

## KBase Manual

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## 1 INTRODUCTION

*KBase* is a knowledge base that may be installed in any local Outlook folder. The data will be saved in Outlook in the same way as e-mails and appointments, and it is also saved in a database or on a SharePoint site.

All articles can be seen in Outlook, and in the default view the articles will be grouped by first Category and then Type. The articles may also be shown in Excel, on a SharePoint or web site and in Outlook Web Access.

This manual will help you to get the most out of *KBase*.

### 1.1 LANGUAGES

The language of *KBase* is automatically set to the same as the Outlook language. The supported languages are: Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Portuguese, Spanish and Swedish. Some phrases are also translated into Czech, Greek, Hungarian and Russian, but those translations are not complete yet. If the Outlook language is not supported by *KBase*, English is used instead.

### 1.2 SYSTEMS

*KBase* works with:

- Microsoft Office 2010 and above (32- and 64-bit) including Office 365
- Microsoft Windows 7 and above
- Microsoft SharePoint 2010 and above and Office 365 SharePoint
- All versions of Microsoft Access and SQL Server

To use *KBase* you must have .NET Framework 4.0 or higher installed. .NET Framework may be download for free from Microsoft at <http://go.microsoft.com/fwlink/?LinkId=131000>

The screenshots in this manual are taken from a PC with Windows 10 and Office 2016, English versions.

### 1.3 REQUIREMENTS

To use *KBase* you need to have Outlook installed on your PC. You also need access to either a network folder – the Access alternative – or an SQL Server database or SharePoint site (in-house or hosted).

## 2 INSTALLATION OF KBASE

### 2.1 INTRODUCTION

*KBase* is installed in an Outlook folder that will synchronize with the shared database/SharePoint lists to update articles and settings.

*KBase* must be installed **on each PC** where it will be used. The *KBase* Outlook folder is created when the user clicks on the Configure button in Outlook for the first time.

There is no server side installation and no need for a public folder or shared mailbox.

**Outlook should be closed** during the installation.

## 2.2 PROCESS

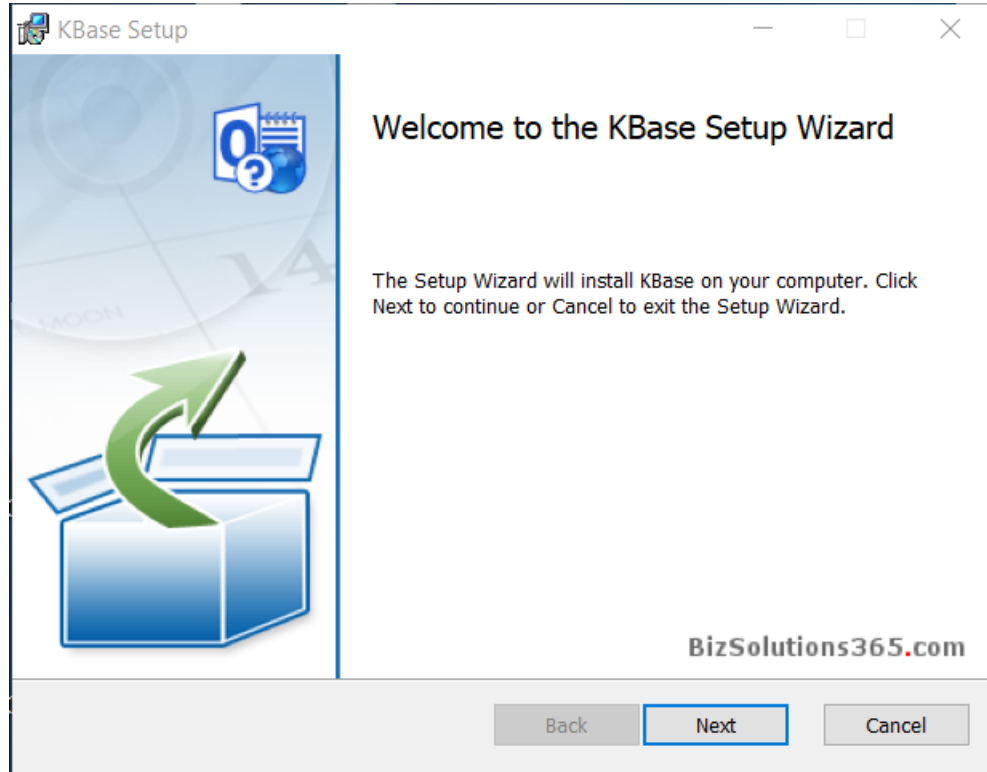
Download the file *KBaseSetup* in .msi or .zip format from the bozsolutions365.com website (<https://bizsolutions365.com/our-products/kbase/kbase-try/>) to any location on your PC. Extract the file if you selected to download the zipped file.

When you run the downloaded file, **KBaseSetup.msi**, and are asked if you want to run it, please confirm that it is digitally signed by Biz Solutions 365. If the file is not digitally signed, you should not run it.

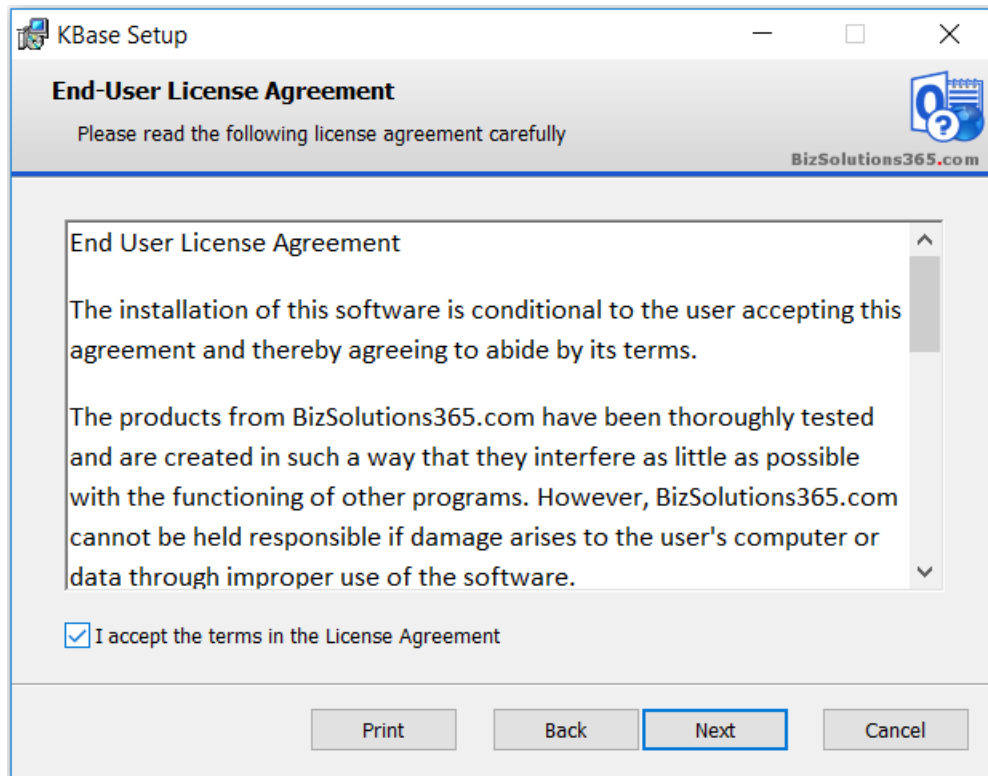
When you have clicked the **KBaseSetup.msi** file and accepted the license agreements, the file handles the installation by itself. By default the *KBase* files are installed under **Program files (x86)/bizsolutions365.com/KBase** (64-bit operating system) or **Program files/bizsolutions365.com/KBase** (32-bit) and if you accept this location there are no choices to make.

These are the installation steps:

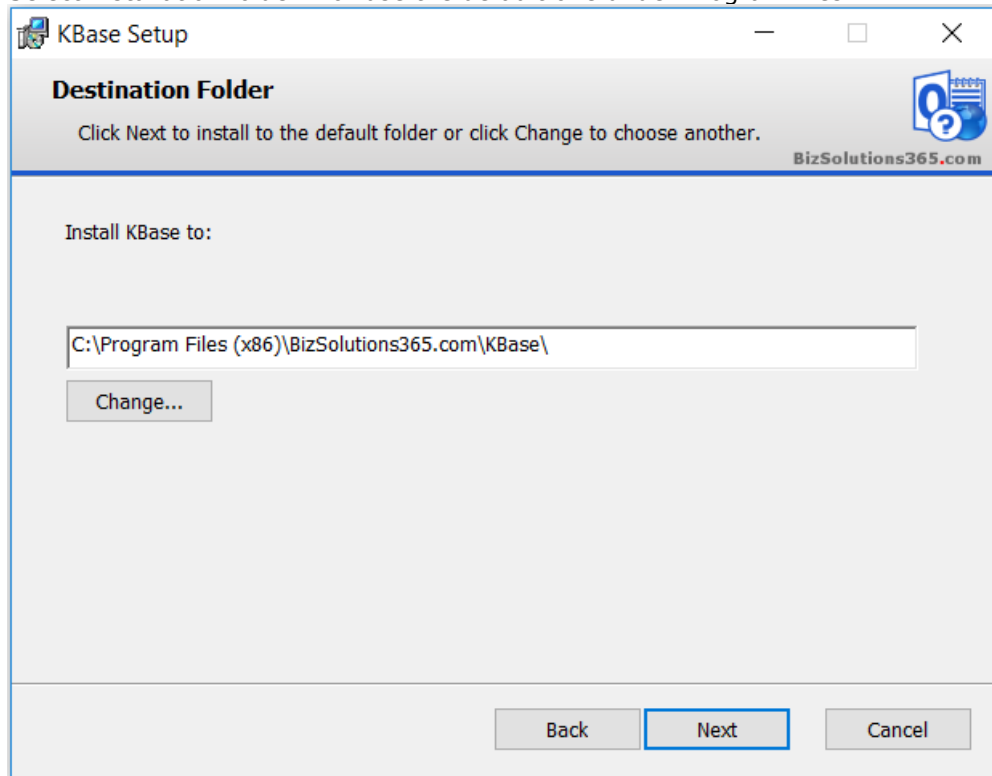
1. Welcome



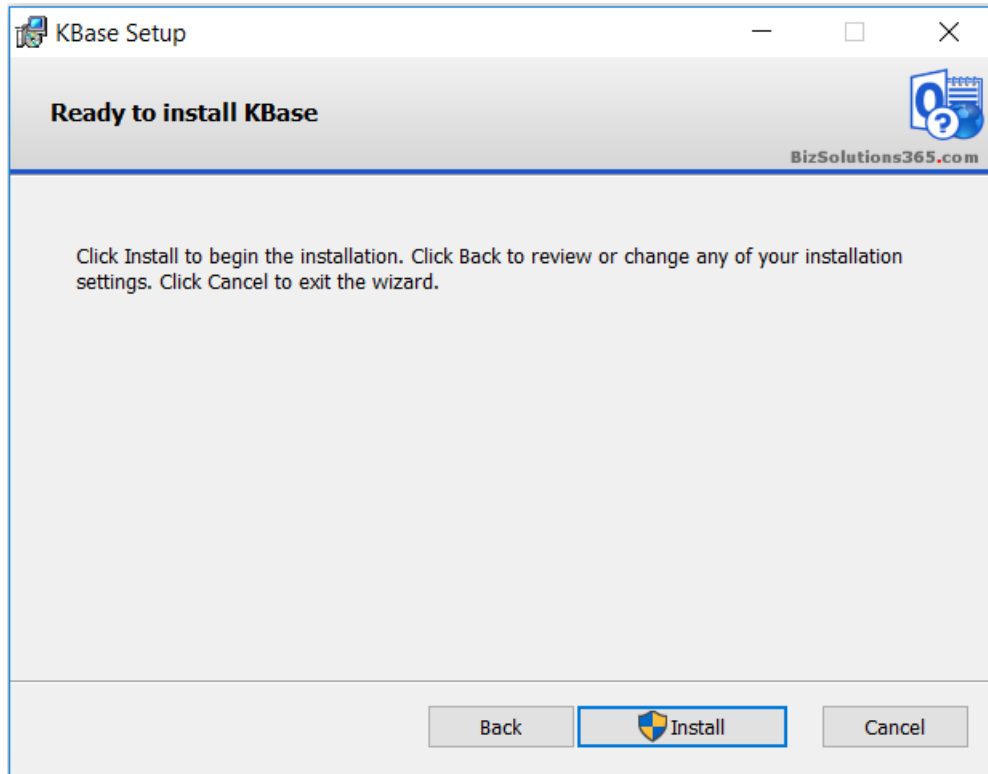
2. Accept the License Agreement



3. Select installation folder – or use the default one under Program files.

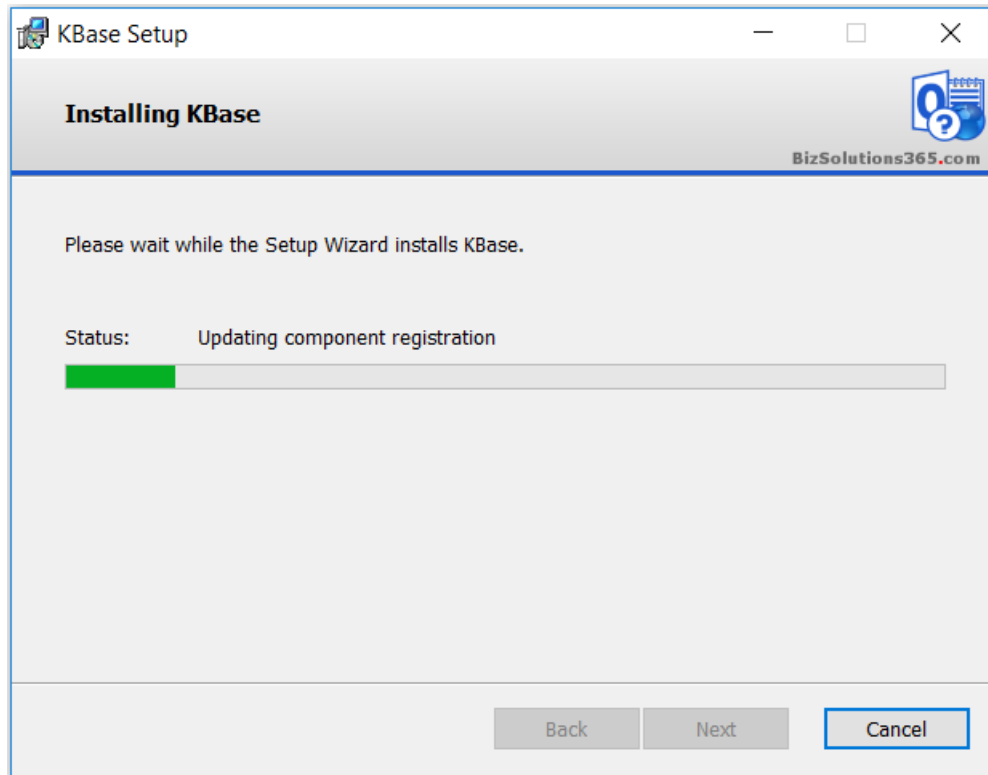


4. Confirm the installation.

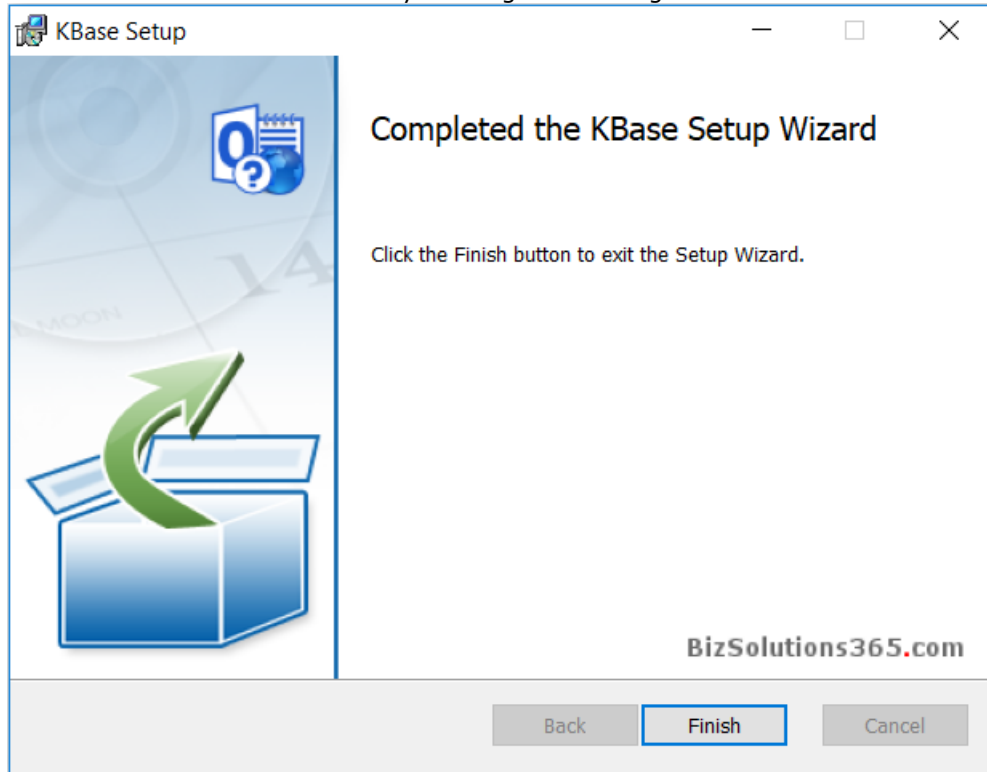




5. The actual installation



6. When the installation is finished you will get a message that it has succeeded.



## 2.3 FILES

When the installation is finished, you will have the following files in the folder where *KBase* is installed: (by default in Program files (x86)/bizsolutions365.com/KBase (64-bit) or Program files/bizsolutions365.com/KBase (32-bit))


After the configuration is finished, there will also be a *KBaseSettings.txt* file under C:\Users\[UserName]\AppData\Roaming\bizsolutions365.com\KBase\.

The settings will be saved both in this local folder under Application Data and in the database or SharePoint site used for sharing.


































When you have begun using *KBase* and the Excel export, there will also be a *KBase.xlsx* file. It will be created the first time you run the export application and then updated each time you run it.

AppData ► Roaming ► bizsolutions365.com ►

Name

 **KBaseSettings**

### Images

 \_SafeBizSolutions64.dll  
 AddinExpress.MSO.2005.dll  
 AddinExpress.OL.2005.dll  
 adxloader.dll  
 adxloader.dll.manifest  
 adxloader64.dll  
 bs365.dll  
 bs365.pdb  
 Extensibility.dll  
 Interop.Office.dll  
 Interop.Outlook.dll  
 Interop.SHDocVw.dll  
 Interop.VBIDE.dll  
 KBase.dll  
 KBase.pdb  
 KBaseCommonCodes.dll  
 KBaseCommonCodes.pdb  
 KBaseExampleData.exe  
 KBaseExampleData.pdb  
 KBaseSettings.exe  
 KBaseSettings.pdb  
 KBaseSync.exe  
 KBaseSync.pdb  
 KBaseUpgrade.exe  
 KBaseUpgrade.pdb  
 Microsoft.IdentityModel.dll  
 Microsoft.SharePoint.Client.dll  
 Microsoft.SharePoint.Client.Runtime.dll  
 SafeBizSolutions.dll  
 SecurityManager.2005.dll  
 SetupActions.CA.dll  
 System.Net.Http.dll  
 System.Web.Extensions.dll

## 2.4 THE FIRST OUTLOOK BUTTON

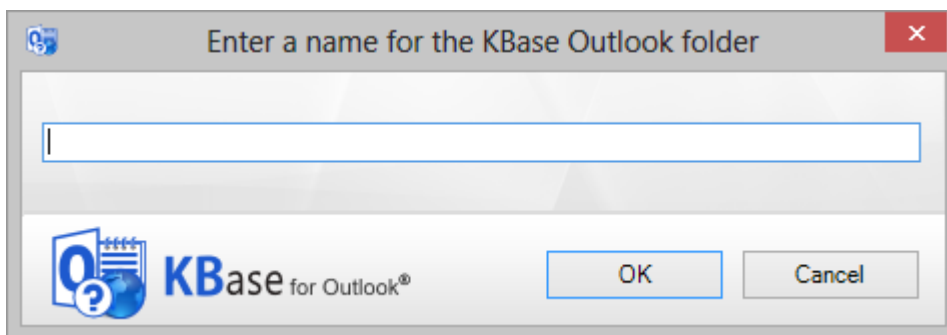
When you open Outlook again after the installation you will see a new *KBase* Configure button in the Outlook ribbon of the Mail view. Press it to configure *KBase*.



## 2.5 THE OUTLOOK FOLDER

Now you are asked to give a name to the *KBase* folder. When you have entered the name and clicked OK, the folder will be created in the Outlook mailbox.

This is a personal folder, so each user who installs *KBase* can give the name he or she prefers.



## 2.6 SHARING OPTIONS

When the Outlook folder has been created you are asked how to share and store the task data and *KBase* settings.

*KBase* supports three alternatives for sharing and storing, and each has its benefits. If you select the SharePoint or SQL Server option, you need to have your own SharePoint site or SQL Server, in-house or hosted. If you select the Access database, *KBase* can create the database for you, but you need a shared network folder to place it in.

When the Access or SQL Server alternative is selected, there will be an option to "Create new" or "Use existing".

For the SharePoint option *KBase* can judge if there already are existing lists for the application. In that case they will be used. When there are no *KBase* lists on the site, new lists will be created.

