

ADT: FAQ Manager (Public) Version 1.0

Functional Specification

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Document Revisions

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1 Introduction

1.1 Purpose of this document

The purpose of this document is to specify the functional and system specification of the FAQ Manager (Public) application. This document provides a road-map through which the implementation of the application was developed and, where applicable, will also contain information detailing technical design constraints and assumptions.

1.2 Scope of this document

The scope of this specification covers the functional specifications of the FAQ Manager (Public) application. This specification does not extend to third party or infrastructure components (such as web server installation and/or configuration).

1.3 Overview

The basic requirements for the FAQ Manager (Public) application include:

- Ability to search the records based upon category and/or keyword(s).
- Ability to display records
- Ability to render HTML tags embedded in records

1.4 Business Context

FAQ Manager (Public) is a self-service application for software or customer support. It may be used wherever the need for a searchable body of knowledge is required. The generic version is open source for distribution.. Improvements to the base application will be made incrementally as bug reports come in and as suggestions are made. The generic Web FAQ Manager (Public) will ultimately benefit both the company and our users.

2 General Description

2.1 Product Functions

The general functionality of the FAQ Manager (Public) application is to allow users to access information online.

2.2 General Constraints

The FAQ Manager (Public) is intended to be the front end for simple searching. FAQ Manager is the only way to add, modify, or delete data.

The application is written in Perl and configured using the standard general distribution specifications

Bold Params indicate Section Headings. *Italic Params* are objects.

Indented Params are configurable variables.

Grayed out or missing items are not required or not available in the default configuration.

Param	Default configuration	Notes
Language	Perl	
Session Setup		
Type	File	Note that flatfile data sources are slow. We recommend upgrading to a database based data source
Max Modify Time	1 hour	
Fatal Timeout	Off	
Fatal if session not found	Off	
<i>Session Manager Setup</i>		
Type	FormVar	
Cgi Object	\$CGI	
Session Params	Session Config Params	
Authentication Setup		For the datasource
Type	File	
Field Delimiter	(pipe)	
Create a file if none exists	On	
Field Names	From Auth User Datasource	
File	Scriptname.users.dat	Path is set at start of script
Default Authentication Fields	Username, password, groups, firstname, lastname, email	
Authentication Manager Setup		How requests are processed
Color for even rows	E5E5E5	
Color for Odd Rows	FFFFFF	
CSS View URL	\$CSS_VIEW_URL	
Application Logo	logo.gif	
Application Logo Height	40	
Application Logo Width	353	
Application Logo ALT	WebDB Demo	
HTTP Header Params	[-EXPIRES => '-1d']	
Document Root URL	'/' or web root directory	
Image Root URL	/Images/Extropia	
Script Display Name	'FAQ Manager (Public)'	
Script Name	\$CGI->script_name()	
Page Top View	PageTopView	
Page Bottom View	PageBottomView	
Link Target	'_self' or current window	
<i>User_Fields</i>	Auth_username, auth_password, auth_groups, auth_firstname, auth_lastname, auth_email	
<i>Mail Params</i>		
Type	Sendmail	Default on most systems
<i>User Mail Send Params</i>		
From	you@yourdomain.com	

Subject	Password Generated	
<i>Admin Mail Send Params</i>		
From	you@yourdomain.com	
To	you@yourdomain.com	
Subject	Registration Notification	
<i>Auth Manager Config Params</i>		
Type	CGI	
Allow Registration	On	
Allow User Search	On	Allow anyone to check for an old account.
Generate Password	Off	
Default Groups	Normal	
Email Registration to Admin	Off	
Display Registration After Failure	On	
Data Handler Setup		How data is handled
<i>Add Form DHM Config</i>		
Type	CGI	
CGI Object	\$CGI	
Data Handlers	Email, Exists, HTML, String	
Field Mappings	record_id, category, question, answer, username_of_poster, date_time_posted,	
Datasource Setup		Configure the database and fields displayed
Field Names	record_id, category, question, answer, username_of_poster, date_time_posted,	Corresponds to default extropia database
<i>Sample Default Widget Definitions</i>		
Display Name	Country	Name that appears in the browser
Type	Textarea, popup_menu	
Name	category	Internal field name
Size	30	Display size in characters
Maxlength	80	Maximum number of characters permitted
Rows	6	Initial height of textarea
Cols	30	Initial width of textarea
Wrap	VIRTUAL	Wrapping of text in textarea
Values	webstore, extropia_install, cgi_install, taint_mode, adt, webcal,	The form values embedded inside the HTML. Must match your category mappings elsewhere.

