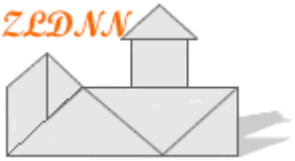

Advanced FAQ User Guide

Date: 8/1/2011

Author: Lei Zhen

Advanced FAQ

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1. Introduction

This DotNetNuke module allows users to submit questions. Admin can assign roles that can ask questions and answer questions. An email will be sent to an email address when a new question is submitted. The user who asked the question will receive an email when the question is answered. FAQ can be displayed or hidden. The module is built under VS 2008 and DotNetNuke 4.6.2. It can work with DNN 4.6.2+ including the newest 6.0.

1.1. Main Features

- **Content Localization: from version 6.5 it supports content localization. You can add multi languages FAQ now.**
  - Questions and answers localization
  - Categories localization
  - Template Localization
- **You can add "Ask Question" link in any modules that support HTML.(for DNN 5+ only)**
- **Featured FAQs can be shown on top.**
- **Support sub categories.**
- **Support import content from Core FAQ module**
- **User FAQ submission:** allow users ask questions.
- **Email notification**: An email will be sent to an email address when a new question is submitted. The user who asked the question will receive an email when the question is answered.
- **Role based**: Admin can assign roles that can ask questions and answer questions.
- **Inline answer edition**: authorized users who can answer question can inline edit answers and need not go to another page.
- **Display Order Settings**: faqs can be ordered by question and date, asc or desc.
- **Support Display Template:** you can define template for normal users and template for admin users.
- **You can Import content from Core FAQ module from Advanced FAQ 4.0 version.**
- **Support Ajax:** using Ajax to save loading time.
- **Pageable**: you can set page size.
- **Categories**: FAQs can be organized by category. You can create unlimited levels of categories. And you can set an icon for each category.
- **Sub Categories**: it supports sub categories. You can create sub categories as many as you want.

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- **Categories sub module**: a sub module to control the FAQ display by category.
- **FAQ search sub module**: a sub module allows users to search FAQs.
- **FAQ List sub module**: a sub module to display FAQs. FAQ list supports slider show.
- **FAQ center:** by using this module, you can create a FAQ center. You can add a FAQ module in an admin page and create categories for it. Then you can "clone" it in different pages and set different category for each page. The all questions from different pages will come to the FAQ module.

1.2. Content localization

From version 6.5 it supports content localization. You can add multi languages FAQ now.

The content localization includes:

- Questions and answers localization
- Categories localization
- Template Localization

1.3. Working with my Knowledge base

Working with my Knowledge Base

From 6.0, there is a new module named my Knowledge Base shipped with Advanced FAQ. The module is a simple Knowledge Base management module. It also provides an interface that allows building providers for other DotNetNuke CMS modules. For more details, you can see the user guide of my Knowledge Base user guide.

- You can set my Knowledge Base, DNNArticle or DNN Core FAQ as the knowledge base module working with Advanced FAQ module.
- Administrators or moderators can set related knowledge base items to a FAQ.
- Administrators or moderators can add a FAQ into knowledge base.
- If you're developer, you can build you providers for other CMS modules.

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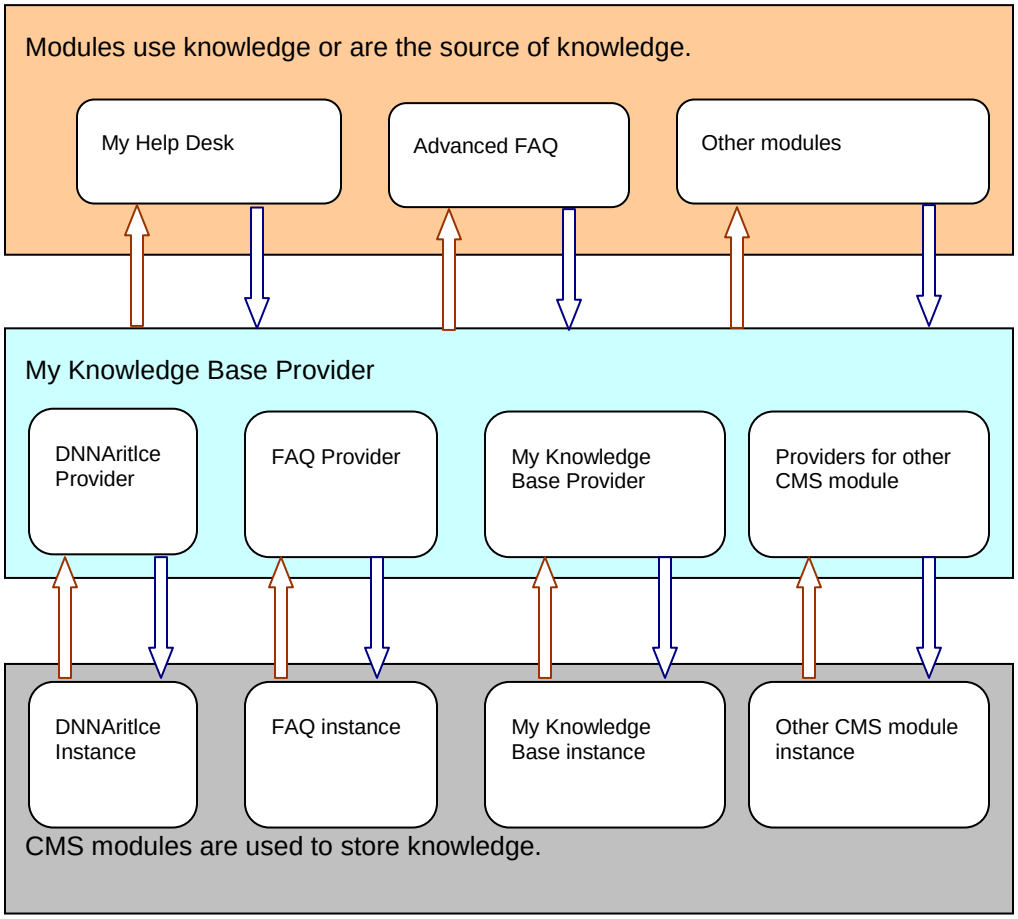

1.4. Living Demo

You can view living demo here: http://www.zldnn.com/FeedBack/tabid/195/Default.aspx . And you can download demo version from the download page of http://www.zldnn.com .

1.5. History

6.9

- Improvement of slider show of FAQ List.
- Support “Ask question” script generate. You can add the script into any modules that support HTML.
- Email notification improvement.
- Bug fixes.

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6.8

- Improvement of my knowledgebase.
- Improvement of Email notification.
- Bug fixes.

6.7

- Support DotNetNuke 5.5.

6.6

- The FAQ List sub module supports slide show of FAQs
- Improvement of multi languages and content Localization

6.5

- Supports multi languages and content Localization
- Improvement of page control

6.4

- W3C compliant
- New Question Email Notification to roles
- Email Notification disable/enable

6.1

- Enhance the ask question dialog
- Now you can define the sender email for new question email notification.
- Use check list box for roles settings to avoid post back.
- Bug fixes

6.0

- Working with my Knowledge Base

5.9

- Improvement of FAQ search
- Fix the conflict of jQuery

5.8

- Category level email notification
- You can set answer roles for category level

5.6

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- Enhancement of FAQList2
- Enhancement of default category
- Bug fixed.

5.5

- New sub module FAQList2: show FAQ list as main module
- FAQ Search: now it can search FAQs in several modules.
- Token bug fixed.

5.0

- Improvement of AJAX: now it can be injected in wrapper modules such as Module Wrapper or Aggregator.
- Pop up mode dialog for asking question.
- You can select/define theme for the question dialog.
- Improvement of import content from Core FAQ module.
- New tokens for display template.
- FAQ List sub module can show featured only FAQs now.
- FAQ Search sub module supports pagination now.

2. Installation/Upgrade

2.1. Before Upgrading

PLEASE BACK UP YOUR DATABASE AND FILES BEFORE UPGRADE.

PLEASE NOTE: SINCE VERSION 7.0, IT NEEDS YOU TO ACTIVATE THE MODULE. IF YOU UPGRADE FROM AN OLD VERSION, PLEASE ACTIVATE IT AS SOON AS POSSIBLE. For more detail about activate, please view 2.3.

If you have already installed an older version of the product, the upgrade will not break the article's data and settings stored in the database. **HOWEVER, WE STRONGLY SUGGEST YOU TO BACK UP YOUR DATABASE BEFORE UPGRADING.**

The upgrade will not affect files stored in the portal's home directory. However, it will overwrite files stored in the ~/Desktopmodules/ZLDNN_FAQ folder. If you have modified template files or module.css, you may lose the modifications. **SO IT IS IMPORTANT TO BACK UP FILES UNDER THE ~/DESKTOPMODULES/ZLDNN_FAQ FOLDER BEFORE THE UPGRADE.**

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2.2. Install Modules

For DNN4, you should install the ZLDNN_FAQ_xx.xx.xx_Install4.zip. For DNN5 and DNN6, please install the ZLDNN_FAQ _xx.xx.xx_Install.zip. If you've purchased with source edition, you can install the ZLDNN_FAQ xx.xx.xx_Source4.zip into your development environment.

