



# HarePoint Knowledge Base for SharePoint Administration Guide

For SharePoint Server 2010, SharePoint Foundation 2010



This manual has been produced by MAPILab and contains essential information for the successful installation of HarePoint Knowledge Base for SharePoint on your computer.

Product version 1.0

July 27, 2013

(This Page Intentionally Left Blank)

## I. Table of Contents

II. Introduction .....	4
III. General description of the product .....	5
IV. Preparation for deployment .....	5
1. System requirements.....	6
2. Before the installation and deployment.....	6
V. Installation and deployment.....	7
1. Automatic installation and deployment using Setup.exe.....	8
2. Manual installation and deployment.....	11
VI. Upgrading of the product version.....	12
1. Automatic upgrading using Setup.exe.....	12
2. Manual upgrading.....	14
VII. Removing the solution .....	16
1. Automatic removing using Setup.exe.....	16
2. Manual removing.....	18
VIII. Initial configuration.....	19
1. Creating a HarePoint Knowledge Base Web site .....	19
2. Setting access permissions.....	20
3. Creating the Knowledge Base page for users .....	21
4. Setting parameters and roles for the HarePoint Knowledge Base site .....	23
IX. Updating HarePoint Knowledge Base sites.....	26
X. Creating HarePoint Knowledge Base articles.....	26
XI. Creating HarePoint Knowledge Base article templates .....	29
XII. Additional features .....	30
1. Moderation for articles .....	30
2. Comments and rating for articles .....	32
3. Version history and rollback to previous versions.....	32
4. Article search .....	35
XIII. License management .....	35
1. Entering license keys.....	36

## II. Introduction

HarePoint Knowledge Base is a ready-made system for internet and intranet sites based on the SharePoint platform. This solution allows you to create an efficient system for managing an information repository that allows collect, organize, share, utilize and search useful information.

Key features:

- Convenient and functional interface for handling and working with knowledge base articles.
- Customizable categories, templates.
- Articles moderation
- User comments and ratings
- Version history with capability to revert to previous versions
- Quick search engine

The most outstanding feature of the product is that it is easily deployed and immediately ready for use. The installed product presents a site template using which you can create one or more Knowledge Base sites. The Knowledge Base web part can be placed on a page of any site in the collection.

Simple and intuitive design makes working with HarePoint Knowledge Base comfortable, convenient, and efficient.

### III. General description of the product

HarePoint Knowledge Base for SharePoint is a solution containing the template of the SharePoint site.

HarePoint Knowledge Base site contains necessary lists, views, and forms that provide the automation of the knowledge base system.

In the current version of HarePoint Knowledge Base, all users of the specified site divided into three groups according to the performed role:

- **User** – A person using the Knowledge Base facilities such as reading, searching, printing, rating and commenting articles.
- **Editor** – A person who can create and edit articles, templates and categories.
- **Administrator** – The technical specialist holding the control of the Knowledge Base site. Approves or rejects articles, manages various features (versioning, comments, user access) and settings.

The storage of related information is implemented using standard SharePoint lists. This approach to the implementation allows you to manage extend the HarePoint Knowledge Base system with maximum flexibility, using only standard API SharePoint.

### IV. Preparation for deployment

HarePoint Knowledge Base for SharePoint is deployed on all servers in the SharePoint farm. To install and deploy the program successfully, you must have administrator rights for both SharePoint servers and for the Windows Server on which the Product will be deployed. The product can be installed and deployed in two ways:

- Automatically using Setup.exe
- Manually using Stsadm.exe

We recommend using Setup.exe because it checks HarePoint Knowledge Base installation prerequisites and performs the installation automatically. It checks the following:

- Installation of SharePoint
- Permissions to install and deploy SharePoint Solution
- Whether the necessary services are started

It allows you to:

- Install and deploy the solution
- Repair the solution (retract the solution and deploy it again)

- Remove the solution
- Select the web-applications to which the solution should be deployed

Also, it generates **Installation.log** which simplifies the troubleshooting if any problems occur during the installation or deployment.

## 1. System requirements

- Microsoft Office SharePoint Server 2010, SharePoint Foundation 2010
- Microsoft SQL Server 2005 or higher; SQL Server 2005 Express Edition or higher
- Microsoft SQL Server 2005 Express Edition can be [downloaded for free](#) from the web-site of Microsoft Company
- Microsoft .NET Framework 3.5 SP1.
- Microsoft .NET Framework 3.5 SP1 can be downloaded for free from the [Microsoft Download Center](#)
- Internet Explorer 8.0 or newer is recommended to view reports

## 2. Before the installation and deployment

Here is a list of items that should be checked before the installation and deployment of the product:

1. The **latest version** of the product is downloaded from [HarePoint.com](#).
2. The downloaded product ZIP is **unzipped** into the temporary folder on the WFE server.
3. The SharePoint farm is **configured completely**.
4. The web-sites and SharePoint Central Administration web-site are **working properly**.
5. All files **web.config** are **not write-protected**.

In case of automatic installation and deployment using **Setup.exe** the mentioned items will be checked automatically.

In case of manual installation and deployment you also should check the following:

1. A command-line tool for the SharePoint administration (**Stsadm.exe**) is accessible. You must be an administrator on the local computer to use **Stsadm.exe**. It is located at the following path on the drive where SharePoint Products and Technologies are installed:

`%COMMONPROGRAMFILES%\microsoft shared\web server extensions\14\bin`

2. You are starting the installation from the SharePoint **Web front-end server**.

3. You have **administrator rights** for both SharePoint servers and for the Windows Server on which the Product will be deployed.
4. **Administrative Service** is started.
5. **SharePoint Timer Service** is started.

## V. Installation and deployment

Please, read carefully the [Preparation for deployment](#) area of the Administrator guide before the installation.

The product distributive contains the following files and folders:

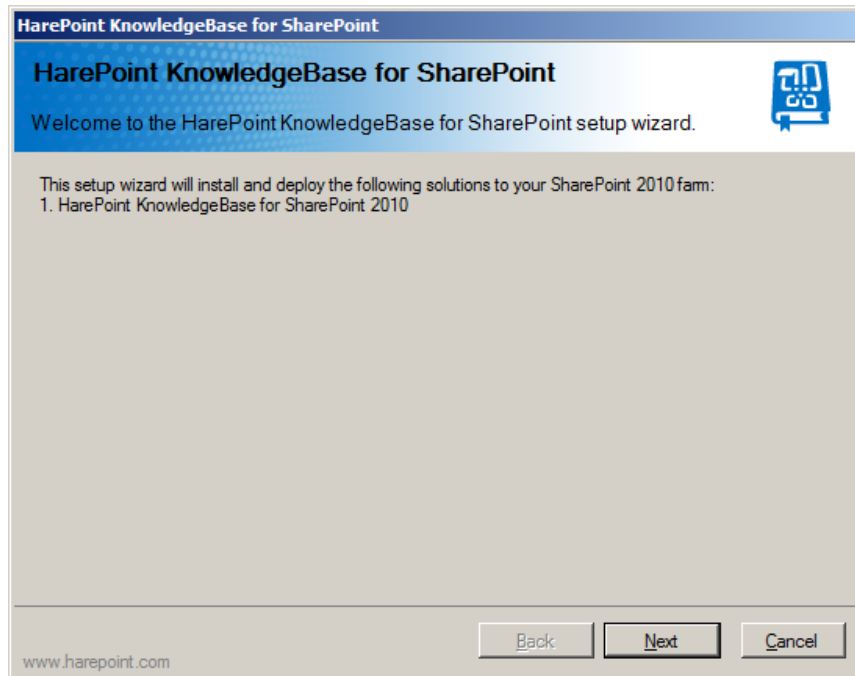
- **Resources**  
the folder contains all necessary files to deploy HarePoint Knowledge Base manually
- **HarePoint.Installer.Core.dll**  
core program library of the installation tool
- **installation.log**  
this file is created when the installation tool is started. Contains installation logs.
- **Setup.exe**  
executable file to start the installation tool
- **Setup.exe.config**  
XML file with the directions to the installation tool.

HarePoint Knowledge Base for SharePoint can be deployed either in the automatic mode or manually.

## 1. Automatic installation and deployment using Setup.exe

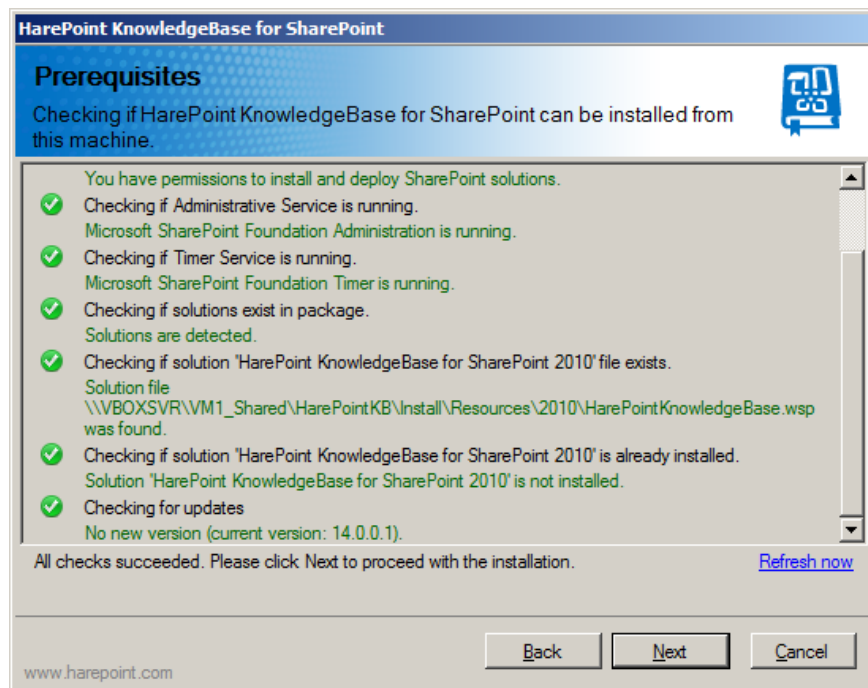
The installation and deployment are performed by a special tool. To start it click file **Setup.exe**.

