

Kmita FAQ

Kmita FAQ
Version: V2

Installation and User Manual



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Contents

Kmita FAQ

Using This Help	3
Special Messages.....	4
Locating Help.....	5
About Kmita FAQ	6
Kmita FAQ Features.....	7
Kmita FAQ Requirements.....	7
Getting Started	8
Uploading to the Server.....	9
Setting Folder Permissions.....	10
Entering License Information.....	14
Creating/Editing Categories and FAQ Items	16
List of Categories and FAQ.....	17
Creating Category.....	18
Settings	23
Database Settings.....	24
Settings.....	25
HTML Template Configuration	26
Template Files.....	27



Chapter 1 **Using This Help**



Special Messages

The following words and symbols have special meaning in this guide.



Note : Important information concerning the operation of Kmita FAQ V2



Caution: Failure to follow directions may result in malfunctioning and data loss.



Error: Failure to follow directions could lead to the errors.



Locating Help

Kmita FAQ provides you with several ways to find help.

1. Setup Manual
2. Knowledgebase : <http://support.kkeim.com/faq>
3. Ticket Support : <http://support.kkeim.com/ticket/supportreg.html>



Note: To quickly solve your problem please provide as many details as possible so that we don't waste time asking for further details.

If sending FTP details or passwords , access support ticket from <https://login.kkeim.com>



Chapter 2 **About Kmita FAQ**



Kmita FAQ Features

Kmita FAQ V2 provides

- Easy to Install and use script
- Organize your FAQ in Unlimited Categories
- Add unlimited FAQ items
- Add Text, HTML , **Images** into your FAQ answers
- **WYSIWYG** editor for easy adding/editing of FAQ items
- **Completely** Template Based
- Advanced settings to control user reviews/ratings.
- Advanced **CAPTCHA** based review form to prevent spam

Kmita FAQ Requirements

For installing FAQ V2 on your server. Your server should fulfill the following requirements. Kmita FAQ can be installed on mostly any Linux, UNIX or Windows Server as we have kept the PHP requirements to very low.

- PHP 4.1.0 or higher installed on the server running in Normal Mode.
- MySQL writing privileges to add categories and FAQ items to database.



Chapter 3 **Getting Started**



Uploading to the Server

You have downloaded the ZIP file from your account [<http://login.kkeim.com>]

Since the script is in PHP therefore follow the procedure below.

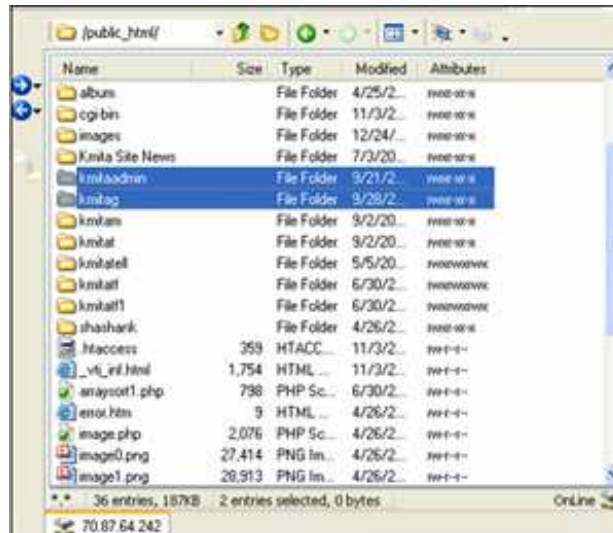


Note: On UNIX and Linux folder is referred to as “directory”. Since most of the people use Windows as their operating system, we would refer directory as folder in this help document.

Unzip the contents of the ZIP on your local hard drive, preferably on your desktop.

Now connect to Internet, open your favorite FTP program. Some of the most common FTP programs are CuteFTP, WS_FTP, AceFTP (Freeware), etc.

Upload the “**upload**” folder to the HTML root of your website. The root of your website may be called as *htdocs*, *httpdocs*, *wwwroot*, *www_public*, *www_public_html*, etc.



Setting Folder Permissions

Kmita FAQ will create files on your server if you enable “**make search engine friendly url**” option in the Kmita FAQ settings and then will requires read, write and execute permissions.

