

# **ABSOLUTE**

**FAQ Manager**

## **System Manual**

**Absolute FAQ Manager .NET 6.0**  
**FAQ Management and Knowledge Base Software**  
**Developed by XIGLA SOFTWARE**  
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FOUND A BUG? LET US KNOW! 'SSSSSSSSSSSSSSSS' (\*

OTHER APPLICATIONS BY XIGLA SOFTWARESS' (+

# INTRODUCTION

Thank you for selecting **the Absolute FAQ Manager** by **XIGLA SOFTWARE** as your FAQ management and Knowledge Base administration tool.

You've made an excellent choice. The Absolute FAQ Manager is a powerful FAQ administration system specially designed to suit all your FAQ and knowledgebase management needs while at the same time enabling your web site with a simple yet powerful customer support system that will dramatically decrease your support costs.

Aside from its easy setup and maintenance, the Absolute FAQ Manager is the perfect solution to reduce support costs and improve your customer service by allowing your customers to help themselves and receive instant answers to their inquiries right on your web site at the very same moment they need it.

There are many benefits derived from deploying the Absolute FAQ Manager on your web site. By providing a system that can deliver instant answers to your customers' questions, your expenditures in customer service will be reduced. Redundant phone calls and e-mails will be eliminated as your customers won't have to call you or e-mail you to get the information they need, it is already available on your web site and they can get it when they want it.

The Absolute FAQ Manager is very easy to set up and you will see positive results in a very short period of time. Its automatic knowledge base is constantly evolving and adapting to your customer needs. The more the system is used, the more powerful and effective it becomes.

Working with the Absolute FAQ Manager is extremely easy to use for both you and your customers. The system administrator just needs to log in, define some topics and articles, and the application will do the rest. Your customers can access your FAQs and look by themselves for the answers they need 24 hours a day , 7 days a week and, If they cannot find an answer to their question, they can forward it to you so that one of your system users can respond to the inquiry and the user will get a personalized reply.

Once the question is answered, it can be automatically added to the FAQs archive and therefore guarantee that the next user with the same or a similar question, will get an instant answer. You just have to answer once and the question will be there available for your customers to check!

With the Absolute FAQ Manager, Your articles and FAQs are dynamically ranked based on the frequency of viewing thus ensuring that the most accessed and useful information will be easily found by your customers.

Absolute FAQ Manager has been developed using ASP.NET, which is Microsoft's latest web technology, and guarantees the best scalability and reliability for a web-based application. It is also extremely easy to set up and administer. The simple and intuitive web-based administration interface allows you to easily control the application from any location that has web access.

We hope that the functionality and features that we've built into the Absolute FAQ Manager excites and inspires you. We've made our best effort to provide you with what we believe to be a powerful FAQ and Knowledge base administration system and customer support tool for your website.

Juan David Arbeláez  
XIGLA SOFTWARE  
<http://www.xigla.com>

## XIGLA.TV Videos for this application



XIGLA.TV is a companion website for XIGLA SOFTWARE's suite of products and services. It is basically XIGLA SOFTWARE's web-based TV channel.

XIGLA.TV has been built using Absolute FAQ Manager, our video sharing and video publishing software for out-of-the-box Internet-based channels.

On this site, you will find the latest videos and tutorials to show you how to make the most of this application, tips on how to set it up, secure it, troubleshoot it and much more.

Be sure to check it at <http://www.xigla.tv>  
**It is completely free for you to use!**

## ABSOLUTE FAQ MANAGER FEATURES

Absolute FAQ Manager comes packed with everything you need to maintain a complete knowledge base of frequently asked questions on your site and provide customer support 24 hours a day / 7 days a week without the need of a fully dedicated support staff. Here are just some of the features of this powerful system:

- ❑ It is not a hosted solution! Absolute FAQ Manager runs on your own server under your own domain. You don't depend on any third party to manage your system online.
- ❑ Developed using ASP.NET technology and SQL Server stored procedures for the best scalability and reliability. Microsoft's .NET ensures the best scalability and reliability for a web-based application.
- ❑ Easy-to-use HTML-based interface to let you administer the application from anywhere in the world. You only need web access!
- ❑ Sleek Web 2.0-like interface and AJAX-based features. Take advantage of new design trends and AJAX technology, which improves the system usability and the overall user experience.
- ❑ Supports virtually an unlimited number of users, articles and Topics. Register as many as your server can handle!
- ❑ Reduce Costs. Once running on your site, the Absolute FAQ Manager will act as the first line of support for customer inquiries, thus reducing the need to call or email your service desk.
- ❑ Increase your customers' satisfaction. Your customers will receive instant, accurate answers from a dynamic knowledge base of previously asked questions.
- ❑ Reduce repetitive questions. By providing an easy to use and centralized FAQ, you can focus on high-value tasks rather than answering the same questions over and over again.
- ❑ 24/7 Availability. Answers from your company can be accessed by your customers 24 hours a day, 7 days a week, not just during normal business hours.
- ❑ Powerful FAQ Manager: The Absolute FAQ Manager comes with a wide variety of tools to work with. You can add, edit, and delete new and

existing FAQs. Also, you can choose to publish or UN-publish FAQs according to their relevancy to the website.

- ❑ Automatic FAQs generation and Knowledge Base. New questions can be automatically added to your Knowledge base thus creating a dynamic and evolving knowledge base for you and your customers!. Your Customer Support will be on auto-pilot as you only have to answer a question once and it will become available to the next customer with a similar inquiry.
- ❑ Fully Customizable Inline FAQ Display. Your customers don't have to leave your site to get answers to their questions. Your FAQ and Knowledge Base opens in a pop-up that aligns to one side of the screen providing Inline Help. Your customers can follow instructions without going back and forth.
- ❑ Top Accessed and Recently Added Questions. When accessing your FAQs, your customers can get a complete list of the top most accessed questions and the most recently added.
- ❑ Option to Send FAQ / Article by E-mail. Users can forward any article or FAQ by just providing an email address.
- ❑ Add To Favorites. Your customers can easily create shortcuts to your FAQs and Knowledge Base Articles by clicking the "Add to Favorites" button for each FAQ.
- ❑ Tags cloud. Tag your FAQs for easy indexing and browsing.
- ❑ Social bookmarking features. Absolute FAQ Manager comes ready to run with social bookmarking so that your FAQs and articles can be shared on sites like DIGG and Del.icio.us
- ❑ Glossary. Set up an index of terms to be browsed like a glossary.
- ❑ Password Protected Topics. You can password protect your topics. Only users knowing the topics password, will have access to the topic FAQs
- ❑ Customer Comments and Ratings. Get direct feedback from your site visitors. Your customers can rate and comment on your FAQs. Use this information to improve your knowledge base and detect new trends and business opportunities.
- ❑ RSS Support. Absolute FAQ Manager allows you to easily syndicate your content by just selecting an option. Your users will get your latest updates directly on their Newsreaders as they normally do with other content sources.

