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PHPKB API Reference Guide

This module enables you to use **REST API** through your PHPKB software. It includes a variety of useful commands in order to get information from your PHPKB installation remotely, through third party applications. The **PHPKB API** operates over **HTTPS** and uses **JSON** as its data format. The API is a **RESTful API** and utilizes **HTTP** methods and **HTTP** status codes to specify requests and responses.

A REST API defines a set of functions which developers can perform requests and receive responses via HTTP protocol such as GET and POST. This is exactly what you will get from our product. Nothing less, nothing more. If you are unsure about your coding skills or you do not understand what exactly an API is, feel free to raise a comment with your specific question.

PHPKB API Reference Guide

This document provides details on how to use the API available in PHPKB knowledge base management software. It acts as a reference guide and covers topics such as enabling the API server, generating the API verification keys, preparing the request URL parameters for submitting a valid request to the API server.

The API can be called through the browser directly, which is the easiest approach. If your knowledge base is installed a **https://www.yoursite.com/phpkb/** then API server can be accessed from **https://www.yoursite.com/phpkb/api.php** .

> **Note:** In order to make any requests to PHPKB API, you'll need to authorize your requests by providing valid API key.

1. Enabling API Server

The very first step is to enable the API server from "Manage Settings > Miscellaneous" section of admin control panel.

API SERVER SETTINGS

Enable API	☑ Yes
Verify API Key?	☑ Yes
Secure API Connection	☐ Yes
Referrers	_____
	(Separated by commas. For example: kbdemo.com, lenovo.com, ... and so on. Enter domain names without http(s) or www)
Save Logs	☑ Yes

1. **Enable API** : This setting should be checked to enable API, otherwise, the system would reject your request.
2. **Verify API Key** : To constructing a more secure API system, the API requires an authorization key to validate the request and return results. For more details, refer to "How to generate an API Key?" section below.
3. **Secure API Connection** : If you want that API system should be accessed through SSL via **https://** then enable this setting. For instance, if the setting is enabled and you are accessing the API via http:// (without "s") then your request would be discarded.
4. **Referrers** : Enter the comma separated value of domains that can generate a request for API.
5. **Save Logs** : An optional setting to store the log of every request made to the API and response generated by the API.

How to generate an API Key?

You can generate an API key from "API > Keys" section of the admin panel as shown below.

🔍 Manage API Keys

YOU ARE HERE: Dashboard / API / Manage Keys

Add New Key

Key*	Enter key... **Save**
Status	◉ Active ○ Inactive

Manage Keys

ID ▲	Key ⇕	MD5 Hash ⇕	Status ⇕	Created On ⇕	Actions
1	58963147895236	d13658044c8883055db782f1956b3561	ACTIVE	Jul 27, 2018 at 4:25 PM	⚡ Actions ▾

It is recommended to add some alphanumeric string in the key field and press "Save" button. The system will store the string and output the "MD5 Hash" result as the key. The "MD5 Hash" value of the string must be passed to the API server (api.php) as "key" parameter along with other parameters, otherwise, the API will reject your request.

Example: If the MD5 Hash value generated for your key is **d13658044c8883055db782f1956b3561** then while calling API user must add a key parameter like **https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561**

2. Calling the API Server

Calls should be made to the API server available at **https://www.yoursite.com/phpkb/api.php** . It will return data/errors in JSON format.

How to prepare the query string for accessing the required data through API?

Here is the detailed explanation of various parameters that can be passed to the API Server via query string as variables.

1. key : If "Verify API Key" setting is enabled settings then, it is a mandatory field and should be passed with each request. Parameter name for this is key and as explained earlier, the value of this parameter should be "MD5 Hash" value of the key. Therefore, the complete parameter string would be in form of key=value

```
key=d13658044c8883055db782f1956b3561
```

2. call : It specifies the module that needs to be invoked.

Possible values can be:

articles
news
categories
search

This is a mandatory field and should not be left blank. The query string for this parameter would be in the form of call=articles

3. method : This parameter can be used when you want to fetch a list of items.

Possible values for different modules

articles: featured, recent, popular, rated
news: recent

Applicable on news and articles module

Query String: method=recent

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&method=recent
```

4. cid : To view the articles of a specific category, enter the category id in this field.

Applicable to the articles and search modules.

Query String: cid=1

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&cid=1
```

5. limit : If you want to bound the results to a certain threshold then specify the numeric count in this field.

Applicable to all modules.

Query String: limit=2

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&method=recent&limit=2
```

6. fields : Enter the comma separated values of article fields that you want to access. If the field is empty, then all the article fields would be returned.

Possible values of field parameter for different modules:

articles: language, author, title, content, keywords, summary, labels, created, published, updated, link, attachments, categories
news: language, author, title, content, created, updated, hits, link
categories: id, language, name, description, status, link
search:
articles: all values of articles module
news: all values of the news module
categories: all values of categories module

Applicable to all modules.

Query String: fields=title,link

A link is the URL of the article.

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&cid=1&limit=2&fields=title,link
```

7. mode : Possible values are text or html. If you want to see the contents in text or HTML mode, then this is applicable.

Applicable to articles and news modules.

Query String: mode=text/html

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&cid=1&limit=2&fields=title,link&mode=text
```

8. charCount : This field is valid only for text mode. In case, you need to see any number of characters in content, then charCount is applicable.

Applicable to articles and news modules.

Query String: charCount=100

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&cid=1&limit=2&fields=title,link&mode=text&charCount=100
```

9. id : If you want to fetch the value of a specific item, then specify the ID of the item in this field.

Applicable to articles, news, categories modules.

articles: This field has higher priority than "method" and "cid" that means if you have specified "cid" and method parameter along with this, only the details of the article would be returned.
news: higher priority than method parameter
categories: this field would fetch the immediate children of the category whose ID is passed

Query String: id=1

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&id=1&fields=title,link
```

10. lang : This parameter is applicable only to the ML (multi-language) editions of PHPKB knowledge base software. It lets you specify the Language ID for which you want to fetch the list of articles/news/categories. By default, the script returns

English articles/news/categories. Please note, this field has less precedence than "cid" and "id".

Applicable to all modules.

Query String: lang=1

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=articles&lang=2&method=recent&limit=2&fields=title,link
```

11. k : keyword that is to be searched

Applicable to the search module.

Query String: k=forgot password

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&k=forgot+password&mode=text
```

12. for : the area where to search the keyword

Possible values: articles/news/categories

Applicable to the search module.

Query String: for=articles

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&for=articles&k=forgot+password&mode=text
```

13. in : to specify the fields in which the system will search for keywords.

Possible values for different modules:

articles: all/id/title/content/keywords
news: all/id/title/content
categories: all/id/name/description

The default value is "all"

"id" would only be searched if search mode is set to "like". Full text is applicable only on character fields.

Applicable to the search module.

Query String: in=title

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&for=articles&in=title&k=forgot+password&mode=text
```

14. filter : to specify if the system should search for any words, all words or exact match of the search keywords

Possible values: any/all/exact

The default value is "any"

Applicable to the search module.

Query String: filter=all

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&filter=all&k=forgot+password&mode=text
```

15. subcats : This parameter lets you specify if the search should also include sub-categories of the specified category ID.

Possible values: yes/no

The default value is "no"

Applicable to the search module.

Query String: subcats=yes

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&filter=all&k=forgot+password&mode=text&cid=1&subcats=yes
```

16. sort : This parameter lets you specify the sort order of search results

Applicable to the search module.

Possible values for different modules:

articles: relevance/popularity/rating
news: relevance/popularity
categories: relevance/popularity

The default value is "relevance" for all modules.

Query String: sort=popularity

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&for=articles&k=forgot+password&mode=text&sort=popularity
```

17. attachments : This parameter lets you specify if the search should also be performed on the text content of attached files

Possible values: yes/no

The default value is "no"

Applicable to the search module.

Query String: attachments=yes

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&k=forgot+password&mode=text&attachments=yes
```

18. custom-fields : This parameter lets you specify if the search should also be performed on the values of custom fields.

Possible values: yes/no

The default value is "no"

Applicable to the search module.

Query String: custom-fields=yes

```
https://www.yoursite.com/phpkb/api.php?key=d13658044c8883055db782f1956b3561&call=search&k=forgot+password&mode=text&custom-fields=yes
```

3. Response Codes

Success or error codes returned by PHPKB API would give you explanation about the status of your request in case you'll experience any issues:

Code	Status	Description
200	OK	Successful request.
400	Bad Request	Invalid request and/or request parameters
401	Bad Authentication Data	Authentication is required in order to retrieve data. Either invalid api key or wrong format of api key
404	Not Found	When the requested resource is not found. For example API request was made on invalid URL.
500	Internal Server Error	The general catch-all error when the server-side throws an exception
503	Service Unavailable	API interface unavailable or disabled

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=176

Front End at a Glance

👤 Gurjeet Kaur 📅 Jul 30, 2015 at 3:55 PM 📁 User Manual

👁 8 💬 0

Front End programs allow direct access by the user of a certain program to have access to further devices, programs, or databases. In the case of PHPKB, they are able to access articles written directly through the programs and they can change them if need be. Users and the company can both access the front end to read and edit the same articles that are on there.

Articles are published under certain categories on front end. All of the end users can view each article page by clicking on the specific article title from the list of all the articles displayed under each category page. The article page contains certain article details like; title or sometimes a question, the content or the answers to that question, the article's author, a rating, number of views, user comments, any attachments, custom fields, categories under which it is filed etc. There are many article options on the right side of your screen. All you need to do is specify the various actions that can be done with or on a certain article. The article page also contains any related articles or basically, articles that are like the article in question.

There are a few different types of articles that can appear on front end. You can have pending articles which are basically in a pending state because they have not been reviewed and published yet. After that, you get the Approved Articles which are written by a super user, editor or they can be accepted articles of a writer. On the other hand, you can have Disapproved Articles which have been disapproved by an editor or a super user.

Featured articles are very important articles and will always be shown on the knowledgebase front end home page under the title of featured articles. These can be made featured articles if they are very important for your whole knowledgebase. Featured Articles also appear at the top positions of the lists of articles.

Expired articles have a certain life-cycle. This means that the knowledgebase controls their life-cycle. You as the programmer can set a certain time limit for articles that will give them limits they will be accessible by KB end users. The article will automatically stop appearing in the list of published articles when it has reached its expiration date.

Saved Draft articles come in a list of incomplete articles that can either be completed or deleted later on.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=66

Admin Control Panel At a Glance

Admin Control Panel At a Glance

The PHPKB Knowledgebase system is quite easy to use and it comes with a highly interactive Graphical User Interface. This Interface also has demotic and innate interface elements. The user does not need to do any retraining in order to start using the PHPKB Knowledge Base Software. The use of AJAX makes sure that the application is faster or is more responsive as sections of pages can also be reloaded individually. This will ultimately reduce the bandwidth usage and the load time. The interface of PHPKB is divided into two distinct parts; the Header Section and the Workspace Area. From both of these areas, you are able to navigate around the software and find what you need. The Header Section gives you all the detail that you need to run the software, with shortcuts and a navigation bar. The Workspace Area is where you will manage all of your features.

Within the Navigation Bar, you have access to a few different features, such as; Articles, Categories, Comments, Tickets, News, Glossary, Languages, and Users, User Groups, Statistics, Tools, Shortcut Links, and many other things that you could need to use while running the program. These tabs open up and give you access to more things within your Workspace. If you need to look at anything further, you can go here to check them out.

If you try to perform any sort of action an it is not able to be done, you will receive an Error Notification that will tell you exactly what you couldn't do and why you couldn't do it. They will even give you the steps to try in which you should follow to complete the task you want to do.

You could also come across Tooltips. These handy pop-ups with a question mark will give you a tip for help if you simply hover over the small icon.

PHPKB software has Breadcrumbs that are found below the headers section. These help to provide the hierarchical site structures and give links to the parent pages of the current page you are on.

There is also a very handy WYSIWYG editor that is fully compatible with majorly used browsers. WYSIWYG Editor of PHPKB Knowledge Base Software is full of features and provides you with the essential HTML editing functionalities with total control of the styles. You can change font colors, sizes, format, etc.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=65

PHPKB SAML Single Sign-On (SSO) Reference Guide

This article provides instructions for configuring Single Sign-On between your website/application authentication system and PHPKB knowledge base software.

How Single Sign-On (SSO) works with PHPKB software?

PHPKB supports Single Sign-On (SSO) which will allow you to authenticate your end users using your authentication service, such as your web application's login. Once verified, your end users can then view your knowledge base. However, if your end u redirected to your login page. With SSO user just needs to login once to your website or other application and he immediately and automatically gets authenticated to PHPKB. SSO feature makes user, who's logged into your system, authenticated to yo

1. Enabling Single Sign-On (SSO)

To set up the SSO, you need to configure a few settings from the Miscellaneous tab of the "Manage Settings" section in the admin panel.

SAML SINGLE SIGN ON (SSO) SETTINGS

Enable SSO	☑ Yes
Secret Token	GTYIY468D4568974 (Only alphanumeric string allowed.)
Domains Allowed?	*.phpkb.com,kbdemo.com,*.knowledgebase.co (Specify the domains from which SSO URL can be invoked. Domains should be separated by commas. For example: kbdemo.com, lenovo.com, *.knowledgebase.co... and so on. Enter domain names without http(s) or www)
Return URL	https://www.yourdomain.com/login (Your login URL where user will be redirected in case he/she tries to access the login page.)
Verify Timestamp?	☑ Yes
Timestamp Expiry Duration	30 ▾ (in minutes)
Auto-create new user account?	☑ Yes
Default Group(s)	Affiliates, Sales Team, Staff Members ▾
Can SSO Users Modify Account Details?	☐ Yes

1. **Enable SSO** : If this setting is enabled, only then users would be able to login through single sign on.
2. **Secret Token:** Secret token can be any random alphanumeric string of your choice. It is required to create the **hash** (explained in 4(b) below) that you need to send as a query string parameter while calling the S
3. **Domains Allowed:** This is an optional security feature that you can use to restrict the SSO functionality to a few trusted domains of your choice. Leave this field blank if you don't want to restrict the SSO functio name to parse all the subdomains of the domain.
4. **Return URL:** If you wish to restrict access to the knowledge base only through Single Sign On facility, then fill the field with the URL where the user would be redirected in case he tries to access the login page of redirectid with this URL in case, the user was trying to access category and article page.

```
https://yourdomain.com/login?redirecttype=article&redirectid=31
```

You can capture these variables and send them to SSO script to redirect the user to a location, he was trying to access.
5. **Verify Timestamp:** Enable this setting to define the time limit for which the hash would be valid.
6. **Timestamp Expiry Duration:** Select the minutes for which the sent query parameter and hash token would be valid. This parameter is quite useful to synchronize your site logins with a knowledge base access.
7. **Auto-create new user account:** When the login mode is passed to the SSO call, PHPKB software will search the username passed in the knowledge base database. If this setting is enabled, and system doesn' account with parameters passed in a query string. Otherwise, system will redirect the user to access denied page. In case this setting is disabled then it becomes your responsibility to synchronize databases of
8. **Default Groups(s):** You can also specify the default group(s) (required for access to private contents) that should be assigned to a user while account creation.
9. **Can SSO Users Modify Account Details:** Enable this setting if you want that users created through SSO can change their email and password details in the knowledge base. By default, this setting is disabled.

2. Connecting to SSO

After setting up the SSO in the knowledge base settings, the next task is to call the SSO URL in your script. SSO can be accessed at

`<path to your kb>` **/sso.php**

```
http://www.yourdomain.com/phpkb/sso.php?mode=login&query=&hash=
```

In the above example URL, some parameters namely **mode** , **query** and **hash** are passed to the sso.php script. We will learn about these parameters and how to prepare their values in the steps below.

3. Preparing SSO Query Parameters

The next step is to prepare the query string parameters for the SSO script. The SSO script operates in two modes **login** and **logout** . Login mode can be accessed only through **GET** that means query parameters should be passed as **$_GET** method, ho

Query string parameter is **mode** and possible values for it are **login** and **logout.**

3.1 mode=login

> **Important:** The **mode=login** requires two additional parameters " **query** " and " **hash** " along with the mode parameter. Details of both query and hash parameters are given below.

a) query: This parameter contains the base64 encoded value of all the important parameters that are passed to the script. There are three **mandatory parameters** without which script will halt; these parameters are **username, name, email.** Time sta with these, you can also pass **groups** (comma separated Group IDs) and **dl** (default language, only in case of multi-language edition) parameters.

You can experiment with timestamp value with online converter: https://www.timestampconvert.com