2.2.1. Install All Modules at One Time

1. Copy all PAs into <|yourwebsite|>/install/module/.
2. In your browser's address box, enter

http://<|yourdomain|>/install/install.aspx?mode=installresources

All modules will be installed.

2.2.2. Install Modules in Host->Module Definitions(DNN 4 and DNN 5)

1. Login in as Host.
2. Go to Host->Module Definitions.
3. Select "Install New Module" from the drop-down menu.
4. Select a PA and click "Install New Module".
5. If you install the PA in DotNetNuke 4.x, you can see installation messages. If you install the PA in DotNetNuke 5.x, please follow the installation wizard.

2.2.3. Install Modules in Host-> Extensions (DNN 5 and DNN 6)

1. Login in as Host.
2. Go to Host->Extensions.
3. Select " Install Extension Wizard ".
4. Select the PA and following the wizard.

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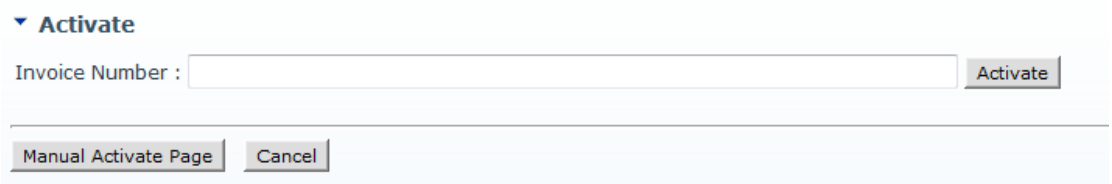
2.3. Activate the module

From version 7.0, it needs you to activate the product. After you purchase the product from snowcovered, you should activate it to use it. If you just want to test it in test environment, please do not activate it.

Please select the “Activate” from the module menu to go to the activate page.



If your host can visit internet, you can activate the product automatically. Please enter the invoice number and click the “Activate”. It will contact the license server of ZLDNN.Com to try to activate it.

If your host is in intranet, cannot visit internet, you can activate it manually by click the “Manual Activate Page”.

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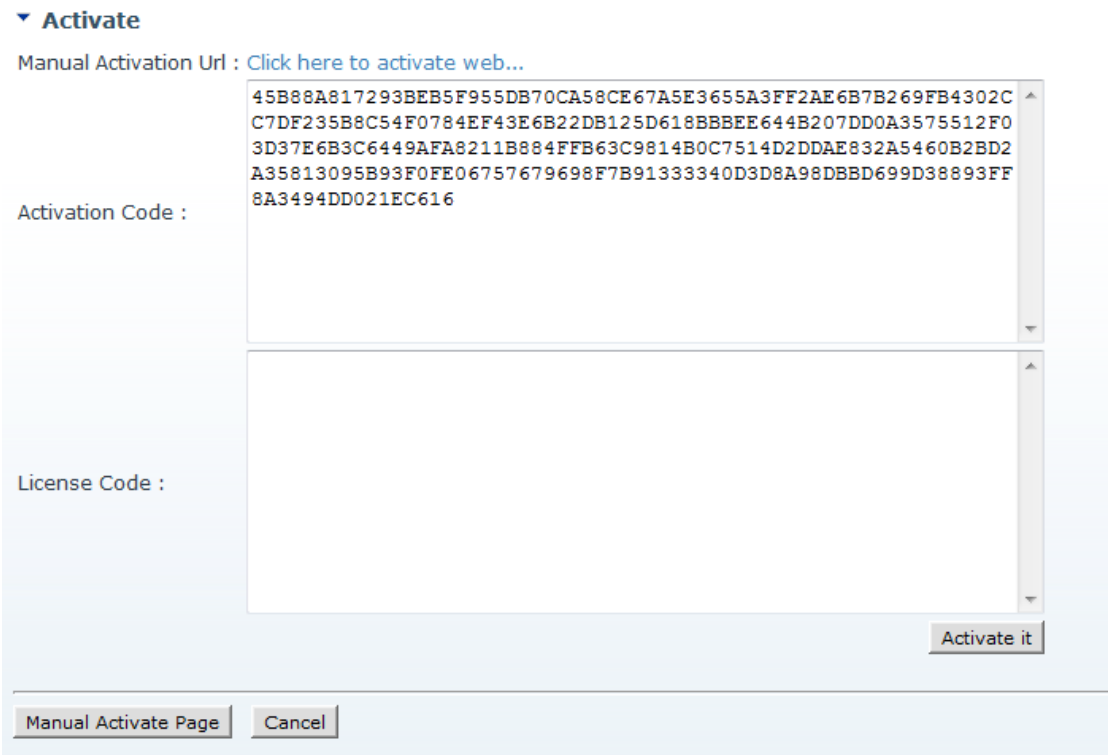

Please go to the license page of zldnn.com by clicking the “Click here to activate web…”.

Please fill the invoice number and the activate code into the activate page and fill the captcha code.

Click the activate button, it will generate license code. Please fill the generated code back to the “Manual Activate Page” and click the “Activate it”.

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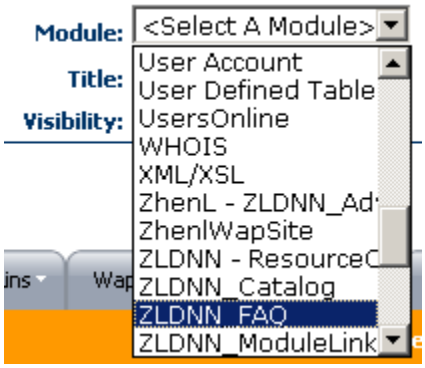
3. Using it

3.1. Add an new instance

First, add an new instance to a page.



3.2. Settings

Roles that can ask questions: you can set which roles can ask a question.

Roles that can answer question: you can set which roles can answer questions.

Email of who can answer questions: if there is a new question submitted, an email notification will be sent to this email address.

The email address that sends email notification: this email address will be used as the “mail from” field in the email notification.

Order Field: the sort field of FAQ list.

Title Length: the question will be truncated if the length is larger than this setting.

Keep HTML Question: if this setting is enabled, in the question list the original HTML question will be shown.

Page Size: question number of each page.

Pageable: enable pagination.

Page Control Type: you can select the page control type.

Display Answer Editor: if you enable this setting, the inline answer editor will be enabled for administrator.

Default Category: you can set a default category for the module. It will show questions of default category when user visits the module. And when user asks a question, the default category will be set to this category.

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Show Default Category Only: If this setting is enabled, the module will show question from default category only.

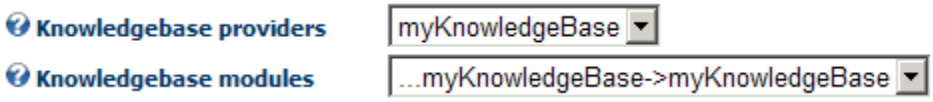
Enable Ajax: by default the Ajax is enabled.

Enable Captcha: it needs users to enter captcha when submitting a question.

Dialog CSS: the CSS of ask question dialog. You can build you own CSS file. The CSS files are stored in desktopmodules/zldnn_faq/dialogcss. The filename should be <name>.dialog.css.

And you can select default language.

And you can set knowledge base module instance.



You can select a provider and then select a module instance.

Please note: once you set a knowledgebase instance, please do not change it. Otherwise all related items will be lost.

You can define display templates.

3.3. Ask a question

Users can ask a question by clicking the “Ask a question” link. If the Ajax is enabled, there will be a pop up dialog.