- ❑ RSS Feed Generator tool. Create custom RSS Feeds to retrieve content from your knowledge based on topic and keywords.
- ❑ Noise Words Filter. Set which common words should be ignored from your searches to improve the system performance.
- ❑ Question Submission and Personalized answers. If a customer does not find an answer to his question in the existing knowledge base, they can submit their question and receive a personalized response from your team by e-mail.
- ❑ Topic Reassignments. If a user submitted question does not seem to fit the selected category, it can be easily reassigned. Users assigned to the selected topics will receive a notification by e-mail so that they can work on the question and provide an appropriate answer.
- ❑ Automatic E-mail Notifications. Your system users can be automatically notified when a new question is submitted through the system and your customers can also receive an automatic notification when an answer to their question is posted.
- ❑ Start Screen and Dashboard. The start screen provides your users with a quick overview of the system performance, how many questions are in the system, their status, top questions and users. Your users can immediately see what questions they have waiting for an answer.
- ❑ FAQ Code Generator. Easily generate codes to access your Topics and FAQs from your pages. You can use a text link or a image button which you can embed in a web page or e-mail it.
- ❑ Export Customers Info. You can easily get an Excel File from your customers information. This option is excellent for marketing and other tasks.
- ❑ Powerful Word-Like Editor. Absolute FAQ Manager comes packed with a state of the art HTML editor. with What-you-see-is-what-you-get capabilities, your users will be able to easily post content and new articles to your system.
- ❑ Multimedia Content Support. Embed any type of content into your articles. Add videos and images, files or any other type of content.
- ❑ Internal Notes System. A forum-like notes system lets your users communicate with each other to update and maintain your FAQs and Knowledge Base Articles.

- ❑ Question Status. Set your question as Answered, Unanswered or pending, you have full control on your articles status.
- ❑ Spell Checking Support. Absolute FAQ Manager provides spell checking support for your edited articles.
- ❑ Support for Related Links. Complement your articles by including links and URL to your articles.
- ❑ Support for Attachments. Need to add documents and files to your FAQs?, no problem, Absolute FAQ Manager provides you with a file manager for adding attachments to your FAQs.
- ❑ Support for Related FAQs. Easily create links between your FAQs by relating your articles.
- ❑ Reduce repetitive questions. By providing an easy to use and centralized FAQ and Knowledge base you can focus on your high value tasks rather than answering the same questions over and over again.
- ❑ 24/7 Availability. Once your Absolute FAQ Manager is ready, answers from your company will be available for your customers 24 hours a day, 7 days a week, not just during normal business hours.
- ❑ Search Boxes. Add search boxes to your Knowledge Base from any page you need it. Your users just have to type in their question to open the Knowledge Base and get answers!.
- ❑ Easy installation and Integration. By pasting a single line of HTML code, your FAQs will be immediately available on your site.
- ❑ Automatic Ranking. Your FAQ's are automatically ranked based on customers frequency of viewing. Your most viewed FAQ's will be readily available for your customers.
- ❑ Entirely Customizable through CSS. You can easily change the look and feel of your FAQ by editing a single CSS file.
- ❑ Plus more!

At XIGLA SOFTWARE, we value our customers' feedback. If you know of features you'd like to see implemented into this application, please e-mail us at [info@xigla.com](mailto:info@xigla.com) and tell us about them. We'll consider them, and maybe you'll see them in a future version.

Also, if you found a bug or have a problem, please e-mail us immediately so that we can help you solve the problem and keep your system operating as desired.

## Installing Absolute FAQ Manager

Installing the Absolute FAQ Manager system is very straightforward. Basically, you'll need to execute a SQL Script against your SQL Server database and upload the required files to your web server.

### *System Requirements*

Absolute FAQ Manager has been developed to run exclusively under Windows-based servers with support for ASP.NET 2.0

For the database backend, this application supports SQL Server 2000, SQL Server 2005, and MSDE 2000 or SQL Server Express 2005. MSDE and SQL Server Express are scaled down versions of the SQL Server, which are free from Microsoft's website.

Requirements:

- Windows Based Server
- .NET Framework 2.0
- SQL Server 2000 or MSDE (Or higher versions)

### *Setting Up the Database*

Absolute FAQ Manager has been developed to work with SQL Server 2000 or higher databases. The database is e-mailed as a script file called absolutefm.sql. Save this file somewhere on your local computer. In order to set up the database backend, please follow these guidelines.

#### *SQL Server 2000*

1. From within SQL Server's Enterprise Manager, create a new database. Right-click on Database and select new database.
2. Enter the database name "absolutefm", or any other name you may want for this new database.

3. Click OK when finished. An empty database named "absolutefm" will be created.
4. Now, execute the absolutefm.sql script in order to create the tables and stored procedures in the new database. From the Tools menu of the Enterprise Manager, select SQL Server Query Analyzer.
5. From within the Query Analyzer, open the absolutefm.sql script file. Be sure to select the "absolutefm" database from the database drop-down menu.
6. Execute the script by clicking the Execute Query Button or pressing F5. If executed successfully, you'll see a "Query Batch Completed" message at the bottom of the screen.
7. In order to optimize the database, right click on the "absolutefm" database from within Enterprise Manager. Select 'Properties' and under the 'Options' tab, check the "Auto shrink" property.

### *SQL Server 2005 and SQL Server Express*

1. Open SQL Server Management Studio. Right-click on Database and select new database.
2. Enter the database name "absolutefm", or any other name you may want for this new database.
3. Click OK when finished. An empty database named "absolutefm" will be created.
4. Now, execute the absolutefm.sql script against this database in order to create the tables and stored procedures. Select FILE > Open File and look for the absolutefm.sql script in your local machine.
5. Be sure to select the ABSOLUTEFM database from the database drop-down menu.
6. Execute the script by clicking the Execute Query Button or pressing F5. If executed successfully, you'll see a "Query Batch Completed" message at the bottom of the screen.
7. In order to optimize the database, right click on the "absolutefm" database from within SQL Server Management Studio. Select Properties and under the 'Options' tab, set the "Auto shrink" property to TRUE.

**Note:**

It is advised to set a maintenance plan up in order to backup the database logs on a daily basis or to set the database recovery model to "SIMPLE". Otherwise, your log files may grow really fast and eat your disk space

## *Installing Absolute FAQ Manager on Your Web Site*

Absolute FAQ Manager has been delivered to you in a zipped file (.zip). Follow these instructions to set-up the Absolute FAQ Manager System for your site:

1. Create a sub-directory in your site's root directory. This directory will house the Absolute FAQ Manager software. So, it's a good idea to give it a name such as "absolutefm".

For example, if your domain is <http://www.company.com>, then you might create a directory called <http://www.company.com/absolutefm>.

2. Extract the contents of the Absolute FAQ Manager zip file into this directory (You'll need an application like WinZip - <http://www.winzip.com> - in order to correctly unzip the file). The Absolute FAQ Manager system includes several sub-directories. **You must maintain this directory structure** and include those sub-directories.

**WARNING!: DO NOT PLACE A COPY OF OUR ZIP FILE ANYWHERE ON YOUR SITE. By doing this you'll be allowing your users to download the application without owning a license. You'll be violating the License Agreement and intellectual property rights.**

3. Now, set the permissions for the newly created absolutefm directory to allow read and write permissions, allow files to be browsed and allow scripts to be run.

**Note:**

For security reasons, if you don't want to set write permission to the whole application, you need to know that the following directories require write permission, otherwise some errors will arise when uploading content:

- Attachments : The uploaded files are stored in this folder

Your hosting provider will be able to set the appropriate write permissions for those folders.

4. In order to point Absolute FAQ Manager to your SQL Server database, you'll need to edit the **web.config** file in order to update the database connection string with your SQL Server login information. To do this, open the **web.config** file using a text editor (notepad will do fine) and look for the **xlaAFMconnectionstr** key in the **<appsettings>** section:

```
<add key="xlaAFMconnectionstr"
value="Server=YOUR_SERVER;UID=YOUR_USERNAME;PWD=YOUR_PASSWORD;Da
tabase=absolutefm" />
```

On this entry key, replace YOUR\_SERVER with your SQL Server's name, YOUR\_USERNAME and YOUR\_PASSWORD with the corresponding username and password that you previously set and save the file. Also, if you named the database different than **absolutefm**, you'll need to update the **Database** property on this key too.

