

# Knowledge Base

## USER MANUAL VER. 1.0.0

**Extension Version:** 1.0.x

**Compatibility:** CE 1.4.x->1.8.x, EE 1.7.x -> 1.12.x

**Website:** <http://www.vnecom.com>

**Support:** [support@vnecom.com](mailto:support@vnecom.com)

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## **I. Overview.**

Magento Knowledge Base extension is an effective way to improve customer experience and reduce customer related enquiries. FAQs allow your customers to self-serve themselves by getting answers to their questions on your website without having to contact you.

## **II. Installation.**

### **Step 1: Disable Compilation.**

- Log into Magento Admin Panel and go to System → Tools → Compilation and disable the compilation.
- After last step you can run the compilation process again.

### **Step 2. Upload package files.**

- Extract the extension package.
- Upload all files and folder inside the **step1** folder to your magento root folder.
- After all files in step1 folder is uploaded, upload all files and folder inside the **step2** folder to your magento root folder.

### **Step 3. Clear cache.**

- Go to **System** → **Cache Management**. Clear the store cache.

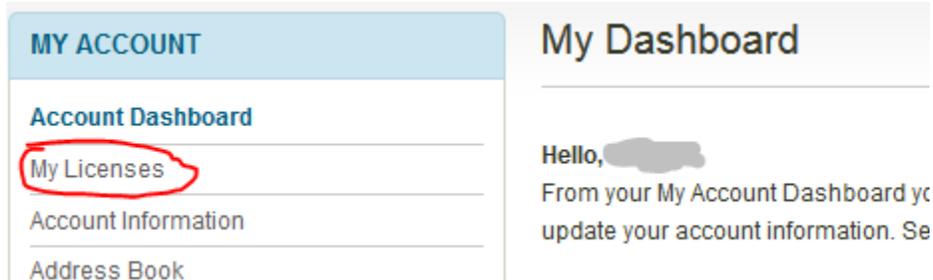
### **Step4. Re-login.**

- Log out and log back into Magento Admin Panel.

You have installed **Knowledge Base** extension. If you get any error while install extension please contact to our support team: [support@vnecoms.com](mailto:support@vnecoms.com).

### III. Get License Key & Add Domain To Your License.

- Login to your customer account at <http://www.vnecoms.com/>.
- From your customer dashboard click to **My Licenses**



- On My Licenses page you will see all of your licenses.

#### My Licenses

License Key	Extension	License Type	Created At	Status
[redacted]	PDF Invoice Pro	Unlimited domains	8/6/13	Alvaible

- Click to license key to view the detail information of the license.

#### Edit License

**License Information**

License Key	[redacted]
Extension	PDF Invoice Pro
License Type	Unlimited domains
Created at	8/6/13
Expiration Date	N/A
Status	Alvaible
Related Order	# [redacted]

**Domains**

Logo	Domain name	Listing
<input type="button" value="Add Domain"/>		

- Click to add domain to add your domain to the license.

**License Information**

License Key	[REDACTED]
Extension	PDF Invoice Pro
License Type	Unlimited domains
Created at	8/6/13
Expiration Date	N/A
Status	Alvaible
Related Order	#1 [REDACTED]

**Domain Information**

Domain \*

Logo \*  
 logo\_vnecom.png

Do not display my logo on "Our Customer" page

Required Fields

« Back

- Enter your domain and logo then click **Save** button.

**License Information**

License Key	[REDACTED]
Extension	PDF Invoice Pro
License Type	Unlimited domains
Created at	8/6/13
Expiration Date	N/A
Status	Alvaible
Related Order	# [REDACTED]

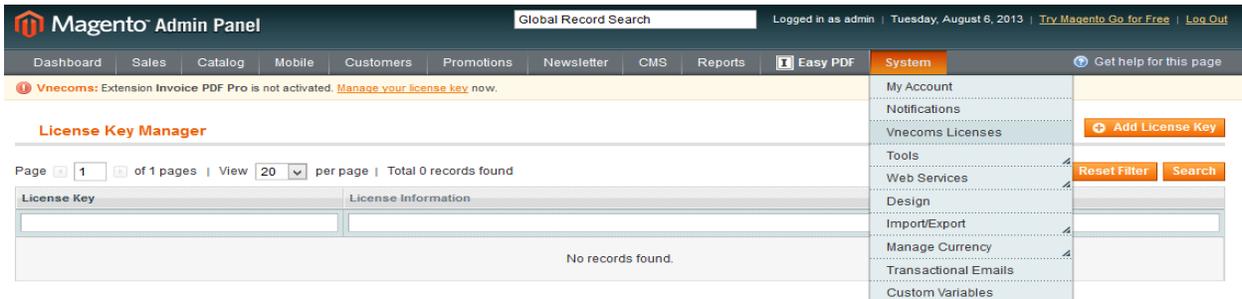
**Domains**

Logo	Domain name	Listing	
 VnEcoms™ E-commerce made easy!	www.vnecom.com	Yes	 

- Now copy the license key then use it to activate the extension.

