KNEO300 FAQ

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REVISION HISTORY

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

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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:

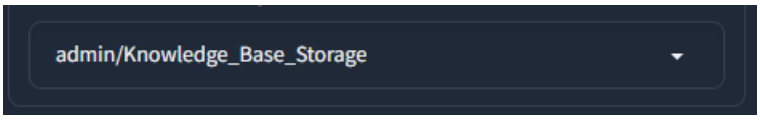

Figure 1 folder structure of admin/knowledge_Base_Storage.

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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)

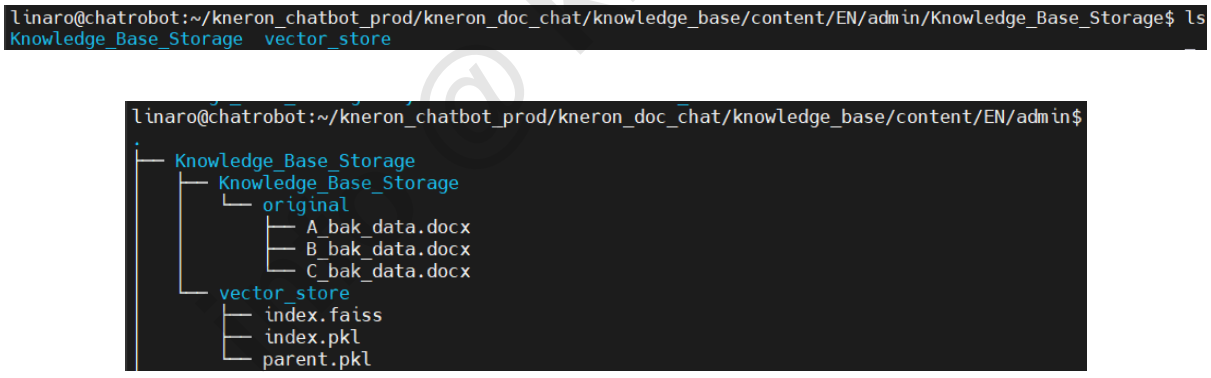

Figure 3, Tree diagram of the database

(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/“ ?

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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.

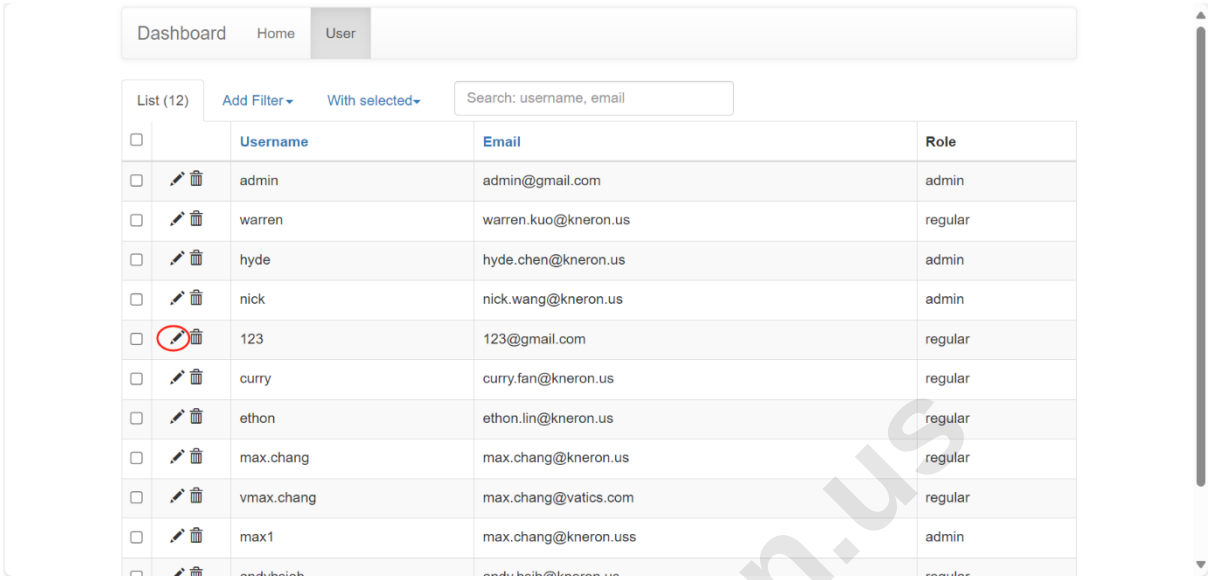

Figure 4 Web UI of User management.

