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I lost my license code -- How do I get it back?

To retrieve lost license codes you need to go to two spots and fill out forms (It's two spots because there are two different ways to get licenses that have different retrieval methods -- Just do both and you should be good to go

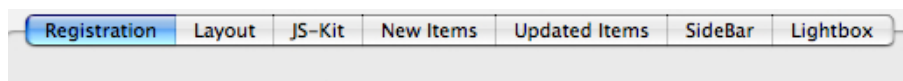
<http://store.esellerate.net/support>
https://store.loghound.com/store/lost_license

You will need the email you used to register the program -- All of your esellerate and loghound purchase serial numbers will be resent to you.

General Questions

How do I register FaqMaker

From the Setup Menu select "Registration" and enter it. Once you are registered the registration field will be replaced with text thanking you for buying it.



What are FAQs?

a FAQ is an abbreviation for Frequently Asksed Questions

See Also: [Wikipedia entry](#)

What is FaqMaker?

FaqMaker is a plugin that allows you to easily create [FAQ's](#)

What are Long & Short Questions?

FaqMaker has the concept of 'short' and 'long' questions. The "Short" question always appears at the top while the "Long" question appears near the answer. If you don't specify a "Long" question FaqMaker will assume the "Short" Question.

What are the limitations of the "Free" version

The free version only let's you save 4 FAQ entries. Otherwise it's identical to a registered version.

I changed my page type to PHP and now preview is funny

FaqMaker works fine with a PHP file extension with one exception. During preview if you put answers on subpages and then click on the questions you will see HTML raw code. This is due to how RapidWeaver renders handles preview. If you actually go and publish the faq to your website you'll see that it works fine.

Themes

What are Themes?

Themes are simply CSS files that determine how the FAQ looks.

How do I include graphics or images with my theme?

If you want to include a graphic or image (say as a background or bullet) simply put the file in the same folder as the theme (~Library/Application Support/RapidWeaver/FaqMaker) and in the theme file reference it with the special syntax.

file:

Usually you want to put this in a comment so an example might be:

```
/*  
file: mybackground.png  
*/
```

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```
body {  
background: url(mybackground.png);  
}
```

FaqMaker will find the file and include it in as a file to uplaod

Can I add my own themes?

Sure! Themes are simply CSS files so you can use any tool you like to edit them (a text editor or a dedicated CSS editor like Coda or CSS Edit). To add you own themes simply create a file with a "_fm.css" at the end (such as mytheme_fm.css) the "_fm.css" tells FaqMaker that this is a theme file.

Put the files into the ~Library/Application Support/RapidWeaver/FaqMaker directory. restart RapidWeaver and you should see your theme in the list!

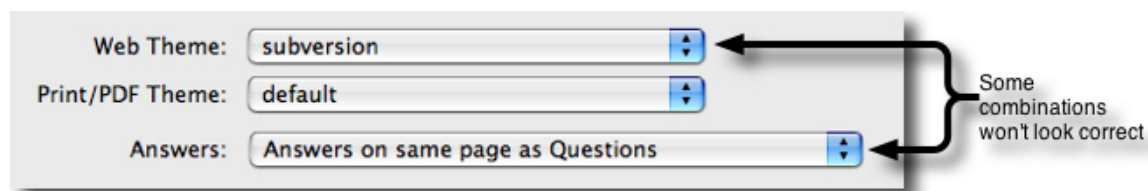
What is the difference between the 'Web' theme and 'Print/PDF' theme

The 'Layout' theme is how it looks on a web browser. The 'Print/PDF' theme is how it looks in the PDF or printed.

Hey the theme is broken!

It's certainly possible that a theme is broken but another possibility is the theme doesn't place nice with "Answers" selection.

Take for instance the "Queen" theme -- This one hides the questions on top and only shows the 'body' of the faq (e.g. the questions followed by answers). If you use "Answers on Same Page as Questions" then it looks great. If, however, you use "Answers on their Own Page" nothing will show up! This is because the Queen theme only shows the answers but they are on their own page!



In the event that you do find a theme that you think is broken in all settings of 'Answer' please email support with a link to the the URL

that shows the problem along with a brief description.

I'd like to have the answers in alternating colors, how do I do this?

You can easily have the answers in alternating colors by applying some simple CSS. For instance

