

Enabling OKCS on Customer Portal

Version: 1.0

Author: Vamsikrishna

1 Overview

The purpose of this document is to explain the changes that need to be made to a customer portal site to enable OKCS.

2 Pre-Requisites

This document describes changes required to update a 16.2 Oracle Service Cloud instance to Oracle Knowledge Cloud Service. This document may be used for future versions but changes may not translate as-is. The following pre-requisites apply:

1. You have a provisioned instance of Oracle Service Cloud which is connected to an Oracle Knowledge Cloud Service instance. This is typically done by the provisioning teams as part of a customer order.
2. You have enabled MOD_CP_DEVELOPMENT. This is required to ensure that you're able to modify code on customer portal using WebDav.
3. You have mapped a drive or path to customer portal using WebDav. All the paths below refer to the customer portal webdav paths
4. You have initialized Oracle Knowledge Search by creating content within Oracle Knowledge Authoring and Crawling this content. This will ensure search results are available.
5. Ensure that you have set the config parameter OKCS_ENABLED to true.

Notes

It's important to note that OKCS widgets and these changes are applicable to Standard and Mobile views of Customer Portal. These widgets are not supported on the basic view.

3 Description of changes

Connect to your customer portal site and create a backup of your code before making any changes. Follow the steps below to modify your pages to start using Oracle Knowledge Cloud Service (OKCS) widgets.

3.1 Changes related to standard and mobile templates.

Changes to /cp/customer/development/views/templates/standard.php

In the div rn_Navigation we need to dynamically set the NavigationTab widget after checking for config OKCS_ENABLED.

Code changes to do the same can be found [here](#).

Changes to /cp/customer/development/views/templates/mobile.php

Code changes to mobile.php can be found [here](#).

3.2 Changes to related to the standard and mobile pages

3.2.1 Changes to `/cp/customer/development/views/pages/home.php`

Changes need to be done to the home.php file to modify the base CP search to OKCS specific search.

The code changes to modify the home page to display the OKCS version can be found [here](#).

Other changes to mobile home page

`/cp/customer/development/views/pages/mobile/home.php` can be found [here](#).

3.2.2 Add a new page `/cp/customer/development/views/pages/browse.php`

Code for browse.php can be found [here](#).

Code for Mobile browse.php can be found [here](#).

3.2.3 Add a new page `/cp/customer/development/views/pages/answers/answer_view.php`

Code for answer_view.php can be found [here](#).

Code for Mobile answer_view.php can be found [here](#). (Mobile page path below)

`/cp/customer/development/views/pages/mobile/answers/answer_view.php`

3.2.4 Changes to `/cp/customer/development/views/pages/ask.php`

To view the OKCS version of the smart assistant, we need to change the widget path input/SmartAssistantDialog to okcs/OkcsSmartAssistant as shown [here](#).

Code changes to the the mobile OKCS version of the 'ask' page

`/cp/customer/development/views/pages/mobile/ask.php` can be found [here](#).

3.2.5 Changes to `cp/customer/development/views/pages/search.php`

Code for search.php can be found [here](#).

Code for mobile search.php can be found [here](#).

`(/cp/customer/development/views/pages/mobile/search.php`

3.2.6 Add the below pages under the below mentioned path

`cp/customer/development/views/admin`

Code for answer.php can be found [here](#).

Code for okcs_answer_full_preview.php can be found [here](#).

3.2.7 Changes to `/cp/customer/development/views/pages/account/overview.php`

Code changes to the overview.php can be found [here](#).

3.2.8 Changes to `/cp/customer/development/views/pages/account/notif/list.php`

Code changes to the list.php can be found [here](#).





3.2.9 Changes to `/cp/customer/development/views/pages/chat/chat_landing.php`

Code changes to the chat_landing.php can be found [here](#).

3.3 Code Changes

3.3.1 Note: All the pages related to OKCS are below.

Color information:

	RED	Previous lines of code that have been changed
	GREEN	Newly Added or Modified Line of code
	BLUE	Existing code to help find the location of the changes in the file
	ORANGE	Newly added changes as a part of 16.2 releases.

3.3.2 Template changes

3.3.2.1 Changes related to [/cp/customer/development/views/templates/standard.php](#)

Modification 1:

Existing code:

```
<rn:theme path="/euf/assets/themes/standard" css="site.css "/>
```

Modified code:

```
<rn:theme path="/euf/assets/themes/standard" css="site.css, okcs.css"/>
```

Modification 2:

Existing code:

```
<rn:widget path="search/SimpleSearch" report_page_url="/app/results"/>
```

Modified code:

```
<rn:widget path="okcs/OkcsSimpleSearch" report_page_url="/app/search"/>
```

Modification 3:

Existing code:

```
<ul class="rn_NavigationMenu">
```

```
    <li><rn:widget path="navigation/NavigationTab"
```

```
label_tab="#rn:msg:SUPPORT_HOME_TAB_HDG#" link="/app/#rn:config:CP_HOME_URL#" pages="home"/></li>
```

```
</ul>
```

Modified code:

Add the below condition after the home page list index

```
<rn:condition config_check="OKCS_ENABLED == true">
```

```
    <li><rn:widget path="navigation/NavigationTab"
```

```
label_tab="#rn:msg:ANSWERS_HDG#" link="/app/browse" pages="browse, answers/list, answers/detail, answers/intent, answers/answer_view, search"/></li>
```

```
</rn:condition>
```

```
    <li><rn:widget path="navigation/NavigationTab"
```

```
label_tab="#rn:msg:ANSWERS_HDG#" link="/app/search" pages="answers/list, answers/detail, answers/intent, answers/answer_view, search"/></li>
```

```
</rn:condition>
```

