Kmita FAQ

Version 1.0

Easy to use
FAQ / Knowledge Base
Management Script

KKE Info Media

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Contents

Chapter 1
Using this Help

Thank you for buying Kmita Mail for your website forms. Please take a moment to familiarize yourself with the special text and messages used throughout this guide.

Text Conventions

The examples below explain the specially formatted text used in this guide.

- HTML code appears in Green coloured Text :

  `<FROM method="post" action="">`

- The names of the input form tags appear in Bold Type : **formname, Email**

- PHP code appears in Brown coloured Text :

  `<? $to = "you@yourdomain.com"; ?>`

- ASP code appears in Orange coloured Text :

  `<% tto = "you@yourdomain.com" %>`

- File names appear in Italics Text : *setup.php , setup.asp*

- URL appear in Bold Blue text : **http://www.kmita-mail.com**

- Email address appears in Blue text : customercare@infosys.kkeindia.com

Kmita FAQ Overview

Kmita FAQ is a PHP and MySQL based FAQ script. Kmita FAQ is extremely easy to use and install. With Kmita FAQ, one can easily maintain an FAQ on one's website. Kmita FAQ is so simple and convenient to use that its is just like typing into a word processor.

Kmita FAQ Features:

1. Kmita FAQ is template based and it gets incorporated into your website design seamlessly.
2. Kmita FAQ supports categories to categorize your FAQ .
3. With Kmita FAQ , you can create unlimited categories and sub – categories to an infinite depth.
4. Unlimited questions and answers can be added to any category
5. In built FAQ search tool to help your visitors search relevant topics.
6. Kmita FAQ has an "Rate " which lets your visitors rate your answers and how helpful it was for them . You can then improve on your answers to help your customers / visitors more.
7. You can display top questions based on the rating the question has received or by the number of views it has got.
8. Kmita FAQ has self installation utility which installs the script on your website in a breeze.
9. Kmita FAQ has its own setup utility and you do not need to modify any code files like other scripts.
10. Kmita FAQ has WYSWYG type editor for easy writing and editing of questions.

Kmita FAQ : Why should I have it?

1. **Easy to manage** Knowledge base, compared to conventional HTML page editing and then uploading.

2. Make **unlimited categories** and **sort your questions** in any number of categories, sub categories , sub - sub categories in any number of category levels.

3. Easy to use as you **just have to type the questions** directly into the administration area.

4. What You See Is What You Get **(WYSIWYG) editor** makes it easy to write formated text easily and quickly.

5. **Saves your time and money** as more visitors find the answer to their questions quickly on your website.
    Guess why all major hosting and big companies like Microsoft, Yahoo, use Knowledge base for providing support?

6. When a **customer** sees Professional FAQ, Knowledge Base for support, he is confident about the support and **trusts you more**.

7. **Customers are more satisfied** and become returning customers as they are satisfied by the answers on your website.

8. **Get higher search engine rankings**. Since your website is full of questions and answers, you get lot of pages of the relevent keywords and this data attracts the search engines , leading to higher search engine rankings.

9. Your visitors can **search for relevant topic** using the inbuilt search function.

10. Kmita FAQ **gets into your website design** and can be customised to your earlier website design.

11. **Monitor number of visitors** for a particular topic

12. Change the content depending upon the **rating a topic** received from the visitors.

Chapter 3
System Requirements and File Contents

System Requirements

Kmita FAQ Knowledge Base is installed on your server and your server should fulfill the following requirements.

Kmita FAQ requires following to correctly function on your website

   • PHP executable requires PHP 4.1.0 or higher installed on the server.
   • MySQL 3.0 or higher with all permissions within a database

The components used by Kmita FAQ are mostly available on 98% of the webhost. Almost all Unix and Linux Servers have PHP and MySQL installed.

Some of the Windows servers also have PHP and MySQL installed on them.

ZIP file contents

Directories

upload	Upload the contents of this directory to your HTML root folder

Files

readme.txt	Initial Guide for installation instructions
version.txt	Specifies the version details

Chapter 4
Automatic Setup Utility

Installing Kmita FAQ is quick and easy. Just follow the steps below and you'll be finished with your installation in minutes.

Step 1 : Unzip and Upload

Unzip the ZIP file and Upload the contents of the upload folder to the root Public Folder of your website.

Upload the license file text you received in the email as *icode.php* to the faq directory.

For ex. : **http://www.kmita-faq.com/faq/**

Step 2 : Set Permissions

Set CHMOD 777 to Kmita FAQ directory during the installation time.

Step 3 : Run Setup

Run *setup.php* from your browser. Fill the details requested by the setup wizard and by the time you finish with the Wizard, your installation is done!

Step 4 : Open Administration Panel

Access the administration section by typing "admin" in front of the Kmita FAQ directory

For Ex. : **http://www.kmita-faq.com/faq/admin/**

Use the username and password you typed while running Kmita FAQ setup in setup.php .