5. Application Path. In the web.config, there's a key called xlaAFMphysicalpath. This key should house the full physical path to your application. You can get this path in your web server by browsing to the getpath.aspx file. Make sure to type the ending slash (\) at the end of the path:

```
<add key="xlaAFMphysicalpath" value="C:\folder\subfolder\ " />
```

6. Virtual Path. Aside from the physical path, there's also a key for the virtual path. This should be the web based path from the root of the site:

```
<add key="xlaAFMvirtualpath" value="/absolutefm/ " />
```

7. In the web.config file there's also a security string called xlaAFMsecurityseed with the following code:

```
<add key="xlaAFMsecurityseed" value="TYPE A SERIES OF RANDOM
NUMBERS AND CHARACTERS HERE" />
```

This string is used for tightening your system security. To set it up, make sure to enter a random string of characters as in the following example (you

can use any number of random characters, just make sure to only use letters and numbers):

```
<add key="xlaAFMsecurityseed" value="DJEIFDNWIF7339RJHD76KJD7" />
```

8. Next in the web.config is a series of keys for defining your mail server options. If your mail server (SMTP Server) requires authentication, you will need to enter the proper credentials in the next keys (The mail server will be defined later from the application control panel):

```
<!-- SMTP Server Settings -->  
<add key="smtpusername" value="SMTP_USERNAME_HERE" />  
<add key="smtppassword" value="SMTP_PASSWORD_HERE" />  
<add key="smtpserverport" value="SMTP_PORT_HERE(optional)" />
```

9. If you know that you will only support a limited number of file types (for your file uploads), you may want to edit the File Types key so that only those files can be uploaded to the site:

```
<add key="xlaAFMallowedfiletypes" value=".jpg .gif .pdf" />
```

10. The BIN Folder. If you are installing Absolute FAQ Manager on a subfolder (like we are doing in this guide), you'll probably need to move the DLL's from the applications /bin folder to your site's /bin folder.

If your site does not have a /bin directory, you'll need to create one at the very root of your web site.

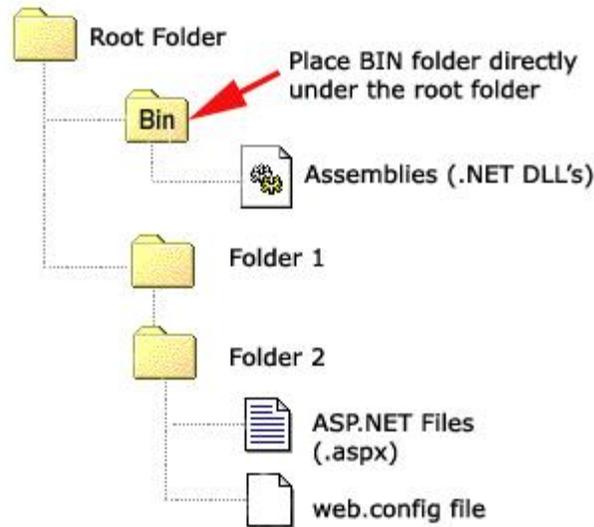
**Note:**

ASP.NET applications like Absolute FAQ Manager can be fully deployed through FTP. While this application comes with a DLL, you don't need to access the server in order to register (using REGSVR) it as it was required with previous ASP applications.

Just make sure to place the application's DLL in the /bin folder of your web site. Your hosting provider will be able to provide you with more information about the bin folder.

**DO NOT TRY TO REGISTER THE DLL USING REGSVR.**

Just place a copy of the DLL inside the /BIN folder at the root of your web site. If there is no /BIN folder at the root of your site, create it and move the DLL there.



**11.** Start the Absolute FAQ Manager application in your web browser by browsing to login.aspx file in the web directory where you installed Absolute FAQ Manager (e.g. <http://www.yourdomain.com/absolutefm/login.aspx> ) and login using **admin** for both the username and password and click the login button.

Click on the USERS button in the top menu. You'll see a single user named "Default Administrator". Click on its EDIT button (the EYE icon in front of it) in order to update the default administrator info with your own information.

**12.** Enter your name, your e-mail address, a new username and password, select Administrator for the user level and provide any additional info about you or the new System Administrator and click the "Save User" button. From now on, you'll use your new user name and password to access the system (The old "admin" account won't be available again, so make note of your new username and password).

**13.** Click on the Options button from the top menu, and click OK on the confirmation message. You'll be accessing the system configuration options.

**14.** In the "Licensed To" field, enter your name or the name of the company that purchased and will be using the Absolute FAQ Manager system.

**15.** In the Order ID. Field, type your Order ID Number exactly as it was provided to you.

**16.** In the "Site URL" field, enter the URL to your site:  
e.g. <http://www.youdomain.com/>

17. In the "Application URL" field, enter the full URL to the Absolute FAQ Manager system in your site (this is the same URL you defined in step 1 and used in step 6 to access the application. I.E: [http://www.yourdomain.com/absolute\\_fm/](http://www.yourdomain.com/absolute_fm/) ).

18. You can optionally define a time offset if your web server is configured with a different time than your local one.

19. You will want to upload your logo file so that it is shown in your FAQ Manager.

20. Click on the "Save Settings" button in order to save the changes (If you experience any problems, please make sure that the Absolute FAQ Manager directory has "write" permission enabled in order to be able to update the settings).

**Note:**

For security reasons, many hosting providers do not allow write permissions to their directories. If this is your situation, the Absolute FAQ Manager system will show you the code necessary to update your settings. Follow these directions:

\*Copy and paste this code into a blank .txt file (use Notepad)

\*Rename this file to **xigla.config**

\*Upload this file to your Absolute FAQ Manager root directory, replacing the existing default file, and your new settings will take place.

You can also download the code by clicking the proper button once the code is displayed, save this file to your computer and upload it to your Absolute FAQ Manager application to set the new configuration.

## *Customizing the Public Front End*

Absolute FAQ Manager has a private and a public front end. The private front-end is the system administration and is only available to the system users. The public front-end is the portion of the application which is available to your site users online. You can customize its look and feel to make it look the way you want it.

To do so, use your favorite HTML editor and edit the following files:

**FRONT END:** This is the public part of the application, what your users get to see (the FAQs Manager).

- Styles.css: Front End CSS, colors and fonts (most of the look can be customized from here).
- afmglossary.aspx : Faq Manager glossary.
- afmhome.aspx : Start page
- afm-password.aspx : Password request (for password protected topics)
- afmsearch.aspx : Search Results
- afmsubmit.aspx : Question submission form
- afmtags.aspx : Tags Cloud
- afmtop.aspx : Top menu navigation
- afmtopics.aspx : Topics List
- afmviewfaq.aspx : View FAQ
- afmviewtopic.aspx : View Topic

### *Creating a link to your FAQs in your web site*

In order to allow your visitors to browse your FAQs, you need to create a link to your FAQs on each page where you want the FAQs to be available.

To create this link, click on the Start button from the top menu. The Start screen will be displayed. This screen allows you to get a quick overview of the entire system. It also includes several stats and reports regarding the system which will be explained later.

On the right side of the page, you'll see the a box entitled "FAQ Button Code" with a code similar to the shown below (make sure that you typed the complete and correct URL to the application in the "Options" screen):

```
<script language="JavaScript"
src="http://www.domain.com/absolute/fm/afm.aspx"></script>
<a href="javascript:;" onclick="javascript:slaAFMLaunch();"></a>
```

By copying and pasting this code into the HTML of your pages, your visitors will see an image button to access your FAQs. All they have to do is click on this button to access your FAQ knowledge base.

Please note that you can change the image to whatever you prefer, you can even use a text message instead (refer to the Code generator section to see how you can create links to your topics and FAQs directly that can use either text or images).