Modification 4:Existing code:

```
sub:input_Contact.NewPassword:label_input="#rn:msg:PASSWORD_LBL#"
```

Modified code:

Add the below code after the existing code

```
sub:login:create_account_fields="Contact.Emails.PRIMARY.Address;Contact.Login;Contact.NewPassword;Contact.FullName"
```

3.3.2.2 Changes related to </cp/customer/development/views/templates/mobile.php>**Modification 1:**Existing code:

```
<rn:theme path="/euf/assets/themes/mobile" css="site.css"/>
```

Modified code:

```
<rn:theme path="/euf/assets/themes/mobile" css="site.css, okcs.css"/>
```

Modification 2:Existing code:

```
<rn:widget path="search/SimpleSearch" report_page_url="/app/results"/>
```

Modified code:

```
<rn:widget path="okcs/OkcsSimpleSearch" report_page_url="/app/search"/>
```

Modification 3:Existing code:

```
<ul class="rn_NavigationMenu">
```

```
    <li><rn:widget path="navigation/NavigationTab"
```

```
label_tab="#rn:msg:SUPPORT_HOME_TAB_HDG#" link="/app/#rn:config:CP_HOME_URL#" pages="home"/></li>
```

Modified code:

Add the below condition after the home page list index

```
<rn:condition config_check="OKCS_ENABLED == true">
```

```
    <li><rn:widget path="navigation/NavigationTab"
```

```
label_tab="#rn:msg:ANSWERS_HDG#" link="/app/browse" pages="browse, answers/list, answers/detail, answers/intent, answers/answer_view, search"/></li>
```

```
    <rn:condition_else>
```

```
        <li><rn:widget path="navigation/NavigationTab"
```

```
label_tab="#rn:msg:ANSWERS_HDG#" link="/app/search" pages="answers/list, answers/detail, answers/intent, answers/answer_view, search"/></li>
```

```
    </rn:condition>
```

Modification 4:Existing code:

```
sub:input_Contact.NewPassword:label_input="#rn:msg:PASSWORD_LBL#"
```

Modified code:

Add the below code after the existing code

```
sub:login:create_account_fields="Contact.Emails.PRIMARY.Address;Contact.Login;Contact.NewPassword;Contact.FullName"
```

3.3.3 Page changes

3.3.3.1 Changes related to </cp/customer/development/views/pages/home.php>

Remove the existing code entirely and add the below code

```
<rn:meta title="#rn:msg:SHP_TITLE_HDG#" template="standard.php"
clickstream="home"/>
```

```
<div class="rn_Hero">
  <div class="rn_HeroInner">
    <div class="rn_HeroCopy">
      <h1>#rn:msg:WERE_HERE_TO_HELP_LBL#</h1>
    </div>
    <div class="rn_SearchControls">
      <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
      <form method="get" action="/app/search">
        <rn:container source_id="OKCSSearch">
          <div class="rn_SearchInput">
            <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#" />
          </div>
          <rn:widget path="okcs/RecentSearches" />
          <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
search_results_url="/app/search" />
        </rn:container>
      </form>
    </div>
  </div>
</div>

<div class="rn_PageContent rn_Home">
  <div class="rn_PopularKB">
    <div class="rn_Container">
      <rn:widget path="okcs/AnswerList" type="popular" target="_self" view_type="list" />
    </div>
  </div>

  <div class="rn_PopularKB rn_RecentKB">
    <div class="rn_Container">
      <rn:widget path="okcs/AnswerList" type="recent" target="_self" view_type="list" />
    </div>
  </div>
</div>
```

3.3.3.2 Changes related to </cp/customer/development/views/pages/mobile/home.php>

Remove the existing code entirely and add the below code

```
<rn:meta title="#rn:msg:SHP_TITLE_HDG#" template="mobile.php" clickstream="home"/>
```

```

<div class="rn_Hero">
  <div class="rn_HeroInner">
    <div class="rn_HeroCopy">
      <h1>#rn:msg:WERE_HERE_TO_HELP_LBL#</h1>
    </div>
    <div class="rn_SearchControls">
      <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
      <form method="get" action="/app/search">
        <rn:container source_id="KFSearch">
          <div class="rn_SearchInput">
            <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#"/>
          </div>
          <rn:widget path="okcs/RecentSearches" display_tooltip="true"/>
          <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
history_source_id="OKCSSearch"/>
        </rn:container>
      </form>
    </div>
  </div>
</div>

```

```

<div class="rn_PageContent rn_Home">
  <div class="rn_Container">
    <div class="rn_PopularKB">
      <rn:widget path="navigation/Accordion" toggle="rn_AccordTriggerPopular"/>
      <h2 id="rn_AccordTriggerPopular"
class="rn_Expanded">#rn:msg:MOST_POPULAR_ANSWERS_LBL#<span
class="rn_Expand"></span></h2>
      <div class="rn_Report">
        <rn:widget path="okcs/AnswerList" type="popular" show_headers="false"
per_page="5" target="_self" view_type="list"/>
      </div>
    </div>
    <div class="rn_PopularKB">
      <rn:widget path="navigation/Accordion" toggle="rn_AccordTriggerRecent"/>
      <h2 id="rn_AccordTriggerRecent"
class="rn_Expanded">#rn:msg:MOST_RECENT_ANSWERS_LBL#<span
class="rn_Expand"></span></h2>
      <div class="rn_Report">
        <rn:widget path="okcs/AnswerList" type="recent" show_headers="false"
per_page="5" target="_self" view_type="list"/>
      </div>
    </div>
  </div>
</div>