The following files and folders require CHMOD 777

File / Folder	Permission [CHMOD]
/kmitaf/	777
/kmitaf//temp	777
/kmitaadmin/kmitaf.php	777

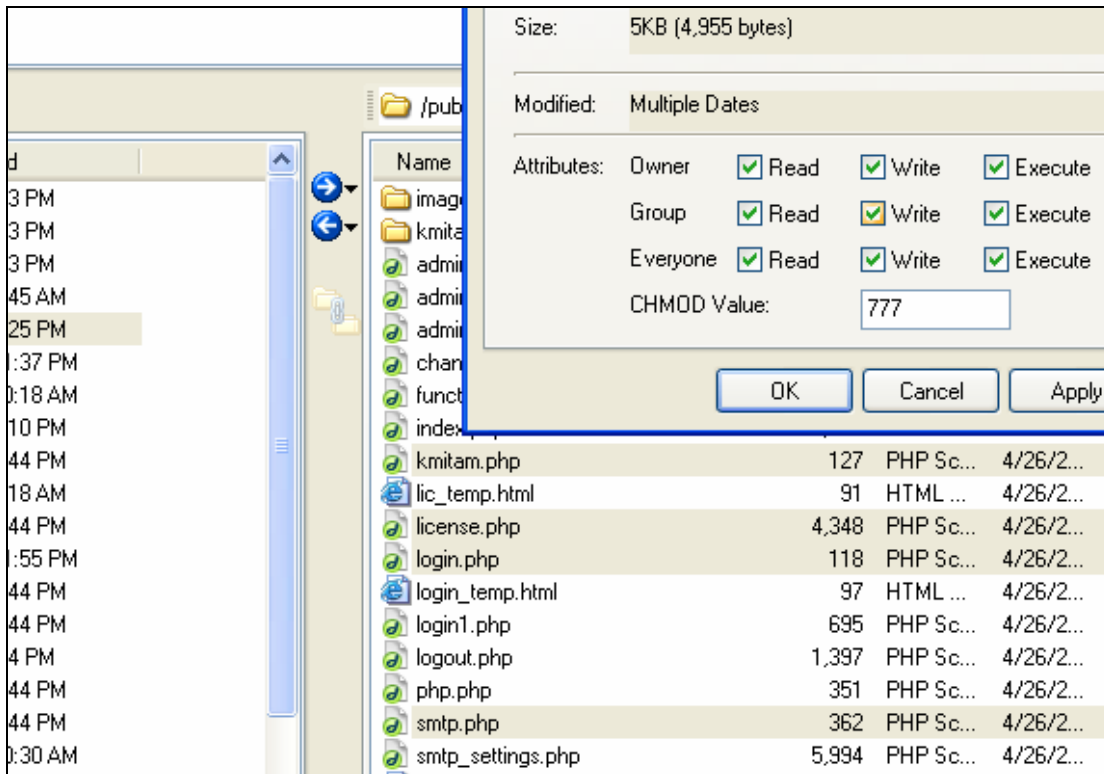


Note: setting folder permission for “/kmitaf/” to chmod 777 will not be needed if you disable “**make search engine friendly url**” option in the Kmita FAQ settings which is the default setting.



The image below shows the view of ACE_FTP. Right Click on the “kmitaadmin” folder and click properties.

Select all the checkboxes or type CHMOD value directly to 777 and click “OK”.





Logging on to Kmita Admin

Now that you have uploaded and set permissions, you now need to open your browser window.

Enter: <http://www.yourwebsite.com/kmitaadmin/> to get page like this.

Enter your username and password which are set as “admin” and “admin” respectively. You can change the password once you login into Kmita Admin.

