

# **Assist Support Guide**

Aptean Ltd  
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# 1 Assist Support Guide

The intention of this guide is to provide support information, and a general knowledge base and tips for the ongoing maintenance of Assist implementations.

## 1.1 Requirements

MySQL WorkBench

Access to the Assist server.

## 1.2 Hosted Systems

All hosted systems are documented in SharePoint, along with users and passwords.

You must have access to the SharePoint to read this document.

<https://apteanonline.sharepoint.com/teams/CALIDUS-CONNECTIONS/Shared%20Documents/Forms/AllItems.aspx?id=%2Fteams%2FCALIDUS-CONNECTIONS%2FShared%20Documents%2FForms%2FAllItems.aspx>

## 1.3 Updating Data En Mass

By default, MySQL will not allow updating of data without explicit WHERE or LIMIT clauses. To enable this:

- Go to "Edit/Preferences"
- Choose "SQL Editor" Under "Query Results"
- Check "Safe Updates"
- Restart MySQL WorkBench.

**⚠ Warning:** You will then be able to (for example) delete all data inadvertently, so enable this option with care.

## 1.4 Viewing BLOB fields

By default, MySQL WorkBench displays all text fields as "BLOB", which you must then right-click and choose "Open Value in Editor". To enable viewing the text directly in the results, do the following:

- Go to "Edit/Preferences"
- Choose "SQL Editor" Under "Query Results"
- Check "Treat BINARY/VARBINARY as nonbinary character string"
- Restart MySQL WorkBench.

**💡 Note:** Enabling this option comes with a performance hit - some text fields contain the entire page data, so enable this with care.

## 1.5 Recovering passwords from MYSQL Workbench

First go check where your encrypted file is. Usually it is stored at %AppData%\MySQL\Workbench\workbench\_user\_data.dat

If different, amend the commands below.

Use Powershell



```
Add-Type -AssemblyName System.Security
$cipher = Get-Content $env:APPDATA\MySQL\Workbench\workbench_user_data.dat -Encoding Byte -Raw
$scope = [System.Security.Cryptography.DataProtectionScope]::CurrentUser
$mysqlpwd = [System.Security.Cryptography.ProtectedData]::Unprotect( $cipher, $null, $scope )
[System.Text.UTF8Encoding]::UTF8.GetString($mysqlpwd)
```

## 1.6 Common Queries

```
-- Assist SQL aimed at helping with queries

-- Find the page ID
SELECT * FROM obs_assist.obs_page
WHERE PAGE_TITLE LIKE '%SDD_366558%';

-- Find all revisions (to change comments)
SELECT * FROM obs_assist.obs_revision
where rev_page IN
(SELECT page_id FROM obs_assist.obs_page
WHERE PAGE_TITLE LIKE '%SDD_366558%'
);

-- Find unpatrolled pages to set them patrolled
SELECT *
FROM obs_assist.obs_recentchanges
where rc_patrolled = 0;

UPDATE obs_assist.obs_recentchanges
SET rc_patrolled = 1
where rc_user_text = 'StylesC'

-- Check the logs for details of PDF production
SELECT * FROM mts_assist.oh_logging
where log_action = 'PdfBook'
-- order by log_id desc

-- For v1.34 and later, comments have changed:
SELECT log.*, CONVERT(comment.comment_text USING utf8) comment
FROM epod_assist.epodlogging log
left join epod_assist.epodcomment comment
on comment.comment_id = log.log_comment_id
where log_action = 'PdfBook'
--ORDER BY log_id DESC
--LIMIT 20
```

## 1.7 Assist Database Backup

Backup each database separately.

Use MySQL Administrator Data Export option.

Always check boxes as follows:

- Dump Stored Procedures and Functions
- Dump Events
- Dump Triggers
- Export to Self-contained File
  - ◆ Name with the name of the Assist on the start of the dump.
- Include Create Schema

Advanced Options button

- Comments
- Create-options
- quote-names
- lock-tables



- dump-date
- disable-keys
- tz-utc
- add-locks
- extended-insert

Start Export

## 1.8 Assist Database Restore

If required, drop the database from MySQL Administrator:

- On Schema explorer, right click on schema and select Drop Schema.

