

# 1. General overview



Author: **Edward Hardin** Reference Number: **AA-00602** Last Updated: **2011-11-28 15:02**

0 Rating/ Voters

This is the first chapter of Knowledgebase Manager Pro User Guide. This chapter gives an overview of how Knowledgebase Manager Pro (KMP) works.

## Articles

Articles are your knowledge base's main content portion. They contain the information that your users see. Whenever you want to add new information to your knowledge base, create an article containing the information or update an existing article.

Each article has its own page in your knowledge base, which can hold text, images, video, animation and other kinds of data. Users can find articles in a variety of ways: from the knowledge base's front page, from a category page, or by searching.

In most implementations, a knowledge base article is similar to an encyclopedia entry. Ideally, it contains all the relevant, available information on a specific topic. However, you can modify the role of the article in KMP depending upon the purpose of your knowledge base. By allowing user comments and user-submitted questions, and setting up groups of users with different privileges, you can develop a knowledge base that also shares the characteristics of a community forum, blog, or news source.

You can restrict article availability. KMP allows you to make an article visible only to certain groups of users.

## Categories

Categories group articles. Each of your knowledge base's articles must belong to at least one category. A list of categories displays on your knowledge base's front page. When a user clicks a category link, a page displays listing all the articles in the category.

As well as helping arrange your knowledge base's articles in a user-friendly way, you can also use categories to restrict article availability. KMP allows you to make a category visible and editable only by certain groups of users.

## Users

Users are the people who view your knowledge base, provide feedback, and make administrative decisions and changes.

The degree to which users can make changes to your knowledge base depends on their access privileges. At one end of the scale, a user may be able to read only certain articles and make no changes, whereas at the other end of the scale the superuser ("admin") can change everything about the knowledge base. Somewhere in between, a trusted user may be able to read, comment on, write and edit articles - but nothing else.

## Groups

User groups define the access privileges of the users that belong to them. You can configure the types of action that members of each group can take, as well as the article categories that they can view and edit.

## Custom Templates

"Templates" is a collective term for a large number of objects that control every aspect of your knowledge base's appearance and functionality.

Your knowledge base's templates are completely configurable. You can create a custom template by copying one of the basic themes included with KMP, then edit the code (HTML and CSS) of each template as required.

## Feedback

Feedback allows your knowledge base's users to interact with the knowledge base, article authors, and one another. Users can provide feedback via comments (short pieces of text, added to the relevant article page), ratings (votes on whether or not an article was helpful and notes for article improvement), ask questions (get suggestions while typing a question, send it to KMP, and forward to specified users and emails).

## Subscriptions

Wherever you see the RSS (Really Simple Syndication) logo (in your knowledge base, users can click the logo to subscribe to an RSS feed for the relevant section.

Also, user can subscribe to an article or category and get notified by email about updates (new articles, updated articles, or new comments - by his choice).

Next chapter: [Interface Overview >>](#)

## 2. Interface overview



Author: **Edward Hardin** Reference Number: **AA-00605** Last Updated: **2011-08-30 16:33**

**0 Rating/ Voters** ★★★★★

This chapter explains KMP's Graphical User Interface (GUI). The GUI lets you control every aspect of KMP.

There are two user interfaces in KMP:

Back-end (we also call it "Control Panel" or "Admin Area"). It is for Staff users. It allows doing every single thing: create, edit, and view content, manage user accounts, work with customer feedback, customize look of the front-end part, and administrate the knowledge base. Back-end always requires login.

Front-end is designed as a public website and is intended for use by anonymous and Client users, for example your customers or other website visitors. You can restrict access to the front-end, and require login, for example if you want to allow access for registered clients and your staff only (i.e. deny any public access to the knowledge base). Staff users can create, edit, and delete content from the front-end as well as from the back-end.

We will discuss the details of back-end user interface right now, and later return to the front-end.

- [The Toolbar](#)
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- [Tooltips](#)
- [Data Grids](#)
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  - [Navigating](#)
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- [Required Fields](#)
- [Confirmation Notices](#)
- [The Home Screen](#)

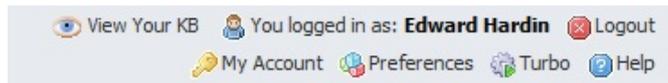
The GUI is divided up into four parts.

The screenshot shows the KnowledgeBase Manager Pro interface. At the top, there is a navigation bar with 'Home', 'Articles', 'Feedback', 'Statistics', 'Users & Groups', 'Customization', and 'Administration'. Below this is a 'Categories' sidebar on the left. The main content area is titled 'Articles and Categories Management' and contains a table of articles. The table has columns for 'Title', 'Progress', 'Views', 'Actions', and 'Preview'. The footer contains copyright information and mentions 'Powered by: JSS, CSS, AJAX Framework & JavaScript Library'.

Title	Progress	Views	Actions	Preview	
Articles and Categories Management	100%	1	0	2220	View Edit Delete Preview
KnowledgeBase Manager Pro vs Competitors	100%	0	0	665	View Edit Delete Preview
Can Flash Charts Pro dynamically generate the charts from data stored in a MySQL database?	100%	0	0	1133	View Edit Delete Preview
Setting up LDAP integration	100%	0	0	640	View Edit Delete Preview
How to translate "State it"?	100%	0	0	1430	View Edit Delete Preview
Installation API	100%	0	0	528	View Edit Delete Preview
Enabling CGI on Linux/UNIX	100%	0	0	2570	View Edit Delete Preview
Update Instructions	75%	0	0	547	View Edit Delete Preview
Write an article and category access permissions	75%	0	0	5679	View Edit Delete Preview
KnowledgeBase Manager Pro Video Tour	50%	0	0		

## The Toolbar

The toolbar displays on every screen.



Use the toolbar to perform tasks related to your account preferences and your profile details.

View your KB	Opens the public area - front-end interface of the knowledge base.
Logout	Logs you off from KMP
My Account	Allows change your user profile options: name, password, email, language and time settings, etc.
Preferences	Contains your personal preferences related to GUI behavior and appearance.
Turbo	Enables local storage of certain application files (images, JavaScript and CSS) avoiding the need to redownload them from the web on every application reload. In order to use it you'll need to <a href="#">have GoogleGears installed</a> on your PC.
Help	Opens general help for KMP that also includes the link to this knowledge base.

## The Main Menu

The main menu displays on every screen.



Use the main menu to go to screens where you can create, configure and manage your knowledge base.

Home	Shows bits of the knowledge base articles, feedback entries, new items creation buttons, etc. on a single screen.
Articles	Includes main tools for authoring: creation of articles, categories, article templates, glossary, management of article drafts and email subscriptions.
Feedback	Tools for user feedback are here. You can approve, decline, and answer comments here, work with user questions, check rating trends and react to negative feedback here. Also list of censored words for user comments can be edited here.
Statistics	Contains statistical information for articles and categories usage, search reports, and author activity charts.
Users & Groups	User management tools live here. You can create a new user or a group, approve registered user and assign him to a group here.
Customization	Tools for customization of front-end look and feel, custom article fields, user profile fields, and custom ratings.
Administration	Administrative tools that mostly related to preferences for the whole knowledge base.

The following notation will be used in this manual and other articles in the knowledge base:

*Go to Articles > Articles & Categories*

This means that you need to click on the Articles in the main menu and then click on the Articles & Categories item:



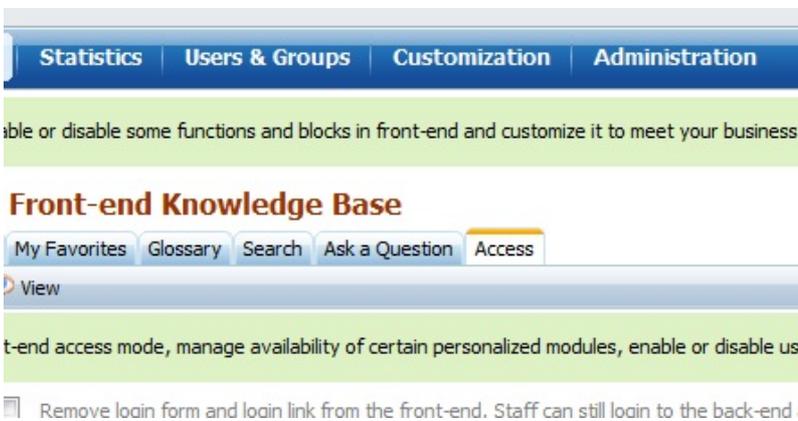
Also additional step can be mentioned in this notation, which points to a tab on the destination page:

*Go to Customization > Styling and Front-end Settings > Access*

This means "Click on the Customization in the main menu, then click on the Styling and Front-end Settings..."



"...then click on the Access tab on the new screen".



## The Workspace

The contents that display in the workspace depend on the screen you are currently viewing. Usually you can go to another screen by clicking on a main menu item. Also dialog windows open over the workspace.

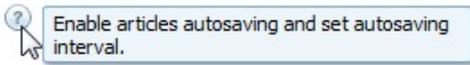
## The Footer

Footer shows information about:

- your version of KMP
- link to [Support Center](#)
- link to Bug Report/Feature Request form

## Tooltips

Many objects in the GUI have context help icons next to them (?). Place your mouse pointer over the tooltip



or (if you mouse pointer changes to "hand") click on it to see more relevant information.

Click for help

**Help**

This setting allows customization of title for RSS feeds. You can use following variables:  
 %MAIN\_TITLE% - title of the home front-end page;  
 %RSS\_TYPE% - type of RSS feed. It may have one of the following values depending on things that user is subscribed to: title of the category that user is subscribed to, "Featured Articles", "Most Popular", "Top Rated", or "Recently Added" if user is subscribed to one of these blocks, and "Comments to "ArticleTitle"" if user is subscribed to new comments, where ArticleTitle is the title of the article user is subscribed to.

Other objects have text links next to them. Click these links to see an article from our knowledge base on the subject.

You have to setup cron script in order to use this functionality. [Recheck](#). [Learn more](#).  
[Launch cron job now](#) - cron job will be started just once.

## Data Grids

Data grids are used to present lists of entries with ability to create, view, and manage them.

**Title**  
Articles and Categories Management

**Grid Preferences, Reload, and Help**

**Search and Filter**

**Columns**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Title	<input type="checkbox"/>	Actions								
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Installation of KnowledgeBase Manager Pro	1	100%	2	1	7456	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	KnowledgeBase Manager Pro vs Competitors	0	100%	1	0	2220	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Can Flash Charts Pro dynamically generate the charts from data stored in a MYSQL database?	0	100%	0	0	665	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Setting up LDAP integration	0	100%	0	0	1133	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	How to translate "Rate it!"?	0	100%	0	0	640	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Installation API	0	100%	0	0	1430	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Enabling CURL on Linux/UNIX	0	100%	0	0	528	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Update Instructions	0	75%	0	0	2570	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Hints on article and category access permissions	0	75%	0	4	547	View	Edit	Delete	Preview	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	KnowledgeBase Manager Pro Video Tour	0	50%	0	0	5679	View	Edit	Delete	Preview	

**Entries**

**Group Actions**    **Navigating**

## Entries

Each entry represents an entity like article, glossary, term, comment, etc. depending on what screen you're on. Often entry has a checkbox that you can check to apply a group action on selected entries then. It shows the entity properties in one or several columns, e.g.: title, creation date, id, etc. Also it has several action buttons that you can click to view, edit, delete, etc. the entity.

Setting up LDAP integration    0    100%    0    0    1133    View    Edit    Delete    Preview

## Sorting Columns

You can sort entries by almost any column. To do that, click the column header. First click sorts them in ascending order, second click sorts in descending order.

Actions								
0	100%	0	0	1133	View	Edit	Delete	Preview
0	0%	0	0	604	View	Edit	Delete	Preview
0	0%	0	4	601	View	Edit	Delete	Preview
0	0%	0	4	584	View	Edit	Delete	Preview
0	0%	0	4	572	View	Edit	Delete	Preview
0	0%	0	4	552	View	Edit	Delete	Preview
0	75%	0	4	547	View	Edit	Delete	Preview
0	0%	0	0	2	View	Edit	Delete	Preview

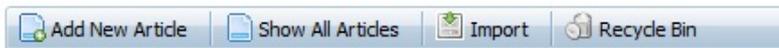
## Group Actions

You can select several entries by clicking their checkboxes and do a group action on them. Most common group action is "delete", in some cases you can edit or copy several entries at once.



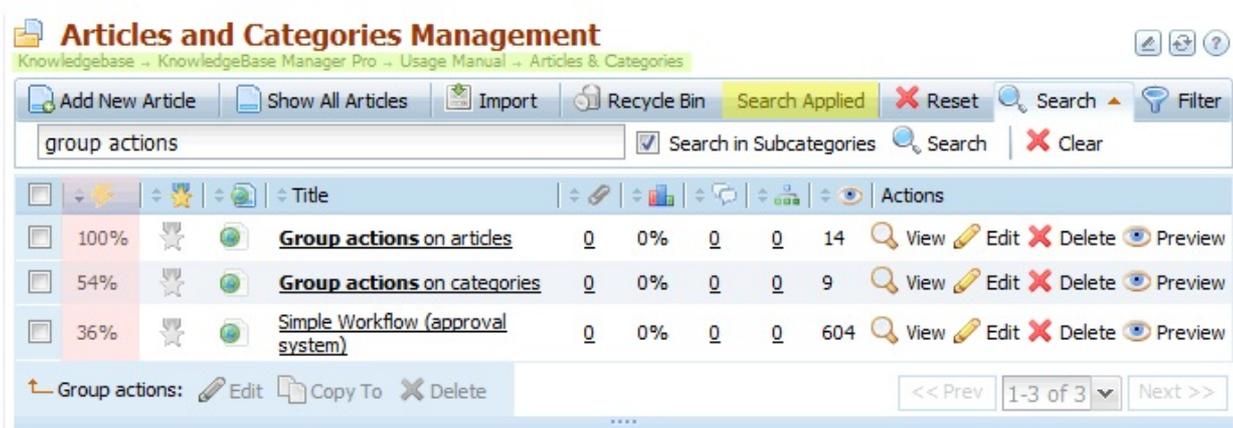
## Toolbar with Buttons

Toolbars usually contain several buttons for creation of relevant entries – articles, comments, users, etc.



