Enabling OKCS on Customer Portal

Version: 1.0

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# Overview

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

# 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.

# 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.

## 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_related_to_14)

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

Code changes to mobile.php can be found [here.](#_Changes_related_to_15)

## Changes to related to the standard and mobile pages

### 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](#_Changes_related_to).

Other changes to mobile home page /cp/customer/development/views/pages/mobile/home.php can be found [here.](#_Changes_related_to_1)

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

Code for browse.php can be found [here](#_Changes_related_to_2).

Code for Mobile browse.php can be found [here](#_Changes_related_to_3).

### Add a new page /cp/customer/development/views/pages/answers/answer\_view.php

Code for answer\_view.php can be found [here.](#_Changes_related_to_4)

Code for Mobile answer\_view.php can be found [here.](#_Changes_related_to_5) (Mobile page path below)

/cp/customer/development/views/pages/mobile/answers/answer\_view.php

### 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.](#_Changes_related_to_6)

Code changes to the the mobile OKCS version of the ‘ask’ page

/cp/customer/development/views/pages/mobile/ask.php can be found [here.](#_Changes_related_to_7)

### Changes to cp/customer/development/views/pages/search.php

Code for search.php can be found [here.](#_Changes_related_to_8)

Code for mobile search.php can be found [here.](#_Changes_related_to_9) (/cp/customer/development/views/pages/mobile/search.php

### Add the below pages under the below mentioned path cp/customer/development/views/admin

Code for answer.php can be found [here](#_Changes_related_to_10).

Code for okcs\_answer\_full\_preview.php can be found [here](#_Changes_related_to_11).

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

Code changes to the overview.php can be found [here](#_Changes_to_/cp/customer/development).

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

Code changes to the list.php can be found [here](#_Changes_related_to_12).

### Changes to /cp/customer/development/views/pages/chat/chat\_landing.php

Code changes to the chat\_landing.php can be found [here](#_Changes_related_to_13).

## Code Changes

### 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. |

### Template changes

#### 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>

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"

#### 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"

### Page changes

#### 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>

#### 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>

#### 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>

#### 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>

#### 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>

#### 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>

#### 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"/>

#### 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"/>

#### 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>

#### 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">

<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" display\_tooltip="true"/>

<rn:widget path="searchsource/SourceSearchButton" initial\_focus="true" search\_results\_url="/app/search"/>

<rn:widget path="okcs/OkcsInteractiveSpellChecker"/>

</rn:container>

<div class="rn\_StartOver">

<a href="/app/home" >#rn:msg:START\_OVER\_LBL#</a>

</div>

</form>

</div>

</div>

</div>

</div>

</rn:container>

<div class="rn\_Container">

<section id="rn\_PageContent" class="rn\_Container">

<rn:container source\_id="OKCSSearch" truncate\_size="200">

<div class="rn\_Module">

<rn:widget path="okcs/Facet" toggle\_title="true"/>

</div>

<div id="rn\_OkcsRightContainer" class="rn\_Padding">

<rn:widget path="okcs/SearchResult" hide\_when\_no\_results="false"/>

<div class="rn\_FloatRight rn\_Padding">

<rn:widget path="okcs/OkcsPagination"/>

</div>

</div>

</rn:container>

</section>

</div>

#### Changes related to /cp/customer/development/views/admin/answer.php

Note: Check if answer.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.php) and add the below changes.

<!DOCTYPE html>

<html>

<head>

<meta charset="utf-8"/>

<style type='text/css'>

.ok-highlight-title {background-color: #FF0;font-weight: bold;}

.ok-highlight-sentence {background-color: #EBEFF5;}

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>

#### 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>

</div>

</body>

</html>

#### 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>

#### 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: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"/>

#### 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\_CMD#</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\_YOUR\_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>

#### 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\_YOUR\_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>

#### 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\_YOUR\_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>

### 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.

# 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"/>