Use MySQL Administrator Data Import/Restore option.

- Import from self-contained file
- Select the database backup dump
- Click Start Import
- Refresh the schema explorer when done - the database should be present.

Restore database users, passwords and permissions when complete.

Will need to create the assist owner with username and password from LocalSettings.php

- From MySQL Admin Management Explorer
  - Users and Privileges
  - Add Account
    - ◆ Login Name and Password - as per LocalSettings.php
  - Administrative Roles tab - check DBA, which checks everything
  - Schema Privileges - add entry
    - ◆ Selected Schema
    - ◆ Check everything (click Select 'ALL' button)
- Click Apply

Normal Assist users will need to be reset either by the users through 2FA, or through [#Resetting User Passwords](#).

## 1.9 Upgrading a Wiki from 1.16 Upwards

The following is a checklist of actions.

{SYSTEM}

- Extracted - INCOMPLETE
- DB Import - INCOMPLETE
- DB User - INCOMPLETE
  - ◆ {SYSTEM}\_owner/{PASSWORD}
- Version 1.31.6 - INCOMPLETE
  - ◆ Move old extensions to old folder - INCOMPLETE
  - ◆ Recreate LocalSettings.php
  - ◆ Update password sender and emergency contact
- Version 1.34.4 - INCOMPLETE
  - ◆ Leave LocalSettings.php
  - ◆ May need to remove some extensions like numberformat and variables
- Version 1.39.8 - INCOMPLETE
  - ◆ Leave LocalSettings.php
- New Extensions and files - INCOMPLETE
  - ◆ Overwrite MW-add-files - INCOMPLETE
- LocalSettings.php - INCOMPLETE



- ◆ require\_once "\$IP/LocalSettingsAdditional.php";
- Gadgets and MediaWiki css/js hacks - INCOMPLETE
  - ◆ Import MW-hacks.xml file - INCOMPLETE
- Templates - INCOMPLETE
  - ◆ Import MW-Templates.xml - INCOMPLETE
- Additional Files - INCOMPLETE
  - ◆ C:\Users\twalker\OneDrive - Apteon-online\Documents\Work\Assist\OBS Templates Export
    - ◇ Apteon\_Logo.png
    - ◇ Attention\_niels\_epting.png
    - ◇ Bulbgraph.png
    - ◇ Hint.png
- About/General Disclaimer/Privacy Policy - INCOMPLETE
- Users - INCOMPLETE
  - ◆ admin/Liverpool123
  - ◆ anw/Liverpool123
- Problems
  - ◆ NONE

## 1.10 Creating a Brand New Wiki

The following is a checklist of actions.

- Copy version 1.39.8 to a WIKI name - INCOMPLETE
  - ◆ Create LocalSettings.php
  - ◆ xxx\_owner with appropriate password
  - ◆ Note the password!
- New Extensions and files - INCOMPLETE
  - ◆ Overwrite MW-add-files - INCOMPLETE
- LocalSettings.php - INCOMPLETE
  - ◆ require\_once "\$IP/LocalSettingsAdditional.php";
- Gadgets and MediaWiki css/js hacks - INCOMPLETE
  - ◆ Import MW-hacks.xml file - INCOMPLETE
- Templates - INCOMPLETE
  - ◆ Import MW-Templates.xml - INCOMPLETE
- Additional Files - INCOMPLETE
  - ◆ C:\Users\twalker\OneDrive - Apteon-online\Documents\Work\Assist\OBS Templates Export
    - ◇ Apteon\_Logo.png
    - ◇ Attention\_niels\_epting.png
    - ◇ Bulbgraph.png
    - ◇ Hint.png
- About/General Disclaimer/Privacy Policy - INCOMPLETE
- Users - ensure that there is at least an Admin user with full user rights. Note the password:
  - ◆ Log in as administrative user
  - ◆ Special:Create Account
  - ◆ Create admin account - note the password.
  - ◆ Special:User Rights
  - ◆ Check Administrator, Interface Administrator, Bureaucrat and Suppressor
  - ◆ Save user groups