Now your Absolute FAQ Manager has been fully configured and is ready to run. All you have to do now is log into the application, register some topics, assign some users to them and provide some FAQs and put your customer support on auto-pilot!.

# QUICK START GUIDE

<b>1. Configuration</b>	<p>The first thing you must do when using the Absolute FAQ Manager for the first time is to set your configuration settings as explained in the preceding chapters:</p> <ul style="list-style-type: none"><li>❑ Set the Absolute FAQ Manager system to work with your SQL Server: Edit the web.config file in order to configure the proper database connection settings.</li><li>❑ The Web.Config should also be configured with the full physical path to the application and SMTP server authentication if required (Your ISP should be able to provide you with this information or execute the getpath.aspx file in your Absolute FAQ Manager folder)</li><li>❑ Move the AbsoluteFaqManager.dll file from the application's /bin folder on your web site's /bin folder. You may need to create this folder at the very root of your web site if it does not exist.</li><li>❑ Log into Absolute FAQ Manager at the application's URL (I.e. : <a href="http://www.yoursite.com/absolutefm/login.aspx">http://www.yoursite.com/absolutefm/login.aspx</a> ) using the default administrator username and password (admin/admin).</li><li>❑ Click on the OPTIONS button from the top menu and configure the Absolute FAQ Manager system by providing the necessary information and your Serial Number.</li><li>❑ Log into the application using your new Username and Password, and set your topics, users and define some FAQs.</li></ul>
<b>2. Define Your Topics and Subtopics</b>	<p>By setting topics, you will be able to organize your FAQ's in categories that can be easily accessed by your customers.</p> <p>Absolute FAQ Manager supports 2 level deep topics (topics and subtopics). You can have an unlimited number of topics with an unlimited number of subtopics</p> <ul style="list-style-type: none"><li>❑ To create a topic, click the topics button in the Top menu and then click on the ADD NEW TOPIC button.</li><li>❑ Enter a New Topic Name. If you are entering a subtopic, select the appropriate PARENT topic, otherwise, select</li></ul>

	<p>ROOT as the parent topic.</p> <ul style="list-style-type: none"> <li>❑ Optionally, enter a short topic description. You can also enter a number of priority to sort this topic when browsing the FAQs or password protect the topic.</li> <li>❑ Click on the name of the users that will have access to the new topic. Make sure to select at least one from the list. You can select several names by pressing the CTRL key while clicking on the user names.</li> <li>❑ Click the Save topic button. You can add and register as many topics as you need.</li> <li>❑ The topic will be created and its name will be added to the topics list.</li> </ul>
<p><b>3. Register Your System Users</b></p>	<p>The system users are the users in charge of providing content and answers to their assigned topics in your Absolute FAQ management system.</p> <p>Administrators are the users in charge of maintaining the application and they can also provide content to their assigned topics.</p> <p>Administrators can freely register as many users as they need and assign them to any number of topics and subtopics at any time.</p> <p>To register a new representative, click on the USERS button from the top menu and then on the "Register New User." button and provide the necessary information, including the topics that the user will be assigned to.</p>
<p><b>4. Register Your FAQs</b></p>	<p>Once you've created some topics, both you and your system users will be able to provide content to the system. To create a new FAQ, click on the 'New FAQ' button on the Top menu.</p> <ul style="list-style-type: none"> <li>❑ Enter the question or article title and click NEXT and you will be taken to the EDIT FAQ screen.</li> <li>❑ Enter the answer / article in the proper HTML editor. You can use its word-like capabilities to provide a content rich article.</li> <li>❑ Select the topics for the FAQ / Article.</li> </ul>

	<ul style="list-style-type: none"> <li>❑ Enter a description and Keywords. You can also add related links, include file attachments or relate this to other FAQs and articles.</li> <li>❑ Set the current status for the FAQ.</li> <li>❑ You can also set if the question will be publicly available on your FAQ (only if the status is set to answered)</li> <li>❑ Click the Submit button to save and preview your new FAQ.</li> </ul>
<p><b>5. Your Customer Support on Auto-Pilot</b></p>	<p>Now your customers can browse your FAQs and find the answers they need 24 hours a day, seven days a week.</p> <p>If they don't find an answer to their questions, they can submit them to you. Your system users will receive an e-mail notification with a link to answer the question directly from within the system.</p> <p>As soon as the question is answered, it can be posted to the FAQs and the reply be sent to the customer.</p> <p>Once the answer is available on the Public FAQ, any new customer with the same question, will receive an instant answer!</p>

# ABSOLUTE FAQ MANAGER ADMINISTRATION OPTIONS

The Absolute FAQ Manager is very easy to use. In order to operate the system, you just need the menu at the top of the screen. There, you'll find all the system options, which we'll explain now.

## Login Screen

To access the Absolute FAQ Manager, point your browser to <http://www.yourdomain.com/absolutefm/login.aspx>

Once there, use your Username and Password to access the application. By default, the Absolute FAQ Manager comes configured with both "admin" for the Administrator's Username and Password. If you set a different Username and Password (which we strongly recommend for security reasons) you'll have to enter it in order to access the application.





## Start Screen

*Get a quick overview of the entire system.*

The start screen, provides a quick overview of your Absolute FAQ Manager system by providing access to several stats, reports and tools regarding the system performance, it also provides access to the FAQ as well as the code to implement a link to the FAQ on your site :

Reports and Tools

Start Screen

My Pending Questions  
You have 0 pending questions

#	Question	Submitted By	Submitted On	View
---	----------	--------------	--------------	------

Overall Summary

- Questions Pending: 2
- Question On Hold: 0
- Questions Answered: 0

There are 2 FAQs registered  
0 Are Publicly Available

FAQ Button Code

```
<script src="/js/faq.js"></script>  
<script src="/js/faq.js"></script>  
<script src="/js/faq.js"></script>  
<script src="/js/faq.js"></script>
```

Button Displayed on Site

Questions ?

System Summary

FAQ Button Code

Current Button Shown

- **Dashboard** : Select a report from the drop-down list to view detailed stats about your FAQs. The following reports and tools are currently available :

### Reports :

- **My Pending Questions** : Shows the questions from your assigned topics awaiting for an answer.
- **Pending Questions (All users)** : Shows all the questions currently awaiting for an answer.
- **My Questions On-Hold** : Shows questions assigned to your topics which are currently On-Hold.
- **Questions On-Hold (All Users)** : Same as above but listing the questions on-hold for all the system users.
- **Top Most Viewed FAQs** : Lists the most accessed FAQs in the system

- **Top Less Viewed FAQs** : Lists the FAQs that are less accessed by your users
- **Top Highest Rated FAQs** : Lists the FAQs with the highest rating in the system
- **Top lowest Rated FAQs** : Lists the FAQs that have the lowest rating.

#### Tools :

- **FAQ code generator** : Lets you create custom links and buttons to your FAQs
  - **Export Customers Info** : Exports information related to customer who have submitted information through Absolute FAQ Manager.
  - **RSS Feed generator** : Lets you create custom RSS Feeds based on topic and keywords.
- 
- **Overall Summary** : Displays an overall summary for the questions currently available on the FAQ, listing the number of answered, on-hold and pending questions.
  - **FAQ Button code** : Use this code to display the FAQ button on your pages. You can customize the code to use a text link or custom image to display on your pages (you can also use the code generator for creating this type of codes).
  - **Button Displayed On Site** : Displays the default button for accessing the FAQs on your site. If you prefer, you can customize this image by replacing the file **faqbutton.gif** in the **IMAGES** folder of Absolute FAQ Manager

Clicking the FAQ Button will trigger the FAQ help panel in the very same way as your customers will access it.