Step 5 : Reduce the permissions

Finally , you can reduce the folder permission in Kmita FAQ directory except the "*temp*" directory in Kmita FAQ which should be CHMOD 777.

Chapter 5
Changing Template Design

Kmita FAQ is template driven Script. You can customise Kmita FAQ to almost unlimited extent.

Category Page Variables :
Template File : *category.html*

The following variables are replaced by their values.

[|CATNAME|]	Name of the Category
[|CATEGORY_TREE|]	Directory Structure (Links)
[|CATEGORY_LIST|]	Categories in this directory. Includes *cat_repeat.html*
[|CATNAME|]	Name of the Category (in *cat_repeat.html*)
[|CATID |]	Category ID (in *cat_repeat.html*)
[|LISTINGS|]	List of questions in this directory. Includes *q_repeat.html*
[|SRNO|]	Serial number of the questions on that page. (in *q_repeat.html*)
[|QUESTION|]	Name of the Question (in *q_repeat.html*)
[|ANSWER,<CHARACTERS>|]	Display part of answer till <characters> Eg : [|ANSWER,50|]
[|FAQITEMID|]	Question ID (in *q_repeat.html*)
[|CATID|]	Category ID (in *q_repeat.html*)
[|TOP,<NUMBER>,<TYPE>|] **Eg. : [|TOP,5,0|]**	<NUMBER> - Number of Questions Displayed <TYPE> 0 - for top by rating 1 - for top by views Includes *topten.html*
[|QUESTION|]	Name of the Question (in *topten.html*)
[|ANSWER,<CHARACTERS>|]	Display part of answer till <characters> Eg : [|ANSWER,50|] (in topten.html)
[|FAQITEMID|]	Question ID (in *topten.html*)
[|CATID|]	Category ID (in *topten.html*)

Question Page Variables :
Template File : *question.html*

The following variables are replaced by their values.

[|CATEGORY_TREE|]	Directory Structure
[|QUESTION|]	Question
[|ANSWER|]	Answer
[|ADDDATE|]	Date on which the question was added
[|MODIFYDATE|]	Date on which the question was modified. If the question was never modified, date on which the question was added would appear.
[|RATE_RESULTS|]	Box showing rating results of previous results. Template file : *rate_results.html*
[|IMAGE|]	Replaced by stars (in *rate_results.html*)
[|RATING|]	Replaced by rating value (in *rate_results.html*)
[|RATE|]	Rate box
[|FAQITEMID|]	Question ID (in *rate.html*)
[|CATID|]	Category ID (in *rate.html*)

Search Page Variables :
Template File : *search.html*

The following variables are replaced by their values.

[|CATEGORY_LIST|]	Categories in root directory. Includes *cat_repeat.html*
[|CATNAME|]	Name of the Category (in *cat_repeat.html*)
[|CATID |]	Category ID (in *cat_repeat.html*)
[|KEYWORD|]	Keyword searched for.
[|NUMBER|]	Total Number of questions as result
[|STARTNUM|]	Starting number of the questions displayed
[|ENDNUM|]	End number of the questions displayed
[|RESULTS,<results>|]	List of questions results in the search. <results> - Number of results on one page. Includes *search_repeat.html*
[|SRNO|]	Serial number of the questions on that page. (in *search_repeat.html*)
[|QUESTION|]	Name of the Question (in *search_repeat.html*)
[|ANSWER,<CHARACTERS>|]	Display part of answer till <characters> Eg : [|ANSWER,50|]
[|FAQITEMID|]	Question ID (in *search_repeat.html*)
[|CATID|]	Category ID (in *search_repeat.html*)

Camouflaging Kmita FAQ

Tip : The quickest way of Camouflaging Kmita FAQ into your website would be to add few questions and then renaming the old template file and saving a file with your website design with that name.

Eg: Rename *category.html* to *category_1.html* and save your web design file as *category.html*

Chapter 6
Glossary

CHMOD

CHMOD stands for "Change Mode" . CHMOD is used for changing mode of usage of the file. The mode parameter consists of three octal number components specifying access restrictions for the owner, the user group in which the owner is in, and to everybody else in this order. One component can be computed by adding up the needed permissions for that target user base. Number 1 means that you grant execute rights, number 2 means that you make the file writeable, number 4 means that you make the file readable. Add up these numbers to specify needed rights. You can also read more about modes on UNIX systems with 'man 1 chmod' and 'man 2 chmod'.

Set these settings using some FTP Client like WS_FTP, ACE FTP, Cute FTP, to name a few.
The following steps are mostly common for all FTP clients
1. Right click the folder "faq"
2. A menu pops up, Select CHMOD or Set File Permissions.
3. A new Dialogue box appears. Set CHMOD 777, (Onwer : Read, Write, Execute | Group : Read, Write, Execute | Public : Read, Write, Execute)
4. and Thats Done!

You can also do the same at UNIX command prompt.