## 1.11 Extracting Hacks

- Extract from MTS Assist
- Special Pages
- Export Pages
- Add the pages specifically below

```
MediaWiki:Common.js
MediaWiki:Group-user.css
MediaWiki:Common.css
MediaWiki:Vector.css
MediaWiki:Timeless.css
```



```
MediaWiki:Gadget-veCenterLoader.js
MediaWiki:Gadget-autonum
MediaWiki:Gadget-autonum.js
MediaWiki:Gadget-autonum.css
MediaWiki:Gadget-veCenterLoader
MediaWiki:Gadget-veCenter.js
MediaWiki:Gadgets-definition
```

- Ensure the following are checked/unchecked:
  - ◆ Include only the current revision, not the full history - CHECKED
  - ◆ Include templates - UNCHECKED
  - ◆ Save as file - CHECKED
- Export to MW-hacks.xml

## 1.12 Extracting Templates

- Extract from MTS Assist
- Special Pages
- Export Pages
- Add the pages specifically below

```
Template:DocLink
Template:Doc_Title
Template:Comment
Template:Incomplete
Template>Note
Template:Hint
Template:Warning
Template:Xref
PageTemplate
DocTemplate
```

- Ensure the following are checked/unchecked:
  - ◆ Include only the current revision, not the full history - CHECKED
  - ◆ Include templates - UNCHECKED
  - ◆ Save as file - CHECKED
- Export to MW-Templates.xml

## 1.13 Extracting Common Additional Files

Take the following from an Assist implementation that has them:

```
Aptean_Logo.png
Attention_niels_epting.png
hint.png
Bulbgraph.png
```

- Special:All Pages
- Enter start of file name in "Display pages starting at:"
- Select File Namespace from drop-down list and then click Go.
- Click on the file until a full-screen version appears.
- Right-click, Save Image As
- Save to your chosen directory.

## 1.14 Extracting Namespace Files

- Extract from an existing Assist
- Special Pages
- Export Pages
- Add the pages specifically below, replacing the namespace with the namespace of the Assist system - in this case this is from CTMS Assist:



```
CTMS:Privacy_policy
CTMS:General_disclaimer
CTMS:Copyrights
CTMS:About
```

- Ensure the following are checked/unchecked:
  - ◆ Include only the current revision, not the full history - CHECKED
  - ◆ Include templates - UNCHECKED
  - ◆ Save as file - CHECKED
- Export to MW-Namespace.xml

 **Note:** You will then need to amend the About page to change the product name and copyright dates.

## 1.15 Importing Additional Files, Templates and Hacks into a Wiki

- Ensure that all additional files from MW-add-files have been added.
- Upload additional files:
  - ◆ Special:Upload Multiple Files
  - ◆ Add a description if you want
  - ◆ Select the following files:

```
Aptean_Logo.png
Attention_niels_epting.png
hint.png
Bulbgraph.png
```

- As soon as you select the files, the files will be uploaded. The page will indicate if there is any error uploading the files (for example if they already exist)
- Upload hacks and templates:
  - ◆ Special Pages
  - ◆ Import Pages
  - ◆ Browse for the file to import, one of (do both)
    - ◇ MW-hacks.xml
    - ◇ MW-Templates.xml
  - ◆ Set InterWiki prefix to the name of the Wiki e.g. MTS, Portal, CTLTMS, etc
  - ◆ Add a comment if you want.
  - ◆ Ensure option "Import to original namespace" is selected
  - ◆ Upload File.

