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RSS

An explanation of RSS feeds and how to set them up

Turn RSS feeds on or off

You must have administrator access to do this.
Login to Admin Area.

To turn RSS feeds on

- Click on **Settings** menu
- Choose the **Public Area -> Common** tab
- Go to the section titled **RSS Feeds** at the bottom of the screen
- In the **Generate RSS feeds** field choose either **One Channel for whole knowledgebase**, or **Channel for every top category** depending on whether you want multiple feeds or one feed for the whole knowledgebase.
- Click **Save** to implement the changes.

To turn RSS feeds off

- Click on **Settings** menu
- Choose the **Public Area -> Common** tab
- Go to the section titled **RSS Feeds** at the bottom of the screen
- In the **Generate RSS feeds** field choose **Do not generate any RSS feeds**
- Click **Save** to implement the changes.

Change RSS feed from single feed to separate category feeds

By default, your knowledgebase is set up to display a single RSS feed for the whole knowledgebase. You may, however, want to change this. You might want to [turn it off](#) altogether. Or you might want to change it so that each top-level category has its own feed.

Separate feeds are useful when your users are only interested in information about specific categories. For example,suppose your knowledgebase was about internet browsers. You have three main categories: Internet Explorer (IE), Firefox and Safari. People who use Sahara are not interested in anything IE or Firefox related, they are only interested articles pertinent to Sahara. Likewise, Firefox users do not generally use Internet Explorer. In this case, a separate feed for each top category is ideal.

You require administrator access to do this.

- Click on **Settings** menu
- Choose the **Public Area -> Common** tab
- Go to the section titled **RSS Feeds** at the bottom of the screen
- In the **Generate RSS feeds** field choose **Channel for every top category**
- Click **Save** to implement the changes.

Even when this is turned on, a user can still subscribe to the single feed if they wish to.

Note:

> Articles designated as "private" are not shown in the RSS feed.

Subscribe to RSS feed

KBPublisher produces an RSS feed which users can subscribe to by:

- Click on the RSS feed image at the bottom of the screen ()
- This brings up a list of all feeds available.

  If KBPublisher is using default settings, there will only be one option available--**Knowledgebase RSS**.
  If multiple feeds are set up, this list will also include a feed for each top-level category.

- Click on the RSS feed image to the right of the feed you wish to subscribe to to bring up the RSS page.
- Click on **Subscribe to this feed**

Note: Articles designated as 'private' are not shown in the RSS feed.