## Instant Search

Instant search allows searching "here and now" within the items shown in current grid. For example you may select a category on the left panel (on Articles > Articles & Categories screen) and articles assigned to this category will be shown in the grid. You can use instant search now to search through these articles. It searches through the articles content as well as through the titles.



Path to the current category is **marked with green color on the screenshot**. We are searching in this category. Note that the "Search in Subcategories" checkbox is checked.

"Search Applied" **marked with yellow color** shows that we're watching a search results in the grid, instead of the all entries of the current category.

Magenta area shows relevance - measure of how entry is pertinent to the search phrase.

## Filter

Filters can be used to select items from current grid that match certain conditions. For example you can filter out featured articles that have from 1 to 5 attachments.

The screenshot shows the 'Articles and Categories Management' interface. At the top, there's a navigation bar with buttons like 'Add New Article', 'Show All Articles', 'Import', 'Recycle Bin', 'Filter Applied' (highlighted in yellow), 'Reset', 'Search', and 'Filter'. Below this is a search and filter section with fields for 'Author', 'Edited By', 'Created from', 'Published', 'Featured', 'Rating From', 'Attachments from' (set to 1 to 5, highlighted in green), and 'Comments from'. There are also 'My Favorites' and 'Including Subcategories' options. The main area is a table with columns for 'Title', 'Attachments', 'Relevance', 'Views', 'Comments', and 'Actions'. The table contains five rows of articles, with the 'Attachments' column highlighted in magenta. The bottom of the interface shows 'Group actions' (Edit, Copy To, Delete) and navigation controls (Prev, 6-10 of 21, Next).

Filtering parameter is marked in green on the screenshot.

"Filter Applied" marked with yellow color shows that we're watching a search results in the grid, instead of the all entries of the current category.

Magenta area shows column with number of attachments per article.

You can combine search and filters - you can filter out search results, or search in filtered items.

## Navigating

Not all entries may be displayed on one grid page. You can go between pages with help of navigating tool.

<< Prev 6-10 of 21 Next >>

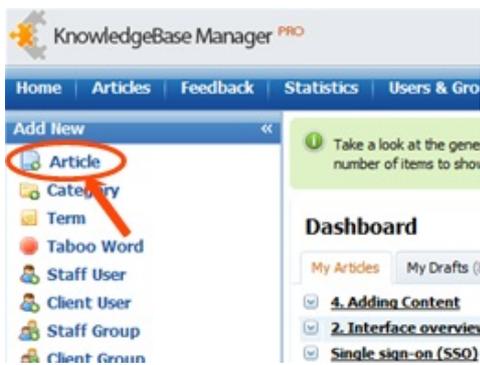
<< Prev	Click this to move backward one page in the list.
Next >>	Click this to move forward one page in the list.
6-10 of 21	Select a range of entries to go to the respective page in the list.

You can change the number of entries shown on a page. To do this - just drag the bottom grid border.

The screenshot shows a grid of two articles. The first article is 'Configuration of an Existing Form' with 0 attachments and 6209 views. The second is 'KnowledgeBase Manager Pro Video Tour' with 0 attachments and 5679 views. The navigation bar at the bottom shows '<< Prev 1-5 of 303 Next >>'. Below the grid, there's a vertical double-headed arrow icon and a text box that says 'Change page size from 5 to 8 records per page'.

Drag the border

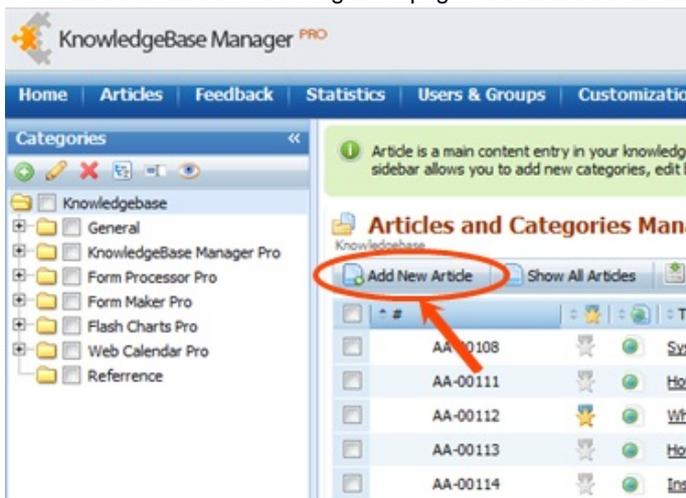
Change page size from 5 to 8 records per page



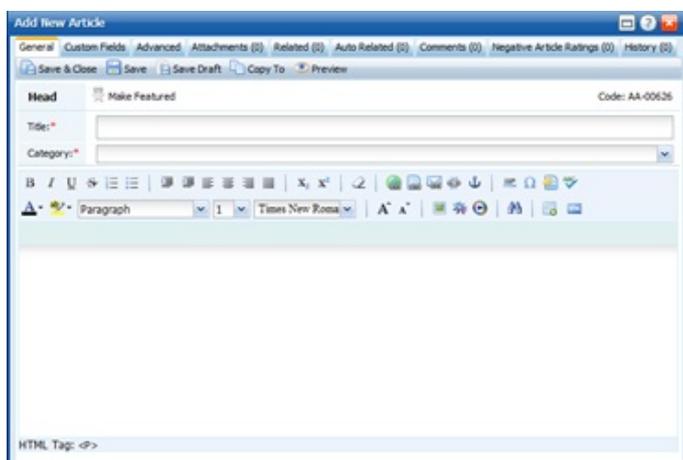
- Select Articles > Add an Article in the main menu.



- Go to Article > Articles & Categories page and click "Add New Article" on the grid toolbar.



When you do this, the article creation window opens.



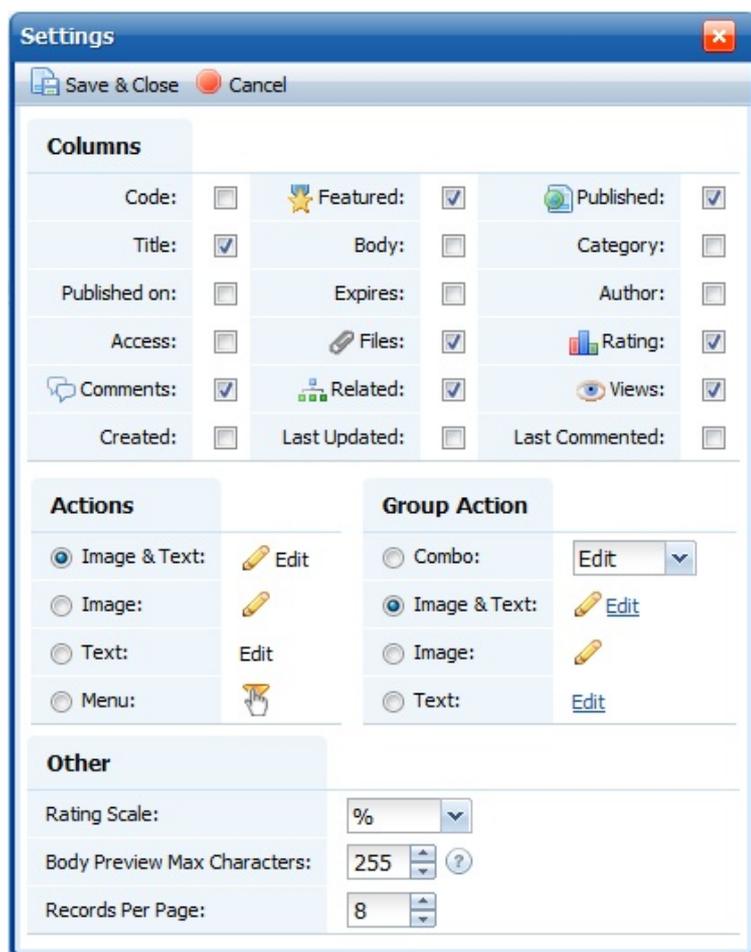
The main screen of the article creation window is comprehensible and intuitive. To finish creation of the article you need to give it a title and assign it to a category.

## Grid Preferences

Click the first of the three buttons under the grid to open grid preferences window.



Grid preferences window allows you to change the set of shown columns, appearance of action and group action buttons, number of entries per page, and some other settings (settings can be different for each grid).

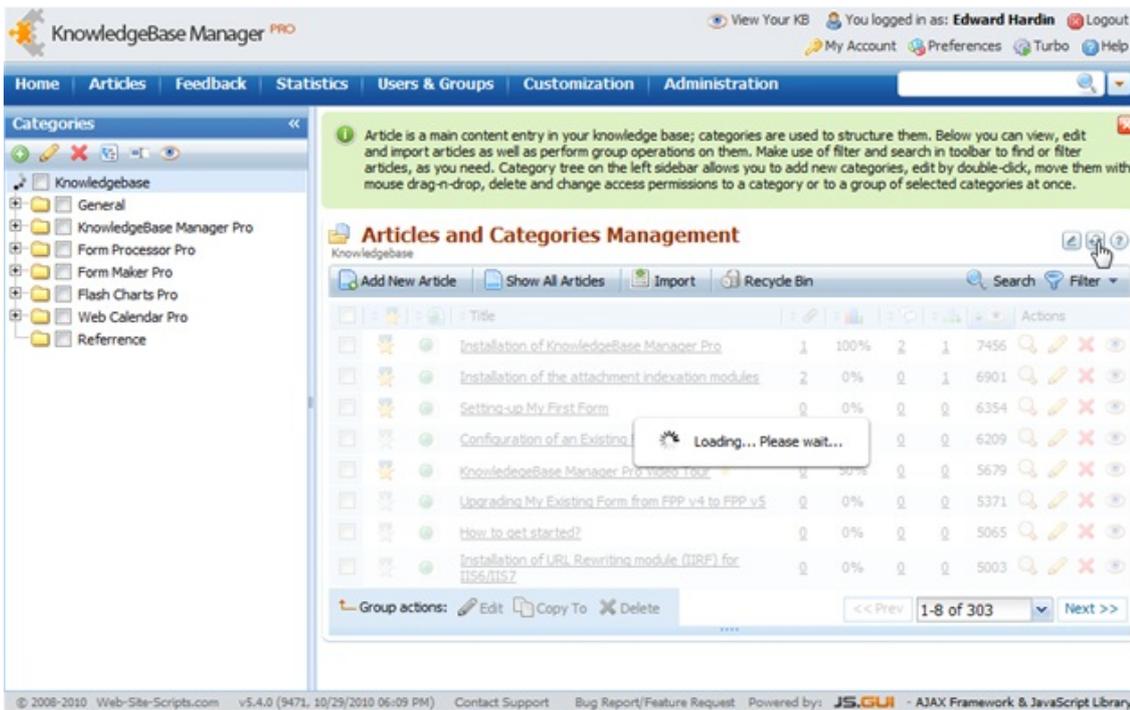


Note: You can reset the look of action and group action buttons in all grids at once. This can be done in the Preferences menu.

## Reload Grid

KMP makes an Ajax request in the back-end when you click a button, select a menu item, etc. Ajax allows reloading a part of the web page, instead of reloading the whole page and losing time on loading the same unchanged data again and again such as footer, header, and other parts of layout. For example when you click on a main menu item and go to a different screen, only workspace (middle part) is reloaded – the main menu and the toolbar are not.

Reload grid button works in a similar way – you can click this button to reload grid entries without refreshing of the web page.



Use this button where you see it to refresh current container (e.g. grid) contents. Refrain from using the Refresh button on your browser toolbar (or F5/Ctrl-F5 shortcuts) unless you've got an error or just updated KMP to a new version. In these cases Ctrl-F5 would help to avoid future errors and get the latest versions of scripts and styles.

## Required Fields

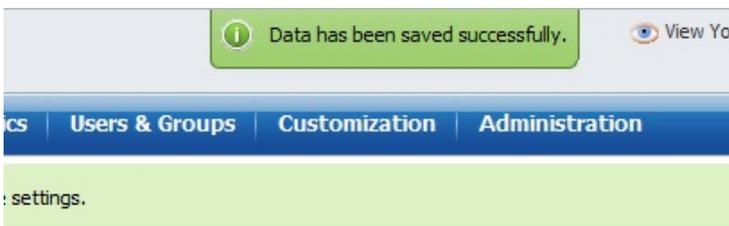
When you configure one of KMP's features, you may be required to enter information, or select an option. These mandatory fields are necessary to set up the feature. If you try to save your changes without configuring a required field, a warning displays.

Fields marked with a red asterisk (\*) are mandatory, whereas others are optional.

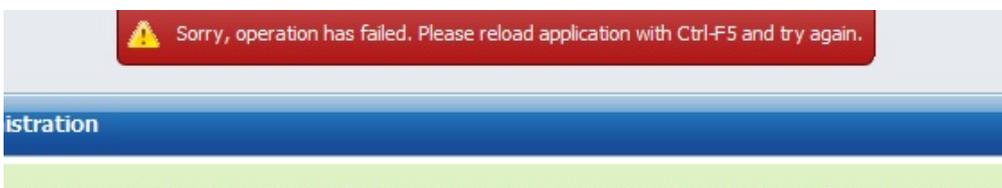
SMTP Host:*	<input type="text"/>
SMTP Port:*	<input type="text" value="25"/>
User:	<input type="text"/>
Password:	<input type="password"/>

## Confirmation Notices

When you have performed an action that modifies KMP's configuration, a notice displays when the screen reloads, confirming that your modification was completed successfully.