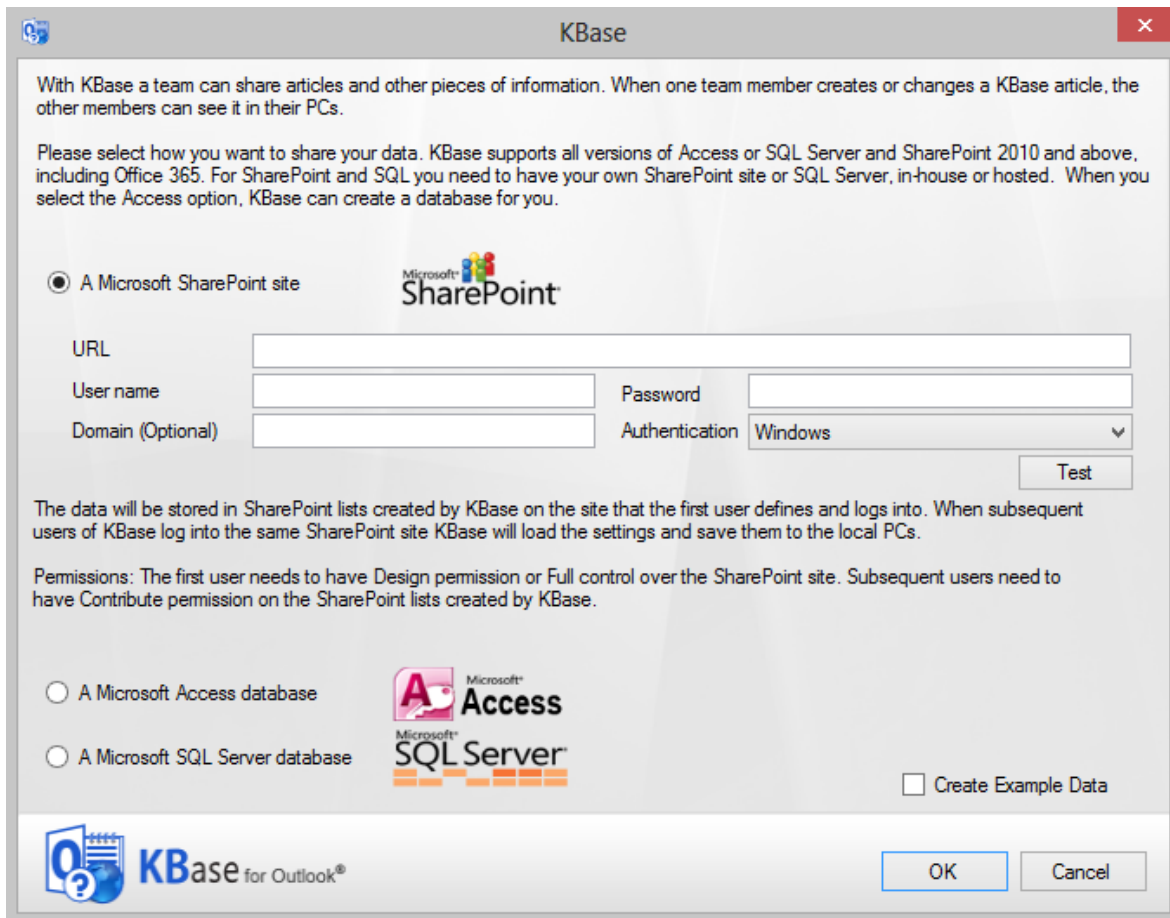
### 2.6.1 TABLES/LISTS

The *KBase* installer creates database tables or SharePoint lists for Settings, Categories, Types and Articles. In SharePoint the settings list is a hidden list. In the databases there is also a table for attachments, but in SharePoint the attachments are stored in the article list.

### 2.6.2 A SHAREPOINT SITE

With the SharePoint alternative the shared information will be stored in SharePoint lists created by *KBase* on the site that the admin/first user defines and logs into.

When subsequent users of *KBase* log into the same SharePoint site *KBase* will load the settings and save them in the local PCs.




The screenshot shows the 'KBase' configuration window. It contains instructions on how to share data using SharePoint, Access, or SQL Server. The 'A Microsoft SharePoint site' option is selected. Below this, there are input fields for 'URL', 'User name', 'Password', and 'Domain (Optional)', along with an 'Authentication' dropdown set to 'Windows'. A 'Test' button is present. Below the input fields, there is a paragraph explaining that data is stored in SharePoint lists created by KBase, and that subsequent users will load settings from the local PCs. Another paragraph states the permissions required: Design permission or Full control for the first user, and Contribute permission for subsequent users. At the bottom, there are radio buttons for 'A Microsoft Access database' and 'A Microsoft SQL Server database', a checkbox for 'Create Example Data', and 'OK' and 'Cancel' buttons.

**KBase**

With KBase a team can share articles and other pieces of information. When one team member creates or changes a KBase article, the other members can see it in their PCs.

Please select how you want to share your data. KBase supports all versions of Access or SQL Server and SharePoint 2010 and above, including Office 365. For SharePoint and SQL you need to have your own SharePoint site or SQL Server, in-house or hosted. When you select the Access option, KBase can create a database for you.

☒ A Microsoft SharePoint site



URL:


User name:  Password:

Domain (Optional):  Authentication:


The data will be stored in SharePoint lists created by KBase on the site that the first user defines and logs into. When subsequent users of KBase log into the same SharePoint site KBase will load the settings and save them to the local PCs.

Permissions: The first user needs to have Design permission or Full control over the SharePoint site. Subsequent users need to have Contribute permission on the SharePoint lists created by KBase.


☐ A Microsoft Access database



☐ A Microsoft SQL Server database



☐ Create Example Data

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#### 2.6.2.1 PERMISSIONS

The admin/first user needs to have Design permission or Full control over the SharePoint site. Subsequent users need to have write permission on the SharePoint lists created by *KBase*.

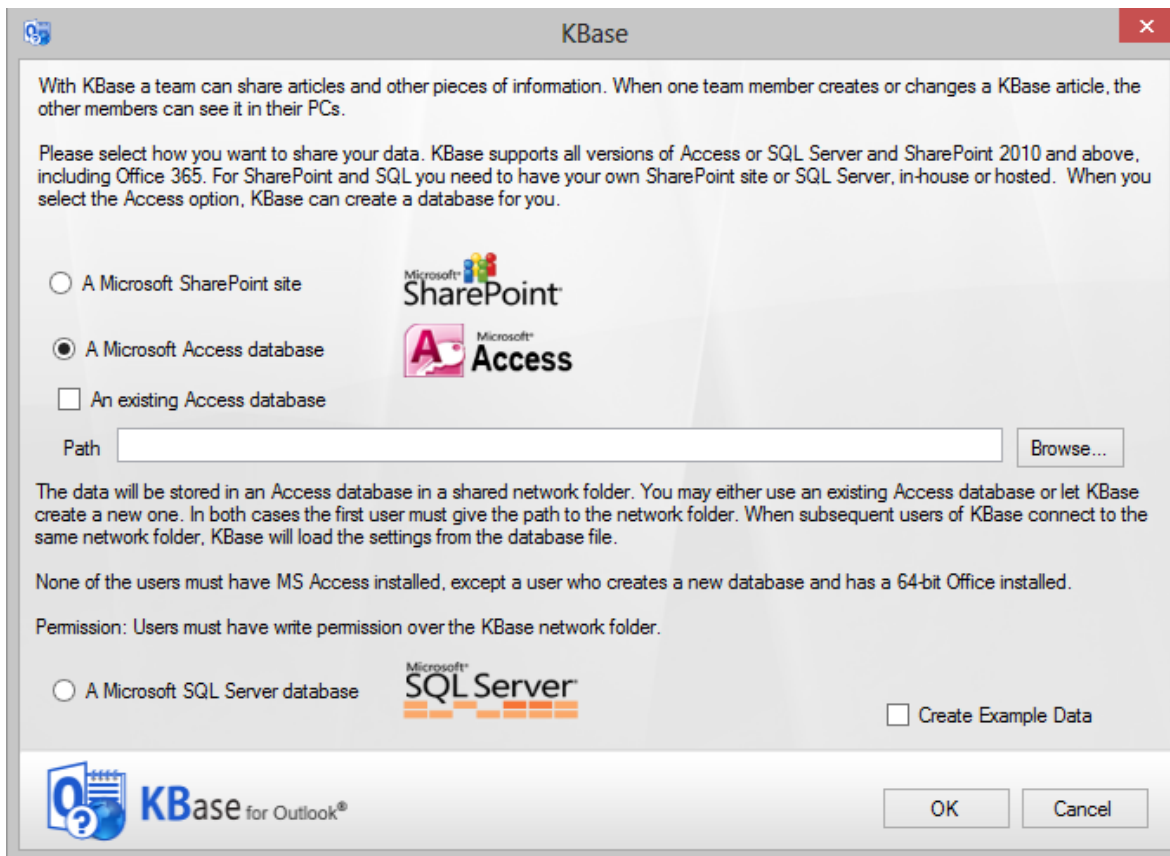
#### 2.6.2.2 TIME

For the synchronization to work each PC must have the correct local time and date.

### 2.6.3 AN ACCESS DATABASE

With the Access alternative the shared information will be stored in an Access database in a shared network folder. When you select this option, you may either use an existing Access database or let *KBase* create a new one for you. In both cases the admin/first user must give the path to the network folder, by pasting or browsing to it.

Subsequent users of *KBase* will have to use the Existing database option and give the path to the same network folder, *KBase* will then load the settings from the database file. None of the users need to have MS Access installed, because the ability to read and write Access databases is included in Office.



The screenshot shows the 'KBase' installation window. It contains the following elements:

- Title Bar:** 'KBase' with a close button.
- Introductory Text:** 'With KBase a team can share articles and other pieces of information. When one team member creates or changes a KBase article, the other members can see it in their PCs.'
- Instructions:** 'Please select how you want to share your data. KBase supports all versions of Access or SQL Server and SharePoint 2010 and above, including Office 365. For SharePoint and SQL you need to have your own SharePoint site or SQL Server, in-house or hosted. When you select the Access option, KBase can create a database for you.'
- Options:**
  - ☐ A Microsoft SharePoint site (with SharePoint logo)
  - ☒ A Microsoft Access database (with Access logo)
  - ☐ An existing Access database
- Path Field:** A text box labeled 'Path' with a 'Browse...' button next to it.
- Additional Information:**
  - 'The data will be stored in an Access database in a shared network folder. You may either use an existing Access database or let KBase create a new one. In both cases the first user must give the path to the network folder. When subsequent users of KBase connect to the same network folder, KBase will load the settings from the database file.'
  - 'None of the users must have MS Access installed, except a user who creates a new database and has a 64-bit Office installed.'
  - 'Permission: Users must have write permission over the KBase network folder.'
- Bottom Section:**
  - ☐ A Microsoft SQL Server database (with SQL Server logo)
  - ☐ Create Example Data
  - Logos:** KBase for Outlook® logo.
  - Buttons:** 'OK' and 'Cancel'.