## IV. Activation Extension.

- Login to your admin panel. Go to menu **System** -> **VnEcoms Licenses**



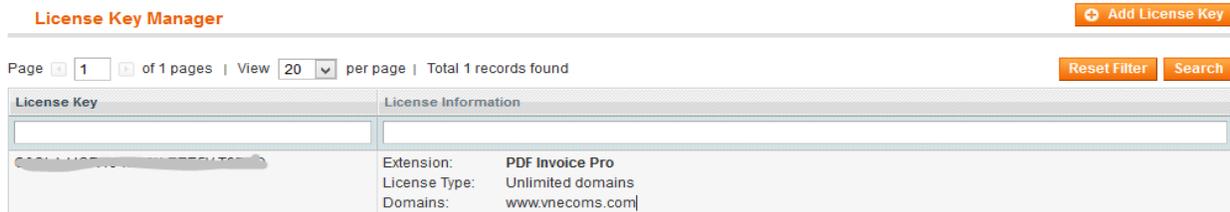
The screenshot shows the Magento Admin Panel interface. At the top, there's a navigation bar with various menu items like Dashboard, Sales, Catalog, etc. The 'System' menu is highlighted, and a dropdown menu is visible with 'VnEcoms Licenses' as one of the options. Below the navigation bar, there's a notification about the 'VnEcoms: Extension Invoice PDF Pro' not being activated. The main content area shows the 'License Key Manager' section with a table that currently has no records. A sidebar on the right contains various system management options.

- Click to **Add License Key** button.



This screenshot shows the 'Add License Key' form. It features the VnEcoms logo on the left and a form with a 'License Key \*' input field. At the top right of the form, there are buttons for 'Back', 'Reset', and 'Save License Key'.

- Enter your license key and click **Save License Key**.



The screenshot shows the 'License Key Manager' after a license has been added. The table now contains one record. The 'License Information' column is expanded to show details for the license.

License Key	License Information
[Redacted License Key]	Extension: PDF Invoice Pro License Type: Unlimited domains Domains: www.vnecoms.com

- You will see some information about the license from the grid. Click to view detail information of the license. You also need to update your license when you add new domain to your license.



This screenshot shows the 'View License Key' detail page. It includes the VnEcoms logo and a form with a 'License Key \*' input field. Below the form is a 'License Key Information' section with a table of details.

License Key Information	
Extension	PDF Invoice Pro
License Type	Unlimited domains
Created At	Aug 6, 2013
Expiration date	n/a
Domains	www.vnecoms.com
Status	Active

## V. User manual.

### 1. Manage Categories.

Login to your admin cpanel. Go to menu **Knowledge Base -> Manage Categories**. Here you can manage all of your knowledge base categories.

**Category Manager** [+ Add Category](#)

Page  of 1 pages | View  per page | Total 6 records found | Export to:  [Export](#) [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected | Actions  [Submit](#)

	ID	Title	Url key	Store View	Sort	Status	Action
<input type="checkbox"/>	1	FAQ: Common	faq-common	All Store Views	1	Enabled	<a href="#">Edit</a>
<input type="checkbox"/>	2	Extension: PDF Invoice Pro	extension-pdf-invoice-pro	All Store Views	2	Enabled	<a href="#">Edit</a>
<input type="checkbox"/>	3	Extension: V-Blocks	extension-v-blocks	All Store Views	3	Enabled	<a href="#">Edit</a>
<input type="checkbox"/>	4	Extension: Gift Wrap	extension-gift-wrap	All Store Views	4	Enabled	<a href="#">Edit</a>
<input type="checkbox"/>	5	Extension: Search Autocomplete and Suggest	extension-search-autocomplete-and-suggest	Main Website Main Store English German	5	Enabled	<a href="#">Edit</a>
<input type="checkbox"/>	6	Extension: Ajax Cart Pro	extension-ajax-cart-pro	All Store Views	6	Enabled	<a href="#">Edit</a>

Click to **Add Category** Button to add new category.

**Category Information** [Back](#) [Reset](#) [Save Category](#) [Save And Continue Edit](#)

**Add Category**

Category Information

Meta Information

**Category information**

Name \*

Url Key \*

Store View \*   
 All Store Views  
**Main Website**  
**Main Store**  
 English  
 French  
 German

Status

Sort Order \*

Enter the Name, Url Key, Store view, status, sort order for your category.

**Category Information**

- Category Information
- Meta Information

Edit Category 'FAQ: Common'
Back
Reset
Delete Category
Save Category
Save And Continue Edit

**Meta Information**

Meta Title:

Meta Keywords:

Meta Description:

▲ Maximum 255 chars

You can also set meta tags for category. Now you can click to save button to save your category information.

## 2. Manage Articles.

From your admin panel. Go to menu **Knowledge Base -> Manage Articles**. Here you can manage all of your articles.