Or not successfully



If it has been unsuccessful, press Ctrl-F5 to reload KMP and try again. If you'll get the error again, please [follow this guide to enable error logs and report the problem](#) to our support team.

## The Home Screen

The home screen or the dashboard is shown when you log in the very first time or click the Home item in the main menu.

Add New	Shortcuts for creation of an article, category, user, etc.
Summary & Popular Articles, Popular Categories, Popular Searches	General statistics for articles, categories, and searches.
Dashboard (Recently added entries)	Your articles (sorted by last change date), article drafts, user questions, comments pending moderation, approved comments. Some of the listed tabs may not be shown if related option is disabled in general options.
System Info	Info about KMP version, license, etc.
Updates	Shown remainder of Support & Maintenance subscription and <a href="#">availability of updates</a> .
News	Shows new posts from <a href="#">Web-Site-Scripts blog</a> . Often includes information about new releases, announces, best practices, etc.

Next chapter: [Articles Overview >>](#)

### 3. Articles overview



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0 Rating/ Voters

This chapter gives a general overview of articles, the main content portion in KMP.

- [Article Format](#)
- [Importing Articles](#)
- [Article Status](#)
- [Custom Fields](#)
- [Glossary](#)

Articles are the foundation of your knowledge base. In essence, your knowledge base is a database of articles, bound together by a framework that presents them to the user.

When you want to present information to your users, you should create an article. While the term "article" suggests a traditional newspaper or magazine format, the articles you create for your knowledge base can take whatever form you like. Use images, audio, video and flash animations to customize your articles.

#### Article Format

KMP articles use HTML (Hyper-Text Markup Language). This means that you can create articles in exactly the same way that you would create a web page.

Don't worry if you don't know HTML; KMP's powerful built-in WYSIWYG (What You See Is What You Get) HTML editor allows you to create and configure your articles using an interface similar to a standard word processor. You can also create HTML code elsewhere (in a web development tool such as Adobe Dreamweaver, for example) and paste it directly into the editor's when it is in the source mode.

#### Importing Articles

If you want to create large numbers of articles at once in KMP, you can do so by importing a CSV (Comma Separated Values) or XLS file containing the articles' details. A CSV file is a basic text file containing a variety of fields, each separated by a comma. Many applications (such as databases and spreadsheets) can output CSV files; see your source application's documentation for details. You can map the fields created by your source application to KMP's fields.

[Learn more about importing articles from CSV and XLS.](#)

#### Article Status

KMP supports administrative user groups with a variety of user privileges. For example, you can create user groups whose members may only edit articles, or who may only see certain article categories, or any combination of privileges.

This is very useful if you have a distributed network of content creators or editors, and want to compartmentalize each person's responsibilities and privileges. For example, you can also create groups whose users may write articles, but not publish them, and another user group whose users may publish articles (i.e. they can approve articles).

In order to manage this workflow, each article has a status.

- An article is **Published** if it was created or approved by a user who may write and publish articles. The article is visible to the public.
- An article is **Not Published** if it was created by a user who may write, but not publish articles. The article is not visible to the public.
- Also an article can get **Expired**. This happens if it was set by a user that this article must be hidden at certain date and time and we are observing the article after this moment have passed. The article is not visible to the public.

[Learn more about simple workflow mechanism.](#)

#### Custom Fields

Depending upon the nature of your knowledge base, you may wish to add certain types of information to your articles that are

common to multiple articles. For example, if you are creating a knowledge base containing details of cars, you might want to add information about manufacturer, model, engine size, years of production, and so on.

You can do this using KMP's custom fields. Custom fields allow an article creator to enter text or select choices from a list when editing an article.

The screenshot shows the 'Edit Article: Chevrolet Corvette (C4)' interface. It features a navigation bar with tabs for 'General', 'Custom Fields', 'Advanced', 'Attachments (0)', 'Related (0)', and 'Auto Re'. Below the navigation bar are 'Save & Close' and 'Save' buttons. The form contains several sections: 'Manufacturer\*' with a text input field containing 'Chevrolet Division of General Motors'; 'Production (beginning)' with a date picker showing '1983-01-27'; 'Production (finish)' with a date picker showing '1996-07-18'; 'Class' with radio button options for 'City car', 'Large family car', 'Full-size car', 'Sports car' (which is selected), 'Muscle car', and 'Supercar'; and 'Curb weight' with a text input field containing 'Curb weight'.

The information then displays as part of the article's page in your knowledge base, arranged in the "Custom Fields" section.

The vehicle went on sale in 1990 and was available only as a coupe. It wa square shaped taillights and a CHMSL (center high mounted stop lamp) :

The ZR-1 displayed stunning ability both in terms of acceleration and l the cost of a non-ZR-1, and had ballooned to \$66,278 by 1995; some same price bracket as cars like the Porsche 964, making it a hard se

**Custom Fields**

Manufacturer:	<b>Chevrolet Division of General Motors</b>
Production (beginning):	<b>1983-01-27</b>
Production (finish):	<b>1996-07-18</b>
Class:	<b>Sports car</b>
Curb weight:	<b>Curb weight</b>

Once you have created custom fields, each article you subsequently create or edit offers you the opportunity to include the custom fields. Either enter the information (type text or select values from a list), or leave the custom field blank to not include the custom field in your article (unless it is required – in this case you would need to fill it before saving the article).

## Glossary

KMP's glossary is a dictionary that you define. It is designed to help your knowledge base's users quickly learn technical jargon or other non-standard terms.

When you create a glossary entry for a word or phrase, the word or phrase is highlighted any time it appears in your knowledge base articles' body text. When a user places the mouse pointer over the term the definition displays.

If you can FTP files to your server, then you can setup our products.

File Transfer Protocol

Because you define the terms that are highlighted and the text that displays, you can also use the glossary feature for any kind of function where you want additional text to display without breaking the flow of the article.

Users can also view the glossary by clicking the "Glossary" link in your knowledge base's header bar. By default, the glossary page opens showing all glossary entries. The user can also select a letter (or numerals) to see all glossary entries beginning with the letter (or a numeral).

Term	Description	Actions
ACPI	Advanced Configuration and Power Interface	
BTX	Balanced Technology Extended	
CGI	Common Gateway Interface	
CSS	Cascading Style Sheets	
DVI	Digital Visual Interface	
FMP	Form Maker Pro	
FPP	Form Processor Pro	
HDMI	High-Definition Multimedia Interface	
HTML	Hyper-Text Markup Language	
JHTML	Java HTML. Page authoring system developed at Art Technology Group (ATG)	

Glossary term and definition is always a plain-text with no formatting except line breaks. No html tags permitted as well.

We will learn how to add content to the knowledge base in the [next chapter](#).

## 4. Adding content



This chapter describes basics of article and category creation, and drafts usage.

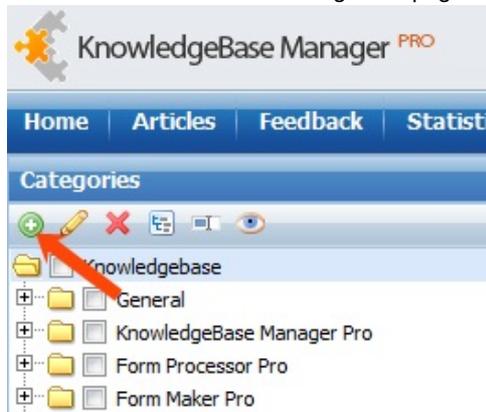
- [Creating a Category](#)
- [Creating an Article](#)
- [Using Drafts](#)

You must have at least one category in the knowledge base to create an article because article may exist only if it is assigned to a category. If you're starting with an empty knowledge base, you need to create a category first. Otherwise you can skip the next step and [create an article](#) right now.

### Creating a Category

There are several ways create a new category. The easiest way is this:

- Go to Article > Articles & Categories page and click "Add Category" on the left pane toolbar.



Give it a name and hit Enter or click on the green Apply button.



Note that the category will be created as a child to the currently selected category. You can select a category by single clicking on it - selected category has blue background.

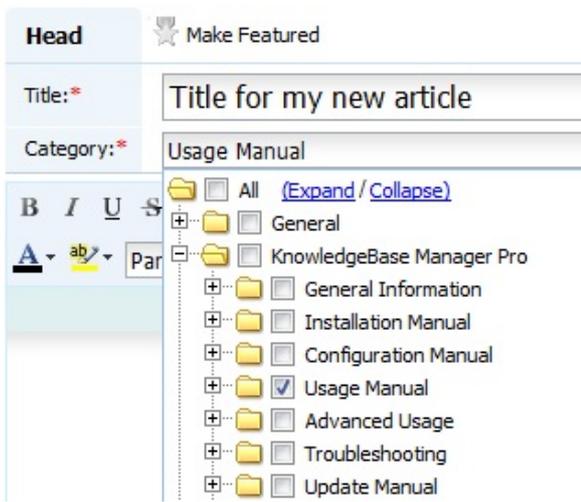
It is the fastest way to create a category, because you are not asked for anything else except category name. Use this method in future if you need to quickly create several categories.

We got our first category created; now we can add an article to the knowledge base.

### Creating an Article

There are several equivalent ways to start creating a new article. You can:

- Click the "Article" button on the "Add New" pane on the back-end home page.



Take a look the buttons toolbar. There are several buttons on it.

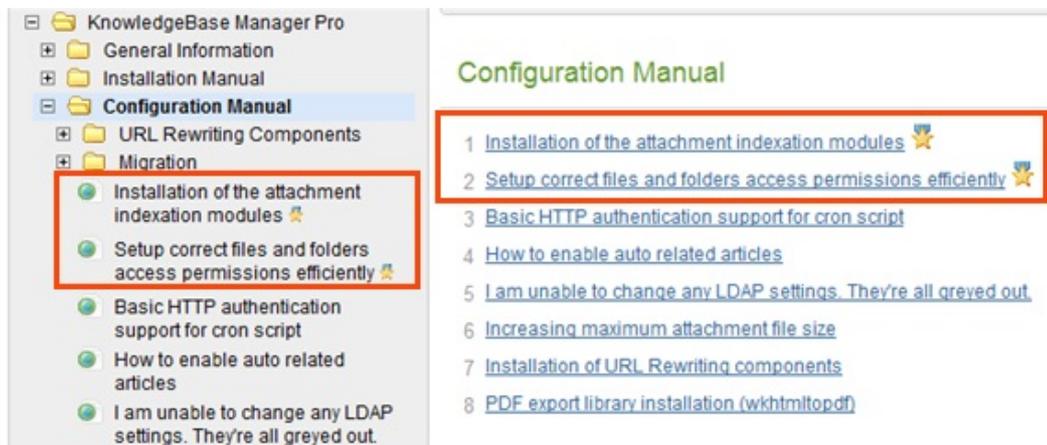


Save & Close	Saves the article and closes the article create/edit window.
Save	Just saves the article without closing the window
Save Draft	Saves changes as your personal draft. Article itself is not changed. Your draft cannot be viewed by anyone else. You can continue to edit this draft later and save it as an article or delete eventually.
Copy To	Copies the article to the category by your choice.
Print	Shows printable version of the article and asks you to send it for printing.
Export to PDF	Exports the article to PDF.
Preview	Shows preview of the article with the latest (even unsaved) changes in the front-end.

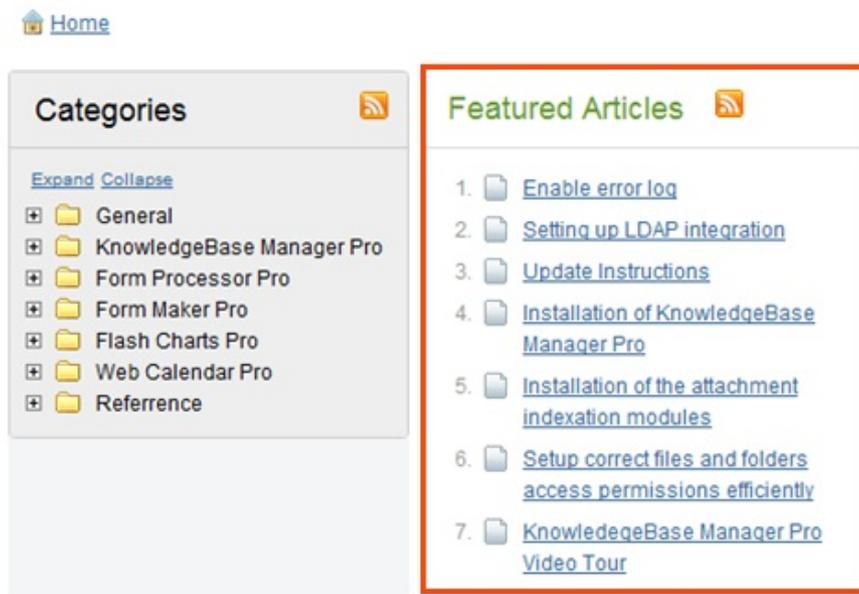
Also notice the Make Featured button below.



Click it to make your article "featured". Next click will remove this status. Use it to promote articles and show them on the top of various lists in the front-end: featured article is shown on the top of the articles list when you're viewing a category contents and in the category tree. Featured status overrides [articles sorting](#).



Also there is Featured Articles list on the main front-end page, which shows the most popular featured articles. Use it for the most valued articles like "Beginner's Guide" or top news.

