

# KNEO300 FAQ

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# REVISION HISTORY

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

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# 1. INTRODUCTION

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This document introduces the frequently asked questions and answers.

## 2. FAQs

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

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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.

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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.

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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

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

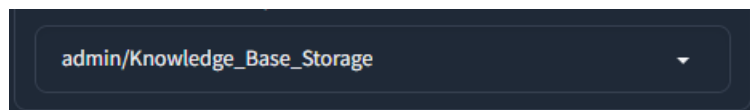


Figure 1 folder structure of admin/knowledge\_Base\_Storage.

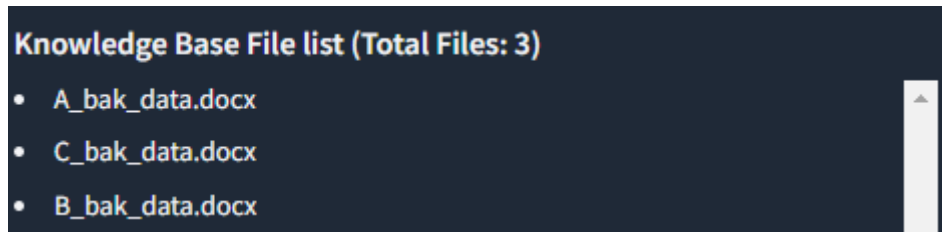


Figure 2, contents of admin/knowledge\_Base\_Storage

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

```

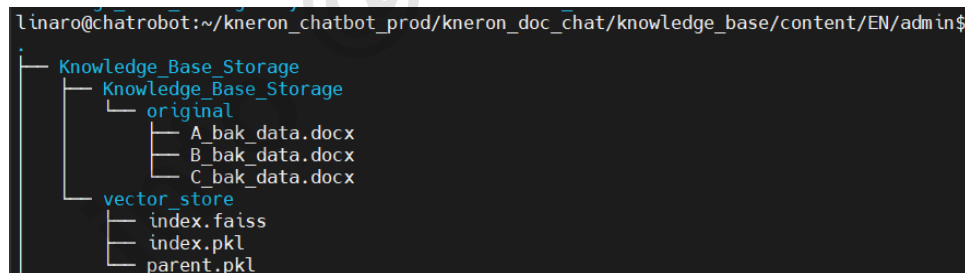
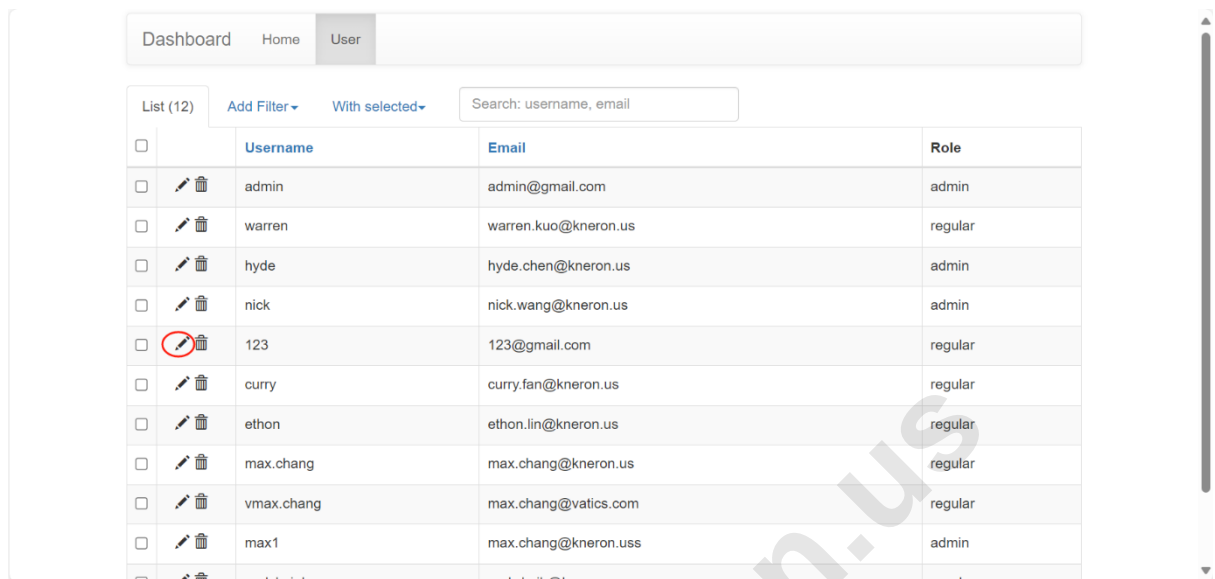


Figure 3, Tree diagram of the database

(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](mailto:admin@gmail.com), password:admin123.

























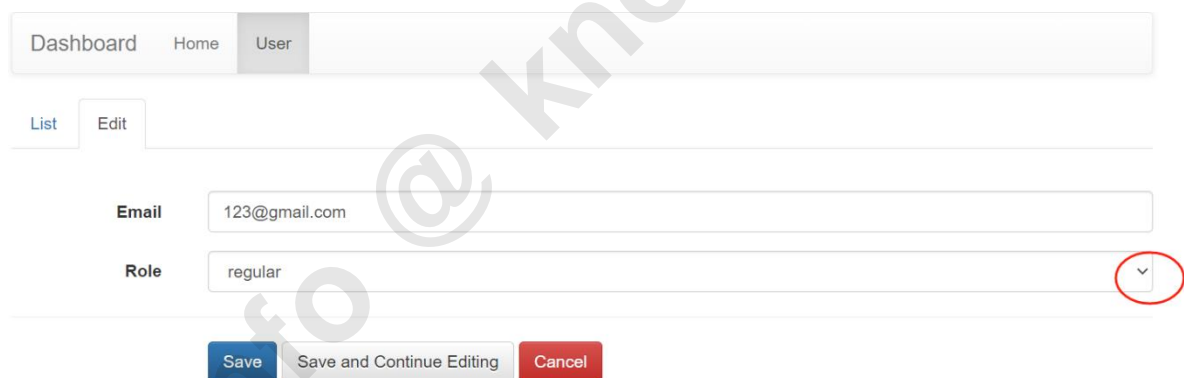
		Username	Email	Role
<input type="checkbox"/>	 	admin	admin@gmail.com	admin
<input type="checkbox"/>	 	warren	warren.kuo@kneron.us	regular
<input type="checkbox"/>	 	hyde	hyde.chen@kneron.us	admin
<input type="checkbox"/>	 	nick	nick.wang@kneron.us	admin
<input type="checkbox"/>	 	123	123@gmail.com	regular
<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.kih@kneron.us	eddy.kih@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.

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