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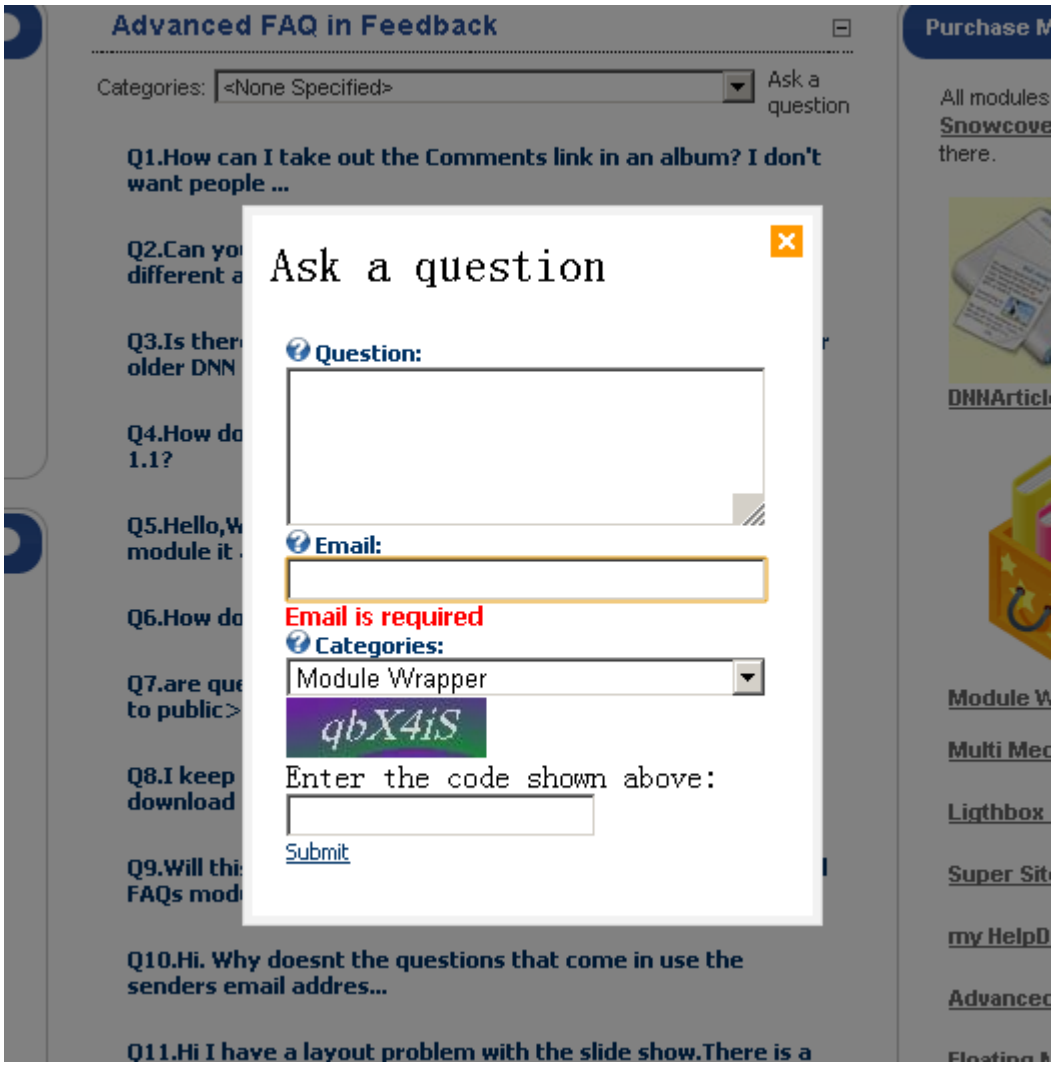
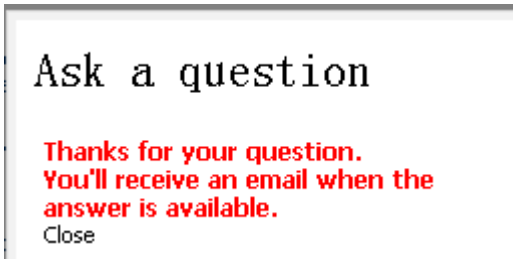


User can enter his email. If there is an answer, he'll receive an email.



After a new question is submitted, an email will be sent to the email address that is set in settings.

If the Enable Ajax is disabled, the user will be lead to a new page to ask a question.

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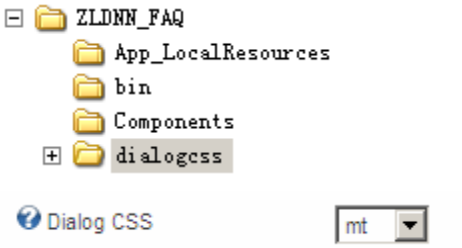
3.4. Change the Theme of question dialog

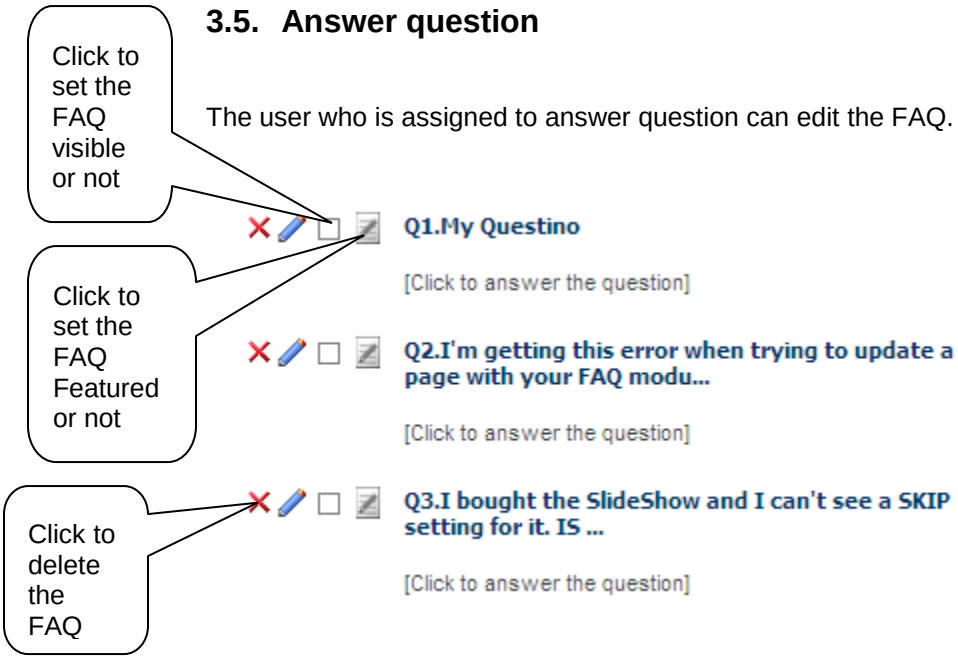
You can change the theme of question dialog. The question dialog uses jQuery dialog plug in. There are many themes for jQuery dialog. It's easy to change the question dialog theme to meet your web site.

First, please copy the css file into the dialogcss folder under destopmodules/zldnn_faq folder. Then you can select the theme in module settings.



The file name should be CSSName.dialog.css.

3.5. Answer question



The user who is assigned to answer question can edit the FAQ.

There are two ways to answer question.

The module uses Ajax to support online edit answers. User who can answer question can edit answer question by clicking pencil icon of the answer label.

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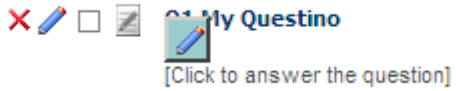
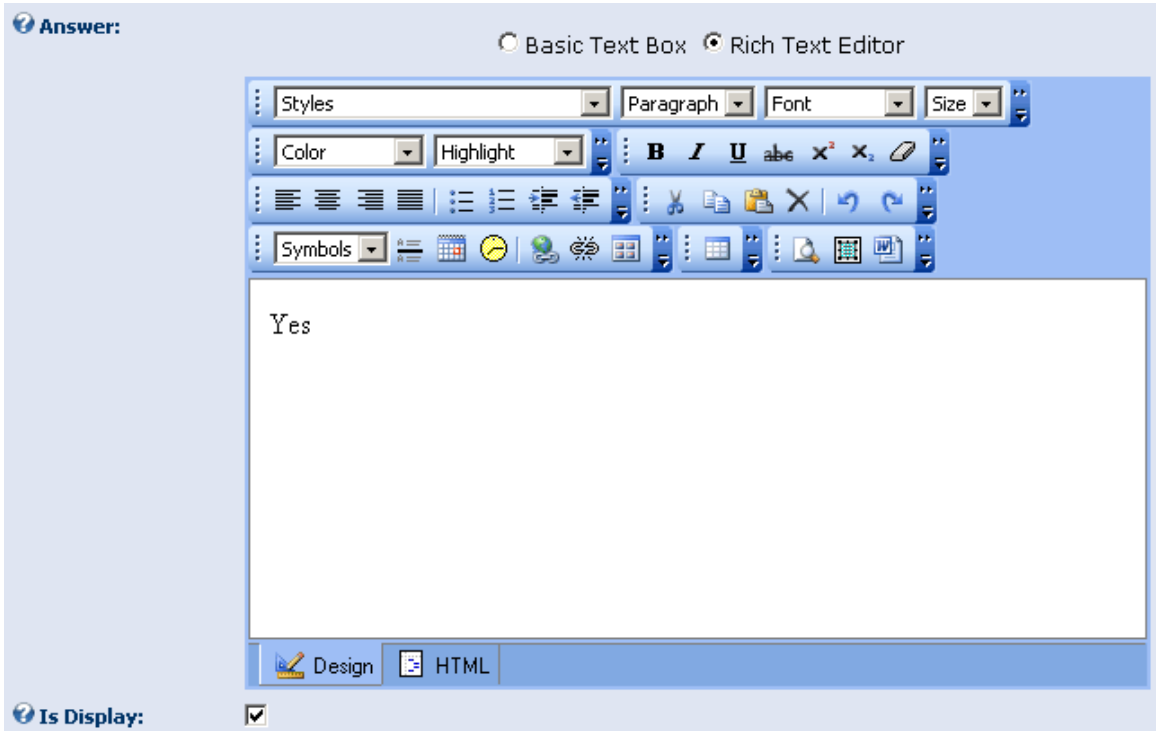


Editor can also click the pencil icon to go to the edit page to edit question and answer. He can also hide the FAQ by setting “IsDisplay” unchecked.