```

3.3.3.3 Changes related to </cp/customer/development/views/pages/browse.php>

Note: Check if browse.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (browse.php) and add the below changes.

```
<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="standard.php"
clickstream="answer_list"/>
<rn:condition config_check="OKCS_ENABLED == true">
  <div class="rn_Container">
    <div id="rn_PageTitle" class="rn_ScreenReaderOnly">
      <h1>#rn:msg:BROWSE1_AB_HDG#</h1>
    </div>
    <rn:container source_id="OKCSBrowse">
      <div id="rn_PageContentChannel" class="rn_Browse rn_PageContentChannel">
        <div class="rn_PageContentChannelInner">
          <rn:widget path="okcs/ContentType"/>
        </div>
      </div>

      <div id="rn_LoadingIndicator" class="rn_Browse">
        <rn:widget path="okcs/LoadingIndicator"/>
      </div>

      <div id="rn_PageContentArticles" class="rn_AnswerList">
        <div class="rn_ResultPadding">
          <div>
            <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer">
              <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="products" view_type="explorer"/>
              <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="categories" view_type="explorer"/>
            </div>
            <div id="rn_OkcsRightContainer" class="rn_OkcsRightContainer">
              <div id="rn_Browse_Loading"></div>
              <div id="rn_OkcsAnswerList">
                <rn:widget path="okcs/AnswerList" target="_self"/>
                <div class="rn_FloatRight">
                  <rn:widget path="okcs/OkcsPagination"/>
                </div>
              </div>
            </div>
          </div>
        </div>
      </div>
    </rn:container>
  </div>
</rn:condition>
```


3.3.3.4 Changes related to </cp/customer/development/views/pages/mobile/browse.php>

Note: Check if browse.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (browse.php) and add the below changes.

```
<rn:meta title="#rn:msg:BROWSE1_AB_HDG#" template="mobile.php"
clickstream="answer_list"/>
<rn:condition config_check="OKCS_ENABLED == true">
<div id="rn_PageTitle" class="rn_Home">
  <div class="rn_Hero">
    <div class="rn_HeroInner">
      <div class="rn_OkcsMobileBrowseHeader">
        <h1 class="rn_ScreenReaderOnly"><rn:page_title/></h1>
        <rn:container source_id="OKCSBrowse">
          <h2 id="rn_AccordTriggerContentType" class="rn_Collapsed"><a
href="javascript:void(0);">#rn:msg:CONTENT_TYPE_LBL#<span
class="rn_ButtonOff" role="button"></span></a></h2>
            <h2 id="rn_AccordTriggerProduct" class="rn_Collapsed"><a
href="javascript:void(0);" role="button">#rn:msg:PRODUCT_LBL#<span
class="rn_ButtonOff"></span></a></h2>
            <h2 id="rn_AccordTriggerCategory" class="rn_Collapsed"><a
href="javascript:void(0);" role="button">#rn:msg:CATEGORY_LBL#<span
class="rn_ButtonOff"></span></a></h2>
          <div class="rn_ClearBoth">
            <div id="rn_ContainerContentType" class="rn_Hidden">
              <rn:widget path="okcs/ContentType" list_display="vertical"
toggle_selection="true" toggle="rn_AccordTriggerContentType"
item_to_toggle="rn_ContainerContentType"/>
            </div>
            <div id="rn_ContainerProduct" class="rn_Hidden">
              <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="products" toggle_selection="true" toggle="rn_AccordTriggerProduct"
item_to_toggle="rn_ContainerProduct" view_type="explorer"/>
            </div>
            <div id="rn_ContainerCategory" class="rn_Hidden">
              <rn:widget path="okcs/OkcsProductCategorySearchFilter"
filter_type="categories" toggle_selection="true" toggle="rn_AccordTriggerCategory"
item_to_toggle="rn_ContainerCategory" view_type="explorer"/>
            </div>
          </div>
        </div>
      </div>
    </div>
  </div>
<div class="rn_Container">
<section id="rn_PageContent" class="rn_Home">

  <div id="rn_LoadingIndicator" class="rn_Browse">
    <rn:widget path="okcs/LoadingIndicator"/>
```

```

</div>

<div id="rn_PageContentArticles">
  <div class="rn_ResultPadding">
    <div id="rn_Browse_Loading"></div>
    <div id="rn_OkcsAnswerList">
      <div class="rn_Report">
        <rn:widget path="okcs/AnswerList" view_type="list" show_headers="false"
per_page="5" target="_self"/>
      </div>
      <div class="rn_FloatRight">
        <rn:widget path="okcs/OkcsPagination"/>
      </div>
    </div>
  </div>
</div>
</rn:container>
</section>
</div>
</rn:condition>

```

3.3.3.5 Changes related to /cp/customer/development/views/pages/answers/answer_view.php

Note: Check if answer_view.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (answer_view.php) and add the below changes.

```

<div class="rn_Container">
  <rn:condition config_check="OKCS_ENABLED == true">
    <rn:meta title="#rn:php:\RightNow\Libraries\SEO::getDynamicTitle('answer',
\RightNow\Utils\Url::getParameter('a_id'))#" template="standard.php"
clickstream="answer_view"/>
    <rn:widget path="okcs/SubscriptionButton"/>
    <div class="rn_AnswerView">
      <rn:widget path="okcs/AnswerTitle">
      <rn:widget path="okcs/AnswerStatus">
      <div class="rn_SectionTitle"></div>
      <rn:widget path="okcs/AnswerContent">
    </div>
    <rn:widget path="okcs/DocumentRating"/>
  </rn:condition>
</div>