```
username=jason&email=jason@example.com&name=Jason+Burke&t=1357604345&groups=5,6,7&dl=1
```

The Base64 encoded value of the above query string becomes as shown below. You can use this base64 encoder for testing.

dXNlcm5hbWU9amFzb24mZW1haWw9amFzb25AZXhhbXBsZS5jb20mbmFtZT1KYXNvbitCdXJrZSZ0PTEzNTc2MDQzNDUmZ3JvdXBzPTUsNiw3JmRsPTE=

You need to pass this base64 encoded string to the query parameter as shown below.

query=dXNlcm5hbWU9amZzb24mZW1haWw9amFzb25AZXhhbXBsZS5jb20mbmFtZT1KYXNvbitCdXJrZSZ0PTEzNTc2MDQzNDUmZ3JvdXBzPTUsNiw3JmRsPTE=

b) hash: This parameter contains the token required to check the authenticity of the data sent to SSO script. Hash is a **sha256** representation of **query parameter** and **secret token** specified in the SSO settings.

sha256(base64encoded_query + secret_token)

> **Important:** The plus (+) symbol shown above is only used to represent concatenation of Base64 Encoded Query String and the Secret Token. It does not mean that plus (+) symbol is to be used between both while generating SHA256 Hash. So, with
> settings (in the screenshot above), the concatenated string becomes:
>
> **dXNlcm5hbWU9amZzb24mZW1haWw9amFzb25AZXhhbXBsZS5jb20mbmFtZT1KYXNvbitCdXJrZSZ0PTEzNTc2MDQzNDUmZ3JvdXBzPTUsNiw3JmRsPTE=GTYIY468D4568974**
>
> where **GTYIY468D4568974** is the value of secret token.

You can use this SHA256 hash generator for testing.

So, the SHA256 value is passed to the "hash" parameter as shown below.

hash=654C7D200A0E7A804C8053633CBEF8C0D30D9EA4991DA6C274958CD5DE1D34A4

The complete SSO URL with parameters that you can link from your site would look like:

http://www.yourdomain.com/phpkb/sso.php?mode=login&query=dXNlcm5hbWU9amZzb24mZW1haWw9amFzb25AZXhhbXBsZS5jb20mbmFtZT1KYXNvbitCdXJrZSZ0PTEzNTc2MDQzNDUmZ3JvdXBzPTUsNiw3JmRsPTE=&hash=654C7D200A0E7A804C8

c) redirecttype: When a non-logged in user tries to access the article or category page, the SSO script redirects him to URL specified in **'Return URL'** setting along with this parameter which can have any of the two values article or category. After a use the page which he/she was trying to access.

redirecttype=category

d) redirectid: This parameter defines the ID of the article/category depending upon the value of the **redirecttype** parameter. You should send this parameter along with redirecttype parameter to send the user to a precise location.

redirectid=1

Now, the complete URL will look like:

http://www.yourdomain.com/phpkb/sso.php?mode=login&query=dXNlcm5hbWU9amZzb24mZW1haWw9amFzb25AZXhhbXBsZS5jb20mbmFtZT1KYXNvbitCdXJrZSZ0PTEzNTc2MDQzNDUmZzJvdXBzPTUsNiw3JmRsPTE=&hash=654C7D200A0E7A804C8

3.2 mode=logout

The Logout mode can be called in both ways either through POST or GET. When a user logs out from your site/application, you can either make a call to the SSO script with mode=logout

Example: http://www.yourdomain.com/phpkb/sso.php?mode=logout

or can call the above URL through your script with POST call. POST call would return the success status code 200 in JSON format. You can use it to confirm a successful logout of user from the knowledge base.

Error Codes

Code	Description
400E1	Missing required URL parameter.
400E2	Invalid URL parameter received.
400E3	Timestamp parameter too old.
400E4	User account can not be created because duplicate usernames are not allowed.
401E1	Authentication failed; could not authenticate user because of invalid hash.
401E2	Could not authenticate request because of invalid domain referrer.
404E1	The requested user account is inactive.
404E2	The requested user account not found in database.
500E1	Database Error.
503E1	SSO is not available. SSO is currently disabled.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=180

How to use the User Manual?

This User Manual describes the GUI and working of front-end area as well as administration control panel of the PHPKB Knowledge Base Software. It explains you the functioning of each of the screens.

A Few Key Concepts:

End Users - your knowledge base readers. They may be customers, partners, affiliates, staff members or general public users.
Admin Users – your organization's team, the people who write and manage the FAQs.
End User Section (Interface) / Front End / Public Section – This is the public-facing part of your knowledge base; the knowledge base home for your users.
Admin Control Panel / Back End - This is the place where all the magic happens. Admin users use this to manage articles, categories, news, tickets, users, reports, etc. The entire configuration happens here. Your knowledge base administrators use this control panel to change settings and configure elements such as staff users, user groups etc.

Customer Support:

We are here to help! If you hit a bump let us know. We're a reputed company and eager to please. We hope to stay that way. We'll do whatever it takes to make PHPKB the best, hassle-free knowledge management software.

Our offices are open from 9 AM - 6 PM Monday to Saturday (Indian Time GMT+5:30) except national holidays.

You can get in touch with our agents and engineers by live chat, email, telephone, contact us form.

Live Chat: Live chat is available at https://www.knowledgebase-script.com/contact.php
Email: You can email us at help@knowledgebase-script.com
Telephone/Fax: You can call us on the numbers given below in weekdays during office hours.
Telephone: +91 (0) 181-4613940
Mobile: +91 (0) 98158-43940

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Online URL: https://www.knowledgebase-script.com/kb/article.php?id=63

General Overview of PHPKB Knowledge Base Management Software

Jan 27, 2017 at 5:15 AM
Ajay Chadha
User Manual
👁 10142 💬 0

About PHPKB Software

PHPKB Knowledge Base Software allows you to create an unlimited, searchable library of FAQs, articles, how-to documents, resolutions, announcements, product manuals and more. PHPKB makes it easy for your customers to find the information they need & reduce your support workload by offering self-service based online support to your users. With the use of PHPKB software, your support team can create categorized knowledge base articles to share step-by-step instructions and guides, along workarounds and solutions to common problems faced by customers (end-users). PHPKB software can be easily re-skinned to match a company's design scheme. No doubt, It is the most modern knowledge base management software in the industry.

Web Based Self-Service Support

Help your customers help themselves with self-service support model. Intelligent self-service helps your customers in finding answers to their questions in the easiest and most efficient way. According to Forrester, 72% of customers prefer self-service to resolve their support issues over picking up the phone or sending an email. Self-service support is on the rise - customers want it and fast-growing companies need it as a competitive advantage. PHPKB software will help you reduce volume of support tickets and provide an amazing customer experience through self-service support model. We have a strong belief that self-service is becoming a preferred way for customers to get help with products and services of a company. Most customers would prefer self-service than calling an old-school call center and talking to a customer service agent.

Access Management

PHPKB allows you to limit (restrict) access to certain private categories based on user-groups. This way, members of a user-group can access the private categories assigned only to their user-group. They will not be able to access the private categories assigned to other groups.

Self-hosted OR Cloud-hosted Setup

PHPKB Knowledge Base Software is powerful yet simple, affordable, and comes with your choice of hosting in our cloud or on your server.

Cloud Setup - With a cloud setup there is no software to install, maintain, upgrade or backup. We take care of everything for you. You can create a demo in 30 seconds and deploy to your customers in less than 30 minutes. At PHPKB we understand that your data is just yours. At any time you can extract all your knowledge base data and choose to host PHPKB on your own servers. Whether you decide to do this or not; you always have the choice.
Self Hosted Setup - PHPKB can be deployed on your own servers. You have full access to the source code allowing you to make any changes you want. PHPKB runs on almost any operating system and web-server and simply requires PHP 5.x and MySQL to work. You are welcome to download a demo or create a demo account that you can migrate to a local install at any point.

Full Overview

You may wish to read complete overview of the PHPKB software.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=64

CATEGORY

Admin Control Panel

2 Articles

Admin Control Panel Interface

PHPKB knowledge base has easy to use, highly interactive graphical user interface with demotic and innate interface elements. The use of AJAX makes the application faster or more responsive as sections of pages can also be reloaded individually which reduces the bandwidth usage and load time. The PHPKB interface is divided into three parts:

Header Section - PHPKB Header section includes admin user details and shortcut links. The header section is displayed on every screen as shown below:
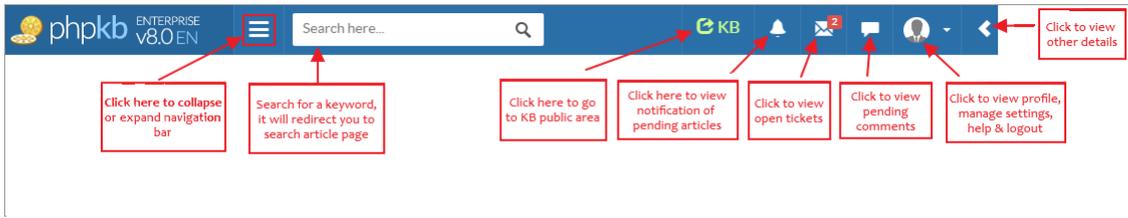
Language Drop-down Menu (only in Multi-language edition) - PHPKB knowledge base software provides you with the facility to create categories, articles, news, glossary items in languages of your choice. PHPKB supports multiple languages including the ability to create and edit language files, create language translators, assign language translators, etc. The multi-language version comes with a default English language file that cannot be deleted.

However, you can click the language displayed on the right side of the admin area to change the language accordingly from the language drop-down menu. You can also add a new language or manage the existing language files. For more details refer {Article-ID:158} article.
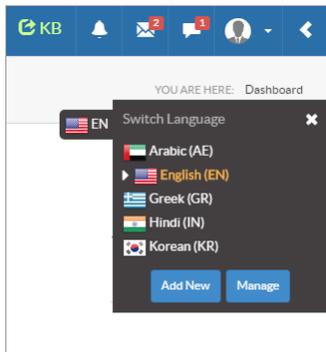
Navigation Bar - With the left side navigation panel you can create, configure, and manage your knowledge base. The description for each sub-option of the navigation panel is added to express its functionality. Navigation panel contains links to Articles, Categories, Admin Dashboard, Comments, Tickets, Glossary, News, Users, Groups, Statistics, and Tools.
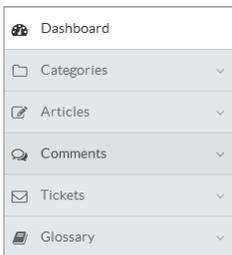
Dashboard: When you log in to the knowledge base, the screen displayed is the admin dashboard which presents and organizes your daily usage information in an easy to read way.
**Categories:** Categories are used to structure knowledge base into easily manageable portions. In the PHPKB knowledge base, categories are represented in a tree-based structure. You can perform various actions like add, edit, and delete categories in this section.
Articles: These are the content of the knowledge base. Articles can be your frequently asked questions, white papers, user manuals, or troubleshooting information. You can create articles, manage articles, saved drafts, templates, trash box, subscribers, or custom fields in this section.
Comments: You can click here to manage the comments submitted by the users.
Tickets: Questions submitted by the users in front-end are displayed as tickets in the admin area. Admin users can reply to these tickets and publish them as an article in the knowledge base.
Glossary: Click here to create and manage the glossary of frequently used terms. Glossary terms are highlighted where they appear in the article content in front-end and appropriate description is shown on mouseover.
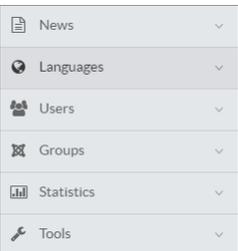
News: You can add and manage news of your enterprise in this section. Users can read the news in front-end or you can hide the visibility.
Languages: With the multi-language edition of the software, you can add or manage different languages in this section. This feature is not available in the non-ML edition of the software.
Group: User groups can be associated with protected categories only so that front-end members of a particular user group can access the content under those categories. User groups can be created edited or deleted under this section.
Statistics: You can view the graphical or donut chart representation of knowledge base components such as articles, categories, users, search keywords, article traffic & failed login attempts in this section.
Tools: Under the tools navigation tab, you can configure your knowledge base settings, generate sitemaps, optimize, and backup of your database.
Users: Different levels of users can be added, managed, or searched in this section.

Other Details - You have access to view user details, login history, your favorites, and product details. You can click this to expand or collapse the right-side panel. See the above figure in the header section.

USER DETAILS

Name: Gurjeet Kaur
Username: gurjeet
Level: Writer
Email: gurjeet@knowledgebase-script.com
User Since:

USER GROUPS

1) User Guide Writers

LOGIN HISTORY (10)

Jul 14, 2017 at 4:03 AM from IP location 122.173.28.53

Jun 24, 2017 at 8:53 AM from IP location 122.160.12.91

May 6, 2017 at 3:13 AM from IP location 122.160.12.91

Apr 11, 2017 at 4:30 AM from IP location 122.160.12.91

Apr 11, 2017 at 12:48 AM from IP location 122.160.12.91

Mar 16, 2017 at 3:19 AM from IP location 122.160.12.91

MY FAVORITES

Paste Images from Clipboard into WYSIWYG Article Editor added on Jul 14, 2017

How to motivate people to contribute to a Knowledge Sharing System? added on Jul 14, 2017

Article Links - Adding a link to an article in the knowledge base added on Jul 14, 2017

Permissions & Rights assigned to various Admin User Levels added on Jul 14, 2017

Manage Favorites

SERVER DETAILS

PHP Version: 5.6.20
MySQL Server Version:

ABOUT SOFTWARE

PHPKB 8.0 Standard Edition
Database Type: MySQL
Release: 20150130-R1

a. **User Details:** It displays the name, username, level, and email address of the user along with the date when users get started working with the software and groups he/she is associated with.
b. **Login History:** It consists of a list that shows the details of last login attempts with date, time, and IP location of the system used by the user.
c. **My Favorites:** It displays a list of your favorite articles that you have marked as favorites in the KB front-end area. Click the article link to view the article in front-end. You can click the **Manage Favorites** button to remove the article from the favorites list. It will redirect you to the 'My Favorites' page in the front-end area (See figure below).

d. **Product Details:** This deals with the server details (PHP version and MYSQL server version) and other details of PHPKB software.

Workspace Area - PHPKB workspace is the area where you can manage, view, or edit the contents or settings of your knowledge base. You will learn how to use the admin control panel further in detail.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=132

Admin Dashboard

👤 Gurjeet Kaur 📅 Aug 4, 2017 at 4:27 AM   📁 Admin Control Panel   👁 3700   💬 0

When you login into the admin control panel, you are welcomed with **Dashboard** screen which presents and organizes your daily usage information in a way that is easy to read. It gives an overview of your knowledge base contents in the form of charts and graphs. You can also reach to index page either by clicking the **Dashboard** link available in left navigation or through **Admin Dashboard** link (visible to admin users only) available in the header section the of front end.

Dashboard Screen displays information about Visits, Pending Articles, Open Tickets and Pending Comments in the form of rectangular boxes. You can click on these boxes to view details of respective features. In multi-language edition, dashboard displays these features for the language selected in **language drop-down** available on right side of the page. However, you can change the language of your choice from the drop-down to view the details in the language selected.

Graphical representation of visits is displayed on dashboard page which represents total article views of last 15 days. You can click on **View Details** arrow to see the detailed view of the report. Refer article {Article-ID:119} for more details.
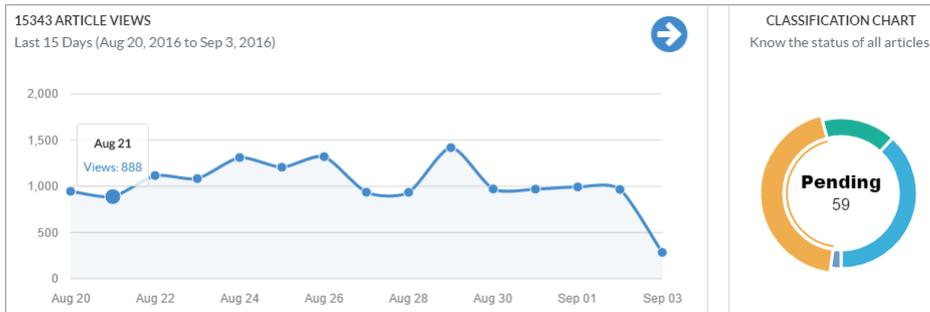
Donut chart represents the number of articles of different statuses, such as pending, approved, featured and saved as drafts. A portion of donut represents a total number of articles of a particular status. You can move the mouse pointer on each portion to view the number of articles.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=134

Languages

6 Articles

Adding a language translator account

Translators are admin users who are responsible for translating PHPKB front-end into your custom language. This user level is only available in multi-language versions of PHPKB software. Translators are not allowed to access any other sections in the admin area and can only translate the contents of language file(s) assigned to him. Follow the steps given below to create the translator account.

1. Expand **Users** section of the left navigation bar and click on "**Add New**" link to open 'Add User' page as shown below in figure:

2. Fill in details of the user in given fields as shown in the above screenshot.
3. Please note that you can select a language from language drop-down available on the right side to add translator under selected language.

4. Select **Level** as 'Translator' in Account Details section. Refer {Article-ID:96} article for more details of other fields.
5. Click "**Save User**" button to save translator account into the knowledge base.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=156

Deleting a language file

Gurjeet Kaur   Languages   2502   0

In the multi-language edition of PHPKB software, Superuser can purge a language file (**except English**) from knowledge base as English is default language. For this, Click**Manage** link under **Languages** section of left navigation bar to open 'Manage Languages' page as shown below:

Click on **Actions** button corresponding to the file you want to delete and select**Delete** option. If Language has no items under it, it will display confirmation dialog box, you can click**Yes, Delete it** button to delete that language file. If there are items (articles, categories, news etc.) added under that language, it will redirect you to " **Purge Language** " page where you can either follow the suggestion to temporary disable the file or can delete the file with all its contents as shown in the screenshot below:

Purge Language

⚠ **Alert**: The selected language could not be deleted as there are following items associated with this language in your knowledge base.

- 1 Public Categories

ℹ **Suggestion**: You can hide this language so that it doesn't appear in Front-end. This way, everything related to this language will remain safe in the knowledge base.

OR

⚠ **Delete Anyway**: Are you sure you want to delete this language permanently from your knowledge base? Clicking DELETE button will remove everything associated with this language from your knowledge base. This action cannot be undone.

What will happen if I delete any language?

1. All categories (public & private) associated with that language would be permanently deleted.
2. All articles associated with that language would be permanently deleted along with the following items related to those articles.
   a. Version-History
   b. Attachments
   c. Comments
   d. Custom-Fields and their data
   e. Favorites
   f. Ratings
   g. Subscribers
   h. Traffic and
   i. Referrer Statistics
3. All custom-fields associated with that language would be permanently deleted.
4. All news items associated with that language would be permanently deleted.
5. All glossary terms associated with that language would be permanently deleted.
6. All saved-searches associated with that language would be permanently deleted.
7. All submitted tickets associated with that language would be permanently deleted.

Please enter your password once again for security reasons.
Admin Password:

☐ I understand the risks of deleting this language.

DELETE

You need to enter admin password in the given input field and click on **Delete** " button to permanently remove this file from the knowledge base.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=160

Managing Languages

👤 Gurjeet Kaur   📅 Feb 19, 2020 at 6:15 AM   📁 Languages   👁 2594   💬 0

In this section, you can learn how to access and manage language files (self-created/default) available in the multi-language edition of PHPKB Knowledge base software. Superusers can expand **Languages** section in left navigation bar and click **Manage** link to open 'Manage Languages' page as shown below:

You can edit, delete or assign languages to a translator in this section. This page displays columns which are explained below:

ID: This column displays unique serial ID of the language file in the knowledge base.
Name: This column displays name of the language file. If the language is assigned to a translator, a name of the translator will also be displayed as shown in the screenshot. Refer ▫ {Article-ID:157} for more details.
Status: It displays the status of the language file in the knowledge base. **Default** status corresponding to a language depicts that the front end knowledge base will be displayed in this language by default. You can click on **Set Default** status available corresponding to any language file to make it default.
Direction: This column displays the direction of the text in particular language. You can click on the direction (Left to Right/Right to Left) label to alter the direction.
Visible: It depicts whether the language is visible in front-end knowledge base. **Yes** icon shows the corresponding language is visible and contents like categories, articles of that language can be viewed in the front end. **No** icon shows that language is not visible in the front end and articles, categories and glossary of that language can be accessed.
Actions : This column contains a drop-down list of actions that can be performed on listed language files. These are:
> **Edit -** In multi-language edition, you can modify the contents of language file either default or self-created. Language file contains all the text used within the front end user interface. Superusers and translators can translate the pretext for the public section for a language from the admin control panel. Refer ▫ {Article-ID:159} article for more details.
> **Delete -** You can permanently remove the language file from the knowledge base. This option is not available for the English language as it is the default language and is required for smooth running of the knowledge base. However, you can disable it if you don't have any English contents. You can read more about deleting language file in ▫ {Article-ID:160} article.

Superuser can assign the translation rights of a language file(s) to a translator if needed. For this, check the check boxes corresponds to the language you are going to assign to the translator, select translator name in **Choose Translator** and click **Assign** button. Read ▫ {Article-ID:157} for more details.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=158

Assigning languages to translators

Superuser can assign the language(s) to any translator so that he can access the admin control panel to complete the translation job assigned to him. Moreover, superusers can revoke the translation right back from translator if required. This section will help you learn how to assign a language to the translator. Follow the steps mentioned below:

1. Login to **Admin Control Panel** as Superuser.
2. Expand **Languages** section in left navigation bar and click **Manage** link to open 'Manage Languages' page as shown below:
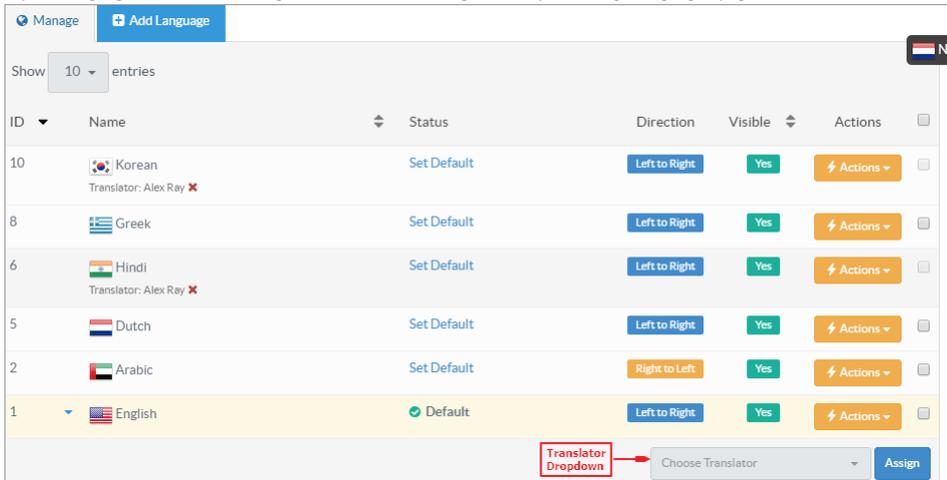
3. Go to **Actions** column and mark the check boxes corresponding to language(s) you need to assign to the translator. Checkboxes are disabled for languages that are already assigned to some translator.
4. Select the translator from **Translator Dropdown** list and then click on "**Assign**" button. Note that you can select single translator at a time.
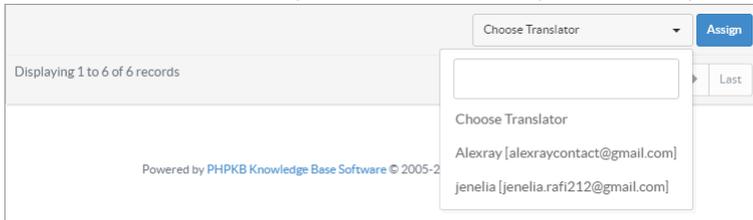
5. The drop-down list contains the username and email address of the translators.

If you want to revoke back the translation rights from a translator, click**Cross** (✖) icon displayed next to translator name in**Name** column of 'Manage Languages' page. When you click the icon, a dialog box will be displayed as shown below:
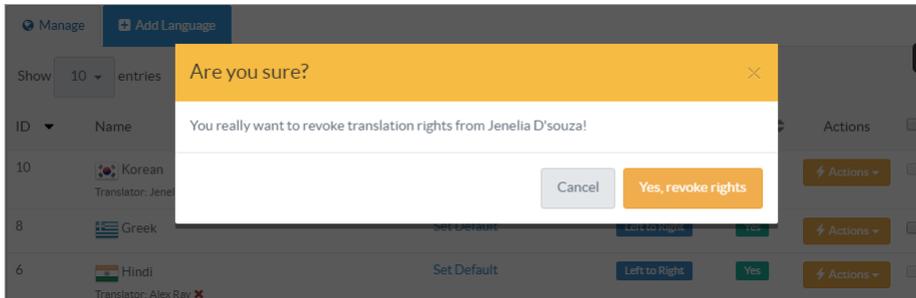
Click on "**Yes, revoke rights**" button to withdraw the rights or you can click on **Cancel**" button to abolish the process.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=157

Adding a new language

Multi-Language (ML) Edition of PHPKB knowledge base software provides the facility to create categories, articles, news, glossary items in multiple languages. Moreover, this edition offers you to setup the front end interface in the desired language. For creating all these features in the language of your choice, you should create the language file first. PHPKB software provides one default language file i.e. English. However, you can follow the steps mentioned below to create your own language files:

1. Expand "**Languages**" section from the left navigation bar and click "**Add New**" link as shown below in figure:
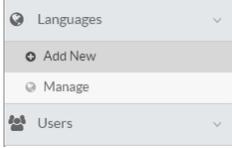
2. 'Add Language' page will be opened as shown in the figure below:
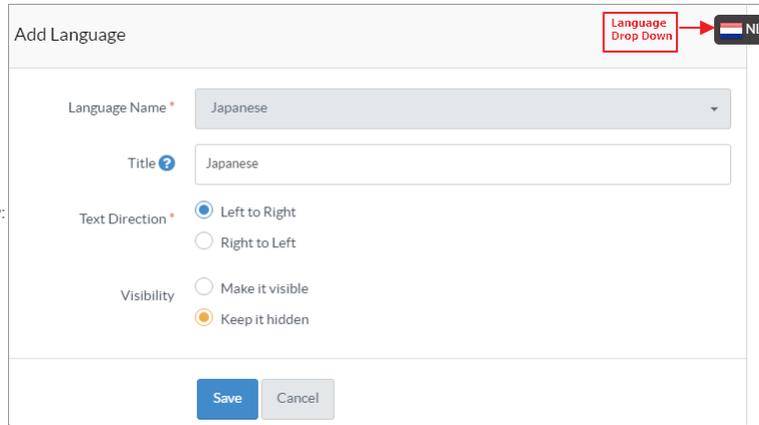
Language Name: You can select the name of the language from available language drop-down list.
Title: Type-in the title for the language you have selected. This language title will be displayed in the language drop-down of both admin section and front end.
Text Direction: You need to set the direction of the text for the selected language. Languages like Arabic are written in RTL(Right-to-Left) direction in which writing starts from the right of the page and continues to the left. If **Left to Right** is checked, the text will be written from left to right side and vice versa if **Right to Left** option is selected.
Visibility: You can set the visibility of the language in the front end as either visible or hidden. If **Make it Visible** is checked, all the features of language such as categories, articles would be accessible by front end users vice-versa for **Keep it Hidden**.
Click "**Save**" button to add the language file to knowledge base otherwise, you can click "**Cancel**" button to abandon the process.

Translating language files

In the multi-language edition of PHPKB knowledge base software, Superusers or Translators can edit or translate language files. Expand **Languages** section of the left navigation bar and click on **Manage**" link to open 'Manage Languages' page.

Click on **Actions** button corresponding to the file you want to translate and select **Edit** option, it will redirect you to **Language Configuration** page. The language configuration page displays the name of language file which you are configuring with the panel heading as Greek is displayed in the figure below.
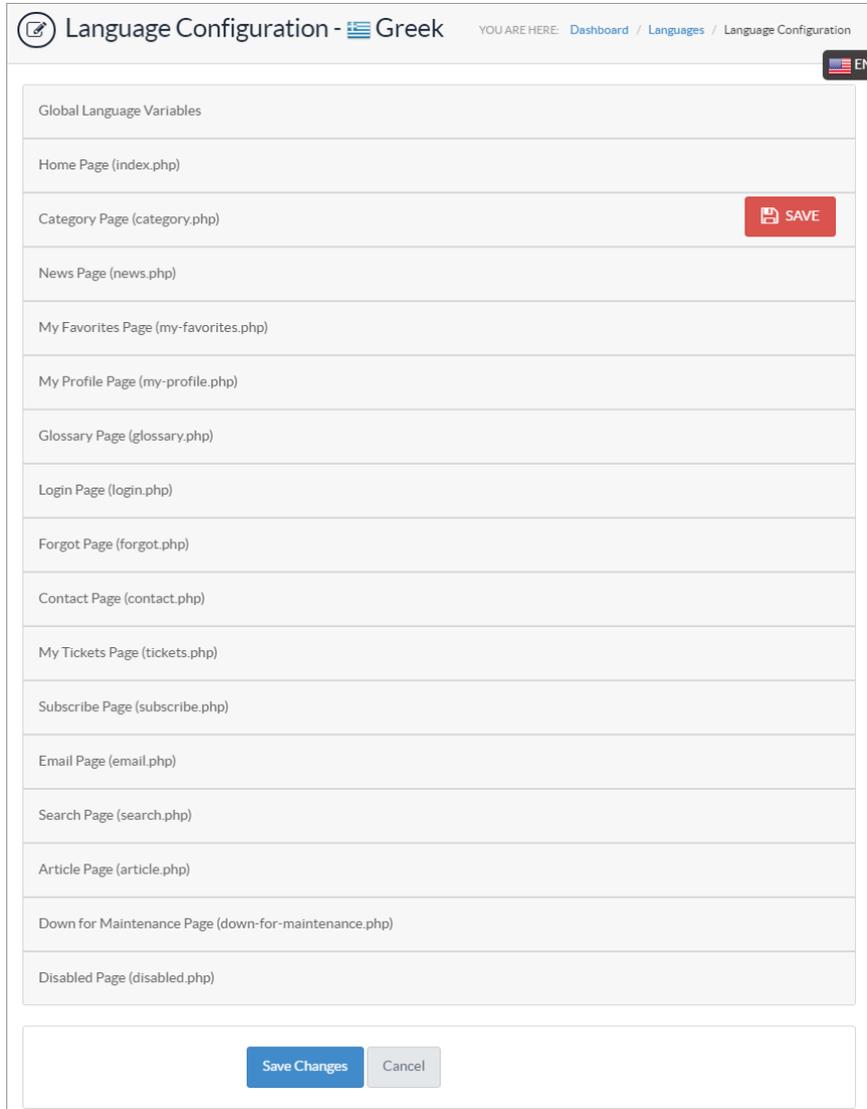
You can configure the language file variables for the knowledge base in this part. Variables are divided into different sections as per the pages available in the front end. You can click on these sections to expand and see the translation variables available. For example, if we expand My Favorites Page (my-favorites.php), it will display the English text that is to be translated on the left (Text to translate), and the field for translation values on the right (Refer figure shown below). In the figure below, the text to be translated is displayed in English and corresponding fields contain Greek translations of them.

My Favorites Page (my-favorites.php)

My Favorites	Τα αγαπημένα μου
	SAVE
Added to favorites on %ad%	Προστεθεί στα αγαπημένα στο% ad%
You are about to remove this entry from your favorites, Are you sure?	Πρόκειται να καταργήσετε αυτήν την καταχώρηση από τους αγαπι
Favorite Removed: Selected Article has been removed from Favorites successfully.	Αγαπημένη Αφαιρέθηκε: Επιλεγμένα άρθρο έχει καταργηθεί από το
There are no Favorites to show.	Δεν υπάρχουν Αγαπημένα για να δείξει.

In the same way, you can configure other variables in selected language. While translating, you may see some special words/symbols in between **% %**". You are not supposed to change or translate these words/symbols as they have predefined meaning. Refer table shown below for understanding the meaning of these variables.

Symbol	Meaning
%st%	Starting record of page
%end%	End record of page
%total%	Total no. of pages
%cp%	Current Page
%tp%	Total number of pages
%vd%	Number of views (viewed)
%cd%	Creation Date
%rt%	Rating Date
%vt%	Number of votes (Voting)
%ad%	Date on which added to favorites
%sk%	Search Keywords
%m1nu73s%	Try login after specified time if failed
%id%	Serial ID in Knowledge Base
%@110w3d%	Number of tries left for login
%mqc%	Minimum no. of characters added to content in Ask A Question page

Click on **Save Changes** or **Save** button after making changes to variables.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=159

Tools

5 Articles

Taking backup of knowledge base data

This section allows superusers to take backup of knowledge base data as well as configuration details so that knowledge base is safe from any data loss or disk failure. Backup makes it possible to restore your knowledge base after a possible crash or to move the knowledge base from one server to another.

Expand "**Tools**" section in left navigation bar and click on **KB Backup** link to take the backup of knowledge base data.

1. **Database Backup**: You can generate database backup in this section.

Database Backup

The backed up SQL data will help you to recover your knowledge base, in case of any data loss or disk failure.

○ Full Backup
● Custom Backup

TABLES LIST	✅ Check All 🟥 Uncheck All
☐ 1. **Article Collaboration** (1 records)	
☐ 2. **Article Versions** (7 records)	
☐ 3. **Article Visits** (50 records)	
☐ 4. **Articles** (37 records)	
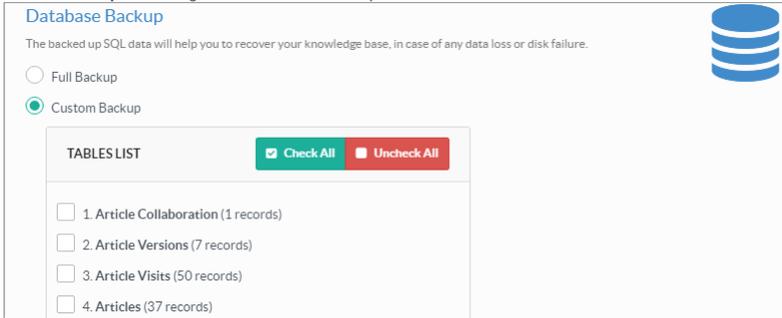
If **Full Backup** option is checked, the software will generate the complete database backup i.e. backup of all the tables of the database.
If **Custom Backup** option is checked, it will provide a list of all database tables such as Article Collaborations, Article Versions, Articles, Categories, Tickets, Authors, Comments, Glossary etc. You can mark the checkboxes corresponding to tables for which you want to take backup.
Choose either option SQL or Compressed (zipped copy) as per your requirement for **Save as**.
Click on **Generate Backup** button to produce the backup file of knowledge base database. Refresh the page to view the file in **Backup Files** list (explained below).

2. **Assets Backup**: You can create a backup of assets (attached files, uploaded files such as images and other files) in this section.

Assets (phpkb/assets/)

This folder 'assets' contains all the attachment files, uploaded files, images and other files associated with knowledge base articles.

● Individual File
○ Compressed (zipped)

FILES LIST	
📄 april 2014.pdf	⬇ Download
🖼 categories.png	⬇ Download
🖼 download.jpg	⬇ Download
🖼 img_572453a762733.png	⬇ Download
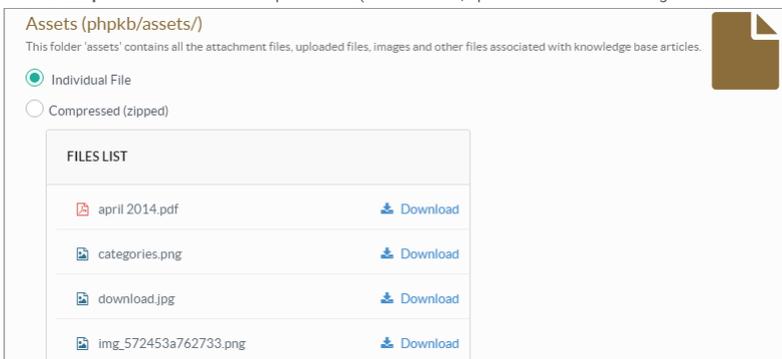
If **Individual File** option is checked, you can take backup of all files present in assets/ folder individually by clicking on Download button corresponding to them.
If **Compressed** is checked, it will create a backup of all the files of assets in a single compressed (zipped) file. The file can be accessed from **Backup Files** list on the page.

3. **Configuration Backup**: You can take a backup for configuration details (settings of knowledge base) in this section.

Configuration (phpkb/admin/include/)

This file contains all the configuration settings of your knowledge base.

● Bak File
○ Compressed (zipped)

FILES LIST	
Configuration	⬇ Download
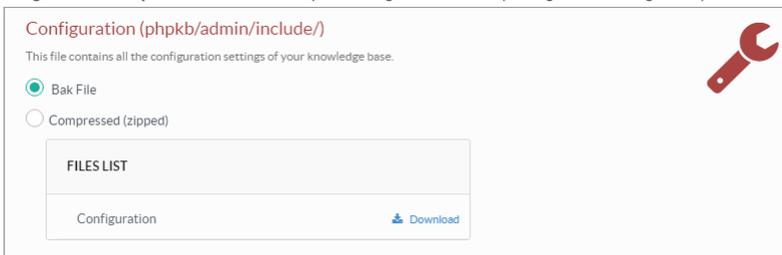
You can either generate the **Bak File** or **Compressed** file to save the configurations. The compressed option will reduce the size of a file and it can be accessed from **Backup Files** list later on. However, same is not possible in case of bak files.

4. **Backup Files List**: Details of backups generated in the knowledge base are displayed in this section as shown below:

S.No.	Backup Type	Generated On	File Size	Action
1	🗄 Database	Aug 30, 2016 at 12:11 PM	💾 174.66 KB	⚡ Actions ▾
2	📄 Configurat	Aug 30, 2016 at 12:02 PM	💾 2.36 KB	⚡ Actions ▾
3	📄 Configurat	Aug 30, 2016 at 11:55 AM	💾 2.36 KB	⚡ Actions ▾
4	📄 Assets	Aug 30, 2016 at 11:54 AM	💾 2.58 MB	⚡ Actions ▾

S.No.: This column displays the serial number of the backup file in the list.
Backup Type: This column displays the type of backup whether it is database, configuration or assets backup.
Generated On: This column displays date and time in on which the back up was generated. The backups are arranged in descending order of the time they were generated.
File Size: This column displays the size of backup file.
Action: This column contains a **Actions** drop-down menu that can be performed on the files.
    Download: Click this to download the corresponding backup file.
    Delete: Click this to delete the backup file.

Harvesting emails from knowledge base

PHPKB Knowledge Base Software provides a module for extracting email addresses from either all sections or selected sections of your knowledge base. Expand "**Tools**" section in left navigation bar and click on **Email Harvester**" to open email harvester page as shown in the figure below:

KB Members: You can extract the emails of front end KB members by marking the checkbox available corresponding to KB Members section. When it is marked, it further allows you to filter the members of their status. If **Both** is checked in **Member Status**, email addresses of both active and inactive members will be extracted. If **Active** is checked, email addresses of only active members will be extracted. If **Inactive** is checked, email addresses of only inactive members will be extracted.

Comments: You can enable the corresponding box in this section to extract the email addresses of persons who have posted comments on knowledge base articles. When the check box is marked, **Comment Status** filter is displayed which has three choices - Both, Pending and Approved. If **Both** is selected, email addresses of persons whose comments are either in pending or approved status will be extracted. If **Pending** is checked, the system will extract the email addresses of persons whose comments are in pending status. If **Approved** is checked, it will extract the email addresses of persons whose comments have been approved.

Ticket: You can enable this section to extract the email addresses of persons who have submitted the questions in the form of tickets. When you mark this section for extraction, you can further filter the email addresses based on **Ticket Status**. If **Both** is checked, email addresses of persons whose tickets are either in open or closed state will be extracted. If **Open** is checked, it will extract the email addresses of persons whose tickets are in open state. If **Close** is checked, it will extract the email addresses only from closed tickets.

KB Subscribers: You can enable this section to extract the email addresses of persons who are subscribed to the knowledge base. You can further filter the subscribers on the basis of their subscription status. If **Both** is checked in **Subscriber Status**, email addresses of both active and inactive subscribers will be extracted. If **Active** is checked, email addresses of only **Active** subscribers will be extracted. If **Inactive** is checked, email addresses of only inactive subscribers will be extracted.

Category Subscribers: You can check this section to extract the email addresses of persons who are subscribed to knowledge base categories. You can further filter the category subscribers on the basis of their subscription status. If **Both** is checked in **Subscriber Status**, email addresses of both active and inactive category subscribers will be extracted. If **Active** is checked, email addresses of only **Active** category subscribers will be extracted. If **Inactive** is checked, email addresses of only inactive category subscribers will be extracted.

Article Subscriber: You can check this section to extract the email addresses of persons who are subscribed to knowledge base articles. You can further filter the article subscribers on the basis of their subscription status. If **Both** is checked in **Subscriber Status**, email addresses of both active and inactive article subscribers will be extracted. If **Active** is checked, email addresses of only **Active** article subscribers will be extracted. If **Inactive** is checked, email addresses of only inactive article subscribers will be extracted.

Check All button would allow you to select all the sections in one go and **Uncheck all** button allows you to deselect the selected sections.

Filter Duplicates: If the option is selected, it will remove the duplicate email addresses from the extracted list.

Click on **Extract** button to generate the list of email addresses or you can click on **Cancel** button to abandon the process of email harvesting.

Results