## 1.16 Importing Namespace Files

- Special Pages
- Import Pages
- Browse for the file to import
  - ◆ MW-Namespace.xml
- Set InterWiki prefix to the name of the Wiki e.g. MTS, Portal, CTLTMS, etc
- Add a comment if you want.
- Ensure option "Import to a namespace" is selected
- Select the namespace from the drop-down list that matches the Assist being imported into, for example, MTS for CTMS, EPOD for C-ePOD, etc
- Upload File.

## 1.17 Additional Actions

The following are additional actions that are required on installing a new Assist, with some sample pages.

- MediaWiki:Pagetitle-view-mainpage - change this text to define the title of the wiki e.g. Assist - OBS Hub
- Update the main page - the MTS one is the one with all the best notes in.



- Update the Did You Know page with the common Assist-based help topics - there is an example in this Assist of a Did You Know page which can be copied or exported, imported and then edited.
- "Download as PDF" to "Print as PDF" - e.g. "Print as PDF tab in the tab bar, typically on the top of the screen".

You can use the files on this Assist as templates:

- [OBS>About](#)
- [OBS:General\\_disclaimer](#)
- [OBS:Privacy\\_policy](#)
- [OBS:Copyrights](#)

## 1.18 MediaWiki

You can find the MediaWiki license, contributors, FOSS attributions and components here:

- [Special:Version](#).

## 1.19 Common Maintenance Actions

### 1.19.1 Creating Users/Resetting User Passwords

It is ALWAYS better to create a new user on the Wiki from the Special page "Create Account". In here, you should create the user and enter the email. This will send an email to the user to reset their own password. Details:

- Go to [Special:CreateAccount](#).
- Enter the username
- Click the box to create a temporary password, or enter a password here.
- **Enter the email address.**
- Click **Create Account**.

However, in the event of correcting a problem, this can be done from the command line:

```
{InstallDrive}:\xampp\php\php.exe {InstallDrive}:\xampp\htdocs\calidus-assist\{wikiname}\maintenance\create
```

**⚠ Warning:** You must change to the root of the install drive or this will not work e.g. enter "{InstallDrive}:" at the command prompt BEFORE the previous command.

You can also add some parameters to promote the user with group rights, as follows:

```
--bureaucrat      Add the account to the bureaucrat group
--sysop           Add the account to the sysop group
--interface-admin Add the account to the interface-admin group
--custom-groups  Comma-separated list of groups to add the user to. This allows adding the user to any custom
Since MW 1.27, a user is only added to a custom group, if this group actually exists according to $wgGroupPermissions
--force          If account already exists, just grant it rights or change password. Do not create a new account in
```

In the event of needing to change a password, it is ALWAYS better to get the user to do it themselves - if the email has been set up, they can access the reset from there.

System admins can also force the sending of the reset password link from [Special:ResetPassword](#).

In the event that this is simply correcting a previously set password, you can use the command line:

```
{InstallDrive}:\xampp\php\php.exe {InstallDrive}:\xampp\htdocs\calidus-assist\{wikiname}\maintenance\change
```

**⚠ Warning:** You must change to the root of the install drive or this will not work e.g. enter "{InstallDrive}:" at the command prompt BEFORE the previous command.



## 1.19.2 Managing Revisions

Sometimes, you may want to roll-back edits, or delete or hide revisions to a page, perhaps to remove dangerous content.

This is controlled through user rights and groups - see below for more information on that.

Using the rollback feature (for administrators and users with the "rollback" right)

- Go to the page history, the user contributions page, or a diff page.
- Find the "rollback" link next to the consecutive edits you want to revert. It appears before the "undo" link.
- Click the "rollback" link. The page will automatically revert to the previous version by another user, and a pre-filled edit summary will appear.
- Save the edit. The change is marked as a "minor" edit in the history.
- Important: After using rollback, it's recommended to check the recent revisions to ensure all disruptive edits were reverted and no constructive edits were accidentally removed.

Using the undo feature (for any user)

- Navigate to the page history.
- Find the specific edit you want to undo in the list.
- Click the "undo" link at the end of that edit's line.
- An edit page will load with the changes from that edit removed. Later edits are retained by default.
- You can modify the default edit summary if needed.
- Click "Save page" to revert the single edit.

