

Troubleshooting adding an image to an article

KBpublisher makes it very easy to add an image or picture to an article. The steps for adding a picture can be found [here](#).
If you are still having trouble, after following these directions, check the following:

1. Check the upload firectory setting. Go to KBPublisher Admin Area, click the **Setting** tab, then the **Admin** tab, find the setting labeled **HTML editor file directory**. Make sure this directory is writeable and it is accessible via HTTP. Typically, this directory will be **/home/user/www/kb_upload/** (linux) or **C:/wwwroot/kb_upload** (windows).

If step 1 alone does not solve the problem, see step 2.

2. Check the document root variable in the config file at kbp_dir/admin/config.inc.php. Makes sure that the **\$_SERVER['DOCUMENT_ROOT']** variable matches the **HTML editor file directory** setting.

Correct:

```
$_SERVER['DOCUMENT_ROOT'] = '/home/user/www';  
HTML editor file directory = '/home/user/www/kb_upload';
```

Incorrect:

```
$_SERVER['DOCUMENT_ROOT'] = '/home/user/www';  
HTML editor file directory = '/symlinkto/www/kb_upload';
```

3. If you are on windows with IIS web server also check out [this article](#).

Article ID: 354

Last updated: 02 Feb, 2023

Updated by: Leontev E.

Revision: 11

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<https://www.kbpublisher.com/kb/entry/354/>