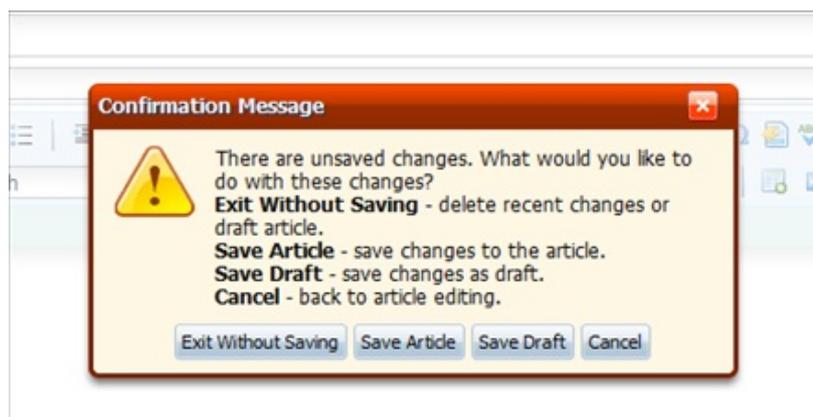


Article body with WYSIWYG toolbar is shown below. You can type there, copy-paste text from a text editor or web page, and use WYSIWYG buttons to change text look and feel, alignment, colors, insert images, links, tables, and videos, and also edit html source.

The article creation window has several tabs that allow you do change advanced settings, custom field values, versions, etc. We will talk about them later during discussion of article edit function.

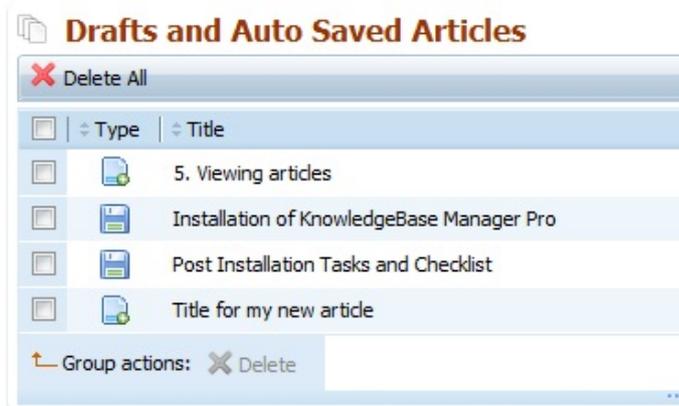
## Using Drafts

It was mentioned previously that there is Save Draft button on the tool bar or article create/edit window. It saves current article title, body, attached documents, and all preferences to drafts. Also, if you haven't saved your article and try to close the article edit window, it will ask you what must be done with your changes and you can save them to a draft.



- **Exit Without Saving** - discard changes and keep the latest saved article version.
- **Save Article** - save changes to the article.
- **Save Draft** - save changes as your personal draft.
- **Cancel** - cancel article closing attempt and return to article editing.

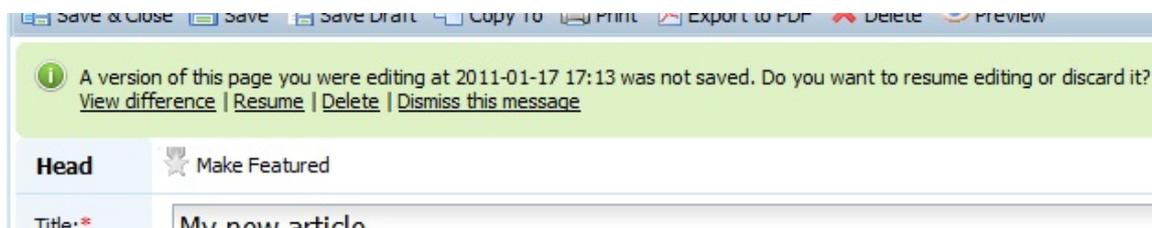
Click "Save Draft". Then go to Articles > My Drafts. You will see your draft in the list. You can see on the next screenshot that there are two types of drafts: draft of a new article, and draft of an existing article.



They have different icons here, if you hover your mouse over an icon, you will see the hint that explains the draft type:

-  Draft of an existing article - either saved manually or by autosave (you can have only one draft per article, if you save this draft, the old draft gets rewritten)
-  Draft of a new article - (you can have as many drafts of new articles as you want)

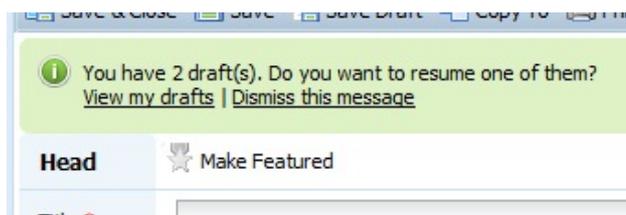
You can continue editing a draft from here by clicking "Resume". You will also be advised about existing drafts when you will try to create an article or edit an article for which you have a draft version saved.



There are several options:

- **View difference** - compare the draft with the current article (this option won't be shown if you're creating a *new* article)
- **View** - open a window where you can view the draft contents (this option won't be shown if you're editing an *existing* article).
- **Resume** - load the draft to the current article edit window, so you can continue to edit it.
- **Dismiss this message** - hide this info message (only this time).

If you're creating a new article, and there are several drafts available, you will see a slightly different message.



- **View my drafts** - go to Articles > My Drafts (closes the current article edit window).
- **Dismiss this message** - hide this info message (only this time).

Also draft of the article you're currently editing is being saved automatically at certain intervals (by default it is 30 seconds, but this can be changed by administrator at Administration > General Settings > General).

We will learn how to edit articles and change advanced article properties in the [next chapter](#).

## 5. Editing articles and their properties



Author: Edward Hardin Reference Number: AA-00631 Last Updated: 2011-08-03 13:03

0 Rating/ Voters ★★★★★

This chapter explains article properties in details. These properties are grouped by tabs of the article edition window. These tabs are listed below:



- General - this tab has been already discussed in the [previous chapter](#).
- [Custom Fields](#)
- [Advanced](#)
- [Attachments](#)
- [Related](#)
- [Auto Related](#)
- [Comments](#)
- [Negative Article Ratings](#)
- [History](#)

Almost all properties described here can be changed when you're creating an article as well as when you're editing an existing article.

### Custom Fields

If there are no article custom fields in the knowledge base, this tab would be hidden. For example, when you start with an empty knowledge base it doesn't show up.

Later we will discuss how to create, fill, and search custom fields.

### The Advanced Options Page

On the "Advanced" tab you can change some special article preferences.

**Data**

Author: John Hancock  Rating: 0 %

Created: 2011-02-01  Views: 0

Last Updated:  Yes, modify the last updated date and time. Last updated by: John Hancock

**Date & Display**

Published:  Publication Date: 2011-02-01 14:19

Expires:  Expiration Date: 2011-02-01 14:19

**Meta**

Meta Keywords:

Meta Description:

**Access Restrictions**

Mode:  **Public.** Visible to all logged in users. Visible to non-logged-in users if flag "Published" is set above on this page. Editable by users from the groups that have edit access to parent category.

**Restricted.** Visible and editable by users from the following groups only:

Author	Allows you to select the article author
Created	Allows to set the article creation date

Last Updated	<p>If this checkbox is checked, the article "last updated" time and date will be rewritten with current time and date when you save the article.</p> <p>If the checkbox is unchecked, date and time won't be changed.</p>
Rating	Allows changing article rating. KMP collects rating trends for each article, if you change the rating manually, trend for the article will be reset.
Views	You can change the number of hits (visits) here.
Last Updated by	It shows the last user who updated this article.
Published	<p>This option defines if the article is visible to the public (i.e. to anonymous users and Client users). Access Restrictions option below is also considered when KMP checks if article should be seen by a user.</p> <p>Published article icon: </p> <p>Unpublished article icon: </p> <p>Simple workflow system is based on this article status. <a href="#">Learn more.</a></p>
Publication Date	Date and time when you want article go online. If set to a moment in the future - article will not be visible to the public, and will be published on the specified moment. If set to a moment in the past (default behavior), it is considered as already published.
Expires	<p>If enabled, article will expire on the specified date and time. Expired status is virtually the same as "not published". It just had a different icon and shows the expiration date when you hover its icon in the back-end.</p> 
Expiration Date	Date and time when article should expire.
Meta Keywords	Meta keywords are used by third-party search engines like Google, Bing, and Yahoo for better indexing of your knowledgebase. They are also included to the KMP search index.
Meta Description	Meta description is used by third-party search engines like Google, Bing, and Yahoo for better indexing of your knowledgebase. It is also included to the KMP search index.
Access Restrictions	<p>This option defines who can view and edit the article.</p> <p>If it is set to <b>Public</b>:</p> <ul style="list-style-type: none"> <li>• The article is visible to all Staff users.</li> <li>• The article is visible to all Clients and anonymous users if flag "Published" is set above on this page.</li> <li>• It is editable by users from the Staff groups that have edit access to parent category. i.e. if parent category is Public, this article is editable by every Staff user. If parent category is Restricted to certain groups, only these Staff groups can edit the article.</li> </ul>

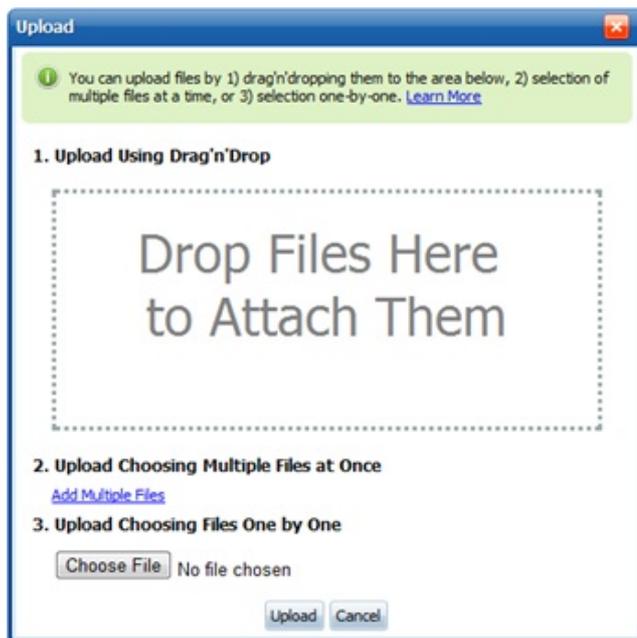
If it is set to **Restricted**:

- Visible and editable only to users from the Staff groups specified within the adjacent combobox.
- Visible only to users from the Client groups specified in the adjacent combobox.

## Attachments

KMP allows you to upload files, for example DOC or PDF documents, archives. File that you upload must be attached to an article - it may not exist as a separate entity. File attached to an article can be downloaded by anyone who can view the article.

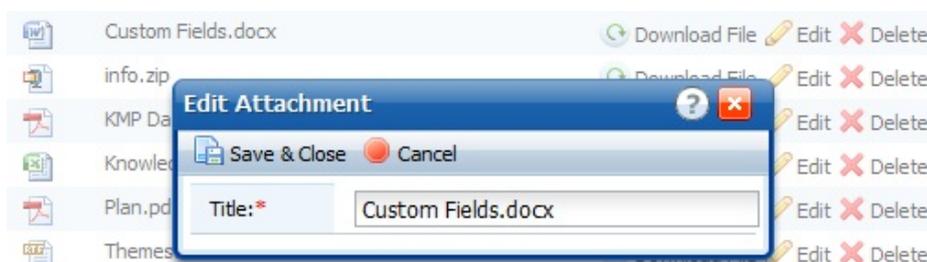
You can attach files in traditional way by clicking the browse/upload button and selecting a file on your computer (the option #3 on the next screenshot), or upload them with drag and drop. [You can learn more about file upload methods and watch the video tutorial here.](#)



All popular file types are detected and it shows the relevant type icon for each file.

Type:	Title:
	Ajax in Action.pdf
	archive.rar
	Bulk Operations.doc
	Custom Fields.docx
	info.zip
	KMP Datasheet.pdf
	KnowledgeBase Manager Pro vs Competitors.xlsx
	Plan.pdf
	Themes.rtf

By default attachment name is the same as file name, though you can change it by clicking "Edit" and providing a new name.



Note that it doesn't change the file name itself. When you download the attached file, its name would be the same as it was when you uploaded the file.

If you want to update an attachment, just upload a new version and delete the old attachment. If you would like to track its versions, you can do this by renaming the entry. For example rename "My Document" to "My Document v1.0", and when you upload a new version of this document, rename it to "My Document v1.1".