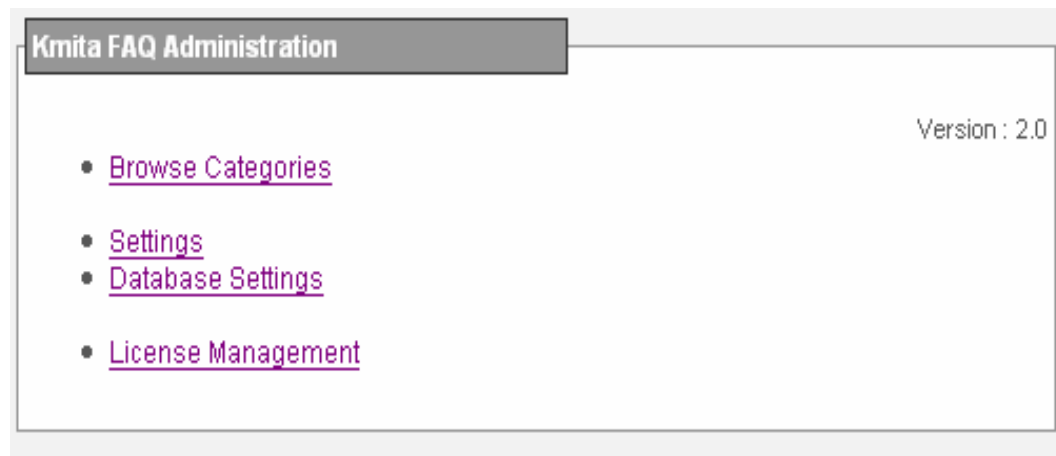
The screenshot shows the 'Kmita Admin' login interface. At the top left is the 'Kmita Admin' logo. The main heading is 'Kmita Website Administration'. Below this is a login form with the instruction 'Please enter your Administration Username and Password'. The 'Username' field contains 'admin' and the 'Password' field contains a series of asterisks. A 'Login' button is located to the right of the password field. At the bottom center, there is a copyright notice: '© KKE Info Media 2006'.



Kmita FAQ Menu

Once you login, you have following links in the Kmita FAQ Admin Panel Menu.

- List of Categories and FAQ items
- settings
- Database Settings
- License Management

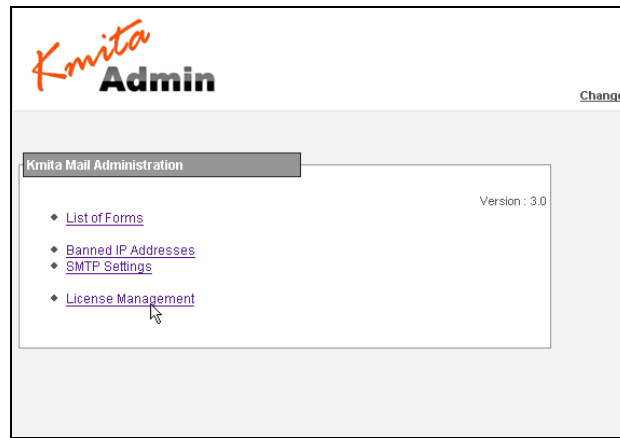




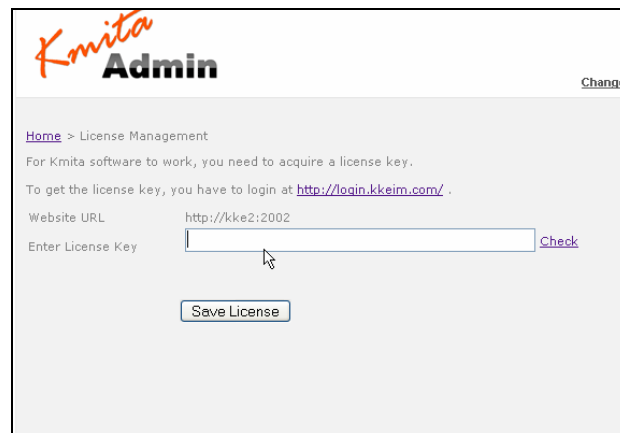
Entering License Information

To get started, you need to create and add license key to your installation.

Click on “**License Management**” in your Kmita FAQ Admin Panel Menu.



Go to <http://login.kkeim.com> . Using your username and password sent to you, login into your account and create your license Key.



Enter the key in the field shown in the figure above and press “Save License”.



If you get several PHP warnings after saving the password, there is a problem with the Permissions provided to “**kmitaadmin/kmitaf.php**” file.
Please see “Setting Folder Permissions”

You can also download the file **/kmitaadmin/kmitaf.php** and save the license key in the variable and upload it back again.

/kmitaadmin/kmitaf.php ----

<?

```
//This file contains license for your kmita script.  
$license_key = "186Y-Q65J6-3SW5-6EN72-P2A2M-42E49-0FE5-982";
```

?>

Once this is done you are ready to add categories and FAQ items.



Chapter 4 **Creating/Editing Categories and FAQ Items**



List of Categories and FAQ

Click on “**Browse Categories**” to view the list of Categories and FAQ.

The page by default will display the list of categories and FAQ that are at the root category (i.e. for which no category has been specified).

You can do the following on this page to images and categories.

