

KNEO300 FAQ

info @ kneron.us



Copyright Notice

Kneron Inc. (Kneron) may make changes to any information in this document at any time without any prior notice. The information herein is subject to change without notice. Do not finalize a design with this information.

THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OR CONDITION WITH RESPECT TO MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, OR NON-INFRINGEMENT. KNERON DOES NOT ASSUME ANY RESPONSIBILITY AND LIABILITY FOR ITS USE NOR FOR ANY INFRINGEMENT OF PATENTS OR OTHER RIGHTS OF THE THIRD PARTIES WHICH MAY RESULT FROM ITS USE.

Information in this document is provided in connection with Kneron products.

All referenced brands, product names, service names and trademarks in this document are the property by their respective owners.

San Diego HQ
10052 Mesa Ridge Court, Suite 101,
San Diego, CA 92121, U.S.A.
<https://www.kneron.com/en/>

Taipei Office
12F-1., No. 386, Sec. 6, Nanjing E. Rd.,
Neihu Dist. (114), Taipei City, Taiwan, R.O.C.
<https://www.kneron.com/tw/>

REVISION HISTORY

| Revision | Date | Description |
|----------|------------|----------------|
| | | • |
| | | • |
| 1.0 | 2024/03/07 | First release. |

info @ kneron.us

TABLE OF CONTENTS

| | |
|---|----|
| REVISION HISTORY..... | 3 |
| LIST OF FIGURES | 5 |
| 1. Introduction..... | 6 |
| 2. FAQs..... | 6 |
| 2.1 Add or delete knowledge base, the knowledge base list is not updated..... | 6 |
| 2.2 Chinese knowledge base, after answering questions and answers, downloading the reference link, the web page displays garbled characters. | 6 |
| 2.3 Compressed file uploading for knowledge base..... | 6 |
| 2.4 Backup and migration of Knowledge Base databases | 6 |
| 2.5 does anyone who has created an account can change the account's authority level by going to "http://{Your IP address}:5000/admin/user/" ? | 7 |
| 2.6 How can I close DHCP to fixed IP in KNEO300? | 8 |
| 2.7 How can I change LOGO in web UI? | 10 |

info @ kneronplus

LIST OF FIGURES

| | |
|---|----|
| Figure 1 folder structure of admin/knowledge_Base_Storage. | 6 |
| Figure 2, contents of admin/knowledge_Base_Storage..... | 7 |
| Figure 3, Tree diagram of the database..... | 7 |
| Figure 4 Web UI of User management. | 8 |
| Figure 5 Web UI of editing User's role..... | 8 |
| Figure 6, using ip a to check ethernet status,..... | 9 |
| Figure 7, check content of cfg file..... | 9 |
| Figure 8, check content of cfg file..... | 10 |
| Figure 9, the LOGO in web UI..... | 10 |

info @ kneron.us

1. INTRODUCTION

This document introduces the frequently asked questions and answers.

2. FAQs

2.1 Add or delete knowledge base, the knowledge base list is not updated.

Currently, you need to press the refresh knowledge base button to update the knowledge base list.

2.2 Chinese knowledge base, after answering questions and answers, downloading the reference link, the web page displays garbled characters.

There may be a problem with the browser font display. Please right-click on the relevant download web page to download the file to your local browser.

2.3 Compressed file uploading for knowledge base.

Support .zip file only. Zip multiple files into a .zip file instead of zipping a folder with files into a .zip file.

2.4 Backup and migration of Knowledge Base databases

If you want to save the admin's "Knowledge_Base_Storage" Knowledge Base, like bellowing figure:

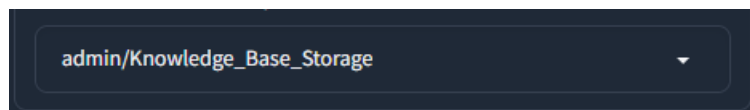


Figure 1 folder structure of admin/knowledge_Base_Storage.



Figure 2, contents of admin/knowledge_Base_Storage

Step1. Make a copy of the database you want to save.

Generic File Path:

/7neron_chatbot_prod/7neron_doc_chat/knowledge_base/content/XX("EN"or"CH")/XXXXX("YOUR ACCOUNT")/XXXXXXXXXX("Your Knowledge Base Name") [Copy the "Your Knowledge Base Name"]

Sample folder Path:

/7neron_chatbot_prod/7neron_doc_chat/knowledge_base/content/EN/admin/Knowledge_Base_Storage [Copy the "Knowledge_Base_Storage"]

Step2. Place the stored files according to the following data structure.

Paste the copied "Knowledge base database" into the specified area.

