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FAQ

Sales & PreSales FAQ

What is licensing & pricing for KBPublisher?

Please read here for details.

Is this installed on my web server?

Whether or not KBPublisher is installed on your web server depends on which version you choose.

- **KBPublisher Download** is installed directly on your web server, which means no monthly fees, transaction fees, email fees, etc. It has a simple step-by-step installation process. KBPublisher can be installed on virtually any web hosting account and does not require a dedicated server.

- **KBPublisher Cloud** is hosted by us, and runs on a monthly or annual billing cycle. KBPublisher Cloud includes the same features as the on-premise version (KBPublisher Download), but we handle all backups and updates.

Can KBPublisher be easily translated into various languages?

Yes, this product contains a language file that contains all the text used inside the application.
All preset text in KBPublisher is stored in one folder.
Please check this documentation for details:

- How can I translate KBPublisher to another language?
- How can I install a language pack?

Can I use a license of KBPublisher on more than one website?

Your purchase of a KBPublisher license grants you the right to make use of a single instance of the software. You may temporarily install a second instance of KBPublisher on an internal development server for testing and deployment planning, but only one instance of KBPublisher shall be in operation (available for access to your admin users or end users).

If you wish to run more than one instance of KBPublisher, you must purchase an additional license for each additional instance.

Do I need a dedicated server to run this?

No. KBPublisher does not require a dedicated server, and shared hosting environments will suffice. Please see the requirements page however, to make sure your web host meets the requirements.

Can you install this product for me?

The KBPublisher installation wizard gets you up and running quickly.
While it's easy enough to set up yourself, if you would prefer KBPublisher professionally installed and configured by our developers, you can order our "Installation Service" when you purchase the product and we will install KBPublisher for you.
Please note that this service excludes installation of PHP and MySQL.
We will require the ability to remotely connect to your web server and database server.

Is the license a life time license? Do I have to pay any additional fees?

The license you purchase is a lifetime license, and you do **NOT** need to pay license fees at any time after your purchase. There are no additional monthly or yearly fees to use the software.

Does this product require users to download a browser plug-in?

No.

How do I receive the product after my purchase?

Your software license will be e-mailed to you as soon as your purchase has been verified.
In most cases licenses are sent out the same day as your purchase.

As soon as your order has been verified you will receive an notification via email with the download details of your product, as well as access to the client area, where you can download your software. If you have not received your email notification, please check your spam filter or spam software has not filtered or deleted the email.

Do I need root access to install this?

No, you do not need root access to install KBPublisher, just FTP and MySQL access.

What server requirements do I need to run KBPublisher?

KBPublisher can run on virtually any system. If you web server supports MySQL and PHP, chances are you can run it.
Please see the KBPublisher requirements page for more details.

Which WYSIWYG HTML editor does this product use?

We use CKEditor. It's a WYSIWYG editor that brings common word processor features directly to your web pages. Enhance your website experience with our community maintained editor.

Can I remove the "Powered by KBPublisher" notice?

You can remove the "powered by" notice from your KBPublisher by purchasing the copyright removal license. Please note that this tool enables you to remove the "powered by" notice in the Public Area only, and does not allow for removal, or changes, in the Admin Area.

You can add this additional option when you initially purchase KBPublisher or you can add it at a later time through the Client Area.

How can I pay? What methods of payment do you accept?

The best way to order is via credit-card. We accept all of the major credit cards:

- Credit Card

Additional Payment Methods:

- E-Checks/ACH
- Direct Debit
- Local Bank Transfers
- Wire Transfers
- Fax Orders
- Phone Orders
- Mail Orders
- Purchase Orders

How much are KBPublisher Upgrades?

For the first year after you purchase KBPublisher your upgrades are free.
Once your first year has expired you can choose to pay an annual fee for further upgrades. This annual fee depends upon the license you have purchased. Please see pricing page for details.

Can I run KBPublisher on a Windows / IIS server?

Yes. All of the requirements are the same. Please see list of requirements.

Is KBPublisher encoded? Can I get the source?

You get the readable source code for 99% of the product, the only piece of encoded code is our licensing system which we obviously need to keep closed for it to remain effective. You are allowed to make any modifications you may wish to the source code for your own use.

For full licensing details on the different versions of KBpublisher, please visit our pricing and licensing page.

I have 500 users but only 10 of them will manage the knowledgebase. What license suits me?

KBPublisher 10 License Pack will suit you well. It allows you up to 10 Admin users and unlimited reader users.
User licensing is explained in detail in this article.

Can we use our LDAP server to authenticate users with KBPublisher?

Yes, KBPublisher has built-in functionality for remote authentication.
Please see our article on Remote Authentication for further information.

Does KBPublisher support skinning/branding?

Yes, KBPublisher supports it.
Please see Change KBPublisher Look and Feel for details.

Can I upgrade to a higher level license?

You can upgrade to a higher level license at any time without penalty by paying the difference between licenses.

The support and maintenance package includes:

1. Access to official email support.
   If you have a problem, email support@kbpublisher.com and we will try to help you.
2. Access to all major KBPublisher versions released while the subscription is valid.
   Major versions have a two-digit release number (x.x). Thus release 3.0 is a major release, as is release 3.5. Minor versions have a release number (x.x.x). Release 3.0.1 is a minor release.
   Even when your upgrade and support package runs out, you can still upgrade minor releases for your major release.