```
ryan.harter@gmail.com
wichai@hotmail.com
p.singh@knowledgebase-script.com
dcohen33@gmail.com
n.jovanovic@anios.com
cyoungblood@second.org
gnganapathi@gmail.com
frank.lojzer@tango.com.hr
d@loudestnoi.se
palwinder.reen@gmail.com
rlaria@gmail.com
jb.kibs@gmail.com
m-m-alwagdani@hotmail.com
sharonflippin@renfro.com
jory@epictech.ca
Namdieuhp.pro@facebook.com
chris.schneider@unh.edu
lowiejhoncutara@yahoo.com
ian.mortimer@theaccessgroup.com
ccummings@theavcgroup.com
```

Export as CSV

The results of harvesting email address will be displayed on the right side of the page as shown in the figure above. In case you want to export the result as CSV file, click on "**Export as CSV**" button.

Optimising KB Database

This section allows you to optimize the database tables of your knowledge base to defragment the table and reduce the size of the table on disk which leads to improved query performance and reduced response time for the select query. Table structure optimization reclaims unused space after deletions and basically clean up the table after structural modifications have been made.

Superusers can navigate to '**Optimize Database**' which is available in **Tools** section of left navigation bar.

Optimize Database

YOU ARE HERE: Tools   /   Optimize Database

This section allows you to optimize the database tables of your knowledgebase. An optimized table structure differs from a well-designed table. Table structure optimization has to do with reclaiming unused space after deletions and basically cleaning up the table after structural modifications have been made.

Why Optimize?

Optimization should be used if you have deleted a large part of a table or if you have made many changes to a table with variable-length rows (tables that have VARCHAR, BLOB, or TEXT columns). Deleted records are maintained in a linked list and subsequent INSERT operations reuse old record positions. You can use optimization to reclaim the unused space and to defragment the data file.

💡 **Note**: Be aware that the table is locked while it is optimized, so if your table is large, you'd rather optimize it during a scheduled downtime or when little traffic is flowing to your system.

[**Optimize Database Now**] [Cancel]

Optimization should be used if you have deleted a large part of a table or if you have made many changes to a table with variable-length rows (tables that have VARCHAR, BLOB, or TEXT columns). Deleted records are maintained in a linked list and subsequent INSERT operations reuse old record positions.

Click on **Optimize Database Now** button to optimize the tables of your database. During optimization, database tables are locked due to which front-end users will not be able to access them. So, you should optimize it during maintenance time or when there is less traffic present in your system.

The optimized result with the status is displayed after the completion of optimization as shown below:

#	Table Name	Operation	Status
1	Article Collaboration	Optimize	OK
2	Article Versions	Optimize	OK
3	Article Visits	Optimize	OK
4	Articles	Optimize	OK
5	Attachments	Optimize	OK
6	Authors	Optimize	OK
7	Autosave	Optimize	OK
8	Backups	Optimize	Table is already up to date

#: This column displays the serial number of table record.
Table Name: This column shows the name of an optimized database table. The records are arranged in ascending order of table names.
Operation: This column displays the operation which was performed on the database table.
Status: This column shows the status of the optimization.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=126

Indexing Attachments

PHPKB Knowledge Base is able to index text content to the files attached to knowledge base articles in order to make them searchable. Attachment Indexing is supported in all editions of PHPKB knowledge base software. Some documents can be searched without any advanced tools, while others need PHP modules enabled or installed plugins. You can index the article attachments of PDF, Word, Excel and Power Point documents. You can index the attachments either automatically or manually. Follow the instructions given below to enable the index plugins in manage settings.

1. Click on "**Miscellaneous**" settings tab in 'Manage Settings' link under **Tools** section in left navigation bar.

2. Enable the check boxes in "**Indexing Plug-ins Path**" according to your need as shown below in figure:

- ☑ Default Plugin (htm, html, txt, csv, xml)
- ☑ MS Word Documents 95-2003 (doc)
- ☑ MS Word Documents 2007 and onwards (docx)
- ☐ MS PowerPoint Presentations 95-2003 (ppt)
- ☑ MS PowerPoint Presentations 2007 and onwards (pptx)
- ☐ MS Excel Workbooks 95-2003 (xls)
- ☑ MS Excel Workbooks 2007 and onwards (xlsx)
- ☑ Adobe - Portable Document Format (pdf)

💾 SAVE

3. You can also enable "**Auto Index Attachments**" field if you would like to auto index the attachments as soon as they are uploaded.
4. Click on **Save** button to save the settings you have made.

Index Attached Files Manually: To manually index the existing file attachments follow the instructions mentioned below:

Expand "**Tools**" section in the left navigation bar of admin control panel.
Click on **Index Attachments link** to index text content of files attached to the knowledge base articles.

Index Files

PDF (5 Files)
☑ Files Indexed (5 out of 5) Show Details

Word (2 Files)
| Index | 10 ▾ | Files | Start |

The screen is divided into four sections PDF, Word, Excel and Powerpoint. The count of the total number of files of a particular type present in the knowledge base is displayed with the section heading.
In each section, a drop-down is provided to select the count of files to be indexed simultaneously.
After selecting the number of files, click on **Start** button.
When the indexing will be complete, the software will display the number of indexed files with their details. For instance, in above screenshot, it displays PDF Files Indexed (5 out of 5) with link **Show Details**.

Excel (1 Files)
☑ Files Indexed (1 out of 1) Hide details

Details:
- Indexed: http://server2012/gurjeet/phpkbv8/assets/Configurador SB 3.3 sin macros.xlsx

Click on **Show Details** link to view the details of indexed files.

PowerPoint (3 Files)
| Index | 10 ▾ | Files | Start |

You can click on the indexed file link to view the file that has been indexed.
You can click the **Hide details** option to hide the details.

> 💡 Perform file indexing one after another to prevent script timeout. Roughly, it generally takes 1 minute to index the files with total size 25 MB. However, there are numerous other factors like server load, a cache that affects the indexing time.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=150

Sitemap Generator

A sitemap is a list of website pages organized in hierarchical order, accessible to web crawlers or users. PHPKB Software creates the sitemap in three formats i.e. XML, text and HTML. By placing a formatted XML file of site map on your web server, you enable search engine crawlers (like Google) to find out what pages are present on your site and which pages have been recently changed. This guides them in crawling your site.

Expand "**Tools**" section of the left navigation bar and click on **Sitemap Generator**" link to view **Generate Sitemap** screen as shown below:

Generate Sitemap

Sitemap format *	XML ⓘ
Change frequency *	Daily ⓘ
Date of last modification	2016-08-31 ⓘ
Priority *	0.5 ⓘ

Create Sitemap   Cancel

Sitemap Format: The sitemap can be generated in three ways: XML,Text and HTML. These parameters are displayed in the drop-down list.

XML sitemap is created for search engines to inform them about the URLs that are available on the website. It will help search engines to find all pages that can be nested a few directories deep.

Text sitemap is provided in sitemap generator as it might be useful to have a plain list of all your website links for reference in one place, a single text file. The sitemap contains one website URL per line.

HTML sitemap is simply a hierarchical list of links to web pages of your website. It helps users to review in a quick glance index of pages of the site, which promotes site usability.

Change Frequency: This value indicates how frequently the content at a particular URL is likely to change.

Date of last Modification: This field contains the date when URL was last modified. This information allows crawlers to avoid recrawling documents that haven't changed. You can either use the current date which is displayed by default or specify your own date and time. Please make sure to enter the last modification date in "YYYY-MM-DD" format only.

Priority: The priority of a particular URL relative to other pages on the same site. The value for this tag is a number between 0.0 and 1.0, where 0.0 identifies the lowest priority page(s) on your site and 1.0 identifies the highest priority page(s) on your site. The default priority of a page is 0.5.

Click "**Create Sitemap**" button to generate the sitemap or you can click on **Cancel** button to abandon the process. When the sitemap is successfully generated, it will display the following information:

☑ **Sitemap Generated.**

Sitemap has been successfully generated in **XML** format. Click on the link below to view the sitemap file.

http://server2012/gurjeet/phpkbv8/sitemap/sitemap.xml

You can now submit this sitemap URL to **Google Sitemaps** or to any website that accept sitemaps in .xml format.

Click on the visible link to view the generated sitemap file.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=129

Data Import

2 Articles

Importing data from an HTML file

Superusers can use '**HTML Import**' module to import the HTML documents as articles in your knowledge base. It is an optional module available as a paid add-on to PHPKB knowledge base software. Refer instructions below to understand how this module works.

1. Expand "**Tools**" section in left navigation bar and click on "**Import Data**" link as shown in the figure below:
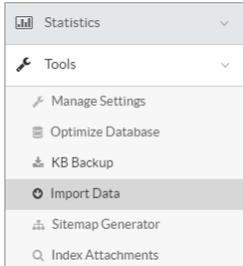

2. On the import page, click on "**HTML Import**" tab to open HTML Import page. The feature requires the HTML files (that are to be imported along with image files, if any) to be present in the "**/assets/import**" folder. Therefore, you first need to upload all your HTML files and associated images in the **Import** folder and then you can start the import process in admin control panel of your knowledge base. Screenshot of Import from HTML screen is shown in the figure below:
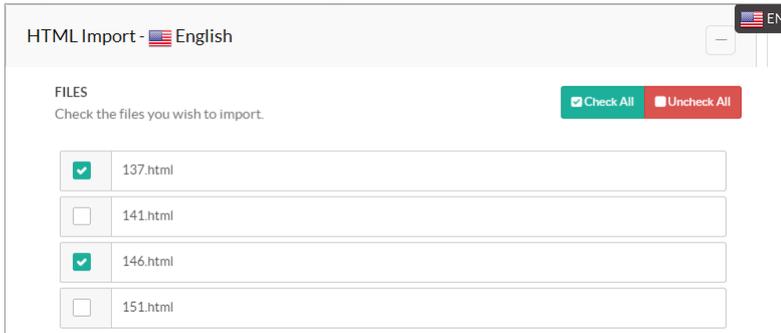

Please keep into consideration that in ML editions of the software, articles will be imported into the language which is selected in language drop-down. For instance, the screenshot above depicts the scenario of ML edition where language selected is EN i.e. English.

3. All the HTML files residing in import folder are displayed on the page, you can choose the files (which you want to import) by marking the corresponding check boxes. If you want to import all the files, click on **Check All** button and click on **Uncheck All** button deselect the files.

4. Select article type i.e. public/private. Categories are displayed as per the article type option. If **Public** is checked, the public categories of the language selected in language drop-down are displayed else private categories are displayed. Select the categories under which you want to import the file(s) and then click on **Start Import** button to start the import process.
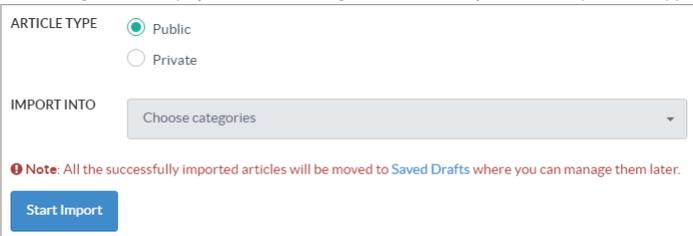
5. As soon as import process completes, results are displayed immediately on the page. The status of the imported files will be immediately displayed as shown in the figure below:
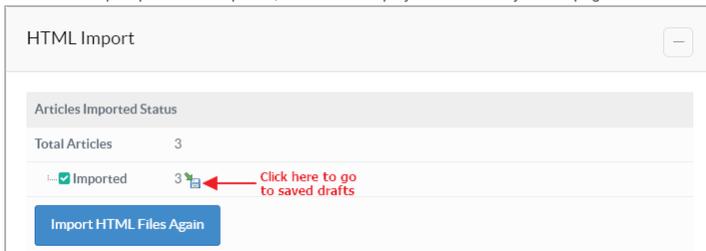
The successfully imported files are saved as "**Drafts**" and imported HTML files are moved to "**/assets/importcomplete**" folder so that there is no chance of getting them imported again. Click on imported count (labelled in the screenshot above) to view or manage the imported articles so that you can verify them before publishing them in the knowledge base.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=146

Importing data from a CSV file

This section allows you to import articles in bulk from CSV file. By default, CSV import page is displayed. CSV stands for **Comma Separated Values**, sometimes also called as **Comma Delimited** is a specially formatted plain text file which stores spreadsheet or basic database information in a very simple format, with one record on each line, and each field within that record separated by a comma.

Expand "**Tools**" in left navigation bar and click on "**Import Data**" to import CSV data.

Import using CSV file is a two step process. You can move to the second stage after successful completion of the first stage. At stage one, specify different import options as shown in the figure below.

Article Type: If **Public** is checked, the articles are imported into the public categories and if **Private** is marked, the articles are imported into the private categories.
Import Into: Select the category into which the article(s) should be imported. Please take into consideration that in ML editions of software, categories of the language selected in language drop-down are displayed only.
Import As: Select the status (Approved, Pending, Disapproved, Draft, Featured) where the article is to be imported.
Delimiter: PHPKB allows three types of separation among fields in CSV files: Comma (,), Pipe Symbol (|), tab (\t).
If the first line of the imported file contains field names, then check **First Line Contains Field Names** option.

Import From a File: If this option is checked, you can use CSV file stored in your system for a large scale import. The CSV file you use should contain following details:
  Each record should have two mandatory fields - Title and Content. Keywords, Summary, Description are optional fields.
  Fields should not be in same order.
  If CSV file contains filed headers, they should be in the first line of the file.
  Only text/plain or text/CSV or text/comma-separated-values or application/csv or application/excel or application/vnd.ms-excel or application/vnd.msexcel files may be uploaded.
  If your text/plain or text/csv file field contains double quotes then you must preface these interior quotes with a back slash (\) in order to differentiate them from quotes defining the start and end of field contents.
Click "**Choose File**" to select a file from your system to import.
Import Using Copy/Paste: If this option is checked, you can write or copy/paste the comma separated contents directly into the text box area below this option (displayed once you check Import using copy/paste option).
Click "**Next**" button to continue to next step.

The second step allows you to synchronize fields in CSV file with the article fields of the knowledge base.

CSV fields column displays fields found in CSV file and **Map into Fields** column has select drop-downs with options article title, article content, article keywords and article summary in each drop-down. You need to choose the relevant option from the drop-down that matches with the specified field of your CSV file. For example, the CSV field title is the name of the article so **Article Title** option should be selected in the corresponding select drop-down.
Note that Title and content fields are mandatory to be mapped in order to proceed with CSV process.
If you **do not synchronize** other fields of your CSV, fields will simply be ignored and it will not be stored in the database.
After mapping the fields click on "**Import Now**" button to import the articles. Articles Imported Status screen will be displayed as shown below:

Articles importing from the CSV file.

⊕ CSV Import	☁ HTML Import

Articles Imported Status

Total Records	3
☑ Imported	3 ☑ **Click here to view article**

Import Another CSV

This screen displays **Total Records, Imported** articles and **Errors** (if any with their full description).
You can click the icon displayed with the number of imported articles to view/manage them in Manage Articles section.

CATEGORY

Manage Settings

4 Articles

Article Settings

Expand "**Tools**" section in left navigation bar and click on **Manage Settings**" link. Manage settings page will display, click on "**Article**" to control article options and features. This setting page is categorized into various parts as follows:

ARTICLE OPTIONS

Add to Favorite?	☑ Yes (For Logged in Users Only)	
Print Article?	☑ Yes	
Email to Friend?	☑ Yes	
Export to MS Word?	☑ Yes	💾 SAVE
Export to PDF?	☑ Yes	
Subscribe to Article?	☑ Yes	

Add to Favorite: Enable this option to allow logged in front-end users to mark articles as favorites. To add the article to favorites, click on **Add to Favorite** icon (🔖) which is displayed on the right side of the article page.

Print Article: If this is marked as **Yes**, **Print Article** option is displayed in the article options and by clicking on it, it will show the article in a printer friendly format. Article options are available on article page either in right side **Menu** bar or below the article details depending upon the article theme chosen in **Article Page Theme** setting (Refer article □ {Article-ID:122}).

Email to Friend: Enable this option to allow users to send an article via email to their friends or other persons. Email Article to Friend option is displayed in article options list.

Export to MS Word: Enable this option to allow users to export article as Microsoft Word document. Export to MS word is displayed in article options list.

Export to PDF: Enable this option to allow users to export article as PDF document. Export to PDF is displayed in article options list.

Subscribe to Article: Enable this option to allow users to subscribe to articles. Subscribe to the article is displayed in article options list.

SOCIAL SHARE BUTTONS

f Share	☑ Yes	
Tweet	☑ Yes	
in Share	☑ Yes	💾 SAVE
Google +	☑ Yes	
Pinterest	☑ Yes	
Display Position	◉ Before Article Contents	
	○ After Article Contents	

Facebook Share: If this option is enabled, front end users can share the article on Facebook.

Tweeter Share: If this option is enabled, Tweet link is displayed on the article page for the front end users to share the article with other tweeter users.

LinkedIn Share: If this option is enabled, LinkedIn link is displayed on the article page for the users to share the article with other LinkedIn users.

Google + Share: If this option is enabled, Google + link is displayed on article page for the users to share the article with other Google users.

Pinterest Share: If this option is enabled, Pinterest link is displayed in article page for the users to share the article with other users.

Display Position: This field displays two options based on how above social site links will be displayed on the article page.

If **Before Article Contents** is checked, it will display these links before the contents of an article. If **After Article Contents** is checked, it will display above links after the contents of an article.

ARTICLE FEATURES

Enable Custom Fields Display?	☑ Yes	
Enable Article Rating?	☑ Yes	
Enable Hits Display?	☑ Yes	💾 SAVE
Enable Article Author Display?	☑ Yes	
Show Author Email as Link?	☑ Yes	

Enable Custom Fields Display: Enable this option to display the custom field details on the article page. These details will be displayed after the contents of articles.

Enable Article Rating: If enabled, KB users will be able to give feedback (votes) on articles. The rating input box is displayed with article options either in right menu or below the article contents depending upon the article theme chosen.

Enable Hits Display: Enable this option to display views or hits of the article in the article page. Hits are displayed below the article contents.

Enable Article Author Display: Enable this option to display name of the author of an article on the article page.

Show Author Email As Link: Enable this option to display email address of author as a link so that KB users can send emails to the author.

Enable Related Articles?	☑ Yes	Number of Articles [10]
Show Related Articles Randomly?	☑ Yes	
Autolink Glossary Terms?	☐ Yes	💾 SAVE
Enable Article Comments?	☑ Yes	
Order of Comments	○ Latest on Top	
	◉ First On Top	

Enable Related Articles: Enable this option to display articles that are of similar to article displayed. These articles are displayed below the article contents so that users can easily access them. Enter the number of related articles to be displayed in **Number of Articles** field.

Show Related Articles Randomly: If this option is not enabled, related articles will be displayed according to their current status, i.e, featured articles first and then approved articles. Otherwise, related articles will be displayed randomly.

Autolink Glossary Terms: If this option is enabled, article words that are also glossary terms are underlined. When a user moves the mouse pointer on these terms, the description of a term is displayed.

Enable Article Comments: Enable this option to allow users to comment on the article otherwise, you can disable it.

Order of Comments: This setting allows you to choose the order in which comments will be displayed on the article page. If **Latest on Top** is checked, recently posted comments will be displayed on the top. However, if **First on Top** is checked, it will display the comments on first come first basis.

Auto Approve Comments?	☐ Yes	
Send Approval Notification?	☑ Yes	
Email Privacy Protection	☑ Yes	
Pending Comment Notification?	☐ Yes	💾 SAVE
Meta Description Source	◉ Article Title	
	◯ Article Description (First 150 Characters)	

Auto Approve Comments: If it is enabled, knowledge base software will automatically approve the comments posted by the users and they will immediately start displaying on the article page. Otherwise, comments will require the approval of admin user (Superuser/Editor) approval.
Send Approval Notification: If enabled, knowledge base software will send a notification email to the users once their comments are approved.
Email Privacy Protection: If it is enabled, the software would not create a link to user's email address.
Pending Comment Notification: If enabled, superuser will receive a notification to approve the comment whenever it is posted in the knowledge base.
Meta Description Source: If **Article Title** is checked, the title of the article is displayed as the content of meta description tag else if **Article Description** is checked, first 150 characters of the article summary are displayed as the contents of meta description tag.

RSS FEED SETTINGS

Enable Category Feed?	☑ Yes	
Enable Featured Articles Feed?	☑ Yes	
Enable Popular Articles Feed?	☑ Yes	💾 SAVE
Enable Recent Articles Feed?	☑ Yes	
Enable Rated Articles Feed?	☑ Yes	
Enable Related Articles Feed?	☑ Yes	

Enable Category Feed: If it is enabled, RSS feed of category will be available via the end user interface.
Enable Featured Articles Feed: If it is enabled, RSS feed of featured articles will be available via the end user interface.
Enable Popular Articles Feed: If it is enabled, RSS feed of Popular articles will be available via the end user interface.
Enable Recent Articles Feed: If it is enabled, RSS feed of recently added articles will be available via the end user interface.
Enable Rated Articles Feed: If it is enabled, RSS feed of rated articles will be available via the end user interface.
Enable Related Articles Feed: If it is enabled, RSS feed of related articles will be available via the end user interface.
Click on "**Save Changes**" button to save the changes you have made in settings or you can click on "**Cancel**" button abandon the changes.

Feature Settings

Expand "**Tools**" section in left navigation bar and click on **Manage Settings**" link. Manage settings page will display, click on "**Features**" tab to control the display and functioning of front end pages. Features settings is categorized as:

1. KB Layout Settings
2. Home Page Settings
3. Pages

Front End Layout: If **Fixed (900px)** option is checked, the front end will be displayed in the center and take 900px of screen width irrespective of screen resolution. On the other hand, if **Fluid (100%)** is checked then front end would cover the whole width of the screen.

Home Page Theme: Knowledge base provides three themes based on how knowledge base home page will display category tree, news and articles heading. Choose the one as per your preference.

Article Page Theme: Two themes are available for the orientation of article page. Themes are designed to arrange the article parts like article title, article contents, category Tree, headings, article options at different locations.

Category Tree Width: This setting allows you to specify the percentage width that category tree will take in proportion to the whole width. You can select any value between 20% to 30% from the drop-down list.

Category Columns: Select number of columns into which you want to arrange the knowledge base categories.

Show Articles in Category Tree?: The title of articles of the category will appear in category tree if this setting is enabled.

Category Articles Count: If Show option is chosen, it will display a count of total published articles available under the category. It is recommended to disable this setting for knowledge base having a huge number of articles.

Sort Categories By?: If **Alphabetic Order** is checked, categories will be displayed according to their names arranged in alphabetic order. You can mark the **Priority** option to display categories according to the priority level assigned to them in manage categories.

Display Featured Articles?: Enable this option if you want to display "**Featured Articles**" on the home page of the front end. **Number of Articles -** Enter the count of featured articles that you want to display.

Display Most Popular Articles?: Enable this option if you want to display "**Most Popular Articles**" on the home page of the front end knowledge base. **Number of Articles -** Enter the number of most popular articles that you want to display.

Display Recently Added Articles?: Enable this option if you want to display "**Recently Added Articles**" section on the home page of the front end. **Number of Articles -** Enter the number of recently added articles that you want to display.

Display Top Rated Articles?: Enable this option if you want to display "**Top Rated Articles**" section on home page of the knowledge base. **Number of Articles -** Enter the number of top rated articles you want to display in this section.

PAGES

SUBSCRIBE PAGE

Enable Subscribe to KB? ☑ Yes

CATEGORY PAGE

[💾 SAVE]

Sort Articles By
- ● Popularity
- ○ Alphabetic Order
- ○ Update Date Time

Sort Order
- ● Descending
- ○ Ascending

Subscribe to Category? ☑ Yes

Enable Subscribe to KB?: If the option is marked as **Yes**, subscribe to Knowledge base section will be visible to KB users (end users) to subscribe to the knowledge base and to get notified when articles are added or edited.

Sort Articles By: It displays three options by which articles can be sorted in the knowledge base. If **Popularity** is checked, the articles are sorted according to the article hits. If **Alphabetic Order** is checked, the articles are sorted according to the alphabetic order of their titles. If **Update Date Time** is checked, the articles are sorted according to the date they were last updated.

Sort Order: This option allows to specify the chronological order of 'Sort Articles By' setting. You can either choose ascending or descending order according to your choice.

Subscribe To Category?: If the option is marked as **Yes**, '**Subscribe'** link will be displayed with category title on the category page and users can subscribe to a category to get notified when new articles are posted under the category.

NEWS PAGE

Enable News Page? ☑ Yes

Display News on Home Page? ☑ Yes | Number of News | 5 | [💾 SAVE]

LOGIN PAGE

Enable Login Page? ☐ Yes

Enable News Page?: If checked, it will display **News** link in knowledge base header and corresponding news page in the knowledge base.

Display News On Home Page?: If checked, displays the recent news headlines on the home page of the knowledge base. **Number of News -** Enter the number of news headlines you want to display in the "News & Announcements" section on the home page of your knowledge base.

Enable Login Page?: If a setting is marked as **Yes**, it will display **Login** link in knowledge base header and KB Member users will be able to login to the knowledge base and access private data.

GLOSSARY PAGE

Enable Glossary Page? ☑ Yes

CONTACT PAGE

[💾 SAVE]

Enable Contact Page? ☑ Yes

Enable My Tickets Page? ☑ Yes

Send Notification? ☑ Yes

Contact Email Address(es) | hema-rafeeza@gmail.com |

Instant Suggestions? ☑ Yes (With Instant Question Suggestions)

Minimum Question Characters | 60 |

Enable Glossary Page: If the option is marked as **Yes**, **Glossary** link will be displayed in knowledge base header and allows KB users to access glossary page.

Enable My Tickets Page?: If the option is marked as **Yes**, **My Tickets** link will be displayed in knowledge base header and allows KB users to access My tickets page. This option is available only in enterprise edition of PHPKB Software.

Enable Contact Page? : If the option is marked as **Yes**, **Ask a Question** link will be displayed in the header of the knowledge base and allows KB users to post their questions.

Send Notification? : If the option is marked as **Yes**, the software sends a ticket creation notification email to the email address specified by the user in Ask a Question page.

Contact Email Address(es): Specify the email address of your organization on which contact page notifications will be sent and which will be used as the default "**From**" address in outgoing emails.

Instant Suggestions? : If it is enabled, articles relevant to user query would be displayed to users while they type the content in 'Ask A Question' page.

Minimum Question Characters: It allows you to set the minimum number of characters user should type in a content field of 'Ask A Question' page. The user would be compelled to write at least characters specified in this setting.

SEARCH PAGE

Default Search | Articles ▾ | [💾 SAVE]

Search In | All ▾ |

OTHER OPTIONS

Recently Viewed Articles? ☑ Yes | Number of Articles | 5 |

Default Search: Select one option among articles, news or categories so that it can be set as the default option in **Search for** field of the advanced search page.

Search In: Select one option among all, title, content or keywords so that it can be set as the default option in **Search In** field of the advanced search page.

Recently Viewed Articles? : Enable it to display a list of **Recently Viewed Articles** below the category tree in the knowledge base. Enter the count of the number of recently viewed articles to be displayed in **Number of Articles** setting.

Click on "**Save Changes**" button to save the modifications you have made or you can click on "**Cancel**" button to abandon the changes.

General Settings

Tools section contains a list of various configuration settings related to your knowledge base. To manage these settings expand **Tools**" section of the left navigation bar and click on **Manage Settings**" as shown below:

🔧 **Tools**
- 🔧 Manage Settings
- 📋 Optimize Database
- 📥 KB Backup
- ⊙ Import Data
- 🔗 Sitemap Generator
- 🔍 Index Attachments
- ▭ Email Harvester
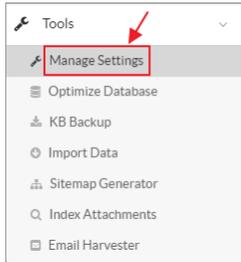
Manage Settings is further divided into different subsections to categorize the settings properly. By default, the **General Settings** page is displayed which is further categorized into four parts:

1. General Settings
2. IP Address Restriction Settings
3. Product Details
4. Mail Server Settings
5. Database Settings

GENERAL SETTINGS

Down for Maintenance?	☐ Yes
Knowledge Base Name	Support Knowledge Base
Knowledge Base URL	http://www.knowledgebase-script.com/kb
KB Access	○ Restricted ⦿ Unrestricted