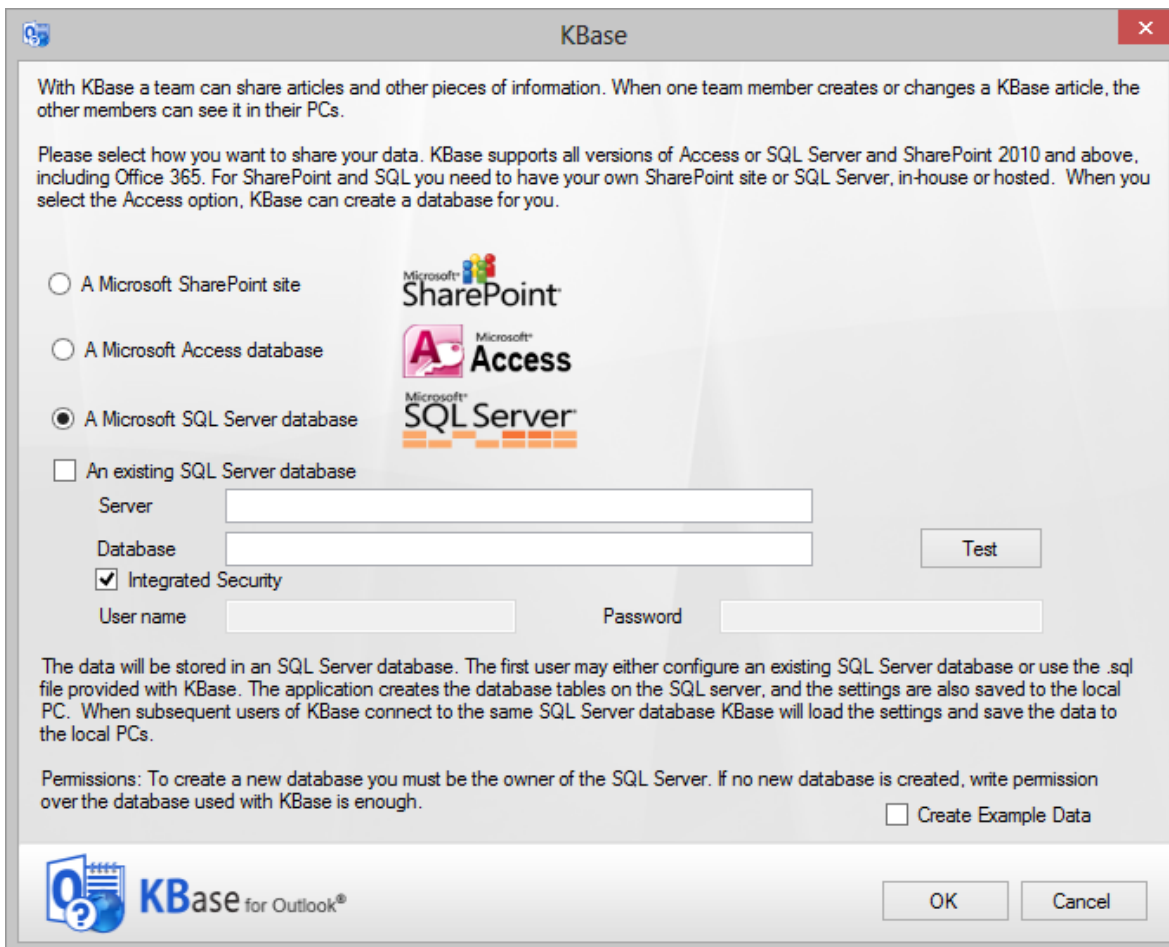
#### 2.6.3.1 PERMISSIONS

All users must have write permission over the network folder where the Access database is placed.

### 2.6.4 AN SQL SERVER DATABASE

With the SQL Server alternative the shared information will be stored in an SQL Server database. The admin/first user may either configure an existing SQL Server database or use the .sql file provided with *KBase*. The application creates the database tables on the SQL server, and the settings are also saved in the local PC.

When subsequent users of *KBase* connect to the same SQL Server database *KBase* will load the settings and save the info to the local PCs.



**KBase**

With KBase a team can share articles and other pieces of information. When one team member creates or changes a KBase article, the other members can see it in their PCs.

Please select how you want to share your data. KBase supports all versions of Access or SQL Server and SharePoint 2010 and above, including Office 365. For SharePoint and SQL you need to have your own SharePoint site or SQL Server, in-house or hosted. When you select the Access option, KBase can create a database for you.


☐ A Microsoft SharePoint site  
☐ A Microsoft Access database  
☒ A Microsoft SQL Server database  
☐ An existing SQL Server database

Server:   
 Database:  Test  
☒ Integrated Security  
 User name:  Password:

The data will be stored in an SQL Server database. The first user may either configure an existing SQL Server database or use the .sql file provided with KBase. The application creates the database tables on the SQL server, and the settings are also saved to the local PC. When subsequent users of KBase connect to the same SQL Server database KBase will load the settings and save the data to the local PCs.

Permissions: To create a new database you must be the owner of the SQL Server. If no new database is created, write permission over the database used with KBase is enough.

☐ Create Example Data

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OK Cancel

#### 2.6.4.1 PERMISSIONS

The admin/first user must be owner of the SQL Server database. Subsequent users need to have write permission.

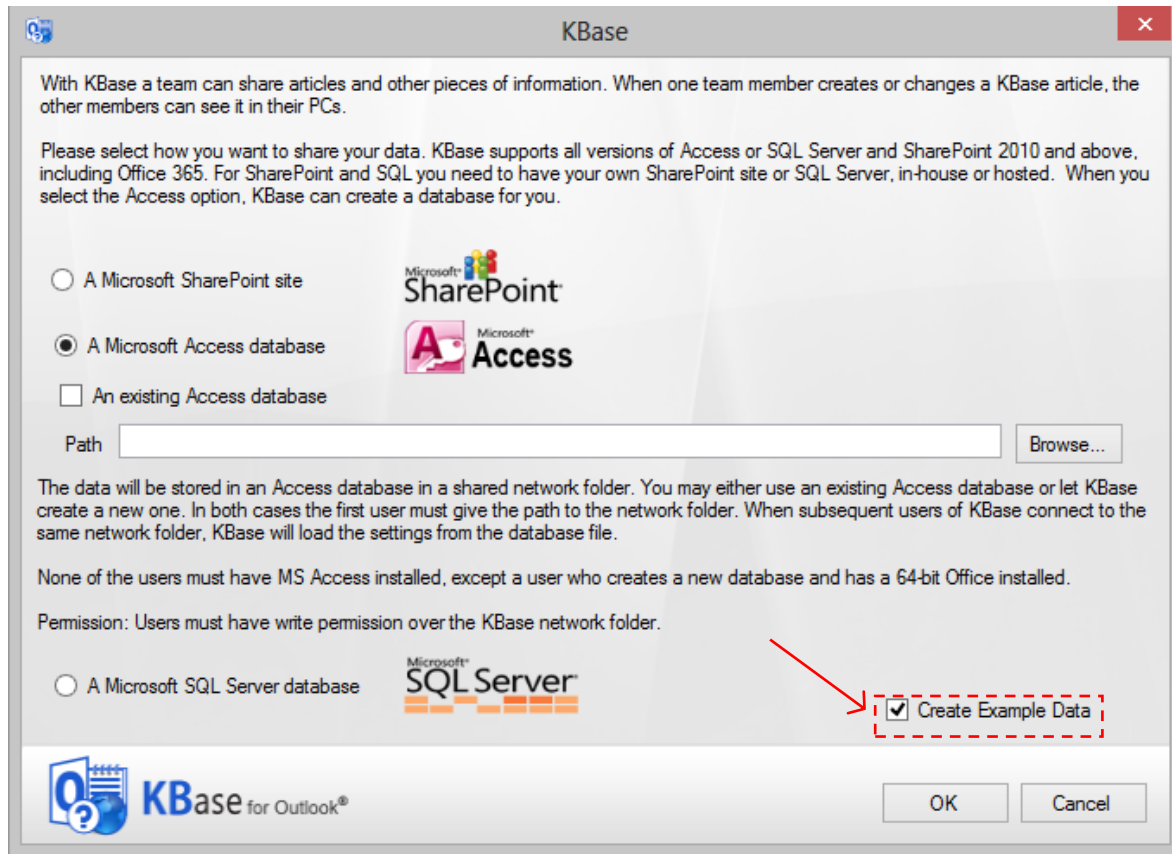
#### 2.6.5 SWITCH TO ANOTHER SHARING OPTION

If you want to switch to another option, delete the XML settings file in the folder at C:\Users\[UserName]\AppData\Roaming\bizsolutions365.com\KBase.

Then you will get the Sharing options dialog again the first time you click on the *KBase* Configure button in Outlook. Note that the articles from the old database will not be visible in *KBase* unless you transfer them to the new database.

## 2.7 EXAMPLE DATA

If you want to see how *KBase* works when some articles have been created, you can select to load a few example articles taken from the FAQ pages on the [bizsolutions365.com](http://bizsolutions365.com) website.



When you have checked the checkbox for example data, the FAQ articles from the [bizsolutions365.com](http://bizsolutions365.com) website will be added to your *KBase* installation.

### 2.7.1 REMOVE EXAMPLE DATA

The best way to remove the Example data is to delete the *KBase* Outlook folder and database and create a new database and Outlook folder. In the SharePoint case, delete all items from the SharePoint list or delete the whole SharePoint list. Follow these steps:

1. Delete the *KBase* Outlook folder
2. Close Outlook
3. Delete the *KBase* database or SharePoint list
4. Delete the settings file undersers\AppData\Roaming\bizsolutions365.com\KBase
5. Open Outlook and press the Configure button
6. Give a name to the new Outlook folder



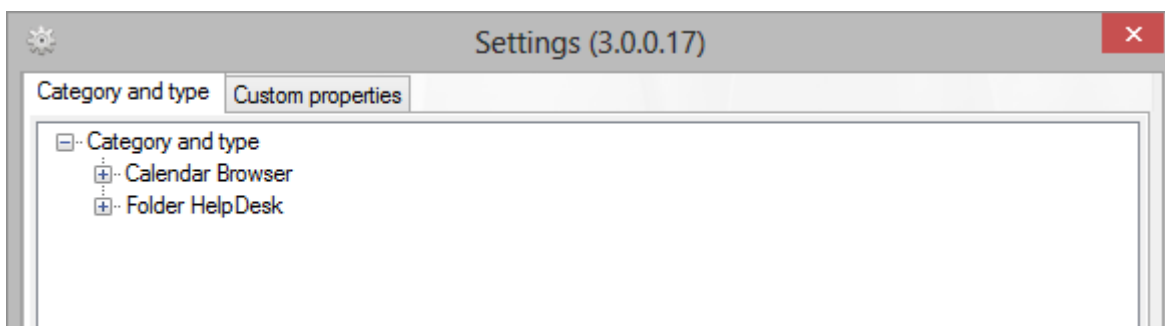
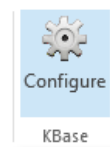
7. Select sharing option
8. Press the Configure button to open the settings dialog
9. Define the settings for your organization, *refer to* Configure below
10. Click OK to save the settings.

During this process you might get a message about failed connection, but you can just click OK to it and continue following the steps.

