar(20)	optional	
active	tinyint(1)	optional	Default = 1

Create a test file

Don't try to upload the whole file without testing it first. If something goes wrong you may then have to delete all those half-imported users and try again. Create a test file and run that first.

- Copy the first, say, three lines of your text import to a separate file
- Either:
 - ◆ Save the file to a local drive (e.g. somewhere on your c: drive)
 - ◆ Upload the file to the server

Import the test file

You are now ready to import the *test* file to KBPublisher.

- Click on the **Import/Export menu**
- This brings up the **Import Users** tab
- If the import file is on your c: drive (or another local drive),
 - ◆ Choose **Load Data Local File** in the **SQL Load Command** field
 - ◆ **Browse** for the **CSV file** on your drive and open it
- If the import file is on the server,
 - ◆ Choose **Load data file**
 - ◆ Type the address where the file is located into the **Path to file** field on **CSV file** line
- Move the **CSV fields** around to specify which fields are in the file and what order they are in. Do this by clicking on the name of the field you want to move and dragging and dropping it

into the appropriate place.

For example, suppose you only want the five mandatory fields included. You need to move the *date_registered* and *imported_user_id* fields out of the **Fields in CSV** box and into the **Available table fields** box. Let's start with the *date_registered* field.

- ◆ Click on the *date_registered* field and hold the mouse down
- ◆ While holding the mouse down, **drag** the *date_registered* field over to the **Available table fields** box
- ◆ **Drop** the field into the box by releasing the mouse



Make sure that you place it in the order it appears in the file.

- Change **CSV options** if required.
- Click **Load**.

Once the load is complete you are returned to the Import Users tab. At the top of the screen you see a message telling you whether the import was successful and how many users were imported.

- If the import reports as successful, click on the **Users** tab to check the result for yourself.

Fix any problems

All going well, you should now have three new users. Check them carefully and ensure that everything worked as you expected.

If you had problems, delete these three users, fix the test file and run it again. Keep fine-tuning until it works, and then update the real file to match the fixes you made in the test file.

You are now ready to import the rest of the users.

Import users

Import the rest of the users using the same process as for the test file, only this time using the real data file.

Note:

- Imported users have no roles or privileges.
- If any unique keys will be duplicated during import, records from cvs file will be ignored.
- Use the **bulk actions** option to change roles, privileges, etc.

Import articles

You can import articles in bulk.

You might want to do this, say, if you are changing over to KBPublisher from another system.

The process is:

- Create a file of articles to import
- Upload a test sample to the system
- Import.

Create a file of articles to import

First, you need to create your file of articles. This is a comma-separated (CSV) text file that consists of some or all of: **title**, **body**, **date_posted**, *id*, *author_id*, *updater_id*, *meta_keywords*, *meta_description*, *entry_type*, *external_link*, *date_updated*, *hits*, *sort_order*, *private* and an *active* flag.

- The first three fields (highlighted bold) *must* be included. You can include some, all or none of the others as required.
- They do not have to be in the same order as above, but each line in the import file must contain the same fields in the same order.
- The active flag defaults to '1', which is active, so they only time you would set this is if you don't want the users to be active.
- Place the data for each user onto a single line, and separate each field by a comma. Do not include spaces before or after the comma.
- Place quotes (") around text fields such as **body**, and be sure to check that your text does not have quotes within the text. If your body, or other text field, does contain quotes, choose a different delimiter and update the **fields optionally enclosed by** field to match.
- The [TestImportArticle.csv](#) file shows a sample of what your upload file should look like. This file includes the three default fields only.
- Field sizes and types are specific, as per the table below. Your data must fit within these parameters or the upload will fail.

Field	Type/size	M/O	Comments
title	text	M	Enclose text in quotes (")
body	mediumtext	M	Enclose text in quotes (")
date_posted	datetime	O	Format 0000-00-00 00:00:00
id	int(10)	O	Record ID. If this record ID already exists in the database KBPublisher will skip the

			record. It will not overwrite an existing ID.
author_id	int(10)	O	If not supplied, the user currently logged in and importing the articles is set as the author.
updater_id	int(10)	O	If not supplied, the user currently logged in and importing the articles is set as the updater.
meta_keywords	text	O	Enclose text in quotes ("). Format should be the same as if you are adding the keywords in add new article.
meta_description	text	O	Enclose text in quotes (").
entry_type	tinyint(3)	O	Type.
external_link	text	O	Enclose text in quotes (").
date_updated	timestamp	O	Defaults to time imported to knowledgebase.
hits	int(10)	O	Defaults to 0.
sort_order	smallint(5)	O	Defaults to 1.
private	tinyint(1)	O	Defaults to 0.
active	tinyint(1)	O	Defaults to 1.

Create a test file

Don't try to upload the whole file without testing it first. If something goes wrong you may then have to delete all those half-imported articles and try again. Create a test file and run that first.

- Copy the first, say, three lines of your text import to a separate file
- Either:
 - ◆ Save the file to a local drive (e.g. somewhere on your c: drive)
 - ◆ Upload the file to the server

Import the test file

You are now ready to import the *test* file to KBPublisher.

- Click on the **Import/Export menu**

- Click on the **Import Articles** tab
- If the import file is on your c: drive (or another local drive),
 - ◆ Choose **Load Data Local File** in the **SQL Load Command** field
 - ◆ **Browse** for the **CSV file** on your drive and load it
- If the import file is on the server,
 - ◆ Choose **Load data file**
 - ◆ Type the address where the file is located into the **Path to file** field on **CSV file** line
- Move the **CSV fields** around to specify which fields are in the file and what order they are in. Do this by clicking on the name of the field you want to move and dragging and dropping it into the appropriate place.

For example, suppose you want the three mandatory fields included, plus the author ID. You need to move the *user_ID* field from the **Available table fields** box into the **Fields in CSV file box**.

 - ◆ Click on the *user_ID* field and hold the mouse down
 - ◆ While holding the mouse down, **drag** the *date_registered* field over to the **Fields in csv file box**
 - ◆ **Drop** the field into the box by releasing the mouse



Make sure that you place it in the order it appears in the file.

- Change **CSV options** if required.
- Click **Load**

On completion of the load, you will see a message at the top of the Import Articles screen telling you how many files were imported successfully and how many were skipped.

- If the upload was successful, click on the **Articles** tab to check out the articles.

Fix any problems

All going well, you should now have three new articles in your knowledgebase. Check them carefully and ensure that everything worked as you expected. If you had problems, delete these three articles, fix the test file and run it again. Keep fine-tuning until it works, and then update the real file to match the fixes you made in the test file.

You are now ready to import the rest of the articles.

Import articles

Import the rest of the articles using the same process as for the test file, only this time using the real data file.

Note:

- Articles are imported with a category name of *Imported*. If this category does not exist it will be created as part of the upload process.
- If any unique keys will be duplicated during import, records from cvs file will be ignored.
- Use the **bulk actions** option to change the categories, mirror categories, etc.

Remote Authentication

Using Remote Authentication

Remote authentication allows you to integrate your organization's authentication system with KBPublisher. Configuration requires only a few simple steps.

Before you start:

- We assume that you have some experience with remote authentication, with PHP, and with the system you are connecting to.

Steps to enable Remote Authentication

- Set the config variable `$conf['remote_auth']` in the file `admin/config.inc.php` to **1**
- Set required values for constants in file `admin/lib/custom/remote_auth.php`
- Customize the `_remoteDoAuth` function in the file `admin/lib/custom/remote_auth.php` to authenticate the username and password passed to it against your own authentication system

Quick summary of the process

- End User sends an authentication request by logging in to the knowledgebase
- Remote Authentication checks for valid user credentials
- KBPublisher authenticates the user .

Customizing the `remoteDoAuth` function

In your installation there is a folder `admin/lib/custom`. Within that folder is a file called `remote_auth.php`. This file contains the `_remoteDoAuth` function. Customize this function to do authentication against your internal system by using the username and password provided.

Here is a simple example of the function customized to authenticate against a MySQL database:

```
function remoteDoAuth($username, $password) {
```

```
$user = false;
$db = &DBUtil::connect($conf);

$sql = "SELECT 1 FROM ss_user WHERE username = '%s' AND password = '%s'";
$sql = sprintf($sql, $username, $password);
$result = &$db->Execute($sql) or die(db_error($sql, false, $db));

// if found
if($result->RecordCount() == 1) {
    $user = 1; // assign a user id, this user id should exists in kb
}

return $user;
}
```

Using Active Directory for Remote Authentication

It is possible to use Remote Authentication with your your LDAP server.

Before you start:

- We assume that you have some experience with remote authentication, with PHP, and with lightweight directory access protocols (LDAP).

Requirements

LDAP support in PHP is not enabled by default. You will need to enable it. For more details check PHP documentation at <http://php.net/ldap>.

You may want to use Active Directory/PHP Helper library from <http://adldap.sourceforge.net>. If you do want to use it, download the library and place it into the *kb_installation_dir/admin/lib/custom* directory.

Here is an simple example of the function customized to authenticate against a LDAP server:

```
function remoteDoAuth($username, $password) {  
  
    require_once 'custom/adLDAP.php';  
  
    $auth = false;  
    if(empty($username) || empty($password)) {  
        return $auth;  
    }  
  
    //create the AD LDAP connection  
    $adldap = new adLDAP();  
  
    // if found  
    if($adldap->authenticate($username, $password)){  
        $user = 1; // assign a user id, this user id should exist in kb u  
    }  
  
    return $user;  
}
```

You can find more examples in *kb_installation_dir/admin/lib/custom* directory.

Different ways for Remote Authentication

There are two different types of remote authentication. It is controlled by the **KB_AUTH_TYPE** constant:

1. Adding/refreshing remote user data to KBPublisher and authenticate user.
2. Authentication by existing KBPublisher user.

Adding/refreshing remote user data to KB and authenticate user

KB_AUTH_TYPE = 1

On success, the authentication function *remoteDoAuth* should return an associative array with the following keys:

- first_name
- last_name
- email
- username
- password-- as the user types when they login, that is, not encrypted
- remote_user_id -- a unique userID stored in your system, integer
- role_id - (optional)
- priv_id - (optional) privilege for user. If user has a privilege, he will have access to Admin Area

Authentication by existing KBPublisher user

KB_AUTH_TYPE = 2

On success, the authentication function *remoteDoAuth* should return the user_id of the user in the KBPublisher USER table or an associative array with keys (user_id, username), for example: array('user_id'=>7, 'username'=>'Test').

There are also other configuration variables

- **KB_AUTH_AREA**
 - 1 - Enabled for Public area only, remote authentication allowed on Public Area login screen
 - 2 - Enabled for Public and Admin areas

- **KB_AUTH_LOCAL**
 - 0 - never try to authenticate by KBPublisher built in authentication
 - 1 - always try to authenticate by KBPublisher built in authentication first
 - 2 - will try to authenticate by KBPublisher built in authentication if Remote Authentication failed

- **KB_AUTH_LOCAL_IP**
 - Only users with specified IP(s) are allowed to be authenticated by KBPublisher's built in authentication
 - it only matters when `KB_AUTH_LOCAL = 1` or `2`.
 - You can set a specific IP or an IP range. Use an "-" to separate IP ranges, and a ";" to separate individual IP addresses.
 - For example: *127.0.0.1;210.234.12.15;192.168.1.1-192.168.255.255*

- **KB_AUTH_REFRESH_TIME**
 - The time, in seconds, to rewrite user data, ($3600*24*30 = 30$ days), works if `KB_AUTH_TYPE = 1`
 - 0 - never. Once the user is created, data in kb table never updated by script
 - 1 - on every authentication request user data in the knowledgebase will be synchronized with data provided by script.

- **KB_AUTH_RESTORE_PASSWORD_LINK**
 - Here you may provide a link where your remote users can restore their password.
 - Set to false not to display the restore password link at all.
 - KBPublisher will determine whether to set your link or the built-in one.

Remote Authentication scenarios

Here are some examples/scenarios for Remote Authentication:

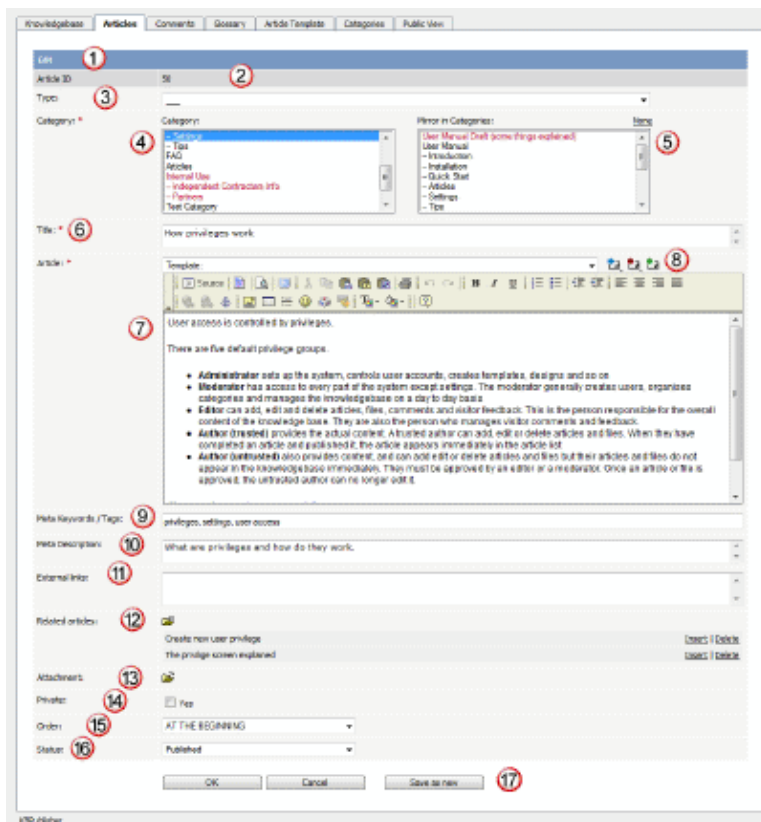
1. On the first authentication request the remote user is added to KBPublisher table of users. On the second and subsequent requests he/she is authenticated by KBPublisher's built in authentication.
KB_AUTH_LOCAL = 1
KB_AUTH_TYPE = 1
KB_AUTH_REFRESH_TIME = 1.
2. Always authenticate by Remote Authentication and rewrite user data in the knowledgebase.
KB_AUTH_LOCAL = 0
KB_AUTH_TYPE = 1
KB_AUTH_REFRESH_TIME = 1
3. On the first authentication request the remote user is added to KBPublisher users. On the second and subsequent requests the user is authenticated by remote authentication and his/her KBPublisher data is synchronized with data provided by your script, depending on the KB_AUTH_REFRESH_TIME.
KB_AUTH_LOCAL = 0
KB_AUTH_TYPE = 1
KB_AUTH_REFRESH_TIME = 3600*24*30 (30 days).
4. KBPublisher tries to authenticate the user by built-in Authentication first. On failure KBPublisher tries to authenticate the user by Remote Authentication.
KB_AUTH_LOCAL = 1
KB_AUTH_TYPE = 2
5. If user IP matches KB_AUTH_LOCAL_IP range, then KBPublisher tries to authenticate the user by built-in Authentication first. If the IP does not match, or built-in authentication fails, KBPublisher tries to authenticate the user by Remote Authentication.
KB_AUTH_LOCAL = 1
KB_AUTH_LOCAL_IP = '192.168.1.1-192.168.255.255';
KB_AUTH_TYPE = 2

Knowledgebase

Articles

Information about Articles, how they work and how to add and update them.

The article input screen explained



1. The blue line at the top of the screen denotes whether you are adding a new article, or editing an existing one.
2. If this is an existing article, it will have an **Article ID**. This is the record number under which the article is stored in the database.
3. **Type** is has two purposes. It is used to group records for searching and it can also provide a default template for the article. It is not compulsory. If you want to remove a type you have already included, set the Type back to the first item in the drop-down list (___). Articles types can be managed in *Settings->Lists->Article Type*.