```

3.3.3.6 Changes related to

/cp/customer/development/views/pages/mobile/answers/answer_view.php

Note: Check if answer_view.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (answer_view.php) and add the below changes.

```

<div class="rn_Container">
  <rn:condition config_check="OKCS_ENABLED == true">
    <rn:meta title="#rn:php:\RightNow\Libraries\SEO::getDynamicTitle('answer',

```

```

\RightNow\Utils\Url::getParameter('a_id'))#" template="mobile.php"
clickstream="answer_view"/>
    <rn:widget path="okcs/SubscriptionButton"/>
    <section id="rn_PageContent" class="rn_AnswerDetail">
        <div id="rn_AnswerText">
            <rn:widget path="okcs/AnswerTitle">
            <rn:widget path="okcs/AnswerStatus">
            <div class="rn_SectionTitle"></div>
            <rn:widget path="okcs/AnswerContent">
        </div>
        <rn:widget path="okcs/DocumentRating"/>
    </section>
</rn:condition>
</div>

```

3.3.3.7 Changes related to </cp/customer/development/views/pages/ask.php>

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```

    <rn:condition content_viewed="2" searches_done="1">
    <rn:condition_else/>
    <rn:widget path="input/SmartAssistantDialog"/>
    </rn:condition>

```

Modified code:

```

<rn:widget path="okcs/OkcsSmartAssistant" view_type="explorer"/>

```

3.3.3.8 Changes related to </cp/customer/development/views/pages/mobile/ask.php>

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```

    <rn:condition content_viewed="2" searches_done="1">
    <rn:condition_else/>
    <rn:widget path="input/SmartAssistantDialog"/>
    </rn:condition>

```

Modified code:

```

<rn:widget path="okcs/OkcsSmartAssistant" view_type="inline"/>

```

3.3.3.9 Changes related to </cp/customer/development/views/pages/search.php>

Note: Check if search.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (search.php) and add the below changes.

```

<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="standard.php"
clickstream="answer_list"/>
<rn:container source_id="OKCSSearch">
    <div id="rn_LoadingIndicator" class="rn_Browse rn_Container">
        <rn:widget path="okcs/LoadingIndicator"/>
    </div>
    <div id="rn_PageTitle" class="rn_Search">
        <div class="rn_Hero">
            <div class="rn_HeroInner">

```

```

<div class="rn_SearchControls">
  <h1 class="rn_ScreenReaderOnly">#rn:msg:SEARCH_CMD#</h1>
  <form>
    <div class="rn_SearchInput">
      <rn:widget path="searchsource/SourceSearchField" initial_focus="true"
label_placeholder="#rn:msg:ASK_A_QUESTION_ELLIPSIS_MSG#" filter_label="Keyword"
filter_type="query"/>
    </div>
    <rn:widget path="okcs/RecentSearches"/>
    <rn:widget path="searchsource/SourceSearchButton" initial_focus="true"
history_source_id="OKCSSearch"/>
    <rn:widget path="okcs/OkcsInteractiveSpellChecker"/>
    <div class="rn_StartOver">
      <a href="/app/home" >#rn:msg:START_OVER_LBL#</a>
    </div>
  </form>
</div>
</div>
</div>
</div>
<div id="rn_PageContent" class="rn_Container">
  <div class="rn_ResultList">
    <div id="rn_OkcsLeftContainer" class="rn_OkcsLeftContainer rn_ResultPadding">
      <rn:widget path="okcs/Facet"/>
    </div>
    <div id="rn_OkcsRightContainer" class="rn_OkcsRightContainer">
      <rn:widget path="okcs/SearchResult" hide_when_no_results="false"/>
      <div class="rn_FloatRight">
        <rn:widget path="okcs/OkcsPagination"/>
      </div>
    </div>
  </div>
  <aside class="rn_SideRail" role="complementary"><rn:widget path="utils/ContactUs"
/></aside>
</div>
</rn:container>

```

3.3.3.10 Changes related to </cp/customer/development/views/pages/mobile/search.php>

Note: Check if answer_view.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (search.php) and add the below changes.

```

<rn:meta title="#rn:msg:FIND_ANS_HDG#" template="mobile.php"
clickstream="answer_list"/>
<rn:container source_id="OKCSSearch">
<div id="rn_PageTitle" class="rn_Search">
  <div class="rn_Hero">
    <div class="rn_HeroInner">

```



```

        iframe {min-width: 100%; border-top-width: 0; border-left-width: 0; border-style:
ridge; width: 100%; height: 100%;}
        .mainDiv {width: 100%;height: 100%;overflow: hidden;}
        .headerDiv {width: 100%;height: 5%;position: fixed;background-color:
#40526b;top: 0px;min-height: 50px;color: white;font-size: 1em;line-height: 1.5em;font-
weight: bold;padding: 10px 0 0px 15px;min-height: 50px;text-align: left;overflow: hidden;}
        .containerDiv {width: 100%;height: 90%;margin-top: 75px;overflow:
hidden;position: fixed;}
        .childDiv {width: 100%;height: 100%;overflow: auto;}
        .iframeDiv {height: 95%;}
        .leftAnchor {padding: 0 10px;color: white;}
        .rightAnchor {padding-left: 10px;color: white; margin-right: 15px;}
    </style>
    <link type="text/css" rel="stylesheet" href="/euf/core/thirdParty/css/font-
awesome.min.css"/>
</head>
<body style="margin: 0px;">
    <? if($error === null) : ?>
        <div class="mainDiv">
            <div class="headerDiv">
                <? $CI = get_instance(); ?>
                <? if(($type === 'PDF' && ($CI->agent->browser() === 'Internet Explorer')) ||
$type !== 'PDF'): ?>
                    <span style="margin-left:30%;text-align: center;"><?=
$highlightMsg;?></span>
                    <span style="margin-right:5px;margin-top:5px;">
                        <? if($type === 'PDF' && ($CI->agent->browser() === 'Internet Explorer')):
?>
                            <i class="icon-info-sign rightAnchor" onclick="alert('Install dt-search
plugin to view the highlighted version of the PDF')"></i>
                            <? endif; ?>
                        </span>
                        <span style="float:right;margin-right:5px;">
                            <a class="leftAnchor" href="javascript:void(0);"
onclick="window.prompt('<?= $copyClipboardMsg?>', '<?= $url;?>')"><?=
$copyLinkLable;?></a>|<a class="rightAnchor" href="javascript:void(0);"
onclick="window.open('<?= $url;?>');"><?= $viewLabel;?></a>
                            </span>
                        <? elseif($type === 'PDF'): ?>
                            <span style="float:right;margin-right:5px;margin-top:5px;">
                                <a class="rightAnchor" href="javascript:void(0);"
onclick="window.prompt('<?= $copyClipboardMsg?>', '<?= $url;?>')"><?=
$copyLinkLable;?></a>
                                </span>
                            <? endif; ?>
                        </div>