- Add Category
- Edit Category
- Delete Category



Note: the category gets deleted only when it does not contain subcategories and FAQ items

- Add FAQ Item
- Edit FAQ item
- View FAQ item comments
- Delete FAQ item



Note: you must set the folder permission for kmitaf folder to chmod 777 for creating FAQ item files if you have enabled “create search engine friendly url” option in settings



[Change Password](#) [Logout](#)

[Administration Home](#) > Kmita FAQ List of Categories and Questions

Find the list of all the Category below. You can edit the Category and you can also delete.

[Home](#)

Category Deleted.

Subcategories in this category:

[Click here, to add new Category](#)

Category ID	Category Name	Date Created	Status	Actions
1	Category1	2008-02-20	●	Edit Delete
2	Category2	2008-02-20	●	Edit Delete
4	test	2008-02-22	●	Edit Delete

Questions in this category:

[Click here to add questions](#)

Q ID	Question	Rating	Views	Comments	Status	Actions
1	Question1 Testing Question 1...	3	70	0 New	●	Edit Delete

Creating Category

Click on “**Click here, to add new Category**”.

Enter a name for your Category. For ex.: Support, Payment, Pre-Sales etc.

If FAQ items are created without adding any category then it will be saved in root category, similarly when categories are added without creating any category they will be saved in root category.

Once categories are created you can add subcategories and FAQ items to it. The links at the top of the form shows the category sequence as you navigate to subcategories.



Kmita Admin

[Change Password](#) [Logout](#)

[Administration Home](#) > [Kmita FAQ](#) > Add Category



[Home](#)

Add New Category

Use the following form to add a category in category : 0

Subcategory of	Main [0]
Category Name	<input type="text"/>
Category Description	<input type="text"/>
<input type="button" value="Add Category"/>	



Creating FAQ Item

Before creating FAQ items ensure that the file permission to kmitaf folder is set to chmod 777 to enable “Kmita FAQ” to create article files if you have enabled “create search engine friendly url” option in settings. In that case this folder will contain all the FAQ item files that are created using this form.

To add FAQ items to root category just click on the link
“**Click here to add questions**”

To add FAQ to a category created by you navigate to the category in which you want to add the FAQ and then click on the above link.

Doing so will show the following form.

Enter the question (It is this question that will be used for creating the FAQ item file name if “create search engine friendly URL” setting is enabled.

The **WYSIWYG** (What you see is what you get) editor allows you easily add/edit/delete html elements to your Answer.

Kmita Admin

[Change Password](#) [Logout](#)

[Administration Home](#) > [Kmita FAQ](#) > Add a FAQ / Knowledge Base Item

[Home](#)

Add FAQ Item

Use the following form to insert an FAQ item in category ID: 0 . The HTML editor displays correctly in Internet Explorer only.

Category	Main [0]
Question	<input type="text"/>
Answer	<div style="border: 1px solid gray; padding: 5px;"><p>Select Font Size B <i>I</i> <u>U</u> × ×² [List Icons] [List Icons] [List Icons]</p><p>[Text Icon] [Image Icon] [Link Icon] [Table Icon] [HTML Icon]</p></div>



Note: if you are adding images to the answers it is always better to use absolute path unless you have a good understanding of relative and absolute path.

For ex: if the images are saved in a folder name "images" then the absolute path will be "http:www."+your domain name+folder name.

(<http://www.abc.com/images/art1.jpg>).



Search

The visitors can search the FAQ on **"kmitaf/index.php"** by entering the entire question or part of the question to which they are seeking the answers.

Kmita FAQ uses fulltext search to find all rows in the database that match the search keyword. If there are rows that match your search then the result is shows in the following using the template for displaying the FAQ.



The screenshot shows the Kmita FAQ search interface. At the top left is the 'Kmita FAQ' logo. On the top right are navigation links for 'About KKE Info Media' and 'Support'. Below the logo is a banner image featuring a woman on a phone and the text 'cut down your support cost', 'Easy to manage', and 'FAQ / Knowledge Base Script'. A 'Categories' sidebar on the left lists 'Category1', 'Category2', and 'test'. A search bar contains the text 'question' and a 'SEARCH' button. Below the search bar, it states 'Search for question resulted in 2 listings' and 'Displaying 1 - 2 of 2 listings:'. The results list shows two items: '1. Q2 Testing question 2 ...' and '2. Question3 Testing Question 3 ...'.