3.6. Add Multi Languages

You can add/edit languages for FAQ item in the edit page.

You can click the “Add Language” to add new language item for the FAQ or click the pencil icon to edit existing one.

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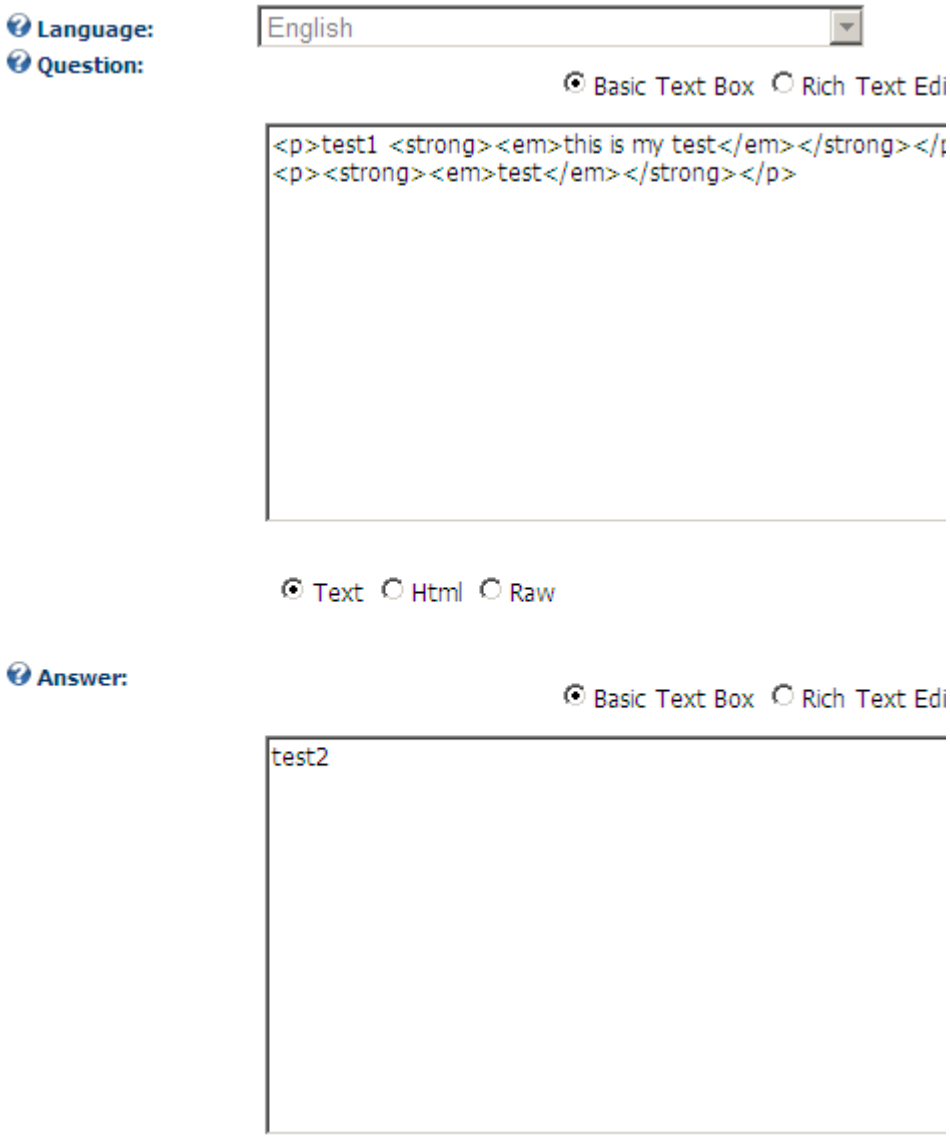

3.7. Set Related Knowledge Base Items

If you installed my Knowledge Base, you'll see some new settings in Module Settings.

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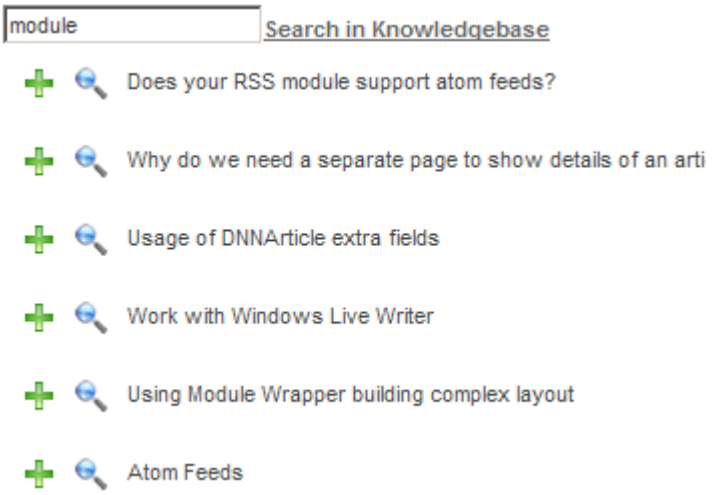
You can select a provider and a related module.

There will be a new link named “Add to Knowledge base” in FAQ edit page:

If you click this button, it will create a new knowledge base item and then redirect to the edit page of the related knowledge base module. For example, if you use DNNArticle as knowledge base module, it will redirect to the edit page of DNNArticle. If you use DNN Core FAQ, it will redirect to the edit page of FAQ.

And you can search in Knowledge base module:



The Administrators or moderators can assign knowledge items to this FAQ. They can delete the assigned items too.

3.8. FAQ center

By using this module, you can create a FAQ center. You can add a FAQ module in an admin page and create categories for it. Then you can “clone” it in different pages and set different category for each page. The all questions from different pages will come to the FAQ module.

4. Category edit

You can create and manage categories in “Categories” page. You can select “Categories” from module menu.

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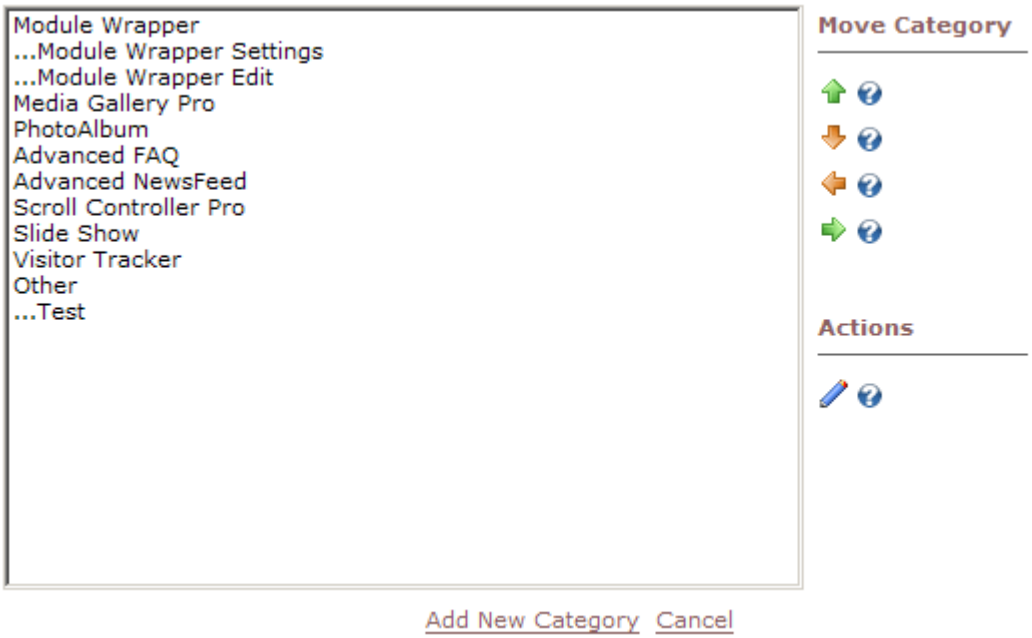

You can change the display order of a category by select it and then click the arrow icons in the right.