```

```

        <div class="containerDiv">
            <div class="childDiv">
                <? if($type !== null) : ?>
                    <div class="iframeDiv"><iframe src='<?= $file;?>'></div>
                <? elseif($html !== null): ?>
                    <div><frame><div><?= $html;?></div></frame></div>
                <? endif; ?>
            </div>
        </div>
    </div>
    <? else: ?>
        <?= $error;?>
    <? endif; ?>
</body>
</html>

```

3.3.3.12 Changes related to [/cp/customer/development/views /admin/okcs_answer_full_preview.php](#)

Note: Check if okcs_answer_full_preview.php is already available, if so remove the existing code entirely and add the below changes .If it is not available, create a new file (okcs_answer_full_preview.php) and add the below changes.

```

<!DOCTYPE html>
<html>
<head>
    <meta charset="utf-8"/>
    <title><?=\RightNow\Utils\Config::getMessage(ANSWER_PRINT_PAGE_LBL);?></title>
    <style type='text/css'>
        .rn_ScreenReaderOnly{position:absolute; height:1px; left:-10000px; overflow:hidden;
top:auto; width:1px;}
        .rn_Hidden{display:none;}
        .rn_AnswerInfo {color:#666;margin:6px 0 20px;}
        .rn_Info {width: 30%;display: inline-block;margin-top: 10px;}
        .rn_SchemaAttribute {margin-bottom: 5px;font-weight: bold;}
        .rn_SchemaAttributeValue {margin-bottom: 10px;}
        .rn_Indent {margin-left: 20px;}
        .rn_SectionTitle {border-top: 1px solid #DDD;clear: both;padding: 10px 0;text-align:
right;}
        .rn_AnswerHeader section {display: inline-block;padding: 3px;width: 40%;word-wrap:
break-word;}
        .rn_AnswerHeader h1 {font-size: 1.7em;margin: 15px 0;}
        .rn_AnswerView {margin: 0 10px;}
    </style>
    <link href="/euf/assets/themes/standard/site.css" rel="stylesheet" type="text/css"
media="all" />
</head>

<body>

```

```

<div id="rn_Container">
  <div id="rn_Header"></div>
  <div id="rn_Navigation"></div>
  <div id="rn_Body">
    <div id="rn_MainColumn">
      <div class="rn_AnswerView">
        <div class="rn_AnswerDetail rn_AnswerHeader">
          <h1 id="rn_Summary"><?=$data['title']?></h1>
          <div class="rn_AnswerInfo">
            <span id="docIdHeader">
              <section>
                <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(DOCUMENT_ID_LBL);?></span>
                <span><?= $data['docID']?></span>
              </section>
            </span>
            <span id="versionHeader">
              <section>
                <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(VERSION_LBL);?></span>
                <span><?= $data['version']?></span>
              </section>
            </span>
            <span id="statusHeader">
              <section>
                <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(STATUS_LBL);?></span>
                <span><?= $data['published']?></span>
              </section>
            </span>
            <span id="publishedDateHeader">
              <section>
                <span class="rn_Info rn_Bold"><?=
\RightNow\Utils\Config::getMessage(PUBLISHED_DATE_LBL);?></span>
                <span><?= $data['publishedDate']?></span>
              </section>
            </span>
          </div>
        </div>
        <div class="rn_SectionTitle"></div>
        <div id="content">
          <? $previousDepth = 1; ?>
          <? $currentIndex = 1; ?>
          <? foreach ($data['data'] as $data): ?>
            <? if ($data['type'] === 'META'): ?>
              <div class="rn_SectionTitle"></div>
            <? endif; ?>