4. **Category** controls where the article will be placed in the knowledgebase. It is, effectively, the menu or the table of contents. Note the red '*' to the right of the word 'Category'. This means that this field is compulsory. Note also that some of the categories are red. These categories are private categories. When you select a private category, KBPublisher lists roles and restrictions beneath the category list so that you know which users can access the article.
5. You can place the article in more than one category by selecting other categories from the **Mirror in Categories** list. You can select more than one by holding the <Ctrl> key down as you click. To clear any mirrored categories, click on **None**.
6. **Title** is the heading that goes on the page, and also the link that is displayed under the category (table of contents). It, too, is compulsory.
7. The **Article** is the content that people read. Again, it's compulsory. Type your article into the edit box. Move your mouse over each of the icons in the edit toolbar to see what each one does, or you can read about each function in [edit toolbar explained](#).
8. **Templates** can be inserted into the text by choosing the template from the drop-down list and then clicking on Insert, Replace or Include template. [Using templates in articles](#) describes how templates work and how to use them.
9. **Meta Keywords / Tags** are search words. If you define a keyword here and a user then searches using that keyword, this article is displayed. Use a comma to separate each keyword. Some external search engines may also use this for search engine optimization.
10. The **Meta Description** is a brief summary of what is on the page. This description is often used by search engines when displaying details of a page.
11. You can add links to other web sites by adding them to the **External links** field. Type or paste the address (URL) of the page you want to link into the field. These then appear at the bottom of the article under the heading 'External Links'.

You can append an optional title to each link using a pipe symbol to separate the url and title. Use an <Enter> to separate links. Links must begin with http://.

e.g. <http://kbpublisher.com> | KBPublisher

12. You can easily cross reference other articles in your KBPublisher database by choosing **Related articles**. You can link to text within the article, or you can add a link that is displayed under the heading 'Also read' at the bottom of the page. [How do I add a link to an article](#) explains the process in more detail.
13. You can link to files in your KBPublisher database by choosing **Attachment**. Again, you can add it as a link to text within the article, or you can add the link at the bottom of the page under the heading 'Attached files'. [Attach a file to an article](#) explains this in more detail.

14. Checking the **Private** button means that the user must log on to read the article.

Nominating that an article is private brings up a list for you to choose **Access for selected roles only**. This allows you to nominate which groups of users (users in which roles) can actually read the article. Choose **All** if you just wish to make the article private but still want everyone to be able to read it.

15. When you select a category or mirror categories, **order** fields appear here to allow you to order the articles within the category. By default, the article is added to the end of the list. Use **Order** to move it up or down in the list.

16. Use the **Status** to specify whether this article is published, meaning users can read it, not published, or pending (approval required).

Articles statuses could be managed in *Settings->Lists->Article Status*.

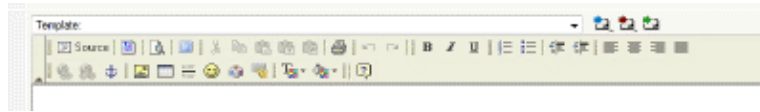
17. The **OK** and **Cancel** buttons are standard. **OK** means save the article, **Cancel** means exit but don't save.

Save as new means save the article a new one. This is effectively a copy.










The HTML editor toolbar explained


















The text editor of KBPublisher is an FCK Editor.

You can edit the text as text (wysiwyg), or if you are familiar with HTML, you can edit the source HTML.



A summary of each command

Command	What command does
 Source	Allows you to edit the HTML source of the article.
	Controls the templates. Note that this is similar functionality to the templates drop-down menu above it, but the way you insert the template is slightly different (even though the end result is the same). See using templates with articles for more detail about this.
	Displays the page as HTML. i.e. As the users might see it.
	Maximize the editor. This gives you a larger area to type into. Click again to return to normal.
	Cut the highlighted text to the clipboard. The first time you cut or copy in an article you may be asked to allow access. Click OK.
	Copy the highlighted text to the clipboard. The first time you copy or cut in an article you may be asked to allow access. Click OK.
	Paste the text you copied. Any formatting will be included.
	Paste the text you copied as plain text. No formatting will be included. For example, if the text you copied was bold this paste will remove the bold.
	Copy content from Microsoft Word. Documents created in Microsoft Word produce very messy HTML, with lots of unnecessary tags. This paste allows you to clean up some of those tags. To use it: <ul style="list-style-type: none">• Copy the text from your Word document• Click on the Paste from Microsoft Word icon. This brings up a pop-up box• Use <Ctrl><V> to paste the text you copied into the box

	<ul style="list-style-type: none"> • Check Ignore font face definitions if you don't want the font data carried across • Check Remove Styles definitions if you want to remove the Microsoft styles • Click Clean up box to remove unwanted tags • Then click OK to copy the text back into your KBPublisher article.
	Print the HTML page.
	Undo or redo.
	Format the text as bold, italic or underline.
	Create a numbered list.
	Select all of the text in the HTML page (usually used before copy or cut, or to apply a style or format to the whole page).
	Indent text or remove indent.
	Align the text. Alignment options are left aligned, centered, right aligned or justified.
	Insert or remove a link.
	Insert an anchor.
	Insert a picture. You can find out more about inserting images in add a picture to an article .
	Insert a table. Clicking on insert table brings up a pop-up box that allows you to set the table properties.
	Insert emoticon. Brings up a list of common smileys for you to choose from.
	Allows you to insert special characters such as copyright or trademark symbols, or em and en dashes.
	Opens a universal keyboard helper menu.
	Change the color of any highlighted text.
	Change the background color of any highlighted text.
	Gives information about the editor.

The editor also allows you to use some standard control key combinations as well, in particular:

- <Ctrl><X> for cut
- <Ctrl><C> for copy
- <Ctrl><V> for paste
- <Ctrl><Z> for undo
- <Ctrl> for bold
- <Ctrl><I> for italic.

Add an article

The quickest way to add an article is to use the **Shortcuts** menu at the top of your screen:

- Click on the drop-down menu in the top right of the screen and choose **Add new article**.

Or you can do it via the **Articles** tab in the **Knowledgebase**.

- Click on the **Knowledgebase** menu
- Choose the **Articles** tab
- Click on **Add New**.

Once you are on the article screen you must complete the following sections:

- Choose where you want the knowledgebase article to be displayed by clicking on a **Category**.
- If you want it to be displayed under other headings as well, click on each category in **Mirror in Categories** that you want it displayed in. You can select more than one mirror category. Hold the <Ctrl> key down while you select each mirror category.
- Add a **Title**. This is the heading displayed on the knowledgebase screens and in any menus/table of contents.
- Type your article in the **Article** editing box.

The following items are optional:

- To help users search within your database, include a **Type** and **Meta Keywords**
- To optimize web search add **Meta Keywords/Tags** and a **Meta Description**
- To add links to other web sites, include **External links**
- To add links to other articles in the KBPublisher database, include them as **Related articles**
- To add links to files, include them as **Attachments**
- To force users to log on to read an article, mark it as **Private**
- To say where in the list the article is placed, specify the **Order**
- Use the **Status** field to make the article available to read.

You can find out more about each of these fields and how they work in [The Article Screen Explained](#).

Once your article is complete:

- Click **OK** to save it.

Tips:

- If you leave this page before you click OK, your article will not be saved.

- If you have a number of articles to add from another database, say, you may want to import articles instead of adding them.

Update an article

There are two ways to get to the update article screen.

One way is to:

- Choose **Knowledgebase** menu
- Click on the **Articles** tab
- Click on the paintbrush, which is under **Actions**, for the article you wish to edit.

The other way is to

- Click on the article to view it
- Click on **Update Article** if you wish to update the article contents and/or other information such as categories, meta tags and private. Or if you simply wish to update the text, click on **Update Article (quick)**.

You can find out more about each of these fields and how they work in [The Article Screen Explained](#).

You can also use the [bulk update option](#) to update the categories, type, meta tags, status and description. Using this feature, you can update more than one article at a time.

Delete an article

To delete a single article:

- Choose **Knowledgebase** menu
- Click on the **Articles** tab
- Click on the red '**X**', which is under Actions, for the article you wish to delete.

To delete one or more articles:

- Choose **Knowledgebase** menu
- Click on the **Articles** tab
- Check the Actions with selected check box to the left of each article you wish to delete
- Choose **Delete** from the **Actions with selected** box at the bottom of the screen
- Click **OK**
- **OK** again to confirm that you really do want to delete these articles.

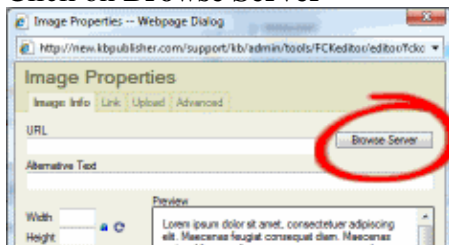
Add a picture to an article

Graphics must be uploaded to the server before you can display them on the page. You can upload them as part of adding the image.

- Add or edit the article you wish to add the picture to
- Place your cursor where you want to add the picture
- Click on the **Insert/Edit Image** icon in the **Article** edit box



- Click on **Browse Server**

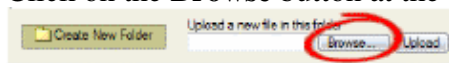


- Go to the directory on the server where the image is now, or where you want to place it if you haven't uploaded it yet

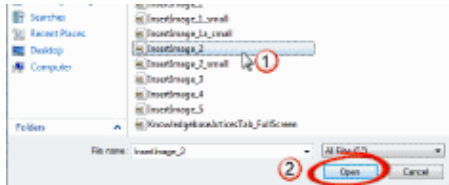


If you have not yet uploaded the picture

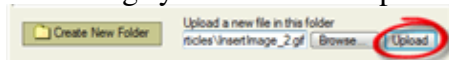
- Click on the **Browse** button at the bottom of the screen



- Browse to find the file you want to upload
- Click on the file and then click on **Open**



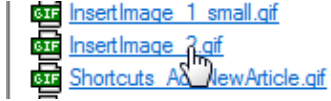
- This brings you back to the upload screen. Click **Upload**



- The name of the picture appears in the list of files

Once the picture is loaded onto the server

- Click on the name of the file you want to upload



- This takes you back to the Image Properties box with the address of the file in the **URL** line. You will see a preview of the picture in the **Preview** window.
- This is the minimum you need to do to add the picture. You can optimize it by adding alternative text, resizing it, adding borders or margins, adding links or modifying the style.
- Click **OK** to add the picture to the article.

Link to another article (related articles)

To add a link inside the text, like this:

- Add or edit the article to which you wish to add the link
- Highlight the text to be linked
- Click on the add new **Related articles** icon
- Find the record you wish to link to
- Click on **Insert** (this is in the **Action** column).

To attach a link to the article. This link appears at the bottom of the screen, under the sub-heading '**Also read**'.

- Add or edit the article to which you wish to add the link
- Click on the add new **Related articles** icon
- Find the record you wish to link to
- Click on **Attach** (this is in the **Action** column).

Once you have attached a link to an article at the bottom of the screen you can also quickly add the link into your text as well.

- Open the article which has the attached link
- Highlight the text to be linked
- Click on **Insert** under **Related articles**.

Tip

- When you add a link to another page, the page that you link to also includes a link back to this page under the '**Also Read**' heading
- If you have problems inserting a link, check that you have not highlighted text and are trying to attach an article. If you highlight text you should be inserting, rather than attaching. If you want to do both, attach first, and then highlight your text and use the Insert under Related Articles.

Attach a file to an article (attachment and inline link)

Once you have uploaded files, you can add links to them in your articles, much the same way as you can link to other articles. This allows you to load a file once, but refer to it as many times as you wish.

To add a link to the file inside the text, like this:

- Add the file
- Add or edit the article to which you wish to add the link
- Highlight the text to be linked
- Click on the add new **Attachment** icon
- Find the file you wish to link to
- Click on **Insert** (this is in the **Action** column).

To add a link to the file so that the link appears at the bottom of the screen, under the sub-heading '**Attached Files**'.

- Add the file
- Add or edit the article to which you wish to add the link
- Click on the add new **Attachment** icon
- Find the file you wish to link to
- Click on **Attach** (this is in the **Action** column).

Once you have attached a file at the bottom of the screen you can also quickly link it to your text as well.

- Open the article which has the attached file
- Highlight the text the file is to be linked to
- Click on **Insert** under **Attachments**.

Tip

- If you have problems inserting a file, check that you have not highlighted text and are trying to attach the file. If you highlight text you should be inserting, not attaching. If you want to do both, attach first, and then highlight your text and use the Insert under Attachments.

Add an article as a result of user feedback

Sometimes, feedback from a user generates an idea for another article. You can create this article direct from the feedback page.

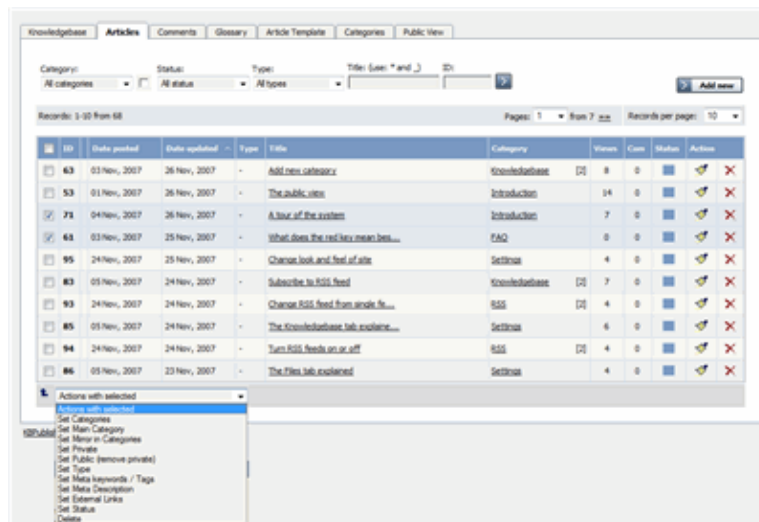
- Click on the **Feedback** menu
- Click on the **place question in KB** icon (the curved blue arrow) under **actions**
- This brings up a new article screen for you to start creating the new article.
The text in the email is listed in the article title
- Create the article as you normally would and save it.
- When you return to the **Feedback** screen, the **Placed in KB** box is checked.

Bulk update articles

KBPublisher allows you to bulk update articles to:

- Set main category and mirror categories
- Make the articles public or private
- Set article type
- Add meta keywords/tags and descriptions
- Set external links
- Sort articles (available only when filter for category applied)
- Set article status
- Delete articles.

You can do this direct from the **Knowledgebase** menu, **Articles** tab.



To update the article:

- Check one or more articles to update
- Choose the appropriate action from the drop down list of **actions with selected**
- This brings up further options to select from according to the action chosen. Choose the appropriate selection
- Click **OK**.

Note:

- Bulk actions available depend on your user access.
For example if your privilege does not allow you to delete articles, or allows you to only delete articles you have created, then there is no 'Delete' action in the list of options.

Import articles

You can import articles in bulk.

You might want to do this, say, if you are changing over to KBPublisher from another system.

The process is:

- Create a file of articles to import
- Upload a test sample to the system
- Import.

Create a file of articles to import

First, you need to create your file of articles. This is a comma-separated (CSV) text file that consists of some or all of: **title**, **body**, **date_posted**, *id*, *author_id*, *updater_id*, *meta_keywords*, *meta_description*, *entry_type*, *external_link*, *date_updated*, *hits*, *sort_order*, *private* and an *active* flag.

- The first three fields (highlighted bold) *must* be included. You can include some, all or none of the others as required.
- They do not have to be in the same order as above, but each line in the import file must contain the same fields in the same order.
- The active flag defaults to '1', which is active, so the only time you would set this is if you don't want the users to be active.
- Place the data for each user onto a single line, and separate each field by a comma. Do not include spaces before or after the comma.
- Place quotes (") around text fields such as **body**, and be sure to check that your text does not have quotes within the text. If your body, or other text field, does contain quotes, choose a different delimiter and update the **fields optionally enclosed by** field to match.
- The [TestImportArticle.csv](#) file shows a sample of what your upload file should look like. This file includes the three default fields only.
- Field sizes and types are specific, as per the table below. Your data must fit within these parameters or the upload will fail.