If you want to edit a category, you can select it in the list and click the pencil icon in the right.

You can create a new category by clicking “Add New Category” link.

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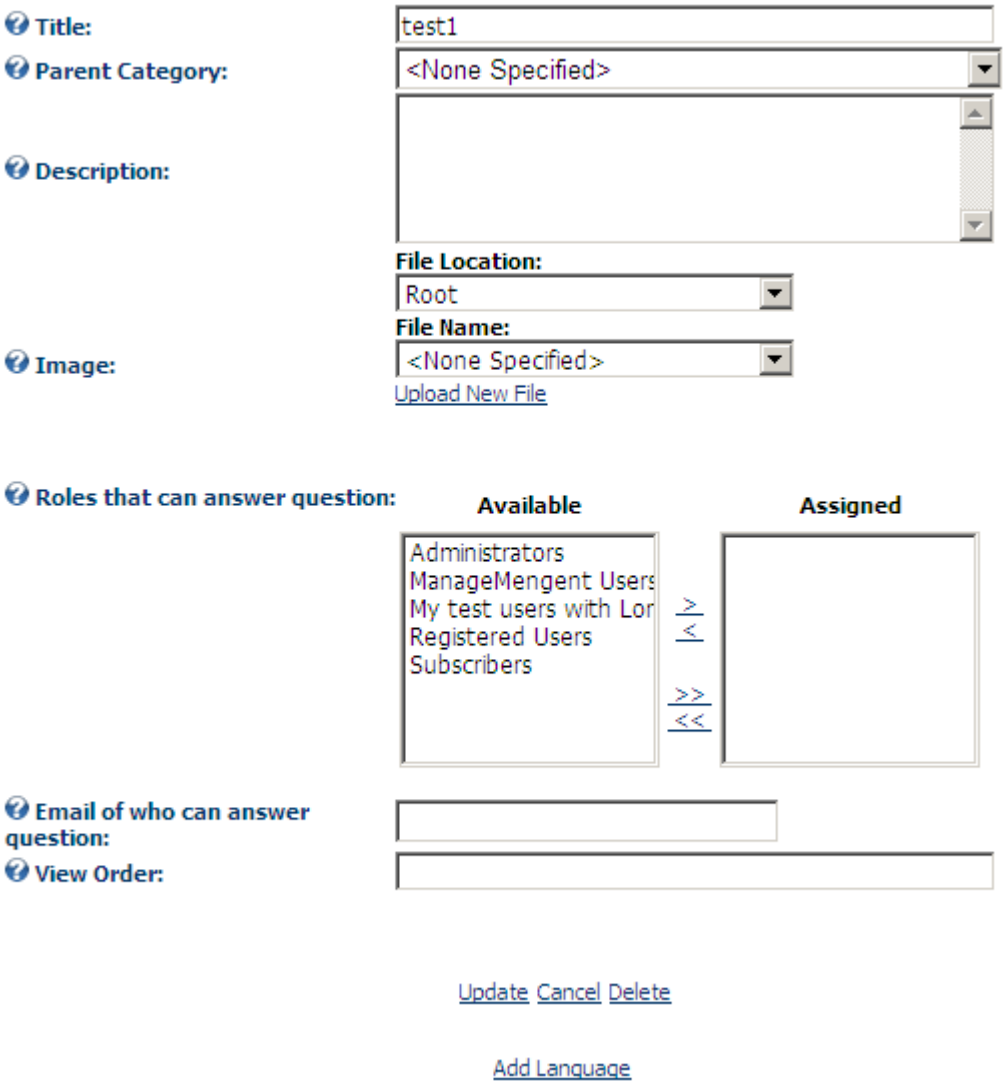

And you can add other languages for the category by clicking the “Add language” link at the bottom.

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5. Define localization token in template

There is a new token [RESX:<Key>] for template localization. You can define the key value in desktopmodules/zldnn_faq/App_LocalResources/ SharedResources.resx .

For example, you can add [RESX:Question] into the template. Then in the SharedResources.resx there should be the key “Question”.

	Question.Text	Question
	Answer.Text	Answer
	Loading.Text	Loading...
*		

In this way you can localize the template.

6. Import FAQs from core FAQ module

Now you can import faqs from core FAQ module.

First, please use the export function of core FAQ module to export content.

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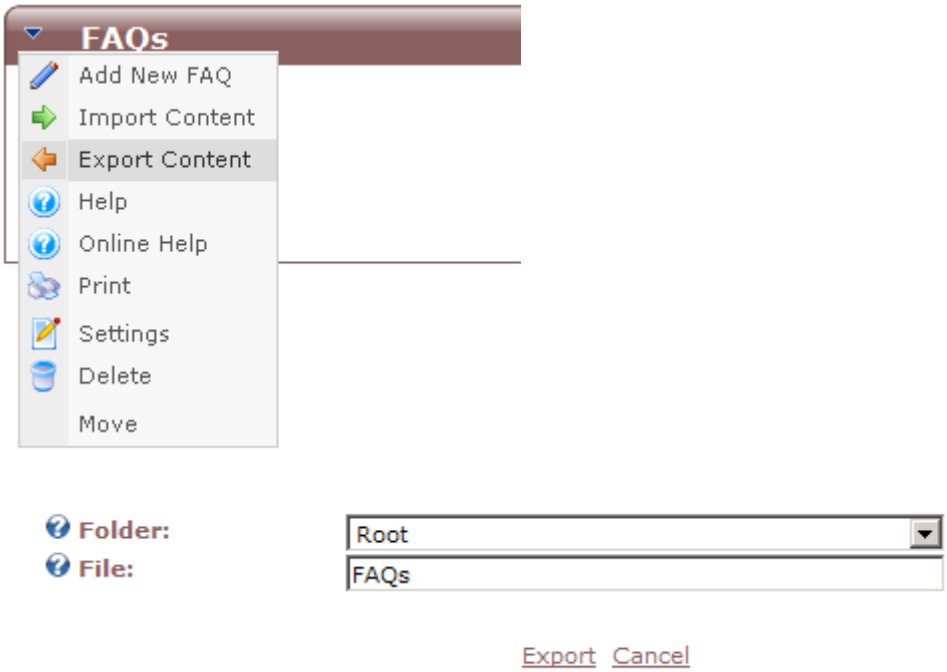
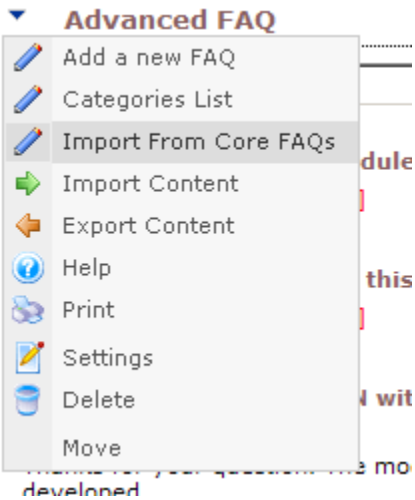


Then you can find the FAQs file in Admin->FileManager

Now download the file and upload it to your portal.

Then select “Import From Core FAQs” in the module menu:



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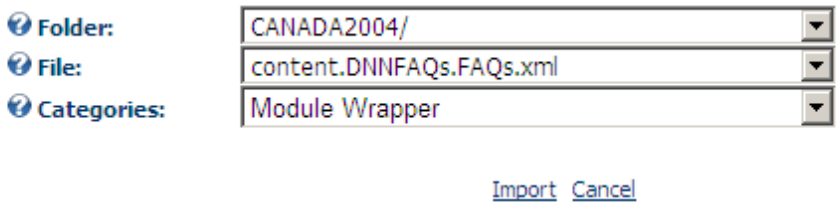


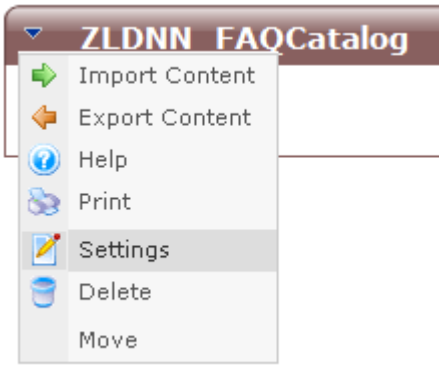
Select the file you uploaded and select a category and click import link.

Now the content from Core FAQ module is imported into the Advanced FAQ.

7. FAQCatalog sub module

This sub module is to control the FAQ module to display by categories. When you add a faq module in a page, an instance of the sub module will be added too.

You should assign the sub module instance to a main FAQ module. To do this, go to the Settings page first.



And you can select a main FAQ module.

Then you can see all categories of the main module are listed.

Now you can click one of the category link, you can see the category of main faq changed.