```



```

<? foreach ($data['contentSchema'] as $schemaPath): ?>
  <? $schemaXPath = str_replace('/', ' ', $schemaPath); ?>
  <? $attribute = $data['content'][$schemaXPath]; ?>
  <? if ($attribute['depth'] > 0) : ?>
    <? $value = $attribute['value']; ?>
    <? if ($attribute['depth'] > $previousDepth) : ?>
      <div class="rn_Indent">
    <? endif; ?>
    <? if ($attribute['depth'] < $previousDepth) : ?>
      <? $diff = $previousDepth - $attribute['depth']; ?>
      <? for ($i = $diff; $i > 0; $i--) : ?>
        </div>
      <? endfor; ?>
    <? endif; ?>

    <? if ($attribute['xPath'] !== '') : ?>
      <? $className = ucwords(strtolower($attribute['xPath'])); ?>
      <? $index = 0; ?>
      <? foreach (array('_', '/') as $delimiter) : ?>
        <? if (strpos($className, $delimiter)) : ?>
          <? $className = implode('_', array_map('ucfirst', explode($delimiter,
$className))); ?>
        <? endif; ?>
        <? $index++; ?>
      <? endforeach; ?>
      <? $className = 'rn_AnswerField_' . $className; ?>
    <? endif; ?>

    <div class="<?= $className?>">
      <div class='rn_SchemaAttribute'>
        <? if ($type === 'CHECKBOX') : ?>
          <? $checkboxID = $className . $index;
            $checked = $value === 'Y' ? 'checked' : '';
          ?>
          <label for="<?= $checkboxID ?>"
class="rn_AttributeCheckboxLabel"><?= $attribute['name'] ?></label>
            <input id="<?= $checkboxID ?>" type="checkbox" disabled <?=
$checked ?> class="rn_AttributeCheckbox"/>
          <? else; ?>
            <?= $attribute['name'] ?>
          <? endif; ?>
        </div>
        <? if ($this->data['attrs']['type'] !== 'NODE') : ?>
          <div class='rn_SchemaAttributeValue'>
            <? if ($type === 'FILE') : ?>
              <a target='_blank'
href="/ci/okcsFattach/get/<?=$attribute['encryptedPath'];?>"><?=$attribute['value'];?></a>

```

```

        <? elseif ($type !== 'CHECKBOX') : ?>
            <?= $value ?>
        <? endif; ?>
    </div>
<? endif; ?>
</div>

<? if (count($data['contentSchema']) === $currentIndex) : ?>
    <? for($i = $attribute['depth']; $i > 1; $i--): ?>
        </div>
    <? endfor; ?>
<? endif; ?>
<? $previousDepth = $attribute['depth']; ?>
<? endif; ?>
<? $currentIndex++; ?>
<? endforeach; ?>
<? endforeach; ?>
</div>
</div>
</div>
</body>
</html>

```

3.3.3.13 Changes related to /cp/customer/development/views/pages/chat/chat_landing.php

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```
<rn:widget path="chat/ChatQueueSearch" popup_window="true" />
```

Modified code:

```

<rn:condition config_check="OKCS_ENABLED == true">
<rn:widget path="chat/ChatQueueSearch" report_page_url="/app/search"
    popup_window="true" />
<rn:condition_else>
<rn:widget path="chat/ChatQueueSearch" popup_window="true" />
</rn:condition>

```

3.3.3.14 Changes related to </cp/customer/development/views/pages/account/notif/list.php>

Modification 1:

Existing code:

Remove the entire code below and add the modified code as mentioned

```

<rn:widget path="notifications/AnswerNotificationManager" />
<h2>#rn:msg:PRODUCTCATEGORY_ANSWER_NOTIFICATIONS_LBL#</h2>
<rn:widget path="notifications/ProdCatNotificationManager"
report_page_url="/app/#rn:config:CP_PRODUCTS_DETAIL_URL#" />
<rn:condition is_social_user="true">
    <h2>#rn:msg:DISCUSSION_NOTIFICATIONS_LBL#</h2>
    <rn:container report_id="15104">
        <rn:widget path="reports/ResultInfo" static_filter="User=#rn:profile:socialUserID#" />
    </rn:container>
</rn:condition>

```

```

        <rn:widget path="notifications/DiscussionSubscriptionManager"
static_filter="User=#rn:profile:socialUserID#"/>
    </rn:container>
    <h2>#rn:msg:PRODUCT_DISCUSSION_NOTIFICATIONS_LBL#</h2>
    <rn:container report_id="15105">
        <rn:widget path="reports/ResultInfo" static_filter="User=#rn:profile:socialUserID#"/>
        <rn:widget path="notifications/DiscussionSubscriptionManager"
static_filter="User=#rn:profile:socialUserID#" subscription_type="Product"
label_no_notification="#rn:msg:CURRENTLY_DONT_ANY_DISC_NOTIF_MSG#"/>
    </rn:container>
</rn:condition>

```

Modified code:

```

<rn:widget path="okcs/OkcsAnswerNotificationManager" view_type="list"/>

```

3.3.3.15 Changes to </cp/customer/development/views/pages/account/overview.php>

Remove the existing code entirely and add the below code

```

<rn:meta title="#rn:msg:ACCOUNT_OVERVIEW_LBL#" template="standard.php"
login_required="true" force_https="true" />

```

```

<div class="rn_Hero">
    <div class="rn_Container">
        <h1>#rn:msg:ACCOUNT_OVERVIEW_LBL#</h1>
    </div>
</div>

```

```

<div class="rn_PageContent rn_AccountOverview rn_Container">
    <h2><a class="rn_Questions"
href="/app/account/questions/list#rn:session#">#rn:msg:QUESTIONS_HDG#</a></h2>
    <div class="rn_Questions">
        <rn:widget path="reports/Grid" report_id="196" per_page="4" label_caption="<span
class='rn_ScreenReaderOnly'>#rn:msg:YOUR_RECENTLY_SUBMITTED_QUESTIONS_LBL#</span>" />
        <a
href="/app/account/questions/list#rn:session#">#rn:msg:SEE_ALL_QUESTIONS_LBL#</a>
    </div>
    <h2><a class="rn_Profile"
href="/app/account/profile#rn:session#">#rn:msg:SETTINGS_LBL#</a></h2>
    <div class="rn_Profile">
        <a
href="/app/account/profile#rn:session#">#rn:msg:UPDATE_YOUR_ACCOUNT_SETTINGS_CM
D#</a><br/>
        <rn:condition external_login_used="false">
            <rn:condition config_check="EU_CUST_PASSWD_ENABLED == true">
                <a
href="/app/#rn:config:CP_CHANGE_PASSWORD_URL##rn:session#">#rn:msg:CHANGE_YOU

```