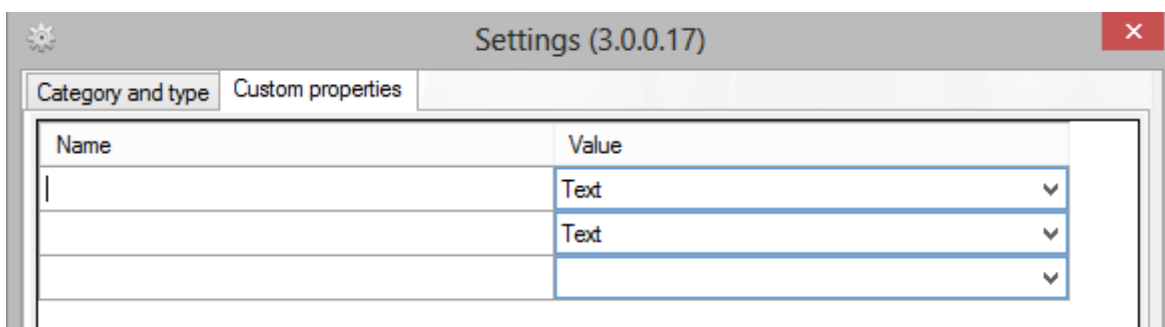
## 2.8 CONFIGURE

When you have selected the Sharing Option and clicked OK, you should restart Outlook. Then click the Configure button again.

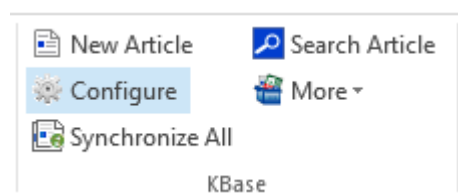
Now the first user/admin can add the categories and types to be used by the team. (If you have selected to use Example data for the evaluation you don't have to add your own data now.)



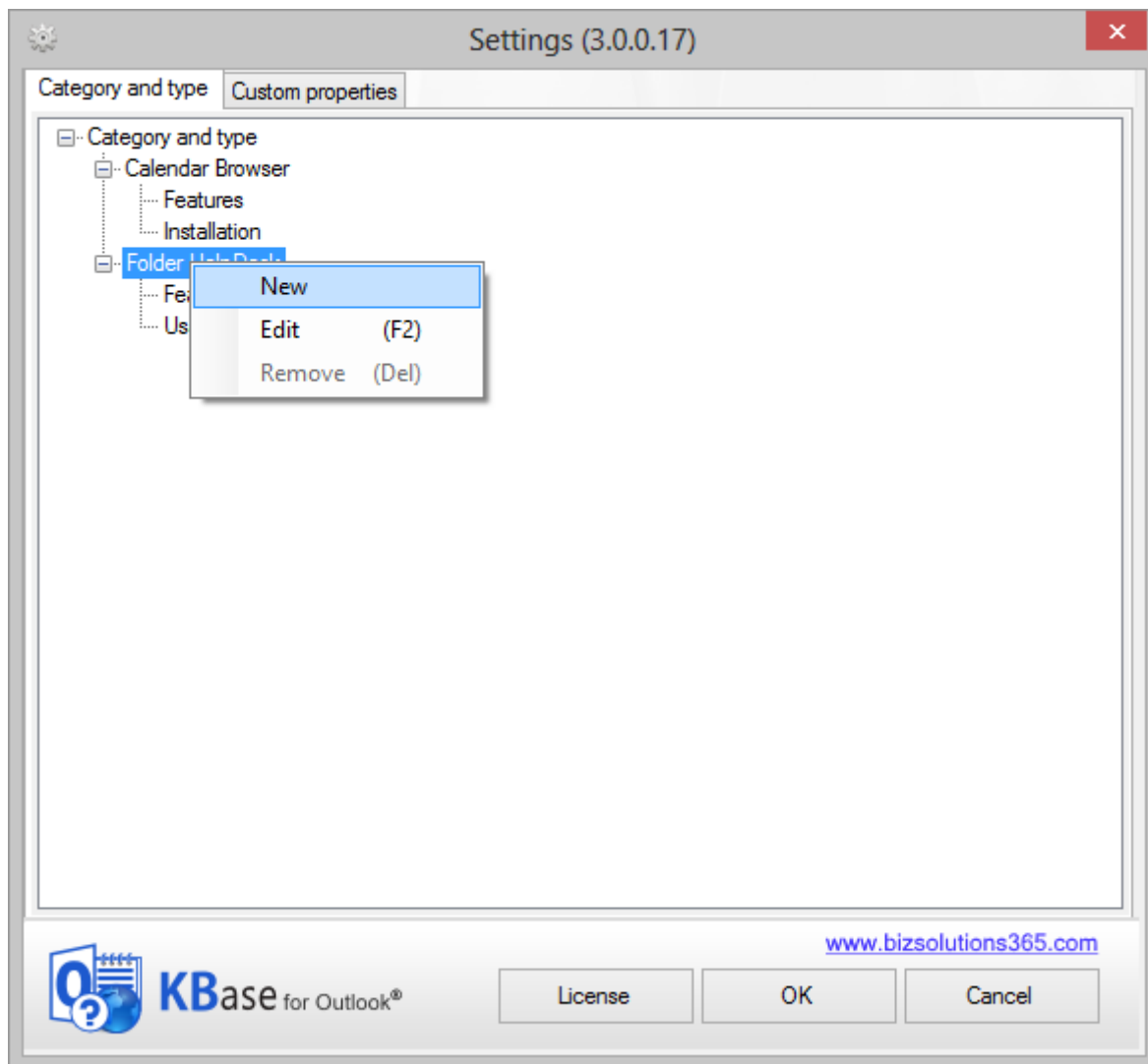
Via the Configure dialog you can also add custom fields to the *KBase* Outlook form, and you can register *KBase* here, *refer to* Registration and trial info.



The Configure dialog may be opened anytime via the Configure button in the *KBase* toolbar in Outlook. The settings are saved both in the selected database or SharePoint site and in a bizsolutions365.com folder under AppData on the local PC. When the settings have been saved you should restart Outlook.



### 2.8.1 CATEGORY AND TYPE



Categories and types are added in a tree view, and they are hierarchical so that many types may be associated to one category. You can make any changes in the tree view, and when you click OK all the changes will be saved. At least one category and one type must be added.

Add a new category or type by selecting the superior level and right click. You will then be given a choice of New, Edit and Remove.

All these choices are not given every time. For example, if you right click a type there is no "New", as you cannot create a level below the type.

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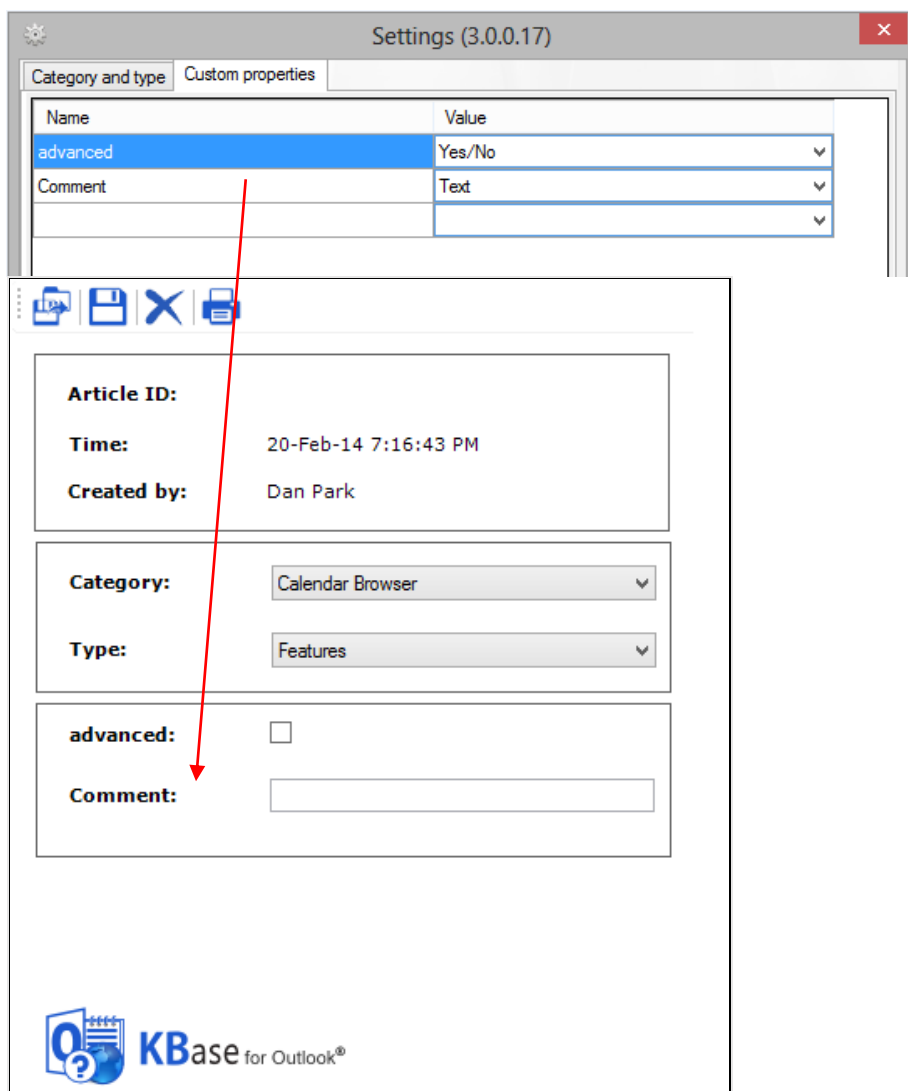
You cannot remove a category if types are associated with it. To remove a category, you must first remove all the types under it. To remove a type, you must remove all articles associated with it.

### 2.8.2 CUSTOM PROPERTIES

The default *KBase* form in Outlook has the fields Article ID, Time, Created by, Category and Type. You may also add your own fields. This is done under the Custom properties tab in the settings. In the image below the fields Advanced and Comment have been added to the article form.

You may call your custom fields anything, but there are some Outlook reserved captions to consider. Do not use a custom field name that is the same as an Outlook item field (e.g. Subject, Company, Conversation, Message, Modified etc.).

The Outlook field names are too many to list here, but if you notice that data from your custom field is not saved, edit the field and give it another name. In a FAQ on the [bizsolutions365m.com](http://bizsolutions365m.com) website you can find more Outlook reserved captions.



Settings (3.0.0.17)

Category and type Custom properties

Name	Value
advanced	Yes/No
Comment	Text

Article ID:

Time: 20-Feb-14 7:16:43 PM


Created by: Dan Park

Category: Calendar Browser

Type: Features

advanced: ☐

Comment:

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The custom fields may be either text or a Yes/No option. Under "Name", write the label you want to be shown the left of the new field. Under "Value", select if it should be a text or a Yes/No field.

The custom fields will be added under the default ones.

The new fields will be added to all articles, but if you want to have them filled out in already created articles, you will have to do that manually, either in the database/SharePoint list or by opening each article.

## 2.9 SUBSEQUENT USERS

When subsequent users open the Configure dialog they will see the settings that were defined by the first user/admin. They just have to click OK to save the settings to their own computer. When they have restarted Outlook after that, *KBase* is ready for use.

### 2.9.1 USER INSTALLATION VIA AD

The user installations may be performed centrally, via Active Directory.