Then you can change user's role:

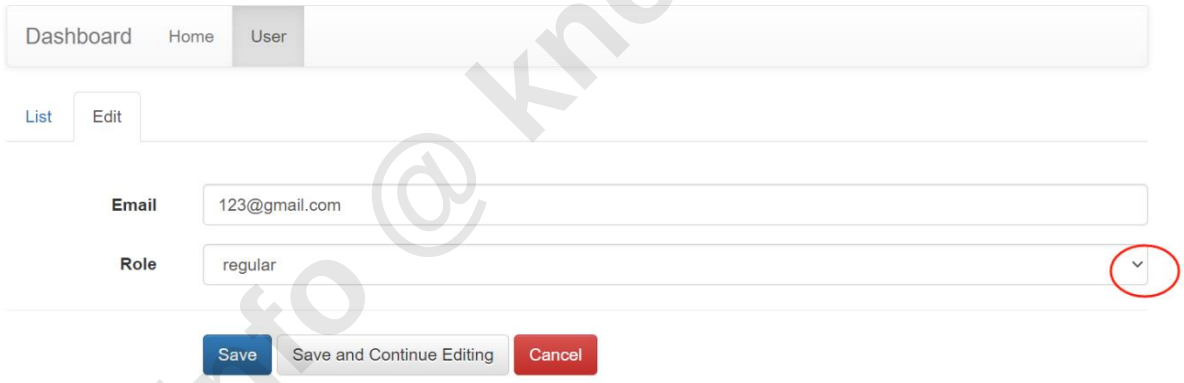

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Figure 5 Web UI of editing User's role.

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

Check current Ethernet status.

ip a

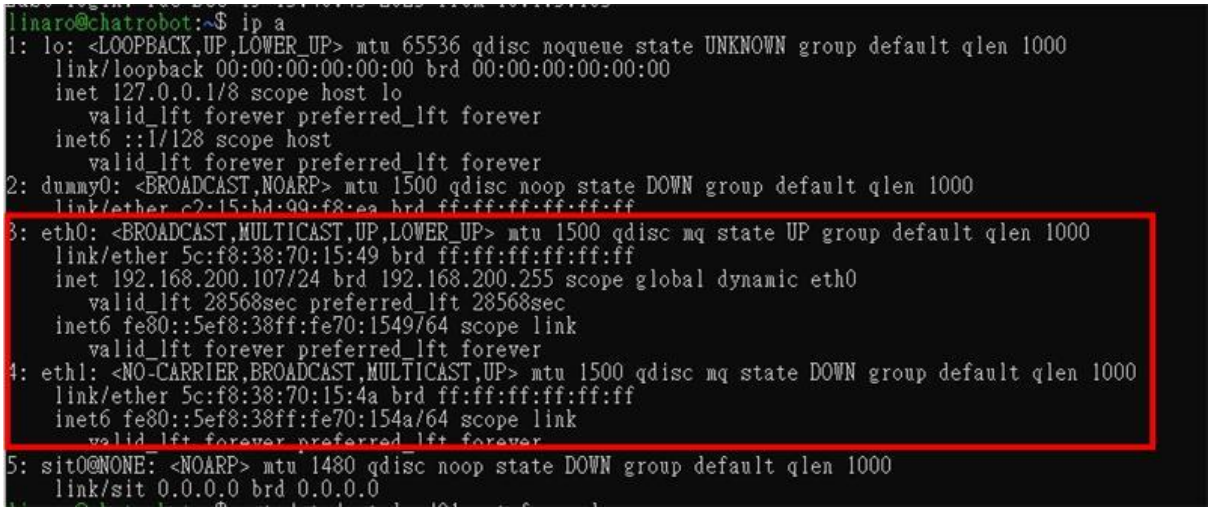

Figure 6, using ip a to check ethernet status,

Check content of cfg file.

cat /etc/netplan/01-netcfg.yaml

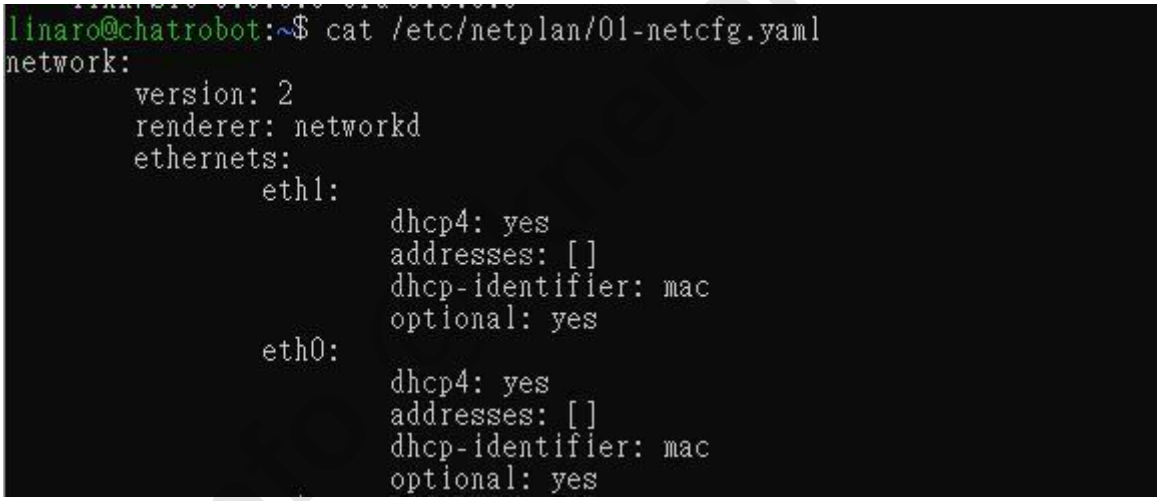

Figure 7, check content of cfg file.

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,

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

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