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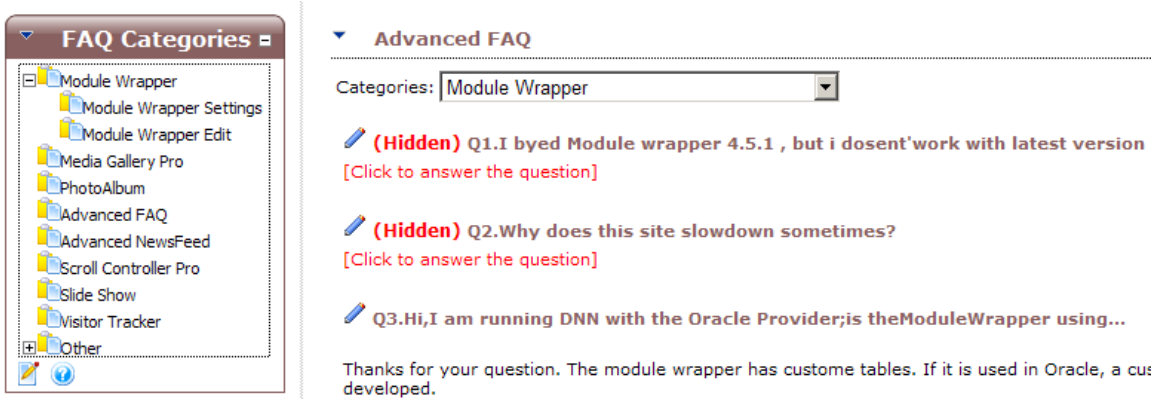
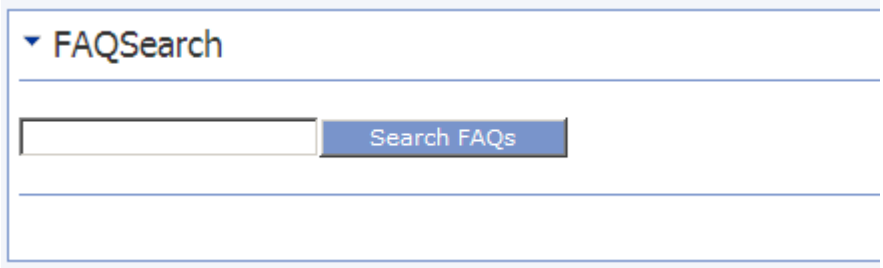


8. FAQ Search sub module

The sub module allows users to search FAQs by entering key words.



It is depended on DotNetNuke core search engine. So please make sure the search schedule is set to enable.

You should configure it in Settings page first.

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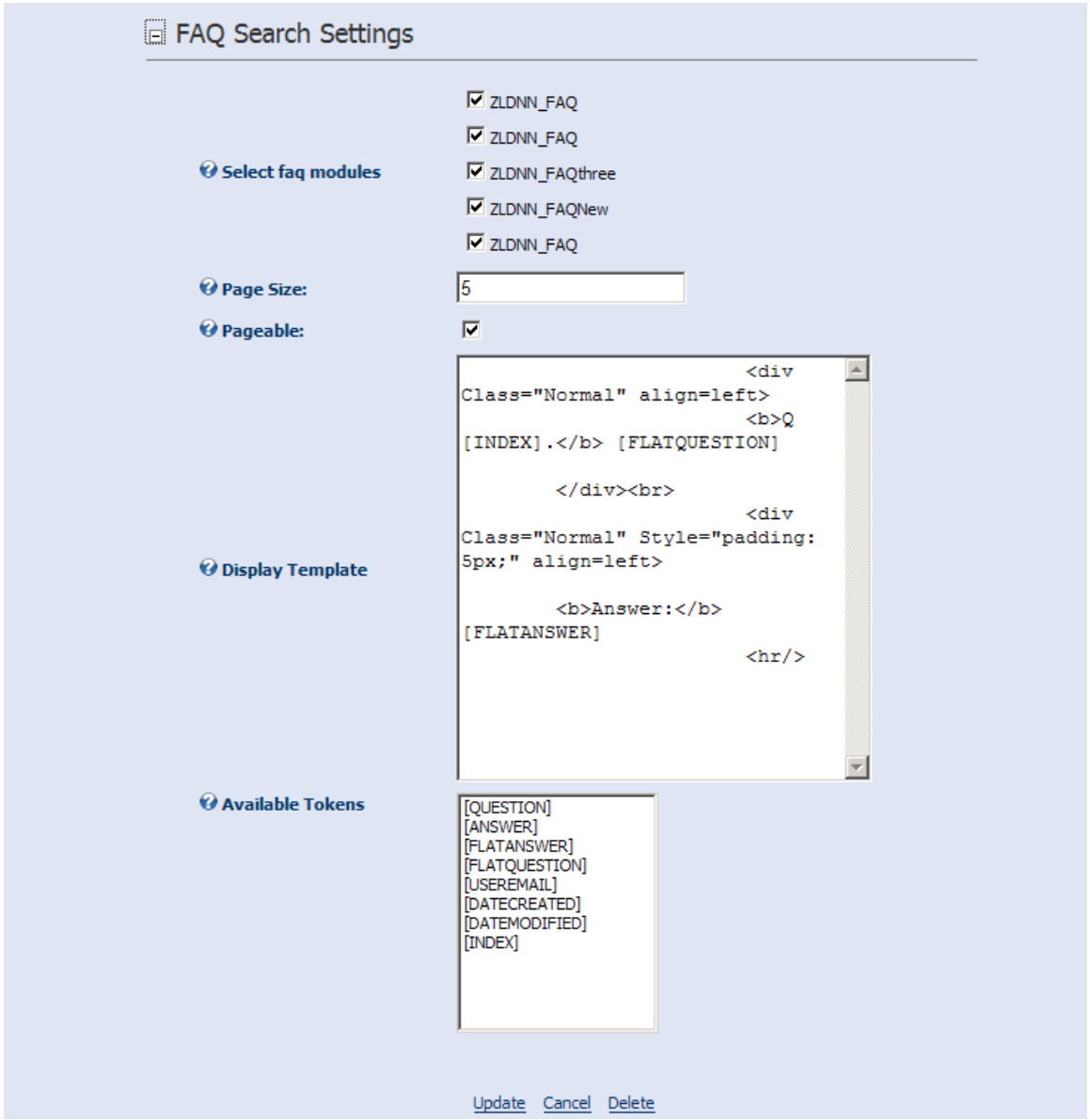

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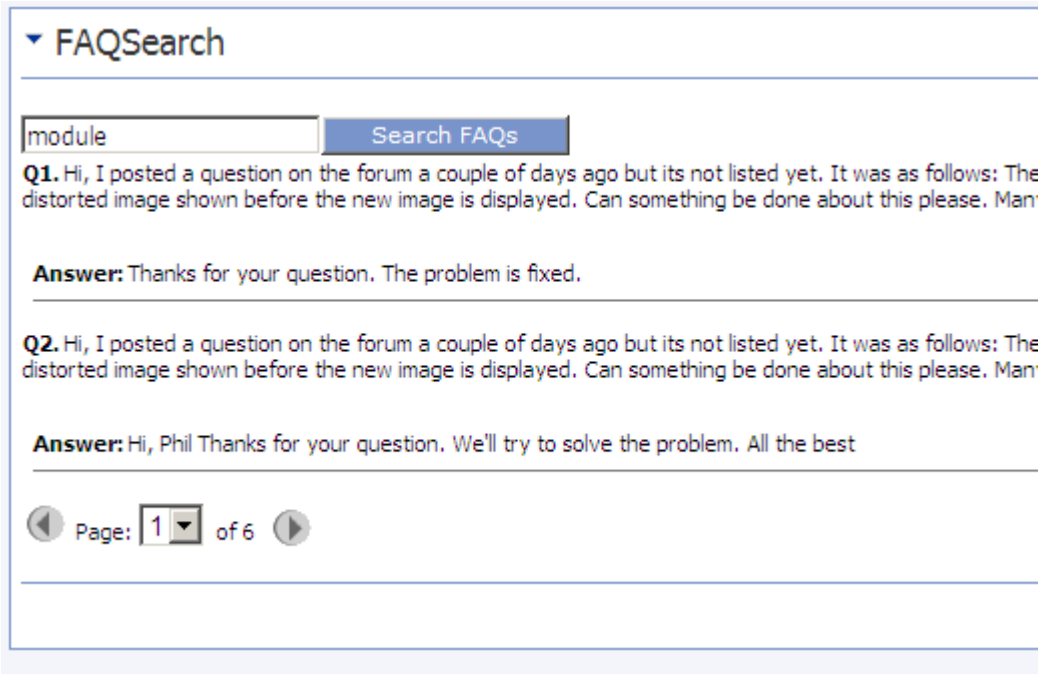

9. FAQ List sub module

This sub module can display existing FAQs. You can set display number and display template. You can also set it to display FAQs by chance (randomly).