When the administrator has done the Administrator installation and the database configurations, **first propagate the database option** to all users. In this case the users will never see the Sharing Options dialog. This option cannot yet be used for sharing via SharePoint, but for the database options, do like this:

#### SQL Server database:

The Admin needs to set the SQL connection string to the registry. The Registry should be set on the path: "Software\\bizsolutions365.com\\TimeCard\\Settings"

Key - DBConnections

Value - SQL Connection string

(Example: "Provider=SQLOLEDB;Password=BizCom@123;User ID=sa;Data Source=192.168.150.111\\SQLBIZLABS;initial catalog=az")

#### Access database:

The Admin needs to set the SQL path to the registry. The Registry should be set on the path: "Software\\bizsolutions365.com\\TimeCard\\Settings"

Key - DBConnections

Value - Access database path

(Example - \\BIZLABS\\Internal Shared\\)

When the database has been propagated, the administrator can **deploy the setup** for all users. For more info about how to do that, please refer to <https://bizsolutions365.com/other-faq/> (How do I deploy your products to each user in an automated fashion?)

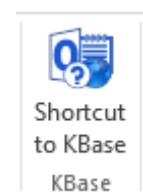
Both steps described above may also be done in one package.

## 3 TOOLBAR BUTTONS

### 3.1 BUTTONS IN THE OUTLOOK MAILBOX AND CALENDAR VIEW

When you have created your first category and type and clicked OK to save the settings, you will get a new button in the Outlook ribbon, a shortcut to *KBase*.

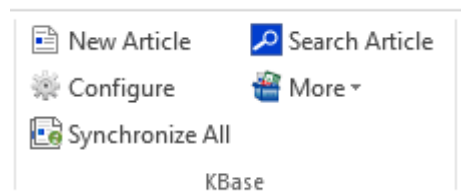
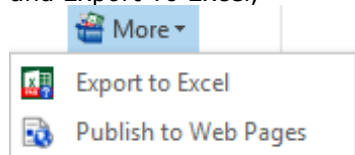
This button is shown in the calendar view and in the mailbox view when the *KBase* folder is not open.



### 3.2 *BUTTONS IN THE KBASE VIEW*

When you open the *KBase* folder, five buttons will be visible in the Outlook ribbon – Configure, Synchronize All, New Article, Search Article and More.

Under More you will find Publish to Web Pages and Export To Excel,

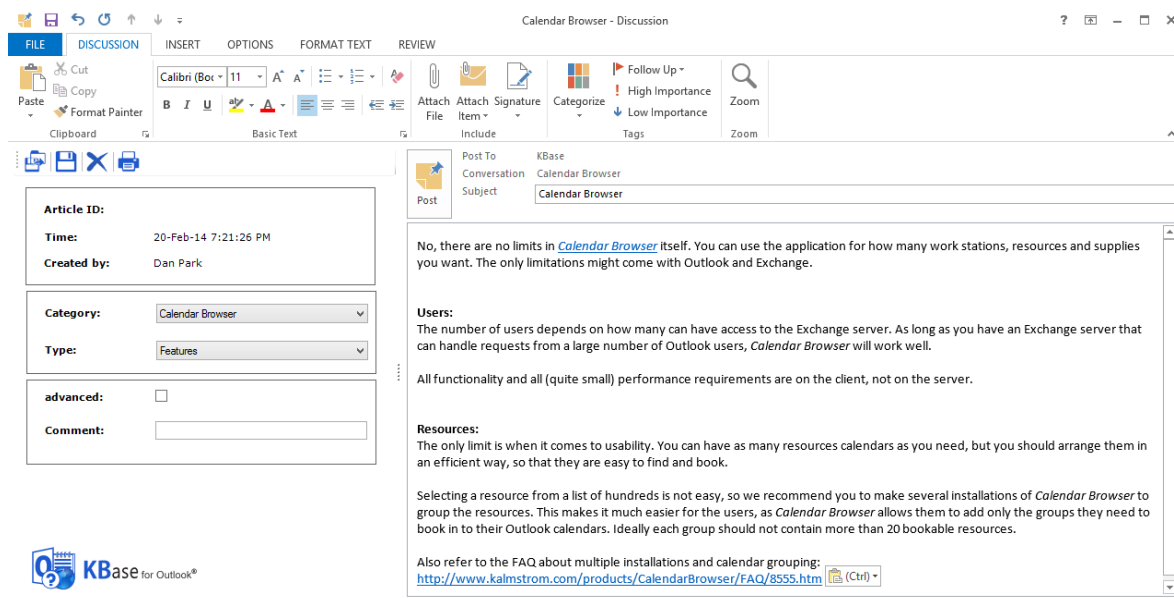


## 4 WORK WITH ARTICLES IN OUTLOOK

The articles are shown in the *KBase* Outlook folder, by default sorted after first category and then type. All team members who share the same *KBase* database or SharePoint site will see the same articles and all changes will be updated to all PCs. The articles are stored in the database or SharePoint site used with *KBase*.

### 4.1 OPEN ARTICLE

Double-click on an article to open it. it will open as a standard Outlook post item but with the *KBase* form to the right.



Calendar Browser - Discussion

FILE DISCUSSION INSERT OPTIONS FORMAT TEXT REVIEW

Post To: Calendar Browser

Post

Article ID:

Time: 20-Feb-14 7:21:26 PM

Created by: Dan Park

Category: Calendar Browser

Type: Features

advanced: ☐

Comment:

No, there are no limits in [Calendar Browser](#) itself. You can use the application for how many work stations, resources and supplies you want. The only limitations might come with Outlook and Exchange.

**Users:**  
The number of users depends on how many can have access to the Exchange server. As long as you have an Exchange server that can handle requests from a large number of Outlook users, *Calendar Browser* will work well.

All functionality and all (quite small) performance requirements are on the client, not on the server.

**Resources:**  
The only limit is when it comes to usability. You can have as many resources calendars as you need, but you should arrange them in an efficient way, so that they are easy to find and book.

Selecting a resource from a list of hundreds is not easy, so we recommend you to make several installations of *Calendar Browser* to group the resources. This makes it much easier for the users, as *Calendar Browser* allows them to add only the groups they need to book in to their Outlook calendars. Ideally each group should not contain more than 20 bookable resources.

Also refer to the FAQ about multiple installations and calendar grouping:  
<http://www.kalmstrom.com/products/CalendarBrowser/FAQ/8555.htm> (Ctrl)

### 4.2 EDIT ARTICLE

As *KBase* articles are standard Outlook post items, you can edit them as you do with e-mails and appointments. Just open the article and make any changes.

### 4.3 SAVE ARTICLE

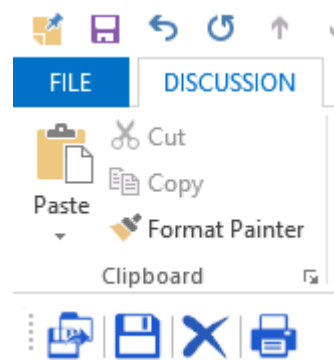
When you save an article, the changes will be saved back to the database or SharePoint site that *KBase* uses for sharing

#### 4.4 DELETE ARTICLE

There are several ways to delete an article in the Outlook list: using the keyboard delete button, using the ribbon X, right clicking and selecting Delete and using the X to the right in the list that is visible when you hover over the article.

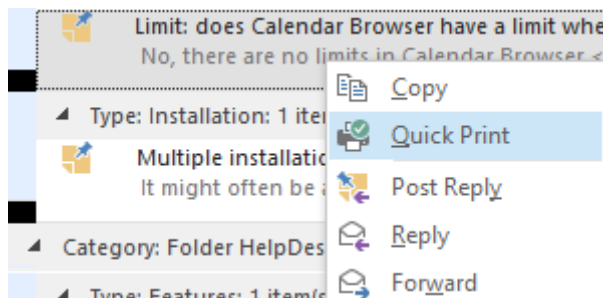
In the open article there are two ways, the X in the article toolbar strip and the ribbon X.

In all cases the article is **removed from both Outlook and the SharePoint list**. If a database is used for sharing the article will get a delete flag.



#### 4.5 PRINT ARTICLE

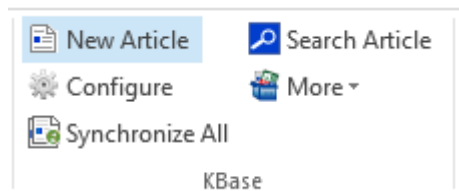
To print an article directly from the article list, right click it and select Quick Print.



To print from the article, use the button in the article toolbar strip or select File and Print. The button in the toolbar strip automatically uses the default printer. The File>Print option gives a choice.

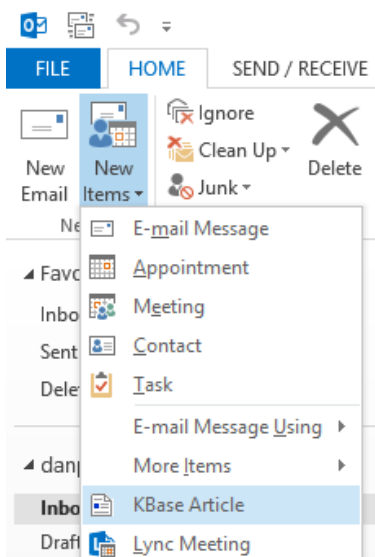
#### 4.6 CREATE A NEW ARTICLE

To create a new KBase article when the KBase folder is open, click the button New Article in the ribbon.





You can also use the New Item button in all Outlook views:



When a new article is created a post item with two extra dropdowns for category and type will open. When you select category, the types of that category will be filled out in the second dropdown so that you can select one of them.

**Article ID:**

**Time:** 20-Feb-14 7:16:43 PM

**Created by:** Dan Park

**Category:** Calendar Browser

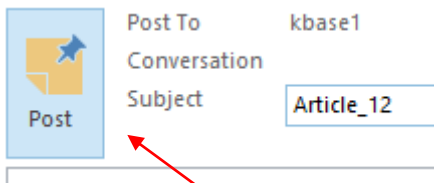
**Type:** Features

**advanced:** ☐

**Comment:**

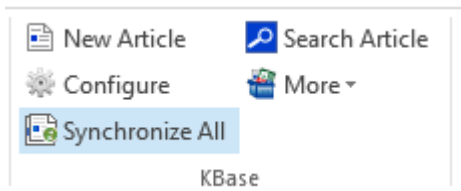
You can write, paste or insert text, images, links or attachments in the new article. You can also use all the Outlook tools, like format text and spelling check.

When the article is finished, click Post and it will be saved in the Outlook folder and the database/SharePoint site.



#### 4.7 SYNCHRONIZE ARTICLES

The KBase articles are synchronized in the background every five minutes, but if you need to synchronize more often, press the Synchronize All button in the ribbon.