Down for Maintenance?: If checked, it will display down for maintenance page to front end users instead of knowledge base details. You can enable this setting during system enhancement or troubleshooting and can disable it after the enhancement period to bring back the actual knowledge base.

Knowledge Base Name: Enter name of the knowledge base in this field. This name will be displayed in the header section of the front end.

Knowledge Base URL: This is the URL where the knowledge base is installed. However, please note knowledge base wouldn't work properly if the URL is incorrect.

KB Access: If radio button **Restricted** is checked, then front-end users must log in first in order to access the Knowledge Base. In case **Unrestricted**, front-end users would be able to access the knowledge base even if they are not logged in.

IP ADDRESS RESTRICTION SETTINGS

Enable Restriction?	☑ Yes
Restriction Type	⦿ Allowed IPs ○ Blocked IPs
IP Address List	192.168.1.23

(Separated by commas. For example: 192.168.1.20, 77.65.11.21, 178.71.98.90, ... and so on)

Enable Restriction: You can enable this option to control the restriction of specified IP addresses (mentioned in IP Address list).

Restriction Type: If radio button **Allowed IPs** is checked, then users with IP addresses specified in IP Address list would be able to access the knowledge base. Whereas if **Blocked IPs** is checked, then the users with IP addresses mentioned in below list would be blocked and won't be able to access the knowledge base.

IP Address List: Specify the IP Addresses according to which you want to allow or block the users to access the knowledge base. Please note that you can mention multiple IP addresses separated by a comma (,). This feature is available only in enterprise edition of PHPKB Software.

PRODUCT DETAILS

Software Version	PHPKB 8.0 Standard Edition (Installed on: Jun 1, 2015)
Admin Users	**5** (Upgrade License) | ⊕ Enter Upgrade License Key
Support & Maintenance	**Expired on Aug 5, 2012** - Extend Support Subscription | ⊕ Enter Extended Support License

Software Version: This field displays version (Standard/Enterprise/Standard ML/Enterprise ML) of PHPKB knowledge base software installed on your server along with installation date.

Admin Users: This field displays the admin users license purchased by you. If you have upgraded the admin user license, you should enter your new license key in software by using the link; **Enter Upgrade License Key**.

Support & Maintenance: This field displays a date after which your support and maintenance period will expire. You can purchase extended support by clicking on **Extend Support Subscription** link. It would send an email to the sales department for extending support period.

Outgoing Mail Server: This field controls the email server used for PHPKB knowledge base. **Default SMTP Server** allows PHPKB Software to use the internal PHP mail function to send emails. Click on **I will not configure SMTP server** to specify the details of your own SMTP server. Fill the details of SMTP settings in different fields provided (Refer figure below).

SMTP Hostname - Enter either the fully qualified domain name (e.g. mail.domain.com) or the IP address (e.g. 192.168.0.1) of your SMTP server.
SMTP Username - If your SMTP server requires authentication, then you need to provide the login username in order to connect to the SMTP server and send the emails.
SMTP Password - For the authentication, you need to provide the login password in order to connect to the SMTP server and send the emails.
SMTP Port - You need to specify the port number on which your SMTP server is listing. The default port number is 25.

Authentication? - If your server requires authentication then enable this option (See figure below).

Encryption Method - It is used to provide communication security over a computer network. You can select **None** option to ignore the encryption. **Secure Sockets Layer** (SSL) is a protocol for securing connections between network application clients and servers over an insecure network such as the internet whereas **Transport Layer Security** (TLS) provides privacy and data integrity between two communicating computer applications.

Debug Mode: It is a troubleshooting environment in which you can track down the error by turning it on. It is advised to turn this setting **On** only when you experience any issues with your SMTP server otherwise keep it turned **Off** .
Debug Output: Select a suitable debug output in this field. **Error_log** will push all errors into an error-log file of your web server. **Echo** option will display error immediately as they occur and **Return** will neither save errors into an error-log file nor display them.
Send Mails From: Enter an email address in this field which will be used to send all outgoing emails.
Email Address: Enter an email address in this field on which you want to receive test email from the system.

MySQL Details: This field displays details of your database server.
MySQL Hostname: Enter name of the server where MySQL database is located. Usually, localhost is entered as a hostname.
MySQL Username: Enter a username which you use to login to the database.
MySQL Password: Enter a password which you use to login to the database.
Database Name: Enter a name for MySQL database. Click **Test Connection** button to check whether the details you entered are correct or not.
The screenshot above is related to MySQL version, similar fields are available in MSSQL database as shown in the screenshot below:
Click "**Save Changes**" button to save the changes you made in settings or you can click "**Cancel**" button to abandon the changes.

MSSQL Server Information: It displays the information of SQL server.

Data Source Name: It is a string that has an associated Data Structure used to describe a connection to a data source. Data Source Name is entered as <DRIVER>:host=<HOSTNAME>;dbname=<DB-NAME>.

SQL Username: Enter your login username which you use to login to the database.

SQL Password: Enter login password which you use to login to the database. Click **Test Connection** button to check whether the details you entered are correct or not.

Miscellaneous Settings

Click on "**Miscellaneous Settings**" tab in Manage Settings section to manage security settings such as login attempts allowed, search settings, file upload settings etc. The miscellaneous settings are further categorized as follows:

LOGIN SETTINGS (FOR SECURE LOGIN)   💾 SAVE

| # Wrong Login Attempts | 5 |
| Prevent Login for | 15 ▾ (in minutes) |

 # Wrong Login Attempts: Enter the number of times a user can try to login before he is locked out in the case of wrong credentials.
Prevent Login For: Select the time (in minutes) for which users remain locked out once they are blocked. After this time, the user can try to login again.

FILE UPLOAD SETTINGS

| php.ini Configuration | View phpinfo() |
| Maximum File Size Allowed | 10 MB ▾ | 💾 SAVE
| Enable Compression | ☐ Yes |

php.ini Configuration: Outputs information about PHP compilation options and extensions, the PHP version, server information and environment (if compiled as a module), the PHP environment, OS version information, master and local values of different configuration options, HTTP headers, and the PHP License.
Maximum File Size Allowed: Select a maximum file size length from the drop-down list. Admin users are not allowed to upload files larger than the size selected. If you select the **Unlimited** option, users can upload files of unlimited size. However, the size of upload file also depends upon different php.ini settings (Refer article: {Article-ID:73} for details).
Enable Compression: If enabled, the software will compress the image files pasted through clipboard into WYSIWYG article editor.

SEARCH SETTINGS

| Searching Method | LIKE Operator ▾ |
| Search Results Per Page | 10 |
| Search Custom Fields? | ☐ Yes | 💾 SAVE
| Search Attached Files? | ☑ Yes |

Searching Method: The front end search is performed on the basis of the value chosen in this field. By default LIKE search is performed, however, you can also select the Full-text Search option.
Search Results Per Page: Enter the number of records you want to display per page for search results, news and favourites. In the screenshot, value for this setting is 10, so ten results will be displayed on one page.
Search Custom Fields?: If this option is enabled, KB users can look for keywords in a custom field on the advanced search page.
Search Attached Files?: If this option is enabled, KB Users can search keywords in article attachments on the advanced search page.

INDEXING PLUG-INS PATH   💾 SAVE

Plug-in Name	Path
antiword ❓	C:\antiword\antiword.exe
ppthtml ❓	C:\inetpub\wwwroot\gurjeet\phpkbv8\admin\ppthtml.exe
xlhtml ❓	C:\inetpub\wwwroot\gurjeet\phpkbv8\admin\xlhtml.exe
pdftotext ❓	C:\inetpub\wwwroot\gurjeet\phpkbv8\admin\pdftotext.exe

antiword: Type in the path where antiword plugin is installed on your server. Antiword is an MS Word reader which converts binary files from word to plain text.
ppthtml: Type in the path where ppthtml plugin is installed on your server. PPTHTML is a PowerPoint HTML presentation which converts Microsoft PowerPoint files (.ppt) to HTML (.html) files.
xlhtml: Type in the path where xlhtml plugin is installed on your server. xlhtml converts excel spreadsheets files (.xls) to highly-optimized HTML files.
pdftotext: Type in the path where pdftotext plugin is installed on your server. pdftotext is an open source utility for converting PDF files to plain text files.
Refer article: {Article-ID:47} for more details of these plugins.

AUTOSAVE SETTINGS

| Enable Autosave? | ☑ Yes | 💾 SAVE
| Autosave Interval | 2 ▾ (in minutes) |

WYSIWYG EDITOR SETTINGS

| Use WYSIWYG Editor? | ☑ Yes |
| Allowed Files ❓ | gif,jpg,jpeg,png,wma,wmv,swf,doc,docx,zip,pdf,txt |

Enable Autosave: If this is enabled, the software will automatically save the articles and news in progress after few minutes. Refer article {Article-ID:81} for more details.
Autosave Interval: The time span after which software will autosave the work in progress. You can choose the interval between 1 to 5 minutes from the select drop-down available next to this setting. In the screenshot above, 2 is selected that means after every 2 minutes software will generate the backup copy of article/news.
Use WYSIWYG Editor: If enabled, the software will display **What You See Is What You Get** editor to admin users while they are creating articles/news.
Allowed Files: Type-in a list of file extensions, separated by a comma; which admin users are allowed to upload with articles.

MISCELLANEOUS SETTINGS

Enable Version History? ☑ Yes

Enable CAPTCHA? ☑ Yes

Enable CAPTCHA After Login? ❓ ☐ Yes

[🖫 SAVE]

Enable Version History: If this option is enabled, PHPKB knowledge base software automatically saves the previous version of document/article when it is updated.
Enable CAPTCHA: Enable this option so that a captcha code is provided when a user posts a comment, ask a question or subscribe to the knowledge base. CAPTCHA is used in computing to determine whether a user is human or not.
Enable CAPTCHA After Login: Enable this option to display captcha field even if the user is logged in.

Enable Article Select-Copy? ❓ ☐ Yes

WKHTMLTOPDF Path ❓ [   ]

ℹ More information on WKHTMLTOPDF library can be found at:
http://code.google.com/p/wkhtmltopdf/

Syntax Highlighter Theme [Default ▾] [②] (Preview Theme)

Enable Article Select-Copy: If it is enabled, it will enable KB Users (front end users) to select and copy the article contents.
WKHTMLTOPDF Path : Enter the path for WKHTMLTOPDF. WKHTMLTOPDF is utility for converting local or remote web pages(.html) or PDF format. Software produces more efficient PDFs with this utility.
Syntax Highlighter Theme: Select a theme from the drop-down list to highlight the source code syntax of various programming languages.

SEO FRIENDLY URLS SETTINGS

Enable SEO Friendly URLs? ☐ Yes

Use SEO Friendly URLs ⦿ Professional URLs

(e.g.: http://server2012/gurjeet/phpkbv8/article/article-title-is-here-1.html)

○ Simple URLs

(e.g.: http://server2012/gurjeet/phpkbv8/article/article-title-is-here.html)

○ Classic URLs

(e.g.: http://server2012/gurjeet/phpkbv8/article-1.html)

[🖫 SAVE]

Enable SEO Friendly URLs: If this option is enabled, knowledge base creates the HTML pages for each article/category/news. Generally, URL of these pages are based on titles of articles/news/categories.
Use SEO Friendly URLs: If **Professional URLs** is checked, URL will be displayed with title and id (e.g. https://www.knowledgebase-script.com/kb/article/article-title-is-here-1.html).
If **Simple URLs** is checked, URL will be displayed with title only (e.g. https://www.knowledgebase-script.com/kb/article/article-title-is-here.html).
If **Classic URLs** is checked, URL will be displayed with article/category/news keywords and id (e.g. https://www.knowledgebase-script.com/kb/article-1.html).

PHPKB META TAGS SETTINGS

Meta Keywords [keyword1, keyword2, keyword3]

Meta Description [This is demo meta description. You can enter here your meta description.]

[🖫 SAVE]

Meta Keywords: Enter the keywords for meta keyword tag. The tag is added to every page of front-end section. On the article page, article keywords field is used as its value.
Meta Description: Enter the summary for meta description tag which is displayed on every page of front-end section. On the article page, meta description tag takes the value of article summary field as its value.

ADMIN SECTION SETTINGS

Records Per Page [10 ▾]

Pending Article Notification? ❓ ☐ To Superusers
☐ To Editors

[🖫 SAVE]

Records Per Page: Select number of records per page you want to display in the admin section. You can choose to display maximum 100 number of records per page.
Pending Article Notification: If any or both of the options - **To Super users** or **To Editors** is checked, notification to approve the pending article on article creation (by writer) is sent to them.
Click on "**Save Changes**" button to save the changes you have made or you can click on "**Cancel**" button to abandon the changes.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=125

Statistics & Reports

4 Articles

Knowledge Base Traffic Statistics

Expand "**Statistics**" section in left navigation bar and click on **Traffic** link to view reports related to the visitors' traffic in the knowledge base. The report displays the line chart and tabular representation of article views as shown below:
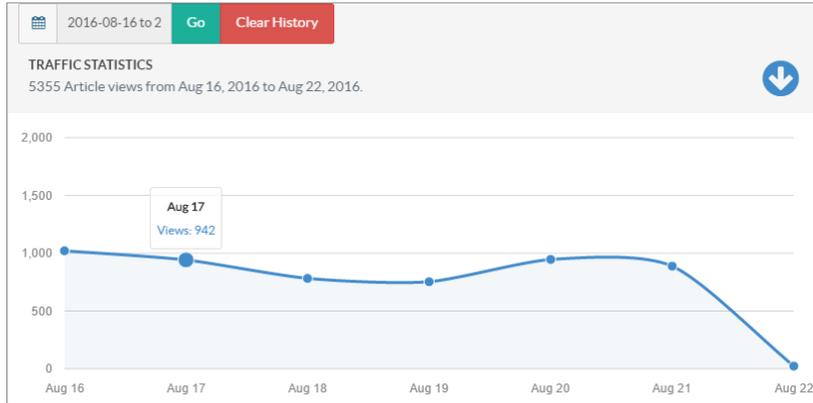
X-axis of the graph shows the dates for the article hits.
Y-axis of the graph shows the number of articles viewed by users with respect to the date in X-axis.
You can set range of the date in date tab to view statistics corresponding to that range. To achieve this, select the date range from the date drop-down and click on **Go** button.
You can also click on "**Clear History**" button to remove the traffic statistics of specified time.

A tabular representation of articles is shown in the figure above. The total number of articles views in specified date range along with the average views per day (5355 Visits | 765 Visits/Day) is displayed in a header row.
The first column of the table displays the date on which articles have been viewed. The date is displayed according to the range you have specified.
The second column of the table displays percentage share of a number of article views of that date with respect to the total number of articles views for the whole specified time period. Number of article views is enclosed in brackets.
The third column is the graphical representation of the second column.

Statistics Overview

Statistics section represents those facts of your knowledge base which can be stated in numbers, in any tabular form or in a classified arrangement. PHPKB provides you to monitor the quality of all the contents you produce through review metrics.

Statistics section is categorized into several subsections to provide in-depth statistics of various knowledge base components such as articles, categories, users, search traffic & failed login attempts. Reports are available in the form of interactive charts (for graphical analysis) as well as in tabular (print-friendly) formats. Superusers can click on "**Statistics**" section in the left navigation bar to view different reports.
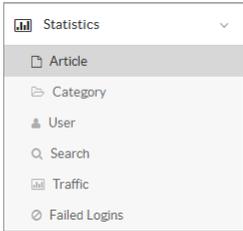
When you click on any of the subsections of 'Statistics', corresponding page with tabs of different statistics reports will display. For example, if you click on Articles, the page will display different tabs like summary, popular articles, top rated etc. Similarly, all other sub-sections will display tabs of their statistics reports which are explained in different articles.

In the **multi-language** edition of PHPKB knowledge base software, by default English statistics is loaded but statistics of other languages can be seen by changing the language from the **language drop-down** available on right side of the screen. The language drop-down is not available in non-ML editions of software.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=101

Failed Logins Statistics

Expand "**Statistics**" section in left navigation bar and click on **Failed Logins** link to view failed login attempts report. The report displays a list of unsuccessful login attempts in tabular form, arranged in descending order of date and time on which attempt was made.

	2016-05-02 to 2016	Go	Delete		
S.No.	**Username**		**IP Address**		**Attempted On**
1	gurjeet		fe80::8101:9e10:df39:118c%12		Aug 9, 2016 at 11:24 AM
2	admin		192.168.1.105		Aug 9, 2016 at 11:23 AM
3	gurjeet		192.168.1.105		Aug 6, 2016 at 10:58 AM
4	Claudia		fe80::8101:9e10:df39:118c%12		Aug 2, 2016 at 11:34 AM
5	gurjeet		192.168.1.105		Aug 2, 2016 at 10:33 AM
6	gurjeet		192.168.1.105		Aug 1, 2016 at 10:11 AM

S.No.: This column displays a number of the failed login record in chronological order. Note that this is not the serial ID.
Username: This column displays the name used as a username to login into the knowledge base.
IP Address: This column displays the IP address of a user who attempted to log in.
Attempted On: This column displays the date and time when the user made an unsuccessful login attempt.
You can set the date range date drop-down to view failed login data of that range. For this, select a date/date range from the drop-down and then click on **Go** button.
You can click on **delete** button to remove failed login data either whole or for specified date range from the knowledge base.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=120

Article Referrers

Article referrer's statistics show from where the request for article pages of your knowledge base has been originated. This feature lets you know which search engines are sending traffic to your knowledge base, for which keywords and which articles receive the search traffic. PHPKB covers search engines such as Google, Yahoo, Bing and some other search engines. Expand "**Statistics**" section in left navigation bar and click on **Traffic**" link. Click '**Referrers**' tab on article traffic page to view article referrer report. The page consists of two parts:

1. The right side of the page shows donut chart representation of articles referred by each referrer as shown below:

KNOWLEDGE BASE REFERRERS

Google
1,115

It shows the number of articles referred by each search engine. You can place the mouse pointer on any portion of the donut to view the name of search engine and count of articles referred to it. For instance, in the figure above, users found 1,115 articles of your knowledge base through Google.

2. In ML editions, you can select a language from **language drop-down** available on right side of the page to view referrers statistics of that particular language.

3. The left side of the page shows a tabular representation of referrers as shown below:

📊 Traffic	📊 Referrers

| 📅 | 2017-07-19 to 2017-07-25 | Go | Clear History |

REFERRERS STATISTICS
1444 Article refers from Jul 19, 2017 to Jul 25, 2017.

Referrer	# Refers	Percent
🔍 Google	1115 ☑	77.22%
Ⲩ Yahoo	9 ☑	0.62%
🔍 Bing	31 ☑	2.15%
⚙ Other	289 ☑	20.01%

When you click on the date drop-down above **Referrers Statistics** table, a date range drop-down list is displayed, select the range to view the referrers for that time period only.

Referrer: This column displays the name of search engine which sent the traffic to your knowledge base.

#Refers: This column displays the number of articles referred by the referrer. Click the count or toggle button to view the list of articles referred by referrer (see the screenshot below). It will display 10 articles at a time, you can click on "**Show Next 10**" button to view next 10 articles. You can also click on article title to view its details.

Referrer	# Refers	Percent
🔍 Google	1115 ☑	77.22%
Ⲩ Yahoo	9 ☑	0.62%
🔍 Bing	31 ⛔	2.15%

1. *Unknown* referred to How to enable mbstring in PHP? 🗗 on Jul 25, 2017 at 2:08 AM
2. *Unknown* referred to How to motivate people to contribute to a Knowledge Sharing System? 🗗 on Jul 24, 2017 at 7:39 AM
3. *Unknown* referred to How to motivate people to contribute to a Knowledge Sharing System? 🗗 on Jul 24, 2017 at 7:39 AM
4. *Unknown* referred to How to motivate people to contribute to a Knowledge Sharing System? 🗗 on Jul 24, 2017 at 7:33 AM
5. *Unknown* referred to PHPKB Knowledge Base Software - Installation Tutorial 🗗 on Jul 24, 2017 at 6:31 AM
6. mediawiki mbstring referred to How to enable mbstring in PHP? 🗗 on Jul 23, 2017 at 10:37 PM
7. *Unknown* referred to How to enable mbstring in PHP? 🗗 on Jul 23, 2017 at 4:01 AM
8. *Unknown* referred to How to enable mbstring in PHP? 🗗 on Jul 23, 2017 at 3:52 AM
9. *Unknown* referred to How to enable mbstring in PHP? 🗗 on Jul 22, 2017 at 8:00 AM
10. mbstring referred to How to enable mbstring in PHP? 🗗 on Jul 22, 2017 at 12:04 AM

Show next 10

| ⚙ Other | 289 ☑ | 20.01% |

Percent: This column displays the percentage share of a referrer in relation to the total.

Click "**Clear History**" to remove the data from this database. The data for the selected time period would be permanently deleted from the knowledge base.

Search Statistics

2 Articles

Successful and Failed Searches

Expand "**Statistics**" section in left navigation bar and click on "**Search**" link. Search statistics page will display; click on "**Successful**" tab to view the report of successful searches report.

The report is in tabular form as shown below:

S.No.	Keywords	Searches	Results	
	📅 2016-08-01 to 2016-08-31	Go		
1	upgrade	77 (9.19%)	14	▮
2	pdf	74 (8.83%)	6	▮
3	template	67 (8%)	1	▮
4	sso	57 (6.8%)	9	▮
5	api	55 (6.56%)	4	▮
6	css	50 (5.97%)	3	▮

S.No.: This column displays serial numbers of the term or keywords in this list. This is not a unique serial ID.
Keywords: This column displays a list of terms that have been searched by the users and for which they have successfully found results.
Searches: This column displays the number of times term has been searched along with its percentage share (in bracket) with respect to total searches.
Results: This column displays the total number of records (articles/categories/news) returned for the corresponding search.

Click on "**Failed**" tab on this page to view failed searches. The page displays a list of terms or keywords for which knowledge base was not able to find any results. The table is arranged in descending order according to the number of times terms have been searched.

S.No.	Keywords	Searches	Results	
	📅 2016-08-01 to 2016-08-31	Go		
1	export	48 (72.73%)	0	▬▬▬▬▬
2	pdo	5 (7.58%)	0	▬
3	Mcrypt	4 (6.06%)	0	▬
4	export translation	3 (4.55%)	0	▬
5	"internal server error"	2 (3.03%)	0	▬
6	webservice	1 (1.52%)	0	▮

S.No.: This column displays the serial number of the term or keyword. Note that this is not the serial ID of the term in the knowledge base.
Keywords: This column displays a list of terms that have been searched by users but did not find any results.
Searches: This column displays the total number of times term has been searched and its percentage share with respect to total searches in the bracket.
Results: This column displays 0 for all keywords as no results were found for them.
You can select a date range from the date drop-down available above the table to view failed searches of a specified time.

Search Summary

Expand "**Statistics**" section in left navigation bar and click on '**Search**' link. By default, the **Summary** screen is displayed which contains statistics like successful searches, failed searches, recent successful search etc. in tabular and pictorial form.

The summary page is divided into two parts as discussed below:

1. The right side of the page shows a donut chart representation of searches as shown below:

KNOWLEDGE BASE SEARCHES
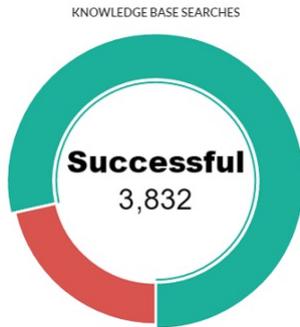
The graphical representation shows the count of successful and failed searches made by users in the knowledge base. Each portion of donut contains a count value corresponding to search type (failed/successful). You can place the mouse pointer on any of the portions to view the number of successful or failed searches made by users respectively.

2. The left side of the page shows a tabular representation of the searches as shown below:

Total Searches	4853 [✔ ✖]
✔ Successful Searches	3832
- Most Popular Search	ldap
✖ Failed Searches	1021
- Most Failed Search	-1'
Recently Successful Search	new database
Recently Failed Search	export

Total Searches: This field displays the total number of searches (successful and failed) made by knowledge base users.
Successful Searches: This field displays the total number of successful searches in the knowledge base.
Most Popular Search: This field displays name of the most popular keyword or term which is searched by the most number of the users.
Failed Searches: This field displays the total number of failed searches made in the knowledge base.
Most Failed Search: This field displays the term searched by the most number of users for which no results have been displayed.
Recently Successful Search: This field displays the term which has been recently searched by a user and has found successful results.
Recently Failed Search: This field displays the term which has been recently searched by a user but has not found any results.
You can delete either successful or failed searches for any desired time period. For this, choose a date/date range from a calendar, select the type of search and then click on **Delete** button.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=117

User Statistics

4 Articles

Active Users

The report shows the details of the recently active users in the knowledge base. Expand "**Statistics**" section in left navigation bar and click on "**Users**" link. User statistics page will display; click on "**Active Users**" tab to view the recently active users' report. This page shows the list in tabular form as shown below:

ID	Name	Username	Level	Last Login
19	Local Admin	admin	Superuser	Sat, Aug 6th, 2016 at 12:50 PM
109	Victoria Grasso	VG19724	Writer	Wed, Jul 6th, 2016 at 11:48 AM
34	Victor Canavire	vc88780	Editor	Wed, Jul 6th, 2016 at 11:41 AM
91	luis Estrada	le71103	Member	Wed, Jul 6th, 2016 at 11:12 AM
3	Adrienne Commins	AC11459	Editor	Wed, Jul 6th, 2016 at 10:54 AM
74	Rudy Alaniz	ra17360	Member	Wed, Jul 6th, 2016 at 10:31 AM

ID: This column displays auto generated serial ID of the user in the knowledge base.
Name: This column displays the full name of the user in the knowledge base. The user can be a superuser, a writer, an editor, a member or a writer-trusted. You can click on the name to view users details.
Username: This column displays username using which a user logs in to the knowledge base.
Level: This column displays the level (Superuser, Writer, Editor, Member or Writer-trusted) of a user.
Last Login: This column displays the date and time when the user has last logged in to the knowledge base.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=115

Article Contributors

👤 Gurjeet Kaur   📅 Aug 2, 2017 at 3:55 AM   📁 User Statistics

👁 2447   💬 0

The report displays a list of contributors along with the number of articles they have posted in the knowledge base. A contributor can be a Superuser, an Editor, a Writer, or a Writer-trusted. Expand "**Statistics**" section in left navigation bar and click on "**Users**" link. Users statistics page will display; click on "**Contributors**" tab to view the details of contributors and their contributions.

The page consists of two parts:

1. The right side of the page shows a bar graph representation as shown below:
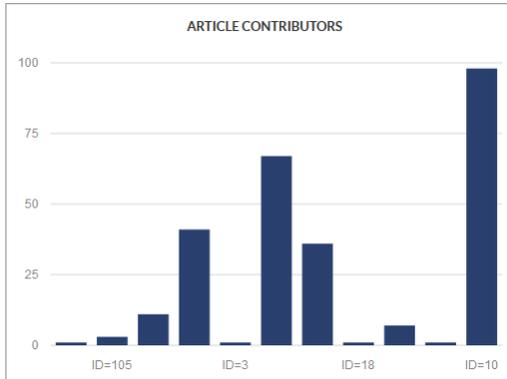
The X-axis of the graph represents serial IDs of the authors in the knowledge base.
The Y-axis of the graph represents a total number of articles posted by these users in the knowledge base.
When you place the mouse pointer on any of the bars, it will display serial ID and the count of articles posted by the user.

2. The left side of the page shows a tabular representation as shown below:

📅 2016-03-01 to 2016-07-31	Go		
ID	**Name**	**Level**	**# Articles**
41	👤 John Calestini [jc86067]	Editor	1 📄
105	👤 Peter Poshka [pp70852]	Editor	3 📄
77	👤 Karen Highfill [kf69592]	Editor	11 📄
7	👤 Edgar Decoute [ed72678]	Writer	41 📄
3	👤 Adrienne Commins [AC11459]	Editor	1 📄
34	👤 Victor Canavire [vc88780]	Editor	67 📄

ID: This column displays the serial ID of the user in the knowledge base.
Name: This column displays the full name of the user along with the username in brackets. You can click on the name to view user details and all its contributions.
Level: This column displays the level of the user in the knowledge base.
 # Articles: This column displays the number of articles posted by users in the knowledge base. You can click on the number to view the details of articles posted by the user.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=116

Users Summary

Expand "**Statistics**" section of the left navigation bar and click on **Users** link to view report related to users in the knowledge base. By default,**the Summary** screen is displayed which contains statistics related to the different levels of active and inactive users, listed both in tabular and donut chart form.

The right side of the page shows donut charts representation as shown below:

| ADMIN USERS | ACTIVE/INACTIVE EDITORS | ACTIVE/INACTIVE WRITERS | ACTIVE/INACTIVE MEMBERS |

1. **Admin Users:** This donut chart shows the count of admin users in the knowledge base which includes writers, editors and superusers. Each portion of donut displays the total number of users of a particular level. When you move the mouse pointer over any portion, the number of users of that level is displayed along with the name of the level.
2. **Active/ Inactive Editors:** This donut chart shows the count of **Active** and **Inactive Editors** in the knowledge base. Donut chart is divided into two portions, one portion shows the total number of visible editors and other shows the total number of invisible editors. Active editors can log in to admin control panel, whereas inactive editors can't.
3. **Active/ Inactive Writers:** This donut chart shows the count of **Active** and **Inactive Writers** in the knowledge base. Donut chart is divided into two portions, one portion shows the total number of visible writers and other shows the total number of invisible writers.
4. **Active/ Inactive Members:** This donut chart shows the count of **Active** and **Inactive Members** in the knowledge base. Donut chart is divided into two portions, one portion shows the total number of visible members and other shows the total number of invisible members. When you move the mouse pointer on the portion, the number of members along with that status is shown.

The left side of the page shows tabular representation as shown below:

Total Admin Users	4 [👤 👤 👤]	- Active Writers	2
👤 Superusers	1	- Inactive Writers	0
👤 Editors	1	👤 Total Front-end Users	7
- Active Editors	1	- Active Members	6
- Inactive Editors	0	- Inactive Members	1
👤 Writers	2	Most Popular Author	Gurjeet Kaur

Total Admin Users: This field displays a count of the total number of admin users in knowledge base.
Superusers: This field displays a count of the total number of superusers in knowledge base.
Editors: This field displays a count of the total number of editors inknowledge base.