```
.faq-item .even {  
background-color: #CCCCCC;  
}  
.faq-item .odd {  
background-color: #FFFFFF;  
}
```

You probably want to adjust the colors to taste but this gives you an idea what is possible.

How do I change the font-size?

To change the sizes of fonts you add custom CSS to the page using the page inspector. Below are some snippets to get you started (of course you can change more than font size using this method. You should review the custom CSS [information here](#) for more details on how to specify various elements in a faqmaker document.

Changing the 'Short question':

```
#faq-header .faq-question {  
font-size:120%;  
}
```

Changing the "Long question":

```
#faq-body .faq-question {  
font-size:120%;  
}
```

Changing the "Answer":

```
#faq-body .faq-answer {  
font-size:120%;
```

FAQ

}

General Formatting Hints & Tips

Is it possible to have questions in two columns?

Using some custom CSS it's possible to create 'two columns' of questions -- There are probably lots of ways to accomplish them but one simple example that should be a good starting point is the following custom CSS

```
div#faq-header ul li.faq-odd {
  min-width: 140px;
  text-align: left;
  max-width: 140px;
  float: right;
}

div#faq-header ul li.faq-even {
  min-width: 140px;
  text-align: left;
  max-width: 140px;
  float: left;
}

div#faq-body {
  clear: both;
}
```

You'll want to customize this for your own theme but it should provide a reasonable starting point.

Back To Top

What is "Back to Top"

Back to Top is text that appears near the answers that lets the user navigate easily back to the top level FAQ

How do I put it on its own line?

Insert the HTML directly. For Instance.

 back to top

JS Kit

What is JS-Kit

JS Kit is a free service that provides ratings and comments. FaqMaker has built in integration with JS Kit that allows you to easily add ratings or comments to your faq items.

Note: JS Kit is not associated with Loghound in any way. Loghound software cannot guarantee the availability or pricing of JS Kit.

How do I manage the JS-Kit to deal with comment spam?

Go to the js-kit settings page to [control settings](#)

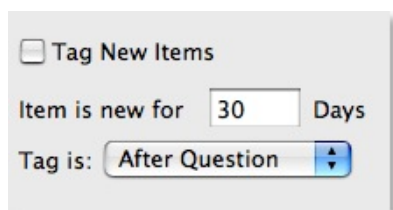
How come the ratings & comments don't show up in preview?

JS-kit requires that the page be published before it will work.

New & Updated items

What do 'New & Updated' items mean?

FaqMaker can automatically 'tag' your faq entires with either text or graphical elements. You can choose to add the element either before or after the question and you can determine how long it should stay.



What is the difference between "Text" and "Graphic" Tags

Text Tags are just that, you can add styled (For instance red) text. Graphic Tags are graphical elements that are converted to either PNG, GIF or JPG and uploaded.

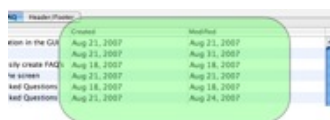
FaqMaker includes a number of choices for Output Format including JPG, GIF & PNG. Which one should I pick?

FAQ

The choice of format in most cases is arbitrary. PNG is overall the best choice but some browsers (cough cough IE cough) don't support it well. GIF is well supported in all browsers but has limited colors and may look a little funny. JPG doesn't have the color artifacts but does have compression elements.

I want to force an tag to (appear or not)

The tags appear or not depending on the created & modified dates compared with 'today'. If you would like to force a particular entry to have or not have a tag you can manually adjust the dates in the tableview



	Created	Modified
Item in the Git	Aug 21, 2007	Aug 21, 2007
	Aug 21, 2007	Aug 21, 2007
My create FAQ	Aug 18, 2007	Aug 18, 2007
No answer	Aug 21, 2007	Aug 21, 2007
Need Questions	Aug 18, 2007	Aug 18, 2007
Need Questions	Aug 21, 2007	Aug 24, 2007

The graphical elements are positioned funny!

Adjust the graphics "Height" & "Offset" to get it to look correct

Tool Tips

How do I change the size of my tool tips?

The tool tips have a class name of 'tool-text' -- You can alter the look & feel, size, etc. with the following css code (this example makes the text larger but you can add whatever CSS you would like)