Field	Type/size	M/O	Comments
title	text	M	Enclose text in quotes (")
body	mediumtext	M	Enclose text in quotes (")
date_posted	datetime	O	Format 0000-00-00 00:00:00
id	int(10)	O	Record ID. If this record ID already exists in the database KBPublisher will skip the

			record. It will not overwrite an existing ID.
author_id	int(10)	O	If not supplied, the user currently logged in and importing the articles is set as the author.
updater_id	int(10)	O	If not supplied, the user currently logged in and importing the articles is set as the updater.
meta_keywords	text	O	Enclose text in quotes ("). Format should be the same as if you are adding the keywords in add new article.
meta_description	text	O	Enclose text in quotes (").
entry_type	tinyint(3)	O	Type.
external_link	text	O	Enclose text in quotes (").
date_updated	timestamp	O	Defaults to time imported to knowledgebase.
hits	int(10)	O	Defaults to 0.
sort_order	smallint(5)	O	Defaults to 1.
private	tinyint(1)	O	Defaults to 0.
active	tinyint(1)	O	Defaults to 1.

Create a test file

Don't try to upload the whole file without testing it first. If something goes wrong you may then have to delete all those half-imported articles and try again. Create a test file and run that first.

- Copy the first, say, three lines of your text import to a separate file
- Either:
 - ◆ Save the file to a local drive (e.g. somewhere on your c: drive)
 - ◆ Upload the file to the server

Import the test file

You are now ready to import the *test* file to KBPublisher.

- Click on the **Import/Export menu**

- Click on the **Import Articles** tab
- If the import file is on your c: drive (or another local drive),
 - ◆ Choose **Load Data Local File** in the **SQL Load Command** field
 - ◆ **Browse** for the **CSV file** on your drive and load it
- If the import file is on the server,
 - ◆ Choose **Load data file**
 - ◆ Type the address where the file is located into the **Path to file** field on **CSV file** line
- Move the **CSV fields** around to specify which fields are in the file and what order they are in. Do this by clicking on the name of the field you want to move and dragging and dropping it into the appropriate place.

For example, suppose you want the three mandatory fields included, plus the author ID. You need to move the *user_ID* field from the **Available table fields** box into the **Fields in CSV file box**.

 - ◆ Click on the *user_ID* field and hold the mouse down
 - ◆ While holding the mouse down, **drag** the *date_registered* field over to the **Fields in csv file box**
 - ◆ **Drop** the field into the box by releasing the mouse



Make sure that you place it in the order it appears in the file.

- Change **CSV options** if required.
- Click **Load**

On completion of the load, you will see a message at the top of the Import Articles screen telling you how many files were imported successfully and how many were skipped.

- If the upload was successful, click on the **Articles** tab to check out the articles.

Fix any problems

All going well, you should now have three new articles in your knowledgebase. Check them carefully and ensure that everything worked as you expected. If you had problems, delete these three articles, fix the test file and run it again. Keep fine-tuning until it works, and then update the real file to match the fixes you made in the test file.

You are now ready to import the rest of the articles.

Import articles

Import the rest of the articles using the same process as for the test file, only this time using the real data file.

Note:

- Articles are imported with a category name of *Imported*. If this category does not exist it will be created as part of the upload process.
- If any unique keys will be duplicated during import, records from cvs file will be ignored.
- Use the **bulk actions** option to change the categories, mirror categories, etc.

Private articles

Marking articles as *private* does two things:

- First, users cannot read the article without logging in
- Second, it allows you to further restrict access so that only certain users can read the article, even if they are logged in.

You can mark a single article as private or a whole category.

To restrict articles so that users must log on to read them:

- Edit the article or category
- Check **private**
- Click **OK**.

To restrict articles so that only nominated users can read them:

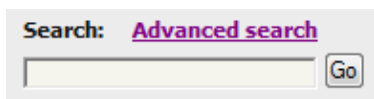
- Edit the article or category
- Check **private**
- This brings up another option, **Access for selected roles only**.
By default, this is set to **None**, which means that the article is private, but all users can read it once they have logged on
- Select which roles users must belong to in order to read the article
- Click **OK**.

After this, only users in the nominated role(s) can read the article. Depending on how KBPublisher has been set up, other users will either not see the article at all, or they will see the article but it will have a key beside it and they will not be able to read it.

Search

Search for an article

- The quick search box will search for the article ID, the title of the article and for text within the article, plus any meta information such as keywords.

A screenshot of a search interface. It features a text input field with a light yellow background and a 'Go' button to its right. Above the input field, the text 'Search: Advanced search' is displayed, with 'Advanced search' in a purple, underlined font.

Search functionality is provided by MySQL full-text searching. This is a natural language search that allows you to type in a question or regular sentence that describes the information you are looking for, and then uses programmed logic to determine the keywords in the sentence.

- The **Advanced search** gives you extra options, and allows you to refine the search by specifying specific categories, types and keywords.
- In the **Admin area** the article and file filter options on the **Knowledgebase** also provide a type of search

A screenshot of an advanced search filter interface. It contains four fields: 'Category:' with a dropdown menu showing 'All categories', 'Status:' with a dropdown menu showing 'All status', 'Filename: (use: * and _)' with a text input field, and 'ID:' with a text input field. A blue search button is located to the right of the ID field.

Search tips

- Use at least four characters. Search may not return correct results if you type in less. (Note. The minimum and maximum word length to be searched can be changed by the MySQL administrator)
- Use the asterisk (*) as a wildcard character to search for partial words. e.g. 'Excel*' will find articles containing 'Excellent' and 'Excel'. If you don't use the '*', then knowledgebase searches on full words only. e.g. a search on 'Excel' would only find articles containing the word 'excel', it would not find articles containing 'excellent'
- Use the underscore (_) to replace a single letter in the search. e.g. 'Optimi_e' will find both 'Optimize' and 'Optimise'. (This option is valid only for File searches and for Title filter searches on the Article screen in the Admin area.)
- If you include two or more search words, the search will look for articles that contain either word. e.g. 'Excellent Fred' will find articles that contain the word 'Excellent' and articles that

contain the word 'Fred'

- To specify that the article must contain all words searched, use a plus sign (+) in front of each word, or in front of the most important word. e.g. '+Excellent +Fred' looks for articles that contain both words, while '+Excellent Fred' looks for articles that contain the word 'Excellent' but rank them slightly higher if they also contain the word 'Fred'. (Ranking controls where the result appears in the list. A ranking of 100% will be at the top of the list, and is the most likely match for what you are looking for.)
- To specify that the search should ignore articles containing certain words, use the minus sign (-) before the word to be ignored. e.g. 'Excellent -Fred' looks for articles with the word 'Excellent' in them, and then excludes any that also contain the word 'Fred'
- To find articles that contain the words exactly as you type them, put quotes (") around the words. e.g. "Bill and Fred's Excellent Adventure" will only find the article if it contains that exact wording.

Add new article status

There are four default article statuses: *published*, *pending*, *draft* and *not published*.

You can create your own statuses:

- From the **Settings** menu choose the **Lists** tab
- Click on **Articles**
- Choose **Add New**

You must include:

- A **title**. This is the status name. e.g. *In review*.

You can also add:

- A description, an explanation of what this status is used for.
- A **color** that is displayed with the status on article summary and list screens.
- Whether or not this status is **published**. If you check this box, then users will be able to read articles of this status. If you do not check this box, then only authors, editors, moderators and administrators can read the article.
- The **order** of this item in the status list. This defaults to *1*, which places the new status at the top of the list.
- Whether or not the status is **active**. If the status is not active, then you will not be able to assign this status to article.

Lastly

- Click **OK** to save your changes.

Add new article type

You can create your own article types:

- From the **Settings** menu choose the **Lists** tab
- Click on **Article Type**
- Choose **Add New**

You must include:

- A **title**. This is the article type name. e.g. *FAQ*.

You can also add:

- A **description**, an explanation of what this article type is used for.
- An **article template**. This is default text and/or formatting that is created for all articles of this type. For example, you might create an article type of system errors. For each article of this type you require three sections: *error number*, *error message* and *anexplanation*, so you create a *System Error* type template with these three headings. When an author creates a new article based on *System Error*, these three headings are automatically included in the article, so all they have to do is fill in the details.
- The **order** this item is in the article type list. This defaults to *1*, which places the new type at the top of the list.
- Whether or not the type is **active**. If the type is not active, then you will not be able to choose this as a type.

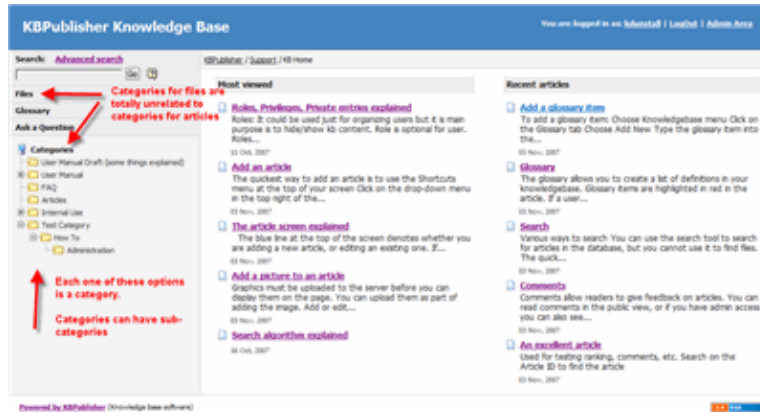
Lastly

- Click **OK** to save your changes.

Categories

What are categories?

Categories control where information is displayed, how it is displayed and who can see it.



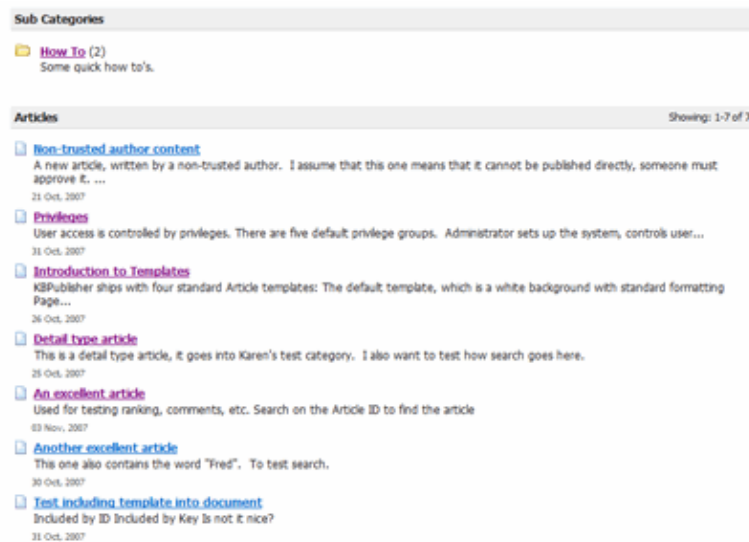
They control the menu display (sometimes known as the table of contents) on the left hand side of the screen.

Categories for articles and files are controlled separately.

Category types

Category type controls how articles in this category are displayed in the public view. There are three category types:

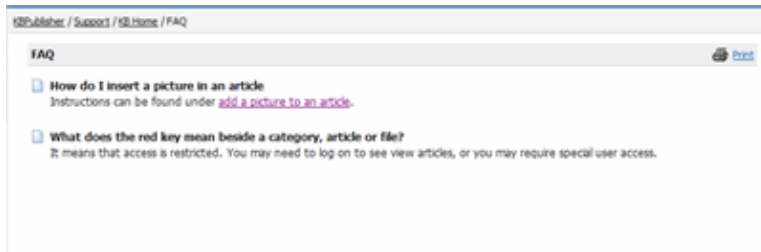
- The **default** type displays a list of articles, along with one or two lines of text. If the category has sub-categories, these are displayed above the list.



- The **book** type displays items as a table of contents.



- The **FAQ** type displays all articles in the category on the same page.



Add a category

The quickest way to add a category is to use the **Shortcuts** menu at the top of your screen.

- Click on the drop-down menu in the top right of the screen and choose **Add new category**.

Or you can do it via the **Categories** tab in the **Knowledgebase**.

- Click on the **Knowledgebase** menu
- Choose the **Categories** tab
- Click on **Add New**.

Once you are on the category screen you must complete the following sections:

- Add a **Title**. This is the name that will be displayed on the left menu or in any table of contents.
- Define where it fits in the category hierarchy by choosing a **Parent category** and an **Order**. If you don't change these you will add a new top-level category and it will be placed last.

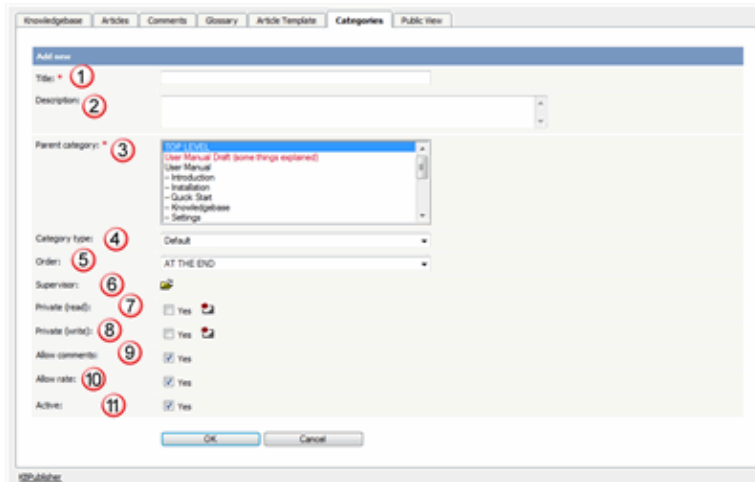
You may also:

- Change how articles are displayed by specifying a category **type**
- Control access through **Private** and **Active**
- **Allow** users to **comment** on or **rate** articles in the category
- Nominate a person to approve articles (**Supervisor**) for the category

You can find out more about each of these fields and how they work in [the Category screen explained](#).

The category input screen explained

To get to the Category screen, click on the **Knowledgebase** menu, then choose the **Categories** tab and then select or edit a category.



1. The category **Title** is the title that is displayed on the left menu in the public view. Title is compulsory.
2. The **Description** is an explanation of what this category is.
3. The **Parent category** denotes where this category will come in the menu. A **TOP LEVEL** category means that this is a top level menu and will be displayed in the list when a user first enters the public view.

Categories that are red denote restricted privileges. They may be marked as 'private', or only users with assigned roles can access them.

4. **Category type** controls how articles in this category are displayed in the public view. See detailed explanation [here](#).
5. The **Order** defines where the category is placed in the list of categories. By default, it is added to the end of the list.
6. You can assign an owner to a category by nominating a **supervisor**. This is the person who receives emails when pending articles have been created and need to be approved.
 - ◆ Click on the folder icon to bring up a list of users.
 - ◆ **Assign** a user.
7. You can force users to log on to read articles in this category by marking the category **Private**.

If the category is a sub-category, you can inherit the read privacy from the parent category by clicking on **copy from parent category**. This means that if you change the privacy for the parent category the change will flow on to this sub-category.

8. When **Allow comments** is checked, users can add comments to articles in this category.
9. When **Allow rate** is checked, users can add a rating to an article in this category.
10. Content in an **Active** category is published at Public Area. Content that is not active will be hidden, and the only way you can see it through the Admin screens.

You can use this field to deactivate obsolete content, but you can also use this field to hide articles until you are ready to display them. It might be useful, for example, if your knowledgebase is about a system. You decide to add new functionality to the system but don't want the readers to anything about it until the release date. You can create articles about the new functionality in an inactive category, and then after the release, make the category active.

Article Templates

What are article templates?

Templates have two functions in KBPublisher--to standardize article design and to add boilerplate text.

To standardize design

Suppose you want each page in your knowledgebase to have three headings: 'Introduction', 'Steps' and 'Conclusion'. The 'Steps' section should be a simple bulleted list. You want all your authors to keep to the same format so you set up a template and ask them to create articles using that template

Or maybe you run a Help Desk. Rather than simply have users type their problem into a free-format article field, you can set up a form template and ask them to fill it in.

KBPublisher ships with four standard Article templates:

- The **default** template, which is a white background with standard formatting
- **Page Content** -- This is similar to the default template, but it includes headings and a numbered list
- **Info Box** -- a box with a yellow background, good for displaying information
- **Info Box 2** -- similar to Info Box, but the box has a grey background.