1. At the first step, the installation tool checks the version of SharePoint installed and shows the error message if incorrect distributive of the product is downloaded. If the appropriate version is detected you will see the following window:





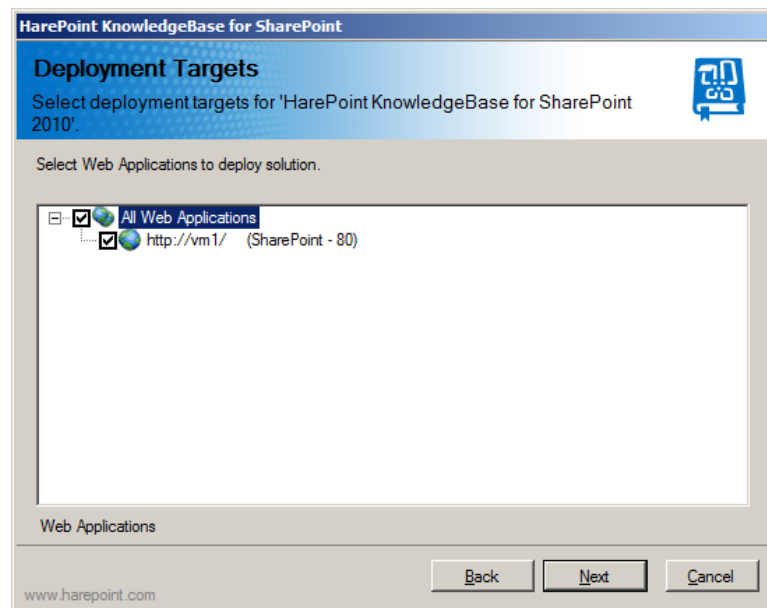
- At the next step, the installation tool checks the necessary components and the permission to install and deploy the product. If everything is **OK** you will see the following window:



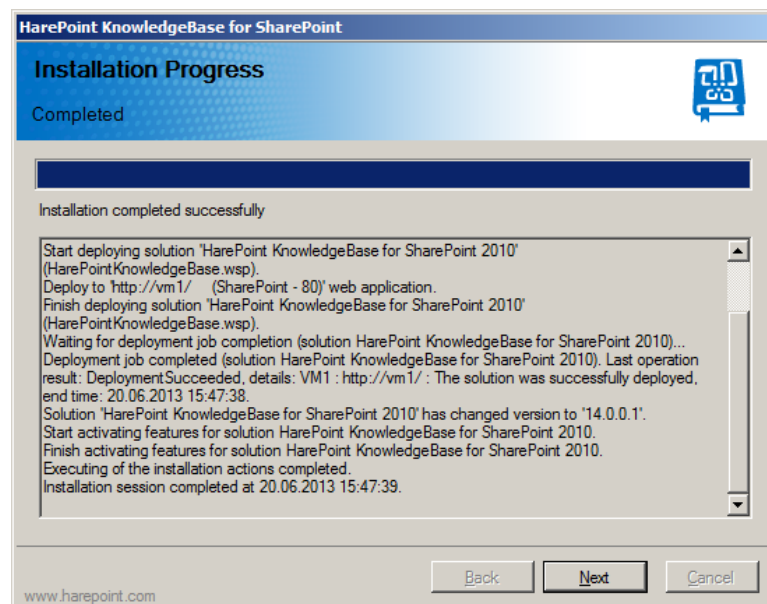
- If you see a red mark in the list – you should fix the problem before continuing the installation.
- At the next step you should read and accept the License Agreement:



- At the next step you should select the Web-applications and Site Collections to which the product should be deployed:



- When you click **Next** the product deployment will be started and you will see the window with the status bar and deployment logs. When the deployment is finished, you will see message **Installation completed successfully** below the status bar:



- Click **Next** and then **Finish** to exit the installation tool. The product is now installed and deployed.

## 2. Manual installation and deployment

Please read carefully the [Preparation for deployment](#) area of the Administrator guide before the installation.

To install the program successfully, you must have administrator rights for both SharePoint Foundation 2010 and for the server on which the Product will be installed.

1. The software distributive contains a folder named **Resources\2010\**. Folder contains the **HarePointKnowledgeBase.wsp** solution. This solution file will be added to the repository of solutions of SharePoint Foundation 2010.

2. Enter the following in the command line:

```
> stsadm -o addsolution -filename HarePointKnowledgeBase.wsp
```

 Next run the command:

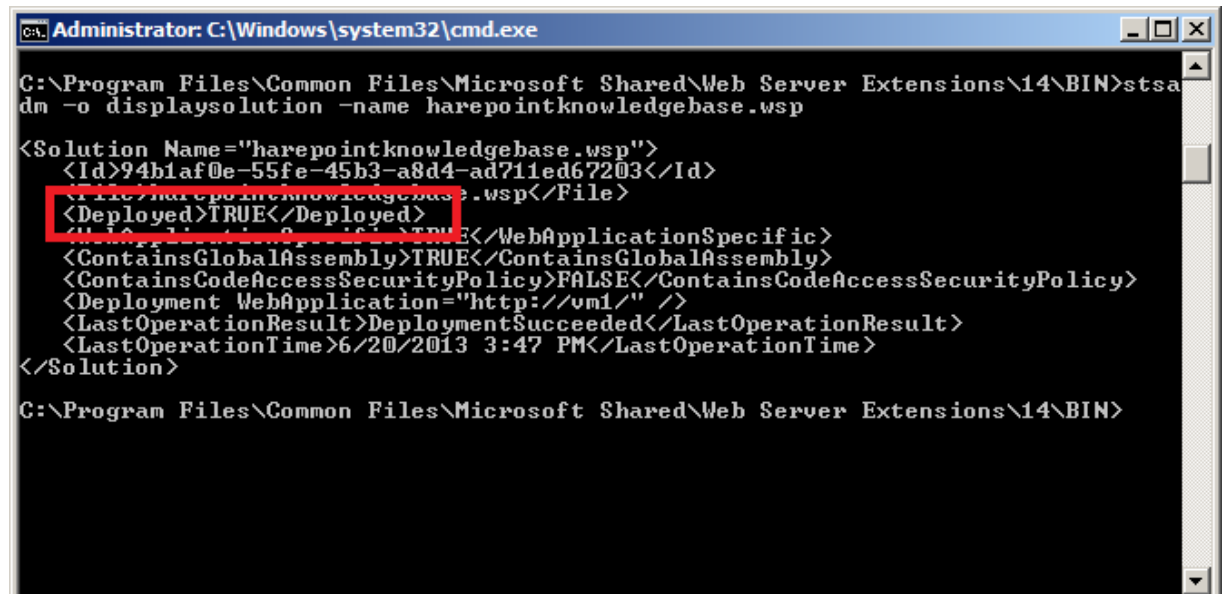
```
> stsadm -o deploysolution -name HarePointKnowledgeBase.wsp -allowgacdeployment -allcontenturls
```

Depending on the configuration of your SharePoint Foundation 2010, additional attributes (for example, **-immediate**) may need to be indicated.

3. Make sure that the deployment of the solution is completed successfully. The following command can be used to verify this:

```
> stsadm -o displaysolution -name HarePointKnowledgeBase.wsp
```

The above command displays the current state of solutions. In our case, it is important that the **Deployed** parameter be **TRUE**.



```
Administrator: C:\Windows\system32\cmd.exe

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN>stsadm -o displaysolution -name harepointknowledgebase.wsp

<Solution Name="harepointknowledgebase.wsp">
  <Id>94b1af0e-55fe-45b3-a8d4-ad711ed67203</Id>
  <File>file/harepointknowledgebase.wsp</File>
  <Deployed>TRUE</Deployed>
  <ContainsGlobalAssembly>TRUE</ContainsGlobalAssembly>
  <ContainsCodeAccessSecurityPolicy>FALSE</ContainsCodeAccessSecurityPolicy>
  <Deployment WebApplication="http://vml/" />
  <LastOperationResult>DeploymentSucceeded</LastOperationResult>
  <LastOperationTime>6/20/2013 3:47 PM</LastOperationTime>
</Solution>

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN>
```

4. Finally, run the command on each SharePoint farm server:

```
> stsadm -o copyappbincontent
```

## VI. Upgrading of the product version

We are working permanently to improve the product and we strongly recommend you to use the latest available version of the product.

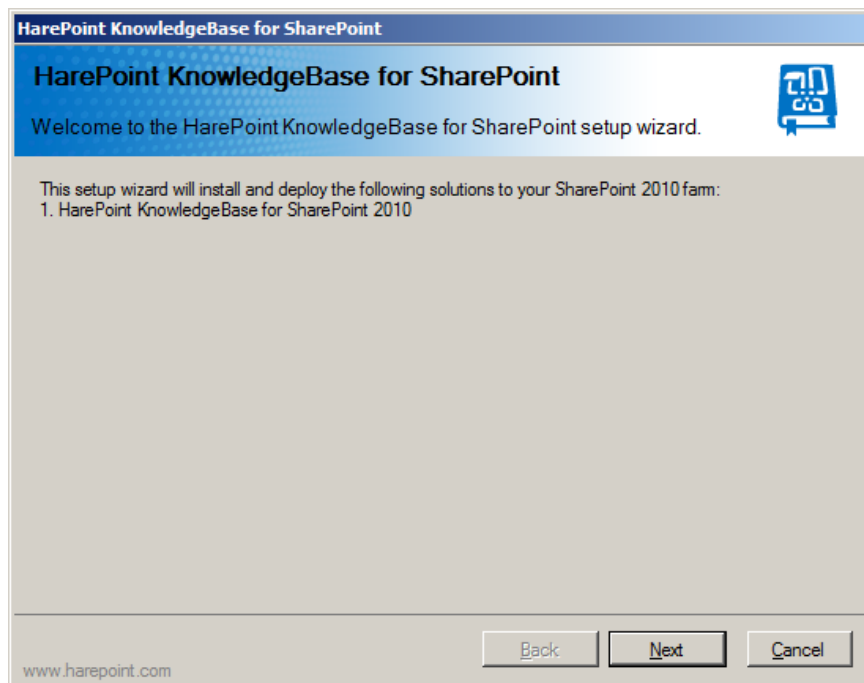
**Important:** using the procedures described below, only the HarePoint Knowledge Base **solution** update will be performed. If you have previously created HarePoint Knowledge Base **sites**, then to update them you need to perform additional operations described in paragraph [Updating HarePoint Knowledge Base sites](#).

HarePoint Knowledge Base for SharePoint can be upgraded either in the automatic mode or manually.

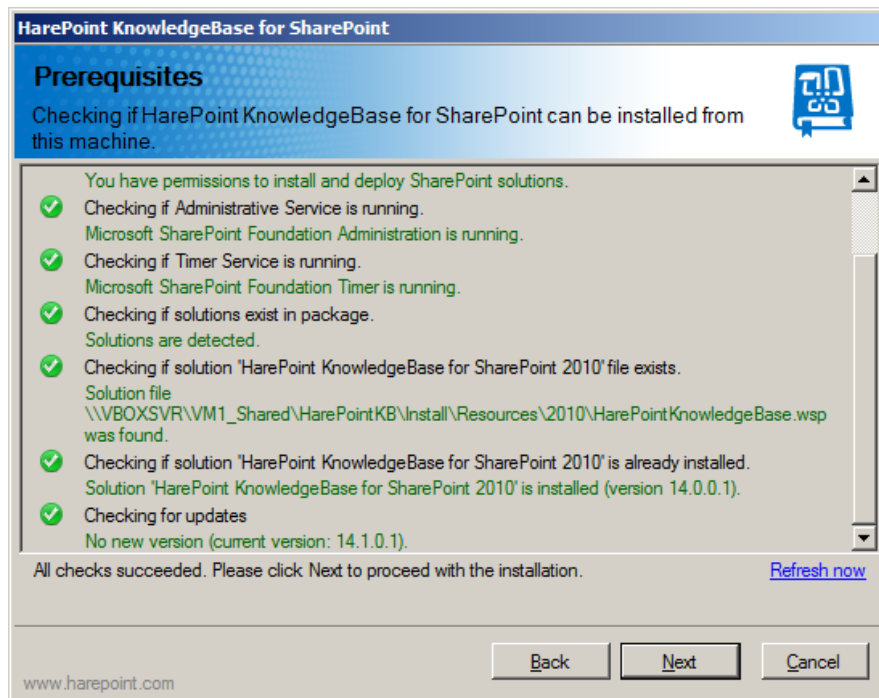
### 1. Automatic upgrading using Setup.exe

The upgrading is performed by a special tool. To start it click file **Setup.exe**.