(For example, Knowledge_Base_Storage)

```

linaro@chatrobot:~/kneron_chatbot_prod/kneron_doc_chat/knowledge_base/content/EN/admin/Knowledge_Base_Storage$ ls
Knowledge_Base_Storage  vector_store
  
```

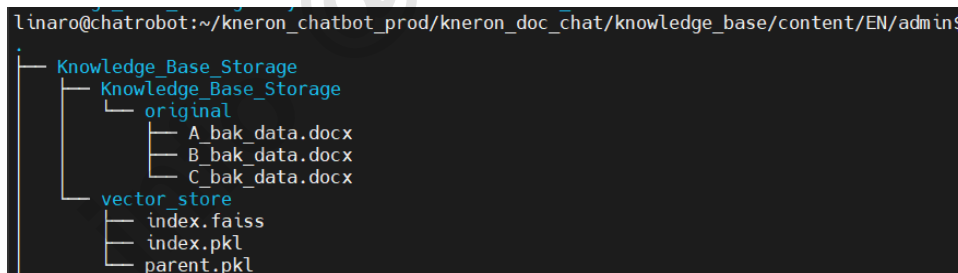
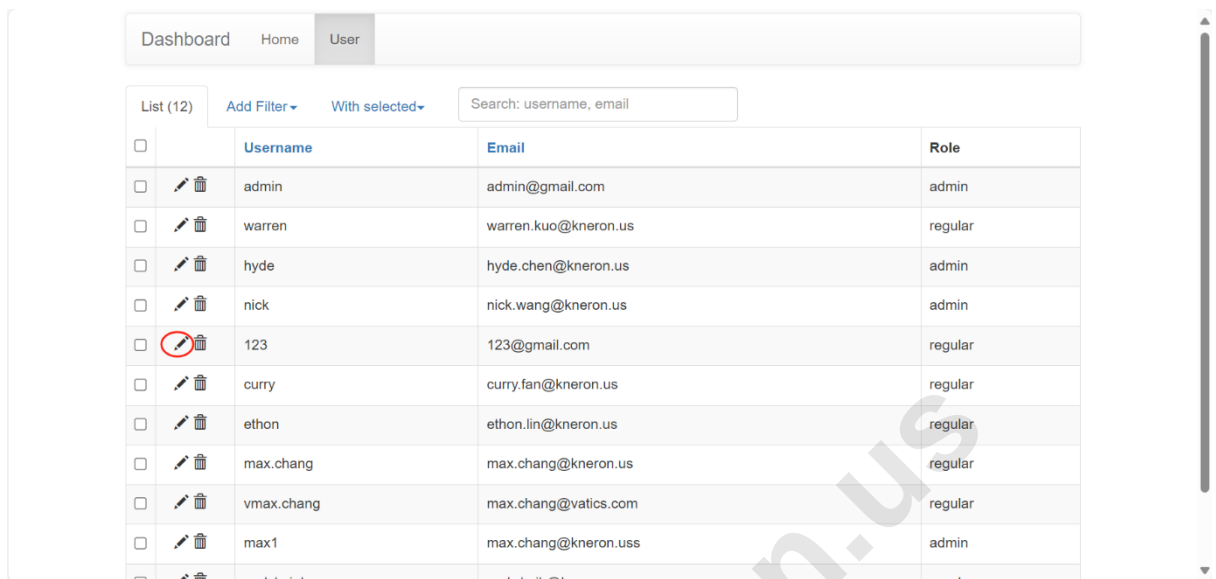


Figure 3, Tree diagram of the database

(The knowledge base contains the "Your Knowledge Base Name " uploaded files folder and its "vector_store" folder)

2.5 does anyone who has created an account can change the account's authority level by going to "http://{Your IP address}:5000/admin/user/" ?

Yes, there is a pen shaped icon. It means that the one you want to edit. (trash can means the one you want to delete). Before that, make sure you are administrator. Otherwise, use the default account admin@gmail.com, password:admin123.

























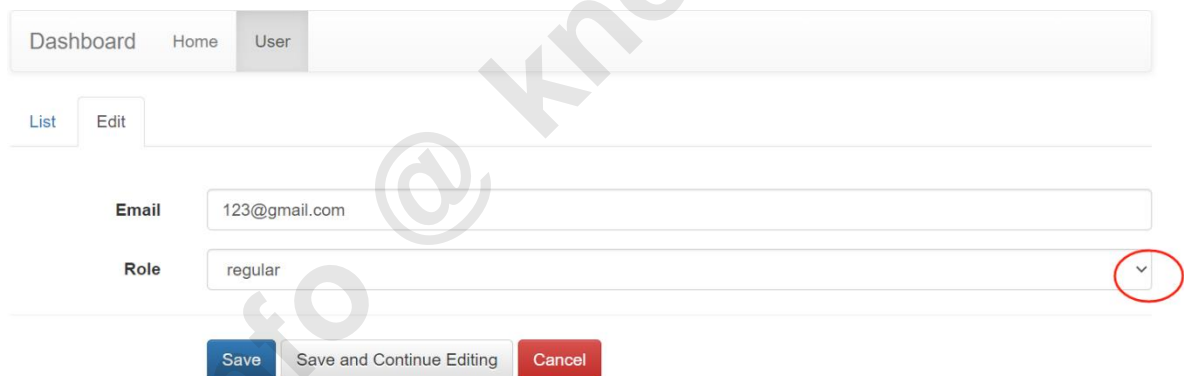
| | | Username | Email | Role |
|--------------------------|---|---------------------|----------------------|---------|
| <input type="checkbox"/> |   | admin | admin@gmail.com | admin |
| <input type="checkbox"/> |   | warren | warren.kuo@kneron.us | regular |
| <input type="checkbox"/> |   | hyde | hyde.chen@kneron.us | admin |
| <input type="checkbox"/> |   | nick | nick.wang@kneron.us | admin |
| <input type="checkbox"/> |   | 123 | 123@gmail.com | regular |
| <input type="checkbox"/> |   | curry | curry.fan@kneron.us | regular |
| <input type="checkbox"/> |   | ethon | ethon.lin@kneron.us | regular |
| <input type="checkbox"/> |   | max.chang | max.chang@kneron.us | regular |
| <input type="checkbox"/> |   | vmax.chang | max.chang@vatics.com | regular |
| <input type="checkbox"/> |   | max1 | max.chang@kneron.us | admin |
| <input type="checkbox"/> |   | eddy.kuib@kneron.us | eddy.kuib@kneron.us | regular |