The default template is the base template. You do not need to specify it.

If you do specify a template, you can:

- Choose to replace existing content, whereby everything you have written in the article to date is overwritten, or
- Simply add the new template where your cursor is currently placed, or
- Include the template in the article. If you choose this option, a special tag (e.g. [tmpl:includel<template_key>]) is placed in the text to denote where the template is to be placed, and the content of the template is included at the rendering stage. This means that when you edit the article you do not see the contents that are being included; you just see the special tag.

Boilerplate text

If you find yourself continually typing the same content over and over again, you can use templates to simplify the work.

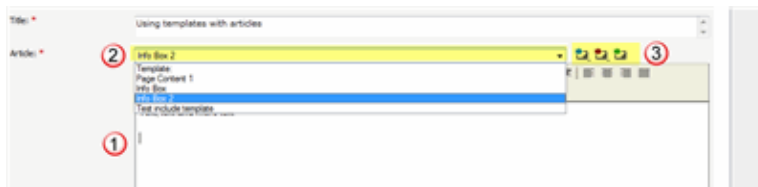
Maybe you need to add a disclaimer at the bottom of each page. The disclaimer is exactly the same on every page, and you don't want the bother of typing it in every time. A template saves time typing the disclaimer initially, but your legal people keep changing it. You don't want the hassle of changing every page. Not to worry. You can *include* a template. If the disclaimer changes, then all you have to do is change the template and the next time someone views the page they will see the correct disclaimer

Using templates in articles

Your template must exist before you can use it in an article.

To add a template to an article:

- **Add** or **update** the article.
- If you are going to add or link to a template, place the cursor where you want to include the template.
- Choose the template from the **Template** drop-down menu.



- Click on the appropriate insert template icon
 - ◆ If you wish to **add** the template to the article, click on the icon with the **blue** arrow. This places the contents of the template where the cursor is currently positioned. It does not affect any of the text above or below it.
 - ◆ If you wish to **replace** the contents of the article, click on the icon with the **red** arrow. This deletes any text currently in the article and replaces it with the text in the template.
 - ◆ If you wish to **include** the contents of the template, click on the icon with the **green** arrow. This displays the contents of the template in the article
 - ◆ If you have defined a key for your template, you can also include the template by typing in the special template include command and the template key into the editor window. i.e. By typing `[tmpl:include|<template_key>]` where `<template_key>` is the template key
 - ◆ Or you can use the article ID in the template include command, i.e. `[tmpl:include|<ID>]` where `<ID>` is the article ID.

Alternatively, you can use the **Template** icon in the editing toolbar, but this only allows you to add or replace the template; it does not allow you to link the contents.

If you choose this option:

- Add or update the article
- Place your cursor where you want to insert the template
- Click on the **templates** icon (check out [the edit toolbar explained](#) to see where the templates icon is on the toolbar)
- This opens a pop-up box. If you intend to replace the current contents, check **Replace actual contents**
- Click on the name of the template

- This returns you to the editor with the template inserted.

Tip:

- You can also use the article type as a form of template.

Add an article template

To add a new article template

- Click on the **Knowledgebase** menu
- Choose the **Article Template** tab
- Click on **Add New**.

Once you are on the article screen you must complete the following sections:

- Add a **Title**. This is the name of the template.
- Set up your template in the **Template** editing box.

The following items are optional:

- You can include a template **key** to use to easily identify the template when including it in articles
- You can add a **description** to explain what the template is used for
- You can nominate whether the template can be used by marking it **active**. If you don't mark the template as active, then authors cannot use it in their articles.

Once your article is complete

- Click **OK** to save it.

Article types as templates

Another form of template is the article type.

Each article can be assigned a 'type'. Your knowledgebase might contain, for example, the following types:

- Procedures which contain a short summary, plus some steps
- Screen images, with an explanation of each field on the screen
- Common error messages showing the error number, the message, and an explanation of what it means.

You can use article types to set up a base template for each type of article. For example, the Procedures type may contain one heading called *Summary*, and another called *Steps* with a numbered list below it, while the Error Messages type contains three headings: *Error No*, *Error Message* and *Explanation*. Set up your article types templates with these headings.

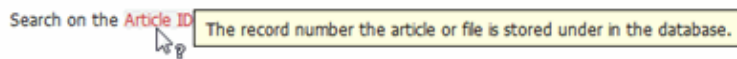
When you create a new article, choose the appropriate type from the **Type** drop-down list, and the headings are automatically included in the article. All you need to do then is fill in the blanks.

Glossary

Glossary explained

The **glossary** allows you to create a list of definitions in your knowledgebase.

Glossary items are highlighted in red in the article. If you hover your mouse over the glossary item you see a question mark. If you click on the word, the definition is displayed in a yellow box.



To hide the definition again, move your cursor away from the word.

Add a glossary item

The quickest way to add a glossary item is to use the **Shortcuts** menu at the top of your screen

- Click on the drop-down menu in the top right of the screen and choose **Add new glossary item**.

Or you can do it via the **Glossary** tab in the **Knowledgebase**.

- Choose **Knowledgebase** menu
- Click on the **Glossary** tab
- Choose **Add New**

Once you are on the screen you must complete the:

- **Word/phrase** field. This is the word or phrase that is highlighted in red the articles.
- **Definition**. This is the text displayed in the yellow box when the user clicks on the word that is highlighted.

You can also choose whether to:

- **Highlight once**. If you check this box the glossary item will only be highlighted once on each article page. If you don't check this box, every time the word or phrase is found, it will be highlighted.

Comments

Comments

Comments allow readers to give feedback on articles.

You can read comments in the public view, or if you have admin access you can also see them from the comments tab in the knowledgebase.

To add a comment:

- Open the article to read it
- Click on **Add comment**.
- This brings up the screen to add a comment. Type in your comment. Type it in as plain text. Do not include HTML.
- Unless the system administrator has changed the settings, you will then need to type in a confirmation code. Type the code exactly as you see it. Match upper and lower case.
- Click **OK**.

Your comment is displayed beneath the article.

By default, it is displayed immediately, but this can be changed in the settings to require approval first.

Tip:

- Add Comment is an option in the actions article block on the right-hand side of the screen. Once the first comment has been added, you will also find an Add Comment option at the bottom of the screen.

Files

The Files area of the knowledgebase

What are files and how do they work?

Files are documents you can add to your knowledgebase. The type of files you can add is controlled by the settings of your knowledgebase, but in general you can add graphics, text documents (Word, Excel, PowerPoint) or PDFs.

The file area is separate to the article knowledgebase, although you can attach the files from the File area into articles. Note though, that inserting graphics into articles is not the same as adding a file from the Files area.

Why would you want to have a separate files area? Common examples might be:

- It could be a download area of your knowledgebase.
- You have a whole lot of process documents or user manuals that you wish to upload.

The maximum size of a file you can upload depends on PHP settings; default is 2MB.

Add a file

The quickest way to add a file is to use the **Shortcuts** menu at the top of your screen

- Click on the drop-down menu in the top right of the screen and choose **Add new file**.

Or you can do it via the **Files** tab in the **Knowledgebase**.

- Click on the **Files** menu
- Choose the **Files** tab
- Click on **Add New**.

Once you are on the file screen you must:

- **Browse** to find the file
- Nominate the category you want the file to be stored in
- If you want it to be displayed under other headings as well, click on each category in **Mirror in Categories** that you want it displayed in. You can select more than one mirror category. Hold the <Ctrl> key down while you select each mirror category.

The following items are optional:

- To help users identify what is in the file, include a **Title** and a **Description**.
- To order the file in the list, use **Order**. By default, the file will be placed at the end.
- To force users to log on to download a file, mark it as **Private**
- Use the **Status** field to make the file available to download.

The maximum size of a file you can upload depends on PHP settings, default is 2MB. See [here](#) for Files settings (Allowed extension, Max file size, etc).

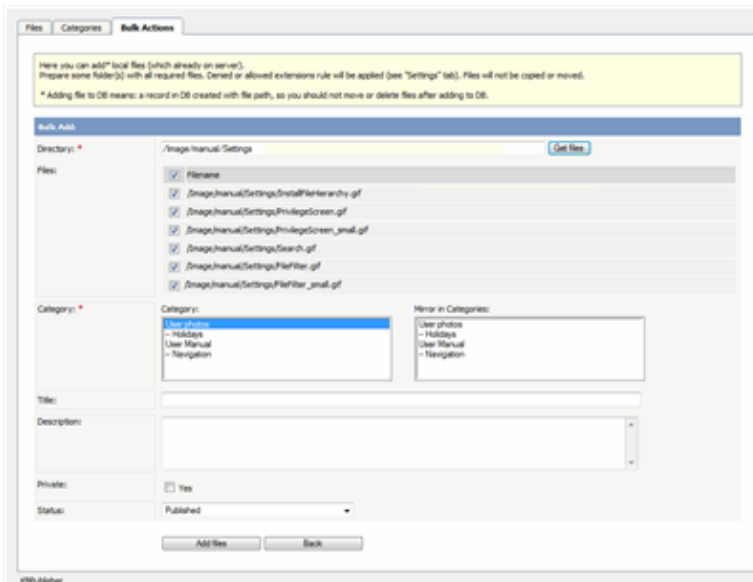
Bulk add files

KBPublisher allows you to upload files in bulk. This is useful when you have a lot of files to add.

- First, upload the files to the server via FTP or whatever method you normally use
- Click on the **Files** menu
- Choose the **Bulk Actions** tab

Once you are on the bulk action screen you must:

- Type the address of the directory from which you wish to upload files. This address is usually the path from the root directory of your server. e.g. /pathname/directory/.
- Click **Get Files**
- This brings up a list of all files in the directory.



Initially, all files are selected. Deselect (uncheck) the files you do not wish to add.

- Nominate the category you want the files to be stored in
- If you want the files to be displayed under other headings as well, click on each category under **Mirror in Categories** that you want them displayed in. You can select more than one mirror category. Hold the <Ctrl> key down while you select each mirror category.

The following items are optional:

- To help users identify what is in the files, include a **Title** and a **Description**. The title and description will be the same for each file uploaded
- To force users to log on to read an article, mark it as **Private**
- Use the **Status** field to make the file available to download

- Click **Add Files**.

Tips:

- The **Back** button clears the screen. For example, if you find you have uploaded the wrong directory, click on **Back** to restart.
- Once you have added a file this way it is stored as a record in the database. This record includes the path name, so once a record is loaded into KBPublisher you should not move it from the directory it is stored in, or delete it. If you do this, the link to the file becomes invalid.

Add new file category

The quickest way to add a category is to use the **Shortcuts** menu at the top of your screen.

- Click on the drop-down menu in the top right of the screen and choose **Add new file category**.

Or you can do it via the **Categories** tab under **Files**.

- Click on the **Files** menu
- Choose the **Categories** tab
- Click on **Add New**.

Once you are on the category screen you must complete the following sections:

- Add a **Title**. This is the name that will be displayed on the left menu or in any table of contents.
- Define where it fits in the category hierarchy by choosing a **Parent category** and an **Order**. If you don't change these you will add a new top-level category and it will be placed last.

You may also:

- Control access through **Private** and **Active**
- By checking **Allow attach files**, files from this category will be allowed to be attached
- Nominate an owner (**Supervisor**) for the category

You can find out more about each of these fields and how they work in [the Category screen explained](#).

Delete a file

To delete a file:

- Choose **Files** menu
- Click on the **Files** tab
- Click on the red '**X**', which is under Actions, for the file you wish to delete
- Click **OK** to confirm that you really do want to delete the file
- You will be presented with a warning message asking if you wish to delete the file from disk
 - ◆ Choose **No, just delete record from DB** if you wish to delete it from the knowledgebase but leave the file on the server
 - ◆ Choose **Yes, delete from disk** to remove the file altogether.

Note:

- If a file is attached to an article it cannot be deleted.

Enable searching in files

Text-based file searching (txt, html, etc.) is enabled by default.

To enable search in PDFs, however, you need to:

- Install a program called **xpdf**
- Ensure the config file points to where you installed it
- Ensure that PHP has access to your xpdf directory. Check your *open_basedir* PHP setting.
- Ensure that PHP can run the "system" function. Check your *disable_functions*, *safe_mode_exec_dir* PHP settings.

Install xpdf

- xpdf is available from www.foolabs.com/xpdf/download.html
- Download it and install it inot a directory under the knowledgebase

Update the config file to point to xpdf

Once you have installed xpdf, you also need to set the correct path it in the file_extractors config file.

- You can find this under the admin directory on the server. i.e.
/admin/extra/file_extractors/config.inc.php
- In that directory is a line that looks something like `$file_conf['extract_tool']['pdf'] = '/home/kb/xpdf/';`
- Make sure that this points to the directory where you installed xpdf. Change it if it doesn't.

Test that it's working

Test to see if xpdf is working by running the following command from the command line:

```
$ /path_to_xpdf/pdftotext -raw file_read.pdf file_write.txt;
```

The Files tab explained

Whether or not users can see uploaded files is controlled by the **Display Files link** on the **Knowledgebase** tab, but if they can see files, then the **Files** tab controls what they see and how they see it.

The screenshot shows the 'Files' configuration page with three main sections highlighted by red circles and numbers:

- 1 File Configuration:** Includes fields for 'Files directory' (set to '/_uploads/10_files/'), 'Max file size' (2048), 'Allowed extensions' (empty), 'Denied extensions' (php,php1,php5,phpent,asp,aspx,jsp,dm,cfm,cfml,css), and 'Extract raw text' (checked).
- 2 Privacy / Encryption:** Includes a 'Private policy' dropdown set to 'Display entries with 'Locked' sign'.
- 3 Look & Feel:** Includes settings for 'Sort files by' (Sort order), 'Num entries per page' (10), 'Recently posted files' (5), 'Most downloaded files' (5), 'Sort categories by' (Sort order), 'Count (entries / subcategories)' (Entries only), and 'Category cols' (3).

1. The **File Configuration** section controls what files can be uploaded. This includes

- Where the files are uploaded to (**files directory**)
- How big the files can be (**max file size**)
- Types of files that can be uploaded (**allowed extensions**)
- Types of files that cannot be uploaded (**denied extensions**)
- Whether or not to include the files in the search, if possible (**extract raw text**)

2. The **private policy** setting controls whether files that are locked because they are private are displayed on the menu with a locked symbol, or whether they are simply not visible at all. When this is set to **do not display entries** then the user only sees files he or she can access. When it is set to **display entries as 'locked' sign**, then the user can see the entries but he or she cannot read them.

3. The **Look & Feel** section controls how files are displayed.

- Files can be **sorted** by alphabetical order, date files were added or modified and popularity.
- The number of files displayed on lists is controlled by **num of entries per page**.
- Whether or not people can see the latest files that have been added is controlled by **recently posted files**. If this is set to 0, recent files are not shown, otherwise the number of recent files displayed is the number set here.
- **Sort categories** controls how the file categories are sorted.
- Likewise whether or not people can see the most popular files is set under **most downloaded files**.

- **Count entries/sub-category** defines whether a count of the entries is displayed in the menu header.
- **Category cols** defines the number of sub-categories displayed in the drop-down category lists. If this is set to one, then only the top-level categories are displayed.

Feedback

How feedback works on KBPublisher.

User feedback

Users can contact the knowledgebase by sending a feedback request. They can use the feedback form to ask questions, provide general feedback or even to suggest updates.

Different subjects can be emailed to different moderators.

The feedback request also provides a 'Quick Response' answer. As the user types their question, KBPublisher searches for articles appropriate to the words typed and brings back the five articles most likely to match the query. If the answer is in one of the listed articles, the user doesn't have to send the query at all. They can simply click on the article instead.

The request is sent to an email address defined in the settings.

The person who receives the email can:

- Reply by email, or
- Publish the feedback to the knowledgebase as an article, or
- Both reply and publish.

A user with administrator, moderator or editor access can view the feedback by clicking on the **Feedback** menu.

This brings up a list of the feedback that users have sent.