Add Article

Article Manager

Page 1 of 1 pages | View 20 per page | Total 2 records found

Export to: CSV Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Title	Url key	Category	Store View	Rating	Votes	Created Time	Status	Action
<input type="checkbox"/>	1 Extension PDF Invoice Pro is not activated	extension-is-not-activated	Extension: PDF Invoice Pro Extension: Gift Wrap	Main Website Main Store English	4.74	19	Jan 20, 2014 8:59:27 AM	Enabled	<a href="#">Edit</a>
<input type="checkbox"/>	2 Your license key "XXX" is not valid with your domain	license-key-is-not-valid-with-domain	FAQ: Common Extension: Gift Wrap Extension: Ajax Cart Pro	All Store Views	5	2	Dec 25, 2013 8:37:42 AM	Enabled	<a href="#">Edit</a>

Click to **Add Article** to add new article.

Question Information

- Question Information
- Meta Information
- Rating

Edit Article 'Extension PDF Invoice Pro is not activated'

**Article information**

Title \*

Article \*

Path:

Author

Tags   
▲ Separate tags with commas

Url Key \*

Store View \*

Category \*

Status

Enter your article info (title,content, author, tags,...) You can set restriction for this article for each of your store. You can assign the article for multiple categories.

**Question Information**

Question Information 

Meta Information

Rating

**Edit Article 'Extension PDF Invoice Pro is not activated'**

 Back  Reset  Delete Article  Save Article  Save And Continue Edit

**Meta Information**

Meta Title

Meta Keywords

Meta Description

▲ Maximum 255 chars

You can set meta tags for each of your article.

**Question Information**

Question Information 

Meta Information

Rating

**Edit Article 'Extension PDF Invoice Pro is not activated'**

 Back  Reset  Delete Article  Save Article  Save And Continue Edit

**Rating**

Rating

Votes

You can edit the rating value and number of votes for your articles.

### 3. Configuration.

From your admin panel. Go to menu **Knowledge Base -> Configuration**. Here you can see all configuration of the Knowledge Base extension.

Current Configuration Scope:  
 ▼ ↻  
[Manage Stores](#)

**Configuration**

- ▶ GENERAL
  - General
  - Web
  - Design
  - Currency Setup
  - Store Email Addresses
  - Contacts
  - Reports
  - Content Management
- ▶ CATALOG
  - Catalog
  - Inventory
  - Google Sitemap
  - RSS Feeds
  - Email to a Friend
- ▶ CUSTOMERS
  - Newsletter
  - Customer Configuration
  - Wishlist
  - Promotions
  - Persistent Shopping Cart
- ▶ VNECOMS
  - Knowledge Base**
  - Search Autocomplete
  - Easy PDF
  - Banner Manager
  - Previous / Next
  - Gift Wrap
- ▶ SALES
  - Sales
  - Sales Emails
  - PDF Print-outs
  - Tax
  - Checkout
  - Shipping Settings
  - Shipping Methods

Knowledge Base
Knowledge Base Configuration

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**General**

Enable Module	<input type="text" value="Yes"/>	[STORE VIEW]
Title	<input type="text" value="Knowledge Base"/>	[STORE VIEW]
Url Key	<input type="text" value="kbase"/>	[STORE VIEW]
Allow access to registered customer only	<input type="text" value="No"/>	[STORE VIEW]
Enable articles rating	<input type="text" value="Yes"/>	[STORE VIEW]
Articles per page	<input type="text" value="5"/>	[STORE VIEW]
Description length (chars)	<input type="text" value="200"/>	[STORE VIEW]
Category Url Suffix	<input type="text"/>	[STORE VIEW]
Question URL Suffix	<input type="text" value=".html"/>	[STORE VIEW]
Display Knowledge Base Footer Link	<input type="text" value="Yes"/>	[STORE VIEW]
Use Secure URLs in the frontend	<input type="text" value="No"/>	[STORE VIEW]

**Category Block Options**

Title	<input type="text" value="Categories"/>	[STORE VIEW]
Enable	<input type="text" value="Yes"/>	[STORE VIEW]
Number of articles to show	<input type="text" value="5"/>	[STORE VIEW]
	<small>▲ Leave blank for unlimited articles.</small>	
Order	<input type="text" value="1"/>	[STORE VIEW]

**Top Articles Block Options**

Title	<input type="text" value="Top Articles"/>	[STORE VIEW]
Enable	<input type="text" value="Yes"/>	[STORE VIEW]
Number of articles to show	<input type="text" value="5"/>	[STORE VIEW]
	<small>▲ Leave blank for unlimited articles.</small>	
Order	<input type="text" value="2"/>	[STORE VIEW]

**Latest Articles Block Options**

Title	<input type="text" value="Latest Articles"/>	[STORE VIEW]
Enable	<input type="text" value="Yes"/>	[STORE VIEW]
Number of articles to show	<input type="text" value="5"/>	[STORE VIEW]
	<small>▲ Leave blank for unlimited articles.</small>	
Order	<input type="text" value="3"/>	[STORE VIEW]

**VI. Support.**

If you need support or have questions directly related to The Knowledge Base extension, please use our Online Message Form to contact our support team or send us an email at: [support@vnecoms.com](mailto:support@vnecoms.com).

Best Regards,  
**VnEcoms Team**