

Overview

Installing Interspire Knowledge Manager involves simply uploading files to your PHP web server and completing the simple installation wizard. This help guider will walk you through the steps required to get started with your own knowledge base using Interspire Knowledge Manager.

Uploading Files

Unzip the FastFind package onto your local hard drive. If you don't have [Winzip](#) you can download it for free.

File Permissions

Interspire Knowledge Manager requires the following files/directories to have special permissions set (talk to your system administrator for help with this). The exact permissions may vary from server to server however the ones that should work on the majority of servers are shown below.

- /admin/includes/config.php - CHMOD this file to 666 (Depending on your server configuration)
- /attachments/ - CHMOD this folder to 777 (Depending on your server configuration)
- /templates/ - CHMOD this folder to 777 (Depending on your server configuration)
- /images/ - CHMOD this folder to 777 (Depending on your server configuration)

If you are installing Interspire Knowledge Manager on an IIS server, then you will need to modify the permissions on the same files but a little differently (since there is no CHMOD on windows).

Right click on the /admin/includes/config.php file and go to the security tab. Click the add button then type in IUSR_ where is the name of the machine you are running IIS on and click the Check Names button. It should complete the name for you. Then click ok and tick the Allow modify option in the list. The write option should also become ticked so that the all the allow tickboxes except for Full access and special permissions should be ticked. Click ok.

MySQL Database

Interspire Knowledge Manager makes use of a MySQL database to store your data. This database must be created before you run the Interspire Knowledge Manager installation wizard. Your MySQL user account should also have full grant access to that database. You will need the database connection details during the setup wizard.

Setup Wizard

Interspire Knowledge Manager includes an integrated setup wizard, which will step you through the installation. The installation will configure the template, the database, and various other settings. To start

the setup wizard, navigate to the directory that you uploaded Interspire Knowledge Manager to, for example: <http://www.yoursite.com/ikm/>. The Interspire Knowledge Manager setup wizard will appear. It contains just one step, where you can type in your license key (which you can generate from our [client area](#)), database details and choose a login password.

Verifying Installation

After completing the setup wizard it is a good idea to make sure that the system is functioning correctly. For most of Interspire Knowledge Manager's functionality this can be done easily in 3 steps.

Logging In

Using the details you specified for the super administrator, login to the control panel by clicking the link at the end of the setup wizard or going to <http://www.yoursite.com/ikm/admin>

Creating test content

This requires creating a test category, then creating a question to go in that category.

Creating a test category

After logging in hover over the "Categories" tab at the top right of the screen and then click on "Create Category". Enter a name like "Test" or "My Test" in the Name field and then click Save.

Creating a test question

After creating a test category, hover over the "Questions" tab at the top right of the screen and select "Create Question". Enter a title, some basic content in the answer and select the category you created in the previous step from the Categories list. Click on save to finish the creation of your test question.

Verifying the frontend

Goto the frontend of your Interspire Knowledge Manager installation, for example if your control panel was <http://www.yoursite.com/ikm/admin> then the frontend would be <http://www.yoursite.com/ikm/>. You should see your newly created category. Click it to view the list of questions in it. This should bring up a list with your newly created question in it. Click the question to view the details for that question.

What to do if something goes wrong

By far the most common cause of problems at this point is that URL rewriting is not configured correctly. If you get a page not found error then this is almost certainly the problem. To verify this, goto the Interspire Knowledge Manager control panel and then click on settings. Near the bottom is a checkbox labeled "Search Engine Friendly URLs?". Untick this and save your settings. Now check the frontend again to see if you can browse to your category and question. if you can see them ok then, if you need search engine friendly URLs, you should see the page in our online knowledge base on them. The page is located [here](#).

For any other problems, please [post a support ticket](#) from our client area and one of our talented support engineers will be able to help solve the problem within a few hours.