```

R_PASSWORD_CMD#</a>
    </rn:condition>
  </rn:condition>
</div>
<h2><a class="rn_Notifs"
href="/app/account/notif/list#rn:session#">#rn:msg:NOTIFICATIONS_HDG#</a></h2>
  <div class="rn_Notifs">
    <rn:widget path="okcs/OkcsAnswerNotificationManager" view_type="table"
label_caption="<span
class='rn_ScreenReaderOnly'>#rn:msg:ANSWER_NOTIFICATIONS_SLASH_SPAN_LBL#</span>
"/>    <a
href="/app/account/notif/list#rn:session#">#rn:msg:SEE_ALL_NOTIFICATIONS_LBL#</a>
  </div>
</div>

```

3.3.3.16 Changes to </cp/customer/development/views/pages/account/profile.php>

Remove the existing code entirely and add the below code

```

<rn:meta title="#rn:msg:ACCOUNT_SETTINGS_LBL#" template="standard.php"
login_required="true" force_https="true" />

<div class="rn_Hero">
  <div class="rn_Container">
    <h1>#rn:msg:ACCOUNT_SETTINGS_LBL#</h1>
  </div>
</div>

<div class="rn_PageContent rn_Profile rn_Container">
  <rn:condition flashdata_value_for="info">
    <div class="rn_MessageBox rn_InfoMessage">
      #rn:flashdata:info#
    </div>
  </rn:condition>

  <rn:condition url_parameter_check="msg != null">
    <div class="rn_MessageBox rn_InfoMessage">#rn:url_param_value:msg#</div>
  </rn:condition>

  <form id="rn_CreateAccount" onsubmit="return false;">
    <div id="rn_ErrorLocation"></div>
    <h2>#rn:msg:ACCT_HDG#</h2>

    <rn:condition external_login_used="true">
      <rn:container read_only="true">
    </rn:condition>

    <fieldset>
      <legend>#rn:msg:ACCT_HDG#</legend>

```

```

        <rn:widget path="input/FormInput" name="Contact.Emails.PRIMARY.Address"
required="true" validate_on_blur="true" initial_focus="true"
label_input="#rn:msg:EMAIL_ADDR_LBL#"/>
        <rn:widget path="input/FormInput" name="Contact.Login" required="true"
validate_on_blur="true" label_input="#rn:msg:USERNAME_LBL#"
hint="#rn:msg:TH_PRIVATE_S_LOG_IN_SITE_JUST_WANT_MSG#"/>
        <rn:condition external_login_used="false">
            <rn:condition config_check="EU_CUST_PASSWD_ENABLED == true">
                <br>
                <a
href="/app/#rn:config:CP_CHANGE_PASSWORD_URL##rn:session#">#rn:msg:CHANGE_YOU
R_PASSWORD_CMD#</a>
            </rn:condition>
        </rn:condition>
    </fieldset>

    <h2>#rn:msg:CONTACT_INFO_LBL#</h2>
    <fieldset>
        <legend>#rn:msg:CONTACT_INFO_LBL#</legend>
        <rn:condition config_check="intl_nameorder == 1">
            <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true"/>
            <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true"/>
            <rn:condition_else/>
            <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true"/>
            <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true"/>
            </rn:condition>
            <rn:condition language_in="ja-JP,ko-KR,zh-CN,zh-HK,zh-TW">
                <rn:widget path="input/FormInput" name="Contact.Address.PostalCode"
label_input="#rn:msg:POSTAL_CODE_LBL#" />
                <rn:widget path="input/FormInput" name="Contact.Address.Country"
label_input="#rn:msg:COUNTRY_LBL#"/>
                <rn:widget path="input/FormInput" name="Contact.Address.StateOrProvince"
label_input="#rn:msg:STATE_PROV_LBL#"/>
                <rn:widget path="input/FormInput" name="Contact.Address.City"
label_input="#rn:msg:CITY_LBL#"/>
                <rn:widget path="input/FormInput" name="Contact.Address.Street"
label_input="#rn:msg:STREET_LBL#"/>
                <rn:condition_else />
                <rn:widget path="input/FormInput" name="Contact.Address.Street"
label_input="#rn:msg:STREET_LBL#"/>
                <rn:widget path="input/FormInput" name="Contact.Address.City"
label_input="#rn:msg:CITY_LBL#"/>
                <rn:widget path="input/FormInput" name="Contact.Address.Country"

```

```

label_input="#rn:msg:COUNTRY_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.StateOrProvince"
label_input="#rn:msg:STATE_PROV_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.PostalCode"
label_input="#rn:msg:POSTAL_CODE_LBL#" />
    </rn:condition>
    <rn:widget path="input/FormInput" name="Contact.Phones.HOME.Number"
label_input="#rn:msg:HOME_PHONE_LBL#"/>
    </fieldset>

    <rn:condition external_login_used="true">
    </rn:container>
    </rn:condition>

    <rn:condition external_login_used="false" is_social_user="false"
is_active_social_user="true">
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:SAVE_CHANGE_CMD#"
on_success_url="none"
label_on_success_banner="#rn:msg:PROFILE_UPDATED_SUCCESSFULLY_LBL#"
error_location="rn_ErrorLocation"/>
    </rn:condition>
    </form>
</div>

```

3.3.3.17 Changes to </cp/customer/development/views/pages/mobile/account/profile.php>

Remove the existing code entirely and add the below code