Figure 4 Web UI of User management.

Then you can change user's role:



Dashboard Home User

List Edit

Email: 123@gmail.com

Role: regular

Save Save and Continue Editing Cancel

Figure 5 Web UI of editing User's role.

2.6 How can I close DHCP to fixed IP in KNEO300?

Check current Ethernet status.

```
ip a
```



```
linaro@chatrobot:~$ ip a
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN group default qlen 1000
   link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
   inet 127.0.0.1/8 scope host lo
       valid_lft forever preferred_lft forever
   inet6 ::1/128 scope host
       valid_lft forever preferred_lft forever
2: dummy0: <BROADCAST,NOARP> mtu 1500 qdisc noop state DOWN group default qlen 1000
   link/ether c2:15:bd:90:f8:ea brd ff:ff:ff:ff:ff:ff
3: eth0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc mq state UP group default qlen 1000
   link/ether 5c:f8:38:70:15:49 brd ff:ff:ff:ff:ff:ff
   inet 192.168.200.107/24 brd 192.168.200.255 scope global dynamic eth0
       valid_lft 28568sec preferred_lft 28568sec
   inet6 fe80::5ef8:38ff:fe70:1549/64 scope link
       valid_lft forever preferred_lft forever
4: eth1: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc mq state DOWN group default qlen 1000
   link/ether 5c:f8:38:70:15:4a brd ff:ff:ff:ff:ff:ff
   inet6 fe80::5ef8:38ff:fe70:154a/64 scope link
       valid_lft forever preferred_lft forever
5: sit0@NONE: <NOARP> mtu 1480 qdisc noop state DOWN group default qlen 1000
   link/sit 0.0.0.0 brd 0.0.0.0
```

Figure 6, using ip a to check ethernet status,

Check content of cfg file.

```
cat /etc/netplan/01-netcfg.yaml
```

```
linaro@chatrobot:~$ cat /etc/netplan/01-netcfg.yaml
network:
  version: 2
  renderer: networkd
  ethernets:
    eth1:
      dhcp4: yes
      addresses: []
      dhcp-identifier: mac
      optional: yes
    eth0:
      dhcp4: yes
      addresses: []
      dhcp-identifier: mac
      optional: yes
```

Figure 7, check content of cfg file.

Edit cfg file using vim, please use sudo authority.

```
sudo vim /etc/netplan/01-netcfg.yaml
```

Once done with editing, double check its contents. (The figure bellow shows the DHCP=close, port number=24, however, we suggest that change it to 22 so that the default connection on windows side would not be affected.

```
linaro@chatrobot:~$ cat /etc/netplan/01-netcfg.yaml
```

```
linaro@chatrobot:~$ cat /etc/netplan/01-netcfg.yaml
network:
  version: 2
  renderer: networkd
  ethernets:
    eth1:
      dhcp4: yes
      addresses: []
      dhcp-identifier: mac
      optional: yes
    eth0:
      dhcp4: no
      addresses: [192.168.150.1/24]
      dhcp-identifier: mac
      optional: yes
```

Figure 8, check content of cfg file.

Reboot to make changes happening.

```
sudo reboot now
```

2.7 How can I change LOGO in web UI?

just replace the png file in:

/home/linaro/kneron_chatbot_prod/kneron_doc_chat/kneron_software/img/kneron_logo_.png



Figure 9, the LOGO in web UI.

2.8 ssh connection failed with known_hosts warning

Sometimes, ssh connection failed with known_hosts warning on Windows or Linux. In Windows, please backup ~/.ssh/known_hosts, and delete C:/Users/<current_user>/.ssh/known_hosts. In Linux,

please backup ~/.ssh/known_hosts, and delete ~/.ssh/known_hosts. Then ssh connection to KNEO 300 works.

info @ kneron.us

