

LeoMega KB User Manual

Table of Contents

Table of Contents	1
Server Requirements	2
About the User Manual	2
Getting Started – Adding the KB to Your Existing Web	2
Download and Run the Executable File	2
Add the KB to Your Web	2
File Locations	3
Customizing Visitor Side Pages	3
Administration Functions - Logging In	4
Main Administration Screen	4
Un-Answered Questions	4
Edit	4
Show Question	4
Post Reply	5
Delete	6
Answered Questions	6
Delete	7
Edit	7
Hide Question	7
Manage Question Categories	7
Adding a New Category	7
Deleting an Existing Category	7
Editing an Existing Category	8
Add New Question	8
Change Password	8
Backup Database	9
Restore Database	9
Optimize Database	10

LeoMega KB User Manual

Server Requirements

Please contact your hosting service PRIOR to licensing the LeoMega KB to ensure they can meet the needs of our system with the hosting plan you are using, as follows:

1. Access database support
2. ASP support (true ASP - does not include Chilisoft ASP)
3. Read/Write/Modify permissions to the following directory: database
4. Parent Paths Enabled (allows programming to locate the database by using relative path settings in the IIS of the server rather than absolute paths. This feature is enabled by default in Windows servers 2002 and below.)
5. FrontPage 2000+ Extensions Installed

If you are having difficult locating a hosting company for this or any LeoMega product, 100% compatible hosting is available from <http://twcgraphics.com> for as little as \$15/month.

About the User Manual

The LeoMega KB User Manual is included with the download file of the KB in .pdf format; however, we encourage you to visit the LeoMega KB product section of <http://leomega.com> for the most current information regarding this product. Please note that the online manual will be updated as needed, so you may find answers to your questions online not available in your downloaded manual.

Getting Started – Adding the KB to Your Existing Web

The LeoMega KB is designed as a FrontPage add-in, meaning it is intended to be added to an existing FrontPage web. We have created an instructional video Viewlet available at [LeoMega.com](http://leomega.com) to demonstrate the process within FrontPage 2003; the steps are quite similar with prior versions of FrontPage.

Download and Run the Executable File

After licensing the KB, you will be directed to a download screen. Download the file to your desktop or some location you will remember. Afterward, simply double-click the file to run the Set-up program. Follow the prompts; this process saves the appropriate files to the FrontPage template directories necessary for you to add the KB to your existing web.

Add the KB to Your Web

Open FrontPage, and open the web you wish to add the KB into locally on your hard drive. With your web open, select:

- FP2000: File, New, Web - then select the LeoMega KB Template from the popup listing;
- FP2002: File, New, Page or Web, New from Template - Web Template - then select the LeoMega KB Template from the popup listing;

LeoMega KB User Manual

- FP2003: File, New - then under "New Web site", More Web site templates. Depending on your version of Office, the LeoMega KB Template will be listed under either the "General" or "My Templates" tab;

THEN, **locate and check the box "Add to Current Web"** in the right of the pop-up window.

If your web uses a page named index.htm, you will be prompted with a pop-up box asking if you wish to overwrite the existing page. Select to **NOT overwrite the existing page**, and continue the installation. (If your web does not use a page named index.htm, simply delete the newly created index.htm from the Folder List after installation is complete.)

File Locations

The KB installs the following files in the root of your web, which you may choose to customize to follow the same design as your existing web:

askquestion.asp, default.htm*, knowledge.asp, knowledge2.asp, knowledge3.asp

* default.htm is NOT installed if you have an existing default.htm page in your web and follow the installation instructions properly. If you do not have an existing default.htm in your web, you should now delete it from the folder list.

The KB also installs the following folders (containing pertinent files) in your web:

database, admin, style

Customizing Visitor Side Pages

You may wish to customize the visitor side pages (askquestion.asp, knowledge.asp, knowledge2.asp, knowledge3.asp) to match the "look and feel" of your existing web. We have created an instructional video Viewlet available at LeoMega.com to demonstrate the process within FrontPage 2003; the steps are quite similar with prior versions of FrontPage.

When customizing the pages, we strongly recommend the following:

First, create a backup of the page you wish to customize (File > Save As...) in case you make a mistake.

Second, be sure to copy special scripting on the pages which may appear above the HTML tag in the HTML/Code view, as well as within the <head> and </head> tags in the HTML/Code view.