1. **Posted date** is the date the user sent the feedback.
2. **Username** and **Email** are those of the user who has sent the feedback.
3. **Subject** is the subject area the user chose from the list of subjects when they sent the mail.
The person reading the mail may also change the subject.
4. **Attach** denotes whether or not the user has attached any files with their feedback.
5. When the **Answered** box is checked, it means that you (or one of the other knowledgebase moderators) replied to the user by email.
6. When **the Placed in KB** box is checked it means that you (or one of the other knowledgebase moderators) posted an answer to the knowledgebase.
7. There are three possible **Actions**:
 - ◆ Click on the email **answer** icon to reply to the user by email
 - ◆ Click on the **post question to KB** icon to post an answer to the knowledgebase. The

- question the user asked becomes the title of the article
- ◆ Click on the red **delete** icon to delete the question.

It is quite common to both answer the user by email and then post to the knowledgebase. For example a user might ask a question that you think deserves to be a knowledgebase article, so you write the article and then email the user back to say that the answer is now on the knowledgebase.

The templates for the initial email and the reply are controlled in the settings.

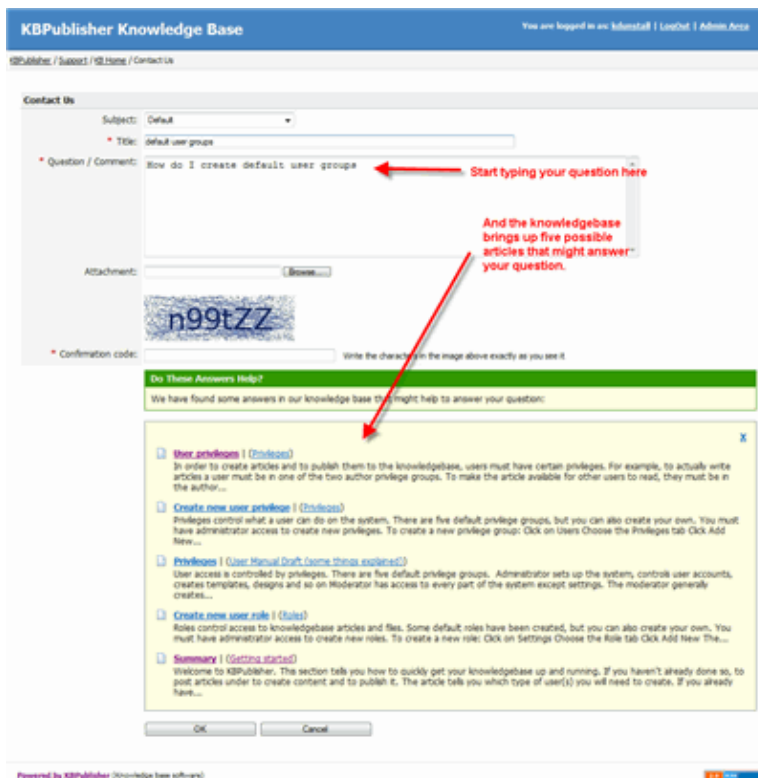
Quick Response

By "connecting" your contact form with your knowledge base, your visitors can get instant answers to questions that they would normally send you via email.

If a user clicks on **Ask a question**, when they start typing their query into the **Question/Comments** field, KBPublisher checks what they are typing and searches for articles that may answer the question.

It presents the five best matches at the bottom of the screen under a heading called 'Do these answers help?'

The five articles returned change as the user types more words.



Reply to feedback from a user

There are two ways to reply to emailed feedback from a user.

The first is to click on the link supplied in the email:

- Click on the link after **Read and respond to this message at** in the email
- This brings up a mail template for you to reply to.

Or you can do it from the feedback option:

- Click on the **Feedback** menu
- Click on **answer** icon (email) in the Action list for the feedback you are answering
- This brings up a mail template for you to reply to

Once the email template is open:

- Type your answer in the **Answer** section
- Click **Send**
- You return to the Feedback screen. The answered box is checked.

Add an article as a result of user feedback

Sometimes, feedback from a user generates an idea for another article. You can create this article direct from the feedback page.

- Click on the **Feedback** menu
- Click on the **place question in KB** icon (the curved blue arrow) under **actions**
- This brings up a new article screen for you to start creating the new article.
The text in the email is listed in the article title
- Create the article as you normally would and save it.
- When you return to the **Feedback** screen, the **Placed in KB** box is checked.

Add new feedback subject

You can create your own feedback subjects:

- From the **Settings** menu choose the **Lists** tab
- Click on **Feedback Subject**
- Choose **Add New**

You must include:

- A **title**. This is the subject the user picks from the drop-down list of subjects when they are sending feedback.

You can also add:

- A **description**, which is an explanation of what this subject is used for.
- A **supervisor**. This allows you to nominate which user will receive feedback for this subject. If you do not nominate a supervisor, then the email nominated in the Support email will get the feedback. To assign the supervisor click on the **Add New** icon, find the person you want to receive the emails, and click **Assign**. You can add more than one supervisor. Each person on the list will receive the emails.
- Choose a **color** that will be associated with this feedback subject.
- The **order** this item is in the list of feedback subjects. This defaults to *1*, which places the new type at the top of the list.
- Whether or not the feedback subject is **active**. If the subject is not active, then the user will not be able to choose this as a subject.

Lastly

- Click **OK** to save your changes.

RSS

An explanation of RSS feeds and how to set them up

Turn RSS feeds on or off

You must have administrator access to do this.

To turn RSS feeds on

- Click on **Settings** menu
- Choose the **Knowledgebase** tab
- Go to the section titled **RSS Feeds** at the bottom of the screen
- In the **Generate RSS feeds** field choose either **One Channel for whole knowledgebase**, or **Channel for every top category** depending on whether you want multiple feeds or one feed for the whole knowledgebase.
- Click **Save** to implement the changes.

To turn RSS feeds off

- Click on **Settings** menu
- Choose the **Knowledgebase** tab
- Go to the section titled **RSS Feeds** at the bottom of the screen
- In the **Generate RSS feeds** field choose **Do not generate any RSS feeds**
- Click **Save** to implement the changes.

Change RSS feed from single feed to separate category feeds

By default, your knowledgebase is set up to display a single RSS feed for the whole knowledgebase. You may, however, want to change this. You might want to turn it off altogether. Or you might want to change it so that each top-level category has its own feed.

Separate feeds are useful when your users are only interested in information about specific categories. For example, suppose your knowledgebase was about internet browsers. You have three main categories: Internet Explorer (IE), Firefox and Sahara. People who use Sahara are not interested in anything IE or Firefox related, they are only interested articles pertinent to Sahara. Likewise, Firefox users do not generally use Internet Explorer. In this case, a separate feed for each top category is ideal.

You require administrator access to do this.

- Click on **Settings** menu
- Choose the **Knowledgebase** tab
- Go to the section titled **RSS Feeds** at the bottom of the screen
- In the **Generate RSS feeds** field choose **Channel for every top category**
- Click **Save** to implement the changes.

Even when this is turned on, a user can still subscribe to the single feed if they wish to.

Note:

Articles designated as "private" are not shown in the RSS feed.

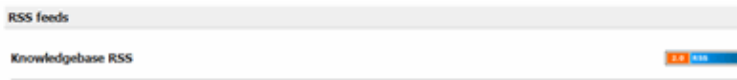
Subscribe to RSS feed

KBPublisher produces an RSS feed which users can subscribe to by:

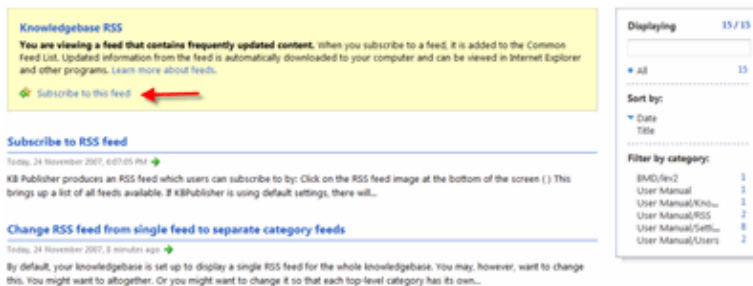
- Click on the RSS feed image at the bottom of the screen ()
- This brings up a list of all feeds available.

If KBPublisher is using default settings, there will only be one option available--**Knowledgebase RSS**.

If multiple feeds are set up, this list will also include a feed for each top-level category.



- Click on the RSS feed image to the right of the feed you wish to subscribe to to bring up the RSS page.
- Click on **Subscribe to this feed**



- If you are using Internet Explorer (IE), choose the RSS feed directory (**Create In**) where you wish the feed to be displayed and click **Subscribe**.
- If you are using Firefox, select the application under which you wish to read the feed from the **Subscribe to this feed using** list and click **Subscribe now**.

Note: Articles designated as 'private' are not shown in the RSS feed.

Users

All about users

The User input screen explained

You can't have a knowledgebase without users. In KBPublisher we have readers, contributors, authors, editors, moderators and administrators. Or you can set up your own user types.

The screenshot shows a web form titled 'Add new' for creating a user. The form is organized into several sections. At the top, there are tabs for 'Users' and 'Companies'. The form fields are as follows: 'First Name' (text input, marked 1), 'Last Name' (text input, marked 1), 'Middle Name' (text input), 'Email' (text input, marked 2), 'Phone' (text input, marked 3), 'Company' (dropdown menu, marked 4), 'Role' (dropdown menu, marked 5), 'Privilege' (dropdown menu, marked 6), 'Username' (text input, marked 7), 'Password' (text input, marked 8), 'Password (confirm)' (text input, marked 9), 'User comment' (text area, marked 10), 'Admin comment' (text area, marked 11), 'Status' (dropdown menu, marked 12), and 'Notify user' (checkbox, marked 13). The 'Notify user' checkbox is checked. At the bottom of the form, there are 'OK' and 'Cancel' buttons. The KBPublisher logo is visible in the bottom left corner.

1. **First Name**, **Last Name** and **Middle Name** make up the user's name. First and last name are compulsory, middle name is not.
2. **Email** is the user's email address. This is the email to which all KBPublisher communications will be sent. Email is also compulsory. Emails are also unique, so you cannot have more than one user in the knowledgebase with the same email address.
3. **Telephone** is the user's contact telephone number.
4. **Company** is the company the user works for. If you intend to associate a company with the user, then this company must have first been set up in KBPublisher.
5. **Roles** allow you to group users, and to further control what content a user can see.
6. **Privileges** control the type of access the user has to KBPublisher.

Users may also be set up with no defined privilege. These are the **public** users.

7. The **Username** is the name the user uses to log on. If you click **set as email** here, the username will be the name you typed into the email field. You must provide a username.
8. The **Password** is the password the user will use to log on. Because this is a password, the text you type is replaced by dots.
9. Because there is no way of seeing what you typed into the Password field, you need to retype the password into the **Password (confirm)** field.
10. **User comments** are comments the user adds when he or she fills in the form to request user access
11. **Admin comments** are private comments that can be added by the administrator when adding or updating the user. The user does not see these comments
12. A user must be **Active** to be able to log on to the system. An **inactive** user cannot log onto the system at all, and user who is **pending (approval required)** has been set up but is still not able to access the system until a moderator or administrator approves them.
User statuses could be managed at *Settings->Lists->User Status*.
13. If **Notify user** is checked, the user will receive an email once their access has been set up.

Add a user

To add a new user

- Click on the **Users** menu
- Click on **Add New**.

Once you are on the Users screen you must complete the following sections:

- Give the user a **First Name** and a **Last Name**
- Add their **Email**
- Give them a **Username**. If you prefer, you can set their email as their user name.
- Set up a **Password**

The following items are optional:

- Assign a **Privilege**. If you do not assign a privilege the user will have standard read access to the public area.
- To classify the user, and provide another level of access, include a **Role**
- You can include extra user details such as a **Middle Name, Phone** and **Company**
- You can add comments about the user or registration
- To give the user immediate access to the system, make this user **Active**
- To send an email to the user after then that their user ID has been created, check **Notify User**.

You can find out more about each of these fields on the User screen and how they work in the [User Screen Explained](#)

Once your user has been set up:

- Click **OK** to save it.

Tips:

- If you leave this page before you click OK, your article will not be saved
- If you have a number of users to add from another database, say, you may want to [import users](#) instead of adding them
- Or you may choose to [allow users to register](#), which effectively allows them to create their own user.

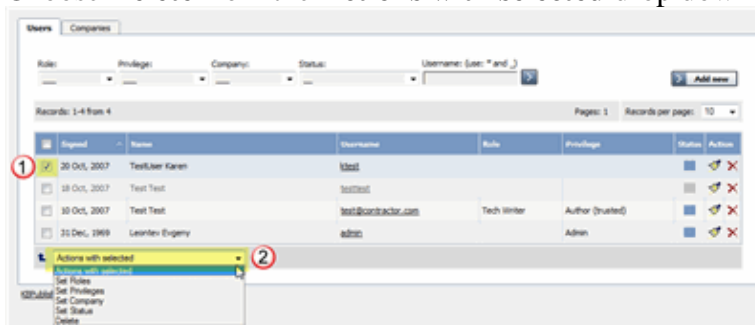
Delete user

The quickest way to delete a single user is to:

- Click on the **Users** menu
- Click on the red 'X' under **Actions** to **delete** the user
- Click **OK** to confirm the deletion.

The second way allows you to delete more than one user at the same time.

- Click on the **Users** menu
- Check the box to the left of the user or users you wish to delete
- Choose **Delete** from the **Actions with selected** drop down box



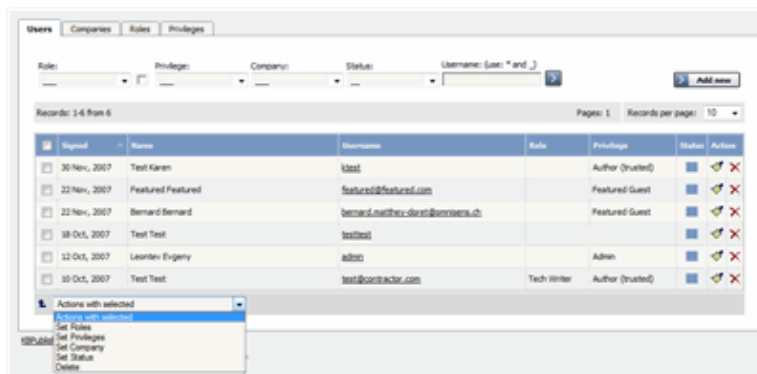
- Click **OK**
- You will be asked if you really want to delete the user. Click **OK** to confirm.

Bulk update users

KBPublisher allows you to bulk update users to:

- Set roles
- Set privileges
- Set the user status
- Assign users to a company
- Delete users.

You can do this direct from the **Users** menu, **Users** tab.



To update the users:

- Check one or more users to update
- Choose the appropriate action from the drop down list of **actions with selected**
- This brings up further options to select from according to the action chosen. Choose the appropriate selection
- Click **OK**.

Note:

- Bulk actions available depend on your user access.
For example if your privilege does not allow you to delete users, or allows you to only delete your own records, then there is no 'Delete' action in the list of options..

Import users

You can import users in bulk. You might want to do this if you are changing over to KBPublisher from an old system, or if you have signed up a new company or organization and the company provides you with a list of users to create.

The process is:

- Create a file of users to import
- Upload a test sample to the system
- Import.

Create a file of users to import

First, you need to create your file of users. This is a comma-separated (CSV) text file that consists of some or all of: **first name**, **last name**, **email**, **username**, **password**, user ID, date registered, middle name, telephone number and an active flag.

- The first five fields (highlighted bold) *must* be included. You can include some, all or none of the others as required.
- They do not have to be in the same order as above, but each line in the import file must contain the same fields in the same order.
- The password is encrypted. You cannot import plain text passwords; they must be encrypted in MD5 format. Ensure that the person providing you with the list encrypts the passwords.
- The active flag defaults to '1', which is active, so the only time you would set this is if you don't want the users to be active.
- Place the data for each user onto a single line, and separate each field by a comma. Do not include spaces before or after the comma.
- The TestImportUsers.csv file is a sample that shows what your upload file should look like. This file includes the five default fields only.
- Field sizes and types are specific, as per the table below. Your data must fit within these parameters or the upload will fail.