And from version 6.6, you can select to show FAQ list in slide show mode.

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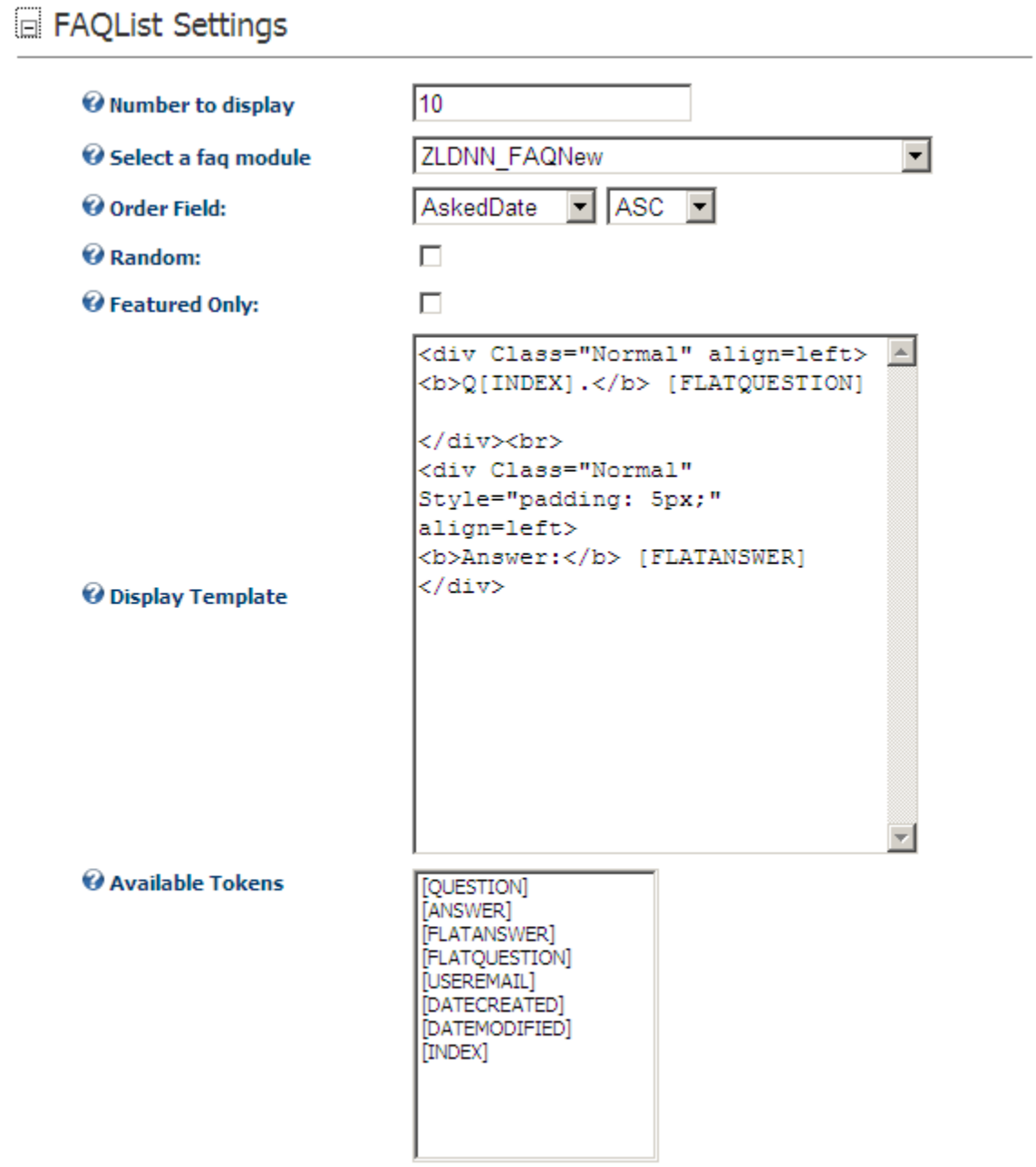

And you can set it to show as slider/

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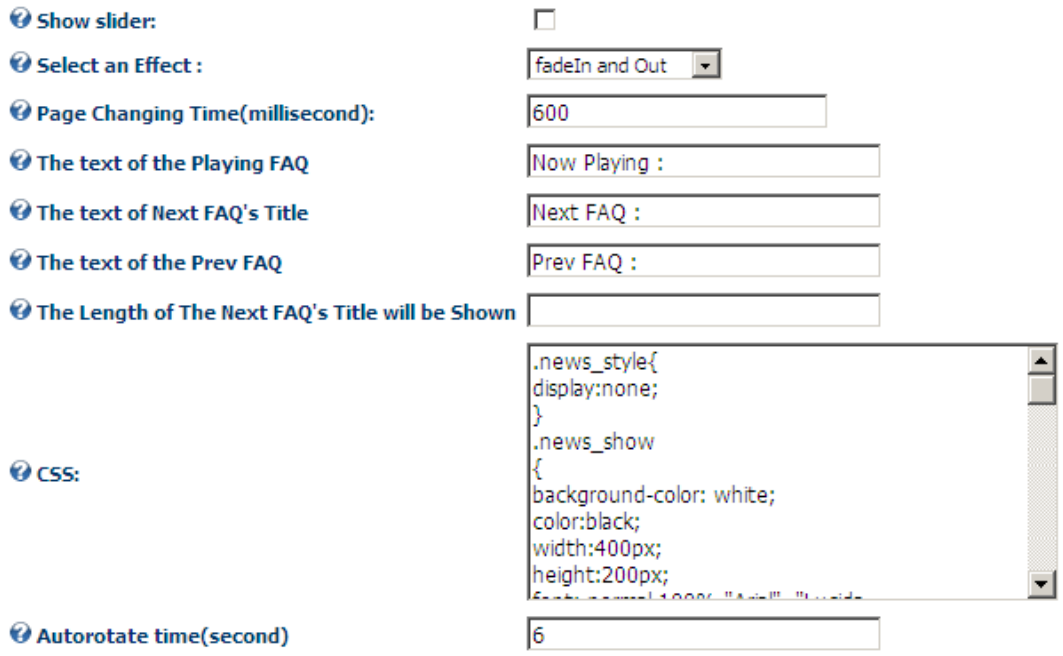
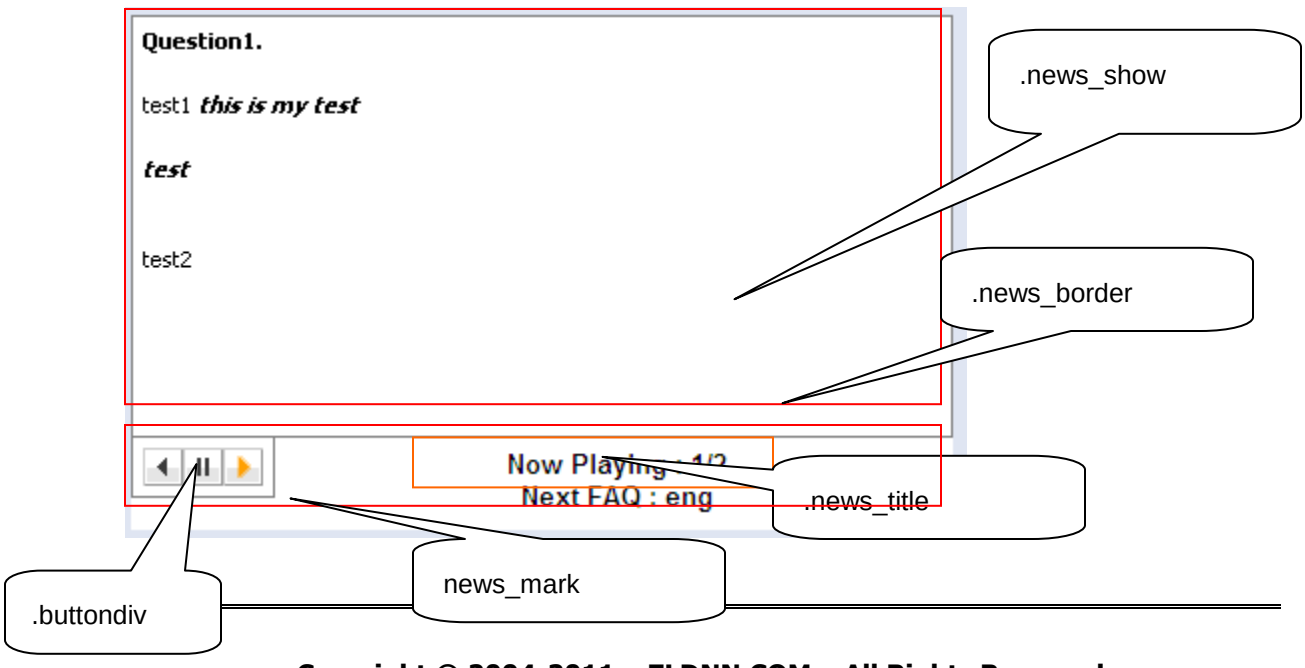


The explain of CSS is in below picture.