    Active Editors - This sub-field displays the total number of active editors who can access admin control panel.
    Inactive Editors - This sub-field displays the total number of inactive editors who can not access admin control panel.
Writers: This field displays a count of the total number of writers inknowledge base.
    Active Writers - This sub-field displays total number of active writers who can log in to the admin control panel.
    Inactive Writers - This sub-field displays total number of inactive writers who can not log in to knowledge base.
Total Front-end Users: This field displays a count of the total number of front-end users inknowledge base.
    Active Members - This sub-field displays total number of members who can log in to the knowledge base and can access private articles.
    Inactive Members -This sub-field displays number of members who are not able to log in to knowledge base front-end.
Most Popular Author: This field displays name of the most popular author whose articles are most popular among KB users. The author can be a superuser, an editor or a writer.

Popular Authors

The report displays a list of popular authors arranged in descending order according to the number of views of their articles. Expand "**Statistics**" section in left navigation bar and click on **Users** link. Users statistics page will display; click on "**Popular Authors**" tab to view the most popular users' report.

The report is divided into two parts:

1. The right side of the page shows a bar graph representation of popular authors as shown below:
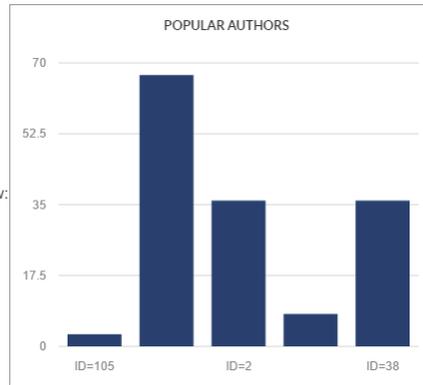
The X-axis of the bar graph represents auto generated serial ID of the authors in the knowledge base.
The Y-axis of the bar graph represents the total count of views of all the articles posted by the user.
When you place the mouse pointer on any of the bars, it will display the user ID and corresponding total view count.

2. The left side of the page shows the tabular representation of popular authors in descending order of the number of views of their articles:

ID	Name	# Articles	Views
105	👤 Peter Poshka [pp70852]	3	18
34	👤 Victor Canavire [vc88780]	67	4
2	👤 Michael Bloom [mb31624]	36	3
21	👤 Robert Castilletti [rc10635]	8	2
38	👤 Robert Young [ry86484]	36	1

ID: This column displays the auto generated serial ID of the user in the knowledge base.
Name: This column displays the author's full name along with the username in brackets. You can click on the name to view user's details.
 # Articles: This column displays the number of articles posted by the user.
Views: This column displays the total number of views of all the articles of the author. The author having maximum views is listed on the top and the one with minimum views is displayed at the bottom.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=114

Category Statistics

3 Articles

Empty Categories

This page displays a list of the empty categories that have no articles under them. Empty categories report reminds you about the categories that need your attention. Expand "**Statistics**" section in left navigation bar and click on "**Categories**" link.

Category statistics page will display then click on "**Empty Categories**" tab to view the empty categories report as shown in the screenshot below:

ID	Name	Is Parent?	# Articles	Created On
2	🔒 Saving Accounts	No	0	Wed, Apr 27th, 2016 at 1:22 PM
4	🔒 Current Accounts	No	0	Wed, Apr 27th, 2016 at 2:15 PM
5	🔒 Fixed Deposits	No	0	Wed, Apr 27th, 2016 at 2:20 PM
8	🔒 Banks	Yes	0	Thu, Apr 28th, 2016 at 11:05 AM
11	🔒 Services	No	0	Thu, Apr 28th, 2016 at 12:28 PM
12	🔒 VLSI Technology	Yes	0	Thu, Apr 28th, 2016 at 1:46 PM
13	🔒 Structured design	No	0	Thu, Apr 28th, 2016 at 1:49 PM
14	🔒 Programmable Logic Controller	Yes	0	Fri, Apr 29th, 2016 at 10:15 AM

ID: This column displays the auto generated serial ID of the category in the knowledge base.

Name: This column displays name of the category in the knowledge base. The lock icon in front of category name represents the private category. You can click on the name to view and manage this category under manage categories section.

Is Parent? : This column displays whether the category is parent category or sub-category. "**No**" button in the column shows the category has some parent above it and "**Yes**" button shows the category is a root category.

 # Articles: This column displays 0 because the category is an empty category. i.e, it has no articles.

Created On: This column displays the date and time when the category was added to the knowledge base.

Categories are arranged in ascending order of their creation.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=112

Category Summary

Expand "**Category**" in **Statistics** section of left navigation bar to view reports related to the knowledge base categories. By default, the **Summary** screen will be displayed which contains statistics related to various aspects of categories in both tabular and graphical form. The donut charts available on screen are shown below:

PUBLIC/PRIVATE   VISIBLE/HIDDEN   PARENT/SUB-CATEGORIES
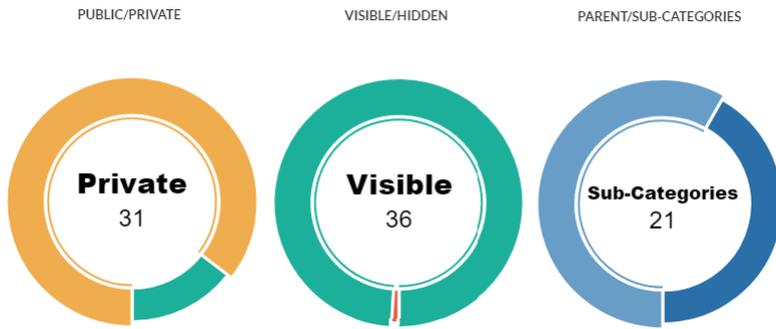
1. **Private/Public:** This donut chart shows the count of private and public categories in the knowledge base. One portion of donut depicts the number of private categories and other portion shows the count of public categories. When you move the mouse pointer on the portion, the count value is displayed along with the type of category.
2. **Visible/Hidden:** This donut chart shows the count of hidden and visible categories in the knowledge base. The categories which are not visible in the front end are **hidden categories** and which are visible to the users are **visible categories**. You can place the mouse pointer over the portion to see the count value of the respective type of category.
3. **Parent/Sub-Categories:** This donut chart shows the count of parent and subcategories in the knowledge base. The root categories who don't have any parent are called parent categories and sub-categories should have any category as their parent. You can place the mouse pointer over the portion to see the count of the respective type of category.

The left side of the page shows a tabular representation of categories as shown below:

Total Number of Categories	34 [📁🔒]
📁 Public	4
🔒 Private	30
Visible	34
Hidden	0

Total Number of Categories: This field displays the total number of categories in the knowledge base.
Public: This field displays the total number of public categories (visible and hidden) in the knowledge base.
Private: This field displays the count of the total number of private categories (visible and hidden) in the knowledge base.
Visible: This field displays the count of the total number of visible categories (public and private) in the knowledge base.
Hidden: This field displays the count of the total number of hidden categories (public and private) in the knowledge base.

Parent	13
Sub Categories	21
Most Popular	English Written
Least Popular	Fixed Deposits
Total Subscribers	0

Parent: This field displays the count of the total number of parent categories in the knowledge base.
Sub Categories: This field displays the count of the total number of sub categories in the knowledge base.
Most Popular: This field displays name of the most popular category i.e. a category which has been viewed the maximum number of times. You can click on the name of the category to view its details and its sub-categories.
Least Popular: This field displays name of the least popular category i.e. category with the minimum number of views. You can click on the name of the category to view its details.
Total Subscribers: This field displays the total number of subscribers associated with categories.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=110

Popular Categories

The report displays a list of popular categories arranged in descending order according to the count of the total views of articles posted under these categories. Expand "**Statistics**" section in left navigation bar and click on "**Categories**" link. Category statistics page will display; click on "**Popular Categories**" tab to view the most popular categories report. **In ML editions**, the report displays the categories of the particular language only i.e. language selected in language drop-down. To view the most popular categories in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen.

This page contains two parts:

1. The right side of the page shows a bar graph representation of the categories as shown below:
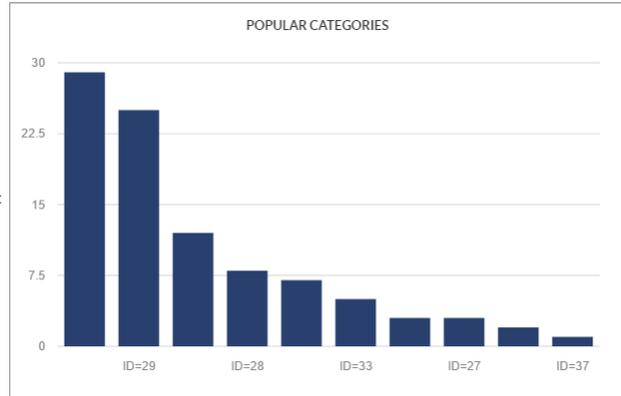
The X-axis of the bar graph represents the serial ID of the category in the knowledge base.
The Y-axis of the bar graph represents the count of the number of category views corresponding to the ID. Category views are the total views of all the articles posted under that category.
You can place the mouse pointer on any bar to view its corresponding ID and count of category views.

2. The left side of the page shows a tabular representation of the categories as shown below:

ID	Name	# Views
30	🔒English Written	29
29	🔒Aptitude	25
3	🔒Loans	12
28	🔒Logical Reasoning	8
1	🔒Accounts	7
33	🔒Computer Science and Engineering	5
23	🔒Aptitude	3

ID: This column displays the auto generated serial ID of the category in the knowledge base.
Name: This column displays the name of the category in the knowledge base. You can click on the name to view its details.
 # Views: This column displays the total count of hits corresponding to the category in descending order. The most popular category is listed on the top and the least popular at the bottom.
Both private and public categories combinedly are listed on the page.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=111

Article Statistics

8 Articles

Articles Monthly Report

The report shows the list of **newly added** and **recently updated** articles in the knowledge base. Expand "**Statistics**" section in left navigation bar and click on "**Articles**" link. Article statistics page will display; click on "**Monthly Report**" tab to view the monthly report of articles. **In ML editions**, the report displays the articles of the particular language only i.e. language selected in language drop-down. To view the summary of articles added and updated in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen. By default articles of the current month are shown but you can view the articles of any month of your choice by specifying the custom date range in date drop-down available on the screen.

This page displays the tabular representation of newly added articles and updated articles as shown in screenshots below:

NEW ARTICLES (6)						
S.No.	Title	Publish Date	Hits	Status	Created By	Created On
1	How to create a category?	Published On: Jul 18, 2016	0	🗑 Trashbox	Gurjeet Kaur	Jul 18, 2016 at 5:45 PM
2	Types of Category	Published On: Jul 18, 2016	0	🗑 Trashbox	Gurjeet Kaur	Jul 18, 2016 at 4:42 PM
3	100 words every school student should know	Published On: May 5, 2016	9	⊕ Approved	Gurjeet Kaur	May 5, 2016 at 10:59 AM
4	Vocabulary images	Published On: May 4, 2016	7	⊕ Approved	Gurjeet Kaur	May 4, 2016 at 1:59 PM
5	Frequency Domain	Published On: May 2, 2016	1	⊕ Approved	Gurjeet Kaur	May 2, 2016 at 2:13 PM
6	Time Domain	Published On: May 2, 2016	0	⊕ Approved	Gurjeet Kaur	May 2, 2016 at 2:09 PM

UPDATED ARTICLES (2)						
S.No.	Title	Publish Date	Hits	Status	Updated By	Updated On
1	How to create a category?	Published On: Jul 18, 2016	0	🗑 Trashbox	Gurjeet Kaur	Jul 26, 2016 at 5:27 PM
2	Types of Category	Published On: Jul 18, 2016	0	🗑 Trashbox	Gurjeet Kaur	Jul 26, 2016 at 5:26 PM

S.No: This column displays the auto generated serial ID of the article in the knowledge base.
Title: This column displays the title of the article in the knowledge base. You can click on the title to view its details.
Publish Date: This column displays the date on which the article was published.
Hits: This column displays the total count of article views i.e. a number of times the article has been viewed by users.
Status: This column displays the current status (approved, pending, trash box, featured, disapproved, expired, save as draft) of the article. You can click on the article status to view/manage the articles of that particular status.
Created By: This column displays name of the person who created the article. You can click on the name to view user details.
Created On: This column displays the date and time when the article was created.
Updated By: This column displays name of the person who has last updated the article. You can click on the name to view details of the user.
Updated On: This column displays the date and time when the article was last updated.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=109

Most Mailed Articles

Most mailed articles Statistics page displays a list of most mailed articles arranged in descending order according to the number of times users have referred these articles to friends via email. Expand "**Statistics**" section in left navigation bar and click on "**Articles**" link. Article statistics page will display; click on "**Most Mailed**" tab to view most mailed articles report. In **ML editions**, the report displays the articles of the particular language only i.e. language selected in language drop-down. To view the most mailed articles in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen. The page consists of two parts:

1. The right side of the page shows a bar graph representation of articles as shown below:
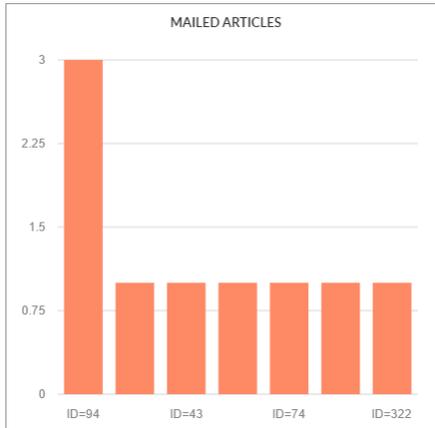
X-axis of the graph represents the serial ID of the article in the knowledge base.
Y-axis of the graph represents the number of times article has been mailed to a friend.
When you move the mouse pointer over the bar, it will display the ID and the total email count (number of times the article was mailed).

2. The left side of the page shows a tabular representation of the articles as shown below:

ID	Title	# Mailed
94	2015-041 Full Service branches TCR interconnect topology.	3
18	SharePoint Workflows	1
43	2016-006 Citibank First Line Maintenance (FLM) KABA Mas Lock Migration	1
44	2016-005 Citibank First Line Maintenance (FLM) KABA Mas Lock Access	1
74	2015-008 Dell 920 Workstation	1

ID: This column displays the serial ID of the article in the knowledge base.
Title: This column displays the title of the article in the knowledge base. You can click on the title to view its details.
 # Mailed: This column displays the total email count i.e. the number of times users have emailed an article to their friends.
The table shows the articles in descending order of their mail count. The most emailed article is shown at the top and the least emailed at the bottom.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=106

Articles Summary

Expand "**Statistics**" section in left navigation bar and click on "**Articles**" link to view reports/statistics related to articles in **Articles Statistics** page. By default, **Summary** is displayed which shows the summary of your Knowledge base articles.

Article Summary - The Summary screen is divided into two parts:

1. The right side shows the donut chart representation of the type of articles and their count. You can move the mouse pointer on any part of the donut to view a number of articles of that type in the knowledge base.
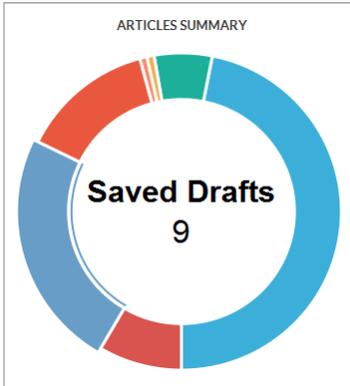
2. The left side of the page shows the tabular representation of the article facts.

Total Number of Articles	37 📄🔒
Published Articles	20
# Articles with Ratings	15
Most Popular Article	Number System
Most Rated Article	Vocabulary images

Total Number of Articles: This field displays the total number of articles present in your knowledge base. In ML editions, count displays the total number of articles for language selected in language drop-down.
Published Articles: This field displays the total number of published (approved and featured) articles.
 # Article With Ratings: This field displays the total number of articles which have been rated by end-users.
Most Popular Article: This field displays name of the published article that has been viewed maximum number of times. You can click on the name to preview the article.

Most Popular Author	Gurjeet Kaur
# Articles with Ratings <=2	2
# Articles with Ratings >2 & <=4	9
# Articles with Ratings >4	4
# Article Subscribers	1

Most Rated Article: This field displays the name of the article which has received highest user ratings.

Most Popular Author: This field displays name of the author whose articles has been viewed maximum number of times. You can click on the name of author to view author's detail.
 # Article with Rating <= 2: This field displays the total number of articles which have received ratings less than or equal to 2.
 # Articles with Rating >2 & <= 4: This field displays the total number of articles which have received ratings greater than 2 and less than or equal to 4.
 # Articles with Rating >4: This field displays the total number of articles which have received ratings greater than 4.
 # Article Subscribers: This field displays the number of persons who are subscribed to knowledge base articles.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=102

Most Printed Articles

📅 Aug 2, 2017 at 3:54 AM
👤 Gurjeet Kaur 📁 Article Statistics

👁 2539 💬 0

Most printed articles statistics page displays a list of most printed articles arranged in descending order according to the number of times they have been printed by the users. Expand "**Statistics**" section in left navigation bar and click on "**Articles**" link. Article statistics page will display; click on "**Most Printed** " tab to view the most printed articles report. In **ML editions**, the report displays the articles of the particular language only i.e. language selected in language drop-down. To view the most printed articles in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen.

This page consists of two parts:

1. The right side of the page shows a bar graph representation of printed articles as shown below:
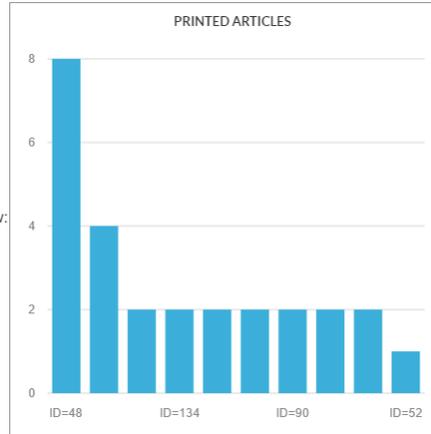
The X-axis of the graph represents the serial ID of the article in the knowledge base.
The Y-axis of the graph represents a number of times the article was printed.
When you move the mouse pointer on the bar, it will display the ID and the printed count value.

2. The left side of the page shows the tabular representation of the articles as shown below:

ID	Title	# Printed
48	2016-007 Installation of the Hyosung 7600T/7600DR/5600 PCI 3 Pin Pad	8
36	2015-043 Hyosung - CATM Windows 7OS / Hardware Upgrade	4
94	2015-041 Full Service branches TCR interconnect topology.	2
134	2016-025 How to create an article in Knowledge base	2
59	2015-029 ADA Survey Hyosung 7600DR	2
54	2015-048 Cisco Router and Switches Refresh.	2
90	2016-018 Citibank Branch HP MFD Firmware Upgrade Process	2

ID: This column displays the serial ID of the article in the knowledge base.
Title: This column displays the title of the article in the knowledge base. You can click on the title to view its details.
 # Printed: This column displays the total print count i.e. the number of times article was printed by users.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=107

Popular Articles

Popular article statistics page displays a list of popular articles arranged in descending order according to the number of times they have been viewed. Expand "**Statistics**" section in left navigation bar and click on "**Articles**" link. Article statistics page will display; click on "**Popular Articles**" tab to view reports related to popular articles. In **ML editions**, the report displays the articles of the particular language only i.e. language selected in language drop-down. To view the popular articles in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen.

This page is divided into two parts:

1. The right side of the page shows a bar graph representation of popular articles as shown below:
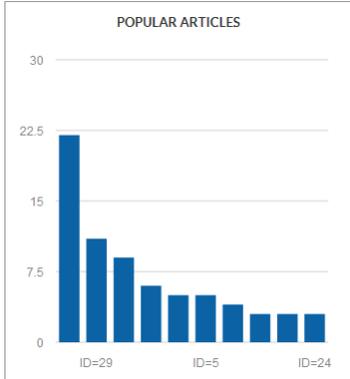
The x-axis represents the auto generated serial ID of the article in the knowledge base.
Y-axis represents the total count of views corresponding to the serial ID.

2. The left side of the page shows a tabular representation of popular articles as shown in the screenshot below:

ID: This column displays the serial ID of the article in the knowledge base.
Title: This column displays the title of the article. You can click on the article title to view its details.
Views: This column displays the total count of the views corresponding to the article. The most popular article is listed on the top and the least one at the bottom.
You can use the **date drop-down** under different statistics screens to specify the period for which you want to see the statistics. A number of ready made range selectors like yesterday, last 7 days etc. are already available. However, you can specify the custom range of your choice from the drop-down.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=103

Most Discussed Articles

Gurjeet Kaur   Aug 2, 2017 at 3:53 AM   Article Statistics

👁 2734   💬 0

This page displays a list of most discussed articles arranged in descending order according to the count of comments posted on articles. Expand "**Statistics** " section in left navigation bar and click on "**Articles**" link. Article statistics page will display; click on "**Most Discussed**" tab to view the most discussed articles report. In **ML editions**, the report displays the articles of the particular language only i.e. language selected in language drop-down. To view the most discussed articles in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen. The page consists of two parts:

1. The right side of the page shows a bar graph representation of articles and their comments as shown below:

X-axis represents the serial ID of the article in the knowledge base.
Y-axis represents the total count of comments posted corresponding to the ID.
When you move the mouse pointer over the bar, it will display the ID and the count of comments.

2. The left side of the page shows the tabular representation of the articles as shown below:

ID	Title	Comments
29	Videos/ Images	3
34	Vocabulary images	3
24	Number series	2
25	Directions	2
28	Number System	1

ID: This column displays the serial ID of the article in the knowledge base.
Title: This column displays the title of the article in the knowledge base. You can click on the title to view the details of the article.
Comments: This column displays the total count of comments posted by readers on articles. The most discussed article is listed at the top and the least one at the bottom.
You can use the **date drop-down** (placed above the title column) to specify the period for which you want to see the discussed article statistics.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=105

Top Rated Articles

The report displays a list of top rated articles arranged in descending order according to the average ratings given by users. Expand "**Statistics**" section in left navigation bar and click on "**Articles**" link. Article statistics page will display; click on "**Top Rated**" tab to view the top rated articles report. In **ML editions**, the report displays the articles of the particular language only i.e. language selected in language drop-down. To view the top rated articles in other languages, choose the respective language from the language drop-down available on the right-hand side of the screen. The page consists of two parts:

1. The right side of the page shows a donut chart representation of the articles as shown below:

RATED ARTICLES

ID=346
5
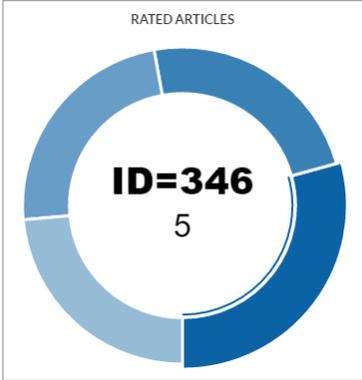
You can move the mouse pointer on any portion of donut to view the article ID and its average rating.

2. The left side of the page shows the tabular representation of rated articles as shown below:

Show 10 ▾ entries

ID	Title	Rating
346	Samsung Phone - Tablet Repair Process	5
10	AWS Linux Putty Authentication	4
9	MarkLogic EBS Volumes	4
21	EC2 Instances	4

ID: This column displays the serial ID of the article in the knowledge base.
Title: This column displays the title of articles. You can click on the title to view the details of the article.
Ratings: This column displays the average rating of the article. The most rated article is present at the top and the least one at the bottom.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=104

Article Referrers

Article referrer's statistics show from where the request for article pages of your knowledge base has been originated. This feature lets you know which search engines are sending traffic to your knowledge base, for which keywords and which articles receive the search traffic. PHPKB covers search engines such as Google, Yahoo, Bing and some other search engines. Expand "**Statistics**" section in left navigation bar and click on **Traffic**' link. Click '**Referrers**' tab on article traffic page to view article referrer report. The page consists of two parts:

1. The right side of the page shows donut chart representation of articles referred by each referrer as shown below:

   It shows the number of articles referred by each search engine. You can place the mouse pointer on any portion of the donut to view the name of search engine and count of articles referred to it. For instance, in the figure above, users found 1,115 articles of your knowledge base through Google.
2. In ML editions, you can select a language from **language drop-down** available on right side of the page to view referrers statistics of that particular language.
3. The left side of the page shows a tabular representation of referrers as shown below:

When you click on the date drop-down above **Referrers Statistics** table, a date range drop-down list is displayed, select the range to view the referrers for that time period only.

Referrer: This column displays the name of search engine which sent the traffic to your knowledge base.

#Refers: This column displays the number of articles referred by the referrer. Click the count or toggle button to view the list of articles referred by referrer (see the screenshot below). It will display 10 articles at a time, you can click on "**Show Next 10**" button to view next 10 articles. You can also click on article title to view its details.

Percent: This column displays the percentage share of a referrer in relation to the total.

Click "**Clear History**" to remove the data from this database. The data for the selected time period would be permanently deleted from the knowledge base.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=147

User Groups

2 Articles

Managing User Groups

Expand "**Manage**" link in **Groups** section of left navigation bar to manage the groups you have created in the knowledge base.

✖ Manage	➕ Add Group				

Show 10 ▾ entries

ID ▾	Name ⬍	Type ⬍	Members ⬍	Created on ⬍	Actions
19	Account holders	Admin	2	Aug 4, 2016	⚡ Actions ▾
18	Partners	Front-end	0	Aug 4, 2016	⚡ Actions ▾
6	Staff	Admin	2	Apr 29, 2016	⚡ Actions ▾

This page contains columns displaying details of user groups. These columns are:

1. **ID:** This column displays the auto generated serial number of the user group in the knowledge base.
2. **Name:** This column displays the name of the group. You can click on the name to view group details like group categories and group users.
3. **Type:** This column displays the type of group - an Admin users group or a Front-end users group.
4. **Members:** This column displays the count of registered members associated with the group. You can click on the count to view the list of members who have been assigned to this group.
5. **Created On:** This column displays the date when the group was created.
6. **Actions:** This column contains a drop-down list of actions that can be performed on the group. These actions are:
   Edit - Click to edit the group details.
   Delete - Click to delete the user group from the knowledge base.
7. You can click on sorting icon (⬍) to sort these columns in ascending or descending order accordingly.
8. Click on **Show Entries** tab to select the number of records (groups) to be displayed on the page. For example, if you select 25, then 25 records will be displayed on the screen at one time.

Creating a user group

User groups are associated with categories so that members of a particular user group can access the content of these categories. On the basis of types of users, groups are classified as:

Admin Users Group: These groups are assigned to admin users (Editor, Writer, Writer- trusted) so that they can access the content of categories associated with the group. Both private and public categories can be assigned to this group.

Front-End Users Group: These groups are assigned to front-end users (Members) so that they can access the content under private categories assigned to their user group. In this type of group, only private categories can be assigned to the group.

Click "**Add New**" link in **Groups** section of left navigation bar to open **Add Group** page as shown below:

Add Group

Group Name *	Enter group name...
Group Type *	🔘 👤 Admin Users
	⚪ 👤 Front-end Users
Categories *	Choose categories for member group ▾

[Save] [Cancel]

1. Enter a name for the group in "**Group Name**" field. This group name is assigned to a user so that he can access the categories which are associated with this group.
2. Select a type for the group in "**Group Type**".
3. Select categories in "**Categories**" drop-down. For group type 'Admin Users', both public and private categories can be selected but for 'Front-end Users' only private categories can be selected. Please note that in the multi-language edition of the software, private and public categories of all the languages are displayed in "**Categories**" drop-down.
4. Click "**Save**" button to add user group in the knowledge base or you can click on "**Cancel**" button to abandon the changes.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=99

Users

4 Articles

Creating a new user account

To add a new user in the knowledge base, expand **Users**" section in left navigation bar and click on '**Add New**" link to open **Add User** page. On the add user page, fill the user details as shown in the screenshot below.

1. Enter the full name of the user in "**Full Name**" text field.
2. "**Username**" is the unique name using which user logs into the knowledge base.
3. Enter a password (at least 5 characters) in the "**Password**" field. This password is asked when the user logs in to the knowledge base.
4. Re-type the password in "**Confirm Password**" field.
5. Enter the "**Email Address**" on which all knowledge base communications with the user can be done.

6. Select the level of user from "**Level**" drop-down list (See article: □ {Article-ID:95}).
7. Choose "**Inactive**" status if you do not want to allow the user to log into the knowledge base. By default, "**Active**" is marked.
8. Check "**Yes**" radio option if you want to make user as "**whitelisted**" (comments posted by whitelisted users doesn't require superuser moderation). Otherwise, check "**No**" option.
9. You can assign a language to a user in "**Default Language**" field so that when the user logs into the knowledge base, it will be loaded with modules of the language selected. This field is available only in multi-language editions of software.
10. If "**Yes**" is checked in "**Send Email**" field, the user will receive a notification email once the account is created, whereas, if "**No**" is checked, the software will not send any account creation notification.
11. Click "**Save User**" button to save the user accounts settings or you can click on "**Cancel**" button to abandon the changes.

💡 If you have limited access to create admin user accounts and you have reached the limit, then you need to upgrade more user account licenses. In case, you have unlimited access, you can add as many users as you want to.

Searching Users

PHPKB has a feature to filter knowledge base users by specifying parameters in the search form. Expand**Users**" section in left navigation bar and click on '**Search**" link to open **Search Users** page as shown in the screenshot below:

Specify one or more parameters for searching users in the search form and click the search button. Search parameters are explained below:

1. Enter the keywords you want to search in the "**Keywords**" field.

2. "**Search-In**" field allows you to search the users by name, email address or username individually or in all together.

3. In "**Search Type**" you can mark any of following options:
   Any Word will return results that contain any of the keywords you have entered.
   All Words will return results that contain all the keywords you have entered.
   Exact Match will return results that exactly match the keywords you have entered.
4. Select **Active** in "**Status**" to search for active users and **Inactive** to search for users with inactive status. By default, **Any** is selected which will search for both active and inactive users.
5. Select a "**Level**" (See: {Article-ID:95}) to search for specific type of user. By default, **All** is selected which searches users irrespective of their level.
6. Click on "**Search**" button and result(s) will appear on the right side of the page as shown in the figure below:

7. Result screen displays user details such as name, username, level, email address and status. You can click on **Actions** button to edit, delete or deactivate the user.

Managing User Accounts

This section allows you to manage admin and member users of your knowledge base.

Click on "**Manage**" in "**Users**" section of left navigation bar to manage users you have already added to the knowledge base. By default **Admin Users** page is displayed but you can click on **Members**" tab to view/manage the front end users of the knowledge base.

1. **ID:** This column displays the auto-generated serial number assigned to a user account.
2. **Name:** This column displays the full name of the user. Click on the name to view details and contributions of the user. Contributions are articles and news posted by the user in the knowledge base.
3. **Email:** This column displays email icon which embeds the email address of the user. Click on the icon to send an email to the user.
4. **Username:** This column displays the name of the user with which user logs into the knowledge base.
5. **Level:** This column displays the level of the user in the knowledge base. The level can be Superuser, Editor, Writer, Writer-Trusted or Translator for admin users and Member in the case of member users (See article {Article-ID:95} to know more about user levels).
6. **Status:** This column displays whether the user is active or inactive. If a tick is shown, the user is active and can log into the knowledge base. However, you can click on the icon to change the status of the user.
7. **User Since:** This column displays the date when the user was added to the knowledge base.
8. **Actions:** This column contains a drop-down list of actions that can be performed on the user's account. These actions are:
   Edit - Click to modify the user details.
   Delete - Click to delete the user account from the knowledge base.
   Superuser can not edit/delete his own account. Therefore, **N/A (Not Applicable)** is displayed in actions column of superuser.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=97

Different levels of users in knowledge base

PHPKB **Users** are those who have access to the knowledge base. Any user can read articles, but in order to create and publish them, the user must have certain privileges. Refer article {Article-ID:96} to understand how different levels of user accounts can be created in the knowledge base.

Types of users: Users in PHPKB Knowledge base are categorized as **Admin Users** and **KB Users**.

1. **Admin Users:** Admin users have access to the admin area of knowledge base along with front end. PHPKB knowledge base divides admin users into five levels according to the privileges assigned to them.
    - **Super User** sets up the system, manage user accounts and groups, designs the knowledge base settings and so on. Superuser has full control of knowledge base. However, the superuser can not edit or delete his own account.
    - **Editors** can manage their own and other users' articles, categories, comments, tickets, news and glossary. An editor is responsible for the management of overall contents of the knowledge base but can not manage users, user groups, settings and statistics.
    - **Writers** can add, edit or delete their own articles but can not publish them. Articles written by them remain in pending state until they are not approved by either a superuser or an editor.
    - Articles of **Trusted-Writers** get published immediately without having to go through approval process. Experienced and skilled writers are generally promoted to this level.
    - **Translator** user account can only be created in **Multi Language editions** of PHPKB knowledge base software. Translators can translate the contents of language file(s) assigned to them. He does not have access to any other section of the admin area.

Please refer article {Article-ID:26} to see the permissions assigned to each admin-user level in PHPKB knowledge base software.

1. **KB Users:** These are KB front end users. They are further categorized as:
    Member Users have access to private categories and private articles in addition to public categories and publicly published articles. Furthermore, they can store the links of their favourite articles.
    End Users are those who can view only public articles. If the knowledge base is set up in unrestricted mode, they do not need any account to access the knowledge base articles.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=95

News & Announcements

3 Articles

Autosaved News Drafts

👤 Gurjeet Kaur   📅 Aug 24, 2017 at 7:21 AM   📁 News & Announcements   👁 2477   💬 0

PHBKB Knowledge base provides you with the feature of **Autosaved Drafts**" under News section. It auto saves a copy of news at regular interval of time so that even in case your computer crashes or connection is lost, you will still have a draft somewhere. **Enable Autosave** and **Autosave interval** settings can be enabled from the**Miscellaneous Settings** of **Manage Settings**.

Expand **News** section of the left navigation bar and click on "**Autosaved Drafts** " link to open 'Autosaved Drafts' page as shown below:

The columns of the page are explained below:

ID: This column displays the serial ID of this draft in the database.
Title: This column displays the title of the news. You can click on the title to view contents of news draft.
Saved On: This column displays date and time when the news was added in autosaved drafts.
Actions: This column displays a drop-down list of actions that can be performed on drafts. These are:

     Recover - Click it to recover the saved draft so that you can continue working from where you left last time. When a draft is recovered, it is opened in "Add News" page with details of news preloaded with draft details.

     Delete - Click to remove the saved draft if it is not required.

In multi-language editions of software, you can select a language from **language drop-down** available on right side of the page to view drafts saved under selected language.

You can perform the same action on more than one draft through "**Select Bulk Action**". For this, you first need to check the checkboxes corresponding to drafts on which action is required, then select the desired action from the bulk action list and click on "**Apply**" button.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=143

Adding a news

News or **Announcement** represents information about recent and important events of the company. Follow the steps given below to add news in the admin area.

1. Expand "**News**" section in the left navigation bar, click on "**Add News**" link to open **Add News** page.

2. In **multi-language edition**, language name in which the news will be added is mentioned with panel heading. As mentioned in the screenshot, the news is being added to English language, so, English is written with "News Details". You can change the language from **language drop-down** available on right side of the screen.
3. Enter the news title in "**Title**" field. The title is heading for the news. Multiple news with the same heading is not allowed in the knowledge base.
4. "**Content**" field contains the body of your news. You can use HTML, images, videos, tables to customize your news content using WYSIWYG editor.

5. In "**News Options**" section, you can set the visibility and expiry date for the news. Marked checkbox of **Visibility** option makes it visible to the readers. You can specify the date up to when news will be visible to front-end users through "**Set Expiry Date**" option.
6. Click "**Preview**" button to review the news details before publishing. If you find any discrepancy, you can edit the news from preview screen.
7. Click "**Save**" button to save the news item or you can cancel the process using "**Cancel**" button.

Users can view the latest news in '**KB Home**' section of the knowledge base. List of all the published news items can be seen under **News & Announcements** section. In the **News & Announcement** page, click on the news title to view the news content. For more details on how news appear in front-end, refer ≡{Article-ID:135} article.

Managing News

Superusers and Editors can manage News/ Announcements in the knowledge base. Click **Manage** " link in " **News** " section of left navigation bar to open " **Manage News** " page. In ML editions, you can manage the news items posted under different languages by navigating through the **language drop-down** available on right side of the screen.

📄 Manage	💾 Autosaved	➕ Add News					🇺🇸 EN

Show [10 ▾] entries   [Select Bulk Action ▾] [**Apply**]

ID ▾	Title ⇕	Author ⇕	Visible ⇕	Last Updated ⇕	Expiry ⇕	Actions	☐
7	📄 Shining Examples of Great Knowledge Bases.	Gurjeet Kaur	👁 Yes	Mar 3, 2017 at 11:25 AM	-- Never --	⚡ Actions ▾	☐
6	📄 Knowledge Management in Software Engineering- Requirements & Benefits	Gurjeet Kaur	👁 Yes	Mar 3, 2017 at 11:21 AM	-- Never --	⚡ Actions ▾	☐
4	📄 Knowledge Management Software	Gurjeet Kaur	👁 Yes	Aug 1, 2016 at 4:36 PM	-- Never --	⚡ Actions ▾	☐
3	📄 Annual Support Subscription Rates Revised	Gurjeet Kaur	👁 Yes	Aug 1, 2016 at 4:35 PM	August 8, 2016	⚡ Actions ▾	☐

Displaying 1 to 4 of 4 records   [First] [◀] [Page 1 of 1 ▾] [▶] [Last]

This screen contains columns which are explained below:

1. **ID:** This column displays the auto generated a serial number of the news item in the database.
2. **Title:** This column shows the title assigned to the news. Click on the title to view news details.
3. **Author:** This column displays name of the person who published the news.
4. **Visible:** This column allows you to turn on/off the visibility of the news in front-end. " **Yes** " in the column shows the news is visible but you can click on it to change the visibility status to " **No** ".
5. **Last Update:** This column displays the date and time when the news was last modified.
6. **Expiry:** This column displays the date of expiry i.e. up to when the readers can read the news in front-end.
7. **Actions:** This column contains a drop-down menu of the actions that can be performed on the news. These actions are:
   Edit - Click to modify the news.
   Delete - Click to delete the news from the knowledge base.
8. You can click on the column title to sort them in ascending or descending order.
9. " **Select Bulk Action** " feature allows you to perform the same action on more than one news item simultaneously. For this, you need to mark the check boxes corresponding to the news items on which operation is desired and then select an action from 'Select Bulk Action' list and click on " **Apply** " button.
10. You can also recover/delete the auto saved news from " **Autosaved** " section. Either click on the **Autosaved** Tab or click on " **Autosaved Drafts** " link in the news section of left navigation bar to manage the news drafts. Refer article ⚬ {Article-ID:143} for more details.

Glossary

2 Articles

Adding a glossary term

The glossary is a list of terms in a special subject, field, or area of usage with accompanying definitions. It gives your readers a quick definition or explanation of words or phrases important to your application, which the reader might not know.

1. Expand "**Glossary**" section of the left navigation bar and click on "**Add New**" link into open "**Add Glossary Term**" page.

Add Glossary Term - 🇺🇸 English   🇺🇸 EN

Glossary Term *   Enter glossary term...

Definition *   Add definition...
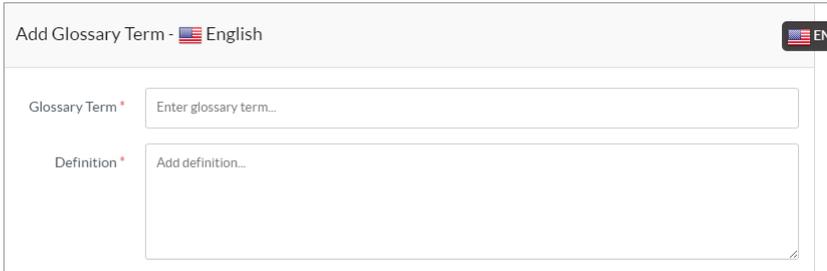
2. Enter the term or phrase you want to define in "**Glossary Term**" field. This term will be displayed in the list of glossaries.
3. Give the description of glossary term or phrase in "**Definition**".
4. The language under which glossary term will be created is displayed with panel heading, as English is displayed in above screenshot. This feature is available only in ML edition and has no role in the non-ML

Visibility   ⦿ Make it visible
              ◯ Keep it hidden

Save   Cancel

editions of software.
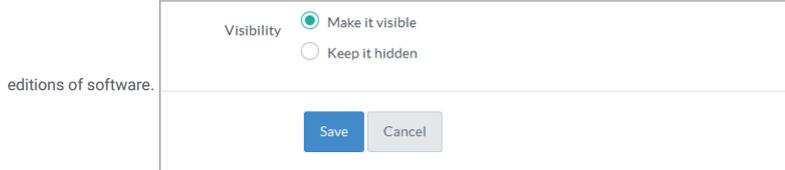
5. You can set the visibility status through "**Visibility**" option. "**Make it visible**" will display the glossary term in public area. "**Keep it hidden**" will not display the glossary term in the front end.
6. Click "**Save**" button to save the Glossary term or you can click "**Cancel**" button to abandon the changes.

Managing Glossary Terms

Click "**Manage**" link in Glossary section of left navigation bar to open **Manage Glossary**" page. In ML editions, admin users can view/manage glossary of a particular language by changing the language from language drop-down (Refer{Article-ID:132}) available on right side of the screen.

🗂 Manage	➕ Add Glossary				
Show 10 ▾ entries				Select Bulk Action ▾	Apply
ID ▾	**Glossary Term** ⇕	**Definition**	**Visible** ⇕	**Actions**	☐
10	📄 Urbanization	The gradual increase in the proportion of people living in an urban area is Urbanization.	Yes	⚡ Actions ▾	☐
9	📄 Knowledge Base	It is a technology used to store complex structured and unstructured information used by Computer System.	Yes	⚡ Actions ▾	☐
5	📄 Surveillance	Surveillance is the careful observation of a place or a person specially by Police or Army because of a crime that has ocurred or expected to be done.	Yes	⚡ Actions ▾	☐
Displaying 1 to 3 of 3 records			First ◀ Page 1 of 1 ▾ ▶ Last		

The columns of the screen are explained below:

1. **ID:** This column displays the serial ID of the glossary term in the knowledge base.
2. **Glossary Term:** This column shows the word or phrase defined in the glossary. In front-end, glossary terms are highlighted in the article content and appropriate description is shown on mouse over.
3. **Definition:** The explanation of the glossary term that is displayed to users on mouse over of the term.
4. **Visible:** This column defines the visibility of the glossary term in end user interface. **Yes** label shows that the term is visible in glossary page and is auto linked with the articles; vice versa for **No** label.
5. **Actions:** This column contains a drop-down list of operations that can be performed on these terms. The actions are:
   - **Edit -** Click to modify the glossary term.
   - **Delete -** Click to remove the glossary term from the knowledge base.
6. You can perform the same action on more than one glossary term using "**Select Bulk Action**". For this, you need to mark the check boxes corresponding to the terms for which action is required and then select the desired action in select bulk action drop-down and click on "**Apply**" button.

Support Tickets

6 Articles

Tickets and their status

Questions submitted by end users from the front-end area are displayed in knowledge base software in the form of **Tickets**. You can either reply back to them with an answer and/or publish that question as an article to the knowledge base so that in future, other users need not ask the same question again. Editors or super users can view and manage tickets either from dashboard shortcut as explained in **Admin Dashboard** section or from **Tickets** section in left navigation bar.

Tickets in the knowledge base are present in two statuses as explained below:
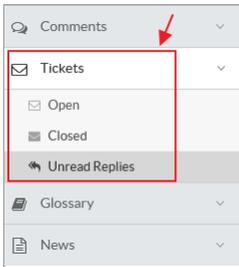
Open Tickets: When a user submits a question, by default it is set as an open ticket that needs the attention of admin user. These tickets can be replied back or published to knowledge base so that other users can view them. Notification of open tickets count is displayed in the header section of admin panel which can be expanded to see the quick view of tickets. Refer a {Article-ID:132} article for more details.

Closed Tickets: When questions do not require the attention of admin user, they are marked as closed by admin users. While replying with an answer, there is a checkbox named **close this ticket after reply** which admin user can check to mark the ticket as closed.

Unread Replies: When a user counter-reply on any ticket from the front end then that reply will be displayed under Unread Replies section. All these replies on tickets will remain listed in this section until the admin user views them. Refer {Article-ID:139} article for more details. Please note that this section is available only in enterprise editions.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=137

Managing Support Tickets

Superusers and editors can expand **'Tickets"** section in the left navigation bar to view and manage tickets in the knowledge base. Admin users can view **Open Tickets, Closed Tickets** and **Unread Replies** in this section but by default, open tickets are displayed.

✉ Open Tickets	✉ Closed Tickets	↩ Unread Replies				

Show [50 ▼] entries   [Select Bulk Action ▼] [Apply]

ID ▼	Subject	From	Priority ⇕	Opened on ⇕	Actions	☐
490	✉ LDAP	Farhan Khan	🏳 Medium	Jul 27, 2017 at 3:19 PM	⚡ Actions ▼	☐
489	✉ view existing ldap groups	Mike Kletz	🏳 Medium	Jul 17, 2017 at 1:34 PM	⚡ Actions ▼	☐
488	✉ Session time-out	Matthijs Aarnoudse	🏳 Low	Jul 12, 2017 at 8:32 AM	⚡ Actions ▼	☐
487	✉ Cost of the bulk export module.	Andy Wu	🏳 Low	Jun 23, 2017 at 12:44 PM	⚡ Actions ▼	☐
486	✉ Index.php loading error	Siti Norazhani Ramli	🚩 Urgent	Jun 19, 2017 at 9:37 PM	⚡ Actions ▼	☐

Click on **Closed Tickets** tab to view closed tickets. However, you can also access the closed tickets directly from left navigation bar by Clicking 'Closed' link under Tickets section. The closed tickets are displayed as shown below:

✉ Open Tickets	✉ Closed Tickets	↩ Unread Replies				

Show [50 ▼] entries   [Select Bulk Action ▼] [Apply]

ID ▼	Subject	From	Priority ⇕	Closed on ⇕	Actions	☐
473	✉ How to upgrade from 7.5 to 8.0	James Wilson	🏳 High	Jan 23, 2017 at 7:36 AM	⚡ Actions ▼	☐
471	✉ Down for Maintenance	James Williams	🏳 Medium	Jan 23, 2017 at 7:37 AM	⚡ Actions ▼	☐
470	✉ Down for Maintenance	James Williams	🏳 Medium	Jan 23, 2017 at 7:37 AM	⚡ Actions ▼	☐

Displaying 1 to 3 of 3 records   [First] [◄] [Page 1 of 1 ▼] [►] [Last]

Click on **Unread Replies** tab to view the counter replies of users on their tickets. Moreover, you can also access this section directly from left navigation bar by Clicking 'Unread Replies' link under Tickets section. This feature is only available in enterprise edition of knowledge base software.

✉ Open Tickets	✉ Closed Tickets	↩ Unread Replies				

Show [10 ▼] entries   [Select Bulk Action ▼] [Apply]

ID ▼	Subject	From	Priority ⇕	Opened on ⇕	Actions	☐
14	↩ Attachment without article	anmol	🏳 Medium	Aug 9, 2017 at 1:07 PM	⚡ Actions ▼	☐
13	↩ Cost of the bulk export module.	anmol	🏳 Medium	Aug 9, 2017 at 1:06 PM	⚡ Actions ▼	☐
12	↩ Session time-out	anmol	🏳 Low	Aug 9, 2017 at 1:04 PM	⚡ Actions ▼	☐
11	↩ Improve in a "Send new Ticket" option	Karina Isar	🏳 High	Aug 9, 2017 at 12:58 PM	⚡ Actions ▼	☐

Displaying 1 to 4 of 4 records   [First] [◄] [Page 1 of 1 ▼] [►] [Last]

ID: This column displays the auto generated serial ID of submitted question in the knowledge base.

Subject: This column displays the subject of the submitted ticket by which admin user can get an idea regarding the topic. You can click on the subject to preview ticket contents along with ticket history.

From: This column displays name of the user who has submitted the question in the knowledge base. Click on the name to send an email to the user.

Priority: This column displays the priority of ticket submitted by the user. Priority is the level of importance of the question in the knowledge base. KB users are allowed to choose between four different statuses of priorities from low to urgent stating lower importance tickets to urgent attention tickets. Different colored flags are displayed along with the different level of priority. Blue states low priority and Red indicates higher priority tickets.

Opened on/ Closed on: This column displays the date and time when the ticket was opened or closed. Opened date and time is when a question was submitted by the user and column is visible on open tickets page only. Closed date is when ticket or question submitted was closed by the admin user and column is displayed on the closed tickets page.

Actions: This column displays a drop-down list of actions that can be performed on these tickets. These actions are:

    Reply Back - Click to send an answer to the user. Refer article {Article-ID:140} for more details. This option is available for open tickets only.

    Publish - Click to publish an open ticket as an article in the knowledge base so that other users need not ask the same question in future. Refer article {Article-ID:166} to details on how to publish ticket as an article. You can publish an open ticket only.

    Close - Click to close an open ticket.

    Reopen - Click to reopen a closed ticket.

    Delete - Click this to permanently remove the ticket from the knowledge base.

Sending reply to a ticket

Click "**Reply Back**" option from Actions column of **Open Tickets** page under **Tickets** section of left navigation bar.

ID	Subject	From	Priority	Opened on	Actions	
490	✉ LDAP	Farhan Khan	🚩 Medium	Jul 27, 2017 at 3:19 PM	⚡ Actions ▾	☐
489	✉ view existing ldap groups	Mike Kletz	🚩 Medium	Jul 17, 2017 at	↩ Reply Back	☐
488	✉ Session time-out	Matthijs Aarnoudse	🚩 Low	Jul 12, 2017 at	✏ Publish	☐
487	✉ Cost of the bulk export module.	Andy Wu	🚩 Low	Jun 23, 2017 at	✉ Close	☐
486	✉ Index.php loading error	Siti Norazhani Ramli	🚩 Urgent	Jun 19, 2017 at 9:37 PM	✖ Delete	☐
					⚡ Actions ▾	

Open Tickets | Closed Tickets | Unread Replies

Show 10 entries   Select Bulk Action   Apply

You can send reply for the ticket and/or publish it as an article in the knowledge base.

Title *

Comments

Write your answer

Answer *

Edit Insert View Format Table Tools Add-ons

Formats **B** *I* U Font Family Font Sizes

How can we post a comment on the article and what is the approval criterion of comment?

When you read the contents in knowledge base, you can post comment in the last of the article. Superusers and Editors can manage users comment. They can approve it or publish it or delete it. Refer Comments article in knowledge base for more details.

Title: Enter the title that will be the subject of email notification. By default, the subject of a question submitted by KB user (end user) is displayed in this field.
Answer: Type-in the contents of the answer in this field which you want to send to the user. For convenience, the content of question submitted by the user (inscribed in rectangular box) is displayed in the text area.

☐ Publish this question answer as article in knowledge base
☑ Close this ticket after reply

Send Reply   Cancel

Check "**Publish this question answer as an article in knowledge base**" if you want to send the reply to a user as well as publish the answer as an article in the knowledge base. The published article will help other users if they have the same question. Refer article □ {Article-ID:166} for more details.
Check "**Close this ticket after reply**" if you want to close the ticket after sending a reply.
Click on "**Send Reply**" button to send the reply to a user. Otherwise, you can click on "**Cancel**" button to abandon the process.

Publishing a ticket as an article in knowledge base

👤 Rinky Batra   📅 Aug 10, 2017 at 1:34 AM   📁 Support Tickets   👁 2916   💬 0

Superusers and editors can expand '**Tickets**" section in the left navigation bar to view or manage tickets in the knowledge base. Click on**Open**" link to view and manage open tickets in the knowledge base.
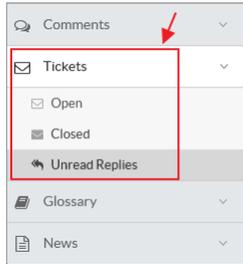
Click "**Publish**" option from Actions column of **Open Tickets** page in order to publish a ticket as an article in the knowledge base (Refer figure given below).
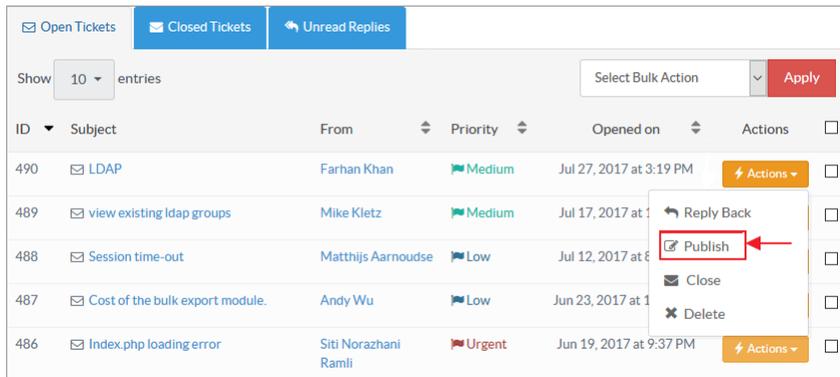
After this, the software will redirect you to the**Publish to Knowledgebase** page. You need to fill all the details as mentioned in the figure below.

Title: Enter the title that will be the subject of email notification sent to the user. By default, the subject of the question submitted by KB user (end user) is displayed in this field.

Answer: Type-in the contents of the answer in this field which you want to send to the user. For convenience, the content of question submitted by the user (inscribed in rectangular box) is displayed in the text area.

Type: Select the type of category under which you want to display the article in the knowledge base. For Public and Private category, refer article {Article-ID:75}.

Categories: Select knowledge base category/categories from the drop-down list under which the article is to be published. You can select one or more than one category.

Keyword (Tags): Enter keywords or tags that classify your article and that are relevant for searching through the database.

Summary: Type-in the summarized view of your article for meta description attribute.

Click "**Publish To Knowledgebase**" button to publish the answer as an article in the knowledge base. Otherwise, you can click on "**Cancel**" button to abandon the process.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=166

Submitting support tickets in knowledge base

Users can click "**Ask a Question**" link on header section of the front end to submit a question or to create a ticket.

KB Home | Advanced Search | News | Glossary | Ask a Question | My Favorites | My Profile | Admin Dashboard

A user needs to complete ask a question form in order to contact knowledge base admin users. Users are required to add their name, email address, question subject, content and priority as shown below:

Your Name*	Gurjeet Kaur
Your Email*	admin@example.com
Question Subject *	Number system based qusetions
Content *	Are number system based questions necessary for appearing in Banking exams?
Priority *	Low ▼

Submit   Cancel

Your Name: If you are logged in to the knowledge base, this field will display your name. However, for other users, it displays an input field where a user can enter his name.
Your Email: If you are logged in to knowledge base Email field will display your email. However, for other users, it displays an input field where a user can enter his email address. It is required in order to send an email to the user when admin user replies back to a user question.
Question Subject: Enter the subject of the question in this field as shown in the figure above.
Content: Enter contents of the question in this field as shown in the figure above. PHPKB knowledge base software provides the instant question suggestions facility to users. When a user types the content, the software checks the words and does a full-text search on the existing knowledge base articles. If some matching articles are, the user will get some recommendations in **Suggested Articles** box above the form as

shown in the figure below.

Suggested Articles

We have found some articles that match your question. You may want to review them before submitting your question.

1. Can I bring my data from another knowledge base system to PHPKB?
2. How to motivate people to contribute to a Knowledge Sharing System?
3. Is there a maximum number of articles or categories that I can create?
4. How does your license system work?

Priority: User should set a priority level (Importance of question) from a drop-down list in this field. These priorities are: low, medium, high and urgent. Priority is set so that admin user can identify a level of importance of the question.
Click "**Submit**" button to submit the question or you can click "**Cancel**" button to abandon the submission process.

Ticket History

Ticket History is used for the end users to track the progress of all their submitted tickets. All the user's recent tickets are displayed in **My Tickets** section, along with the status, last replier, priority and last updated date. Users can click on 'My Tickets' link from header section of the front-end to manage their tickets (refer the screenshot given below).
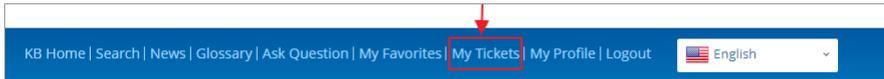
It will redirect you to My Tickets page from where you can view/manage all the Opened and Closed tickets (see the figure shown below).

This page consists of different columns which are explained as follows:

ID: This column displays the unique serial id of the tickets submitted by a user.
Subject: This column displays subject i.e the question of the ticket which is submitted by the user.
Last Updated: This column displays the date and time when the ticket was last updated.
Last Replier: This column displays the name of the user who replied last to this ticket.
Status: It displays the status of the ticket as open or closed. Users can click on **View Opened/View Closed** link to view the opened/closed tickets submitted by them.
Priority: This column displays the priority of the ticket which was set by the user while submitting the ticket.

Preview Ticket History:

Clicking on a particular subject or ID of a ticket will open up a preview of the user's conversation with the support staff (as shown in the screenshot given below).

The subject of the ticket is displayed at the top along with its current status, priority, date and time on which it was created, username and email address of the user who created it.
The Conversation of the user with admin user is displayed in Conversation section of this page. Refer the screenshot displayed above, where 'Anmol' is the username of the requester and 'Gurjeet Kaur' is the admin user.
If you click on any closed ticket to reply back to the admin user, then "**Ticket will be reopened on message post**" will be displayed in the Conversation section.
A user can easily view and track the history of any ticket with this way.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=167

Comments

2 Articles

Managing Comments

📅 Aug 4, 2017 at 7:15 AM   👤 Gurjeet Kaur   📁 Comments   👁 3145   💬 0

Article Comments Screen - You can moderate the comments posted by users through the admin panel. Comments are categorized into two types:

1. **Pending Comments:** These comments need superuser's approval before being listed on the article page.
2. **Approved Comments:** Once the pending comments are approved by the superuser, they are listed in approved comments.

To view this screen, Click on '**Pending**' link under "**Comments**" section in left navigation bar. It consists of columns which are explained as below:

ID: This column displays the unique serial ID of comment in the database.
Comment: This column displays the comment posted by the reader. You can click on the comment to view it.
Posted On Article: This column shows the title of an article on which the comment is posted. You can click on it to preview the article.
Posted By: This column displays the name of the person who posted the comment. You can click on the name to send an email to a user.
Commented On: This column displays the date and time when the comment was posted.
Actions: This column contains actions that can be performed on a comment.
    Edit - Click to modify the comment. Public users generally commit typing or grammatical mistakes while posting a comment. In that case, Admin users can edit the name, email address, comment or comment status. **Edit Comment** page will be displayed as shown in the screenshot below :