Since you cannot determine if the pages have been modified correctly on a local server, you will need to upload and test your changed pages PRIOR to deleting the backup copies you made.

LeoMega KB User Manual

Administration Functions - Logging In

To access the login screen from the browser, go to <http://yourdomain.xxx/admin/login.asp> (where yourdomain.xxx = the actual location of your website). The default username and password are admin / admin. Please see the section "Change Password" for first-time use.

Admin Login	
Please Login Here	
Login Name	<input type="text" value="admin"/>
Password	<input type="password" value="....."/>
<input type="button" value="GO!"/>	

Admin Login Screen

Main Administration Screen

The Main Admin Screen provides access to the various functions performed in maintaining the Knowledge Base. Please familiarize yourself with the functions as shown in the screenshot.

Knowledge Base	
ANSWERED QUESTIONS	UN-ANSWERED QUESTIONS
QUESTION CATEGORIES	ADD NEW QUESTION
CHANGE PASSWORD	OPTIMIZE DATABASE
RESTORE DATABASE	BACKUP DATABASE
LOGOUT	

Main Administration Screen

Un-Answered Questions

This is the location you will check to see if your visitors have posted questions and perform steps necessary to answer those questions.

Edit

If there is a typo or something you need to correct on behalf of the original author prior to showing the question, select **Edit** from this screen and make the edits.

Show Question

No question is displayed until you, as the Admin, have selected the link to **Show Question**. This prevents the possibility of lewd, malicious or otherwise inappropriate postings

LeoMega KB User Manual

appearing in your content without your knowledge. Before you post a reply, select the link to Show Question.

Un-answered Questions Posted From Friday, September 09, 2005 TO Friday, September 09, 2005 Category : ALL	
Showing All 1 Records	REPORT TOOLS
<p>Question # 1 Name Teri Email tcarnright@hotmail.com Posted Date 9/9/2005 Question What are the requirements for using the knowledge base?</p> <p>Delete Post Reply Edit Show Question</p>	<p><u>Date</u> FROM 9/9/2005 (mm/dd/yyyy) TO 9/9/2005 (mm/dd/yyyy)</p> <p>Select Category All</p> <p><input type="checkbox"/> Results On One Page</p> <p>Show Report</p>

Un-answered Questions Screen

Post Reply

After you have selected the link to Show Question, you will want to **Post a Reply**. The Post Reply screen contains an HTML Editor, allowing you ease in making paragraph breaks and using minimal formatting tools such as bullet lists, numbering, etc. Simply type your reply inside the editor, then hit the "Reply" button. NOTE: If you do not select text formatting (changing font face, size, etc.), the reply will assume the same style as that used by the rest of the pages in the Knowledge Base.

LeoMega KB User Manual

Normal Font Size

B *I* U [List Icons] [Link Icon] [Unlink Icon]

Enter Reply here....

View Source

Reply

Post Reply Screen

Delete

If the question submitted is unacceptable for the purposes of your site, you may delete it from this screen. Simply select the **Delete** link.

Answered Questions

The Answered Questions screen operates much the same as the Unanswered Questions screen, the difference (of course) being that this screen access only questions which have already been answered.

Answered Questions Posted From
Friday, September 09, 2005 TO Sunday, September 11, 2005
Category : ALL

Showing All 1 Records

<p>Question # 1 Name Teri Email tcarnright@hotmail.com Posted Date Friday, September 09, 2005 Reply Date Sunday, September 11, 2005 Question What are the requirements for using the knowledge base? Answer Since the Knowledge Base is a FrontPage add-in, FrontPage extensions are required on your hosting server. Also, ASP support, Access database support, read/write/modify permissions to the database folder, and enabled parent paths are required.</p> <p>Delete Edit Hide Question</p>	<p>REPORT TOOLS</p> <p>Date FROM 9/9/2005 (mm/dd/yyyy) TO 9/11/2005 (mm/dd/yyyy)</p> <p>Select Category All</p> <p><input type="checkbox"/> Results On One Page</p> <p>Show Report</p>
--	---

Answered Questions Screen

LeoMega KB User Manual

Delete

Use the **Delete** link to delete a question and its answer from the Knowledge Base.

Edit

The **Edit** link allows you to make corrections or additions to your original answer. The Edit screen uses the same HTML Editor available in the Post Reply screen.