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10. FAQ List2 sub module

This sub module can display existing FAQs by using AJAX like the main module. You can set display number and display template. You can also set it to display FAQs by chance(randomly).

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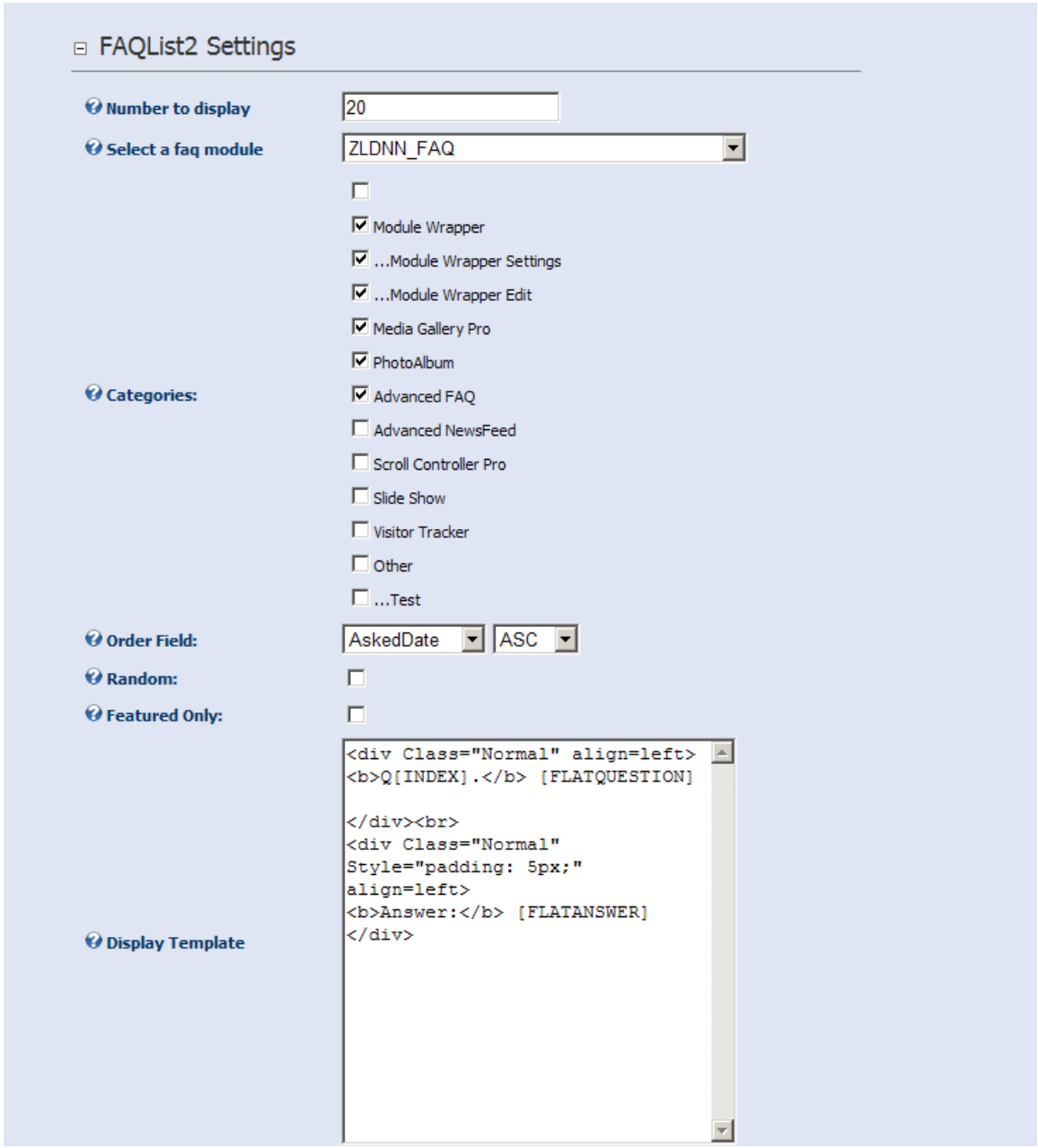

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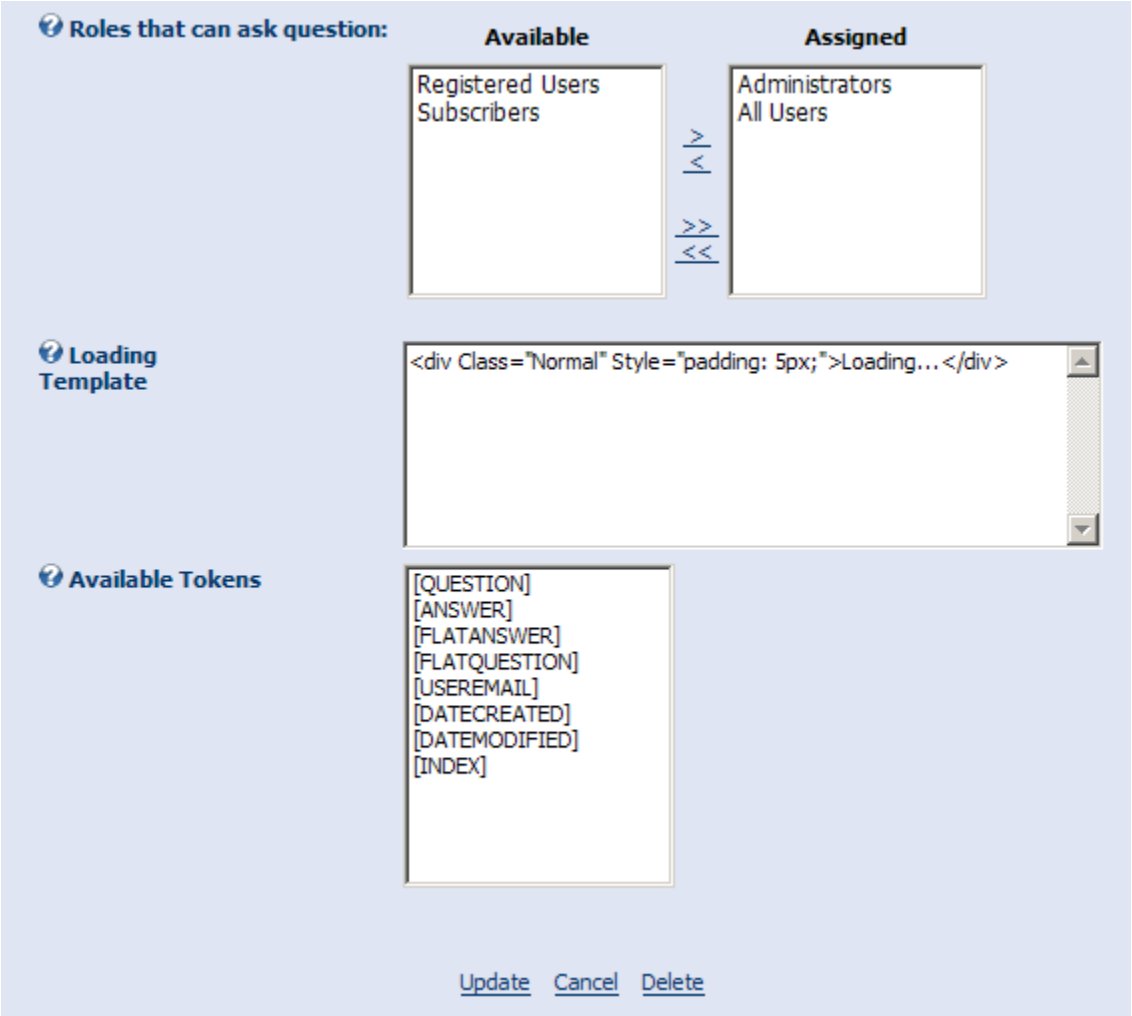

11. Create "Add Question" in other modules

From version 6.9, it will generate the "Ask Question" script code in module settings of the main module. You can copy the script into any modules that support HTML. Or you can copy the code into the module header/footer in any module settings. That will create the "Ask Question" link. If a user click the link, it will pop up the ask question window.

It's very easy to use. For example, you can add a core HTML module into any page, and copy the code in "Source" mode. Then the link will work. The demo is here:
http://www.zldnn.com/Home/TestAskQuestion/tabid/550/Default.aspx

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