

PHPKB Knowledge Base Software - Installation Tutorial

KB Administrator | Fri, Nov 9, 2012 | Documentation

66009 | 0

PHPKB knowledge base software is extremely easy and straight forward to install. You just need to upload the files from the archive, navigate to the URL, and follow the installer. In this tutorial, we are going to cover the installation step by step.

System Requirements

In order to make sure your server meets the requirements for installing PHPKB knowledge base software, please refer to the [System Requirements](#) page on our website.

Unzipping Script Archive

After purchasing the PHPKB knowledge base software from our site, you will receive an email with your license key along with a download link to zip file containing the script files. The first step is to unzip (extract) the archive somewhere on your hard drive. You end up with a "phpkbv6" folder, which contains the files and folders of our knowledge base software.

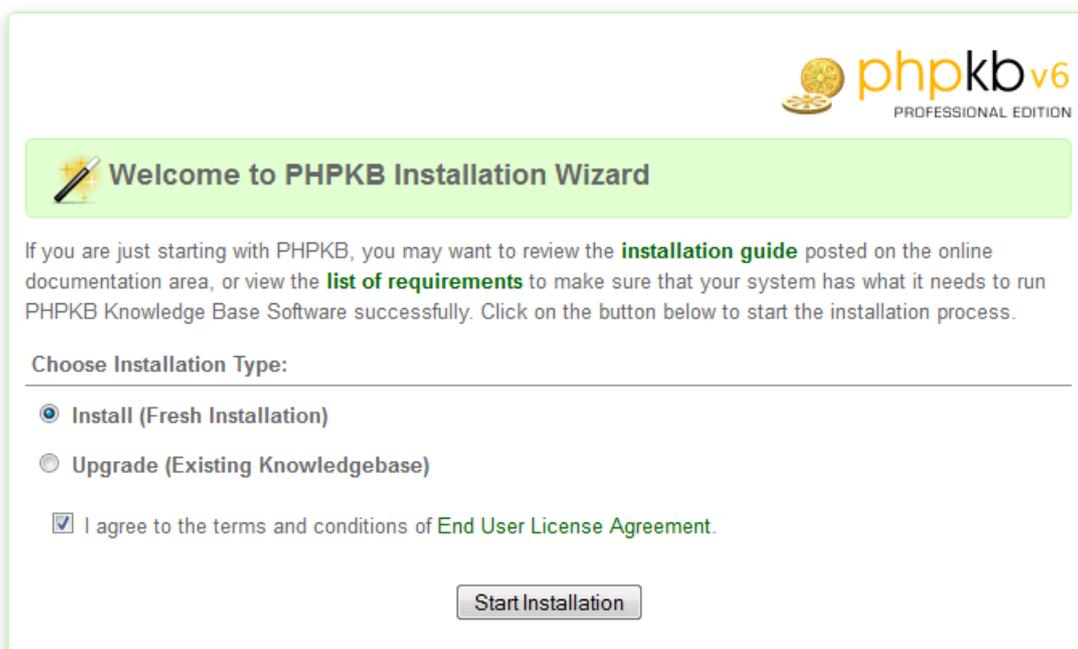
Uploading

You need to upload the contents of the phpkbv6 folder somewhere on your site. For the purposes of this tutorial, we will assume that you chose to upload the contents to <http://www.domain.com/kb/>, however any path will do. You can upload the contents to a separate subdomain or a subfolder. It is only important to make the address descriptive, as this is the URL that is going to be visible to your visitors.

For uploading the folder to your hosting account, you can use any FTP client.

Following the Installer, Welcome Screen

To start up the installation, you need to navigate to the URL you uploaded your knowledge base files to in the previous step. The installer will automatically fire up. Welcome Screen of the installation wizard is purely informative, and it asks you whether you would like to do a fresh install or upgrade your previous knowledge base to the latest version. You should see a "Start Installation" button right away.



Step 1 - Required Components & License Key

Step one of the installation wizard checks for required components to be installed as well as some optional components. It also performs a file write check to make sure that certain folders have write permissions. Then it requires you to enter the license key that was received when you purchased the PHPKB knowledge base software.





Installation Wizard

Step: 1 of 3

If you are just starting with PHPKB, you may want to review the [installation guide](#) posted on the online documentation area, or view the [list of requirements](#) to make sure that your system has what it needs to run PHPKB Knowledge Base Software successfully. Click on the button below to start the installation process.

System Requirements

Required Components	Optional Components
PHP version: ✔ 5.2.9	GD extension: ✔ Available
MySQL version: ✔ 5.0.5	Mod Rewrite: ✔ Available
Create files: ✔ Available	
Backups folder ✔ Available	

Enter License Key

i Please copy and paste the license key you received when you purchased PHPKB Professional.

License Key:

« Back Finish Next »

The script will not create any tables at this stage. It will only validate that you've filled in correct data, by opening a test connection to the database.

Step 2 - MySQL Login Details

Step two requires you to enter your MySQL login details. These should be made available to you by your hosting provider or you can use your site admin console (PLESK, cPanel, or whatever your host provides) to create a new database, and if needed, a user account with access to the database. Be sure to include CREATE & ALTER privileges in addition to the standard Select/Insert/Update/Delete permissions for the user on the database.

Installation Wizard

Step: 2 of 3

If you are just starting with PHPKB, you may want to review the [installation guide](#) posted on the online documentation area, or view the [list of requirements](#) to make sure that your system has what it needs to run PHPKB Knowledge Base Software successfully. Click on the button below to start the installation process.

Required Information

KB Settings

Knowledgebase Name:

Knowledgebase URL:

Database Settings

MySQL Server:

MySQL Username:

MySQL Password:

MySQL Database:

Contact Page Settings

Contact Email Address:

The script will not create any tables at this stage. It will only validate that you've filled in correct data, by opening a test connection to the database.

Step 3 - Account Details

In step three you choose the username and password for the superuser (administrator) account with which you are going to access the admin panel. Choose a secure username and password combination.



Installation Wizard

Step: 3 of 3

If you are just starting with PHPKB, you may want to review the [installation guide](#) posted on the online documentation area, or view the [list of requirements](#) to make sure that your system has what it needs to run PHPKB Knowledge Base Software successfully. Click on the button below to start the installation process.

KB Administrator Details

Account Information

Full Name:	<input type="text"/>
Email Address:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Re-type Password:	<input type="password"/>

« Back

Finish

Next »

Provide a valid email address at this step, as this is where you are going to receive your "Forgotten password" emails if you happen to need the feature.

You can change your password at any time from the admin control panel of PHPKB knowledge base software, but you cannot change your email or username.

Step 4 - Finishing The Installation

Pressing "Finish" will create all the tables in the database, populate them with sample data, and create your admin account. Remember to delete the "Install" folder from your server with your FTP client once you've installed the PHPKB knowledge base software successfully.

Installation Wizard - Finished

PHPKB Knowledgebase has been installed successfully.

Remember, you can modify any of the settings for PHPKB Professional by clicking on the "Manage Settings" link in the PHPKB control panel. Please click on the button below to login to the PHPKB Control Panel, where you can start adding content.

This is the address you'll use to login in to admin control panel from now on. We recommend adding this link to your bookmarks.

http://

Your Login Details:

Username: *admin*

Password: *password*

Important Note: If you have installed PHPKB on a Windows Host, then please make sure to delete the .htaccess file present in the phpkb folder on your server. This file is required for Linux/Unix based hosts only.

Login Now

Enjoy your new PHPKB installation!

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.knowledgebase-script.com/kb/article/phpkb-knowledge-base-software-installation-tutorial-21.html>