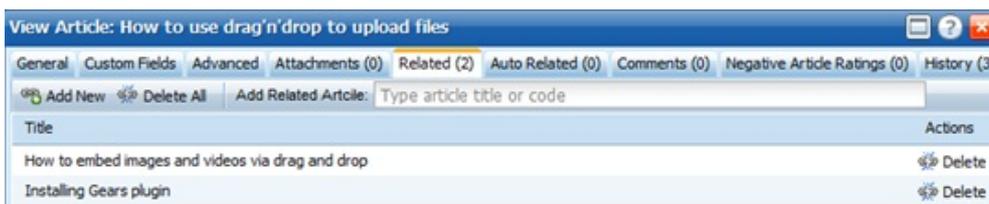
Type:	Title:	Actions:
	info.zip	 Download File  Edit  Delete
	My Document v1.1	 Download File  Edit  Delete
	Plan.pdf	 Download File  Edit  Delete
	Themes.rtf	 Download File  Edit  Delete

KMP creates a search index for documents that you attach and you can search these documents in the same way as you search articles. Many popular document formats are supported:

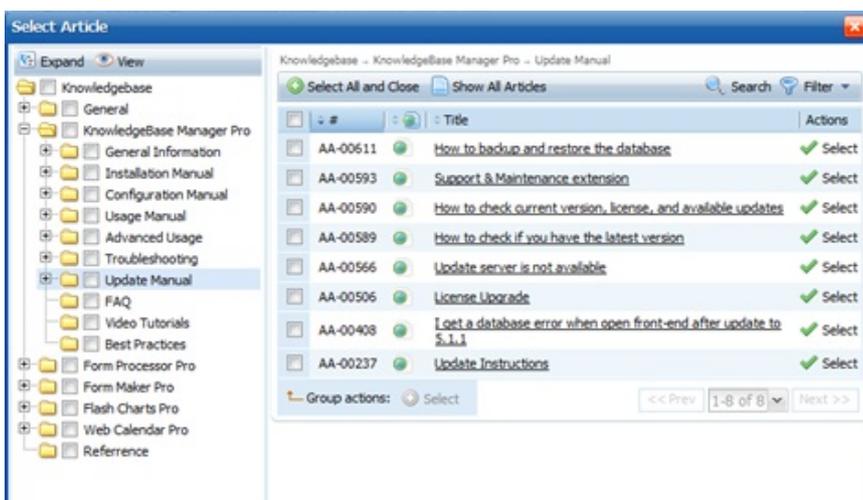
- MS Office 2003 Word Documents: .doc, .dot
- MS Office 2003 Excel Workbooks: .xls, .xlt
- MS Office 2003 PowerPoint Presentations: .ppt, .pot
- MS Office 2007 Word Documents: .docx, .docm, .dotx, .dotm
- MS Office 2007 Excel Workbooks: .xlsx, .xlsm, .xltx, .xltm
- MS Office 2007 PowerPoint Presentations: .pptx, .pptm, .potx, .potm
- MS Office 2007 Visio Drawing: .vdx
- Adobe PDF Documents: .pdf
- RTF Documents: .rtf
- TXT Documents: .txt, .htm, .html, .shtml, .shtm, .txt, .php, .asp, .cfm, .cfml, .pl, .cgi, .aspx, .jsp – we can extend this list with any text based formats
- Images: .jpg, .jpeg, .tiff, .tif (not images it selves, but meta data)

## Related and Auto Related

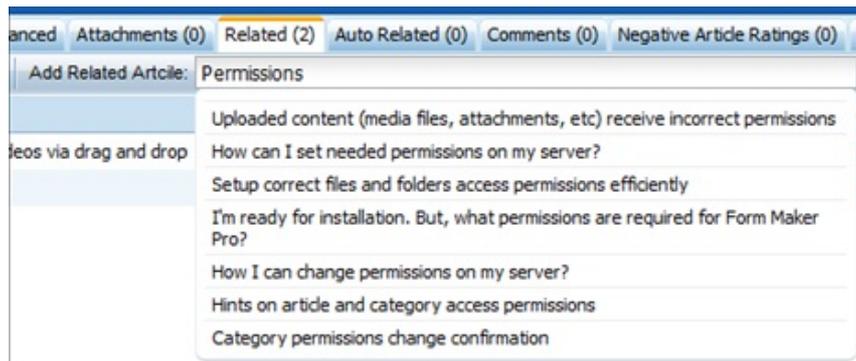
You can add a list of related articles to each article. These relations are single-directional – if you add article A as related to B, it doesn't mean that article B is related to article A.



You can add related articles by clicking "Add New" and using the article picker.



Alternatively you can start typing something from the article name or its code to the "Add Related Article" field, and you'll see a list of suggested articles. Click on an article from the list to add it.

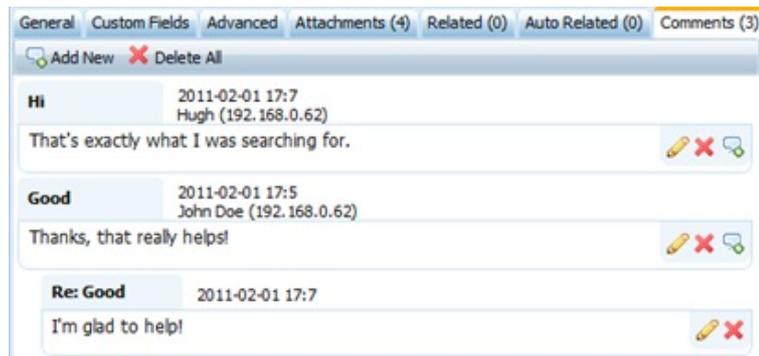


If an article has been deleted, it disappears from all Related Articles lists. If it has been renamed, it is also renamed in the Related Articles lists.

KMP can create relations between articles automatically. KMP Administrator can [learn more about how auto related article routine works and how to enable it](#).

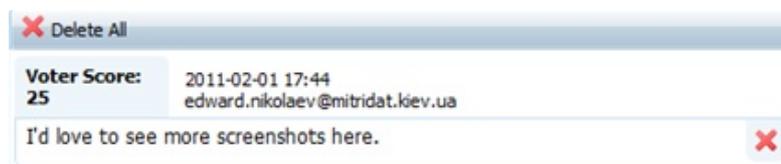
## Comments

This tab shows comments posted to the article. Here you can create, delete, and reply to comments.



## Negative Article Ratings

This tab shows negative rating messages for this article. When someone rates an article and chooses a rather negative rating, he is asked to reason it or provide a suggestion of how to improve the article. These messages are shown here.



## History

You can view an article's previous versions, and roll back the article to a previous version if required. Each time a KMP staff user saves the article, a new version is created.

Edited By	Assigned Author	Updated Date	Actions
Edward Hardin	Edward Hardin	2010-12-17 19:04	Roll Back Compare
John Hancock	John Hancock	2010-12-01 14:16	Roll Back Compare
John Hancock	John Hancock	2010-09-08 15:43	Roll Back Compare
John Hancock	John Hancock	2010-06-29 14:07	Roll Back Compare
Edward Hardin	Edward Hardin	2010-06-29 14:05	Roll Back Compare
Edward Hardin	Edward Hardin	2010-06-29 13:41	Roll Back Compare
Gary Goodman	Edward Hardin	2010-04-02 18:05	Roll Back Compare
Gary Goodman	Edward Hardin	2010-03-30 19:16	Roll Back Compare
Edward Hardin	Edward Hardin	2010-03-01 13:17	Roll Back Compare
Edward Hardin	Edward Hardin	2010-02-25 15:48	Roll Back Compare

When you roll back an article to a previous version its title and body are rolled back. Such properties as assigned category, custom fields, properties shown on the advanced tab, attachments, etc. are **not** rolled back.

Click "Compare" to see the comparison window of previous and current versions.

Current Version	Earlier Version
<p>Edited By: <b>Edward Hardin</b></p> <p>Author: <b>Edward Hardin</b></p> <p>Article: <b>Installation of KnowledgeBase Manager Pro</b></p> <p><b>Curl setup guides</b></p> <p>Chose your configuration:</p> <ul style="list-style-type: none"> <li>• <a href="#">Windows + Apache, or Windows + IIS</a></li> <li>• <a href="#">Linux/UNIX</a></li> </ul> <p><b>File System Permissions</b></p> <p>Knowledgebase Manager Pro requires some files and directories to have special permissions set. The exact permissions may vary from server to server however the ones that should work on the majority of servers are: write and read permissions for owner and read permissions for others. It can be set up by <code>chmod 755</code> (or <code>chmod 777</code> depending on server configuration) command for folders and <code>chmod 644</code> (or <code>chmod 666</code> depending on server configuration) command for files in UNIX systems.</p> <p>Open our <a href="#">guide that describes how to set files and folders access permissions efficiently</a> in a new window or browser tab. It will help you to set necessary permissions right now in a few clicks and it also includes the directions for setting secure permissions after installation.</p> <p>You will not proceed to the next step until all the system</p>	<p>Edited By: <b>Edward Hardin</b></p> <p>Author: <b>Edward Hardin</b></p> <p>Article: <b>Installation of KnowledgeBase Manager Pro</b></p> <p><b>Curl setup guides</b></p> <p>Chose your configuration:</p> <ul style="list-style-type: none"> <li>• <a href="#">Windows + Apache, or Windows + IIS</a></li> <li>• <a href="#">Linux/UNIX</a></li> <li>• <a href="#">WAMP</a></li> </ul> <p><b>URL Rewrite module setup guides</b></p> <p>Chose your configuration:</p> <ul style="list-style-type: none"> <li>• <a href="#">Windows + IIS7</a></li> <li>• <a href="#">Windows + IIS6</a></li> <li>• <a href="#">Windows + Apache, or WAMP</a></li> <li>• <a href="#">Linux/UNIX + Apache</a></li> <li>• <a href="#">Linux/UNIX + Lighttpd</a></li> </ul> <p><b>File System Permissions</b></p> <p>Knowledgebase Manager Pro requires some files and directories to have special permissions set. The exact permissions may vary from server to server however the ones that should work on the majority of servers are: write and read permissions for owner and read permissions for others. It can</p>

Click "Roll Back" to restore a previous version of the article.

In the next chapter we will learn [how to work with categories](#).

## 6. Working with categories



Author: **Edward Hardin** Reference Number: **AA-00669** Last Updated: **2011-08-30 18:51**

0 Rating/ Voters

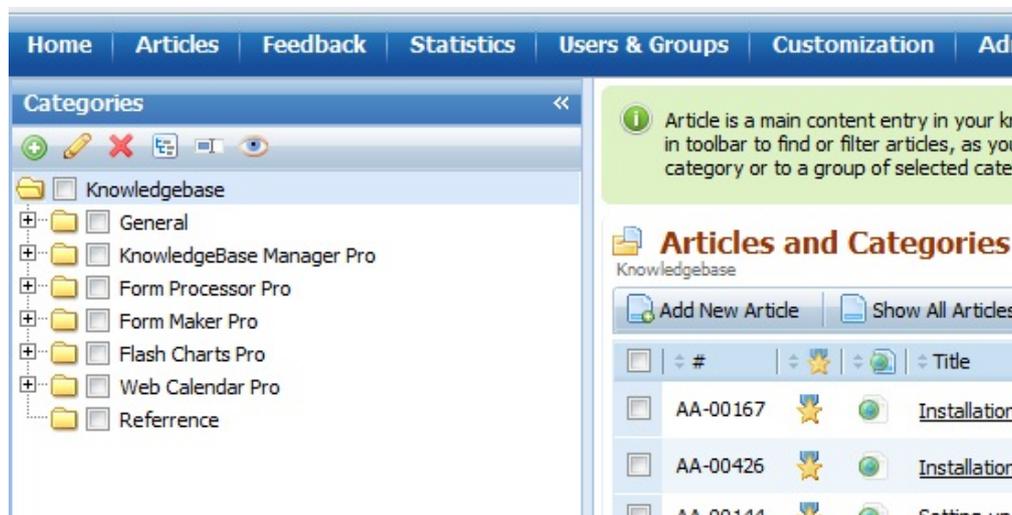
This chapter explains how to work with categories: view them, select, edit their properties, arrange them and reorder.

- [Basics](#)
- [Moving and Reordering Categories](#)
- [Changing Category Properties](#)
- [Deleting Categories](#)
- [The Toolbar](#)

### Basics

To start working with categories go to **Articles > Articles & Categories**. This is the most convenient place in KMP to work with categories.

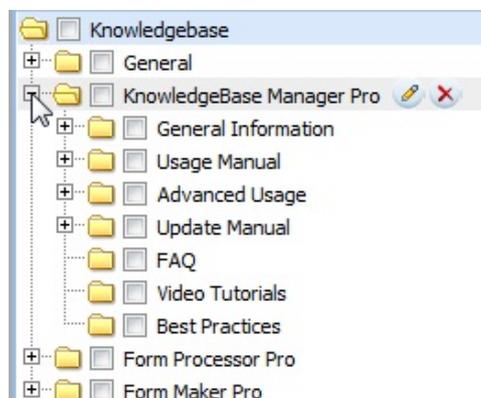
Here you can see the categories tree on the left.



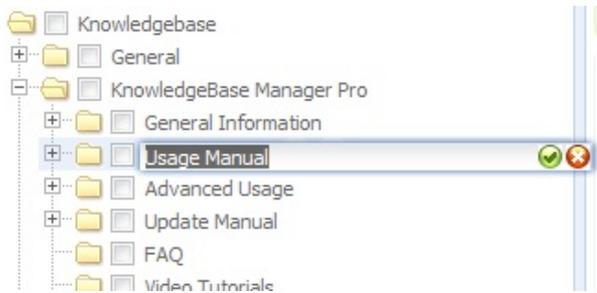
It works similarly to the folder tree on your PC.

When you click on a category, the list of articles on the right reloads and shows all articles assigned to the selected category. Please note that only certain number of articles is shown per page, so use paging control if you want to browse all articles.

If a category has sub-categories, you can see the [+] marker against it. Click on the marker to expand the category.



To rename a category simply double-click on it.



Once you've finished typing a new name, press Enter.

## Moving and Reordering Categories

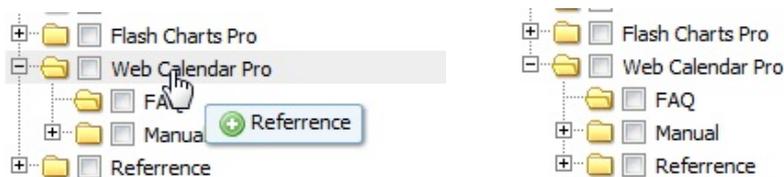
You can arrange categories in any custom order. This can be done simply by dragging-n-dropping categories.

The icon next to your cursor will help you to find out what will happen to the category you're dragging after you drop it.

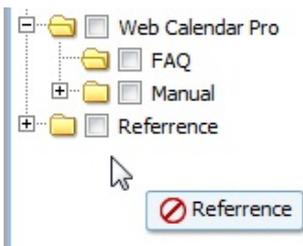
In this case the *Reference* category will be placed after the *FAQ* and before the *Manual* categories:



This screenshot shows that it will be added at the end of the list of subcategories of the *Web Calendar Pro* category.