Field	Type/size	M/O	Comments
first_name	varchar(50)	compulsory	
last_name	varchar(100)	compulsory	
email	varchar(100)	compulsory	
username	varchar(50)	compulsory	
password	varchar(32)	compulsory	Encrypted. MD5 format.

imported_user_id	int(10) unsigned	optional	
date_registered	date	optional	Format YYYY-MM-DD. If not supplied will use current date.
middle_name	varchar(50)	optional	
phone	varchar(20)	optional	
active	tinyint(1)	optional	Default = 1

Create a test file

Don't try to upload the whole file without testing it first. If something goes wrong you may then have to delete all those half-imported users and try again. Create a test file and run that first.

- Copy the first, say, three lines of your text import to a separate file
- Either:
 - ◆ Save the file to a local drive (e.g. somewhere on your c: drive)
 - ◆ Upload the file to the server

Import the test file

You are now ready to import the *test* file to KBPublisher.

- Click on the **Import/Export menu**
- This brings up the **Import Users** tab
- If the import file is on your c: drive (or another local drive),
 - ◆ Choose **Load Data Local File** in the **SQL Load Command** field
 - ◆ **Browse** for the **CSV file** on your drive and open it
- If the import file is on the server,
 - ◆ Choose **Load data file**
 - ◆ Type the address where the file is located into the **Path to file** field on **CSV file** line
- Move the **CSV fields** around to specify which fields are in the file and what order they are in. Do this by clicking on the name of the field you want to move and dragging and dropping it into the appropriate place.

For example, suppose you only want the five mandatory fields included. You need to move the *date_registered* and *imported_user_id* fields out of the **Fields in CSV** box and into the **Available table fields** box. Let's start with the *date_registered* field.

- ◆ Click on the *date_registered* field and hold the mouse down
- ◆ While holding the mouse down, **drag** the *date_registered* field over to the **Available table fields** box
- ◆ **Drop** the field into the box by releasing the mouse



Make sure that you place it in the order it appears in the file.

- Change **CSV options** if required.
- Click **Load**.

Once the load is complete you are returned to the Import Users tab. At the top of the screen you see a message telling you whether the import was successful and how many users were imported.

- If the import reports as successful, click on the **Users** tab to check the result for yourself.

Fix any problems

All going well, you should now have three new users. Check them carefully and ensure that everything worked as you expected.

If you had problems, delete these three users, fix the test file and run it again. Keep fine-tuning until it works, and then update the real file to match the fixes you made in the test file.

You are now ready to import the rest of the users.

Import users

Import the rest of the users using the same process as for the test file, only this time using the real data file.

Note:

- Imported users have no roles or privileges.
- If any unique keys will be duplicated during import, records from cvs file will be ignored.
- Use the **bulk actions** option to change roles, privileges, etc.

How do I change my password?

To change your password:

- Log in to the knowledgebase
- Click on **My account**, which is in the top right-hand corner of the knowledgebase screen
- Type your new password into the **Password** field
- Retype the password in the **Password (confirm)** field
- Click OK.

Companies

Companies provide another level of information about users. When you create a user you can nominate that he or she belongs to a specific company.

Companies are not compulsory in the knowledgebase. You would use them if your users were from a small number of companies, but if your users came from all around the world and were a mix of individuals and company users you probably would not bother.

Some examples where you might use them:

- Your users come from a finite number of companies and you have multiple users in each company
- When you license the knowledge in your knowledgebase and charge the company for access

Some examples where you probably wouldn't:

- Your users come from all around the world
- You would have to set up a different company for every user
- When there is only one company (although you could also set up the company in this case; it wouldn't matter either way).

Privileges

User privileges

Any user can read articles, but in order to create articles and to publish them to the knowledgebase, users must have certain privileges.

For example, to actually write articles a user must have author or contributor privileges.

To publish the article for other users to read, they must be in the author, editor or moderator privilege groups. KBPublisher comes with five default privilege groups, and you can also create your own.

[tmpl:include15]

Here is a quick chart of default user types in KBPublisher

	No privileges not logged in	No privileges logged in	Contributor	Author	Editor	Moderator	Admin.
Read published articles/files	●	●	●	●	●	●	●
Read private published articles/files		●	●	●	●	●	●
Add comments*	●	●	●	●	●	●	●
Rate articles*	●	●	●	●	●	●	●
Email administrator*	●	●	●	●	●	●	●
Create articles			●	●	●	●	●
Edit/delete own draft articles/files			●	●	●	●	●
Edit/delete own published articles/files				●	●	●	●
Edit/delete other authors' articles/files					●	●	●
Publish articles				●	●	●	●
Add/edit delete glossary items					●	●	●
Manage user comments					●	●	●
Manage categories						●	●
Create/edit/update users						●	●
Manage templates						●	●
Import/export articles/users							●
Change KBPublisher settings							●

* Adding comments, rating articles and sending emails to the administrator are all options that can be turned on or off in the settings. Hence while these options are available, they must also be turned on if you wish to use them.

Create new user privilege

Privileges control what a user can do on the system. There are five default privilege groups, but you can also create your own.

You must have administrator access to create new privileges.

To create a new privilege group:

- Click on **Users**
- Choose the **Privileges** tab
- Click **Add New**

Complete the following:

- **Title** is compulsory
- Check privileges as required. A user will be able to do anything that is checked.
The [privilege screen explained](#) tells you how each of the options work.

You may also wish to:

- Add a **description** to explain why this group has been set up and how it should be used
- Change where in the privilege hierarchy the group is listed by changing the **Order** of the group
- Prevent users in this group from logging on by making the group **inactive**.

The privilege screen explained

Module Priv	Read	Add	Update	Status	Delete	Apply to child
Knowledgebase (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arside (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Glossary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Arside Template	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Categories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1. **Title** is the name of the privilege. Title is compulsory.
2. **Description** is used to describe what the privilege. For example, when the administrator creates a new privilege, he or she would use the description to explain what the privilege does and how it should be used.
3. **Order** denotes where the privilege will be displayed in the list of privileges to select from.
4. When the privilege is set to **Active** (active is checked), users with this privilege can log in. If it is not set, then users with this privilege cannot log in to Admin Area. Thus with one click you can prevent all users with a nominated privilege from logging in.
5. You can control the privileges for each module in KBPublisher separately. This means you can give access just to one area only, if you wish. For example, you may allow access to the knowledgebase, but not to Files, Feedback, Users, Settings or Import/Export. Or you may have hired a contractor to import a list of users for you, and you give them access to the Import/Export section only, but not to other areas of the knowledgebase.
6. Privileges can be applied at the top level for the whole module, or they can be specific to actions in the module. For example, you can apply privileges to the knowledgebase by checking the appropriate privileges in the Knowledgebase line and then checking **Apply to child** to apply these privileges to everything in the module.
7. Or you can apply privileges to each sub-module.
8. Most of the privileges are self-explanatory.
 - ◆ When **Read** is checked the user can view items. If **own records** is also checked, they can only read records they have created. Otherwise they can

read all records.

- ◆ When **Add** is checked they can create new items.
- ◆ When **Update** is checked they can change existing ones. If **own records** is also checked, they can only update records they have created. Otherwise they can update any record. If one or more statuses are selected under **If status**, then the user can only update articles with the nominated status. (To select more than one status hold the <Ctrl> key down and click each status you want.) If no status is selected, the user will be able to update records with any status.
- ◆ When **Delete** is checked the user can delete items. If **own records** is also checked, they can only delete records they have created. Otherwise they can delete any record. If one or more statuses are selected under **If status**, then the user can only delete articles with the nominated status(es).
- ◆ **Status** allows the user to change the status of an article from, say, unpublished to published. If **own records** is checked, then the user can only change the status of records they have added. If one or more status is selected under **allowed status to set**, then the user can only change items to the selected status(es). If no status is selected, the user can change the record to any status.

Set default user privileges

New users can be created two ways. They can be set up by the knowledgebase administrator, or users can register themselves.

By default, when users register KBPublisher creates them with no privileges. You can change this so that new users are created with a specific default privilege by:

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security / Privacy / Registering** section
- Select the appropriate **Privilege for new registered users** from the drop-down list of privileges
- Click **Save**.

All new users who register after this are created with the new default privilege.

You must have administrator access to change the settings.

Roles

User roles

Roles allow you to set up a hierarchy of users and to control which articles users can see.

Roles are set up as tree structures, and when you mark an entry as private to a specific role then users with this role and with parent roles have access to the article. Any role below it in the tree, and roles that do not belong to 'current tree', will not be able to access the article.

For example, suppose you have the following roles:

Title
Employees
Customers
Contractors
... Manager
... Beta Tester
... Tech Writer
... Programmer
Partners

In the above tree the Contractors role has a sub-role of Manager, and below that sub-sub-roles of Beta Tester, Tech Writer and Programmer.

If you mark an article private and assign to it a role of 'Programmer', then contractor managers and programmers will be able to access the entry. No one else will have access to this article.

Note:

- Users with administrator privilege have access to any article in any category.

Create new user role

Roles control access to knowledgebase articles and files.
Some default roles have been created, but you can also create your own.

You must have administrator access to create new roles.

To create a new role:

- Click on **Users** or **Settings**
- Choose the **Role** tab
- Click **Add New**

The following are compulsory:

- You must include the role name in the **Title**
- The **Parent role** denotes where in the list of roles this role is placed. If you choose 'Top Level' your new role becomes a top level role. Otherwise, choose the parent role for your new role.

You may also wish to:

- Add a **description** to explain why this role has been set up and how it should be used
- Change where in the role hierarchy the role is listed by changing the **Order** of the group.

Set default user roles

New users can be created two ways. They can be set up by the knowledgebase administrator, or users can register themselves.

By default, KBPublisher creates registered users with no nominated role. You can change this so that new users are created with a specific role by:

- First, ensure that the role exists. If it doesn't, create it first
- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security / Privacy / Registering** section
- Select the appropriate **Role for new registered users** from the drop-down list of roles
- Click **Save**.

All users who register after this are created with the new default role.
You must have administrator access to change the settings.

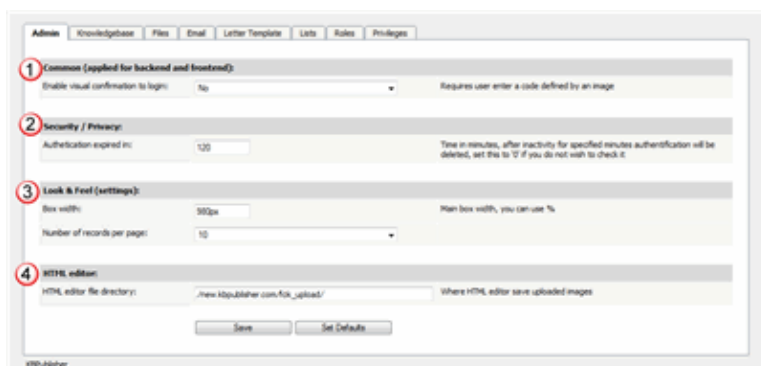
Settings

An explanation of the Settings module and how it works

The Admin tab explained

The **Admin** tab is the first tab under **Settings**. The settings here apply to the admin area, and to admin users.

Only administrators can change the settings on this tab.



1. **Enable visual confirmation to login** controls whether a user has to type a confirmation code



e.g.
before they can log on.

2. **Authentication expired in** controls how long before the user is automatically logged out when they do not use the system. In the example above, users will be logged out if they do not use the knowledgebase for two hours. If you wish to turn automatic logout off, set this to 0.

3. **Look & Feel (settings)** control how the admin area is displayed.

- **Box width** controls the width of the frame in which the administrator screen is displayed. You can set the width in either pixels (in the screen example it is 980px), or as a percentage of the width of the user's screen (e.g. 90%).
 - Default **number of records displayed on a page** is the number of records on a page that is first displayed when a user goes to that page. The user can change the setting manually while they are on the page.
4. The **HTML editor file directory** tells the knowledgebase where to look for the files that you attach as images or links to articles. That is, when you, say, insert a picture into an article,

this is where the picture will be found or uploaded.

The Knowledgebase tab explained

The **Knowledgebase** tab is the second tab under the **Settings** menu. The settings here apply to the public view -- that is, to what users see.

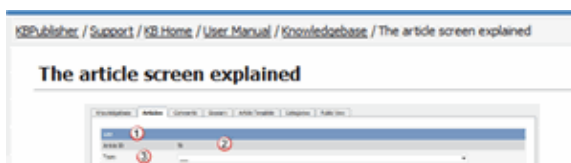
Only an administrator can change the settings on this page.

1. The **Titles/Meta** section controls how the browser displays the knowledgebase.

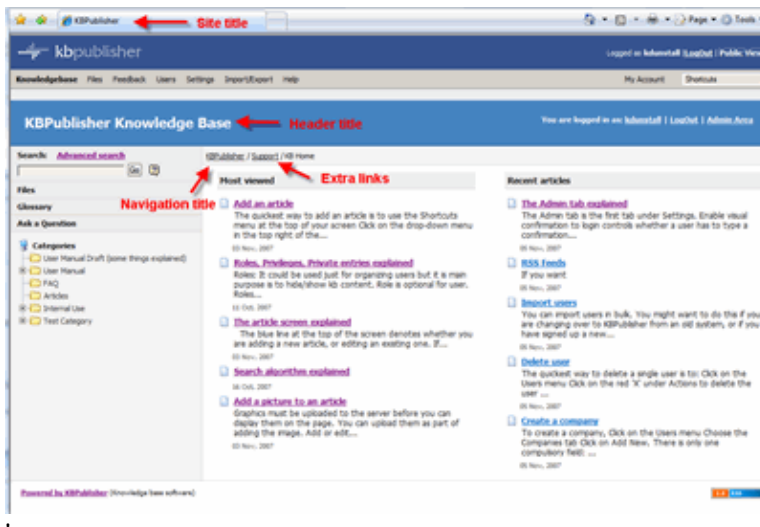


Field	Value	Description
Site title (meta):	KBPublisher Knowledge Base	This is the TITLE of the Knowledgebase page
Site keywords (meta):	kbpublisher, knowledgebase software, article manager, helpdesk software,	
Site description (meta):		
Header title:	KBPublisher Knowledge Base	Title in 'header', if used
Navigation title:	KB Home	Title in navigation line
Extra links in navigation:	KBPublisherhttp://www.kbpublisher.com	Append extra links to navigation line. Use format: title url title link. Example: Home http://your_domain.com
Search engine friendly URL:	Type 2 kb-{article_id}-{article_id}.html	Force public area to use search engine friendly URL. Test it after changing.

- The **site title** is the title displayed on the tab when you view the page. If you know HTML at all, this is the <title> tag.
- **Site keywords (meta)** and **site title (meta)** contain keywords used by site engines to identify your site.
- The **header title** is the text displayed in the header,
- The **navigation title** is the home page in the navigation bar
- You can show or hide the article title in the breadcrumb trail at the top of the screen by changing **Display article title in navigation**

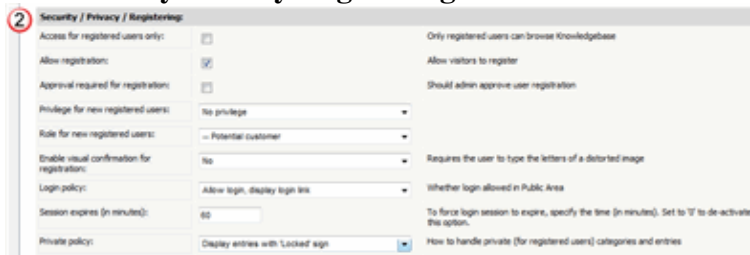


- **Extra links in navigation** show any extra links in the navigation bar. Extra links in the navigation are added as the name of the link (text to be displayed), followed by a space, followed by a pipe (|) symbol, then another space, then the address. For example, to add a link to your home page you would use '*Home* | <http://mydomain.com>'. You can add more than one extra link by adding a double pipe (||), surrounded by spaces, between each link. e.g. '*Home* | <http://mydomain.com> || *Support* | <http://mydomain.com/support>'.



- The search engine friendly URL controls what you type into the address line when you want to jump direct to an item in the knowledgebase.