### Search Screen

*Use this option to browse and view your FAQs and Knowledge Base Articles.*

Absolute FAQ Manager provides a powerful internal search that will allow your system user to browse to any FAQs and articles registered in the system.

To browse your FAQs, you may enter any search criteria combination in the search box:

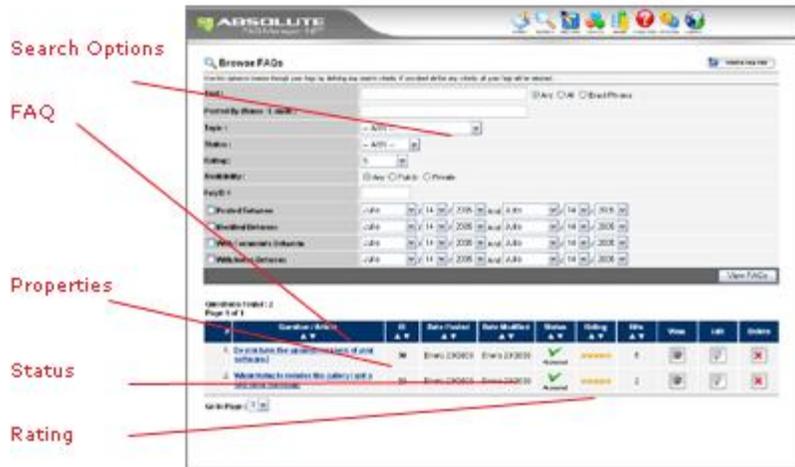
- Text** : Type a keyword or phrase to look up in the FAQs and articles.
- Posted By (Name / e-mail)** : Type the name or e-mail of the user who submitted the question.
- Topic** : Return FAQs and articles for the selected topic.
- Status** : Displays questions with the selected status (answered, on-hold and unanswered).
- Rating** : Displays questions with the selected overall rating (1 to 5).
- Availability** : Return articles that are publicly available in the FAQ.
- FAQ ID** : Look for a FAQ by its number ID.
- Posted Between:** Check this option and select two dates to list FAQ's that have been submitted during the selected period.
- Modified Between** : Check this option and select two dates to list FAQ's that have been modified during the selected period.
- With Comments Between** : Check this option and select two dates to list FAQ's that have received any comments during the selected period.
- With Notes Between** : Check this option and select two dates to list FAQ's that have been posted with Notes by the system users during the selected period.

Click the "View FAQs" button to list all the FAQs that match your search criteria.

The Absolute FAQ Manager will list the matching questions and display the following information:

- Questions Found:** Number of FAQs that match your search criteria.
- Question / Article** : Question or title of the FAQ
- ID** : The FAQ Id Number
- Date Posted** : Date the question was posted / submitted.
- Modified** : Last date that the question was updated.
- Status** : Current status (answered, on-hold, unanswered).
- Rating** : Displays the FAQ rating according to your users.
- Hits** : number of times the FAQ has been accessed by your site visitors.
- View:** Click the View button to access and view the FAQ properties.

- ❑ **Edit:** Click the Edit button in order to modify and answer the question.
- ❑ **Delete:** Click the Delete button to delete the FAQ from the database.



## Compose FAQ

COMPOSE

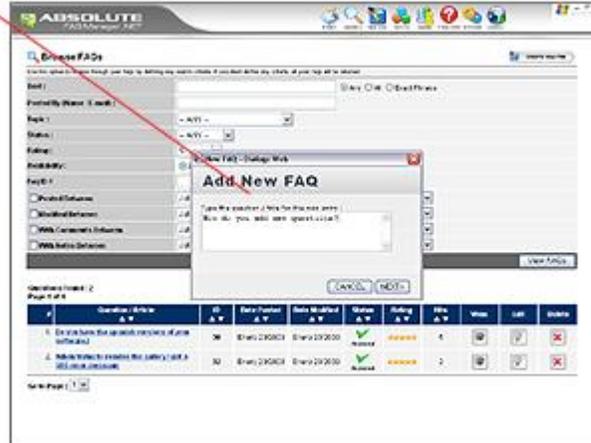
*This option lets you create new FAQs to add to your knowledgebase.*

Creating FAQs and Articles is extremely simple with the Absolute FAQ Manager. All you have to do is select the topics for the FAQ, type the content using the built-in editor and optionally attach any files to be sent along with it.

To create a new FAQ , click on the "COMPOSE" button from the top menu.

A pop-up window will be displayed asking for the title of the article or the Question you want to address.

Type the question or article title  
and click NEXT



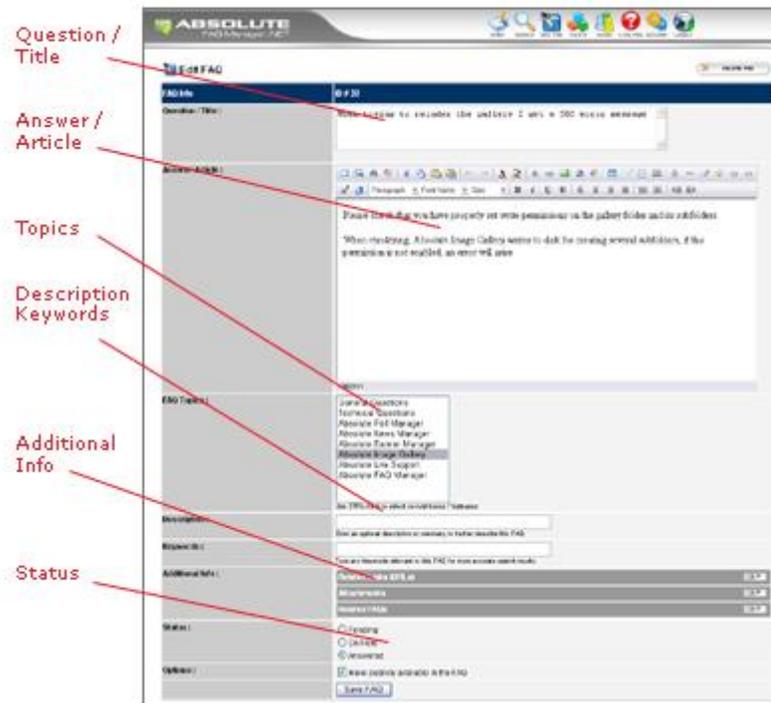
Type the question or article title and click next, the EDIT FAQ screen will be loaded allowing you to edit the article.

### *Edit FAQ*

To edit / compose a FAQ, provide the following information on the EDIT FAQ screen.

- ❑ **Question / Title** : Type the title of the article or the question that you will be addressing to add to the FAQ.
- ❑ **Answer / Article** : Use the Word-like Editor to post the article content or answer to the question. You can embed any kind of HTML element like images or links. The built-in editor also provides spell checking options.
- ❑ **Topics** : Select the topics / Subtopics to classify the new FAQ.
- ❑ **Description** : Optionally provide a short description of the FAQ / Article. Explain what it solves or what the FAQ addresses.
- ❑ **Keywords** : You can type any number of relevant keywords to facilitate the search of the current FAQ
- ❑ **Related Links** : Lets you add URLs that are relevant to the FAQ / Article.
- ❑ **Attachments** : Use You can optionally attach any number of files to your FAQs.

- ❑ **Related FAQs** : Use this option to create relationships between your FAQs and Articles.
- ❑ **Status** : Set the current status for the question.
- ❑ **Options** : You can select whether or not to send the answer to the customer (when editing a question submitted by him) as well as selecting whether or not the FAQ will be publicly available on your FAQ's.
- ❑ **Submit** : Saves the question and submits the answer to the customer if selected. The system takes you to the View FAQ screen.