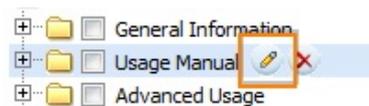


In this case the category won't be moved.



## Changing Category Properties

When a category is selected or when you hover your mouse pointer over a category you can see two buttons next to it.



The first button allows to edit category and its properties. Click on it.

You will see the Edit Category window.

You can change the following category properties here.

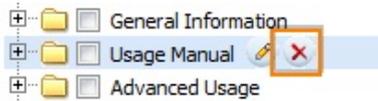
Name	The displayed category name.
Parent	Parent category. Changing this property is an alternative way to relocate the category.
Meta Keywords	Meta keywords are used by third-party search engines like Google, Bing, and Yahoo for better indexing of your knowledgebase. They are also included to the KMP search index.
Meta Description	Meta description is used by third-party search engines like Google, Bing, and Yahoo for better indexing of your knowledgebase. It is also included to the KMP search index.
Access Restrictions	<p>This option has several meanings:</p> <ul style="list-style-type: none"> <li>It defines default access restrictions for new articles created in this category. I.e. when you create an article and assign it to this category, the article permissions are copied from the category permissions. It doesn't mean that the category overwrites permissions in any way - you can change the article permissions at any time and they can be different than permissions of the parent category.</li> <li>If there are no articles with public access in this category, you can hide this category from public as well by changing its access restrictions to "Restricted".</li> <li>You can use this option to apply new access restrictions to articles and categories under this category. If access restrictions have been changed, after you press Save&amp;Close a <a href="#">confirmation window</a> will be shown with options to apply new restrictions to subcategories, child articles, and child articles within subcategories.</li> </ul> <p>If it is set to <b>Public</b>:</p> <ul style="list-style-type: none"> <li>This category is visible to all Staff and Client users. It doesn't affect child articles and categories visibility.</li> <li>This category is editable by all Staff users. Though some of the child articles (or all of them) may have different permissions, so if you can edit this category, it doesn't mean that you can edit any article in this category.</li> </ul> <p>If it is set to <b>Restricted</b>:</p> <ul style="list-style-type: none"> <li>This category is visible to the groups specified in the adjacent combo box (if it doesn't contain any articles visible to a given user). However, if a user can see an article under this category, he would be able to see the category as well.</li> <li>This category is editable by Staff users specified in the adjacent combo box. Though some of the child</li> </ul>

articles (or all of them) may have different permissions, so if you can edit this category, it doesn't mean that you can edit any article in this category.

- All articles in this category that have "Public" access restrictions are editable by Staff groups specified in the adjacent combo box. This is the only effect that category permissions have on child articles permissions.

## Deleting Categories

To delete a category click on the Delete button. You'll see a deletion confirmation before category and all its subcategories will be deleted forever.



Articles that have been assigned only to the category (or categories) that you're deleting, will be moved to the Recycle Bin. Articles that have been assigned to other categories as well will be simply unassigned from the deleted category (or categories).

## The Toolbar



There are several buttons on the Categories panel toolbar.

	Add Category	Quick creation of a new category - a new category named "Default Title" is created on click and all you would need to do is give it a proper name and hit Enter.
	Edit Categories	If one category is selected (clicked or marked with a checkbox) it opens the Edit Category window. If two or more categories are marked with checkboxes, it opens a <a href="#">group categories edit window</a> which allows to change permissions for a set of categories at once (and their child articles and subcategories as well).
	Delete Categories	Delete all selected categories.
	Expand/Collapse	Expand/Collapse all category tree nodes.
	Enable/Disable Inline Edit and Drag'n'Drop	By default inline renaming and drag'n'drop of categories are allowed. This button toggles these functions ON or OFF.
	View Articles from Selected Categories	Usually you click on a category to see the list of its articles. You can also mark multiple categories with checkboxes and click this button to see all articles from selected categories.



This chapter explains how to work with custom fields: create them, change their properties, and fill them out when you encounter them in your articles.

Custom fields are user-defined variables that can be assigned to articles. Custom fields provide additional level of organization and filtration of articles in your corporate knowledge base. They allow greater customizability of types of data collected with the knowledge base entry.

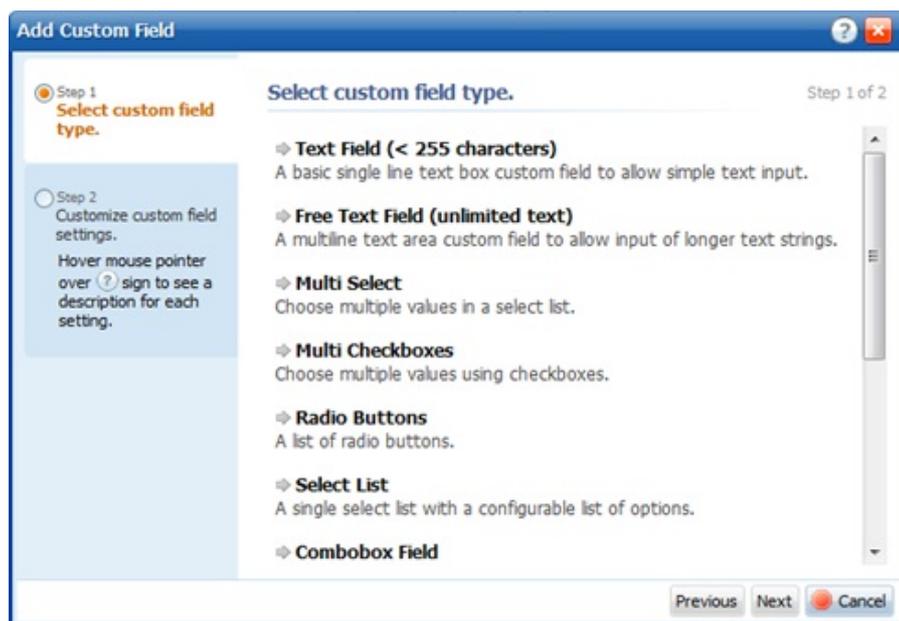
- [Creating Custom Fields](#)
- [Custom Fields Types](#)
- [Custom Field Properties](#)
- [Filling Custom Fields](#)
- [Suggestions](#)

### Creating Custom Fields

To create a custom field go to **Customization > Article Custom Fields** first.

The **Add Custom Field** button opens the wizard that helps you to create and configure a custom field.

On the first step you should select the custom field type.



Click on a desired custom field type to proceed.

### Custom Field Types

The table below shows the list of available custom fields with examples. While viewing these examples, please note that custom fields could have different names, number of options, and each option may have different value and format.

Custom field name	Description	Example (in the article editor)	What you can input
Text Field (<255 characters)	A basic single line text box custom field to allow simple text input.	<b>Text Field (&lt; 255 characters)</b> Some Text	Any text.
	A multiline text area custom field to allow input of longer		Any text (with

Free Text Field (unlimited text)	Used to allow input of longer text strings. This can be a plain text field, or a text field with WYSIWYG editor which can hold rich formatted text, images, etc.		Any text (with formatting and images if WYSIWYG mode is enabled)
Multi Select	Choose multiple values in a select list.		Multiple options.
Multi Checkboxes	Choose multiple values using checkboxes.		Multiple options.
Radio Buttons	A list of radio buttons.		Single option.
Select List	A single selection list.		Single option.
Combobox Field	Single select from values in combobox.		Single option.
Number Field	A custom field that stores and validates numeric (floating point) input.		Any number of the specified format.
Email Field	A custom field that validates email.		Any email.
URL Link Field	Allow links to other sites be added to an article.		Any URL
Date Picker	A custom field that stores dates and uses a date picker to edit them.		Any date
Date and Time Picker	A custom field that stores and validates both date and time values.		Any date and time (hours and minutes).

After you picked a desired custom field type, it shows the properties page.

## Custom Field Properties

Custom fields may have different set of properties depending on their type.

<b>Properties that apply to custom fields of ALL types</b>	
Title	Custom field title. It is shown in both front-end and back-end.
Hint	Hint is shown in article edit mode to explain what exactly must be written to the custom field. It is not shown to the front-end users.
Required	If this option is enabled, the custom field required to fill. It is impossible to save an article without filling the required custom field.
Internal Use Only	If enabled, the custom field restricted for internal use only. Field will be available to staff members only.
Searchable in the back-end	This option makes the field searchable in the back-end.
Searchable in the front-end	This option makes the field searchable in the front-end.
Show if empty	Show field in the front-end even if it is empty. By default empty custom field are not shown in the front-end.

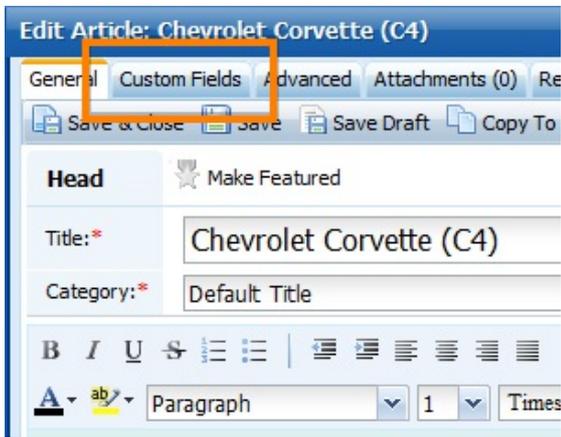
Some fields have additional properties

<b>Properties that apply to custom fields of SOME types</b>		<b>Applicable to:</b>
Size	Number of rows shown when the custom field is searched in the front-end.	Free Text Field (unlimited text), Multi Select, Multi Checkboxes, Radio Buttons, Select List, Combobox Field
Use WYSIWYG	Use WYSIWYG with this custom field.	Free Text Field (unlimited text)
Options Separator	Separator between multiple custom field values. It is used in view mode.	Multi Select, Multi Checkboxes
Format	Format that will be used for this custom field.	Number Field
Date Format	Date format that will be used for this custom field.	Date Picker, Date and Time Picker
Time Format	Time format that will be used for this custom field.	Date and Time Picker
Options	The list of selectable options for selection-type custom fields.	Multi Select, Multi Checkboxes, Radio Buttons, Select List, Combobox Field

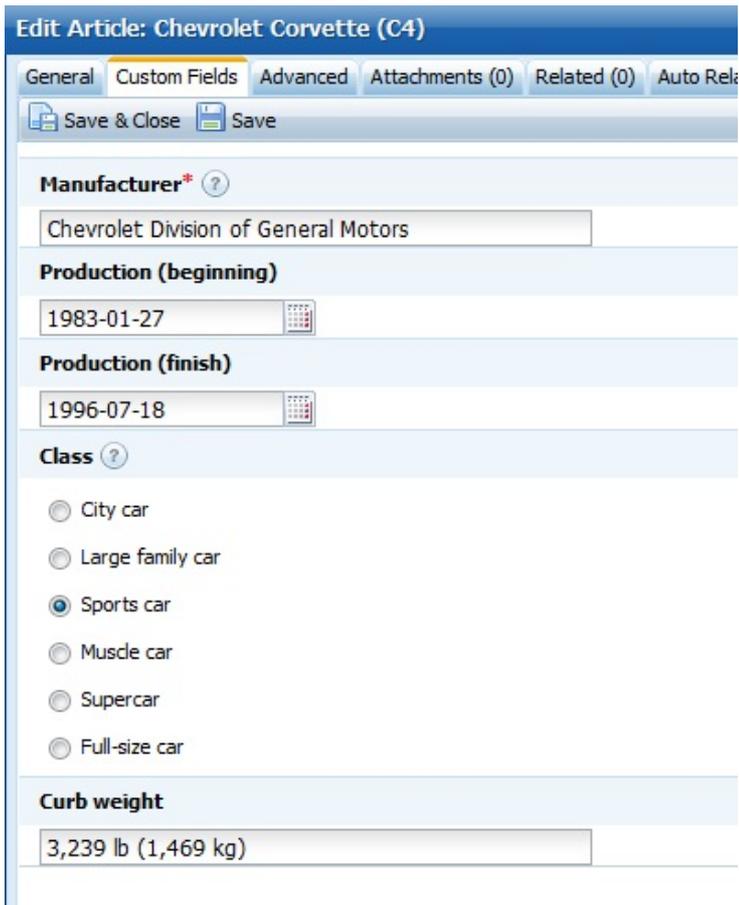
All these options can be setup when you create a custom field or later on.

## Filling Custom Fields

When you edit an article you can fill the custom fields. To start doing this, just click on the "Custom Fields" tab of the Edit Article window.



You will see all available custom fields. You can edit them and save the article.



## Suggestions

If you delete a custom field (at Customization > Article Custom Fields page), it destroys the custom field and all values associated with this custom field per each article. There is no way to undo this! Be careful.

## 8. Front-end overview & settings



Author: **Edward Hardin** Reference Number: **AA-00674** Last Updated: **2012-01-18 17:30**

0 Rating/ Voters

Front-end has been primarily designed as a public website for end-users, such as your customers and call-center operators. By default anyone can view unrestricted articles at the front-end without login. Staff users may want to use the front-end part from time to time, it is convenient to read articles and make amendments at the front-end.

Front-end layouts and styles can be thoroughly customized, for example to match your website design. Check the [customization guide](#), it gives an introduction to the templates system in KMP and helps anyone who has at least basic knowledge of CSS and HTML to make changes to the front-end look. You can also check the [Live Examples](#) page at our website which has a collection of links to some of our customer's knowledge bases - there are some nice examples of front-end customization there.

Due to high customizability of the front-end its controls may vary for different themes, but since it is highly intuitive you will easily find the button to edit an article or add a new glossary term.

If you are logged in to KMP as a Staff user, you can see more buttons and menu items than a regular visitor of the knowledge base.



These buttons allow you to create and edit content right from the front-end.

Check these front-end How-To's. It is a collection of most popular questions regarding the front-end settings.