2. The **Security/Privacy/Registering** section controls who can log on and how they do it.

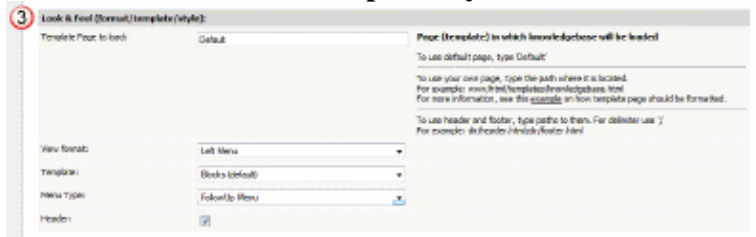


- **Access for registered only** means that only people who are registered users can view the knowledgebase. If this is set then even if a user ends up on your site they will not be able to read articles unless they are registered.
- **Allow registration** means that if a user does end up on your site and wants to view the knowledgebase, they can request and (maybe) get access.
i.e. The user comes to the knowledgebase site, gets a message that he has to register to use the site, and gets a registration form to register.
- If **Allow registration** is set, then two things can happen. If **Approval required for registration** is *not* checked, then the user is automatically assigned a user ID and access. If **Approval required for registration** *is* set, then they cannot get access until the administrator approves their request.
- When users register they take on the **default privilege** and **default role** assigned here.
- **Enable visual confirmation to register** means the user has to type in a confirmation code before they can register. This is to stop scamming.
- **Login policy** determines whether a user gets a login option on the public view screen, whether they don't get the login option but can still login (if they know the link to the login page), or whether they cannot login at all.
- When a user has not used the public area for the number of minutes nominated in the **Session expires in** field they will be logged off. If you wish to turn automatic logout off, set this value to 0.

- The **private policy** setting controls whether content that is locked because it is private is displayed in the menu with a locked symbol, or whether it is simply not visible at all. When this is set to **Do not display entries** then the user only sees items he can access. When it is set to **Display entries as 'locked' sign**, then the user can see the entries title but he cannot read them.

Please note it works only for articles without any role assigned. If private article has any role assigned it is always in "hidden" state for not logged users or for users who do not have access to it.

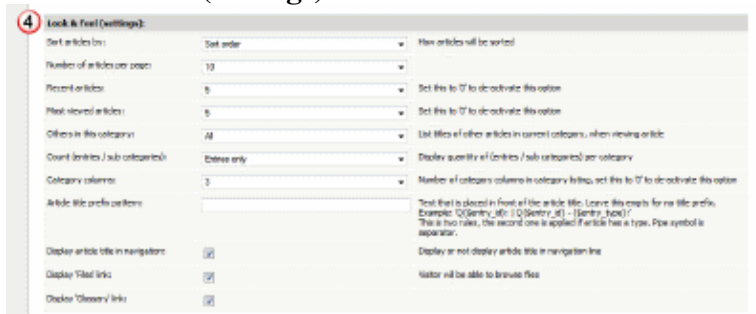
3. Look and feel (format/template/style)



- You can use the default knowledgebase template, or you can specify your own in **Page to load**. Your template can be pretty much any HTML, with a few extra commands to display the content and RSS feeds. This [article](#) explains more about the template.
- The **View format** allows you to set your knowledgebase up with a left menu or without. The sample screen in section 1, above, shows a knowledgebase with the left menu set.
- If you go with a left menu, you can also choose whether to display Article, File, Glossary and Ask a Question links on the left menu or as tabs across the top of the screen by nominating a specific **Template**.
- The **menu type** can be a standard menu tree, or it can be a follow-on menu that allows users to click on one article after another to read them.
- If you choose not to display the header then the header title (specified in section 1, above) is not be displayed.

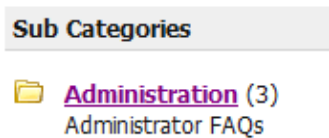
Setting up the look and feel is covered in more detail in the article that explains how to [change the way articles are displayed](#).

4. Look and feel (settings) control what the user sees and how he sees it.

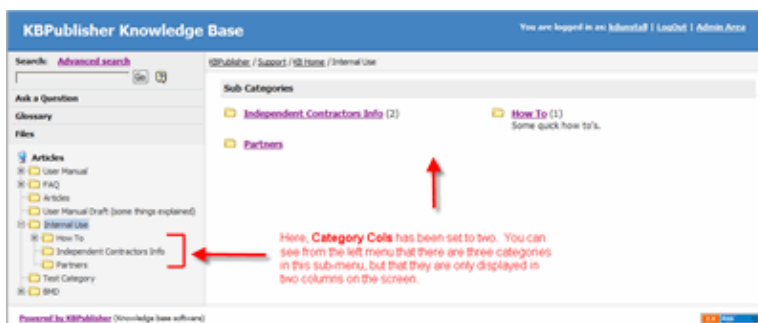


- Articles can be **sorted** by alphabetical order, the date items were added or modified, and by popularity.
- The number of articles displayed on the page is controlled by **Default number of articles**.

- Whether or not people can see the latest articles that have been added is controlled by **Recent articles**. If it is set to 0, recent articles are not shown, otherwise the number of recent articles displayed is the number set here.
- Likewise whether or not people can see the most popular articles is set under **Most viewed articles**.
- **Others in this category** controls whether or not the 'Others in this category' sub-heading is displayed at the bottom of the screen, and how many items are displayed
- **Display prev/next navigation** controls whether the user sees links to the next article and previous article at the bottom of the screen.
- **Count entries/sub-category** defines whether a count of the entries is displayed in the menu header.



- **Category cols** defines the number of sub-categories displayed across the page in public view. If this is set to 0, no categories are displayed.



- You can add text to the front of an article heading using the **Article title prefix pattern**. For example, if your article is named *Keeping Pets*, you can use the article title prefix pattern to make this: *Question: Keeping Pets*. Even better, if you use types in your knowledgebase, you can customize the article prefix to each type. Suppose, for example, you have two types of articles. One is *Facts*, the other is *General info*. If you wish you can change the title to include the type. e.g. *Fact: Climate change is happening* and *General info: What are greenhouse gases?*.
You can include the article number as part of the article title prefix as well. e.g. *Q: What can I do to help?*
- If you choose to include the article number in an article title prefix, you can also say how many digits the number will have by specifying an **entry ID padding** number. For example, if you had 100 questions and chose an article title prefix of 'Q', by default they would be numbered *Q1...Q100*. If you would prefer it to be *Q001: .. Q100* set the entry ID padding to 3.
- You can show or hide the files option using the **Display 'files' link**
- You can show or hide the glossary using the **Display 'glossary' link**

5. The **Actions** section controls user feedback and comments.

- You can set whether users can contact you using the Feedback facility through **Allow contact us**. You can set this so that all users can contact you, only registered users can contact you, or no users can.
- **Allow attachments** says whether users can attach documents to their mail. The value here is the number of files that can be attached. When this is set to 0, attachments cannot be included.
- **Allowed extensions** controls the type of files that can be attached.
- **Send attachments with e-mail** must be set if a user is allowed to send attachments in the Feedback form.
- If **enable visual confirmation for contact form** is set then the user must type in a visual code before they can add any feedback.
- You can set whether comments are allowed and who can make comments through **Allow add comments**. This can be set to all users, only registered users, or no users.
- Likewise, you can set it so that anyone who adds a comment must type a visual confirmation code before they can send it.
- Whether or not comments are published immediately, or must be approved first is controlled by the **Comment approval policy**.
- If you want users to be able to rate articles in your knowledgebase then **Allow rate article** must be checked.

6. The way the article is displayed on the preview screen is defined in the **Article preview format** section.

- The number of characters displayed in the preview is controlled by the **Article Character Limit**
- Whether the last date the article was updated is shown is controlled by **Display updated date**
- You can also nominate whether to display the **rating, number of comments** and **number of views**.

7. Once you actually open an article, what you see is controlled by the **Detailed article block**.

- This is where you define whether or not to show the **Display Article Block**, and if you do, what goes into it. Whether to include a **print** link and/or a **send to friend** link, and whether to include the number of hits.

- You can also choose whether to **display author** details.

8. Lastly, the **RSS settings** control whether the knowledgebase is available as an RSS feed and how the feed is set up.

- **Generate RSS feeds** controls whether there are feeds, and how many
- **Channel Title** is the title included in the <Title> tag in the RSS feed
- **Channel Description** is the description included in the <Description> tag in the RSS feed.

The Files tab explained

Whether or not users can see uploaded files is controlled by the **Display Files link** on the **Knowledgebase** tab, but if they can see files, then the **Files** tab controls what they see and how they see it.

The screenshot shows the 'Files' configuration page with three main sections highlighted by red circles and numbers:

- 1 File Configuration:** Includes fields for 'Files directory' (set to '/_uploads/10_files/'), 'Max file size' (2048), 'Allowed extensions' (empty), 'Denied extensions' (php,php1,php5,phpent,asp,aspx,jsp,dm,cfm,cf,pr,bat,exe), and 'Extract raw text' (checked).
- 2 Privacy / Encryption:** Includes a 'Private policy' dropdown menu set to 'Display entries with 'Locked' sign'.
- 3 Look & Feel:** Includes settings for 'Sort files by' (Sort order), 'Num entries per page' (10), 'Recently posted files' (5), 'Most downloaded files' (5), 'Sort categories by' (Sort order), 'Count (entries / subcategories)' (Entries only), and 'Category cols' (3).

1. The **File Configuration** section controls what files can be uploaded. This includes

- Where the files are uploaded to (**files directory**)
- How big the files can be (**max file size**)
- Types of files that can be uploaded (**allowed extensions**)
- Types of files that cannot be uploaded (**denied extensions**)
- Whether or not to include the files in the search, if possible (**extract raw text**)

2. The **private policy** setting controls whether files that are locked because they are private are displayed on the menu with a locked symbol, or whether they are simply not visible at all. When this is set to **do not display entries** then the user only sees files he or she can access. When it is set to **display entries as 'locked' sign**, then the user can see the entries but he or she cannot read them.

3. The **Look & Feel** section controls how files are displayed.

- Files can be **sorted** by alphabetical order, date files were added or modified and popularity.
- The number of files displayed on lists is controlled by **num of entries per page**.
- Whether or not people can see the latest files that have been added is controlled by **recently posted files**. If this is set to 0, recent files are not shown, otherwise the number of recent files displayed is the number set here.
- **Sort categories** controls how the file categories are sorted.
- Likewise whether or not people can see the most popular files is set under **most downloaded files**.

- **Count entries/sub-category** defines whether a count of the entries is displayed in the menu header.
- **Category cols** defines the number of sub-categories displayed in the drop-down category lists. If this is set to one, then only the top-level categories are displayed.

The Email tab explained

The **Email** tab under the **Settings** controls who receives administration emails, and how the email is set up.

The screenshot shows the 'Email' tab in a settings interface. It has two main sections: 'Support Email' and 'Email Settings'. The 'Support Email' section has three input fields: 'Support Mailer' (K5Mail), 'From Email / Support Email' (administrator@kbpublisher.com), and 'From Name / Support Name' (Support Team). The 'Email Settings' section has a 'Mailer' dropdown (PHP mail function (default)), a 'Sendmail Path' field (/usr/sbin/sendmail), 'SMTP Host', 'SMTP Port' (25), a checked 'Use SMTP auth' checkbox, and empty fields for 'SMTP User' and 'SMTP Password'. At the bottom are 'Test / Save' and 'Set Defaults' buttons.

1. The **Support Email** sections allows you to define who will receive emails

- **Support mailer** is the special email header
- **From Email/Support Email** is the email address, or addresses that administration emails are sent to. Feedback emails are sent to this address. You can nominate more than one address. Separate each email with a comma.
- **From Name/Support Name** is the name the user sees when they receive an email from KBPublisher. For example, if you reply to a feedback question, this is the name that will be shown in the reply field.

2. The **Email settings** are where you set up the mail system.

- The **mailer** is the system you are using to send the emails. This defaults to the PHP mail() function unless you change it.
- **Sendmail path** defines the location of sendmail files. Sendmail is a UNIX based mail application. You would not normally change this.
- The other items here are specific to the **SMTP** mailer, and should only be filled in if you have specified **SMTP** as the mailer.

The Lists tab explained

The **Lists** tab under the **Settings** menu allows you to:

- Manage article statuses
- Manage file statuses
- Control article types
- Manage user statuses
- Manage feedback subjects

Article and file statuses

KBPublisher has four default article and file statuses: published, pending (approval required), draft and not published.

Use the **Lists** tab to add new statuses and modify existing ones. You control:

- The name of the status
- The color denoting that status
- Description
- Where the status appears in the list of statuses
- Whether the status is active
- Whether or not this status is published (which means users can see it),

Once you add a new status this status appears in the drop-down status lists on the User Privilege screen, so you can control whether or not users have access to the new status.

[Add new article status](#) tells you how to add a new status for an article.

Article types

Article types are used to group records for searching, to provide default template for the articles and to control the display of the type.

[Add new article type](#) explains how to create new article types.

User statuses

KBPublisher has four default user statuses: active, pending (approval required), unconfirmed, and not active.

Use the **Lists** tab to create new user statuses and modify existing ones. You control:

- The name of the status
- The color denoting that status
- Description
- Where the status appears in the list of user statuses
- Whether the status is active.

Feedback subjects

There is an option on the Ask a Question screen that allows the user to specify a feedback subject from a drop-down list. You define these feedback subjects on the **Lists** tab. You control:

- The title, which is what the user picks from the feedback subject list
- Description
- Who gets the feedback question (i.e. the nominated supervisor)
- Color associated with this feedback subject
- Order it appears in the list
- Whether the feedback subject is active.

Search engine friendly URLs

What is a search engine friendly URL?

KBPublisher records are stored in a database. When you wish to read an article, KBPublisher sends a request to the database to get this record for you. This request is usually sent as a query string, and in its native form it looks something like:

`http://yoursitename.com/kb/index.php?view=entry&entryID=90.`

This works well to get the record back, but most search engines, Google excepted, will not index pages with question marks (?) or ampersands (&) in the name.

To get around this, we use a **search engine friendly URL**. This converts the query to something more like:

1. `http://yoursitename.com/kb/entry/90`
2. `http://yoursitename.com/kb/Search-engine-friendly-URLs_90.html`

which contains only characters that search engines recognize, and therefore will the record will be found by the search engine.

Not only that, when sending a link to someone else, it makes a lot more sense, and is a lot less error prone, to send a link `http://yoursitename.com/kb/entry/90` than to send `http://yoursitename.com/kb/index.php?view=entry&entryID=90.`

How do I set up a search engine friendly URL?

- Log onto KBPublisher as an administrator
- Choose the **Settings** menu
- Click on the **Knowledgebase** tab
- Go to the **Titles / Meta** section and choose an appropriate option from the **Search Engine Friendly URL** drop down list.

You have four options:

- ◆ **Automatic** uses the default set up when KBPublisher was installed
- ◆ **Type 1: kb/entry/[article_id]** gives the friendly URL -
`http://yoursitename.com/kb/entry/90`
- ◆ **Type 2: kb/entry/[article_title]_[article_id].html** gives the friendly URL -
`http://yoursitename.com/kb/Search-engine-friendly-URLs_90.html`
- ◆ **Do not use search engine friendly URL** means exactly what it says. Your link to the article mentioned above would be

<http://yoursitename.com/kb/index.php?view=entry&entryID=90>.

Note:

- For now "**Search Engine Friendly URL**" works only on Apache web server with *mod_rewrite* enabled.

Add new article status

There are four default article statuses: *published*, *pending*, *draft* and *not published*.

You can create your own statuses:

- From the **Settings** menu choose the **Lists** tab
- Click on **Articles**
- Choose **Add New**

You must include:

- A **title**. This is the status name. e.g. *In review*.

You can also add:

- A description, an explanation of what this status is used for.
- A **color** that is displayed with the status on article summary and list screens.
- Whether or not this status is **published**. If you check this box, then users will be able to read articles of this status. If you do not check this box, then only authors, editors, moderators and administrators can read the article.
- The **order** of this item in the status list. This defaults to *1*, which places the new status at the top of the list.
- Whether or not the status is **active**. If the status is not active, then you will not be able to assign this status to article.

Lastly

- Click **OK** to save your changes.

Add new article type

You can create your own article types:

- From the **Settings** menu choose the **Lists** tab
- Click on **Article Type**
- Choose **Add New**

You must include:

- A **title**. This is the article type name. e.g. *FAQ*.