The first year of support and maintenance package is free. When it expires and you want support, or want to upgrade to a new version, you will need to renew your subscription. Price depends upon the license you have purchased. Please see our pricing page for details.

What if I choose not to extend my support and maintenance package?

You don't have to extend your support and maintenance package. KBPublisher will still work for you. All it means is that you continue to use the version you purchased. You cannot upgrade (except for minor versions) and you will not get the same level of support.

Please clarify what you mean when you say "Even when your support and maintenance package runs out, you can still upgrade minor releases for your major release"

Suppose you bought KBPublisher version 3.0. That was the major release. You've had it for 18 months now, and you let the support and maintenance period run out. Then we go ahead and release 3.0.1. Even though your maintenance package has run out, you can still upload and install release 3.0.1.

You can only get minor release upgrades for your current version. If you are using release 3.0 and are out of the support period, then you can only upgrade to releases 3.0.x. You cannot upgrade to, say, release 3.5.1 (unless you extended your support and maintenance package first.

Major versions implement new functionality. Minor versions are for fixes and small tweaks to the system.

Can I upgrade trial version to licensed version?

Yes, all your data retained. It is safe to add data to your trial version.

Which users are considered for the purpose of licensing limits?

The limitation is for users with privileges. Not all users have privileges, but when a user is assigned a privilege he becomes a staff user, and has access to Admin Area. These are the users who must be licensed.

For example you can have 1,000 users with a KBPublisher account, but if only five of them have a privilege then you have five staff users, and your license only needs to cover these five. We have another example on the User Licensing page.

KBPublisher FAQ

What does the red key mean beside a category, article or file?

It means that access is restricted. You may need to log on to see view articles, or you may require special user access.

How do I insert a picture in an article

Instructions can be found under add a picture to an article.

It does not work. What I should do?

Set configuration value $conf['debug_info'] = 1 in file kb/admin/config.inc.php, then you can see real sql errors and all php errors. Make sure you properly edited(adjusted) file *kb/admin/config.inc.php*

How to change some localization words, phrases?

All languages files are in kb/admin/lang/[lang]/ directory. Open your language folder and make all necessary changes.

How does search work? What is search algorithm?

Search functionality is provided by **MySQL** full-text searching. This is a natural language search that allows you to type in a question or regular sentence that describes the information you are looking for, and then uses programmed logic to determine the keywords in the sentence.
See here for details Boolean Full-Text Searches.

Optionally you can set KBPublisher to use **Sphinx** search engine. It is a full-text search engine that provides fast and relevant full-text search functionality.
See this article how to enable it.

Why search does not find words with less than 3,4 characters?

The minimum and maximum lengths of words to be indexed are defined by the ft_min_word_len and ft_max_word_len system variables.
How to change ft_min_word_len
Fine-Tuning MySQL Full-Text Search
Full-Text Stopwords

Where is client(end user) screen?

http://www.your_site.com/kb/ (where kb is an installation folder)

How can I translate KBPublisher to another language?

To translate to other language you should copy directory kb/admin/lang/en and rename 'en' to translated language.
Made all necessary changes in .ini files and in config_lang.php
Set your language in $conf['lang'] variable in admin/config.inc.php
($conf['lang'] = 'your_language_folder_name';)

We have made some special utilities, it will display some help information:

- http://your_domain.com/kb/admin/lang/test_language.php
- http://your_domain.com/kb/admin/lang/display_language.php

You can find available localizations in download section.

Where can I change look and feel?

Instructions can be found in this article.

How can I enable "Search engine friendly URL"?

For now so called "Search engine friendly URL" works only on Apache web server.
It should work automatically if your Apache is installed with mod_rewrite enabled.
Please read here for more details

I have installed PHP and MySQL and I can see only blank page. What's wrong?

MySQL is not enabled by default, nor is the MySQL library bundled with PHP. In order to have these functions available, you must compile PHP with MySQL support.
PHP manual - MySQL

Set *conf['debug_info'] = 1* in ***your_kb_installation_directory/admin/config.inc.php***. It will display an error if you do not have MySQL extension enabled.

Does KBPublisher support SQL Server?

No. Currently KBPublisher supports only MySQL.

Can I add Flash to a content page?

Sure you can. The process is like for adding image to article. Use "Insert/Edit Flash" button from HTML editor toolbar.
Tip: you can add any HTML inside the content page.

No visual confirmation (captcha) required, even when the setting is on

The most likely cause is that your PHP installation does not have GD. Check if the GD library is installed with php and install it if it is not.
Information about GD and instructions for installing it can be found on the PHP site at http://www.php.net/gd.

The article view/hits count is not increased. How to fix it?

Make sure you set up Scheduled Tasks.
See Setting up scheduled tasks and Track scheduled tasks articles for details.

Setup wizard reports that session support is OFF, but it is ON in php.ini. What is a problem?

Try the following steps:

1. Run setup wizard from the start, click "Cancel" to start it over.
2. Make sure cookies are allowed in your browser.
3. Check out your session.save_path variable
   and make sure directory is writable and have enough space.

   http://php.net/manual/en/session.configuration.php#ini.session.save-path

PHP Warning stops script execution.

Error message/code:

PHP Warning: Undefined ...

Description:

PHP Warning stops script execution.
The reason is that, in PHP.ini, **log_errors**=on but **error_log** is undefined.

Solution:

In PHP.ini set **error_log** = syslog