	extropia, java,	
Labels	i.e: 'webdb' => 'WebDB'	What the popup menu displays to the client
<i>Basic Datasource Config Params</i>		Configure datasource
Type	File	
File	\$APP_DATAFILES_DIRECTORY/\$APP_NAME.dat	
Field Delimiter	(pipe)	
Comment Prefix	#	Ignore lines starting with #
Create File if None Exists	On	
Field Names	\@DATASOURCE_FIELD_NAMES	
Key Fields	['record_id']	Not required if key is not used
Field Types	Record_id => 'Autoincrement'	Specify a specific kind of field
Mailer Setup		Required for regular email. Not the same as Auth Mailer
<i>Mail Config Params</i>		
Type	Sendmail	
<i>Delete Event Mail Send</i>		Warns Someone of Deletions to the database
From	you@yourdomain.com	
To	you@yourdomain.com	
Reply To	you@yourdomain.com	
Subject	FAQ Manager (Public) Delete	
<i>Add Event Mail Send</i>		Tells user of additions
From	you@yourdomain.com	
To	you@yourdomain.com	
Reply To	you@yourdomain.com	
Subject	FAQ Manager (Public) Addition	
<i>Modify Event Mail Send</i>		Tells user of modifications to records
From	you@yourdomain.com	
To	you@yourdomain.com	
Reply To	you@yourdomain.com	
Subject	FAQ Manager (Public) Modification	
Logging Setup		
Type	File	
Log File	\$APP_DATAFILES_DIRECTORY/\$APP_NAME.log	
Log Entry Suffix	' . _generateEnvVarsString() . ' ,	
Log Entry Prefix	'AddressBook '	
View Setup		Views to use, display, and defaults
<i>Valid Views</i>	CSSView, BasicFAQView, DetailsRecordView, meta_tags, style_sheet_basic,	The program cannot display views that are not available here.

	navigation_template_top, freesupportnav, page_header_with_search_top, page_header_with_search_bottom, navigation_template_bottom, SearchView,	
<i>View Display Params</i>		Defaults for Views
Application Logo	logo.gif	
Application Logo Height	40	
Application Logo Width	353	
Application Logo ALT	WebDB Demo	
Color for Even Rows	E5E5E5	
Color for Odd Rows	FFFFFF	
Display Fields	category, question, answer, date_time_posted	
Table BG Color 1	6699CC	
Table BG Color 2	E5E5E5	
Table BG Font Color 1	BLACK	
Table BG Font Color 2	BLACK	
Home View	BasicFAQView	Default View
Field Name Mappings	category => "Category", question => "Question", answer => "Answer"	How will the internal name appear to the user?
Display Fields	Category, question, answer	Fields that will be displayed on RecordDetails
Selected Display Fields	Category, question	Which are shown to the user after a search?
Sort Fields	Category, question, answer	Sort by these fields
Fields to be Displayed as HTML Tag	Question,answer	Should the TTML and ActionHandler treat tags as HTML to the browser?
Filter Setup		
<i>HTMLIZE Filter</i>		
Type	HTMLize	
Convert Double Linebreak to P	On	
Convert Linebreak to BR	On	
<i>Charset Filter</i>		
Type	CharSet	
Embed Filter		
Type	Embed	
Enable	<code>\$CGI->param('embed') 0</code>	
Action/Workflow Setup		
<i>Action Handler List</i>	Default::DisplayCSSViewAction Default::DownloadFileAction FAQ::DisplaySearchBasicDataViewAction FAQ::DisplayFAQDetailsRecordViewAction FAQ::DisplayFAQBasicDataViewAction Default::DefaultAction	User should not need to modify

Action Handler Action Params		
Action Handler List	\@ACTION_HANDLER_LIST	
Basic Data View Name	BasicFAQView	
CSS View URL	\$CGI->script_name() . "?display_css_view=on"	URL location of the CSS template. Should be changed to a location outside the cgi-bin for speed.
CSS View Name	CSSView	You can rename HTMLTemplates/CSSView.html to CSSView.css or whatever is preferred.
Details View Name	DetailsRecordView	
Default Sort Field 1	Date_time_posted	
Default Sort Field 2	Question	
Default View Name	BasicFAQView	
Enable Sorting Flag	On	
Simple Search Box View Name	SimpleSearchBoxView	
Sort Direction	DESC	Descending
Records Per Page Opts	[5, 10, 25, 50, 100]	Defines the Options. Not used here.
Key Field	Record_id	
Page Top View	PageTopView	Header template
Page Bottom View	PageBottomView	Footer template

