

Knowledge Base



Having hard time finding an answer to your question?

Check out our [Knowledge Base](#).

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Extension page: <http://ecommerce.aheadworks.com/magento-extensions/knowledge-base.html>

The Knowledge Base extension from aheadWorks helps you to build a knowledgebase to store important business-related knowledge in a systematic way. The extension implies the usage of a knowledge base to store solutions on problem issues which are referred to periodically or any other documentation required for your store needs.

All the documentation is displayed by means of articles assigned to admin-defined categories. The process of documenting is intuitively understandable. A wide range of Knowledge Base settings makes the extension fully customizable – you can define articles listing type, limit article description length, manage articles rating, etc. You are also able to specify the options of each block – Category, Top Articles, Latest Articles, Tags.

Installation

1. Backup your web directory and store database.

▼ [Click to view details](#)

You can make backup copies with any tool you find appropriate

If you are going to use the native Magento backup function, navigate to System -> Tools -> Backups and perform System and Database backups



2. Log in to the Magento backend

3. Disable compilation

▼ [Click to view details](#)

Navigate to System -> Tools -> Compilation.

If Compiler status is Disabled, you can skip to the next step

If Compiler is enabled, disable it.



IMPORTANT: after the extension is installed, you can enable the compilation again; IT IS CRUCIAL that you use "Run Compilation Process" function, not just "Enable button"



Installing an extension with the Compilation enabled will result in store downtime.

4. Flush store cache

▼ [Click to view details](#)

You can flush the store cache in 2 ways:

- via the backend:

Navigate to System -> Cache Management menu, and click Flush Magento Cache button



- via filesystem:

On your server, navigate to Magento root folder, then proceed to `/var/cache/`; delete all the content there.

5. Download the extension package from your account and extract the downloaded archive

6. Copy the content of /Step_1/ folder to your store's root directory



If you are using a custom theme,

▼ [read the](#)

[instructions here.](#)

In case you are using a custom theme, it is recommended to copy the design files to your current theme's folders. In case there are several themes in use at the same store, the design files must be copied to each of them.

- Find this folder in the package: /step_1/app/design/frontend/base/default/ ; copy its content to /app/design/frontend/[your_package]/[your_theme]/
- Find this folder in the package: /step_1/skin/frontend/base/default/ ; copy its content to /skin/frontend/[your_package]/[your_theme]/

7. Copy the content of /Step_2/ folder to your store's root directory

8. Flush store cache again; log out from the backend and log in again.

9. Navigate to www.your_domain.com/kbase/ (it is important to type /kbase/ for the 1st-time access, www.your_domain.com/kbase will give 404 error)

Configuration

Configuring the extension

All extension settings are kept on the Admin > System > Configuration > aheadWorks Extensions > Knowledge Base page. Input all required values there.

Creating categories

Go to Admin > Knowledge Base > Categories, and click the Add Category button.

Define category name, then select store views from which the category will be accessible. Leave URL key blank if you want the category's URL key to be automatically converted during saving.

Note that category URL key must be unique within store views selected.

The Order field may be used to change the sequence the categories appear on the frontend.

Creating an article

Go to Admin > Knowledge Base > Add New Article.

Define article title and text and select author. Don't forget to change article status to Enabled, otherwise the article won't be shown on the frontend.

Assign the article to one or more categories.

You may upload an attachment for the article. In the current version of the extension only one attachment per article is supported.

Define article tags separating them by spaces or commas.

Set up the URL key field value in order to assign the URL key to an article, or leave this field blank if you want the URL key to be automatically converted during saving. Remember that the URL key of the article must be unique within store views of categories this article belongs to.

You may set article rating and the number of votes given for the article. Note that article rating must be between 1 and 5.

Notes

- Check the count of short description characters if you insert widget into the short description and the text seems to be abridged.
- Knowledge Base does not automatically close opened HTML tags, so be careful when editing text because unclosed tags can break the page layout of the article.

Searching articles

When you type something in the Search Knowledge Base field and click the Search button, search is performed in article title or its text by each word typed in. Word order does not matter here.

You can search for exact phrase by enclosing it in double quotes. Any combination of phrases and separate words in search query is allowed.

WARNING: Knowledge Base does not strip HTML tags from article text while searching, so it is possible to obtain additional articles in search result when sought-for phrase contains words like HTML tags or their attribute names or values. Also the exact phrase with any formatting applied to separate words in it won't be found.

Miscellaneous

Deleting a category

When you delete a category, its articles are not deleted but can remain with no assigned category. Since there is no default category, these articles will not be listed in Articles of Categories block but will be accessible through direct links and/or when searching by tag or keywords.

How Auto size option works in tag cloud

When Knowledge Base displays the Tags block, it collects all article tags, then groups it by name and counts quantity of entries in each group and maximal quantity of tags in group determined. When displaying tags, their font size is calculated as minimal font size plus difference between minimal and maximal tag font size multiplied by tag weight (weight is tag group count related to maximal tag group count).

Uninstallation

If you just need to temporarily disable the extension, you can just do the steps 1-5, without deleting the files of the extension.

1. Disable compilation, in case it is enabled.
2. Login to your FTP, navigate to `app/etc/modules/`
3. Open the file `AW_Kbase.xml` and change the following line:

```
<active>true</active>
```

to

```
<active>false</active>
```

Now your Magento is unaware of the existence of this module.

4. Clear the cache under `var/cache`
5. Make sure that the site is working properly, otherwise roll back the changes and apply to our [technical support](#).
6. If everything works fine, it is safe to delete the files of the extension.
In case you need to clean the database, make a backup and then run the following query in MySQL:

```
DROP TABLE IF EXISTS `aw_kbase_tag`  
DROP TABLE IF EXISTS `aw_kbase_category_store`  
DROP TABLE IF EXISTS `aw_kbase_category_article`  
DROP TABLE IF EXISTS `aw_kbase_category`  
DROP TABLE IF EXISTS `aw_kbase_article`
```

Note, if you are using the table with prefixes, you must specify them in all table names.
If you are not sure how to do that or expect any troubles with it, please contact your server administrator regarding the matter.
If you remove the tables as it is described above, you will need to reconfigure the extension completely again after the extension is reinstalled.

Troubleshooting

After the extension installation the store gives an error, or blank page, or suggests to start Magento installation procedure.

Change the owner of the extracted extension files to the web server user and set 775 permissions on them. Clear the store cache and try again.

There is no aheadWorks extensions under my configuration section, or having the extension tab clicked I get a blank page, or Access Denied error.

Clear the store cache, browser cookies, logout and login again.

I've set up everything correctly, inserted the HTML code but there is nothing on that page.

Clear the store cache, clear your browser cache and domain cookies and refresh the page.

My configuration changes do not appear on the store.

Clear the store cache, clear your browser cache and domain cookies and refresh the page.

You can always find the latest version of the software, full documentation, demos, screenshots and reviews at <http://ecommerce.aheadworks.com>

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