- [Change language, date & time format and time zone](#)
- [Change the front-end pages title](#)
- [Do not post comments automatically](#)
- [Change search type and other search settings](#)
- [Restrict access to the knowledge base](#)
- [Change a label or text](#)
- [Change color, size of an element, positions of KB parts, etc](#)
- [Disable front-end completely](#)

### How To's

#### Change language, date & time format and time zone

Go to Customization > Styling and Front-end Settings page from the main menu.

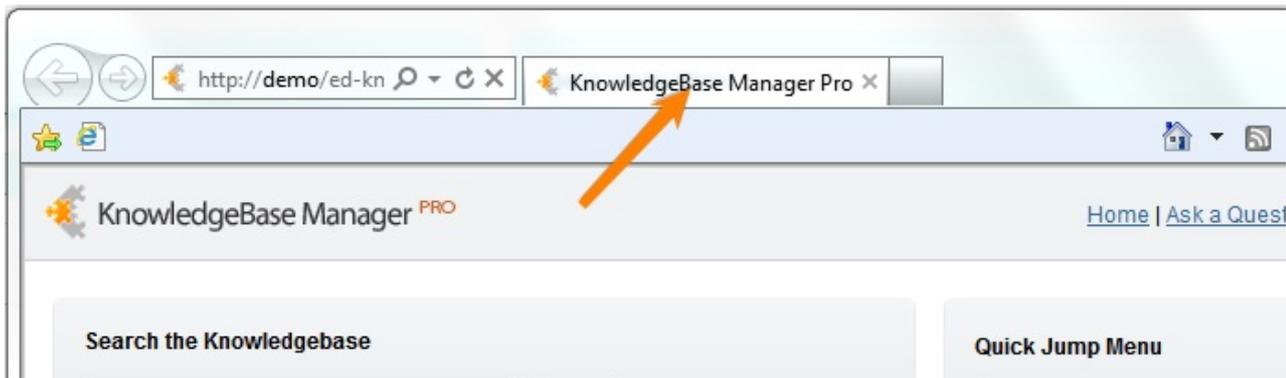
You will see the options for language, date & time format, and time zone.

Select Language	English
Date Format	2006-12-23
Time Format	23:00
Time Zone	(GMT+00:00) Greenwich Mean Time (GMT)

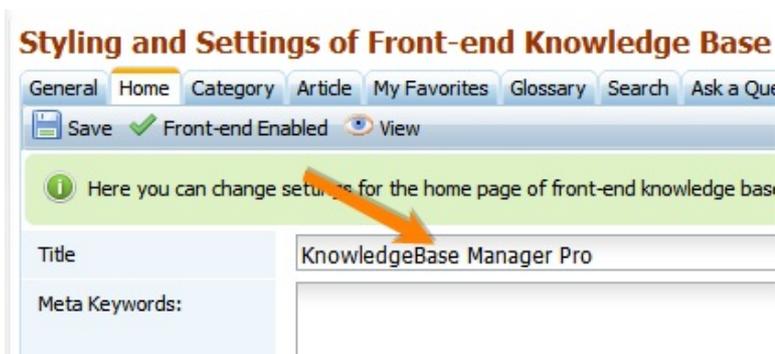
Please note that these settings apply only to users who are not logged in to KMP. When you are logged in your personal account settings override the front-end settings.

#### Change the front-end pages title

By default, front-end title reads "KnowledgeBase Manager Pro", but you can change it easily.



Go to Customization > Styling and Front-end Settings page from the main menu. Click on the "Home" tab.



You can change the title here and click "Save" to apply the change.

### Do not post comments automatically

Go to Customization > Styling and Front-end Settings page from the main menu.

Go to the **Article** tab, and set checkbox against **Moderation Required**.

Comments	
Show Comments	<input checked="" type="checkbox"/> Show posted comments.
Allow Comment Posting	<input checked="" type="checkbox"/> Show comment form and allow comments posting.
Use CAPTCHA	<input checked="" type="checkbox"/> Enable anti-bot CAPTCHA check for comment submissions.
<b>Moderation Required</b>	<input checked="" type="checkbox"/> Enable comments pre-moderation. Comments are not shown until approved.
Autoapprove Staff Comments	<input type="checkbox"/> All comments added by staff will skip moderation and will be published immediately.

This option enables comments pre-moderation. Comments will not be shown immediately after posting, instead every comment will require Staff approval before publishing.

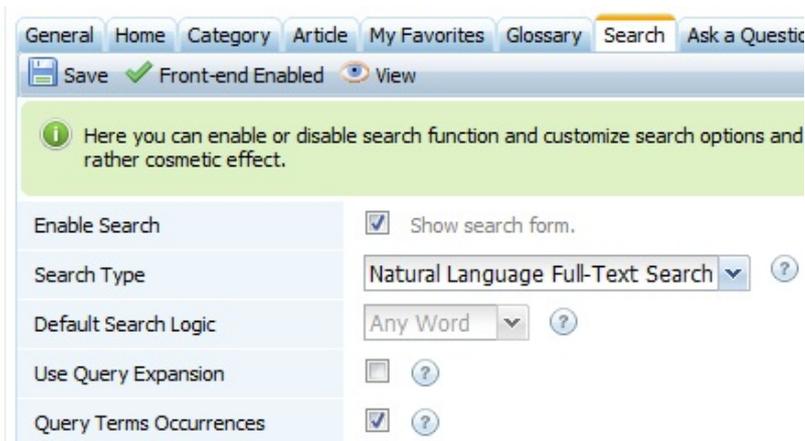
If you enable the **Autoapprove Staff Comments**, this rule will not be applied to Staff users. All comments posted by Staff will be published immediately.

Click Save to apply new settings.

### Change search type and other search settings

Go to Customization > Styling and Front-end Settings page from the main menu.

Go to the **Search** tab.



Here you can select the Search Type. **Natural Language Full-Text Search** and **Boolean Full-Text Search** are recommended. Keyword Search is primarily used in multi-byte languages such as Japanese or Chinese.

The screenshot above shows default search settings that are recommended for most cases.

Click Save to apply new settings.

Please note that the search settings for the back-end located on a different page: Administration > General Settings > Search.

### Restrict access to the knowledge base

Go to Customization > Styling and Front-end Settings page from the main menu.

Go to the **Access** tab, and set **Access Mode** to **Authorization Required**.

Access Mode	
Free Anonymous Access	<input type="radio"/> Unauthorized users can see published unrestricted content.
Headers and Structure Only	<input type="radio"/> Unauthorized users can see category structure, article head
Authorization Required	<input checked="" type="radio"/> Unauthorized users can't see any content without logging in.

After you've done this nobody can access your knowledge base without entering username and password.

Click Save to apply new settings.

### Change a label or text

Every bit of text: labels, button names, help messages, email templates, etc. [can be changed in language profile](#).

There is one exception though:

- To change the "Rate It" text or option names for the article rating tool, you would need to create a [custom rating form](#).

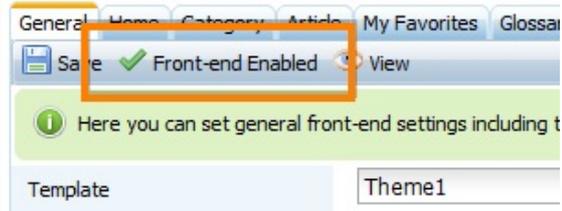
### Change color, size of an element, positions of KB parts, etc

This can be done by changing styles and templates of your [custom front-end theme](#).

### Disable front-end completely

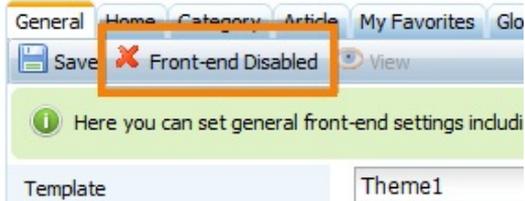
Go to Customization > Styling and Front-end Settings page from the main menu.

## Styling and Settings of Front-end Kno



click the "Front-end Enabled" button

## Styling and Settings of Front-end Kno



Now, if anyone goes to a front-end page he will see the message that *Front-end in under maintenance mode currently.*

**The front-end is under maintenance mode currently.**

To enable the front-end, go to Customization > Styling and Front-end Settings and click on the "Front-end Disabled" button.

To enabled Front-end, just click this button once again.

## 9. Subscriptions



Author: Edward Hardin Reference Number: AA-00704 Last Updated: 2012-08-21 19:32

0 Rating/ Voters ★★★★★

KMP helps you to stay updated about the most recent changes in the knowledge base. You can subscribe by email or RSS to be notified about the latest comments, new articles, and article updates. You can subscribe to a selected article or to all articles within a category at once. Any visitor of a knowledge base can subscribe himself to one category or article at a time. Staff user can subscribe a user to multiple (or even all) categories at once. It is also possible to send user questions to groups of users, separate users, or any custom email address.

### Cron Job required

Please note that email subscriptions to new comments, new articles, and article updates require working Cron Job. [Check if Cron Job is set up and running.](#)

- [Email Subscriptions](#)
  - [Questions](#)
  - [By Category to: New Articles, Updated Articles, New Comments](#)
    - [Subscribe yourself to a category \(one at a time\)](#)
    - [Subscribe a user to a category via the admin area \(multiple categories\)](#)
  - [By Article: Article Updates and Comments](#)
    - [Subscribe yourself to an article \(one at a time\)](#)
    - [Subscribe a user to an article via the admin area](#)
- [RSS Subscriptions](#)

## Email Subscriptions

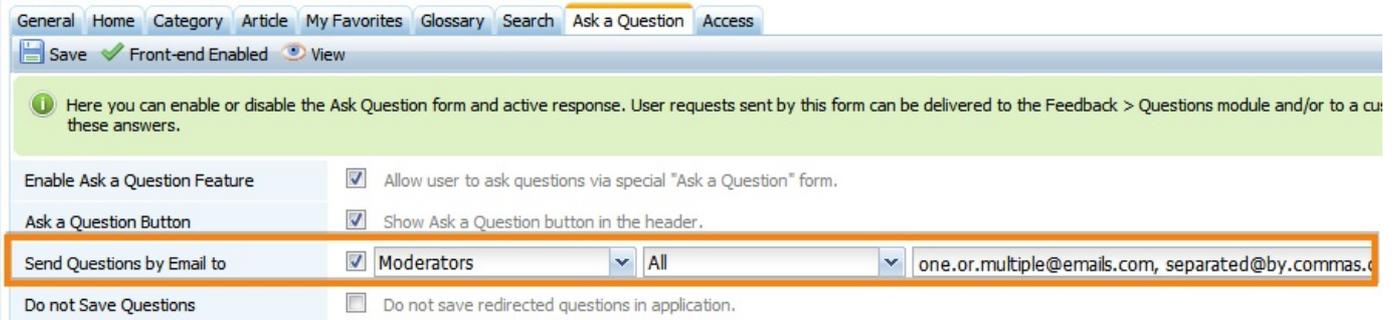
### Questions

You can tell KMP to forward user questions submitted via Ask a Question form. To do that:

Go to the Customization > Styling and Front-end Settings page.

Click on the Ask a Question tab.

### Styling and Settings of Front-end Knowledge Base



General Home Category Article My Favorites Glossary Search Ask a Question Access

Save  Front-end Enabled  View

 Here you can enable or disable the Ask Question form and active response. User requests sent by this form can be delivered to the Feedback > Questions module and/or to a custom email address.

Enable Ask a Question Feature  Allow user to ask questions via special "Ask a Question" form.

Ask a Question Button  Show Ask a Question button in the header.

Send Questions by Email to  Moderators All

Do not Save Questions  Do not save redirected questions in application.

Chose user groups, separate users, or specify an email (or multiple emails separated by commas) in the "Send Questions by Email to" field and click "Save".

### By Category to: New Articles, Updated Articles, New Comments

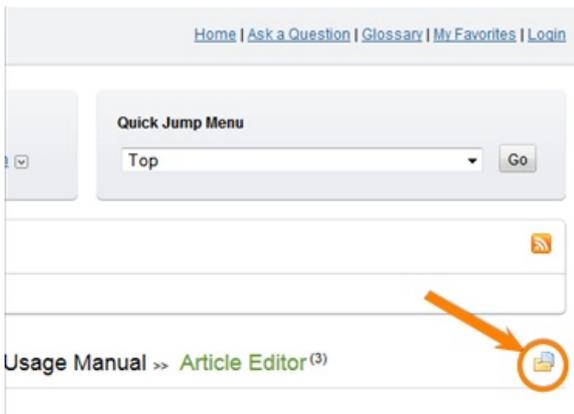
By subscribing to a category user will get an email when an article has been created or updated in this category, or a comment has been posted to one of the articles that belong to the category.

#### Subscribe yourself to a category (one at a time)

Anyone can subscribe himself to a category from the front-end. This is how the subscription button looks in the Theme1 and custom themes based on it:



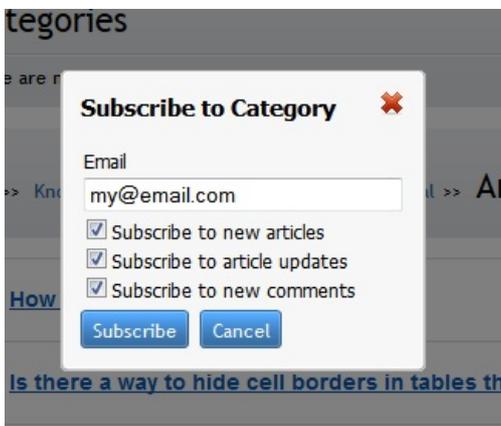
Theme2:



...and Theme3:



After you click on that button a window will appear with the subscription options.