```

<rn:meta title="#rn:msg:ACCOUNT_SETTINGS_LBL#" template="mobile.php"
login_required="true" force_https="true" />

<div class="rn_Hero">
    <div class="rn_Container">
        <h1>#rn:msg:ACCOUNT_SETTINGS_LBL#</h1>
    </div>
</div>

<div class="rn_PageContent rn_Profile rn_Container">
    <rn:condition flashdata_value_for="info">
        <div class="rn_MessageBox rn_InfoMessage">
            #rn:flashdata:info#
        </div>
    </rn:condition>

    <rn:condition url_parameter_check="msg != null">
        <div class="rn_MessageBox rn_InfoMessage">#rn:url_param_value:msg#</div>
    </rn:condition>

```

```
<form id="rn_CreateAccount" onsubmit="return false;">
  <div id="rn_ErrorLocation"></div>
  <h2>#rn:msg:ACCT_HDG#</h2>

  <rn:condition external_login_used="true">
    <rn:container read_only="true">
      </rn:condition>

  <fieldset>
    <legend>#rn:msg:ACCT_HDG#</legend>
    <rn:widget path="input/FormInput" name="Contact.Emails.PRIMARY.Address"
required="true" validate_on_blur="true" initial_focus="true"
label_input="#rn:msg:EMAIL_ADDR_LBL#" />
    <rn:widget path="input/FormInput" name="Contact.Login" required="true"
validate_on_blur="true" label_input="#rn:msg:USERNAME_LBL#"
hint="#rn:msg:TH_PRIVATE_S_LOG_IN_SITE_JUST_WANT_MSG#" />
    <rn:condition external_login_used="false">
      <rn:condition config_check="EU_CUST_PASSWD_ENABLED == true">
        <a
href="/app/#rn:config:CP_CHANGE_PASSWORD_URL##rn:session#">#rn:msg:CHANGE_YOU
R_PASSWORD_CMD#</a>
      </rn:condition>
    </rn:condition>
  </fieldset>

  <h2>#rn:msg:CONTACT_INFO_LBL#</h2>
  <fieldset>
    <legend>#rn:msg:CONTACT_INFO_LBL#</legend>
    <rn:condition config_check="intl_nameorder == 1">
      <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true" />
      <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true" />
    <rn:condition_else />
      <rn:widget path="input/FormInput" name="Contact.Name.First"
label_input="#rn:msg:FIRST_NAME_LBL#" required="true" />
      <rn:widget path="input/FormInput" name="Contact.Name.Last"
label_input="#rn:msg:LAST_NAME_LBL#" required="true" />
    </rn:condition>
    <rn:condition language_in="ja-JP,ko-KR,zh-CN,zh-HK,zh-TW">
      <rn:widget path="input/FormInput" name="Contact.Address.PostalCode"
label_input="#rn:msg:POSTAL_CODE_LBL#" />
      <rn:widget path="input/FormInput" name="Contact.Address.Country"
label_input="#rn:msg:COUNTRY_LBL#" />
      <rn:widget path="input/FormInput" name="Contact.Address.StateOrProvince"
label_input="#rn:msg:STATE_PROV_LBL#" />
      <rn:widget path="input/FormInput" name="Contact.Address.City"
```

```

label_input="#rn:msg:CITY_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.Street"
label_input="#rn:msg:STREET_LBL#"/>
    <rn:condition_else />
    <rn:widget path="input/FormInput" name="Contact.Address.Street"
label_input="#rn:msg:STREET_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.City"
label_input="#rn:msg:CITY_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.Country"
label_input="#rn:msg:COUNTRY_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.StateOrProvince"
label_input="#rn:msg:STATE_PROV_LBL#"/>
    <rn:widget path="input/FormInput" name="Contact.Address.PostalCode"
label_input="#rn:msg:POSTAL_CODE_LBL#" />
    </rn:condition>
    <rn:widget path="input/FormInput" name="Contact.Phones.HOME.Number"
label_input="#rn:msg:HOME_PHONE_LBL#"/>
</fieldset>

    <rn:condition external_login_used="true">
    </rn:container>
    </rn:condition>

    <rn:condition external_login_used="false" is_social_user="false"
is_active_social_user="true">
    <rn:widget path="input/FormSubmit" label_button="#rn:msg:SAVE_CHANGE_CMD#"
on_success_url="none"
label_on_success_banner="#rn:msg:PROFILE_UPDATED_SUCCESSFULLY_LBL#"
error_location="rn_ErrorLocation"/>
    </rn:condition>
</form>
</div>

```

3.3.4 Note:

Configuration setting CP_ANSWERS_DETAIL_URL config is set by the provisioning team on connect. Configuration values are applicable across all CP environments, so this will be applicable in production mode as well.

4 Upgrading site from 15.11 to 16.2

The default view_type of the AnswerList widget has been changed to table in 16.2. Due to this change after the upgrade to 16.2 the most popular and the most recent widgets on the home page are displayed in a tabular view. To revert the AnswerList widgets (MostPopular and MostRecent) back to list view the following changes need to be done.

Changes to /cp/customer/development/views/pages/home.php from 15.11 to 16.2

Existing code:

```
<rn:widget path="okcs/AnswerList" type="popular" target="_self"/>
```

Modified Code:

```
<rn:widget path="okcs/AnswerList" type="popular" target="_self" view_type="list"/>
```

Existing code:

```
<rn:widget path="okcs/AnswerList" type="recent" target="_self"/>
```

Modified Code:

```
<rn:widget path="okcs/AnswerList" type="recent" target="_self" view_type="list"/>
```