When to use which method

- Use rollback for reverting a large number of consecutive bad edits, such as vandalism, by the most recent user. It's a one-click process for authorized users.
- Use undo to revert a single edit or to manually edit the page to combine or resolve conflicts with later edits. The undo feature is available to all users.

You can permanently flatter all history in a page using the command line.

- For page histories: Run the script from your MediaWiki installation's directory. You can delete all old revisions by using the flag or by specifying the page ID.
- Example command (once in your wiki's maintenance directory):
  - ◆ `{InstallDrive}\xampp\php\php.exe deleteOldRevisions.php --delete 123`
- (Replace 123 with the page ID gathered from the page information).
- Note that running this script without `--delete` will just list the count of revisions that will be removed.

To delete a specific revision in MediaWiki, use the RevisionDelete feature, which administrators can enable to hide revisions from public view. This feature allows you to hide the content, username, or edit summary of one or more revisions without permanently removing them. First, enable the permission, then go to the page history, select the revisions using the checkboxes, and click "Change visibility of selected revisions" to hide them.

For administrators using RevisionDelete

1. Enable the permission: Ensure your user account has the permission. This may require editing LocalSettings.php.
2. Go to the page history: Navigate to the page and click the "View history" tab.
3. Select revisions: Check the boxes next to the revisions you want to hide.
4. Change visibility: Click the "Change visibility of selected revisions" button.
5. Choose what to hide: Select the options to hide the content, usernames, or summaries.
6. Apply changes: Add a log comment and click the "Apply to selected revisions" button.

## 1.19.3 Managing Interwikis

See here for an explanation of what we use this for: [Interwiki](#).

Each product wiki SHOULD be set up so that interwiki links are configured within the CALIDUS HUB only, and then disseminated to the individual Assists.

This is done in the following way:



in LocalSettingsAdditional.php:

```
$wgSharedDB = 'obs_assist'; # The $wgDBname for the wiki database holding the main interwiki table
$wgSharedPrefix = 'obs_'; # The $wgDBprefix for the database. Defaults to the prefix of the current wiki if
$wgSharedTables = ['interwiki'];
```


If they are not, fix the Assist file above.

Current interwikis:

- epod
- cmcs
- ctms
- obs
- cportal
- cvision
- cwcs
- cwms

To add a new/edit an existing interwiki:

- *Wiki Tools/Special pages*
- *View and Edit InterWiki data*
- **New**
  - ◆ Click *Add an interwiki or language prefix*
  - ◆ Prefix: new unique prefix
  - ◆ Forward - ticked
  - ◆ Transclude - ticked
  - ◆ URL: the assist URL e.g.  
https://calidusassist.adcservices.apteancloud.com/calidus-assist/MTS/Index.php?title=\$1
  - ◆ API: the API URL e.g. https://calidusassist.adcservices.apteancloud.com/calidus-assist/MTS/api.php
  - ◆ Click **Add**. (You may have to enter a reason).
- **Edit**
  - ◆ Click the Edit link against the interwiki and make the changes you need, then click **Edit**. (You may have to enter a reason).

 **Note:** You need to be a sysop (a member of the Administrators group) to edit interwiki links. Currently that is the Admin user. See following section.

## 1.19.4 Maintaining User Rights

You must be an Administrator to do this. Currently that is the Admin user.

Use the *Wiki Tools/Special pages* link.

- User group rights - the rights associated to each group - this is maintained in the LocalSettings\*.php files and will likely not change. Check this for a list of the rights that you want to assign. For example, if
- User list - a list of the users
- User rights - allows you to change the groups associated to each user, and therefore the rights allowed.
  - ◆ Find the user ID and click **Load User Rights**
  - ◆ Tick the boxes that you want them to have the rights to under Groups you can change
    - ◇ autoconfirmed user - has confirmed login through email address.
    - ◇ bot - leave unchecked/unassigned - no bots in this system.
    - ◇ administrator - admin/sysop (superuser) rights, patrol other users' unpatrolled edits. Basically everything
    - ◇ interface administrator - amend site CSS and Javascript i.e. a system maintainer.
    - ◇ bureaucrat - auto-patrolled edits
    - ◇ suppressor - revision maintainer
  - ◆ You can also set the following against certain groups:
    - ◇ Expires: - the expiration date - use below instead if required.
    - ◇ Does not expire - check this instead.