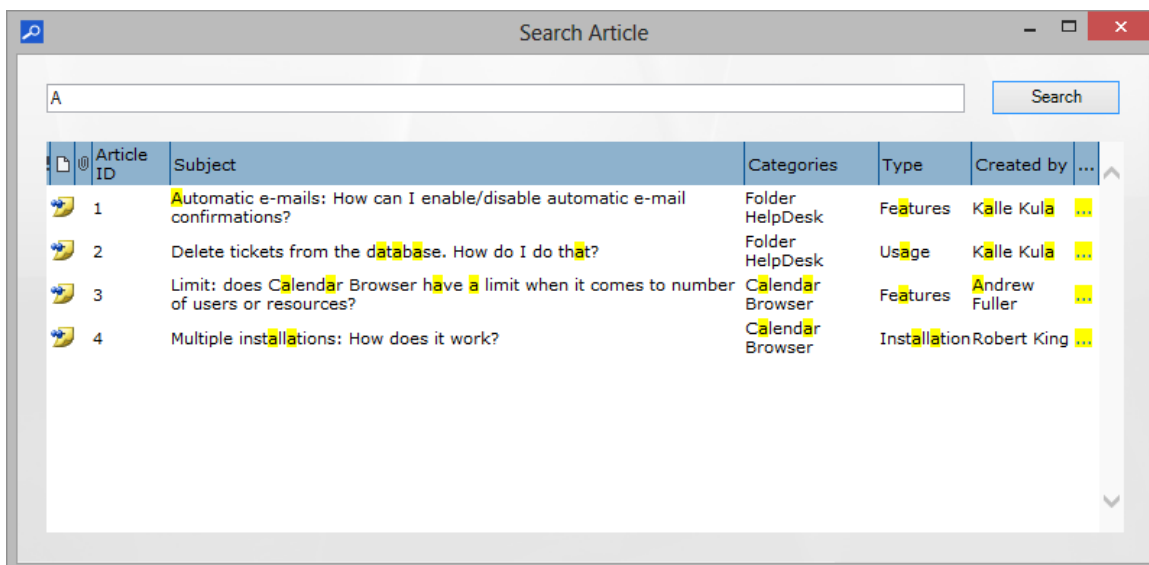


In the automatic synchronization only the changed articles are updated, and that is so quick that you will hardly notice it. When you press the Synchronize All button KBase updates all articles, and that takes a little longer time.

#### 4.8 SEARCH ARTICLES

To search for a certain article, or for articles that contain certain words or phrases, click on the Search Article button. Write one word or more in the dialog that opens and click Search. The KBase search supports regular expressions and \* searches.





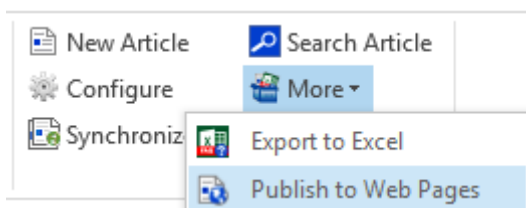
KBase will then make a search of all the text in the articles and list all articles which contain the word you have written. The results will be shown in the same dialog.

If you want to try with another word or phrase, just write it in the field and KBase will automatically clear the old search and search all items again.

## 5 SHARE ARTICLES OUTSIDE OUTLOOK

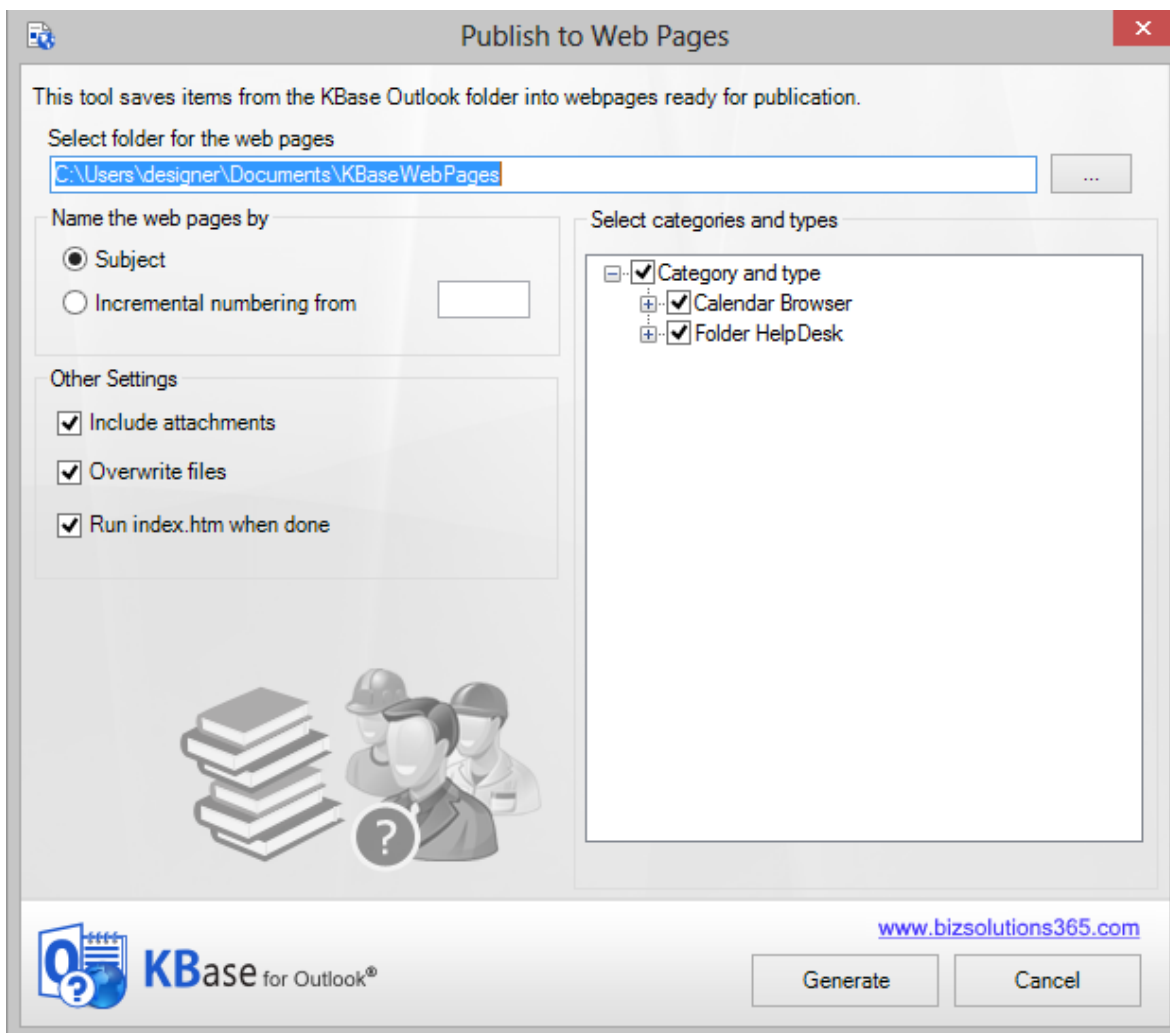
### 5.1 PUBLISH TO WEBPAGES

To save articles as web pages, click More and then the button Publish to Web pages in the KBase toolbar.



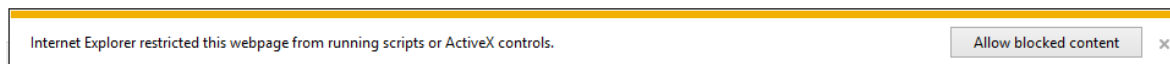
You will then be presented with a screen where you can decide what categories and types that should be saved and how they should be saved. Uncheck the categories or types you don't want to publish.

Each article is placed on its own web page. A collapsible table of content can be generated automatically, where articles can be grouped by category and type.

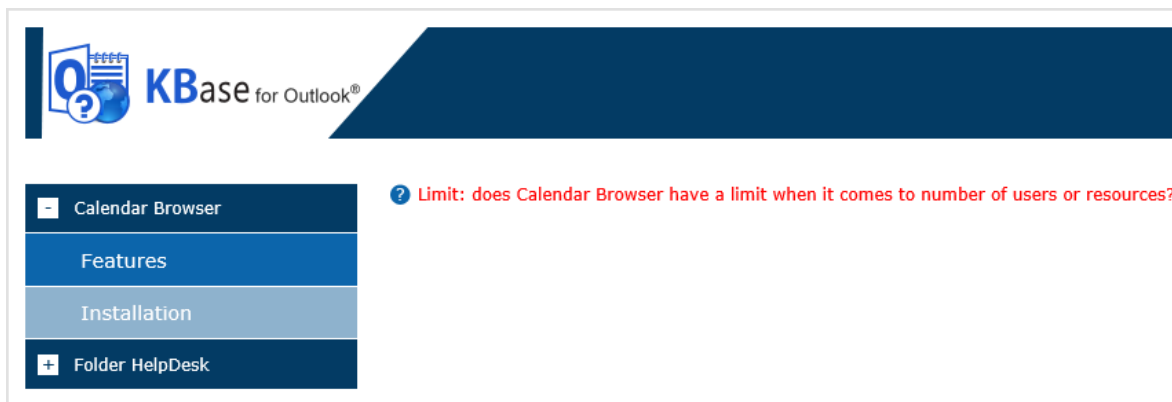


When you have clicked Generate, Outlook might give a warning message. In that case you have to allow access to be able to save *KBase* articles as web pages.

When the web pages are generated, Internet Explorer might give you a warning too. In that case you must allow blocked content to be able to expand and collapse problem categories and types. Only Internet Explorer allows the collapsing and expanding.



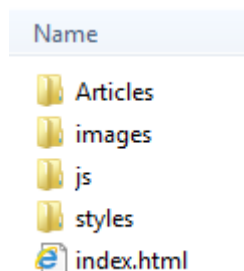
This is the *KBase* content page with categories and types. Select a type to show all article titles of that type and then click on a title to open the article.



*KBase* imports attachments and inline images while generating *KBase* web pages. Those attachments are placed in sub-folders in the folder selected for the web pages.

BMP image attachments are automatically converted to JPEG, to make them compatible to web browsers as well as to decrease the rather large size of the bitmap.

Note: when you need to regenerate .html files again after adding/removing/editing articles but also want to have the articles that were not changed left in the index, you need to select all categories and types that were selected before. **The index will list only those article categories and types that are generated at each time, and it will not keep anything from an earlier generating.**



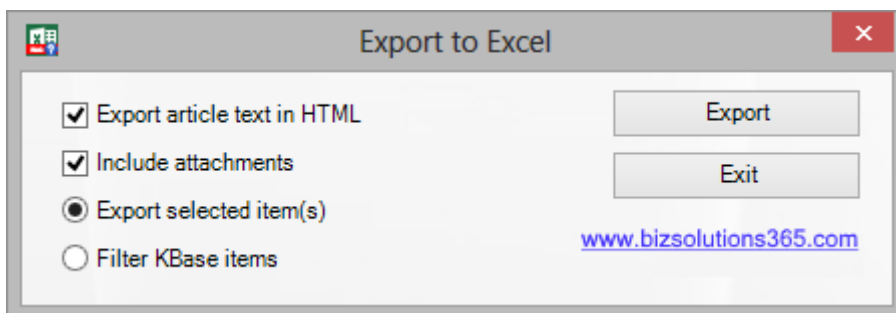
## 5.2 EXPORT TO EXCEL

To export *KBase* articles to an Excel datasheet, use the "Export to Excel" button in the *KBase* toolbar in Outlook.