Chapter 5 Settings



Database Settings

You can change the database connection details by clicking on “**Database Settings**” on the Kmita FAQ Admin Panel Menu.

The screenshot shows the Kmita Admin interface. At the top left is the 'Kmita Admin' logo. On the top right are links for 'Change Password' and 'Logout'. Below the logo, the breadcrumb 'Administration Home > Kmita FAQ' is visible. The main content area is titled 'Add database connection settings.' and contains four input fields: 'Database Host' with 'localhost', 'Database Username' with 'kke', 'Database Password' (empty), and 'Database Name' with 'new_kmita'. A 'Save Settings' button is located below the fields. At the bottom of the page, there is a copyright notice: '© KKE Info Media 2006'.

Following details can be changed

- Database Host
- Database Username
- Database Password
- Database Name

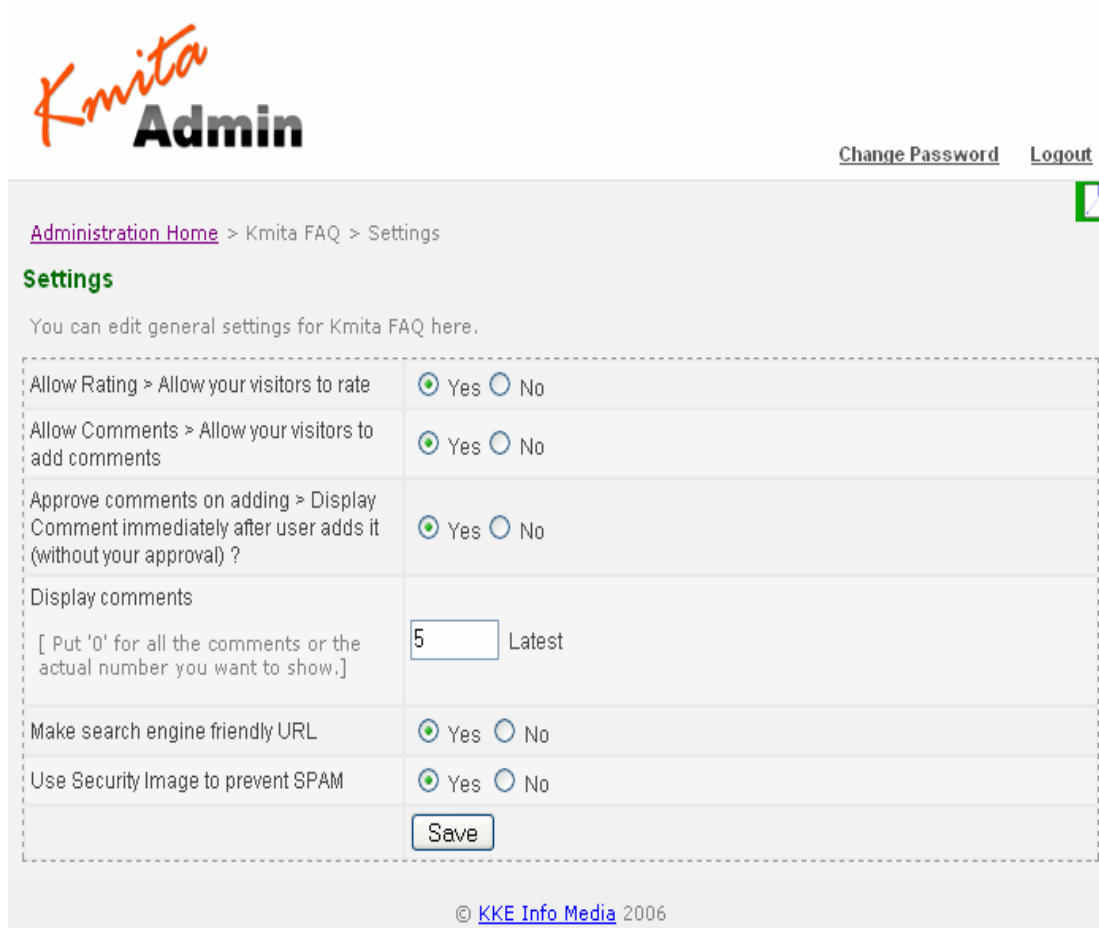


Caution: Failure to follow directions may result in malfunctioning and data loss. Please contact your host if you don't know the correct details. Kmita FAQ is database driven and will not work if it is unable to connect to the database.