Hide Question

If you want to block an answered question from displaying, but do not wish to delete it, use the **Hide Question** link. This is a “toggle” link – after selecting it, the link will change to “Display Question” – which you may click at any time to again display the question and answer.

Manage Question Categories

This area allows you full control over the categories available for your Knowledge Base.

Adding a New Category

From the Manage Question Categories screen, simply type in the name of the new category and click on “Add Now”.

MANAGE QUESTION CATEGORIES (Do NOT Delete 'General' Category)		
Category (click to edit)	Delete	
General	<input type="checkbox"/>	
Custom Programming	<input type="checkbox"/>	
Software	<input type="checkbox"/>	
Hardware	<input type="checkbox"/>	
	<input type="button" value="DELETE SELECTED"/>	
ADD NEW/EDIT QUESTION CATEGORY	<input type="text"/>	
<input type="button" value="Add New"/>		

Manage Question Categories Screen

Deleting an Existing Category

From the Manage Question Categories screen, simply click inside the checkbox for the category you wish to delete, then click the button “DELETE SELECTED”.

LeoMega KB User Manual

Important Note: Do NOT delete the Category "General" – we have packaged the Knowledge Base with this category not displaying – so it is simply a placeholder. If you wish to use the category "General", click the category name from the left column, then click the box "Display this category" from the menu.

Editing an Existing Category

To edit an existing category, click the hyperlinked category name from the Manage Question Categories screen. The Manage Question Categories Edit Screen (see screenshot) will appear. You may edit the title of the Category, or, if you wish, use the additional checkbox to choose to Display the Category. Leaving the checkbox empty results in the category NOT displaying or being available to your visitors.

MANAGE QUESTION CATEGORIES (Do NOT Delete 'General' Category)		
Category (click to edit)	Delete	
General	<input type="checkbox"/>	
Custom Programming	<input type="checkbox"/>	
Software	<input type="checkbox"/>	
Hardware	<input type="checkbox"/>	
	<input type="button" value="DELETE SELECTED"/>	
ADD NEW/EDIT QUESTION CATEGORY	<input type="text" value="General"/> <input type="checkbox"/> Display this category	
<input type="button" value="Cancel"/> <input type="button" value="Edit Now"/>		

Manage Question Categories - Edit Screen

Add New Question

Select Add New Question if you would like to enter your own question. We have made this option available, as many times it is advisable to pre-populate a Knowledge Base with some basic questions and answers. After adding your question, you will need to follow the other steps outlined above.

Change Password

Since this product ships to all users with the same username/password (admin/admin), it is imperative that you change the password as soon as you have uploaded the Knowledge Base to your hosting server. To do this, simply access the Change Password screen and follow the prompts.

LeoMega KB User Manual

Change Password	
You are Logged in as Site Administrator	
	<input type="checkbox"/> Change Login Name
Login Name	<input type="text" value="Login name"/>
Old Password	<input type="text"/>
New Password	<input type="text"/>
Retype New Password	<input type="text"/>
	<input type="button" value="Change"/>

Change Password Screen

Backup Database

Since your entire Knowledge Base is administered through the browser, it is very important that you take periodic back-ups in the event of corruption or other failure. We have provided two functions in the Backup Database module. The first, which takes place immediately when you select the "Backup Database" link from the main Admin screen, makes a copy of the database knowledge.mdb and stores it in the same directory as the original as knowledgebck.mdb.

BACKUP DATABASE
Database backup has been successfully created!

[Click here to download the database backup](#)

[Go Back](#)

Backup Database Screen

The second function provides a link which you may click to download the backup to your hard drive in the event of server failure. Although many hosting services provide backups, we do not recommend relying on someone else to keep copies of your data. After you have made a backup, simply click the link to download the database backup to your hard drive, then browse to the location of your choice and save it.

Restore Database

The Restore Database function immediately writes over your database with the latest backup you made. Do NOT use this function unless you need to overwrite the database due to corruption or some problem. **This function is not reversible.**

LeoMega KB User Manual

Optimize Database

The Optimize Database function is a method of compacting the database – making it the smallest file size possible for the content it contains. Users of Access will know this function as “Compact and Repair”. We recommend you compact the database on a regular basis – which is determined simply by the amount of changes your database has by you and your visitors adding comments. Simply click the link – then select the “back” button to return to the Admin screens.