```
div.tool-text {  
font-size: 150%;  
}
```

RSS Feeds

What is RSS

RSS Stands for Really Simple Syndication. It's a XML file that many programs (including Safari) can read. Many folks use RSS feeds to organize multiple web sites they want to monitor.

What is the difference between 'by added' and 'By modified'

There are two differnt feeds available in FaqMaker.

The 'by added' feeds always puts the most recently added entries at the top.

The 'by modified' feed always puts the most recently modified feed.

It's really your choice if you wish to enable either one or both on your site. If your customers just want to see what's new then the 'by added' is probably most appropriate. If, however, you want to make sure you customers are aware of any changes the 'by modified' may work better.

What version of RSS does FaqMaker include?

FaqMaker uses the 'Atom' protocol. Almost all clients understand it but occasionally a very old tool will not.

I'd like to have the RSS feeds go through FeedBurner to track them more carefully, how do I do it?

FaqMaker always stores the feeds. The option in the GUI just controls if it's displayed or not. To use FeedBurner you will need to give FeedBurner the URL to the feed and then create your own sidebar that points to the feedburner version

PDF Generation

What is PDF?

PDF Stands for [Portable Document Format](#). it was designed by Adobe as a standard way to share documents and preserve the formatting in a platform and operating system indepent manner. PDF Documents look the same on Mac, Windows, Linux, iPhone, etc.

Why should I include a PDF version?

A PDF version provides a nice way for your customer to keep an offline copy or print a copy for later use. For Windows and Linux users they usually can't easily generate PDF files so it's convenient to provide it on the web site.

The PDF doesn't look correct

FAQ

The PDF will be styled depending on your setting of 'Print/PDF Theme'. You can create a custom theme to give it any look you want.

Why are the graphics in the PDF so fuzzy?

The Graphics are the same resolution as the screen version. When printed on a printer they will appear fuzzy.

The pictures in the PDF look fuzzy

Any images in the PDF are printed at the same resolution as the they are on the screen. They will often look 'fuzzy' when printed out on paper.

My Background Images aren't showing up in the PDF

Background Images do not appear in the PDF.

Lightbox

What is "Lightbox"

"Lightbox" is an effect where (normally) a picture expands to full size on top of the existing content. It's easier to see than explain, the picture below is lightboxed. Click on it to see the lighbox effect.



How does FaqMaker use Lightbox?

FaqMaker uses a version of LightBox called Smoothbox which allows you to load external web page. This lets the 'answers' appear above the questions without forcing the viewer to break focus.

What is the 'Lightbox style'

FAQ

There are three ways to have the answer appear in the lightbox.

- Use Page Style: This makes the answer appear in a normal RW page style including menus, etc. The downside of this is that it will contain a lot of unnecessary elements
- Use page Style but Try to Simplify: This is similar to "Use Page Style" above but FaqMaker will try to simplify the layout. It's really theme dependent -- Some themes simplify nicely while others don't.
- "Custom CSS" applies the theme CSS and also allows you to add some additional 'custom' CSS. In general this probably provides the best results.

How do I remove the rounded corners on the 'lightbox'?

The following custom CSS added to your page should remove the rounded corners of the lightbox

```
#TB_window {  
-moz-border-radius: 0px!important;  
-webkit-border-radius: 0px!important;  
}
```