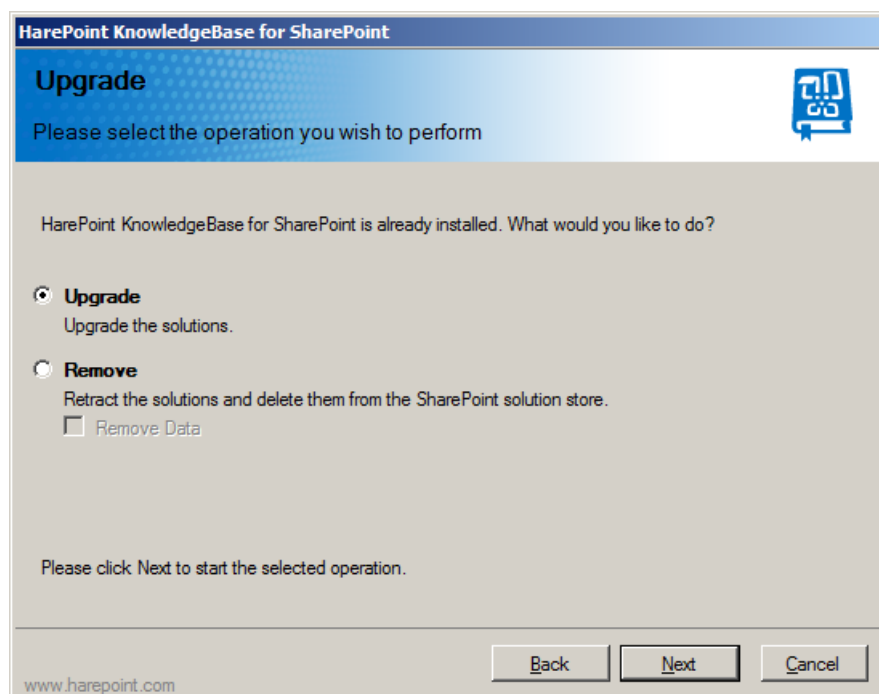
1. At the first step, the installation tool checks the version of SharePoint installed and shows the error message if incorrect distributive of the product is downloaded. If the appropriate version is detected you will see the following window:



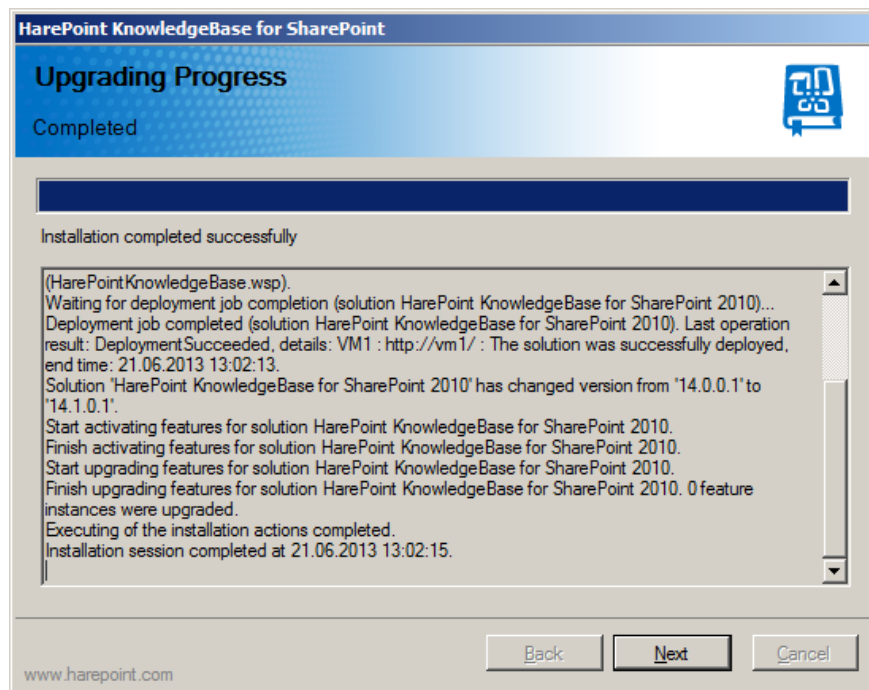
- At the next step, the installation tool checks the necessary components and the permission to upgrade the product. If everything is **OK** you will see the following window:



- If you see a red mark in the list – you should fix the problem before continuing the installation.
- Select **Upgrade** and click the **Next** button:



- When you click **Next** the product upgrading process will start and you will see the window with the status bar and logs:



- As the process completes you will see **Installation completed successfully** message.
- Click **Next** and then **Finish** to close the wizard. The product is now upgraded.

## 2. Manual upgrading

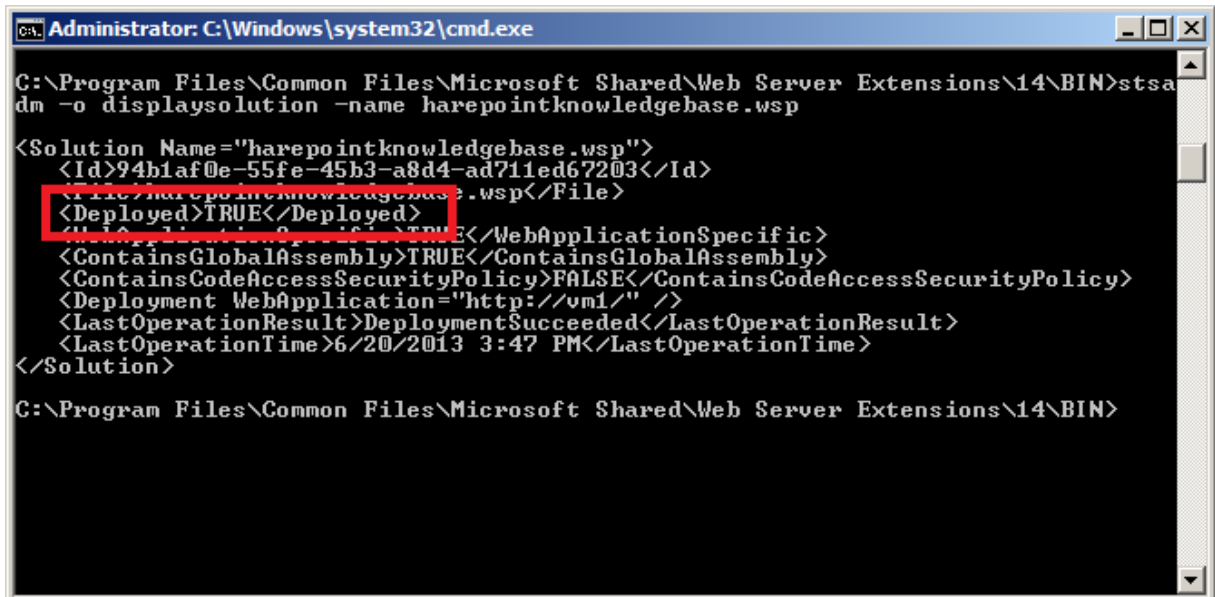
Please read carefully the [Preparation for deployment](#) area of the Administrator guide before the upgrading.

To complete the updating procedure successfully, you must have administrator rights for both SharePoint Foundation 2010 and for the server on which the Product is installed.

- The software distributive contains a folder named **Resources\2010\**. Folder contains the **HarePointKnowledgeBase.wsp** solution. This solution file will be added to the repository of solutions of SharePoint Foundation 2010.
- Enter the following in the command line:  
**> stsadm -o upgradesolution -name HarePointKnowledgeBase.wsp -filename HarePointKnowledgeBase.wsp -allowgacdeployment**  
Depending on your configuration of SharePoint Foundation 2010, it may be necessary to indicate additional attributes (e.g. **-immediate**).
- Make sure that the update has been completed successfully using the following command in the command line:

```
> stsadm -o displaysolution -name HarePointKnowledgeBase.wsp
```

Running the above command will display the current state of solutions. In our case, it is important that the **Deployed** parameter is **TRUE**, and that the value of **LastOperationResult** parameter is **DeploymentSucceeded**.



```
Administrator: C:\Windows\system32\cmd.exe

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN>stsadm -o displaysolution -name harepointknowledgebase.wsp

<Solution Name="harepointknowledgebase.wsp">
  <Id>94b1af0e-55fe-45b3-a8d4-ad711ed67203</Id>
  <File>harepointknowledgebase.wsp</File>
  <Deployed>TRUE</Deployed>
  <ContainsGlobalAssembly>TRUE</ContainsGlobalAssembly>
  <ContainsCodeAccessSecurityPolicy>FALSE</ContainsCodeAccessSecurityPolicy>
  <Deployment WebApplication="http://vml/" />
  <LastOperationResult>DeploymentSucceeded</LastOperationResult>
  <LastOperationTime>6/20/2013 3:47 PM</LastOperationTime>
</Solution>

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN>
```

4. Next, run the command on each SharePoint farm server:

```
> stsadm -o copyappbincontent
```

5. Restart **SharePoint 2010 Timer** service on each server.

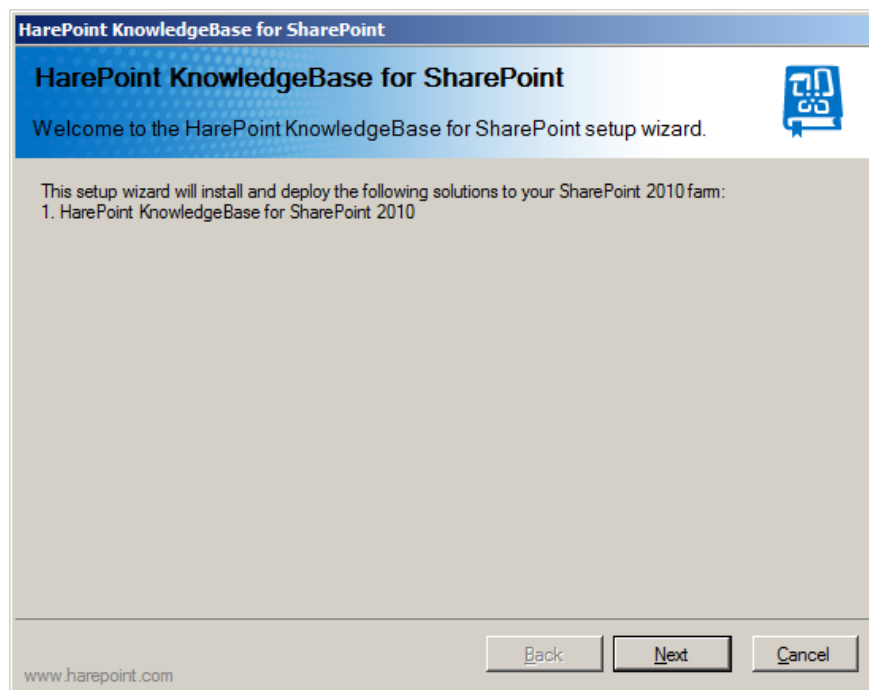
## VII. Removing the solution

HarePoint Knowledge Base for SharePoint can be removed either in automatic mode or manually.

### 1. Automatic removing using Setup.exe

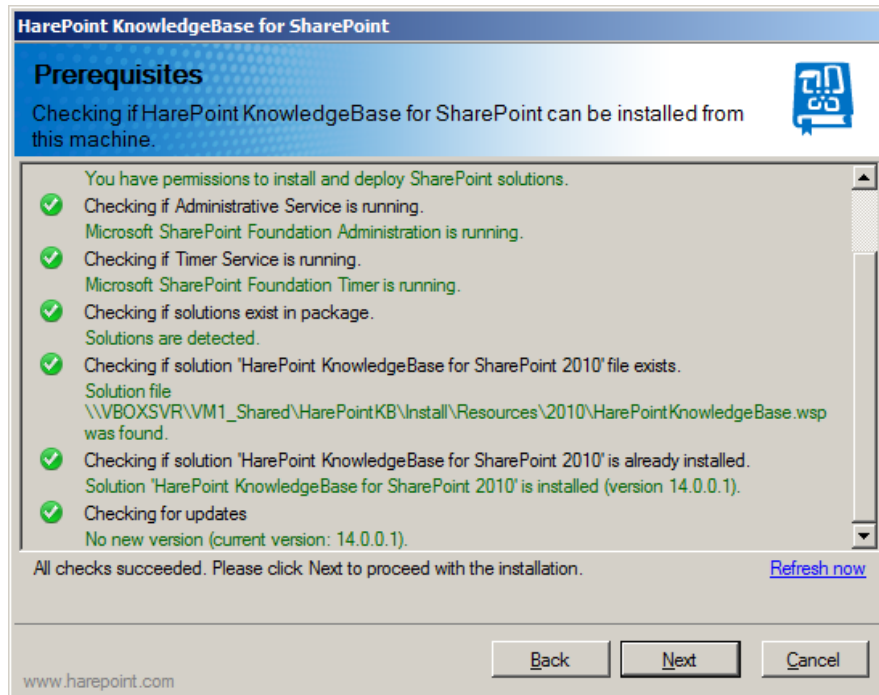
The installation, upgrading and removing the product are performed by a special tool. To start it click file **Setup.exe**.

1. At the first step, the installation tool checks the version of SharePoint installed and shows the error message if incorrect distributive of the product is downloaded. If the appropriate version is detected you will see the following window:

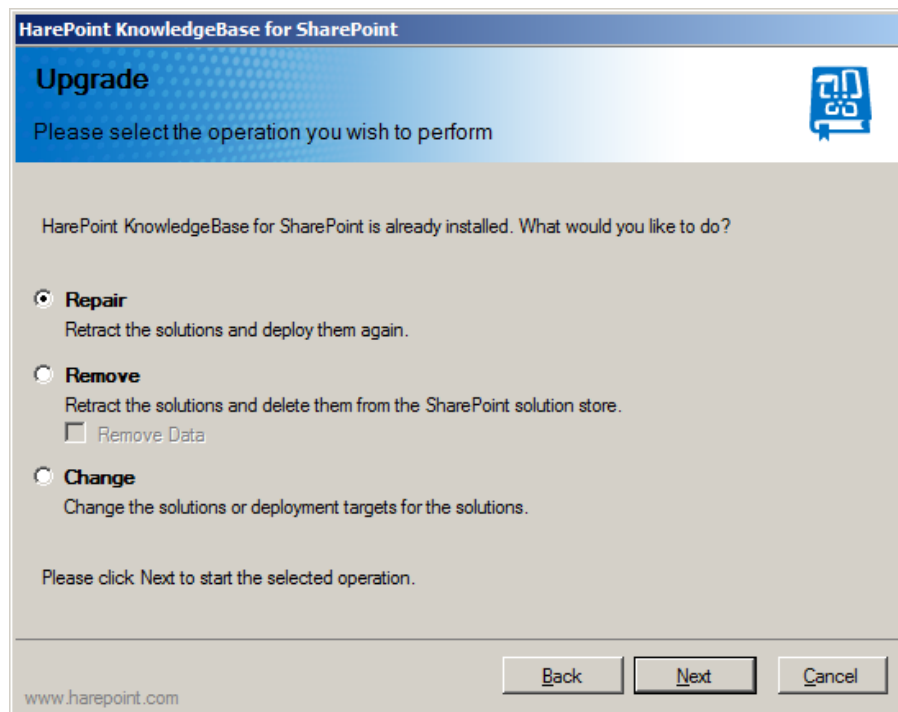




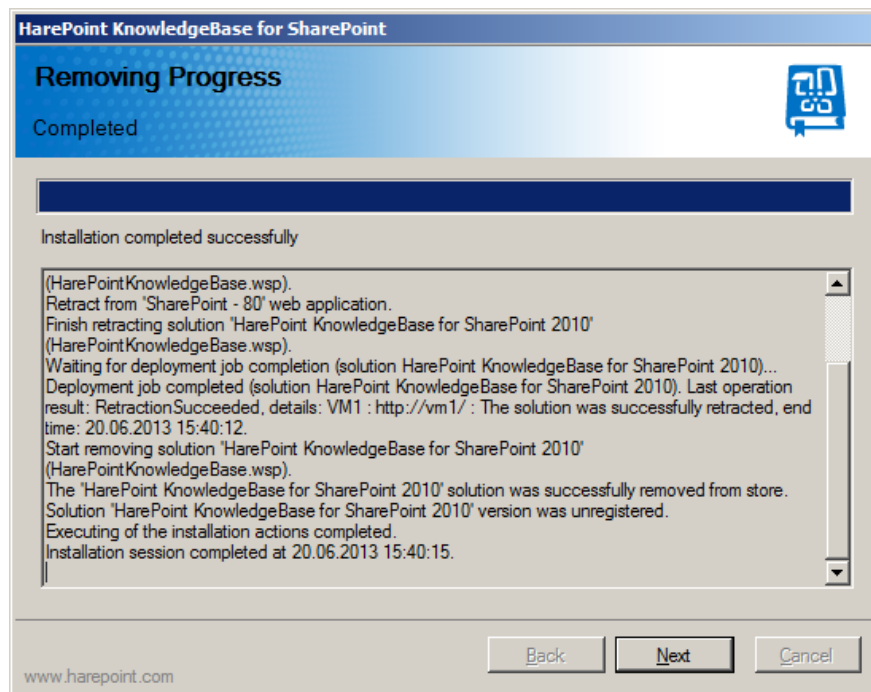
- At the next step, the installation tool checks the necessary components and the permission to upgrade or remove the product. If everything is **OK** you will see the following window:



- Select **Remove** and click the **Next** button:



- When you click **Next** the product removing process will start and you will see the window with the status bar and logs:



- As the process completes you will see **Installation completed successfully** message.
- Click **Next** and **Finish** to exit the installation tool. The product is removed now.

## 2. Manual removing

To complete the removal process successfully, you must have administrator rights for both SharePoint Foundation 2010 and for the server from which the Program is removed.

- Enter the following in the command line:  
**> stsadm -o retractsolution -name HarePointKnowledgeBase.wsp**  
Depending on your configuration, it may be necessary to indicate additional attributes (e.g. -**immediate**).
- Make sure that the removal has been successfully complete by checking the feedback from the following command:  
**> stsadm -o displaysolution -name HarePointKnowledgeBase.wsp**  
Running this command will display the current state of the solution. In our case, it is important that the **Deployed** parameter be **FALSE**, and that the value of **LastOperationResult** – is **RetractionSucceeded**.
- Remove the solution using the command:  
**> stsadm -o deletesolution -name HarePointKnowledgeBase.wsp**
- Restart **SharePoint 2010 Timer** on each server.

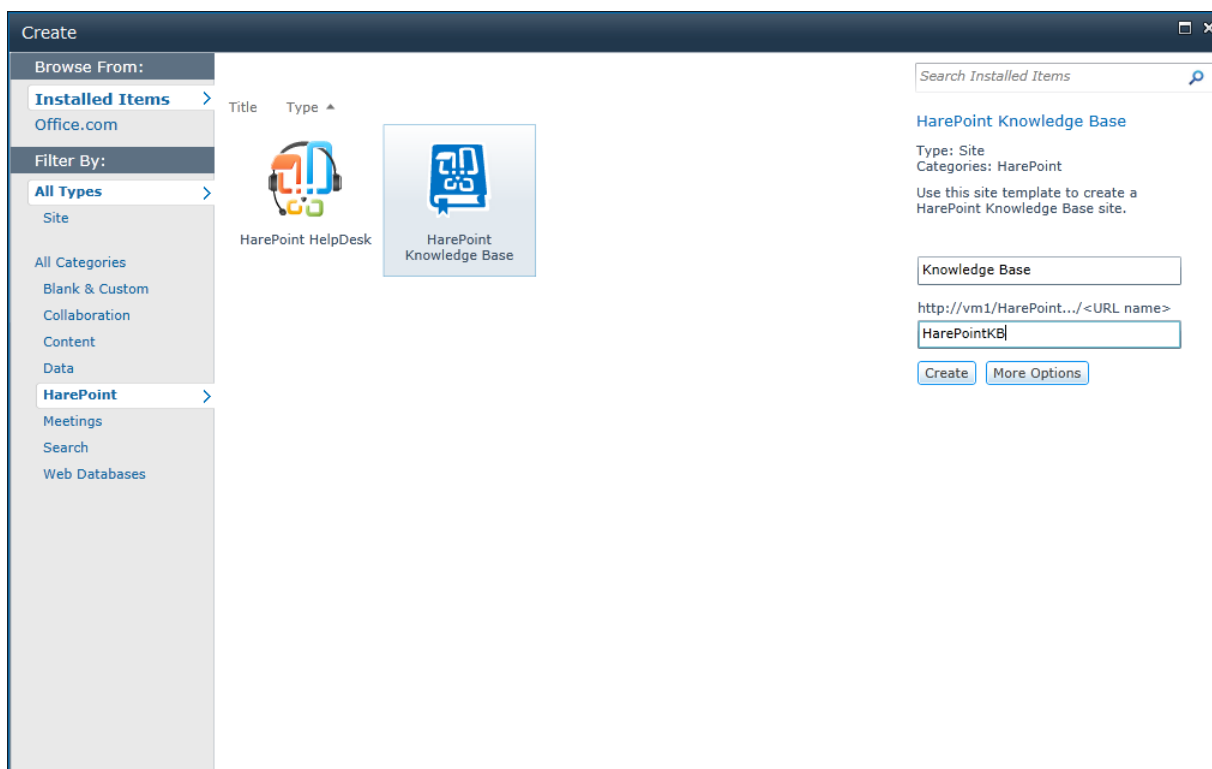
## VIII. Initial configuration

The process of product configuration can be represented simply by the following steps:

1. [Creating a Web site using a HarePoint Knowledge Base template.](#)
2. [Settings access permissions.](#)
3. [Creating the Knowledge Base page for users.](#)
4. [Setting parameters and roles for the HarePoint Knowledge Base site.](#)

### 1. Creating a HarePoint Knowledge Base Web site

When deploying HarePoint Knowledge Base to the SharePoint farm, a new template of the **HarePoint Knowledge Base** site is added.



The creation of a HarePoint Knowledge Base site is performed exactly the same way as creation of any other site – all you need to do is just select the specified template, enter the site name and address and click **Create**.

The site created in such a way is a typical SharePoint site that has HarePoint Knowledge Base feature enabled, which is also created during the solution deployment.

Note that the HarePoint Knowledge Base feature can also be activated on the previously created site. However, be aware that this approach to the site creation **may lead to a conflict** between names of lists created during the feature activation and the names of already existing lists.

HarePoint Knowledge Base performs the following operations during the feature activation:

1. Creation of HarePoint Knowledge Base lists.
2. Setting default properties of the HarePoint Knowledge Base site.

Note that after deactivating the HarePoint Knowledge Base feature, lists and other site items are **not removed** from the SharePoint.

The update and restoration of HarePoint Knowledge Base items is performed during the feature reactivation. In particular, this means that if any list is accidentally deleted or damaged, you can always restore it by deactivating/activating the HarePoint Knowledge Base feature.

## 2. Setting access permissions

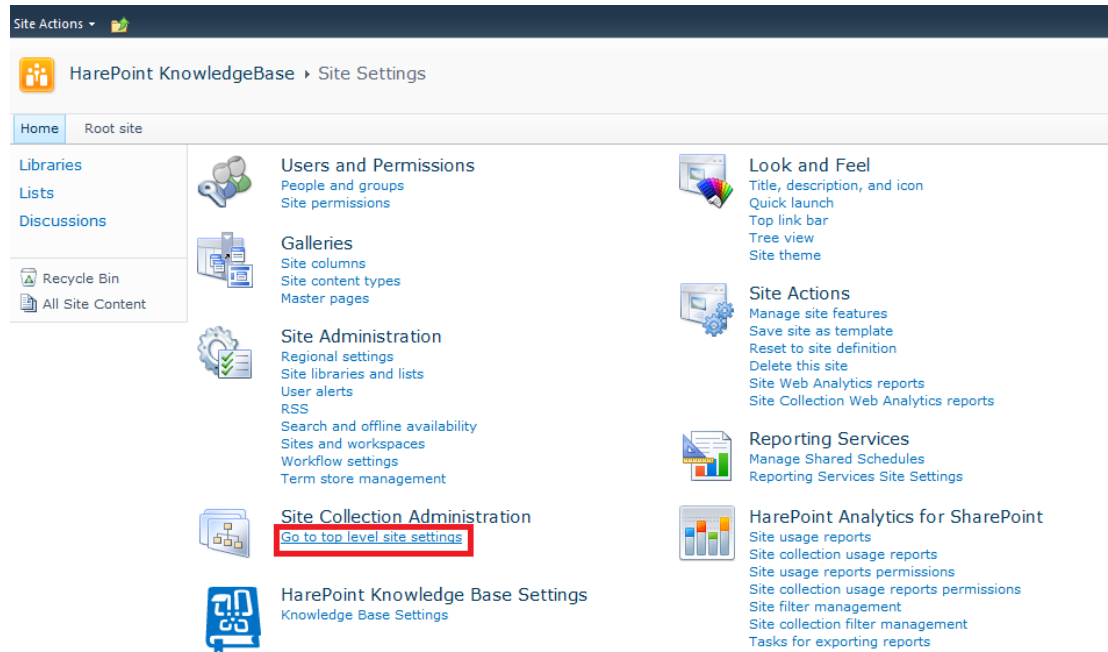
To work with HarePoint Knowledge Base, user must have the following permissions:

- **List Permissions**
  - **Add Items** - Add items to lists and add documents to document libraries.
  - **Edit Items** - Edit items in lists, edit documents in document libraries, and customize Web Part Pages in document libraries.
  - **Delete Items** - Delete items from a list and documents from a document library.
  - **View Items** - View items in lists and documents in document libraries.
- **Site Permissions**
  - **View Pages** - View pages in a Web site.
  - **Open** - Allows users to open a Web site, list, or folder in order to access items inside that container.

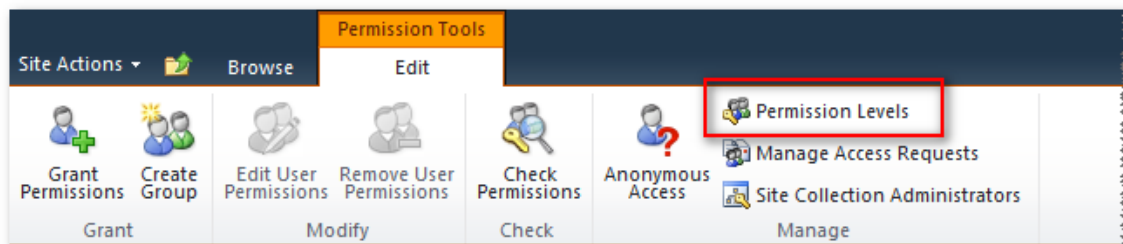
In order to form the specified set of permissions, perform the following steps:

1. Go to the configuration page of the root site of current site collection.
  - a. In menu **Site Actions** select **Site Settings**.

- b. On page **Site Settings** click link **Go to top level site settings**.



2. In section **Users and Permissions** click link **Site permissions**.
3. On page **Permissions** click **Permission Levels**.



4. Create a new **Permission Level** and mark the check boxes of permissions enumerated above.
5. Use the created **Permission Level** when creating access permissions for target groups of users.

### 3. Creating the Knowledge Base page for users

Users work in a Knowledge Base using a web part that can be placed on any site in the collection. Thanks to this, only Editors and Administrators access the Knowledge Base site directly, while all other users have no access to it. This significantly increases overall security and makes administrating the site more organized and convenient.

The specified Web Part is installed during the solution deployment. To make the Web Part be available for use, you need to activate the feature of **HarePoint Knowledge Base Client Web Part** of the site collection level.

To place a Knowledge Base web part on a site, perform the following steps:

1. Go to the configuration page of the root site of current site collection.
2. On the configuration page, click **Site collection features** in section **Site Collection Administration**.
3. Activate the **HarePoint Knowledge Base Client Web Part** feature.
4. Create a new page available for users or select the previously created one.
5. Add Web Part **HarePoint Knowledge Base Client Web Part** to the page:



6. If the page to which the Web Part is added is located not in the same site as HarePoint Knowledge Base, the Web Part will contain an error message:

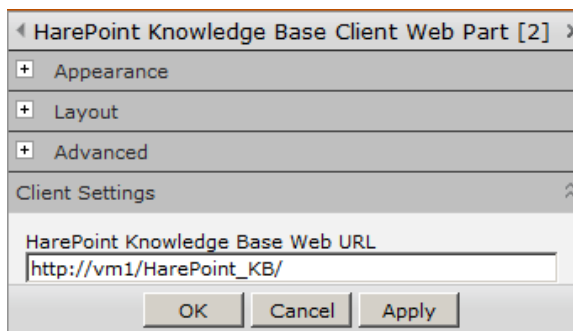
**HarePoint Knowledge Base Client Web Part**  
 HKBClientWebPartWebUrlError

This error occurs, because the Web Part cannot find the necessary lists. To fix the error, further web part set up is necessary.

- Open the settings panel of the Web Part by selecting **Edit Web Part** in the Web Part context menu.



- Specify the HarePoint Knowledge Base site address in field **HarePoint Knowledge Base installation url**:

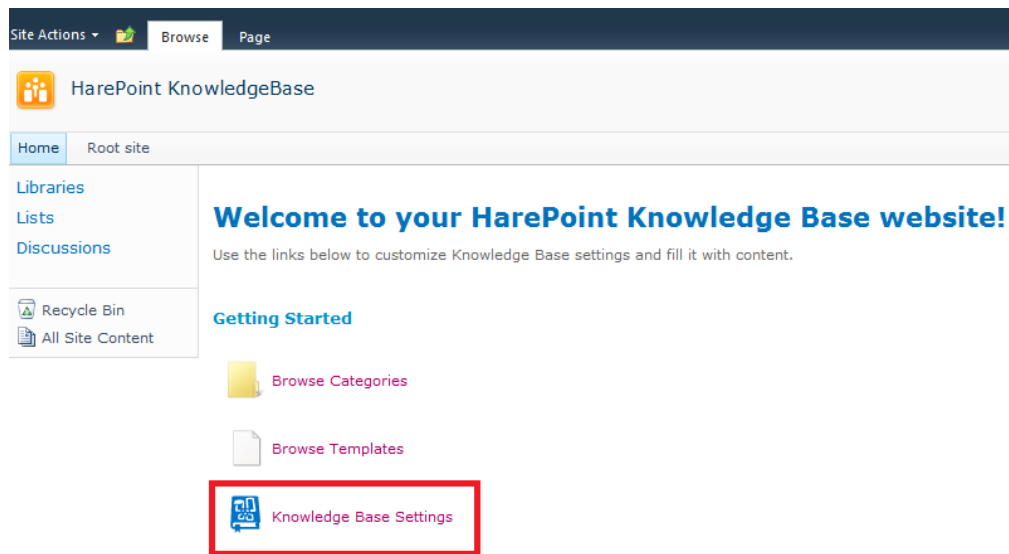


- Beside the HarePoint Knowledge Base site address, settings pane of the web part also allows you to configure the position and appearance of buttons for creating requests.