Click "**Save Changes**" button to save the changes you have made or you can click on "**Cancel**" button to abandon the process.
    Approve/Disapprove - Click to approve or disapprove a pending or approved comment respectively.

You can perform the same action on more than one comment using **Select Bulk Action**. For this, mark the check boxes corresponding to the comments on which operation is required and then, select action from select bulk action drop-down and click "**Apply**" button. Click on "**Approved**" link under "**Comments**" section to view the approved comments. The columns are same as in pending comments section.

Manage Comment Settings

Click on "**Manage Settings**" link under **Tools** section of left navigation bar to manage comment settings. This section is further divided into sub-sections to categorize the settings properly.

By default, 'General settings' page is displayed. Click on '**Article**" tab and then navigate to '**Article Features**" section to manage the comment settings. All the settings related to comments are as shown in the screenshot below:

Enable Article Comments?: If enabled, users are allowed to comment on the article.
Order of Comments: If you want that recently posted comments appear a the top, check **Latest On Top** option else, choose **First On Top** option.
Auto Approve Comments?: If enabled, the knowledge base will auto approve the comments posted by users and makes them visible to the user immediately. Otherwise, comments need to be approved by either the superuser or editor.
Send Approval Notification?: If it is checked, users will receive a notification on approval of his comment.
Email Privacy Protection: If checked, it will not create an email link on user's name in front-end.
Pending Comment Notification?: If enabled, Superuser will receive a notification to approve a newly posted comment. The setting would be effective only when the **Auto Approve Comments** setting is disabled.

Click on "**Save**" button to save the changes made in the comments settings.

How to add a comment?

Comments allow readers to give feedback on articles. A comment can be an opinion, a remark or an observation for the article. You can read comments in the public view, or if you have admin access you can also see them in admin area through "**Comments**" section of the left navigation bar.

How to add a Comment:

The following screenshot shows user commenting on a knowledge base article.

Comments

There are no comments for this article. Be the first to post a comment.

Name	Alex Ray
Email	alexray_manager@gmail.com

The article was based on the automation using switches, what if we are not allowed to use switches?

Post Comment

In the front end, open the article you want to comment on.
Type-in your comment as a plain text in the 'Comments' field.
Click on "**Post Comment**" button.

Your comment may not appear immediately because the administrator may have chosen to manually approve the user comments (See {Article-ID:90}) before they become visible in front-end of the knowledge base. It will be visible once it is approved by either editor or superuser.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=89

Articles

12 Articles

Article Locking

Article locking is available only in enterprise edition of software.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=174

What are the differences between public and private articles in a knowledge base?

Public articles — The documents that are accessible or open/available to people at large/general public. These are not confidential. Every person is free to access it without permission of any kind. In context of a knowledge base, public articles are saved/presented under public categories.

Private articles — Contrary to the above, these are privileged and proprietary documents belonging to a particular user or group of users. This is the prerogative of the person to whom they belong to show/disclose or not to any other person. Unauthorized access request is denied to prevent the breach of confidentiality/privacy. In context of a knowledge base, private articles are saved/presented under private categories and access to such categories is provided via user groups.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=191

How to Author an Article in the Knowledge Base?

1. After logging into the system, click on **Article** -> **Add New**
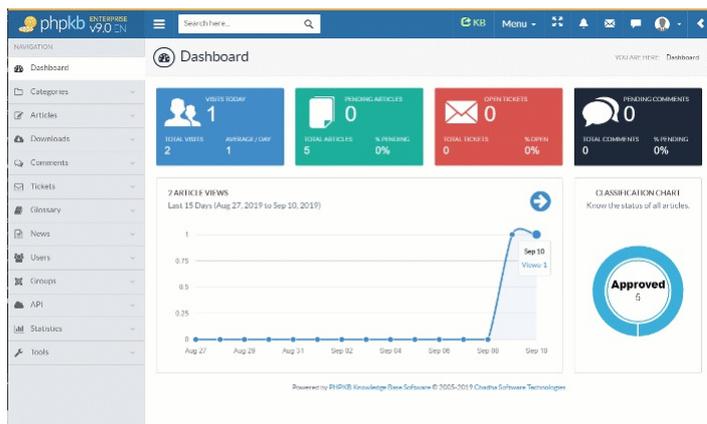
2. Determine the type (Public or Private) and category (categories). The categories step is critical so your article can be found by the intended audience.

📋 Tip: You can assign an article to more than one spot in the category tree. So if there's an article that applies equally to several departments, please select all that apply.
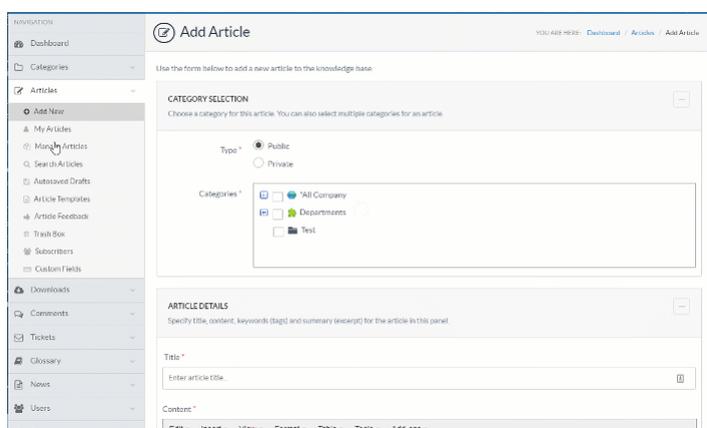
3. Enter the Article Title and Article Content

For the Article Title, please consider the following guidelines:
Make the article title concise but descriptive
Use terms and language that will resonate with your audience (e.g. call it what they call it)
For the Article Content - please refer to this supporting Article: [How to author an effective KB Article].
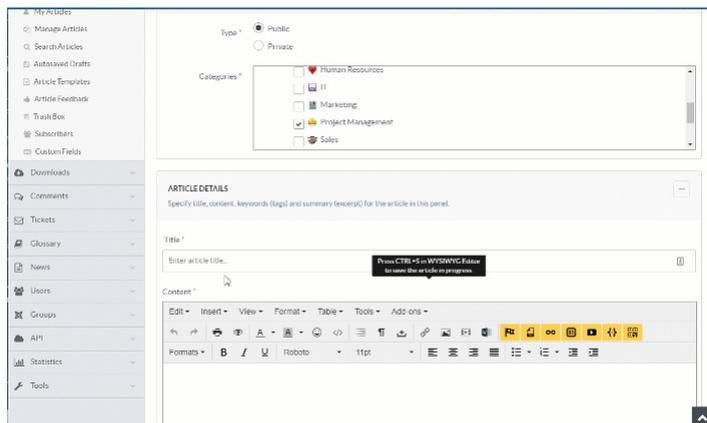
4. Enter your keywords/tags.

Keywords/tags are the life-blood of making the search meaningful for end-users. Please take a few minutes to contemplate all the ways your user could think about this article and add appropriate keywords. Consider: phase, department, system name, process step, error code, etc.

5. Enter the summary of the article. You're limited to 250 characters - approximately two sentences. Be brief but descriptive and note who's executing this step and where it fits in the bigger picture. You may find you need to add this background/context content to the top of your main article if it helps the user understand the overall article.
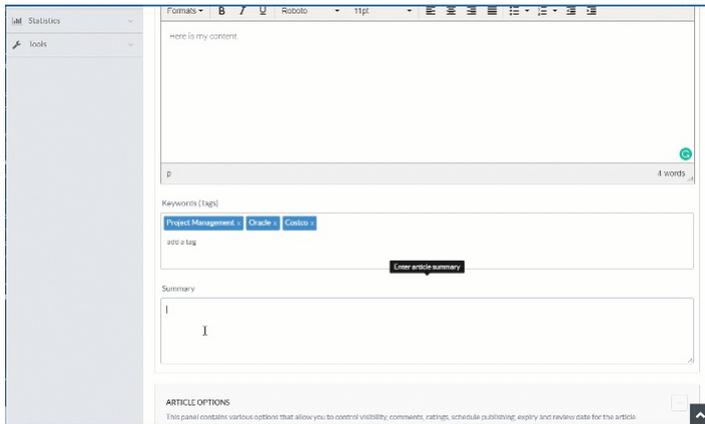
6. Attach any reference materials, select any attributes that apply and then click **Save Article.**
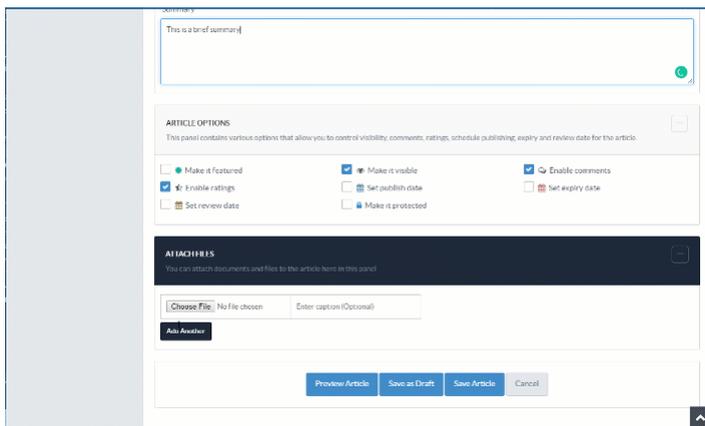
Note: Generally, any article that's saved will need to be reviewed by a super admin. This checkpoint ensures that there's an opportunity for a second set of eyes to review the content for completeness, template execution and potential gaps. The reviewers receive a notification about your pending article.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=188

Article Interface in Front-end Area

Article page displays the details of an article like title, content, article ID, rating, date and time of last update, the name of author, date and time of publishing, categories under which article is filed, user comments, attached files, comments, related articles, recently viewed articles etc.

Search...   **SEARCH**   MENU 🔧

Can a question have multiple categories in the knowledge base?

Article ID: 20 | Rating: 3.5/5 from 2 votes | Last Updated: Wed, Aug 10, 2011 at 5:43 AM

f Share 0   🐦 Tweet 0   in Share 0   8+ Google + 0   📌 Pin 0

Yes, PHPKB knowledge base software has this feature so that a knowledge base article can be contained within multiple categories. Having a knowledge base article appear under all appropriate categories improves the chance of your customers finding the information. By selecting multiple categories (for an article) rather than writing duplicate articles, your agents save time and you get better statistics.

> Posted by: Knowledge Base Administrator - Wed, Aug 10, 2011 at 5:43 AM. This article has been viewed 7892 times.
> Filed Under: Pre-Sales FAQ

Attached Files

There are no attachments for this article.

Comments

There are no comments for this article. Be the first to post a comment.

Name	
Email	

comments

| Security Code | 66f8f08 |

Post Comment

Related Articles   RSS

📝 How often are product updates released?
Viewed 6996 times since Thu, Sep 1, 2011

📝 Is there a maximum number of articles or categories that I can create?
Viewed 7708 times since Sat, Aug 6, 2011

📄 Which educational organizations are using PHPKB?
Viewed 9006 times since Thu, Dec 22, 2011

📄 Does PHPKB support multiple languages, including RTL?
Viewed 7911 times since Sat, Aug 6, 2011

Article Options

PHPKB Knowledge base software allows end- users to subscribe for articles, print article, email article to a friend, export article to PDF or MS Word, rate article. Click "**Menu**" bar displayed at the right side of the article page to select an option.

👤 Subscribe to Article

🖨 Print Article

✉ Email Article to Friend

📕 Export to PDF

📘 Export to MS Word

Article Rating (3 Votes)

⭐⭐⭐⭐⭐

Rate this article

Select One ▼   Rate

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=144

My Articles

Users can expand '**My Articles**" link under **Articles** section of left navigation bar to view their own articles to update them. 'My Articles' page will be displayed which contain several columns as shown in the figure below:

** My Articles**					

Show **10 ▾** entries
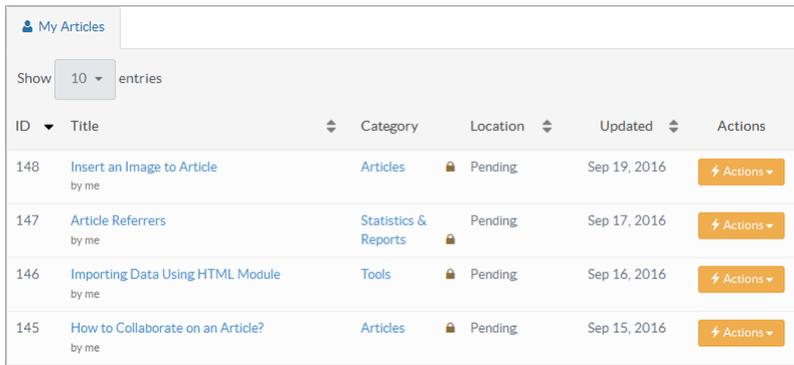
ID ▾	Title	Category		Location ⇕	Updated ⇕	Actions
148	Insert an Image to Article by me	Articles	🔒	Pending	Sep 19, 2016	⚡ Actions ▾
147	Article Referrers by me	Statistics & Reports	🔒	Pending	Sep 17, 2016	⚡ Actions ▾
146	Importing Data Using HTML Module by me	Tools	🔒	Pending	Sep 16, 2016	⚡ Actions ▾
145	How to Collaborate on an Article? by me	Articles	🔒	Pending	Sep 15, 2016	⚡ Actions ▾

ID: This column displays unique serial ID of the article in the knowledge base.
Title: This column displays the title of an article in the knowledge base. You can click on article title to preview the article contents.
Category: This column displays categories under which article is posted. Superusers and editors can click on the category name to view its details. **Multiple** is displayed if the article is posted under more than one category.
Location: This column displays the location or status of the article in the knowledge base, i.e, whether the article is pending, approved, disapproved, featured or expired.
Updated: This column displays the date on which the article was last updated.
Actions: This column displays a drop-down list of actions that can be performed on the article. These actions are:
     Edit - Click to modify the article.
     Delete - Click to delete the selected article. The deleted article is sent to 'Trash Box' section which behaves similarly to Recycle Bin.
     Attachments - Click to add or delete an attachment in the selected article.
     Disapprove - Superusers or editors can click this to disapprove the article.
     Mark Featured - Superusers or editors can click this to make this article featured.
     Reset rating - Superusers or editors can click this to set the rating of an article to 0.
     Subscribers - Superusers or editors can click this to view the list of subscribers associated with this article.
     Revisions - Superusers or editors can click this to view the old versions or revisions of the corresponding article.
     Collaboration - Superusers or editors can click post notes on articles for other admin users.
You can click on sorting icon (⇕) to sort the articles in ascending or descending order accordingly. You can also select the no. of entries (articles) to be displayed at one time in show entries field.
"**Select Bulk Action**" allows you to perform the same function on more than one article. For this, you need to mark the articles on which operation is required and then select a function from a drop-down list of actions. At last, click on "**Apply**" button.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=149

Collaborating on an article

Article Collaboration allows admin users to share their views, ideas, opinions & comments in the form of notes with other admin users in order to refine the content of an article. The intent of this collaboration is to polish the articles and to bring them up to the highest standards. To collaborate on an article, go to **Manage Articles** link under **Articles** section of the left navigation bar and click on**Collaboration** action from the **Actions** menu. The collaboration screen will be displayed as shown below:

Enter the contents of note in the text area and select the user for whom you are writing this note and after that click on"**Save**" button.

The existing collaborations are shown on the same screen above the collaboration form which can be read by other admin users. You can either click on edit or cross icon displayed at the right side of the posted note (shown in the figure) to edit or remove it from the knowledge base.

Trash Box

Trash box acts as a recycle bin for deleted articles from where you can either restore the articles or permanently delete them. Only superuser has the right to manage the trash box.

1. Click "**Trash Box**" link in the **Articles** section of left navigation bar to open 'Trash Box' page.
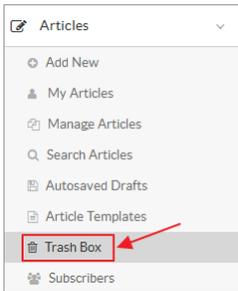
2. The 'Trash Box' page contains columns shown in the figure below:
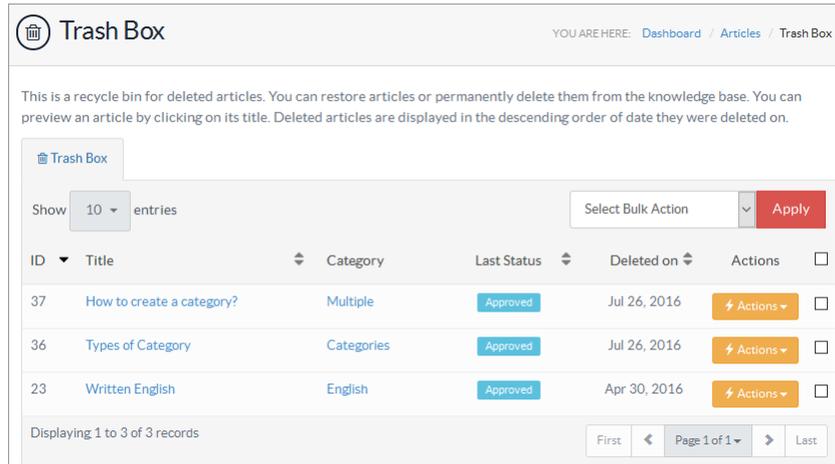
ID: This column displays the auto generated serial number of the article in the knowledge base.
Title: This column shows the title or name of the deleted article. You can click on it to preview the article.
Category: This column displays the categories associated with the article.
Last Status: This column depicts the status of the article when it was deleted.
Deleted On: This column displays the date when the article was removed from the '**Articles**' section.
Actions: This column contains two actions that can be performed on the deleted article. Actions are:
   Purge - Click to permanently remove the article from the knowledge base.
   Restore - Click to restore the article back to its original status.

3. You can perform the same action on more than one article using "**Select Bulk Action**". For this, you need to mark the check boxes corresponding to articles on which operation is required, then select an action from a bulk action drop-down list and click on "**Apply**" button.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=84

Managing Articles

Click on "**Manage Articles**" link available in "**Articles**" section of left navigation bar to manage the articles in your knowledge base. By default, approved articles are displayed on the screen. However, you can navigate through tabs to view and manage different types of articles such as featured, pending, disapproved, expired or saved drafts. In **multi-language** edition, you can select the language from language drop-down available on the right side of the page to view the articles in that language.

1. **ID:** Every article is given an auto generated ID number in database.
2. **Title:** This column displays the title assigned to the article. It can be a question or a headline.
3. **Category:** This column depicts under which category this article is/will be published. If an article is categorized under multiple categories, Multiple is written under the column entry. Click on '**Multiple**' to view the names of categories.
4. **Visible:** This column allows you to turn on/off the visibility of an article in front-end area. By default, an article is visible upon creation however you can click on the **YES/NO** label to change the visibility status.
5. **Comments:** This column depicts the total count of user comments on the article. Click the number to view article comments.
6. **Ratings:** This column contains two values separated with ' / ' symbol. The first value depicts the average rating (total rating divided by a total number of votes) and second value depicts the count of total votes. "**Unrated**" displays when no rating is given to the article.
7. **Hits:** This column shows the total views of the article.
8. **Updated:** This column displays the date when the article was last modified.
9. **Actions:** This column contains a drop-down menu of the operations that can be performed on an article. These operations include:
   Edit - Click to modify the article.
   Delete - Click to delete the selected article. The deleted article will be saved in the Trash Box (Refer article: {Article-ID:84} for more details) from where you can recover it whenever needed.
   Attachments - Click to add or delete attachments to the article.
   Disapprove - Superusers or editors can click this to disapprove already approved the article.
   Mark Featured - Superusers or editors can click this to make this article featured.
   Reset rating - Superusers or editors can click this to set the rating of an article to 0.
   Subscribers - Superusers or editors can click this to view the list of subscribers associated with this article.
   Revisions - Superusers or editors can click this to view the old versions or revisions of the article.
   Collaboration - Superusers or editors can click this to allow admin users to collaborate on an article. Refer {Article-ID:145} for more details.
10. You can click on the sorting icon (⬍) to sort them in ascending or descending order accordingly.
11. "**Select Bulk Action**" allows you to perform an action on more than one article simultaneously. Mark the checkboxes corresponding to articles on which operation is required and select an operation from drop-down list of actions, then click "**Apply**" button.

Autosaved Drafts

👁 3055   💬 0

PHBKB Knowledge base provides you with the feature of auto saving articles in the **Autosaved Drafts**' section. It automatically saves a copy of your article at regular interval of time so that in the event your computer crashes or connection is lost, you will still have a draft somewhere.

1. Expand "**Articles**" section in the left navigation bar and then click on "**Autosaved Drafts**" link to open autosaved Drafts page.
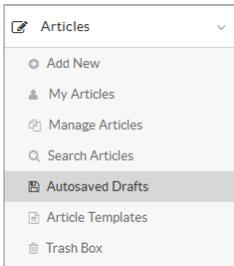
2. **Autosaved drafts** screen is divided into columns explained below:
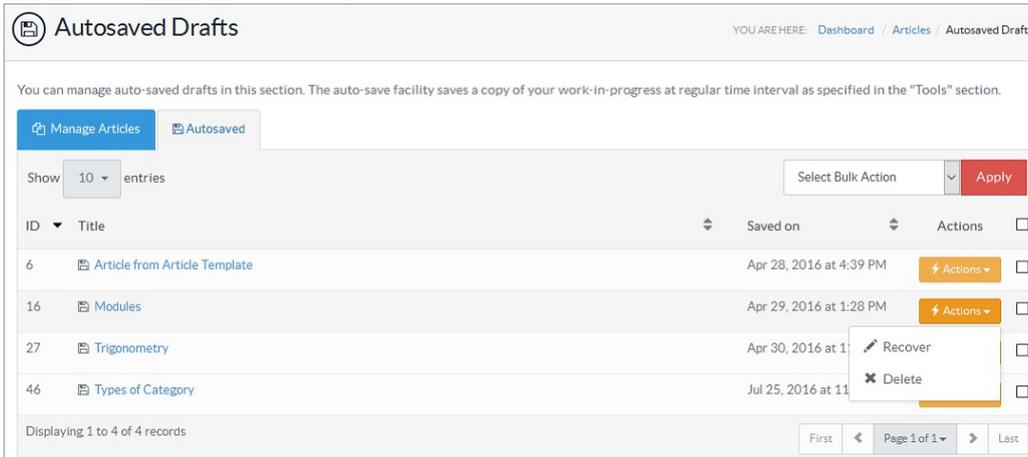
ID: This column displays the unique ID number assigned to draft in the database.
Title: This column displays the name or title of the draft.
Saved On: This column displays the date when the article was saved in the drafts.
Actions: This column contains two operations that can be performed on an article. These operations are:
Recover - Click to resume writing the article. When you recover the article, you are redirected to "**Add Articles**" page with draft details auto-populated.
Delete - Click to delete the saved draft if it is not required.
You can perform same action on more than one draft through "**Select Bulk Action**". For this, you first need to mark the checkboxes corresponding to drafts on which operation is required, then select operation from Select Bulk Action drop-down and click on "**Apply**" button.

Autosaved drafts section in 'Edit Article' page:

The autosaved drafts for existing articles (if any) will be displayed on edit article page above the edit form as shown in the screenshot below. Various versions of the draft are saved according to the date and time, when the article was modified.
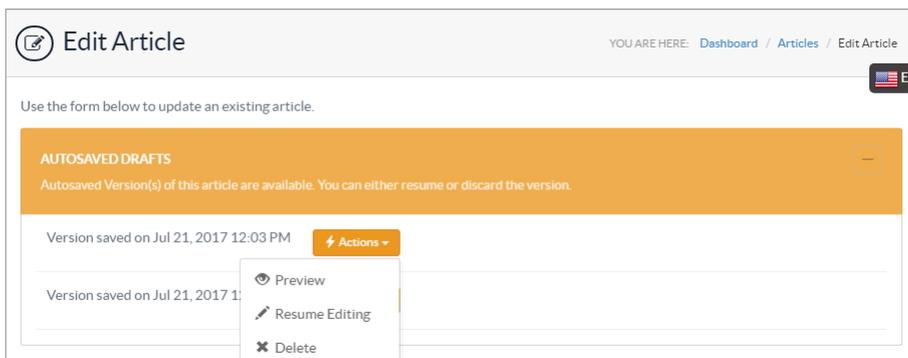
If you click on "**Actions**" button, a list of possible actions that can be performed on draft is displayed.

Preview - Click to preview the contents of article saved in that version.
Resume Editing - Click to resume modifying the article. It will reload the edit screen with the contents of that version.
Delete - Click to remove that article version permanently from the autosaved drafts.

In the case of article publish and article update, all the autosaved draft versions of that article will be removed automatically from the software.

Adding a new article

Steps to add an article are as follows:

1. Expand "**Articles**" section in the left navigation bar and click on "**Add new**" link to open "**Add Article**" page.
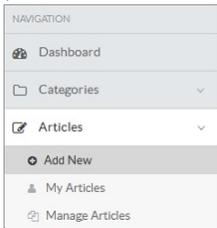
2. Select the "**Type**" of the category. With **Public** type, an article will be published under public categories and will be accessible by all end users. With **Private** type, the article will be visible to logged in users only.

3. In multi-language edition, the **language name** in which the article is being created is mentioned with panel heading. As shown in the screenshot below, an article is being added to English language, so, English is written with panel heading 'Category Selection'. You can change the language from **language drop-down** available on the right side, whereas, in non ML editions, language menu is not available.

4. "**Choose Categories**" as per the requirement of the article. The article can be assigned to multiple categories, by selecting them from categories drop-down.
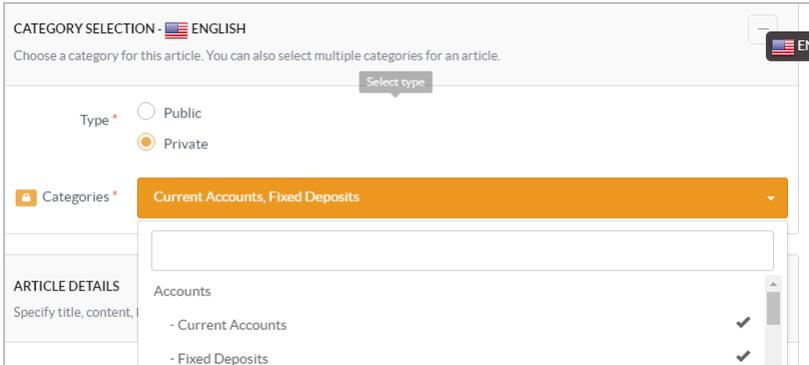
5. "**Title**" can be a question, a caption or a headline of your article. It is not allowed to add multiple articles with the same title under one category.

6. "**Content**" inscribes the body of the article. PHPKB provides a powerful WYSIWYG editor with various features for formatting your content just like MS-Word.
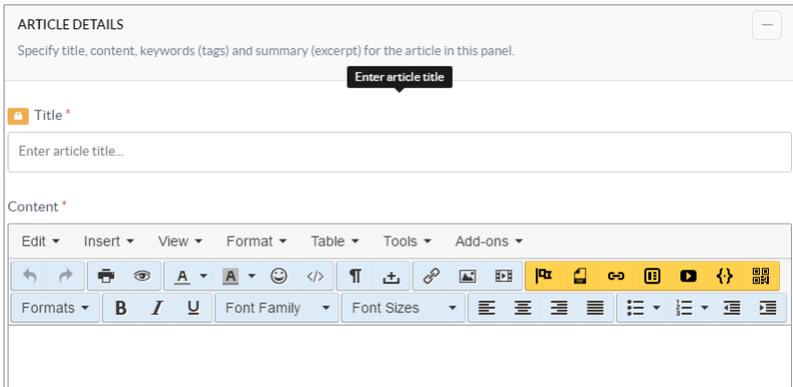
7. "**Keywords**" are the important words that classify your article and are relevant for searching through the database.
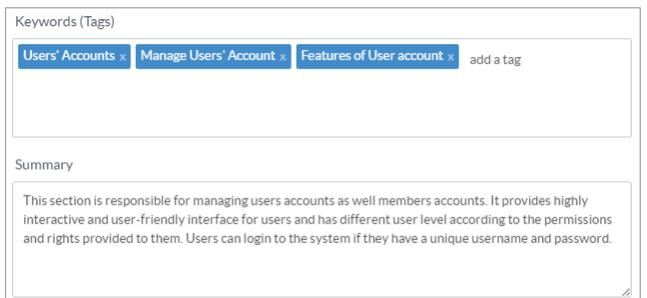
8. "**Summary**" is a compact view of your article for meta description attribute. Search engines may present this summary (if they think it's relevant to the search query) on the results page below the page title.

9. "**Article Options**" provide various options for authors to control visibility, comments, ratings, publishing and expiry date of the article.

Make it Featured: Mark this as a featured article if you want the article to appear in the "Featured Articles" section of your knowledge base.
Make it Visible: Uncheck this if you do not want the article to be visible to end users (front end users).
Enable Comments: Uncheck this if you do not want to allow users to post comments on this article.
Enable Ratings: Uncheck this if you want to turn off the ratings for this article.
Set Publish Date: Publish date is a date on which the article is planned to be published. Check this checkbox to set a publish date from the date calendar.
Set Expiry Date: Check this to set the time limit up to when the article will be accessible by front end users. You can set the expiry date in between 365 days from current date.

ATTACH FILES

You can attach documents and files to the article here in this panel

10. A user can "**Attach Files**" and documents related to the article.

Browse... | No file selected.

Add Another
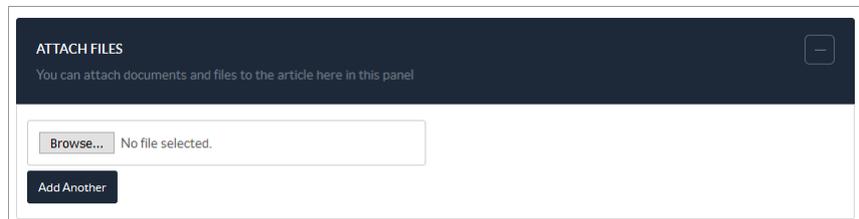
11. "**Custom Fields**" display the custom fields you have created for your knowledge base articles. Refer article □ {Article-ID:87} for more details.

Custom Fields

Applicable To
- ☑ Standard Edition
- ☐ Standard (Multi-Language) Edition
- ☑ Enterprise Edition (MySQL)
- ☐ Enterprise Multi-Language Edition (MySQL)
- ☑ Enterprise Edition (SQL Server)
- ☑ Enterprise Multi-Language Edition (SQL Server)

12. Click "**Preview Article**" button to preview the article (even unsaved) with the latest changes as it will be published to the front-end users. Authors are advised to preview article once before publishing.
13. Click "**Save as Draft**" button to save changes as your personal draft. You can continue to edit this draft later on and can save it as an article or delete it.
14. Click "**Save Article**" button to store your changes and publish the article in the knowledge base.
15. Click "**Cancel**" button to return to 'Manage articles' screen without saving the changes you have made in the article.

Preview Article | Save as Draft | Save Article | Cancel
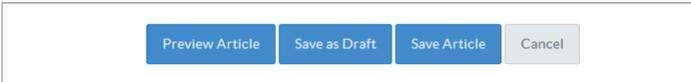
Types of articles

An article can have any of the statuses from the following list in PHPKB knowledge base software.

1. **Approved:** Published articles in the knowledge base are called approved articles.
2. **Featured:** They are same as approved articles but have more priority over them in the sense that featured articles appear on top of other approved articles in category page and search results. If you wish to give more exposure to certain articles in your knowledge base, you can mark them as featured. They will also appear on the home page under "Featured" section.
3. **Pending:** Articles that are pending for approval. These are generally submitted by **Writers** and need the approval of either an editor or a superuser.
4. **Disapproved:** Articles that were pending for approval but disapproved by editors or super users. They are not displayed in the front end.
5. **Expired:** Articles that have passed their expiry date. PHPKB has a facility to set an expiry date for the article to control the life-cycle of an article. Once the expiry date is over, the article automatically stops appearing in the knowledge base. The expiry date can be changed/extended/removed from the "Edit Article" screen.
6. **Saved Drafts:** Saved drafts are those articles that are in-progress and are not ready to be published yet.
7. **Deleted:** Articles that have been removed from the knowledge base are sent to "Trash Box". You can recover or purge (permanently delete) them from "Trash Box".

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=77

Searching Articles

To search articles in the knowledge base, click on **Search Articles**" link available under **Articles** section in left navigation bar.
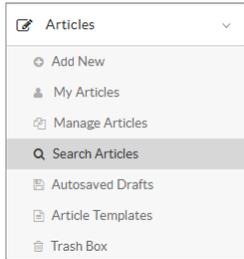
'Search Articles' screen displays various filters using which you can search the article. But you need to select one or more filters to search for articles.

1. **Article ID:** If you know the Article ID, you can directly enter it in the text box to edit it.
2. **Keywords:** Enter the keywords that you want to search and then click on '**Search**' button to view the results.
3. **Search In:** You can narrow the search more by specifying where these keywords are to be searched. By default, All is selected but you can choose any of the options among Title, Content, Keywords, Summary or Custom Fields.
4. **Categories:** You can search article in specific categories using a categories drop-down. All private and public categories are embedded in this drop-down.
5. **Status:** You can search articles of any specific status (See: ▫ {Article-ID:77}) using this drop-down. By default, **Any** is mentioned which will search all type of articles.

6. **Article Hits (Views):** You can search the articles by the number of times they have been viewed by end users (KB Users). For this, specify a count in '**Enter hits**' text box and choose a comparison option from the comparison drop-down displayed above the Enter Hits text box. The select box has following list of options:
   Less than - Click to search for articles viewed lesser than the number you have specified.
   Greater than - Click to search for articles viewed more than the number you have specified.
   Equal to - Click to search for articles that have exactly same number of views as you specified.
   Less than or Equal to - Click to search for articles viewed as many times as you specified, or fewer.
   Greater than or Equal to - Click to search articles viewed as many times as you specified or more.
7. **Article Rating:** You can search for articles by ratings given to them by end users. Select a rating number from the **Rating drop-down** list and comparison options (discussed above) from comparison drop-down list.
8. **Date Created:** You can also search the article according to the date on which it was if you know created. You can specify the creation date from the date calendar.

DATE PUBLISHED

| Any ▾ |

| YYYY-MM-DD 📅 |

DATE MODIFIED

| Any ▾ |

| YYYY-MM-DD 📅 |

DATE EXPIRED

| Any ▾ |

| YYYY-MM-DD 📅 |

| 🔍 Search |

9. **Date Published:** You can use this option to search for articles that are published before, after or on the date specified.
10. **Date Modified:** Use this option to search for articles that were modified before, after or on the date you specify.
11. **Date Expired:** You can specify the expiry date to search for articles that are expired before, after or on the date specified.
12. Click on the search button and it will display a list of results at the right side of 'Search Articles' page as shown in the figure below.

Search Results for "manage"

First ‹ Page 1 of 7 ▾ › Last

68 results found

⚡▾ **Assign Language to Translator**
Location: ⚑ Pending
Created: Feb 8, 2017 at 12:41 AM   Publish Date: Feb 8, 2017
Modified: Feb 8, 2017 at 1:03 AM   Expiry Date: NA

⚡▾ **How to Add New language in PHPKB Knowledge Base?**
Location: ⊕ Approved
Created: Dec 9, 2016 at 4:10 AM   Publish Date: Dec 9, 2016
Modified: Dec 9, 2016 at 5:15 AM   Expiry Date: NA

⚡▾ **Indexing Attatchments**
Location: ⊕ Approved
Created: Sep 22, 2016 at 7:58 AM   Publish Date: Sep 22, 2016
Modified: Sep 22, 2016 at 7:58 AM   Expiry Date: NA

13. Click on article title to preview the article and to perform the article operations click on the **Actions** drop-down.

Article Subscribers

2 Articles

Subscribing to an article

Subscribers get notified when the knowledge base articles are updated or published. There are two types of article subscribers:

1. **Knowledge Base Subscribers:** Individuals who have subscribed to receive emails for the newly published articles.
2. **Article Subscribers:** Individuals who have subscribed to receive emails on the update of existing articles.

How to subscribe as a KB Subscriber:

Go to "**Subscribe as Knowledge Base**" section which is available in the footer section of front-end knowledge base.

Enter your email ID and click on "**Subscribe**" button to open "**Subscribe Me**" page.

Fill in the form and click on "**Subscribe Me**" button to subscribe to the knowledge base.

How to subscribe as article subscriber:

Open article in front end area.
Click on **Menu** button at the right side of article page and select "**Subscribe to Article**" option. This menu is available only if Theme1 is selected under Article Page Theme available under {Article-ID:122}.

If the Article theme page is set as theme 2 then this menu is available at the end of the content as shown in the figure below:

You will be redirected to 'Subscribe to Article' input screen. Enter your details like name, email address and verify a captcha code:

Click on **Subscribe Me** button for completing the subscription process.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=85

Managing Subscribers

Only superuser has the right to view, edit or delete article subscribers. Click **Subscribers**" link in **Article** section of the left navigation bar to open **Manage Subscribers**" page.

📄 Article	📖 Knowledge Base

Show [10 ▾] entries   [Select Bulk Action ▾] [Apply]

ID ⇅	Name ⇅	Title ⇅	Status ⇅	Subscribed on ▾	Actions	☐
130	👤 SY MINH KY	How to update credit card details at 2CheckOut for your order?	✖	Feb 9, 2016 at 5:36 AM	⚡ Actions ▾	☐
123	👤 desalegn	Difference between Wiki and Knowledge Base Software	✖	Nov 21, 2015 at 6:01 AM	⚡ Actions ▾	☐
103	👤 katie dao	PHPKB 7.5 Release Notes	✔	Apr 8, 2015 at 2:07 PM	⚡ Actions ▾	☐
98	👤 Eoin Leonard	PHPKB 8.0 Release Notes	✔	Feb 9, 2015 at 9:11 AM	⚡ Actions ▾	☐
96	👤 caitlin gaver	Paste Images from Clipboard into WYSIWYG Article Editor	✖	Jan 22, 2015 at 4:44 PM	⚡ Actions ▾	☐

1. This section consists of two tabs for Article Subscribers and KB Subscribers. By default **Article** subscribers are displayed but you can click on **'Knowledge Base'** tab to view KB Subscribers.
2. **ID:** This column displays the unique serial number of the subscriber in the database.
3. **Name:** This column displays the name of the subscribed user.
4. **Title/Subscribed for:** In article subscribers section **'Title'** column is displayed which shows the title of the article for which user has subscribed, whereas **'Subscribed For'** column is displayed under KB subscribers section to show subscription is valid for the entire knowledge base.
5. **Status:** This column displays whether the subscriber is active or inactive to receive notification. The tick icon shows the active status, whereas crossed icon shows the inactive status.
6. **Subscribed On:** This column displays the date and time when the user has subscribed.
7. **Actions:** This column contains operations that can be performed on subscribers.