### ***Related Links***

If you need it. You can create any number of references to external URLs to enhance your FAQs. Open the Related Links panel in the Additional Options section , enter the URL, a name for the link and an optional description.



## Attachments

You can attach an unlimited number of files to your FAQs. To upload and attach files to a FAQ, open the ATTACHMENTS panel in the Additional Options section when editing a newsletter.

Adding an attachment is as simple as selecting the file from your local PC and clicking on the SUBMIT FILE.



### Note :

In order to upload files to attach to your newsletters the ATTACHMENTS folder inside your Absolute Newsletter directory must have write permission.

## Related FAQs

If you want, you can add related FAQs to the article being edited by opening the RELATED FAQs panel and providing the IDs of the article to set as related.

To get the FAQ ID, you can do a search in the search screen which lists each article with its ID.



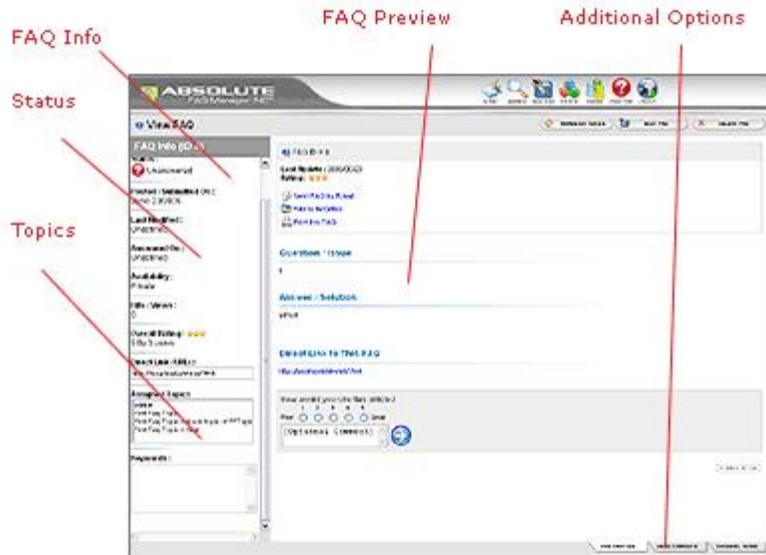
## View FAQ

To view a FAQ , you must click on the VIEW button from the **search screen** or compose a new FAQ. This option will preview the article and display all its properties like modification dates, status and assigned topics.

At the bottom of the VIEW FAQ SCREEN you will find several TABS to preview the FAQ, as well as browse any comments posted by your system users and internal notes. To access any of those options, juts click on the proper tab.

- ❑ **FAQ Info** : FAQ ID Number
- ❑ **Question** : The FAQ Question or article title
- ❑ **Status** : Current FAQ status
- ❑ **Posted / Submitted On** : Date the FAQ was submitted
- ❑ **Last Modified** : Last time the FAQ was updated
- ❑ **Answered On** : Date that an answer was submitted for this question.
- ❑ **Availability** : Current FAQ availability
- ❑ **Hits / Ratings** : Number of times the FAQ has been accessed and current rating. Only the system administrator can reset the rating of a FAQ.
- ❑ **Direct Link** : URL to get an instant access to the current FAQ

- ❑ **Assigned Topics** : Topics that the FAQ belongs To.
- ❑ **Keywords** : FAQ articles
- ❑ **Attachments** : File attachments



By clicking on the **USER COMMENTS** tab, you can browse the different comments submitted for the FAQ.

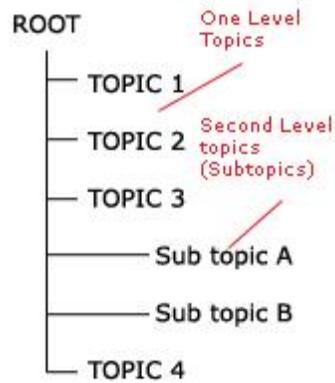
The **INTERNAL NOTES** tab provides access to the system notes. A form-like notes system to post notes about the current FAQ that can be browsed by the Absolute FAQ Manager users and administrators (not your customers).



## Topics

*This option lets you create and define the topics and subtopic to classify your FAQs.*

Absolute FAQ Manager lets you have an unlimited number of topics and subtopics (2 levels deep) :



The TOPICS screen provides a complete list with all your topics and topics along with the following information :

- ❑ **Topic Name/Description:** The name of the Topic / Subzone , its optional description and ID.
- ❑ **Subtopics :** Number of subtopics for the current topic. Click on the create Subtopic link to create a new subtopic for this topic.
- ❑ **Articles :** Number of Articles / FAQs assigned to the current topic
- ❑ **Public Articles :** Number of articles / FAQs assigned to the topic that are publicly available.
- ❑ **Assigned Users :** Number of assigned users to the current topic.
- ❑ **Edit:** Click the Edit Button to edit the Topic properties and assign system users to it.
- ❑ **Delete:** Click the delete button to delete a topic. All the articles assigned to that topic (and its subtopics) will be automatically deleted.

Topic Name / Description	Subtopics	Articles	Public Articles	Assigned Users	View / Edit	Delete
1. 0000 (Root) - Topic ID: 1 - Description:	3 Collapse	30	14	2	[View]	[X]
1.1 0001 (Subtopic) - Topic ID: 1 - Description: Subtopic 1	0	0	0	1	[View]	[X]
1.2 0002 (Subtopic) - Topic ID: 2 - Description: Subtopic 2	0	6	2	2	[View]	[X]
1.3 0003 (Subtopic) - Topic ID: 3 - Description:	0	7	2	1	[View]	[X]
2. 0004 (Root) - Topic ID: 4 - Description:	2 Collapse	60	23	1	[View]	[X]
2.1 0005 (Subtopic) - Topic ID: 5 - Description: Subtopic	0	11	5	2	[View]	[X]
2.2 0006 (Subtopic) - Topic ID: 6 - Description: Subtopic	0	19	7	1	[View]	[X]

## Creating New Topics

To create a new topic, all you have to do is click on the “Add New Topic” button, provide a name for the topic, select a parent topic (if a subtopic, otherwise select ROOT) an order number to sort the topic in your public FAQ , an optional description and assign the users that will have access to it.

You can also set a password to limit access to the current topic.

You can set this password to be inherited or not by any subtopics.

Then, when a user clicks on a FAQ from a password protected topic, the system will ask for its corresponding password.

Please note that if a FAQ is assigned to several topics , if there’s only one of them which is not password protected, the FAQ will be publicly accessible without the need for a password.

**ABSOLUTE FAQ Manager v1.0.1**

**Edit / View topic** [User Name] [Logout]

Topic Name: 10001

Parent Topic: 10000

Optional Description: # For a complete list of articles from the information about ROOT

Topic Order Number: 0

Assigned Users: [Select Administrative (Administrators), Admin User (Administrators), Admin (System Users), Site (General Users)]

[Save Topic]



## Glossary

*Lets you define an index of terms for your FAQs*

You can set up a list of terms in as well as their definitions for the Absolute FAQ Manager.

Simply enter the term and its definition and click on SAVE.

The Absolute FAQ Manager will index the term under the corresponding letter.