#### 4. Setting parameters and roles for the HarePoint Knowledge Base site

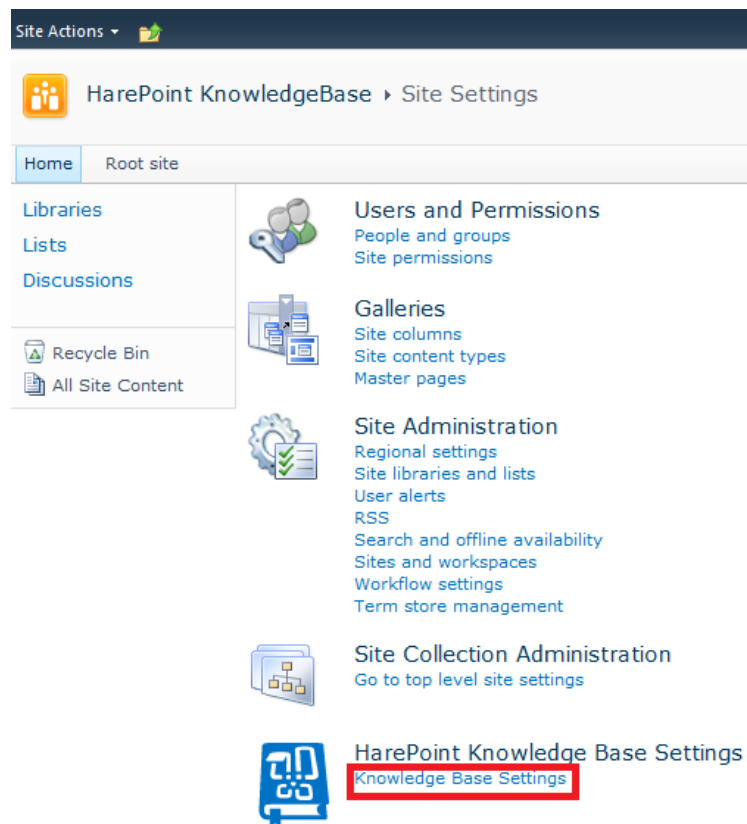
For normal operation of the HarePoint Knowledge Base site, it is necessary to set a number of important parameters, as well as define the roles of users.

To access the configuration page of the HarePoint Knowledge Base click the link **Knowledge Base Settings** on the HarePoint Knowledge Base homepage:



Alternatively, perform the following steps:

1. Open the page of HarePoint Knowledge Base site parameters: in menu **Site Actions** select **Site Settings**.
2. On page **Site Settings** click link **Knowledge Base Settings** in section **HarePoint Knowledge Base Settings**:





The following parameters are presented on this page:

❖ **HarePoint Knowledge Base full name**

- Full product name to be used in the notification header. If this property value is empty, Knowledge Base E-mail address will be used as its name.
- The HarePoint Knowledge Base Web site name is used as a default value.

❖ **HarePoint Knowledge Base e-mail**

- Product E-mail address used to send notifications. The field is critical.
- The construction of form **Site name [site@email.com]** is used as a default value. Where **Site name** – the HarePoint Knowledge Base site name, [site@email.com](#) – E-mail address specified in the SharePoint farm settings for a Web application.

❖ **Administrators**

- The list of users and groups, which perform the **Administrator role** at HarePoint Knowledge Base.
- Note that groups from the Active Directory cannot be selected directly. They should be placed to the proper SharePoint Group.

❖ **Editors**

- The list of users and groups, which perform the **Editor role** at HarePoint Knowledge Base.
- Note that groups from the Active Directory cannot be selected directly. They should be placed to the proper SharePoint Group.

❖ **Attachment Upload Settings**

- Specify the maximum size and allowed file types of attachments that can be uploaded.
- By default, the user has the permission for attaching the article with files not larger than 10MB and pre-defined file types only. If in your case this limitation is insufficient or excessive, modify it in the corresponding way.

❖ **Comments**

- Specify who can comment articles: Nobody, Authenticated Users, or Everyone.
- Default setting is Authenticated Users.
- For more information, please refer to section [XI. Additional features: comments](#).

❖ **Moderation**

- Moderation settings for Knowledge Base articles: moderation enabled or moderation disabled.
- Default setting is disabled.
- For more information, please refer to section [XI. Additional features: moderation](#).

## IX. Updating HarePoint Knowledge Base sites

Before starting the update, you should always create a backup copy of the site to be updated.

HarePoint Knowledge Base provides an opportunity to update previously created sites. Update operations are designed to preserve as much as possible the settings made during the HarePoint Knowledge Base site setup.

In order to perform an automatic update of a HarePoint Knowledge Base site, you have to deactivate and then activate again the HarePoint Knowledge Base feature.

To do this:

1. In **Site Actions** menu of the HarePoint Knowledge Base site, select **Site Settings**.
2. In **Site Actions** section, click **Manage site features**.
3. Click **Deactivate** opposite to the name of the **HarePoint Knowledge Base** feature and confirm the necessity of deactivation.
4. Click **Activate** opposite to the name of the **HarePoint Knowledge Base** feature.

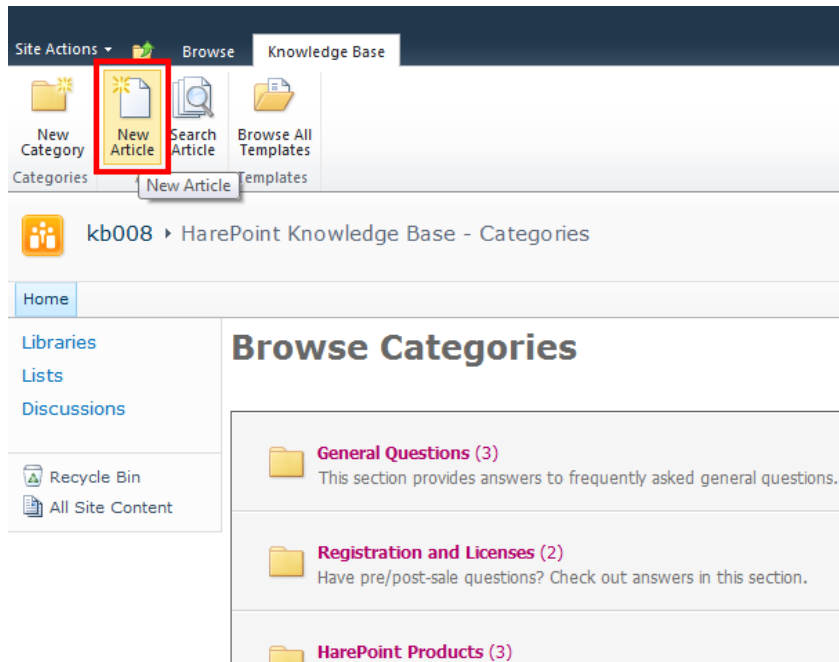
During the process of updating the site, the changes of the following items are made:

- **Lists**  
In the process of product development the structure of lists undergoes some changes: new fields are added to lists; the structure of list representation is supplemented and improved, etc.  
When updating lists the safety of the existing data in lists is guaranteed. Any field can be added to the list, or the existing one can be slightly modified. The current field cannot be removed under any circumstances.
- **Pages of applications**  
These pages are located in folder **%ProgramFiles%\Common Files\Microsoft Shared\Web Server Extensions\14\TEMPLATE\LAYOUTS\HarePoint\KnowledgeBase**. Application pages are updated automatically when you update the solution.

## X. Creating HarePoint Knowledge Base articles

There are three ways to create a new article in HarePoint Knowledge Base:

1. **Create a new article from scratch**  
Click **Browse Categories** on a Knowledge Base site homepage, or from the **Site Actions** menu item **Browse All Categories**.  
Click on **New Article** button on the ribbon:



In the new pop-up window, specify the following parameters for the new article:

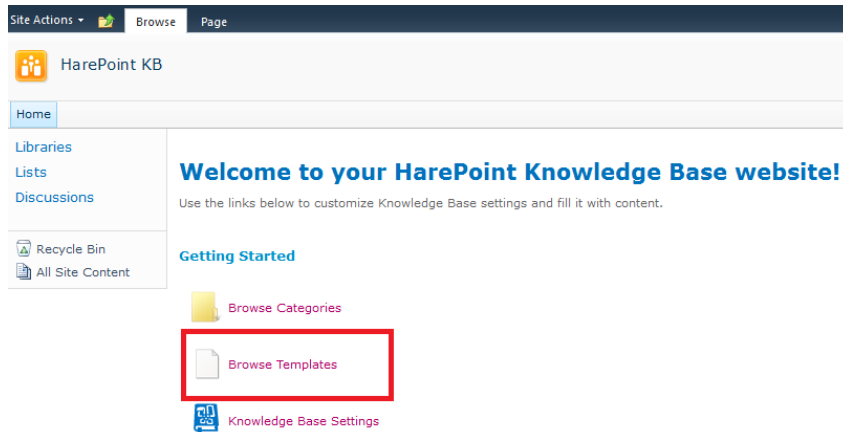
- **Title** that will be used as a header
- **Category** to which this article should belong
- **Summary** – a short description to be used in the preview
- **Content** of the article
- **Tags** for the article, separated by spaces or semicolons
- **Attachments** for the article

Click **Save** when finished.

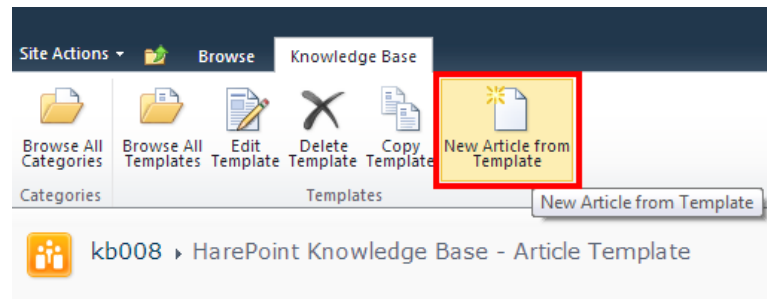
## 2. Create a new article from template

Article templates can simplify creating new articles. Templates are described in details in section [X. Creating HarePoint Knowledge Base article templates](#).

Click **Browse Templates** link on a Knowledge Base site homepage:



Click on the template from which you wish to create an article. The chosen template will open.  
Click on **New Article from Template** button on the ribbon:



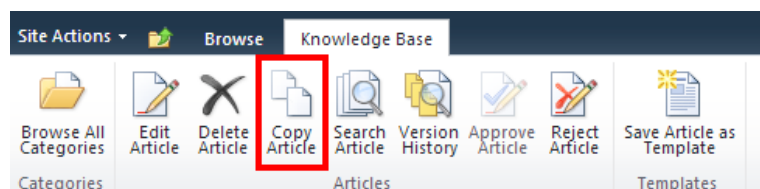
The window for creating a new article will pop-up with the parameter fields already filled according to the chosen template:

- **Title** that will be used as a header
- **Category** to which this article should belong
- **Summary** – a short description to be used in the preview
- **Content** of the article
- **Tags** for the article, separated by spaces or semicolons
- **Attachments** for the article

### 3. Copy an existing article

Any existing article can be used as a starting point for creating a new article.

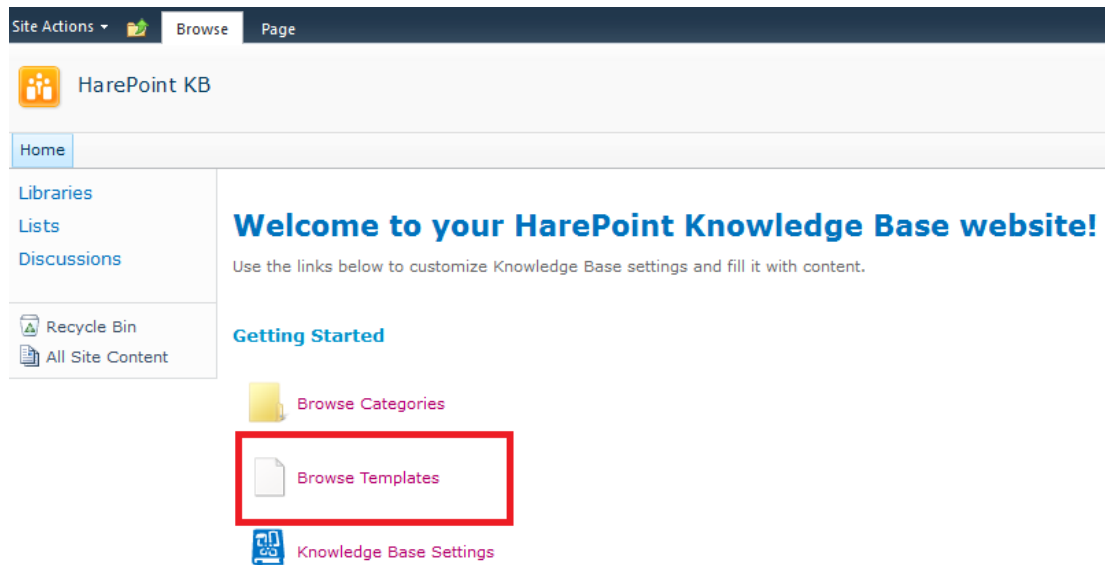
When viewing any article the button **Copy Article** is available on the ribbon allowing you to create a new article as a copy of the existing one:



## XI. Creating HarePoint Knowledge Base article templates

Article templates allow creating new articles in more quick, convenient and thus more efficient way.

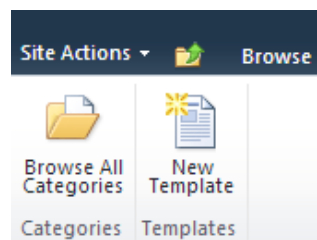
To access templates, click **Browse Templates** link on a Knowledge Base site homepage:



There are three ways to create a template

### 1. Create a new template from scratch

On the ribbon click on **New Template** button:



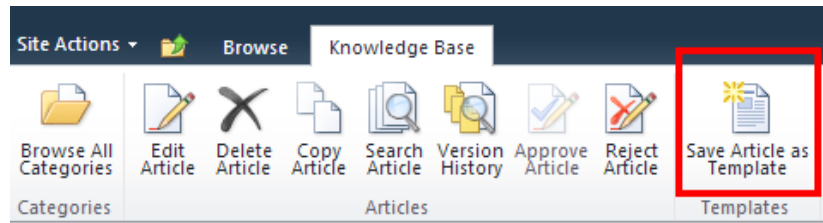
Creating a new template is quite the same as creating a new article (please refer to Section [IX. Creating HarePoint Knowledge Base articles](#)).

### 2. Save an article as a template

In HarePoint Knowledge Base it is possible to save any article as a template.

Click on an article that you wish to save as a template to view it.

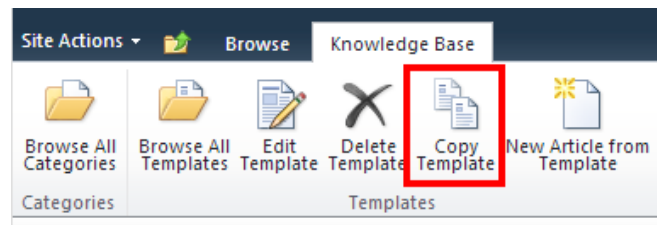
On the ribbon click on **Save Article as Template** button:



### 3. Copy an existing template

Click on a template you want to copy.

On the ribbon click on **Copy Template** button:



## XII. Additional features

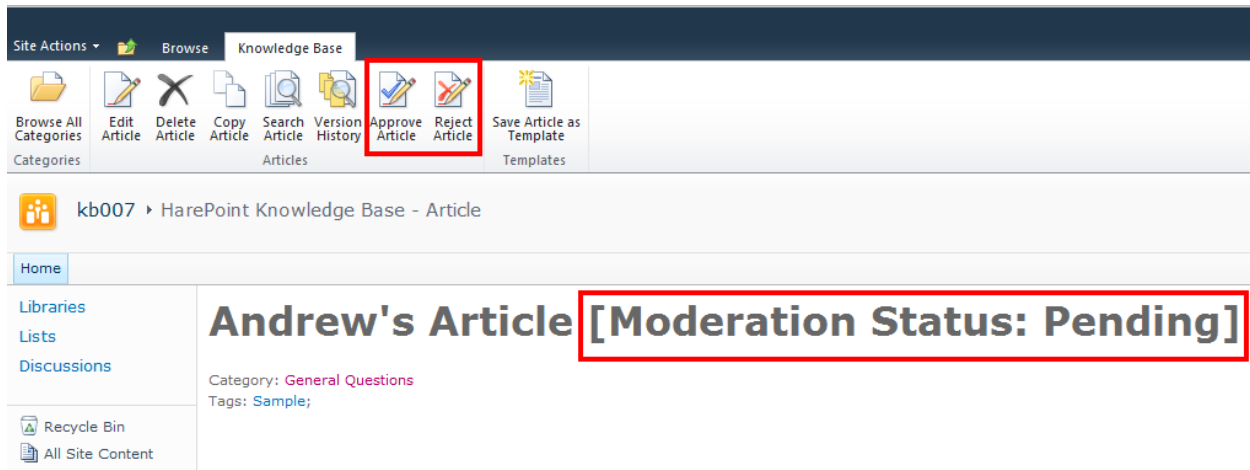
HarePoint Knowledge Base implements additional features that bring outstanding capabilities to Knowledge Base system management.

### 1. Moderation for articles

HarePoint Knowledge Base allows to moderate articles. It means the Administrator must accept the article and only after that it will become available on the site. Administrator can reject the article, in this case it will be unavailable for users until Administrator accepts it (e.g. when the author has made appropriate changes). This mechanism prevents users from viewing articles with inappropriate or wrong content.

By default, moderation is **disabled**, and it's necessary to enable it in the product settings (refer to Section [VII. Initial configuration](#)).

Newly created article gets **moderation status: Pending**.

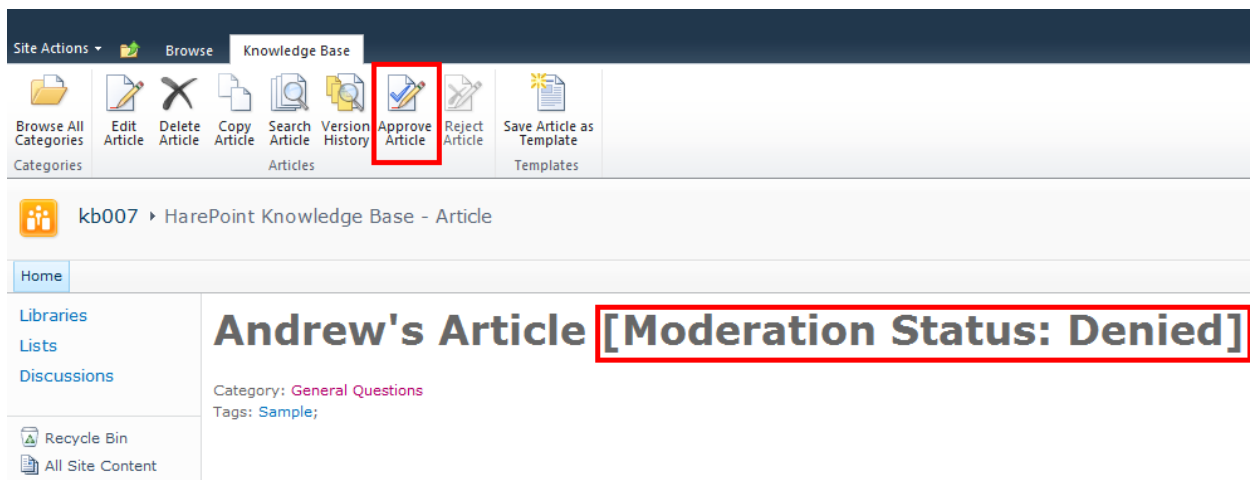


This means, Administrator has not checked the article yet. With this status, users cannot see this article on the site.

Using two buttons in the ribbon Administrator is able to **approve** or **reject** article.

If Administrator approves it, the article becomes available on the site.

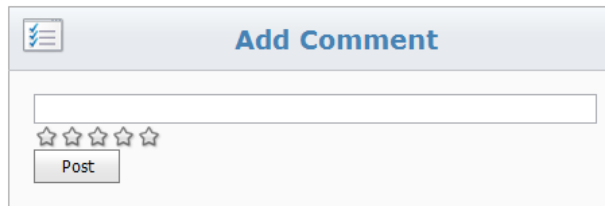
If Administrator rejects it, the article gets **moderation status: Denied** and remains unavailable.



At any moment, Administrator is able to change moderation status: from accepted to rejected and vice versa.

## 2. Comments and rating for articles

Users can leave their comments and rate articles:

A screenshot of a web form titled "Add Comment". It features a text input field, a five-star rating system, and a "Post" button.

### Comments:

 **great!**  
MS\karpin (6/19/2013 4:15:21 PM)

By default, **only authenticated users** can leave comments and rate.

This setting can be changed to **nobody** (nobody will be able to post new comments or rate the article), or to **Everyone** (any user of the site will be able to leave his comments and rating).

Please refer to Section [VII. Initial configuration](#) for information on changing settings.

## 3. Version history and rollback to previous versions

HarePoint Knowledge Base is able to track changes in articles and restore their previous versions if necessary. In some situations, this may become a lifesaver.

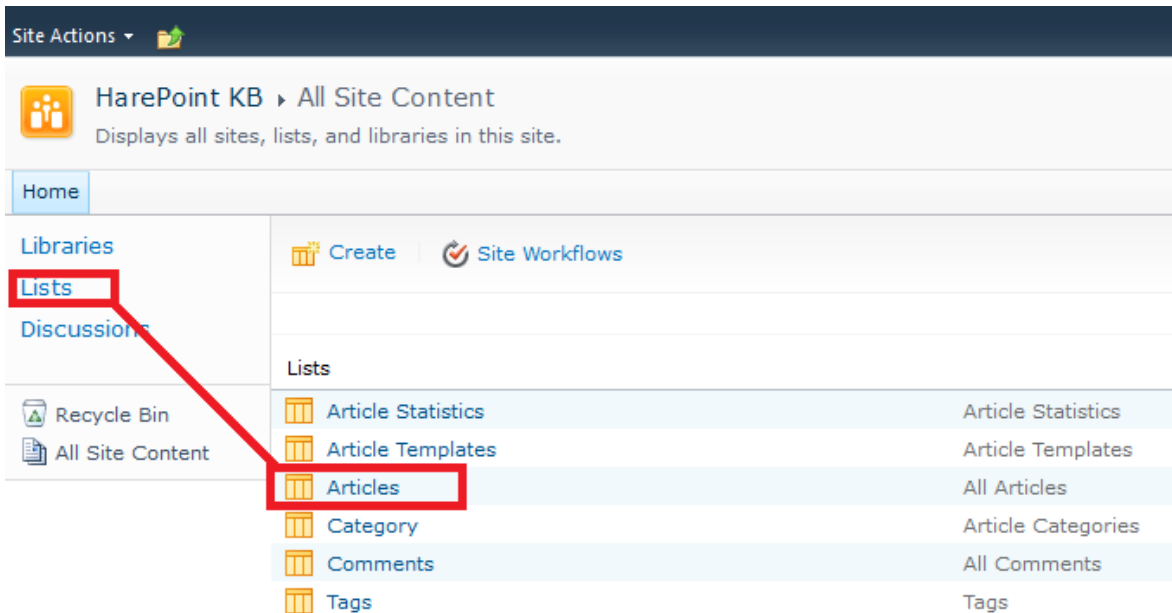
By default, versioning for HarePoint Knowledge Base is **enabled**.