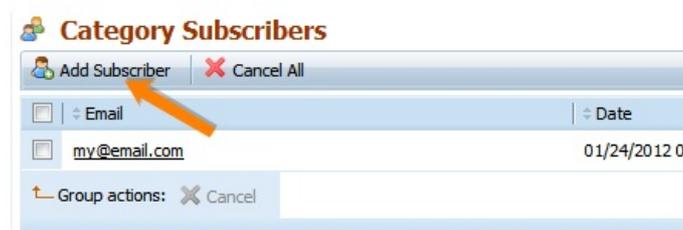


Input your email here, select subscription options and click "Subscribe".

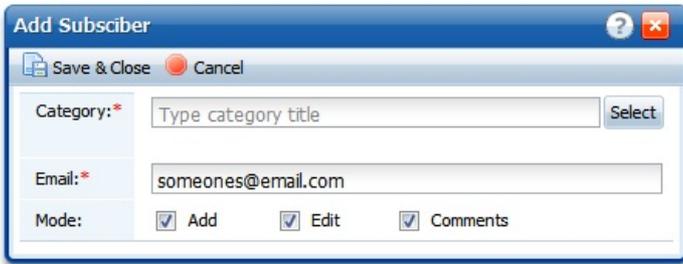
### Subscribe a user to a category via the admin area (multiple categories)

If you are a Staff user, you can subscribe someone to one or multiple categories.

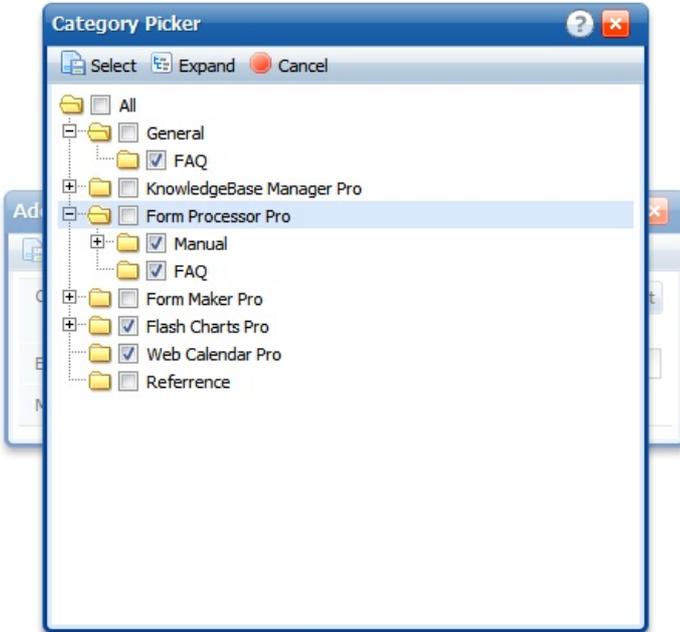
Go to Articles > Subscribers > Category Subscribers page.



Click Add Subscriber.



Click "Select" to select a category or multiple categories you wish to subscribe the user to, or even all categories by selecting the "All" checkbox.



Enter user's email.

Select the subscription options:

**Add** - for notifications about new articles

**Edit** - for notifications about updated articles

**Comments** - to be notified about new comments

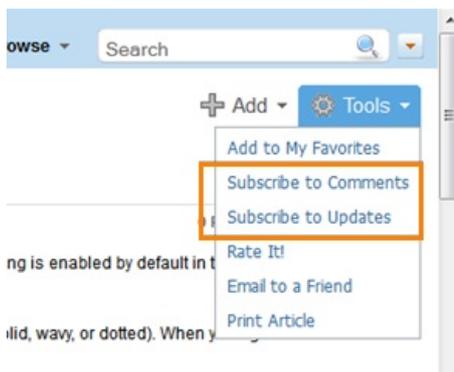
Click Save & Close.

### By Article: Article Updates and Comments

By subscribing to an article user will get an email when the article has been updated in this category or a comment has been posted to it.

#### Subscribe yourself to an article (one at a time)

Anyone can subscribe himself to a category from the front-end. This is how the subscription button looks in the Theme1 and custom themes based on it:



Theme2:

Home | [Ask a Question](#) | [Glossary](#) | [My Favorites](#) | [Login](#)

Search [v]

Quick Jump Menu  
Top [v] Go

Add Comment

5 stars ★★★★★  
15 for Internet

Suggestions in

- [Subscribe to Comments](#)
- [Subscribe to Updates](#)
- [Email to a Friend](#)
- [Print Article](#)
- [Export to PDF](#)
- [Add to My Favorites](#)
- [Rate It!](#)

RSS Articles

...and Theme3:

KnowledgeBase Manager **PRO**

Quick Jump Menu  
Top [v] [Go]

Search the KnowledgeBase  
Search

Add Comment

Top > KnowledgeBase

How to spellcheck

Author: Edward Hardin

Spell checking function  
third-party plug-ins for

All spell checkers in our  
see some suggestions

- [Subscribe to Comments](#)
- [Subscribe to Updates](#)
- [Email to a Friend](#)
- [Print Article](#)
- [Export to PDF](#)
- [Add to My Favorites](#)
- [Rate It!](#)

RSS Articles

weed  
wed  
weird

After you click on of that buttons, a window will appear where you can input your email and click "Subscribe" to subscribe yourself.

### Subscribe a user to an article via the admin area

If you are a Staff user, you can subscribe someone to an article updates or comments.

Go to Articles > Subscribers > Article Subscribers page.

Click Add Subscriber.

**Add Subscriber** [?] [X]

Save & Close [X] Cancel [X]

Article: \*    
**Show number of articles that need approval**

Email: \*

Mode:  Articles  Comments

Select an article you wish to subscribe the user to.

Enter user's email.

Select the subscription options.

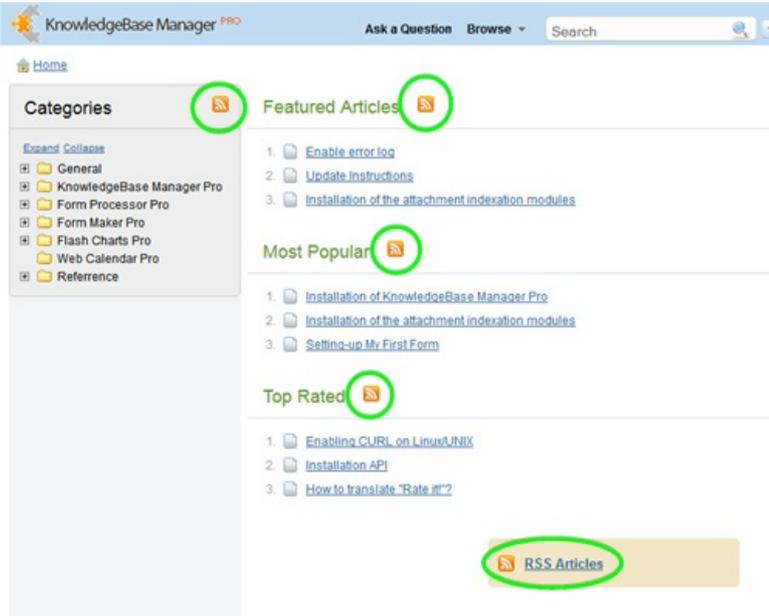
**Articles** - if enabled, the user will be notified about the article updates.

**Comments** - if enabled, the user will be notified about new comments posted to this article.

## RSS Subscriptions

RSS (Rich Site Summary) is a format for delivering regularly changing web content. By subscribing to an RSS feed using an RSS reader (a program that collects RSS feeds for you and displays them in a readable format) you can get notifications about changing content. In KMP you can subscribe to new and updated articles, and to comments by RSS.

If you look at a KMP front-end page you'll notice several RSS buttons.



They allow you to subscribe to various types of articles. For example the leftmost and right most RSS buttons provide subscription to all articles - you'll be notified about each new article. Three buttons in the middle provide feeds for featured, most popular, and articles with the highest rating.

You can subscribe only to publicly available articles via RSS.

## a. Article Templates



Author: **Edward Hardin** Reference Number: **AA-00715** Last Updated: **2012-04-19 14:05**

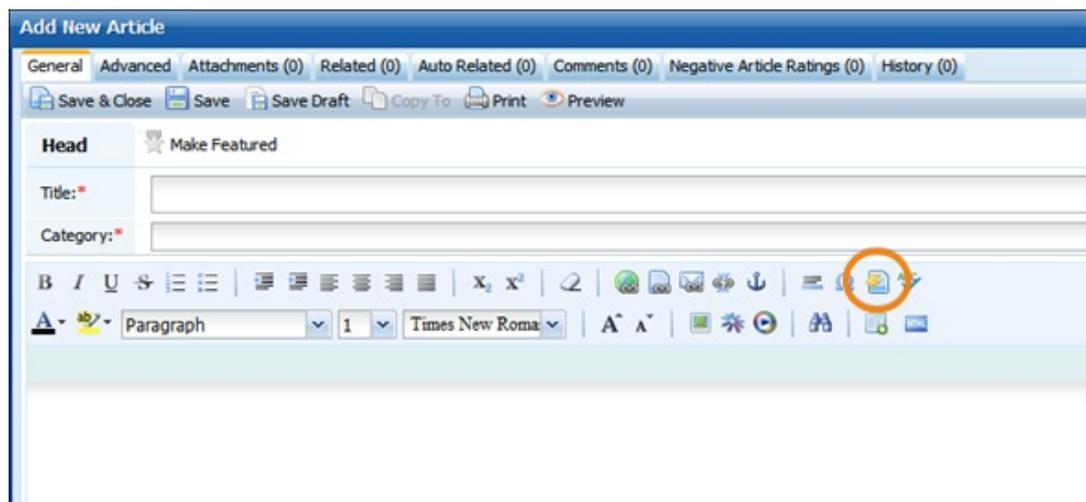
0 Rating/ Voters ★★★★★

Article templates are reusable part of content. You can use them for quick insertion into your articles. They can be rather big or small. They can include formatted text, images, videos, html code. Actually, anything that you can add to an article, you can also add to a template. With the help of snippets you can quickly add a signature, custom formatting block, logo, notice, warning, recurring paragraph, general article layout, etc. to your articles.

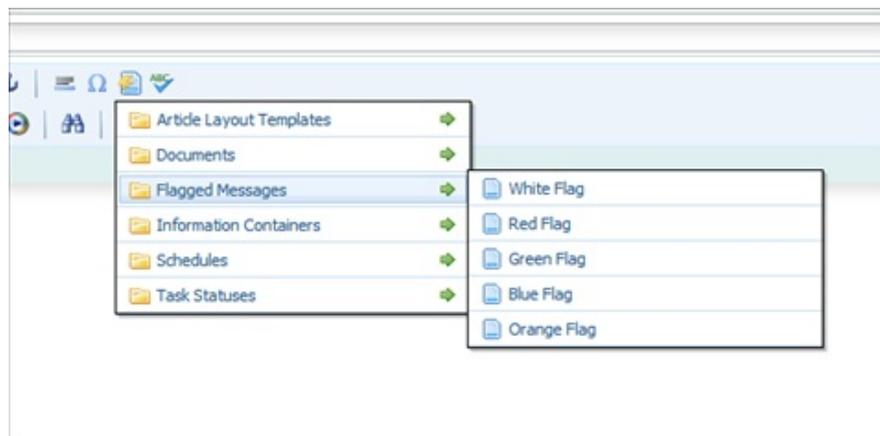
### Using Templates

There are some templates included to the KMP package. You can use them in your articles or delete them if you wish.

To insert a template to your article, click the next to the last button on the WYSIWYG toolbar when you're editing or creating an article:



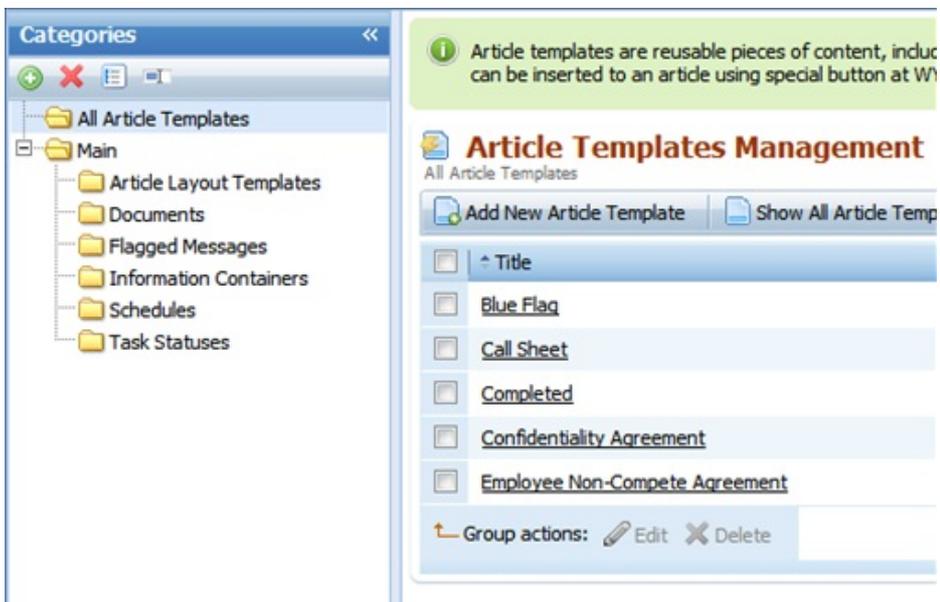
You'll see a list of available templates arranged in several folders:



To insert a template, simply click on it. It will be inserted exactly to the current position of the keyboard cursor.

### Creating Templates

To manage your templates, go to Articles > Article Templates page in the admin area. There you will see the list of templates on the right and their categories on the left.



You can manage article templates similarly to how you manage articles. You can create a template by clicking on "Add New Article Template" button on the toolbar. You can arrange them by categories. You can also edit them in pretty much the same way as you edit articles:

