



InfoCanonTM
Administrator's Guide

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Introduction

About InfoCanon

InfoCanon is a web-based database, editor and publishing tool used to create, manage and maintain knowledge bases, blogs and/or wiki's.

InfoCanon utilizes Creole, an easy-to-learn common wiki markup language, which allows in-line formatting. See what your formatted text will look like in the browser as you type!

InfoCanon is highly customizable and so easy to use. How do we know? We use InfoCanon for our Knowledge Base and Blog!

InfoCanon runs on a web server allowing administrators to control configuration, writers to provide and format content, and end users to view the finished product.

System Requirements

- Windows - 2003 (64 bit) or better
- Linux - 64 bit Operating System, libc v2.19 or greater
- operates over connections as slow as 56KB
- any web server that supports CGI (IIS v6 or better, Apache, NginX)
- 2 Ghz CPU with 1 GB of memory
- 6 MB for software
- 1 MB hard drive space per article
- any web browser (IE 10 or better, Mozilla, Chrome)

Please see our knowledge base for a complete and regularly updated list of requirements:

<https://www.dirwiz.com/kb/3014>

Licensing and Upgrades

InfoCanon is licensed by the software installation itself plus the number of articles desired in increments of 250. Contact our Sales team at sales@dirwiz.com for your personalized quote.

You will receive a temporary key with your initial download.

To request a permanent key, install the software as outlined in the InfoCanon Release Notes – Install Guide, then send your Serial Number as shown on the configuration page to keys@dirwiz.com.

The InfoCanon Maintenance Contract

The first year of technical support and maintenance is free when you purchase a permanent license key. Renew the contract yearly, and you'll continue to enjoy access to speedy personal email and telephone support as well as software updates. Ask us anything – no request is too small – and our support specialists will get back to you with an answer.

Do you have a special request? Is there a feature you would like to see in InfoCanon? Just ask! Our developers

are always looking for ways to make the InfoCanon experience more personal. We'll work with you to see if enhancements are possible.

You can reach technical support Monday – Friday, 9am – 5pm EST¹ via email at support@dirwiz.com or phone at 302.482.8004.

¹(excluding major US holidays)

Install InfoCanon

Please see the InfoCanon Release Notes – Install Guide for installation and upgrade instructions:
www.dirwiz.com/infocanon/doc/

Launch InfoCanon

InfoCanon does not have a default launch page. We did this intentionally to give you more control over access to each of the specific parts. In other words, no one has to see the wizard behind the curtain unless you want them to!

If you followed the defaults suggested as you configured IIS for use with InfoCanon, the URL to access each component should start:

localhost/infocanon/

Of course, if you've configured InfoCanon to run publicly, or if you used another naming format for your virtual directory, this may be slightly different for you. We will use the default for our examples.

There are three separate components to InfoCanon:

Configuration

You'll reach this by going to:

localhost/infocanon/config.cgi

This component is of most interest to the InfoCanon Administrator. This is the backbone of your configuration, where you control how InfoCanon works in your environment.

Editor

You'll reach this by going to:

localhost/infocanon/editor.cgi

This component is where your content writers will spend their time. Editor utilizes Creole for inline formatting of information.

Public

You'll reach this by going to:

localhost/infocanon/infocanon.cgi

Finally, this is where you'll show the world what you've created!

Let's take a look at each of these components in greater detail.

Configuration

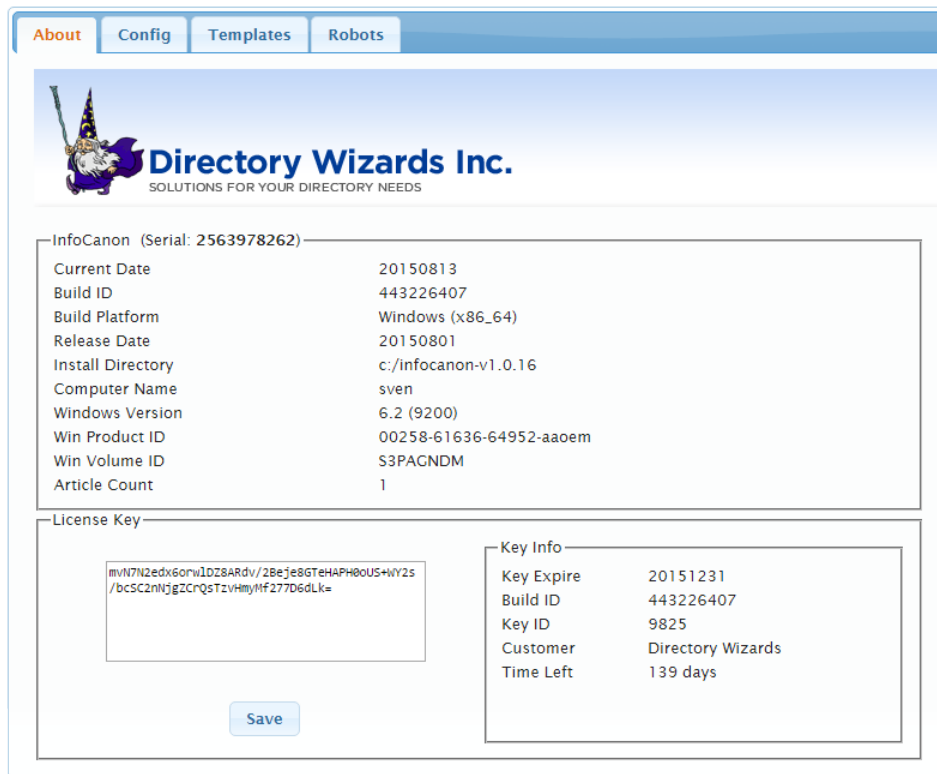


Illustration 1: InfoCanon configuration page (config.cgi) - About Tab

The Configuration component consists of four tabs:

- About
- Config
- Templates
- Robots

Configuration: About

When you land on the Configuration screen, you will default to the About tab, which has three sections.

About: InfoCanon

This section provides information about the product and your installation details. You'll need the installation Serial Number toward the bottom to request your permanent license key. Simply send that Serial Number to keys@dirwiz.com and we'll be happy to provide you with one upon purchase or with current maintenance.

The other important item to note is the Article Count at the bottom. This will give you a snapshot of the number of articles currently in your database.

About: License Key

Enter your temporary or permanent license key in this field, then click Save to license your copy of InfoCanon.

About: Key Info

Once your key is saved, this section provides information about the key itself.

- If you are using a temporary key, you will see the key Expiration Date and Time Left on your key. Your temporary key will stop working on the expiration date. If you need an additional temporary key for testing, please request it from keys@dirwiz.com.
- If you are using a permanent key, you will see your Maintenance Expire date as well as the Maintenance Left in number of days. Note that your software will not stop working on your maintenance expiration date, but without renewal, you will no longer be eligible for upgrades or technical support. To request a quote to renew maintenance, contact sales@dirwiz.com.

Configuration: Config

Tab	Value
Database Engine	Local
Last Modified	now
Expires	Expired
Search	10
Latest Articles	10
RSS Articles	10

Illustration 2: InfoCanon configuration page (config.cgi) - Config Tab

The Config tab has four sections.

Config: General

Options for your database type are in the General section. By default, InfoCanon will build its own local internal database for your use.

If you wish, however, you can connect to alternate database's via ODBC.

When you select ODBC, you will see configuration options specific to connecting to an alternate database.

Please refer to the following knowledge base article for information on configuring your ODBC source.

<http://www.dirwiz.com/kb/450>

Config: HTTP Response Headers

Options for the web administrator to fine tune cache settings.

Config: RSS Feed

Options for adding a Title and Description to your RSS feed. By default, your RSS feed is found:

<http://localhost/infocanon/infocanon.cgi/rss/2.0>

Config: Limits

Options for defining limits for Search results, Latest Articles, and RSS Articles, from 10 to 50 in increments of 10. By default, this is set to 10 for each type.

Config: Custom URLs

If you find that you are referencing the same websites in your content over and over again, you can define a Custom URL.

In our example, we have created a tag named *dirwiz* which denotes the beginning of our standard knowledge base article web address:

<http://www.dirwiz.com/kb/>

Now, rather than typing this address each time we reference a knowledge base article in our content, we will simply use the tag we defined; in this case, *dirwiz*.

This:

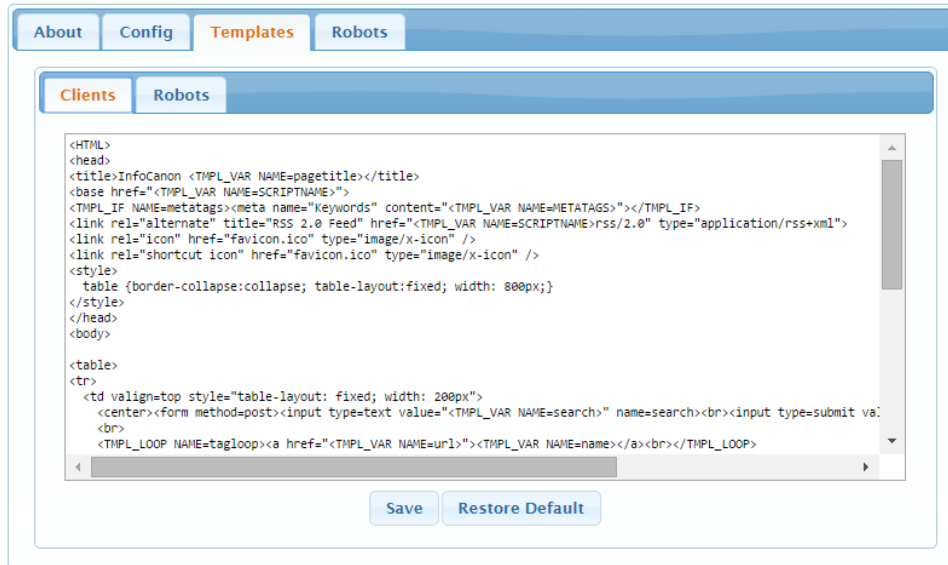
[[http://www.dirwiz.com/kb/123456]]

Becomes simply, this:

[[dirwiz:123456]]

That will make more sense to you a little later on in this guide, when we tackle the ease of editing with InfoCanon. Suffice to say we've found this a handy feature!

Configuration: Templates

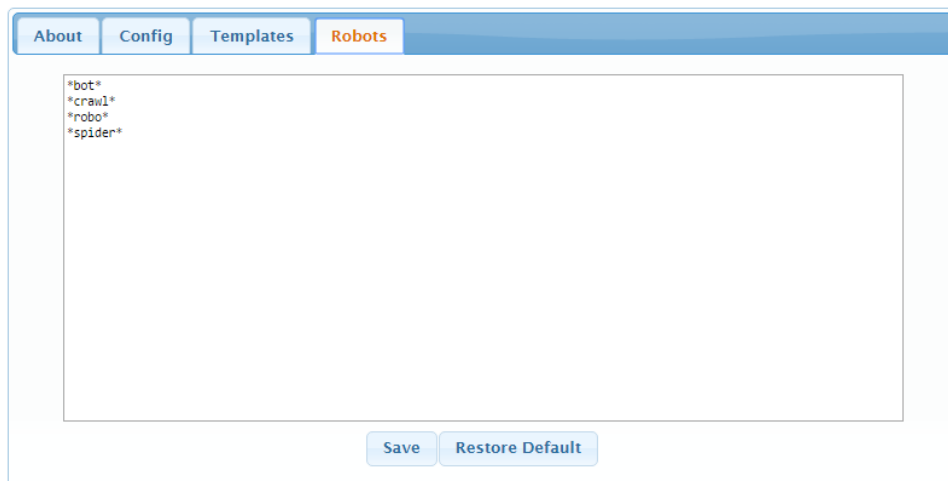


What do you want to show the world? Control how the Public side of InfoCanon is presented here.

There are two tabs under Templates: Clients and Robots.

Clients is the HTML presented when someone wants to read your content, while Robots is the HTML presented for the crawlers indexing your content.

Configuration: Robots



This is a default compilation of known web-crawling engines. You can define other engines as needed.

Editor

The default page of the Editor component is Articles. Your writers will use this interface to create the content that is the heart of InfoCanon.

Let's talk about Tags first, though, so that you understand how they work in the Articles tab also.

Editor: Tags

The interface is a simple one, but Tags are a very powerful part of InfoCanon.



How do you want your content organized? Tags give you ultimate control in determining how viewers interact with your information. On the Public page of InfoCanon, Tags will appear by default in a column on the left side of the page, and each Tag once clicked will show all articles that have that tag selected.

You don't have to add Tags all at once. As you add content and think about new ways to categorize it, switch over and add a new Tag.

To Add a Tag:



- Click the Add Tag button in the upper right corner of the Tags tab
- Name your Tag
- Click Save

Once you've saved your Tag, you will see it listed on the Tags tab. Clicking the garbage can icon next to the tag will delete it; clicking on the Tag itself will open up the Tag creation window so that you can edit the name.

That's all there is to it!

Editor: Articles



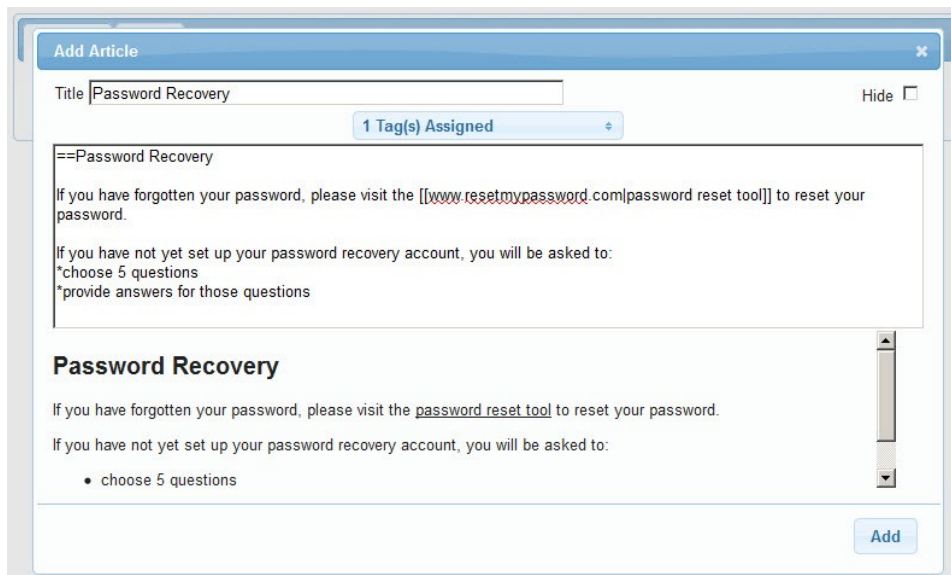
Back to the Articles tab, you'll see a Select Tag option. *UnAssigned* is the default, showing you quickly which of your articles have not yet been tagged.

Selecting any tag from the drop-down will show you all articles with that Tag.

Did we mention that you can assign multiple tags to an Article? No? You can! More on that later.

Articles: Add

Let's click Add and get started!

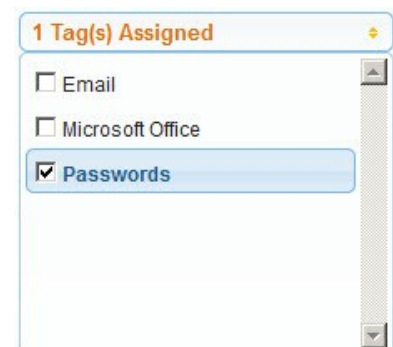


The bulk of the Add Article pop-up consists of the Text Entry window and the Previewer. Type your content into the Text Entry window and in a few seconds you'll see the formatted text previewed just below.

Please see [Creole Text Formatting](#) for more information on the formatting marks.

Add a Title to your article at the top left and, if you aren't quite done when exiting, select the Hide box in the upper right to hide the article from the Public view.

Use the Tag Assignment drop-down to select Tags for your Article. Here is where you can select as many as apply, so your viewers can easily navigate through your content.



Creole Text Formatting

Inline formatting is made possible, and easy, by the use of Creole. Creole commands are explained in detail here, and we've also included a one-page quick reference as [Appendix A](#).

Creole: Format Text

Text formatting commands are intuitive and self-explanatory.

bold	bold
<i>//italic//</i>	<i>italic</i>
<u>__underline__</u>	<u>underline</u>
##monospace##	monospace
^^super^^script	^{super} script
.,sub.,script	_{sub} script

Creole: Hyperlink

There are several ways to hyperlink items.

Of course, you can simply type the full link, and it will show up as-is in your text:

Free link to <code>http://www.dirwiz.com</code>	Free link to http://www.dirwiz.com
Link to <code>[[http://www.dirwiz.com]]</code>	Link to http://www.dirwiz.com

You can also link to a page within your own website:

Link to internal <code>[[page]]</code>	Link to internal page
--	---------------------------------------

You can disguise the link, showing other important text instead:

Link to <code>[[http://www.dirwiz.com dirwiz]]</code>	Link to dirwiz
---	--------------------------------

Include an email address, in full or disguised:

Email to <code>[[mailto:support@dirwiz.com]]</code>	Email to support@dirwiz.com
Email to <code>[[mailto:support@dirwiz.com support]]</code>	Email to support

Finally, you can utilize the [Custom URL](#) function in the Configuration component:

Link to custom URL <code>[[dirwiz:123456]]</code>	Link to http://www.dirwiz.com/kb/123456
---	---

Creole: Images

Adding and manipulating images is easy with Creole:

<code>{{image.jpg}}</code>	Image...
<code>{{image.jpg alternate text}}</code>	...with alternate text
<code>{{image.jpg?50x100}}</code>	...with size 50x100 pixels
<code>{{image.jpg?50%}}</code>	...with 50% size
<code>{{image.jpg?50x100 alternate text}}</code>	...with pixel size and alternate text

Creole: Paragraphs

Control the appearance of paragraphs:

A text paragraph. <i>(double return adds a blank line)</i> Second paragraph\\with line break.	A text paragraph. Second paragraph with line break.
:Indented Paragraph ::Even more indentation	Indented Paragraph Even more indentation
> Quoted material. >> Quotation within quotation	> Quoted material. > Quotation within quotation

Creole: Headings

Control the size and levels of your Headings.

<code>=Heading 1</code>	Heading 1
<code>==Heading 2</code>	Heading 2
<code>===Heading 3</code>	Heading 3
<code>====Heading 4</code>	Heading 4
<code>=====Heading 5</code>	Heading 5
<code>=====Heading 6</code>	Heading 6

Creole: List Options

Flexible list options include:

- * Bullet list
- * Another item
- ** Nested list item

- # Ordered list
- # Another ordered item
- ## Nested list, ordered

- Bullet list
 - Another item
 - Nested list item
1. Ordered list
 2. Another ordered item
 1. Nested list, ordered

;Definition Term: Descriptive text.

;Another Term
:Description goes here.

Definition Term
Descriptive text.
Another Term
Description goes here.

Creole: Tables

Note that tables will not have borders.

```
|= |= Heading A |= Heading B
| Cell 1 | Cell 2 | Cell 3 |
| | first cell | is empty|
```

	Heading A	Heading B
Cell 1	Cell 2	Cell 3
	first cell	is empty

Creole: NoWiki

Do you want some of your text to appear without any formatting? Turn off Creole before you start:

```
{{{**nowiki**}}}
```

```
**nowiki**
```

In this example, the asterisks would normally dictate that the word gets bolded. If you add the brackets as shown, it will present the text as you type it rather than referencing Creole formatting.

Creole: Placeholder

This will reformat anything to monospace fixed font, and present the information as is.

```
<<<Block quote, fixed font>>>
```

```
Block quote, fixed font
```

Creole: Horizontal Rule

Add a horizontal rule that spans the width of the section.

```
----
```

Horizontal rule

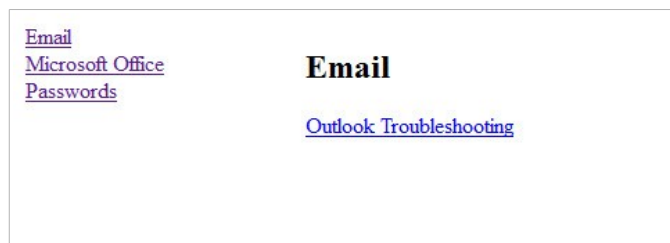
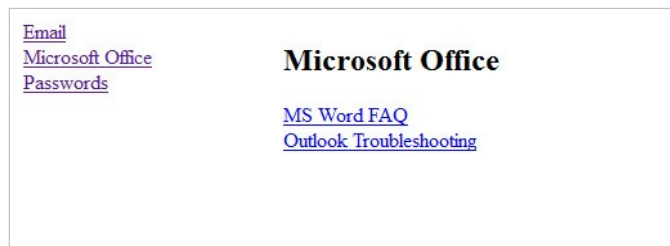
Public



The Public component is where you can present the fruits of your labors to your audience. By default, a list of recently created or updated articles will be visible on the right of the screen.

Want to see the Public Component in action? Take a look at our [Knowledge Base](#) or [Blog](#) – we're using InfoCanon for both!

The left of the screen shows you a list of your tags, and clicking through will show you only articles that have those tags. In our example, both Outlook Troubleshooting and MS Word FAQ are tagged with Microsoft Office, so both articles will show in that screen. The Outlook Troubleshooting article, however, is also tagged as Email related, so you will see that article in that tags screen as well.



Back-up and Restore

Creating a back-up of InfoCanon is just like backing-up a directory. To back-up, simply zip and/or copy all of the Infocanon files found in the \Infocanon folder to an another location. To restore Infocanon, copy the entire \Infocanon back-up directory and paste to the original location or to a new server.

You may need a new license key. If you receive a license error, contact keys@dirwiz.com for a new key.

You will need to reconfigure your IIS virtual directory. Please refer to the white paper [Web Server Configuration](#) to refresh your memory.

dbutil.exe

You may also use the included dbutil.exe to back up your articles and tags.

From \bin, execute dbutil.exe to see usage options:

--backup	Backup your data.db store to /data/data-backup.db
--restore	Restore /data/data-backup.db to your data store data.db
--reindex	Rebuild search index in data store



NOTE: *For restore, data-backup.db should be copied to /data.*

CD into /bin of the install you wish to backup/restore.

dbutil --backup	automatically reads /data/data.db and outputs /data/data-backup.db
dbutil --restore	automatically reads /data/data-backup.db and updates the current /data/data.db.

Move or Reinstall Infocanon

Each Infocanon installation is licensed to run on a specific server identified by the serial number found on the Infocanon landing page. Licensing rules apply when reinstalling or moving Infocanon to another server.

The Serial Number is unique for every installation, so you'll need a new license key. To obtain one, contact keys@dirwiz.com. Let us know the original licensed serial number (prior to reinstalling, upgrading or moving) and the new serial number as it appears on the Infocanon launch page. See the licensing section for more information.

Reinstalling a previous version is only possible if you have preserved your original installation files. Infocanon cannot distribute installation files for versions previous to the one currently available on our web site Downloads page.

When you are ready to move or reinstall:

We strongly recommend you use your move or reinstall as an opportunity to upgrade to the latest version of Infocanon! Newer versions offer fixes and functionality unavailable to you unless you are on the latest version. Whether upgrading or reinstalling, your next steps are the same: refer to the Release Notes – Install Guide for complete instructions every time. Make sure to completely read and follow instructions for installation and/or upgrade:

<http://www.dirwiz.com/Infocanon/doc/>

We advise that you do not return to your previous version after you have successfully run your upgraded, reinstalled or moved instance. Need help? Contact support@dirwiz.com

Uninstall Infocanon

There is no Uninstall program. You can simply delete your \Infocanon directory. We suggest you backup the directory first, in case you want to reinstall later. There are no registry entries to clean up. You may want to also remove the Infocanon IIS virtual directory if you are not using another version/installation of Infocanon.

Appendix A: Creole Cheat Sheet

bold <i>italic</i> <u>underline</u> <pre>##monospace##</pre> ^{super} _{sub}	bold <i>italic</i> <u>underline</u> <pre>monospace</pre> ^{super} _{sub}									
Link to internal [[page]] Link to [[http://www.dirwiz.com]] Link to [[http://www.dirwiz.com dirwiz]] Free link to http://www.dirwiz.com Link to custom URL [[dirwiz:123456]]	Link to internal page Link to http://www.dirwiz.com Link to dirwiz Free link to http://www.dirwiz.com Link to http://www.dirwiz.com/kb/123456									
<pre>{{image.jpg}}</pre> <pre>{{image.jpg alternate text}}</pre> <pre>{{image.jpg?50x100}}</pre> <pre>{{image.jpg?50%}}</pre> <pre>{{image.jpg?50x100 alternate text}}</pre>	Image... ...with alternate text ...with size 50x100 pixels ...with 50% size ...with pixel size and alternate text									
A text paragraph. Second paragraph\\with line break.	A text paragraph. Second paragraph with line break.									
=Heading 1 ==Heading 2 ===Heading 3 ====Heading 4 =====Heading 5 =====Heading 6	Headings – 6 levels, Bold, from largest to smallest									
* Bullet list * Another item ** Nested list item # Ordered list # Another ordered item ## Nested list, ordered ;Definition Term: Descriptive text. ;Another Term :Description goes here.	<ul style="list-style-type: none"> • Bullet list • Another item <ul style="list-style-type: none"> ◦ Nested list item <ol style="list-style-type: none"> 1. Ordered list 2. Another ordered item <ol style="list-style-type: none"> 1. Nested list, ordered Definition Term Descriptive text. Another Term Description goes here.									
= = Heading A = Heading B Cell 1 Cell 2 Cell 3 first cell is empty	<table border="1"> <thead> <tr> <th></th> <th>Heading A</th> <th>Heading B</th> </tr> </thead> <tbody> <tr> <td>Cell 1</td> <td>Cell 2</td> <td>Cell 3</td> </tr> <tr> <td></td> <td>first cell</td> <td>is empty</td> </tr> </tbody> </table>		Heading A	Heading B	Cell 1	Cell 2	Cell 3		first cell	is empty
	Heading A	Heading B								
Cell 1	Cell 2	Cell 3								
	first cell	is empty								
:Indented Paragraph ::Even more indentation > Quoted material. >> Quotation within quotation	Indented Paragraph Even more indentation > Quoted material. > Quotation within quotation									
{{{**nowiki**}}}	**nowiki**									
<<<placeholder, monospace text>>>	<pre>placeholder, monospace text</pre>									
----	<hr/> Horizontal Rule									