- **Version history settings**

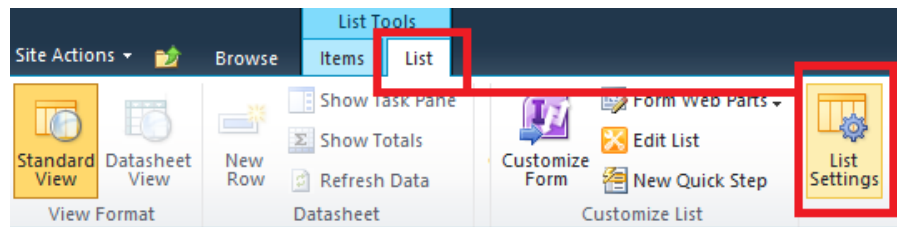
HarePoint Knowledge Base uses standard SharePoint versioning mechanism.

To check or change this setting, click **Lists** in the SharePoint **quick launch menu** at left and click on **Articles** list:

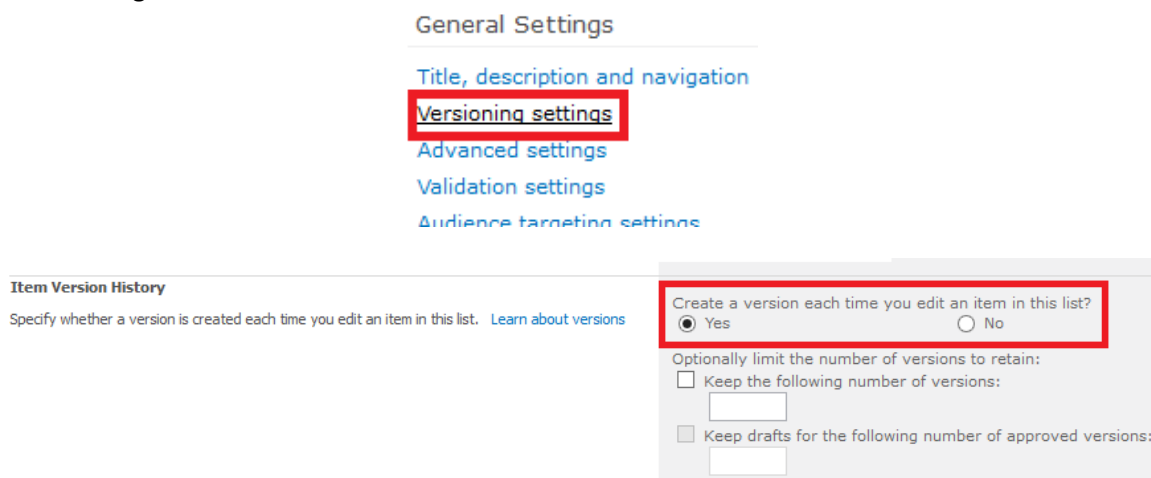




Then in List Tools Tabs group select List tab and click List Settings button on the ribbon:



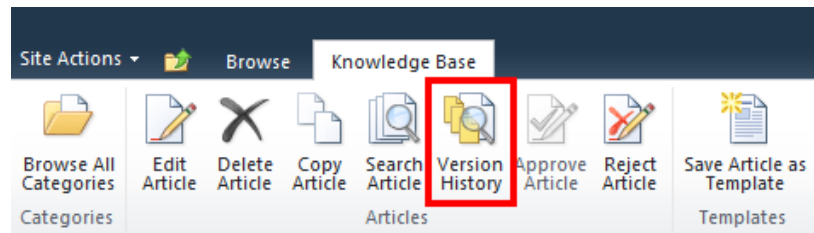
Click Versioning:



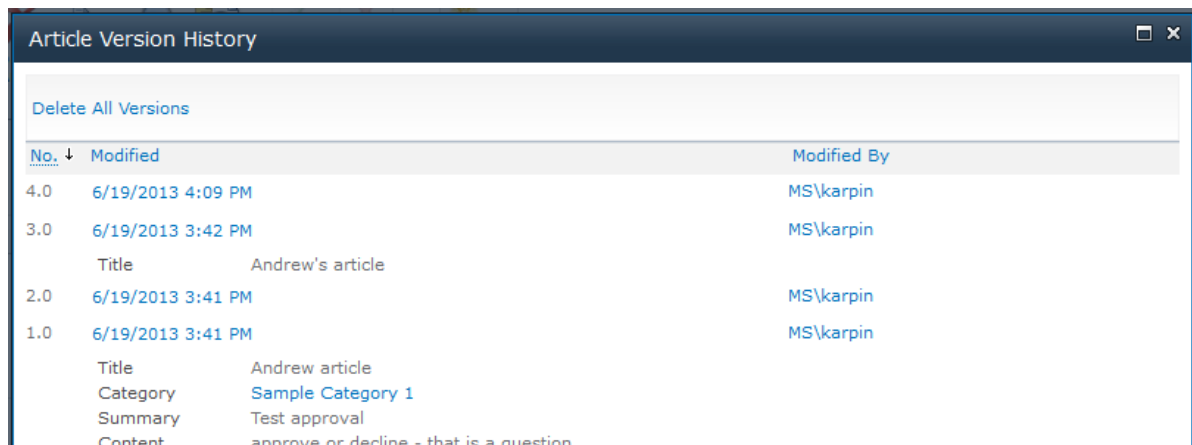
Here you can enable or disable version history, and set additional parameters.

- **Using version history**

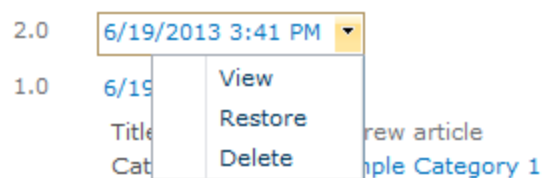
When viewing an article, the Version History button is available on the ribbon:



Clicking on it opens a version history for this article:



Each version has a menu to **view**, **restore** or **delete** this version:

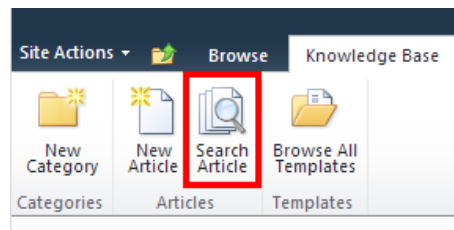


Using a **restore** menu item allows to restore any previous version of the article.

## 4. Article search

HarePoint Knowledge Base incorporates a search engine that enables users to find necessary articles without wasting time.

**Search Article** button on the ribbon is available on most of HarePoint Knowledge Base pages:



Using the search is simple: just specify keywords for the query, logical operands AND/OR are supported.



## XIII. License management

Registration of HarePoint Knowledge Base for SharePoint 2010 is performed through the acquisition of the necessary number of licenses in the form of license keys, and their subsequent entry in the license management page of your product.

HarePoint Knowledge Base for SharePoint is licensed by purchasing the required number of user licenses.

The Product is considered as registered when the types and number of license keys entered fully satisfy the relevant points of the license agreement of HarePoint Knowledge Base for SharePoint.

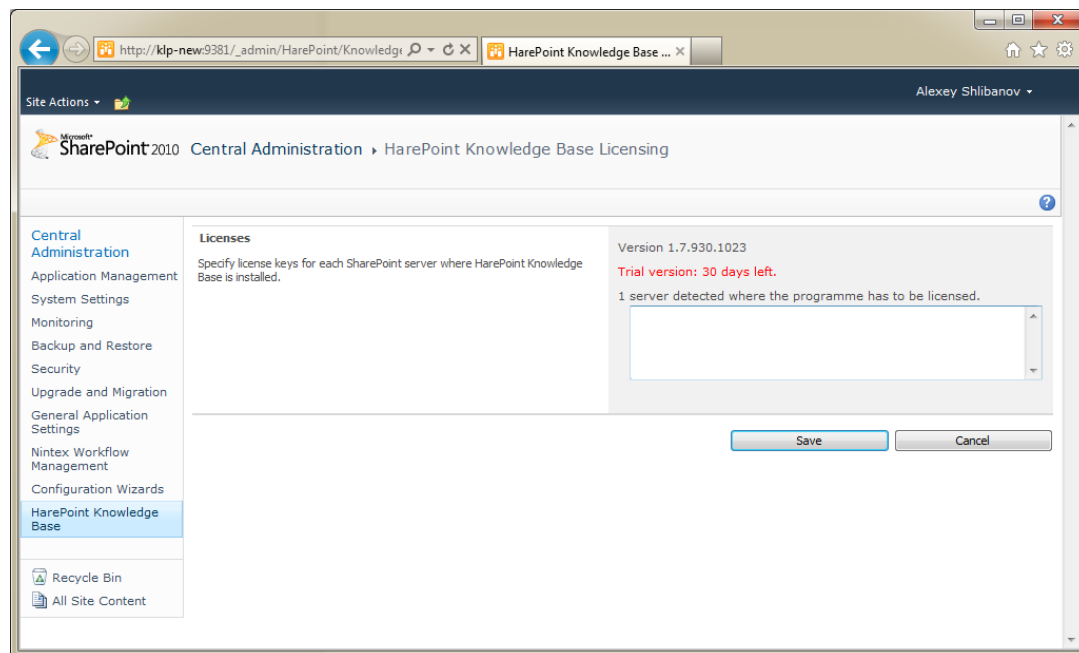
Detailed information about HarePoint Knowledge Base licensing can be found here:

<http://www.harepoint.com/Purchase/HarePointKnowledgeBase/Default.aspx>

## 1. Entering license keys

To enter license keys:

1. Go to the SharePoint **Central Administration** page. You must use farm administrator account during the authorization.
2. Go to the **Licenses** page using the hyperlink located in the **HarePoint Knowledge Base for SharePoint** section.
3. In Licenses section, enter license key(s) and click **Save**.



To avoid the possibility of a mistake when entering the key, use the copy and paste functions of the Windows clipboard.