3 Functional Requirements

3.1 FAQ Manager (Public) Application

3.1.1 Description

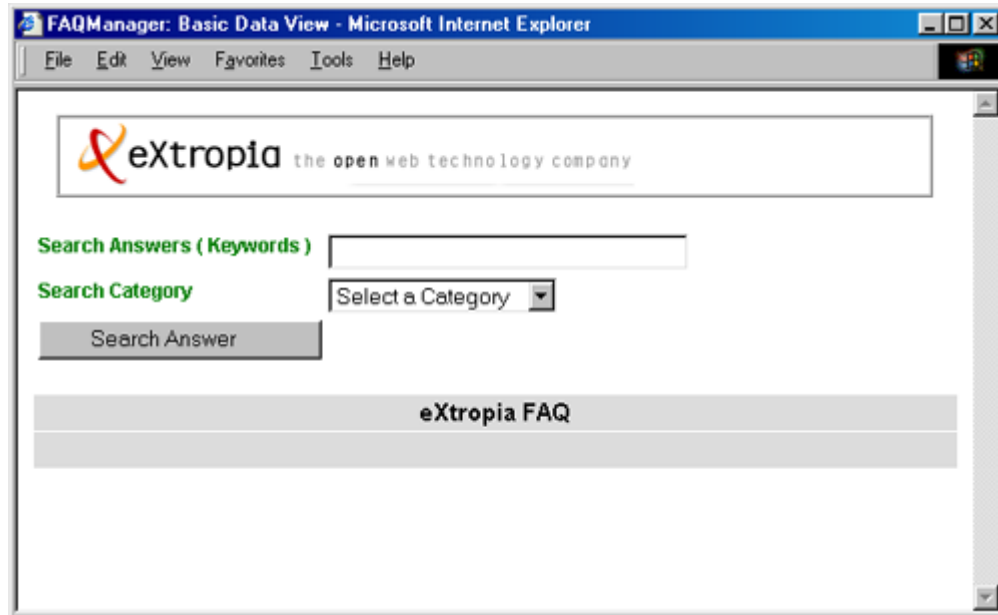
The following definitions only cover the Default settings and views.

Authentication Definition View

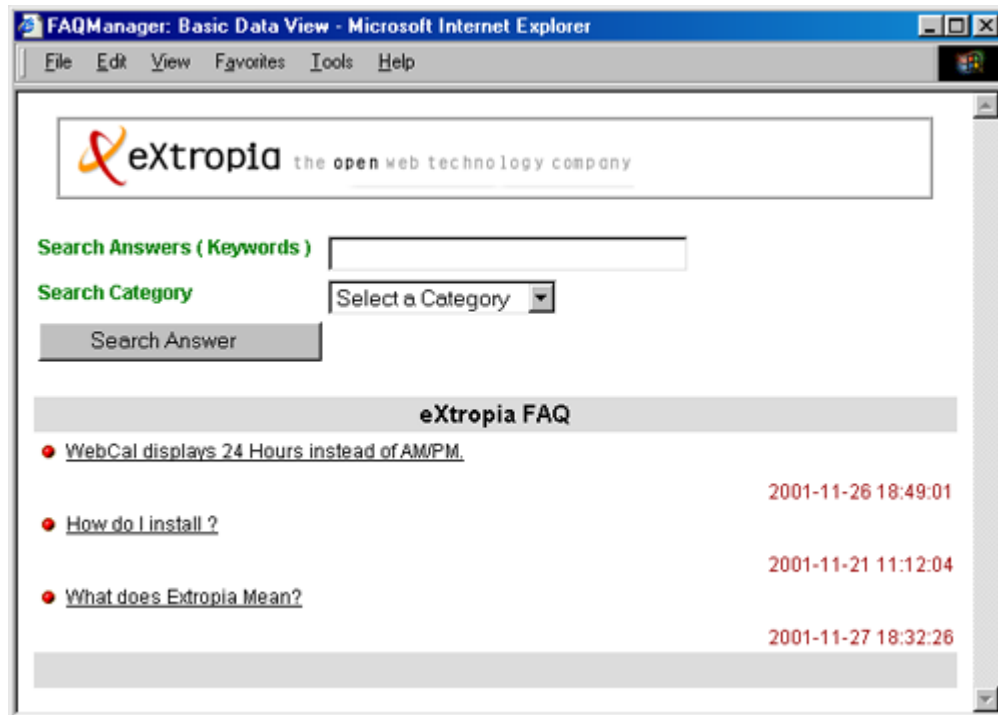
No authentication is required. Administrators could turn on authentication for a restricted access area, but that is not available by default.