Settings

To add settings click on “Settings” on the Kmita FAQ Admin Panel Menu, doing so will show the following form, enter all the details in this form and save the settings to database.



Kmita Admin [Change Password](#) [Logout](#)

[Administration Home](#) > [Kmita FAQ](#) > [Settings](#)

Settings

You can edit general settings for Kmita FAQ here.

Allow Rating > Allow your visitors to rate	<input checked="" type="radio"/> Yes <input type="radio"/> No
Allow Comments > Allow your visitors to add comments	<input checked="" type="radio"/> Yes <input type="radio"/> No
Approve comments on adding > Display Comment immediately after user adds it (without your approval) ?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Display comments [Put '0' for all the comments or the actual number you want to show.]	<input type="text" value="5"/> Latest
Make search engine friendly URL	<input checked="" type="radio"/> Yes <input type="radio"/> No
Use Security Image to prevent SPAM	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Save"/>	

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Chapter 6 **HTML Template Configuration**



Template Files

All the template files are in “/kmitaf/” folder on your server.

1. category.html

This is the main template used to display the categories and articles along with the search box.

The index.php file in the kmitan folder uses this template to get the display articles.

[[CATEGORY_TREE]]	Replaced with the category links as the user navigates to categories and subcategories.
[[CATEGORY_LIST]]	Replaced by list of all subcategories of the currently selected category.
[[LISTINGS]]	Replaced by the FAQ that are in the current category by default it will show the FAQ in main (i.e. category: 0)
[[TOP,10,0]]	Replaced with the latest 10 FAQ

2. question.html

This template is used to display the articles when users click the article link to view it.

[[CATEGORY_TREE]]	Replaced with the category links as the user navigates to categories and subcategories.
[[CATEGORY_LIST]]	Replaced by list of all subcategories of the currently selected category.
[[QUESTION]]	Replaced with the question.
[[ADDDATE]]	Replaced with date when the question was created
[[MODIFYDATE]]	Replaced with date when the question was modified.
[[RATE]]	Replaced with the rating form (if “allow rating” option is enabled in the “settings”).



[[COMMENT]]	Replaced with the comment form if “allow comments” option is enabled in the “settings”.
[[RATE_RESULTS]]	Replaced with the average rating for a FAQ.
[[USERCOMMENTS]]	Replaced with latest user comments for a FAQ.

3. q_repeat.html

This template is uses along with category template and article template to display categories

[[QUESTION]]	Replaced with the question in the FAQ
[[SRNO]]	Replaced with the serial number in the display list.
[[ANSWER,10]]	Replaced with the answer to the question. 10 here denoted the length of the answer to be displayed on the list to the user.
[[ITEMLINK]]	Replaced with the link to display the detailed view for the FAQ.

4. search.html

This template is used along with category template and article template to display the articles details

[[CATEGORY_LIST]]	Replaced by list of all subcategories of the currently selected category.
[[KEYWORD]]	Replaced by keyword entered by the visitor for searching.
[[NUMBER]]	Replaced by the number of rows that search resulted in.
[[STARTNUM]] - [[ENDNUM]]	Replaced by the starting and ending limit for the search results being displayed if it exceeds the value specified in [[RESULTS,10]]
[[RESULTS,10]]	Replaced the FAQ resulted in the search. 10 here denotes the number of results to be displayed at once.
[[RESULTS_PAGES]]	Replaced with the links to see the other pages resulted by the



	search.
--	---------

5. search_repeat.html

This template user by the search.php file to display the search results along with the search.html template.

[[QUESTION]]	Replaced with the question in the FAQ
[[SRNO]]	Replaced with the serial number in the display list.
[[ANSWER,300]]	Replaced with the answer to the question. 300 denoted the length of the answer to be displayed on the list to the user.
[[ITEMLINK]]	Replaced with the link to display the detailed view for the FAQ.

6. rate_results.html

[[IMAGE]]	Displayed by the rating image for the FAQ
[[RATING]]	Displayed by the numeric value for the average rating out of 5.

7. comment_results.html

[[NAME]]	Replaced by the name of the person who added the comment.
[[DATE]]	Replaced by the date on which the comment was added.
[[COMMENT]]	Replaced by the comment that was added.



8. captcha.html

The file will display the image security code when *“Use Security Image to prevent SPAM”* along with *“add comments”* options is set to yes in the kmita FAQ settings.