## 1.19.5 Blocking Users

When users leave the organisation, we should block their access for the Assist user. You use Special pages to do this:

- [Special:ListUsers](#) - a list of all users, where you can block a specific user using the link provided. You will be taken to the next page.
- [Special:Block](#) - the mechanism of blocking users. You can get to it from Special pages or from the users list above.

To block users, either:

- Select the Block option against the user in the users list, or go to the block special page directly and enter their username.
- From here, block sitewide, and in block details check all boxes. Then change the expiry to Infinite, and click the button to block the user.

## 1.19.6 Patrolling Edits

Please see separate guide [Assist - Patrolling edits](#) for more details on this.

## 1.20 Support Issues

### 1.20.1 Seeing a Cat in the Background

There is a cat.svg linked from Timeless skin. (</calidus-assist/OBS/skins/Timeless/resources/images/cat.svg>). This is the default.

This is configurable in skin.json in the Timeless directory for your Wiki. i.e. `D:\xampp\htdocs\calidus-assist\OBS\skins\Timeless\skin.json`

Solution: Set this to user-grey.svg instead.

```
"config": {
  "TimelessBackdropImage": {
    "value": "user-grey.svg",
    "description": "Set it as you would $wgLogo to an appropriate background image. Rec"
  },
}
```

With multiple wiki installs, this is onerous. To facilitate changing multiple wiki installs, there is a directory in `D:\Assist Install Files\MW-add-files` called skins.

To apply:

- Copy the directory skins.
- Navigate to your Assist main folder e.g. `D:\xampp\htdocs\calidus-assist\WMS`
- Paste - this will overwrite the config file with the corrected one.

**Warning:** This file is delivered with MediaWiki. A new install will overwrite this file. If you have updated MediaWiki or installed a new version of the Timeless skin, then compare the saved skin.json file with the new one and update with any new/changed attributes.

### 1.20.2 Zero Bytes PDF

Problems typically display as the PDF being downloaded is zero bytes or cannot be opened.

The most common issues are with single page PDFs. The normal solutions are:

- For full documents, ensure that there is a heading 1 element in the file being downloaded.
- If you are transcluding pages into a document, there is typically a limit of around 15 transcluded pages before the document will not produce. Instead, consider grouping the pages into a category and extracting that instead of creating a single document.

Some documents will include a `<div class="noprint">` after the title page and a closing div at the end. This used to be require din older versions of the code, but now causes issues. To fix, remove the div and closing div tags (not the top ones around the vardefines, just the ones after that and at the very end).



### 1.20.3 '?' characters

Occasionally, PDFs will be produced with '?' characters in unusual places. This represents an unprintable character in the PDF. Typically, this is because of smart quotes or hyphen characters, usually because text has been pasted in from a Word document that has "helpfully" automatically changes all hyphens, quotes and single quotes into extended characters. The PDF conversion routine does not support these characters at this time. To solve this, edit the page in question and replace the quotes and hyphens with plain equivalents.

### 1.20.4 Unexpected Pages in PDF Books

When PDF books are created from Categories, sometimes there are pages included that are not expected.

Most of the time this is caused by inheritance of categories. If a page has a category and this is transcluded into another page, the default is that the page transcluding will inherit the categories listed in the transcluded page.

Check the category list of pages in Assist - usually you will see the offending page, and then the categories can be amended to resolve the issue.

Either remove the categories of the page if it is in the wrong category, or ensure that the categories are surrounded by NOINCLUDE tags. You should use the source editor to do this, as the Visual Editor does not handle this kind of meta data very well.