Application Specific View Definitions

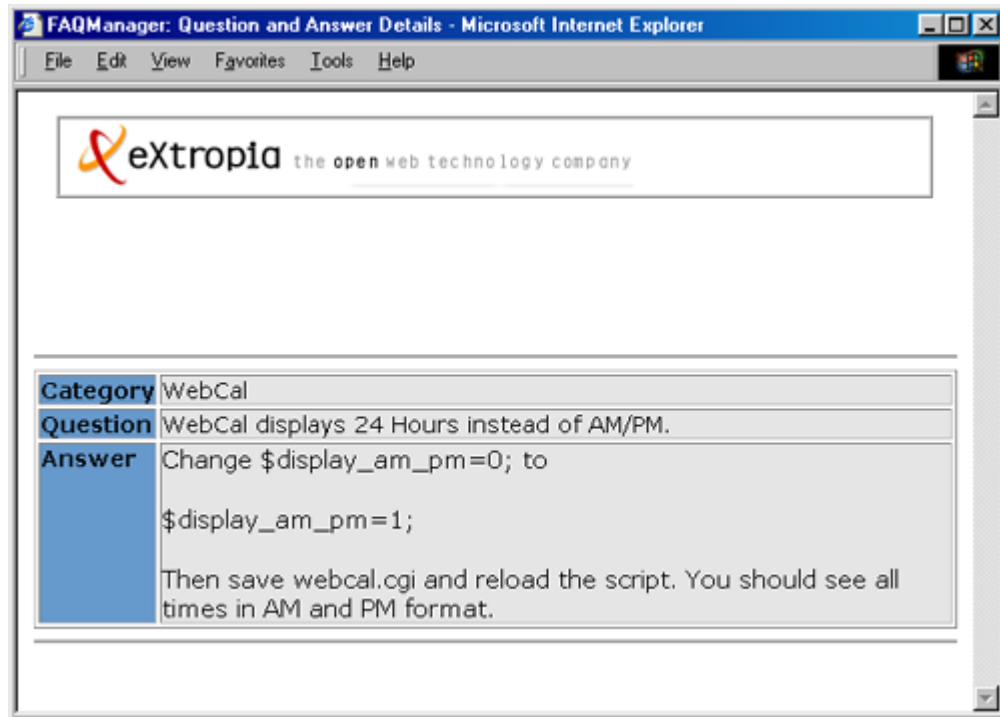
- **Basic Data View** displays the search dialogue screen with no records found. This is the default screen displayed when no records are returned. Users may enter keywords, select a category, or simply press Search. Entering no search terms yields all records by default.



- **Basic Data View Returned Records** displays the search dialogue screen as well as any returned records. Users may start a new search or select a record for Record Details.



- **Details View** displays the entire contents of a record. Questions and Answers are rendered in HTML if the Administrator used HTML tags.



Common Features Definitions

There are no other features for this application.

3.1.2 Risks and Dependencies

4 Database Design

4.1 Description

The data of the application will be stored in a flat file. Each data fields of a record will be separated by '|'.

Field Name	Description
record_id	Record value
category	Category
question	Question title
answer	Answer to the question.
username_of_poster	Userid of login user who posted this record
date_time_posted	Date and Time posted of record

4.2 Communications Interfaces

5 Other non-functional attributes

5.1 Reliability

Highly reliable in a properly secured environment.

5.2 Maintainability

Requires little maintenance. Owners will want to clear out a large flat-file now and then as well as ensure their installation is secure from hackers. Users of relational databases will probably not need to clear out their database.

A modular architecture provides easy maintenance and upgrades.

5.3 Portability

The application may be used on any architecture where Perl is used.

5.4 Extensibility

Information entered via FAQ Manager is portable to any relational database. The program can easily be switched to a new database with just a few lines of code. The program relies on the eXtropia ADT that divorces form and function.

5.5 Reusability

FAQ Manager (Public) is highly reusable. The application can be modified for just about anything!

5.6 Serviceability