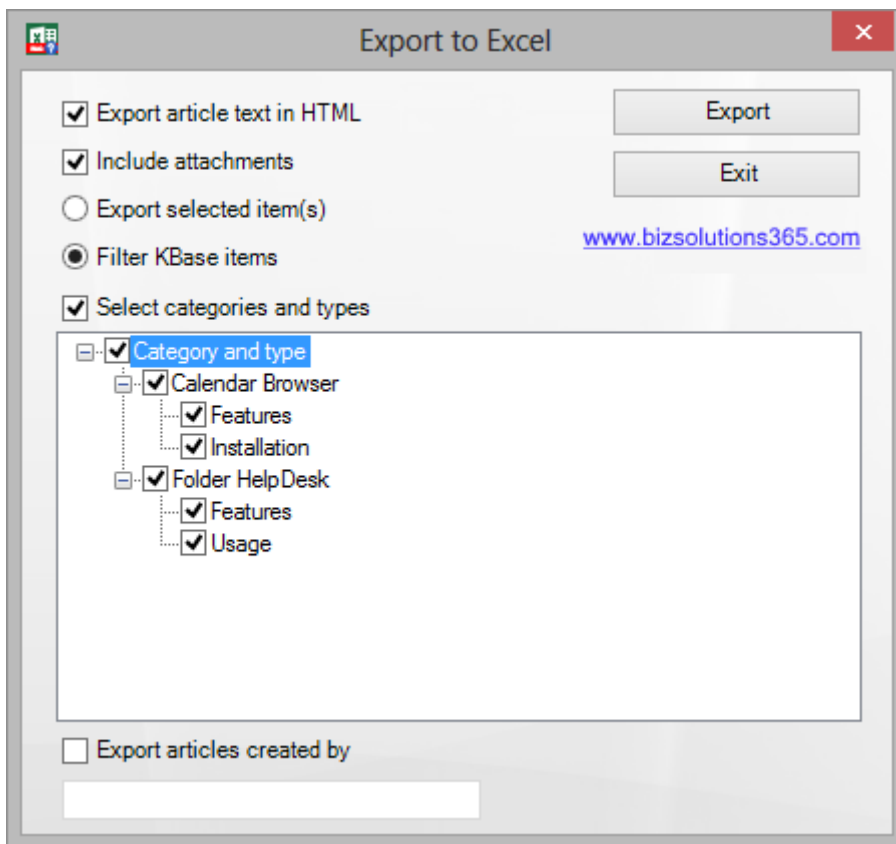


You may opt to include the article attachments and to show the articles in HTML in the Excel data sheet.

This is the default screen and choice. When you have made your own choice *KBase* will remember it in the file *KBaseExportSettings.xml* and show it the next time you want to export articles to Excel.

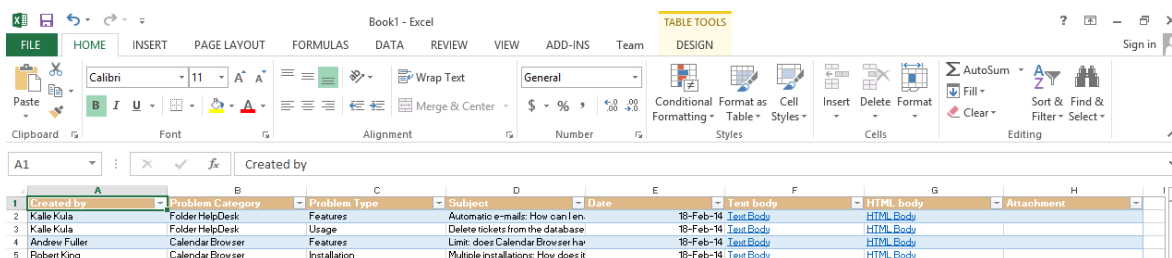


When you select the alternative “Filter KBase items”, the screen expands. You may now export KBase articles by category and type. Uncheck the box if you don’t want to include a category or type. It is also possible to export articles created by a certain user.



Click the “Export” button when you have made your choices.

This is how the Excel report might look.



	Created by	Problem Category	Problem Type	Subject	Date	Text body	HTML body	Attachment
1	Kalle Kula	Folder HelpDesk	Features	Automatic e-mails: How can I en...	18-Feb-14	Text Body	HTML Body	
2	Kalle Kula	Folder HelpDesk	Usage	Delete tickets from the database	18-Feb-14	Text Body	HTML Body	
4	Andrew Fuller	Calendar Browser	Features	Limit: does Calendar Browser ha...	18-Feb-14	Text Body	HTML Body	
5	Robert King	Calendar Browser	Installation	Multiple installations: How does it	18-Feb-14	Text Body	HTML Body	

### 5.3 OWA

KBBase articles can also be published to Outlook Web Access, but due to limitations in OWA they do not appear exactly the same in OWA as in Outlook. In OWA the articles can only be seen, not edited, and you cannot use the KBBase search function but have to use OWA's instead.

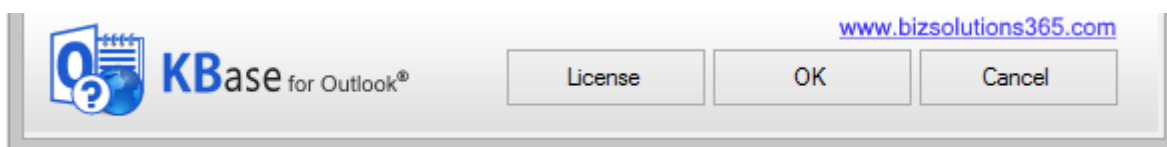
### 5.4 SHAREPOINT

If your organization use a SharePoint site you will of course select a SharePoint site as sharing option for KBBase. Then the articles may be seen on that SharePoint site. The default view show all articles with their categories and types, just like in Outlook. For instructions on how to create other SharePoint views for your KBBase articles, *refer to* the online video demonstrations at <https://bizsolutions365.com/our-products/kbase/ec-demo>

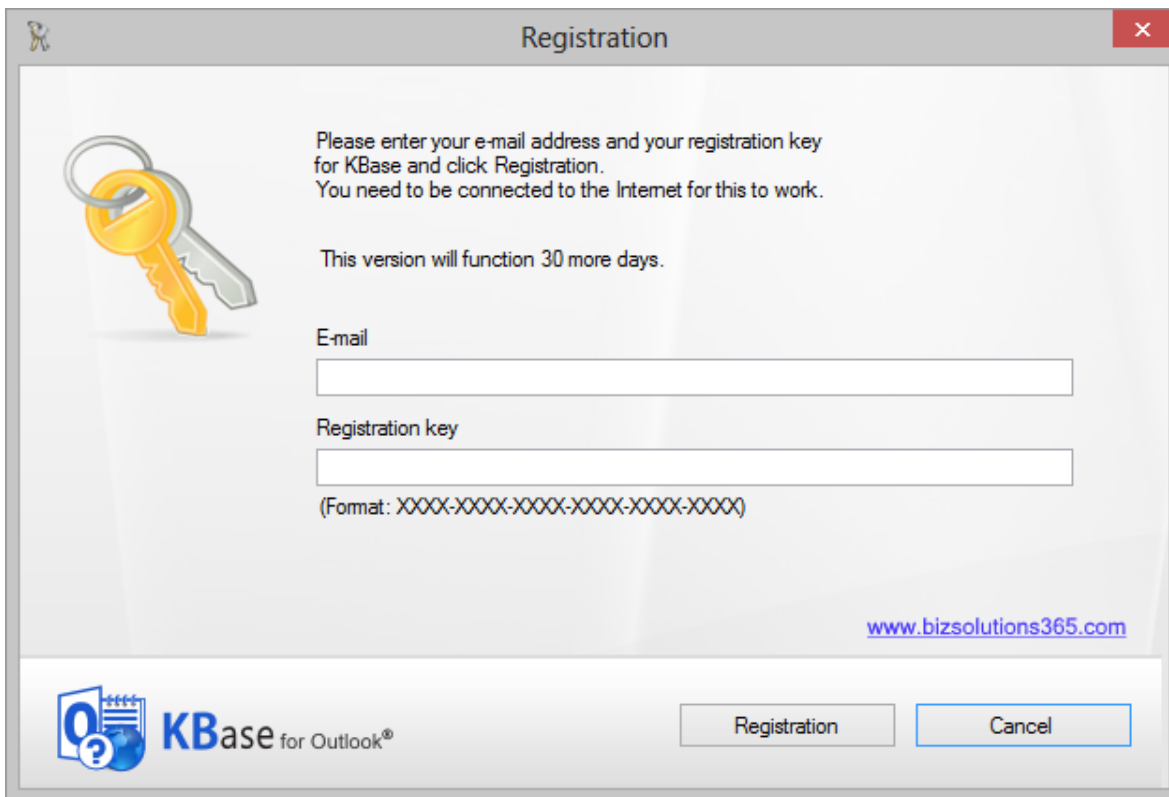
## 6 REGISTRATION AND TRIAL INFO

You may evaluate KBBase for 30 days. If you want to continue using the program after the trial period, you must register it.

The registration is performed by clicking the 'License' button in the Settings dialog. When the registration is finished this button will be hidden.



The registration is made by the first user/administrator for all users. Enter an e-mail address with the company domain + and the registration key you have received from bizsolutions365.com and click Registration. You must be connected to the Internet for this to work.



The image shows a 'Registration' dialog box for KBase for Outlook. It features a key icon on the left. The text inside the dialog reads: 'Please enter your e-mail address and your registration key for KBase and click Registration. You need to be connected to the Internet for this to work.' Below this, it says 'This version will function 30 more days.' There are two input fields: 'E-mail' and 'Registration key'. Below the 'Registration key' field, the format '(Format: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX)' is specified. At the bottom right, there is a URL 'www.bizsolutions365.com'. At the bottom left, there is a logo for 'KBase for Outlook®'. At the bottom right, there are two buttons: 'Registration' and 'Cancel'.

Registration

Please enter your e-mail address and your registration key for KBase and click Registration. You need to be connected to the Internet for this to work.

This version will function 30 more days.

E-mail

Registration key

(Format: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX)

[www.bizsolutions365.com](http://www.bizsolutions365.com)

KBase for Outlook®

Registration Cancel

If you are a Premium Member of the bizsolutions365.com Community, or a standard Member who subscribes to *Folder HelpDesk*, you may use KBase without any extra costs. KBase may also be subscribed to outside the Community, refer to the KBase Subscription page on the bizsolutions365.com website.

## 7 SUPPORT

The bizsolutions365.com Support Services are included in the KBase subscription.

The bizsolutions365.com Support Services give the following assistance:

- Free upgrades of the applications you have purchased licenses for – Never worry about upgrades.
- Your e-mails answered within 24 hours\*
- Remote connection services
- Influence on future versions and features

\*during Western Europe working days



## 8 UPGRADE

When you run the *KBase* setup file, the installer will feel if there is an existing installation. When there is, that installation will be upgraded and there will be no new installation. Therefore the upgrade will look just like the new installation.

## 9 CONTACT

If you have any kind of problem or questions about *KBase*, there are several ways of contacting us:

E-mail:: [support@bizsolutions365.com](mailto:support@bizsolutions365.com) – Technical issues


[sales@bizsolutions365.com](mailto:sales@bizsolutions365.com) – General issues and purchases

Telephone +91 780 600 6234

Online chat [www.bizsolutions365.com](http://www.bizsolutions365.com)

## 10 UNINSTALLATION

*KBase* is uninstalled via the Control Panel, Programs and Features.

Name	Publisher
 KBase	bizsolutions365.com