To edit a term, simply click on it and modify it accordingly and click SAVE

**Edit Term**

**Definition**

**Letters**

**Current Terms**

#	Term	Definition	Edit	Delete
1.	Absolute FAQ Manager	FAQ administration tool		
2.	Administrator	Person in charge of the operations		
3.	Apache	Web server running on Linux		
4.	Available	Status for Live Support		



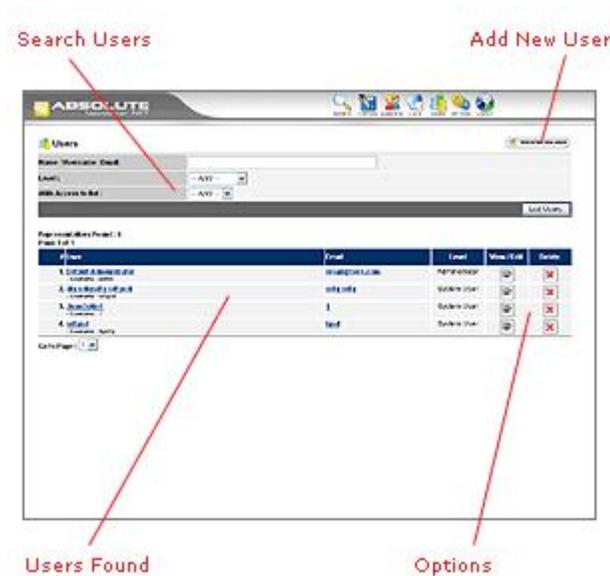
## Users

*This option lets you register system users and administrators for publishing articles and FAQs and managing the System.*

The Absolute FAQ Manager lets you have an unlimited number of users for publishing articles and FAQs to your knowledge base. There are two user levels:

- ❑ **Administrators:** They have complete control over the application. They can post and delete FAQs, create and modify topics, register new users and modify the application settings. They have the highest security level and have access to every feature in the application.
- ❑ **System Users:** They can only access and publish FAQs to their assigned topics depending on their access level set in the options screen by the system administrator.

You can list the different system users by providing a search criteria in the USERS screen.

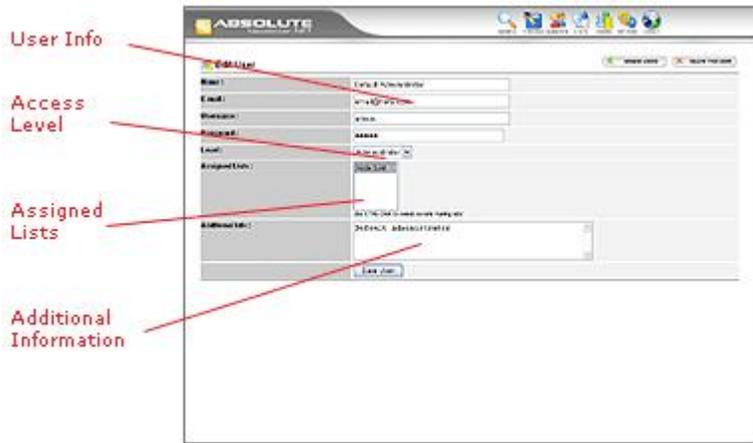


### ***Registering New Users (administrators only)***

Only System Administrators will be able to edit and register new users. To do so, just click on the ADD NEW USER button from the USERS screen and you'll be taken to the Edit User Screen where you can define the user properties:

- ❑ **Name, E-Mail:** Enter the name and e-mail of the new Absolute News Manager user.
- ❑ **Username and Password:** Type an username and password for the new user.
- ❑ **Level:** Select the user level (administrator, editor or publisher).
- ❑ **Assigned Topics :** Select the topics that the new user will have access to.

- **Additional Info:** Enter any additional info for the user (phone number, address, notes, etc).



## View FAQ

VIEW FAQ

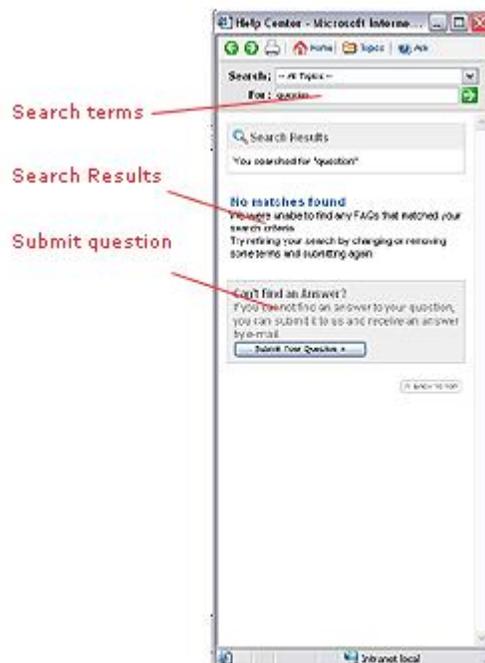
*Click the View FAQ button to access your FAQ's Knowledge Base.*

When you click the View FAQ button, the FAQ's pop-up window will be opened side by side to your browser's window thus allowing you to browse both the FAQ and your site without having to switch between pages.



When the Public FAQ is accessed, your customers will access to the FAQ Home (Start Screen). This screen provides access to the Top most accessed FAQs and recently added articles. It also provides access to the RSS Feeds for users with Newsreaders that want to take advantage of your content syndication to get the latest posts on their client PCs.

Your customers can also search browse the FAQs by using the search box at the top, they can enter some search terms as well as to select the topic to search in. After submitting a search, the Absolute FAQ Manager will display several similar questions that have been previously answered. Then, the user can browse each of the questions and if he does not find an appropriate answer, he can submit the question to receive a personalized reply by e-mail.



By clicking on the FAQs title, the user can get the full article. He can send it by e-mail, add it to his favorites, print it or comment it , or even social bookmark it (depending on the options set in the options screen).



From the top menu, the user can also get access to the glossary and cloud tags as well as the RSS Feed for your system articles.

If the customer is not able to find an answer to his question, he can proceed to submit it by clicking on the ASK QUESTION button at the top.



## Options

Set and configure your Absolute FAQ Manager.

The Options screen defines several properties that Absolute FAQ Manager needs for its proper working:

- ❑ **Licensed To:** Enter the name of the person/company who acquired the license to use the Absolute FAQ Manager application.
- ❑ **Order ID:** Type the serial number exactly as it came on the e-mail that you received upon purchasing the application. This ID is case sensitive, make sure to type it correctly.
- ❑ **Site URL:** Enter the full URL to the site using the application site.

- ❑ **Application URL:** Full URL to the Absolute FAQ Manager system (e.g. [http://www.yourdomain.com/absolute\\_fm](http://www.yourdomain.com/absolute_fm)).
- ❑ **Time Offset:** If there's a time offset between your local time and the web server, you can define it here.
- ❑ **Site Logo :** lets you upload a different logo to display in your FAQ Help panel.
- ❑ **FAQ Pop-Up :** Sets the title, description and width for your FAQ Knowledge Base.
- ❑ **FAQs button :** lets you upload a different button graphic for accessing your FAQs.
- ❑ **FAQ Options :** Select how many questions should be loaded first for each topic . You can also select to display or not several of the FAQ Properties here.
- ❑ **Comments & Ratings :** Use this option to enable the option to post comments and ratings about your FAQs
- ❑ **RSS Feeds :** Enables the RSS Syndication for your FAQs. For information on RSS Syndication, perform a search on Google on RSS.
- ❑ **FAQ Search Engine :** Select which database fields should be used when performing a search in the knowledge base, you can also define noise words which won't be included in the search.
- ❑ **Question Submission :** Define if your users can submit new questions through the system. When a user can't find an answer to his specific question, he can submit it to you in order to receive a personalized e-mail. You can let users submit their questions through the system or redirect them to a custom form. Also, you can disable this option.
- ❑ **FAQ Edition :** Sets the access level for editing FAQs by your system users
- ❑ **Topic Reassignment :** Check this option to allow topic reassignments of a FAQ by anyone or the system administrator
- ❑ **FAQ Notes :** Defines how many internal notes should be kept for each FAQ.