You can also add:

- A **description**, an explanation of what this article type is used for.
- An **article template**. This is default text and/or formatting that is created for all articles of this type. For example, you might create an article type of system errors. For each article of this type you require three sections: *error number*, *error message* and *anexplanation*, so you create a *System Error* type template with these three headings. When an author creates a new article based on *System Error*, these three headings are automatically included in the article, so all they have to do is fill in the details.
- The **order** this item is in the article type list. This defaults to *1*, which places the new type at the top of the list.
- Whether or not the type is **active**. If the type is not active, then you will not be able to choose this as a type.

Lastly

- Click **OK** to save your changes.

Look and feel

Change the design

Customizing article display options

To change the number of most viewed and recent articles displayed use the **Look and Feel (Settings)** section under the **Settings** menu, **Knowledgebase** tab.

- The number of **recent articles** displayed defaults to five. You can make this more or less, or you can remove recent articles altogether by setting this to 0.
- The number of **viewed articles** displayed defaults to five. You can make this more or less, or you can remove most viewed articles altogether by setting this to 0.

The information displayed with the article preview is controlled by the **Article preview format** on the same tab. Here you can set:

- How much text to display in the preview
- Whether or not ratings and comments are displayed
- Whether to display how many times the article has been viewed
- Whether to display the date the article was last updated.

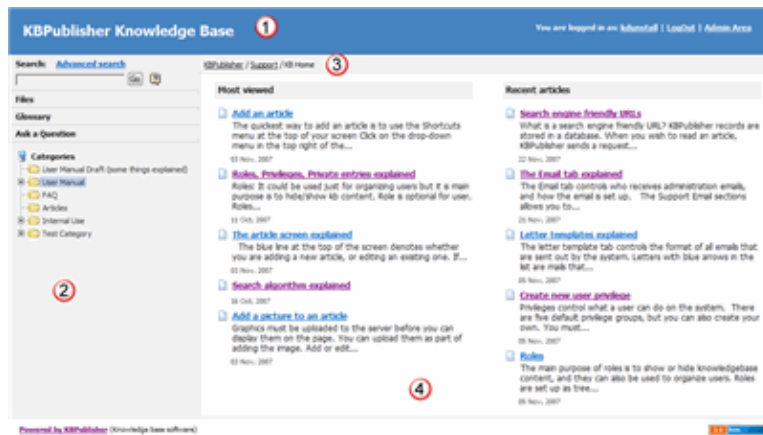
Likewise, the **Detailed article block** controls information displayed when you have opened the article:

- Article/update and author information
- Whether or not the user can print the article
- Whether they can send it to a friend
- How often people view the article.

Customizing Public Area

KBPublisher can be extensively customized and you can get some spectacular results if you want to design your own site.

When you install KBPublisher the default page looks something like:



1. The standard header is controlled by the **Template** field.
Settings -> Knowledgebase -> Look & Feel (format/template/style) -> Template.

You can choose to:

- ◆ Include the header by nominating 'with header' in this field
- ◆ Remove the header by nominating 'without header'.

If you do use the header, then the title in the header is controlled by the **Header title** field,

Settings -> Knowledgebase -> Titles/Meta -> Header title.

2. Likewise with the standard left menu. The menu is controlled by the **View Format** field,
Settings -> Knowledgebase -> Look & Feel (format/template/style) -> View Format.

You can choose to:

- ◆ Browsable
- ◆ Left Menu

3. Directly under the header you have menu options and a breadcrumb trail.

The menu options are displayed first. These are extra links you can include as part of the menu. For example, you might want to include a "Home" link if the knowledgebase is part of a larger site.

The menus are controlled by the **Extra links in navigation** field
Settings -> Knowledgebase -> Titles/meta -> Extra links in navigation.

To include other links add each link as follows:

- ◆ Add the **title** to be displayed on the page, followed by a single pipe (|), followed by the URL to go to when a user clicks on a link.
- ◆ If you want to add more than one link, separate each link by a double pipe (||).

e.g. Home | <http://www.yourhomepage.com> || Support|

<http://www.yourhomepage.com/support.html>

would display the following two links at the top of the page: "Home / Support".

The breadcrumb trail is displayed after any extra links. It is controlled by where you currently are in the database and which article you are looking at.

4. Depends on "View Format". The main page displays KB categories, the most recent and the most popular articles.

This can be changed by **Recent articles**, **Most viewed articles** and **Category columns** settings.

Change KBPublisher Look and Feel (design integration)

The template page

The **template** page is the master page that displays the contents of the knowledgebase. The default page is *page.html* and is stored in the *client/skin/view_default/default* directory.

You can replace this with your own page. If you do, you must follow the template rules and include appropriate commands in curly brackets, as per the following example.

If you want to brand the knowledgebase so that it matches the rest of your website, this is the page you change to do it. For example, you can include your company logo and standard buttons on each knowledgebase page.

To create and use your own page:

- Create an HTML page based on this [example](#). Remember that you can add as much as you like around the various html tags, but you must include everything in the example file.
- Upload the newly created page onto your server
- Log on to the knowledgebase
- Go the **Admin** area
- Click on the **Settings** menu and choose the **Knowledgebase** tab
- In the **Look & feel (format/template/style)** section, change the **Template Page To Load** to the full server path to the template
(e.g. */usr/www/html/.../your_template.html*).

Notes:

- You must be an administrator to do this
- If you prefer, you can set the **Template Page to load** field to the URL, i.e. *http://www.your_domain.com/your_template.html*, rather than to the full server path, i.e. */usr/www/html/.../your_template.html*, if your PHP installation allows it. (On some PHP installations this option is not allowed).
- Using the URL for the template path (*http://www.your_domain.com/your_template.html*) cause extra lookups, which will may affect the performance a litte, hence we recommend that you use the server path name if you can.
- If you need to execute php in your template, use the full URL for the template path.

Changing associated CSS

When you modify KBPublisher to fit your site design, you will probably also need to change some css styles as well.

All cascading style sheets used in KB Publisher are in the *kbp_directory/client/skin/* directory, where *kbp_directory* is the name the directory under which you installed KBPublisher. Most styles for the public area are defined in *kbp_directory/client/skin/common.css*.

You are welcome to change these or to add your own. We do recommend, however, that you create a new style sheet and include a link to the new style sheet in your custom template to overwrite existing KBPublisher styles, rather than change *common.css*.

User settings

Default user settings

User defaults

The knowledgebase administrator sets user defaults when they create the knowledgebase, and can update them at any time.

Security

User setup is part of the security section in the Settings menu:

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security/Privacy/Registering** section

Here you can:

- Force users to register before they access the knowledgebase
- Determine whether the registration must be approved by a moderator
- Determine whether users must complete a visual confirmation code before their registration is accepted
- Set the default privilege and role new registered users are created with
- Show or hide articles users do not have access to
- Set how long before KBPublisher logs an inactive user out.

Actions

The actions section controls what a user can do on the system.

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Actions** section.

Here you can:

- Set whether users can add comments and whether comments must be approved
- Determine whether users can rate articles
- Nominate who can contact the knowledgebase moderator
- Set whether users can attach documents to "*Ask a question*" form, and if so, what type of documents they can add
- Determine whether visual confirmation is required before any comments or emails can be sent.

Set default user privileges

New users can be created two ways. They can be set up by the knowledgebase administrator, or users can register themselves.

By default, when users register KBPublisher creates them with no privileges. You can change this so that new users are created with a specific default privilege by:

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security / Privacy / Registering** section
- Select the appropriate **Privilege for new registered users** from the drop-down list of privileges
- Click **Save**.

All new users who register after this are created with the new default privilege.

You must have administrator access to change the settings.

Set default user roles

New users can be created two ways. They can be set up by the knowledgebase administrator, or users can register themselves.

By default, KBPublisher creates registered users with no nominated role. You can change this so that new users are created with a specific role by:

- First, ensure that the role exists. If it doesn't, create it first
- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security / Privacy / Registering** section
- Select the appropriate **Role for new registered users** from the drop-down list of roles
- Click **Save**.

All users who register after this are created with the new default role.
You must have administrator access to change the settings.

Force users to log on

To force users to log on to even see the knowledgebase, let alone read articles:

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security/Privacy/Registering** section
- Check **access for registered users only**.

To force users to log on before they can read specific sections of the knowledgebase:

- From the **Knowledgebase** menu choose the **Categories** tab
- Check each category you wish to force users to log on for
- Choose **set private** from **actions with selected** at the bottom of the list of categories

To force users to log on before they can read specific articles in the knowledgebase:

- From the **Knowledgebase** menu choose the **Articles** tab
- Check each article you wish to force users to log on for
- Choose **set private** from the **actions with selected** at the bottom of the list of articles.

What is the difference between forcing a user to register and forcing them to log on?

When you force a user to register (access for registered users only) they must log on to the knowledgebase before they can read articles, whether the articles are marked as private or not.

When a user is not forced to register, they can always access the knowledgebase home page, even if they are not registered. They can read articles that are not marked as private, even if they do not log on. If an article is marked as private, however, then the user must register and log on in order to read that specific article.

Allow users to register

To set up your knowledgebase so that users register themselves:

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Security/Privacy/Registering** section
- Check **Allow registration**
- Click **Save** to save the changes.

When a user comes to the site, they will see a **Register** option in the top-right-hand corner of the screen (near **login**). They can click on **Register** and will be presented with a screen of user details to fill in. What happens once they fill in the details on that screen depends on other settings in the Security/Privacy/Registering section.

- If you have nominated that the user must provide **visual confirmation** before they can register, the user will also get a code to type in as part of the registration process
- If you checked **approval required for registration** then the registration request is sent to the administrator, who must approve it before the user can log in. If you did not check this option, the user can log in immediately (or at least, as soon as they get the automated confirmation message)
- If you nominated a default **privilege** for new users, the user will be set up with that privilege
- If you nominated a default **role** for new users, the user will be set up with that role.

Allow users to rate articles

You can set up KBPublisher so that users can rate articles.

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Actions** section
- Check **allow rate articles**
- Click **Save**.

Even when users can rate articles, they do not have to be displayed on screen.

To display ratings on screen:

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Article Preview format** section
- Check **display rating**
- Click **Save**.

Comments

You can set up KBPublisher so that user comments appear immediately, or so that they must be approved first, or you can turn comment functionality off altogether. You may also nominate whether or not only registered users can add comments.

- From the **Settings** menu choose the **Knowledgebase** tab
- Go to the **Actions** section
- Nominate who can add comments via **allow add comments**
- Specify whether the comments must approved before they appear via the **comment approval policy**
- Nominate whether a user must type in a visual confirmation code before they can send the comment via **enable visual confirmation to add comment**
- Click **Save**.

You must have administrator access to change the settings.

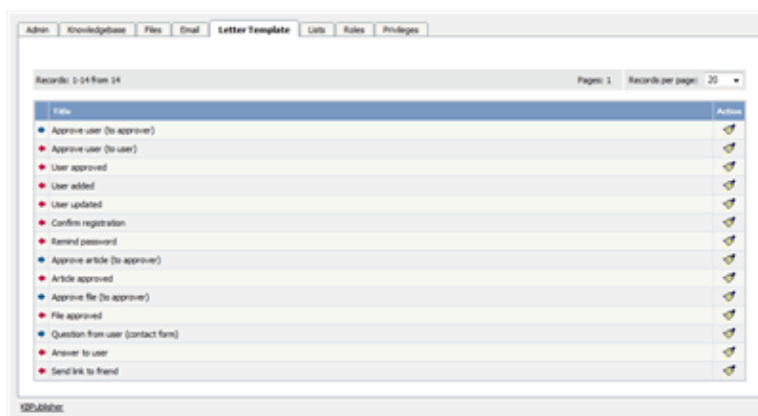
Email settings

Setting up emails and communication

Letter templates

Preformatted letters

The **letter template** tab is available from the **Settings** menu. It controls the format of emails that are sent and received by the knowledgebase.

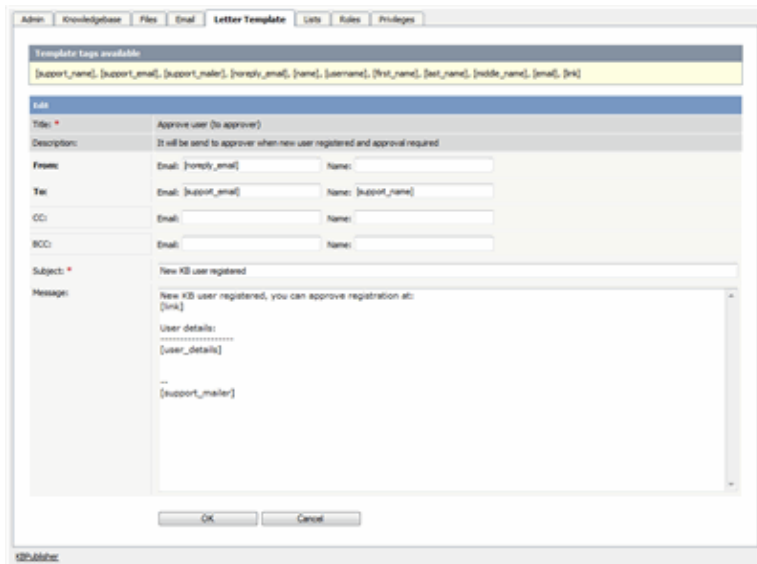


Letters with blue arrows are mails that are received by the knowledgebase administrator. Examples of these include 'ask a question' emails or user registrations. Letters with red arrows are mails that are sent to users. Examples of these include registration confirmation and password reminders.

KBPublisher provides a set number of templates. You cannot add new ones. You can, however, edit existing templates.

Editing letter templates

When you edit a letter template you are presented with an email form that you can modify to suit your own requirements.



You can include any text you wish. Text is straight text, not HTML format.

You can include the following fields anywhere in the email or in the header:

- *[support_name]* -- this is the name defined in the **Support Name** field on the **Email** tab
- *[support_email]* -- this is the email defined in the **Support Email** field on the **Email** tab
- *[support_mailer]* -- this is the name defined in the **Support Mailer** field on the **Email** tab
- *[noreply_email]* -- the standard "Do not reply to this email" from address
- *[name]* -- the name of the user to whom the mail is being sent or who it is from
- *[username]* -- that person's user name
- *[first_name]* -- their first name
- *[last_name]* -- their surname
- *[middle_name]* -- their middle name
- *[email]* -- their email address
- *[link]* -- a link to the page that this email is about.

The field name must be enclosed by square brackets.

Some email templates also have a field called **to Category Supervisor**. This field is shown when the letter relates to a specific article. If you check **to Category Supervisor**, and the category has a nominated supervisor, then the letter is emailed to the supervisor rather than to the Support Mailer address.

Set who receives emails

System emails

You can nominate a user, or users, to receive system emails.

- From the **Settings** menu choose the **Email** tab
- Type the email of the person who is to receive user communications into the **From E-mail / Support E-mail** field. You can nominate more than one email. Separate each email address with a comma.
Everyone nominated here will receive system emails.
- Type an appropriate name into the **From Name / Support Name field**. This is the name the user sees in their 'from' field when they receive an email from KBPublisher
- Click **Save**.

Category emails

You can also nominate a user to receive notifications about articles/files/comments in specific categories. This is used when articles or comments need to be approved.

The three letters that can be sent to a category supervisor are: *Approve article (to approver)*; *Approve file (to approver)*; and *Approve comment (to approver)*

First, you need to nominate a person to receive the emails:

- From the **Knowledgebase** menu choose the **Categories** tab
- **Edit** the category
- Click on the add new **Supervisor** icon
- **Assign** a user from the list of users
- **OK** to save the assignment.

After this, you need to tell the system that the supervisor should receive the emails.

- From the **Settings** menu choose the **Letter Template** tab.
- **Edit** the letter that is to go to the supervisor
- Check **to Category Supervisor**
- **OK** to save.

Change text in emails

To change the text in emails sent from, or returned to, KBPublisher:

- From the **Settings** menu choose the **Letter Template** tab
- Choose the email you wish to change
- Click on the edit icon in the **Action** column
- Make the change you require. See [E-mail Letter templates](#) for an explanation of fields.
- Click **Save** to save your changes.