   Edit - Click to edit Subscriber details. You can modify the name, email address and subscription status of the subscriber on the edit screen.
   Delete - Click to delete the subscriber from the knowledge base.
8. You can perform the same action on more than one subscriber using "**Select Bulk Action**". For this, you need to mark checkboxes corresponding to subscribers for which operation is required, then select the action from **Bulk Actions** dropdown and click on "**Apply**" button.

Article WYSIWYG Editor

2 Articles

Inserting an image into WYSIWYG editor

PHPKB allows users to insert or edit an image to an article using **WYSIWYG editor**.

Click **Insert/edit image** icon displayed in WYSIWYG editor (highlighted in the screenshot above) to add or edit an image. When you click this icon, it will pop-up a window for providing general and advanced details of an image.
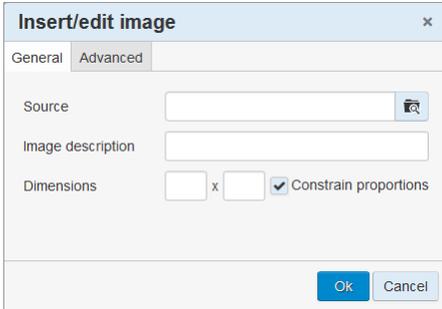
In **Source** field, either type-in the complete address of image location or you can also upload the image using browse button. **Asset Manager** page will be displayed by clicking on browse button as shown in the figure below:
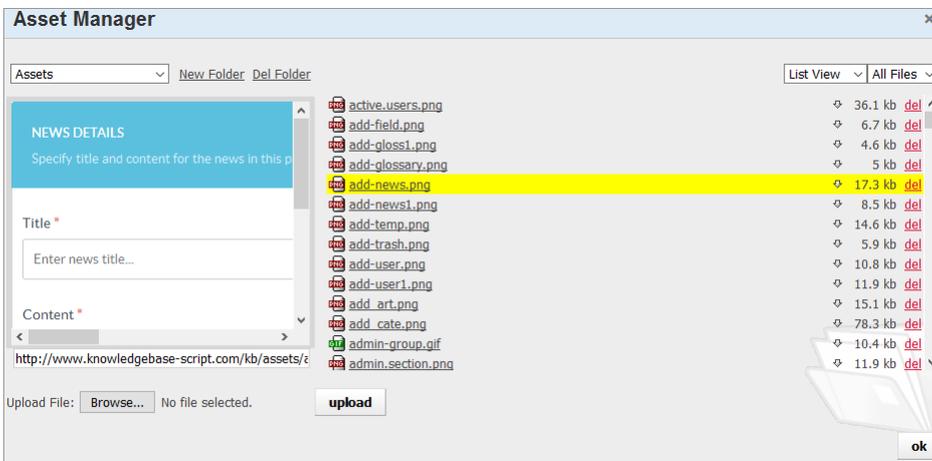
Select a file from the directory of files that have been already uploaded.
If you have not yet uploaded the file, click **Browse** button to upload the file from your computer to the server.
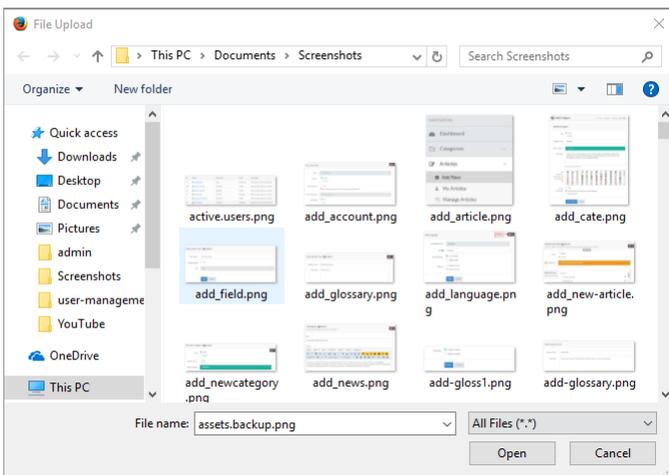
Navigate to the folder from where you want to upload the file and click on open button. Click on upload button after choosing the file to start the upload. Once upload will be complete the file name will be highlighted with image preview on left side.
For optimizing properties of an image, click **Advanced** in Insert/edit image window.
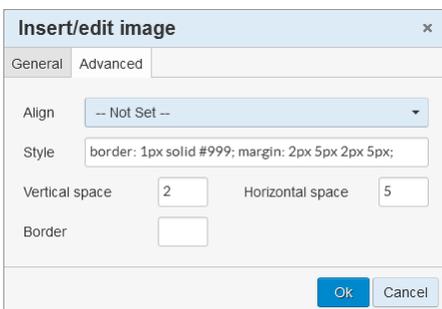
You can align the image, add styles such as borders and/or margins, vertical and horizontal margins in this window.

After specifying the features, click **OK** button to apply the properties.

Features of WYSIWYG editor

PHPKB knowledge base software provides a powerful**WYSIWYG editor** with supported features to format your content just like MS-Word. Articles and News can be created using WYSIWYG editor in the knowledge base. This editor is more stable, user-friendly and feature-rich as compared to other editors. Apart from the default formatting features of WYSIWYG editor, we have implemented some custom features to make content authoring experience even better.
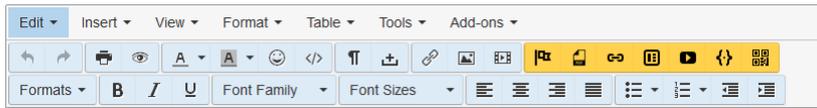
Features of WYSIWYG editor are classified into two parts:

Menu

1. **Edit:** The drop-down list includes undo, redo, cut, copy, paste and more.
2. **Insert:** You can insert video, image, link, date/time, special characters and more using this feature.
3. **View:** You can show invisible characters (enter, tab, etc) or block, preview article, display full screen etc.
4. **Format:** With this, you can format text as bold, italic, underlined, strikethrough, superscript, subscript, etc.
5. **Table:** You can insert a table by specifying the number of columns and rows.
6. **Tools:** This includes HTML source code of content of the article.
7. **Add-ons:** You can insert objects, PDF files, article templates, youtube video, link articles, create QR Code etc.

Toolbar
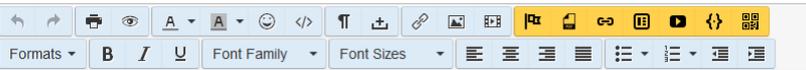
A toolbar is a place where you can find most of the editor features. Each feature can be activated through a widget like a button or a list box. These features are grouped together and each group is separated from one another using enclosed tabs. Refer table displayed below for the description of these features.

Icons	Description
	Used to undo or redo the most recent action taken.
	Used to print or preview the article.
	Used to change the text color or background color of selected text.
	Use it to insert emoticons/view HTML source of the article.
	Displays dotted-frames around the block-level elements of page along with their HTML tag/ Insert Non-breaking spaces
	Insert or edit link/image/video respectively.
	Insert Objects(Note, information box, warning box etc)/ PDF files/ Link articles/ Article templates/You tube video/ add syntax highlighter/ create QRcode.
Formats	It formats the text as a heading, align, inline text etc.
B I U	It formats text as bold/ italic/ underlined.
Font Family	Changes the font family of selected text.
Font Sizes	Changes font size of the text.
	Sets the text alignment as left, center, right or justified.
	Create bulleted or numbered list.
	Increases or decreases the indentation of a list item.

Document Versioning

2 Articles

Managing Article Versions

PHPKB Knowledge Base software allows you to automatically save versions of articles while you edit them, only if you have enabled the **Enable Version History** setting available under **Miscellaneous Settings** of **Manage Settings**. Article versions section allows you to view past revisions and revert back to older revision if required. To view the article versions, expand the **Articles** section in left navigation bar and click on **Manage Articles**. On Manage Articles screen click on **Actions** corresponding to an article for which you want to view revisions and then click on **Revisions** link. It will open the **Article Revisions** page as shown in the figure below.

S.No.: This column displays the serial number of the article version.
Title: This column displays the title of the article when it was edited. You can also preview the version by clicking on the title.
Revision: This column displays the revision number of the article. For instance, 3 in column depicts this is third revision and article has already been modified two times. The versions are arranged in descending order with the latest update on top.
User: This column displays name of the admin user who has edited the article.
Saved On: This column displays date and time when the article versions were created.
Actions: This column contains a drop-down list of two actions that can be performed on article versions. These are:
    Restore: Click this to restore the saved version of the article, it will redirect you to 'Edit Article' page with version details auto filled in article columns.
    Delete: Click this to remove the version of article if it is no longer required.

Comparing Article Versions

Article versions are automatically saved versions of an article in the knowledge base. Every time you update an article, the software creates the article revision that contains article details without the recent changes. You can manage and compare these revisions from **Article Versions** section. **Comparison** of these versions let you know what changes have been made and enables to take important decisions like reverting to the previous version. You can do the comparison between versions in "**Version Comparison**" page. This feature is available only in enterprise edition of PHPKB Software. Click **Compare** tab on 'Article Version' page (Refer article {Article-ID:130} for more details) to view version comparison page.
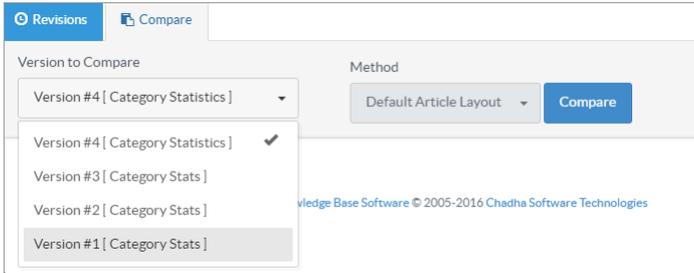
Select the version of the article with which you want to compare the current article in **Version to Compare** field. You can select single article at a time.

Select the method from the drop-down list by which you want to compare the version of an article in **Method** field. This field contains three options and these are:

Default Article Layout: If you select this option, the comparison result will be displayed in the layout in which articles are visible on the front end. The text highlighted in pink with the cross line shows words that are not present in current article contents, green shows words that have been added to the current version and the yellow shows changed text.

For example, in the screenshot above, It displays has been replaced by This page displays that is why **It displays** has been marked in pink to show removed text and **This page displays** in green to show newly added text. Legends on the right side of the page clearly define the meaning of words in different colors.

Plain Article Text: If you select this option, the result shown will be the comparison between contents of the article and the contents of selected version (Left Side) in the form of plain text. An example is shown below:
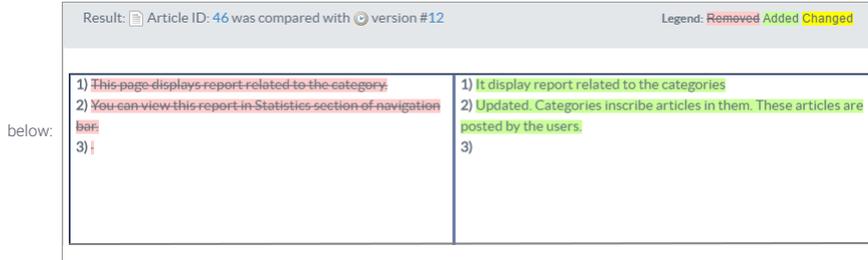
HTML Source: If you select this option, the result shown will be a comparison between contents of the article and the contents of selected version (Left Side) of the article in the form of HTML Source even comparing the HTML tags. An example is shown below:
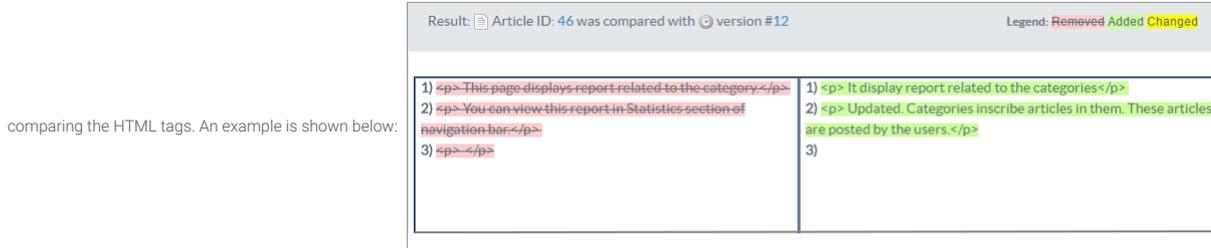
Click on "**Compare**" button to see the comparison between different article versions.

Custom Fields

2 Articles

Adding a new custom field

Custom fields are helpful in adding additional classification or specific searchable information to your articles. With custom fields, a user can create variables and add custom values to them.

1. Click "**Custom Fields**" link in **Articles** section of left navigation bar to open "Custom Fields" page.
2. By default 'manage custom fields' page will be displayed but you can click " **Add Field**" tab to open "**Add Custom Field**" page as shown in the figure below:
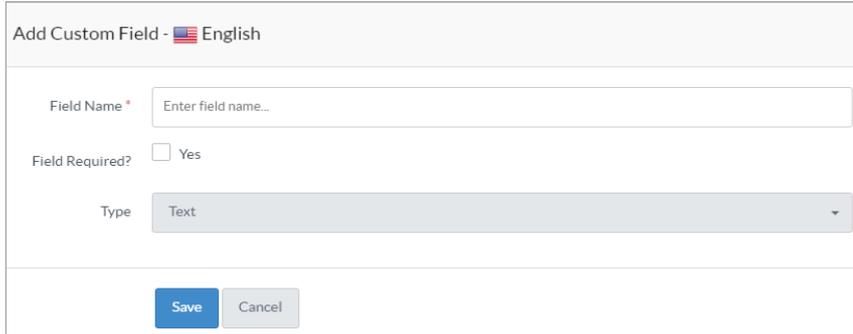
3. In multi-language edition, the **language name** in which custom field will be created is mentioned with panel heading. As shown in the screenshot above, the custom field is being added to English language, so, English is written with panel heading "Add Custom Field". You can change the language from language drop-down available on the right side.

   It is mandatory to enter "**Field Name**" to identify it.

   Field Required: Mark this checkbox to set the custom field as a mandatory field on 'Add Article' page (Refer article: 🗎 {Article-ID:78}).

   You can select the "**Type**" of a custom field from the drop-down list. The list includes:

        Text features a simple, single-line text field into which text can be typed.

        Drop-down is a form field intended for listing many options in one condensed area of space.

        Checkbox list is made up of a series of options, each displayed with a checkbox. To select an option, the user can "check" (ticks) the option.

   Click on "**Save**" button to save the details of custom fields in the database or you can abort the process by clicking on "**Cancel**" button.

Managing Custom Fields

Superusers can manage custom fields in the admin area. Click **Custom Fields**" link in **Articles** section of left navigation bar to open **Custom Fields**" page.

You can create, edit or delete custom fields in this section. This section contains columns which are explained below:

1. **ID:** This column displays serial ID of the custom field in the database.
2. **Field Name:** This column displays the name of the custom field. This name is displayed along with its values on article page in the front end of the knowledge base.
3. **Type:** This column displays whether the custom field is of type text, drop-down or check box.
4. **Required:** Yes label represents that this field is mandatory and article creator has to fill value for this field while article creation/update, whereas, no represents an optional field. You can click on the label to change its value.
5. **Actions:** This column contains two operations that can be performed on custom fields:
   Edit - Click to modify the details of a custom field.
   Delete - Click to remove the custom field from the knowledge base. After that, this custom field will no longer display with published articles.
6. You can perform the same action on more than one custom fields using "**Select Bulk Action**" drop-down. For this, mark the check boxes corresponding to custom fields on which operation is required and then select the desired bulk action and click on "**Apply**" button.

Article Templates

2 Articles

Creating a new template

Article Templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use article templates to add a disclaimer, custom formatting block, notice, warning, preformatted text, recurring paragraph, boilerplate text etc. for quick insertion to your articles.

Creating an Article Template:
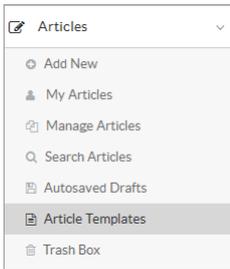
1. Expand the " **Articles** " section in the left navigation bar and click on " **Article Templates** " link. By default, " **Manage Templates** " page will open. You can click on " **Add Template** " tab to create a new template.
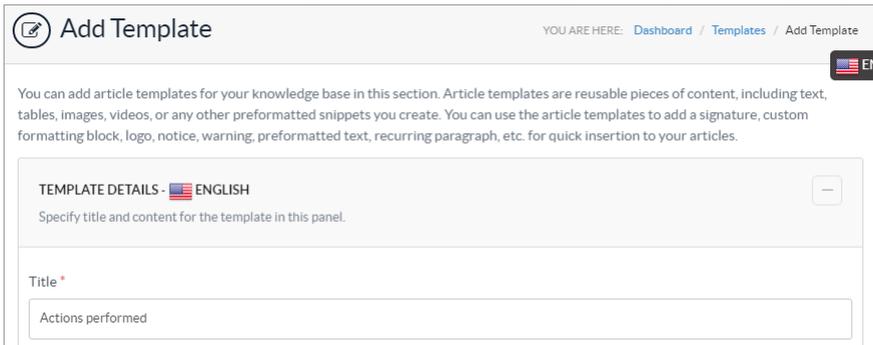
2. In **multi-language editions** , the template is added to the language selected in language drop-down. The selected **language name and icon** is displayed on the screen such as English is displayed with 'Template Details' in the above screenshot.
3. " **Title** " is the heading of the template. Multiple templates with the same title are not allowed in the knowledge base.
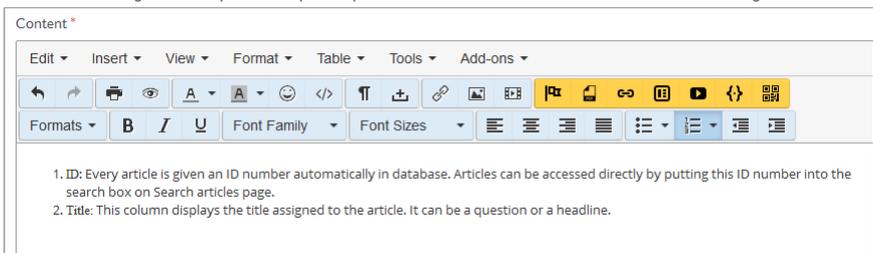
4. " **Content** " inscribe the body of the template. PHPKB provides WYSIWYG editor with various features just like we see in MS-Word to edit the content of a template.
5. You can mark the template as active in " **Template Options** ". If **active** , a template will be visible in inserting template dialog for insertion into the article.
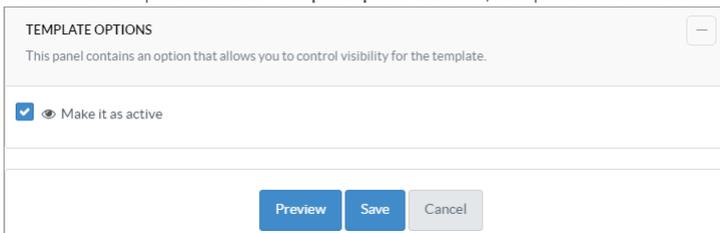
6. Click the " **Preview** " button to preview the template before saving.
7. Click the " **Save** " button to save the template or you can click on the " **Cancel** " button to abort the process.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=82

Managing Templates

Expand " **Articles** " section in the left navigation bar and click on " **Article Templates** " link to open 'Manage Templates' page. In **multi-language** edition, you can select the language from language drop-down available on the right side of the page to view the templates of that language.

1. **ID:** This column depicts the auto generated unique ID assigned to the template in the knowledge base.
2. **Title:** This column shows the name of the template assigned by you.
3. **Author:** This column displays name of the person who created the template.
4. **Status:** This column displays whether the template is active or not. Tick icon in column shows that template is active and can be inserted in the article when needed. Whereas, a cross icon shows that template is not active and cannot be inserted into the article. You can click on the icon to change its status.
5. **Default:** This column shows the template item that has been set as default by you. Article content field on add article screen is populated with the contents of the default template. One default template per language is allowed in the knowledge base. Click on " **Set Default** " to set the template as default.
6. **Updated on:** This column displays the date and time the template was last modified.
7. **Actions:** This column contains two operations that can be performed on the template.
   - **Edit -** Click to modify the template.
   - **Delete -** Click to remove the template from the knowledge base.
8. You can use " **Select Bulk Actions** " to perform the same operation on more than one template. For this, you need to mark the check boxes corresponding to templates on which operation is required, then choose a bulk action and click on apply.

How to insert a template into an article?

1. Click on the **Article Templates** button available in the WYSIWYG editor as shown in the figure below:

2. When you click on Article Template button, a dialog named **Article Templates** will be opened with the list of all the visible templates as shown in the screenshot below.

3. Click on the template title to insert template. It can be inserted in two ways:
   Append at cursor location - Click to insert the template where the cursor is currently located. It does not affect the existing contents present in the editor.
   Clear Contents & Insert - Click to replace the contents of an editor with the template contents.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=83

Categories

2 Articles

Managing Categories

Expand **Categories** in left **Navigation Bar** and click on **Manage** to open manage categories screen.

1. **ID** is the serial number of a category in the knowledge base.
2. **Name:** This column displays the name (title) assigned to a category. Root category is displayed at top and sub-categories are displayed underneath it.
3. **Priority:** This column lets you set custom precedence order of categories in front-end. Categories are listed from lower to a higher priority in the front-end area i.e. lower the priority number, higher is the category position in front-end area.
   Please note that category priority would be effective only if the Sort Order of categories is changed from "Alphabetic order" to "Priority" in {Article-ID:122} (under Manage Settings) section of the admin area.
4. **Visible:** You can turn on/off the visibility of a category in front-end through this column. By default, current category status is visible. To change, the visibility status, click on the YES/NO label.
5. **Hits:** Hits depicts total views of all the articles under respective category and its sub-categories.
6. **Subcats:** This column shows the total count of sub-categories of a category.
7. **Articles:** This column contains two values separated with a pipeline (|) symbol. The first value shows the total count of the published articles (approved and featured) and second value depicts the total count of all articles (irrespective of their status) present under this category.
8. **Actions:** This column contains a drop-down menu of the operations that can be performed on a category. These operations include:
   Edit - Click to modify a category.
   Delete - Click to delete the selected category. A category can only be deleted if it is empty (does not contain any subcategories or articles) else the system will generate warning messages.
   Add Subcategory - Click to add a new sub-category under it.
   Add Article - Click to add a new article in this category.
   Subscribers - Click to manage the list of subscribers (See: {Article-ID:141}) of this category.

Adding a new category

📅 Feb 19, 2020 at 6:20 AM
👤 Gurjeet Kaur
📁 Categories

👁 3158 💬 0

To add a new category, you should be logged in to the admin area either as **SUPERUSER** or as an **EDITOR**. Only these user-levels have the right to manage categories in the admin area. Once you are logged in, follow the steps given below.

1. Expand the "**Categories**" section in the left navigation bar.
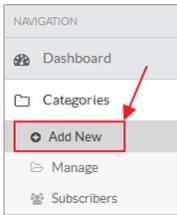
2. Click on "**Add New**" link to open "**Add New Category**" page as shown in the screenshot below.
3. In ML editions, the **language** in which the category will be created is displayed with panel heading. As an example, in the screenshot below, Dutch is displayed but you can change the language from **language drop-down** available on the right side of the page. (Refer article ◌{Article-ID:132} for more details).
4. Select the type of category you wish to create; **PUBLIC** or **PRIVATE**. It is important to know the difference between public and private types to properly categorize the knowledge base content. If you create a PUBLIC category then it will be accessible to all users including guest users. However, if you create a PRIVATE category then it will be accessible only to logged in users.
   Access to private categories can further be restricted with the help of groups (Refer article ◌{Article-ID:99}) so that users of a particular group have access to the categories assigned to them.
5. Specify a name (title) for the new category.
6. Select the parent, if you wish to create the new category as a child of another category. Select "**No Parent**" to create it as a root-level category.
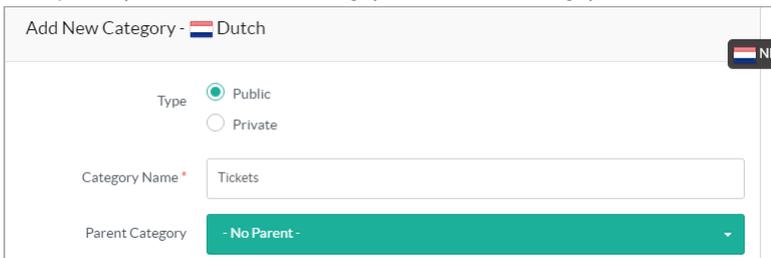
7. You can specify an optional description for the new category in the description field. It can be up to 250 characters at the maximum.
8. You can select an icon for the new category from the list of available options (feature available only in enterprise editions). By default, folder icon 📁 will be assigned.
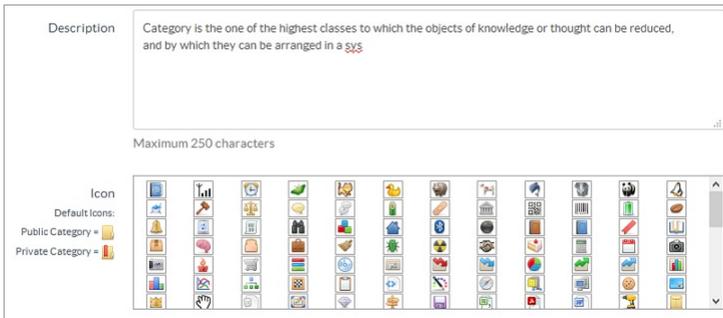
If you wish to assign the new category to an existing **USER GROUP**, select either 'Inherit group permissions from parent category' option or 'Assign manually' option in **GROUP ASSIGNMENT**. Inherit group permissions from parent category option will assign the category to all those groups to which its parent is associated. Assign manually will display the list of groups and you can choose the groups as per your requirement.

9. Click on "**Save Category**" button to save the category in the knowledge base.
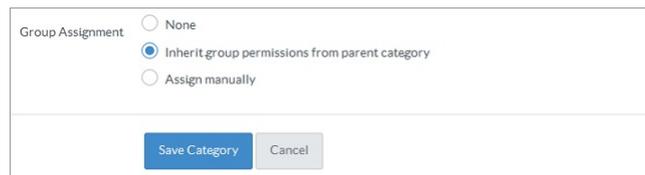
CATEGORY

Category Subscribers

2 Articles

Subscribing to a category

Users subscribed to knowledge base categories are **Category Subscribers.** They are notified when an article is added to the subscribed category. Click **Subscribe** link available on category page as shown in the figure below for subscribing to knowledge base category.
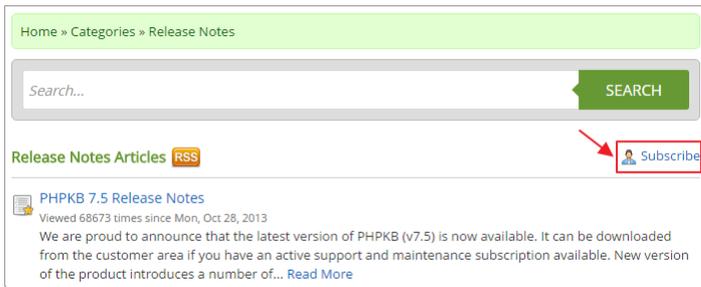
When you click on **subscribe** link, Subscribe to Category input screen will be displayed as shown below:

You need to submit following details:

Your Name: Type-in your name in this field.
Email Address: Enter your email address so that you can be notified when new articles are added to this category.
Subscribe to Subcategories: Enable this option, if you want to get a notification for newly posted articles of sub-categories as well.
Click "**Subscribe Me**" button to subscribe or you can click **Cancel** button to abandon the subscription process.

Your subscription has been created in the knowledge base. However, to activate your subscription, you need to click on the link sent in the confirmation email.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=142

Managing Subscribers

Users who have subscribed for various categories are **Category Subscribers**. Superusers can view and manage these subscribers from admin section. Expand **Categories**" section under left navigation bar and click on **Subscribers**" link to open **Manage Subscribers** page.
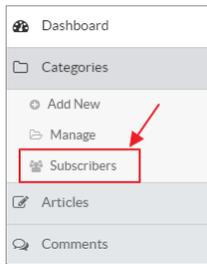
Language drop-down is available on right side of the page from where you can select a language to manage the subscribers of the language selected. This feature is available only in multi-language (ML) editions of software, not in non-ML editions.

ID: This column displays the auto generated serial ID of the subscriber in the database.
Name: This column displays name of the user who has subscribed to category.
Category: This column defines the name of category for which user has subscribed. Click on the category name to view its details.
Status: If **active**, the subscriber will be notified of articles posted under the subscribed category, vice-a-versa for **inactive**. The crossed icon shows the inactive status of a subscriber and a tick icon shows active status.
Subscribed On: This column displays the date and time on which the user has subscribed to the respective category.
Actions: This column displays a drop-down list of actions that can be performed on subscribers. Actions are:
   Edit - Click to edit the details of the subscriber. When you click this option, **Edit Subscriber** page will be displayed as shown below:
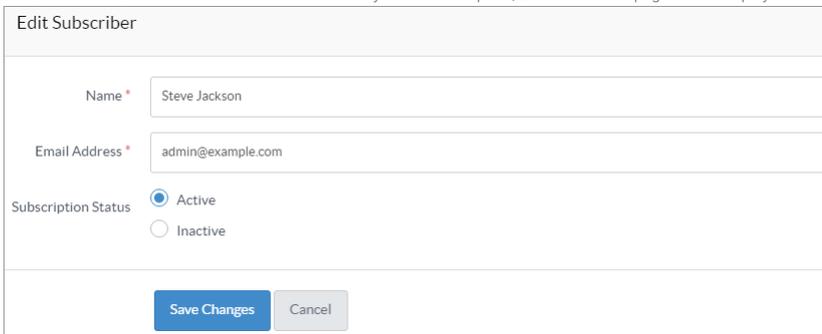
You can edit Name, email address and subscription status of Subscriber can be modified through this screen.
   Delete - Click to delete the subscriber from the knowledge base.
You can perform the same action on more than one subscriber simultaneously through "**Select Bulk Action**". For this, you first need to check the check boxes corresponding to the subscriber for which operation is required, then select the required action from the bulk action drop-down and click on "**Apply"** button.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=141

End User Interface

2 Articles

Front End at a Glance

Front End programs allow direct access by the user of a certain program to have access to further devices, programs, or databases. In the case of PHPKB, they are able to access articles written directly through the programs and they can change them if needed. Users and the company can both access the front end to read and edit the same articles that are on there.

Articles are published under certain categories on the front end. All of the end users can view each article page by clicking on the specific article title from the list of all the articles displayed under each category. The article page contains certain article details like; title or sometimes a question, the content or the answers to that question, the article's author, a rating, number of views, user comments, any attachments, custom fields, categories under which it is filed etc. There are many article options on the right side of your screen. All you need to do is specify the various actions that can be done with or on a certain article. The article page also contains any related articles or basically, articles that are like the article in question.

There are a few different types of articles that can appear on the front end. You can have pending articles which are basically in a pending state because they have not been reviewed and published yet. After that, you get the Approved Articles which are written by a super user, editor or they can be accepted articles of a writer. On the other hand, you can have Disapproved Articles which have been disapproved by an editor or a superuser.

Featured articles are very important articles and will always be shown on the knowledge base front end home page under the title of featured articles. These can be made featured articles if they are very important for your whole knowledge base. Featured Articles also appear at the top positions of the lists of articles.

Expired articles have a certain life cycle. This means that the knowledge base controls their life cycle. You as the programmer can set a certain time limit for articles that will give them limits they will be accessible by KB end users. The article will automatically stop appearing in the list of published articles when it has reached its expiration date.

Saved Draft articles come in a list of incomplete articles that can either be completed or deleted later on.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=133

End User Interface at a glance

PHPKB knowledge base software provides very interactive and **user-friendly interface** for KB users to view articles, news/announcements on the home page. The PHPKB knowledge base software has been designed and organized in such a manner to provide maximum ease of use to visitors without any learning. Superusers can have control on the display (On/Off) of almost every possible feature of the knowledge base.

The header section is available which contain links to KB Home, Advanced Search, News, Glossary, Ask a Question, My Favorites, My Profile, Admin Dashboard features through which users can navigate. These links are explained below:

KB Home | Search | News | Glossary | Ask Question | My Favorites | My Profile | Admin Dashboard   🇺🇸 English

KB Home - This page is displayed when a user logs in to the knowledge base. Category tree, news and announcements, search tab and articles are displayed on the Home page. News and Announcements will be displayed if you have marked **"Enable News Page"** to be enabled. You can click on news headlines to expand the news. You can set the number of news to be displayed in KB home page in **"Manage Settings"** section under **Tools**.
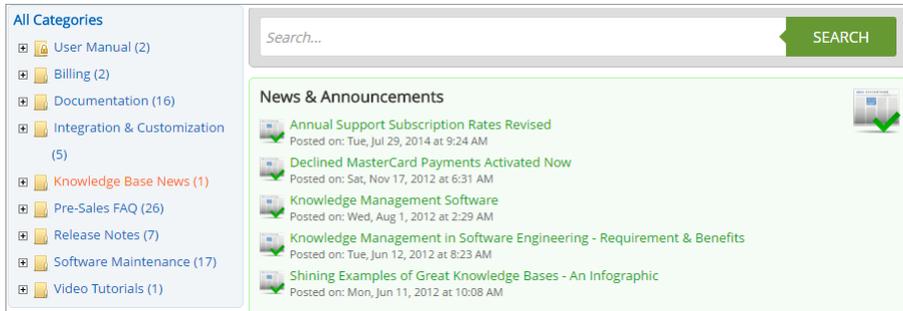
PHPKB 7 offers a tree-view display of categories and articles on the end user interface to display them in a hierarchical manner for better presentation. When you click the category title, a list of article titles will be displayed (see figure below). You can click on article title to view its content on the page.
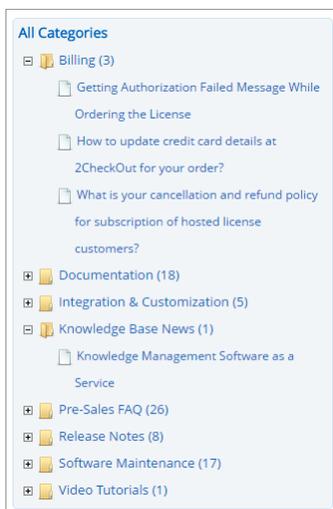
A list of articles is displayed in KB home page which contains recently added, featured, popular and top rated articles. By default, recently added articles are displayed. You can navigate through different article links to expand respective articles. Article contents can be viewed if you click the article titles.
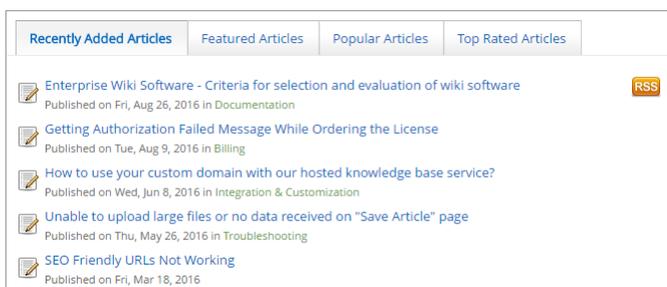
Advanced Search - Knowledge base has advanced search option where KB users can click this link and refine the search using various search options.
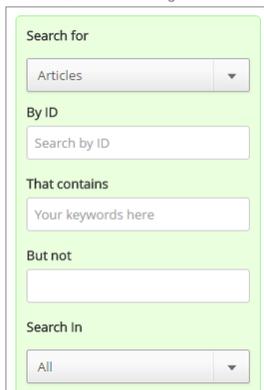
Search For: You can select in between Articles/News/Categories from the drop-down list.
By ID: If you know the ID of article/news/category you are searching for, type in the ID number.
That Contains: Type-in the keywords in this field if you know the keywords.
But Not: Type-in the word(s) that does not belong to your search.

Search In: Select All/title/content/keywords from the list for articles or categories. If you select " **News** " in **Search For** field, it will display both title/content in the drop-down list.

Search within category: This field will be displayed if you have selected articles or categories in "**Select For**" field. Select a category under which you want to search category or article.
Search Filter: Select Any word/All words/Exact match from the drop-down list.
Sort By: You can sort your search on the basis of Relevant/Popularity/Rating.
Also Search In: You can also search in attached files.
Click on the "**Advanced Search**" button and your search results will be displayed on right side of the page.

News - Click on News link to view news and announcements in the knowledge base. Refer figure shown below:

Click on the news title to expand the news content.
Glossary - Glossary is usually defined as an alphabetical list of technical terms in some specialized field of knowledge. Click 'Glossary' link to view the terms. These terms are arranged alphabetically but you can quickly jump to a specific term by selecting its first letter from the index of the knowledge base glossary as shown below:

When you select an alphabet letter, it will display all glossary terms which begin with the selected letter. You can click on Glossary title and can read related articles.

Ask a Question - Ask a Question is a link to the contact page, which allows the reader to contact the knowledge base administrators. If a user could not find the information he was looking for, he can click 'Ask a Question' link to get the solution. These questions will be submitted in the form of tickets in admin control panel. For more details, refer □ {Article-ID:138} article.
My Favorites - Login users can add articles as favorite. When an article is marked as favorite, it will be displayed under 'My Favorites' list as shown below in figure:

You can click on the article title or 'Read More' link to view the article content.

My Profile - If you want to view or modify your account details, click 'My Profile' link. It will redirect you to 'My Profile' page where you can not modify the username and user level but you can change the email address, full name, and password.

My Profile

You can modify your account details on this page. Click on Update button to save changes.

Username:	admin
User Level:	Superuser
Last Login:	2017-03-01 10:49:49
Email Address: *	stephen.f@gmail.com
Full Name: *	Stephen Flaming
Current Password:	••••••••
New Password:	••••••••
Re-type Password:	••••••••

[Update] [Cancel]

Click on "**Update** " button to save changes you have made.

Admin Dashboard - Dashboard screen is displayed when you click 'Admin Dashboard' link in the header section of KB home Page. PHPKB dashboard presents and organizes your daily usage information in a way that is easy to read. It gives an overview of your knowledge base contents in the form of charts and graphs. To read more in detail, refer to □ {Article-ID:134} article under Admin Control Panel category.

Language Drop-down - PHPKB Software allows you to select a language from language drop-down available in header section to view knowledge base in the selected language. This feature is only available in the multi-language edition of the software.

Online URL: https://www.knowledgebase-script.com/kb/article.php?id=135