#### **E-Mail Options :**



Press the Save button to save the new settings. Write permission is required on the Absolute FAQ Manager root directory in order to save the settings; otherwise the application will present you with the necessary code for uploading to your site. You can download this code or copy and paste it into a blank .txt file and rename it to **xigla.config**. Upload this file from your local PC to your Absolute FAQ Manager root directory and your new settings will take place.



**Log Out**

Once finished, click the Log Out button to finish your Absolute FAQ Manager session and you'll be taken back to the login screen.

## TROUBLESHOOTING

This version of Absolute FAQ Manager has been developed using ASP.NET. If you are experiencing any problems or errors with the application, please make sure to try the following in order to track the exact error message and look for its cause:

- **Disable friendly HTTP errors on your browser:** In your Internet Explorer Browser, Select Tools, Internet Options, Advanced Options and uncheck the box for "Show friendly http error messages"
- **In the web application, Turn on debug mode on the Web.Config file:** The **Web.Config** file is located within the application folder and has the following line in the <system.web> section:

```
<compilation debug="false" />
```

Turn on debugging for the application by changing the line to :

```
<compilation debug="true" />
```

Please note that enabling debug mode will greatly affect the performance of this ASP.NET application. Remember to disable debug mode before deploying the application.

- **Make sure that you can access ASPX pages at all:** Create a blank file called test.aspx and place it anywhere on your web site (place it outside the application folder) and try to access it. If it throws an error, make sure that you have the .NET framework properly installed.

**Q: The login screen does not show any username, password and login fields**

**A:** Check that the .NET framework is properly installed. If the controls are not properly rendering it is because the ASP.NET client controls are not available at the very root of your web site. Those controls are set when installing the .NET framework. Ask your ISP to verify that the .NET framework is properly installed.

If you have access to the web server, you can try to install the client controls by yourself. To do this, click Start, click Run, type the following command in the Open box, and then click OK:  
aspnet\_regiis.exe -c

For more information, please visit :

<http://support.microsoft.com/default.aspx?scid=kb;en-us;889877>

**Q: When trying to access the application for the first time I get an error about "validateRequest" not being a valid attribute**

**A:** Check the very last line in the error page. This line will tell you which version of the .NET engine you are using. Make sure that it is 2.0 or higher

**Q: When trying to run the application for the first time I get an error about not being able to load the type 'XIGLA.AbsoluteFAQManager. AbsoluteFAQManager '**

**A:** Make sure that you have located the AbsoluteFAQManager.dll file in the proper /BIN folder.

If the application is installed on a subfolder of your web site, the AbsoluteFAQManager.dll should be located in a folder called BIN at the root of the site. If there's no BIN folder, create it and move the AbsoluteFAQManager.dll file there

**Q: The pages are taking too long to load, any reasons why?**

**A:** The first time you execute this application, the ASP.NET pages are compiled. This compilation will affect the system performance the first time that you run the program on the server and every time you make a modification or save new settings. It is a normal behavior of the .NET Framework

**Q: When trying to login for the first time I'm getting an error regarding the SQL Server.**

**A:** Make sure that you have set the database connection string in the Web.Config file properly. Make sure that it points to the right SQL Server and database.

Also, make sure that your SQL Server is configured with mixed mode authentication. If only Windows Based authentication is enabled, the application might not be able to access it.

Also, make sure that the SQL Server script has been fully executed against the database and that it allows remote connections.

**Q: I'm trying to configure Absolute FAQ Manager from the Options menu. However, every time I press the 'Save Settings' button I get an error message saying that the directory has no write permission and that I must create and upload a file.**

**A:** Some hosting companies don't allow write permissions due to security restrictions. If this is your situation, you'll have to manually configure your Absolute FAQ Manager system and upload the changed xigla.config file to your site.

To do this, download the code shown by clicking the download button or copy and paste it into a blank .txt file and rename this file to xigla.config. Upload it to your Absolute FAQ Manager root directory and the new settings will take place.

You'll have to do this every time you want to make a change to the application's settings.

**Q: I'm trying to configure Absolute FAQ Manager from the Options Menu. However, every time I press the 'Save Settings' button the application hangs.**

**A:** If you have an antivirus application like Norton Antivirus, on the server where Absolute FAQ Manager resides, make sure that the "Block Scripting Objects" option is not enabled. If this option is enabled any script that attempts to write to the disk will cause the server to hang.

**Q: I'm getting the following error : "A potentially dangerous Request.Form value was detected from the client of the messages".**

**A:** open the application's Web.Config file and make sure to set the <pages validateRequest> setting to false. Make sure to have the following key in your <system.web> settings of the Web.Config file :

```
<pages validateRequest="false" />
```

**Q: Our SMTP Server requires authentication, how does your application handle this?**

**A:** If your SMTP server requires authentication or you are trying to send e-mail through a gateway or using a different port than 25. You'll need to modify the WEB.CONFIG file to add your SMTP values.

Using a text editor like Note Pad, open the Web.Config file. Add the following lines just between the <appsettings> section (it can be after the database connection string section):

```
<!-- SMTP Server Settings -->  
<add key="smtpusername" value="YOUR_USERNAME" />  
<add key="smtppassword" value="YOUR_PASSWORD" />
```

Make sure to replace YOUR\_USERNAME and YOUR\_PASSWORD with your SMTP username and your SMTP Password.

If the SMTP server also requires you to specify a port name, you can add the following key as well:

```
<add key="smtpserverport" value="SMTP_PORT" />
```

**Q: I'm using SQL Server. After some time using Absolute FAQ Manager, I've noticed that the database log file is growing too much, what can I do?**

**A:** Left uncontrolled the Log Files will grow forever until the hard drive is filled. To prevent this, you should setup the database to periodically truncate the log file as well as limit the size of the log file. For SQL Server. It is advised to set a maintenance plan on the SQL Server database to backup the log file, or set the recovery model of the database to "Simple". SQL Server requires some experience for its proper tuning.

**Q: The application is turning slower and I keep getting a TIMEOUT EXPIRED error?**

**A:** Same as above. Make sure that the database recovery model is set to simple and that you have a daily maintenance plan to backup and truncate your log files.

**Q: Upon trying to upload an attachment, I receive an error**

**A:** Check that your 'FILES' and 'ATTACHMENTS' folders in the Absolute FAQ Manager directory have write permission. Those folders are using for storing your FAQs attachments and files.

**Q: I'm getting an error about not finding the file xigla.config (Could not find file c:\...\xigla.config)**

**A:** Make sure to enter the full physical path to the application in the Web.Config file and that it ends in a slash (\)

You can get the physical path to the application from the options screen of the application.

```
<!-- Physical Path to application -->  
<add key="xlaAFMphysicalpath" value="c:\folder\folder2\" />
```

**Q: I'm having problems not listed here. What can I do?**

**A:** Contact us! We're more than happy to help you.

You can reach us at: <http://www.xigla.com/absolutefmnet> or e-mail us at: [info@xigla.com](mailto:info@xigla.com). Please refer to the License Agreement for our support terms and conditions.

## **FOUND A BUG? LET US KNOW!**

We've done our best to make this a bug-free solution. However, with all of the different server configurations out there, some minor problems may arise.

If you find that something isn't working the way you think it should, please e-mail us ASAP so that we can quickly work to resolve the problem. This won't cost you and you'll be helping to improve the system in order to deliver a better program to all of our current and future customers.

The best way to report a bug is by contacting us at <http://www.xigla.com>.

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We provide ASP.NET based web solutions for a variety of needs. From web-based marketing (newsletter management, banner ads, video sharing apps), Content Management (News Managers), Form Handlers, Customer Support Tools and much more.



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