

# Harvesting emails from knowledge base

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PHPKB Knowledge Base Software provides a module for extracting email addresses from either all sections or selected sections of your knowledge base. Expand "Tools" section in left navigation bar and click on "Email Harvester" to open email harvester page as shown in the figure below:

SECTIONS

Tick the section to harvest its emails.

Check All  Uncheck All

**KB Members**

Member Status

Both

Active

Inactive

**Comments**

Comment Status

Both

Pending

Approved

**KB Members:** You can extract the emails of front end KB members by marking the checkbox available corresponding to KB Members section. When it is marked, it further allows you to filter the members of their status. If **Both** is checked in **Member Status**, email addresses of both active and inactive members will be extracted. If **Active** is checked, email addresses of only active members will be extracted. If **Inactive** is checked, email addresses of only inactive members will be extracted.

**Comments:** You can enable the corresponding box in this section to extract the email addresses of persons who have posted comments on knowledge base articles. When the check box is marked, **Comment Status** filter is displayed which has three choices - Both, Pending and Approved. If **Both** is selected, email addresses of persons whose comments are either in pending or approved status will be extracted. If **Pending** is checked, the system will extract the email addresses of persons whose comments are in pending status. If **Approved** is checked, it will extract the email addresses of persons whose comments have been approved.

**Tickets**

Ticket Status

Both

Open

Close

**KB Subscribers**

Subscriber Status

Both

Active

Inactive

**Ticket:** You can enable this section to extract the email addresses of persons who have submitted the questions in the form of tickets. When you mark this section for extraction, you can further filter the email addresses based on **Ticket Status**. If **Both** is checked, email addresses of persons whose tickets are either in open or closed state will be extracted. If **Open** is checked, it will extract the email addresses of persons whose tickets are in open state. If **Close** is checked, it will extract the email addresses only from closed tickets.

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Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

**KB Subscribers:** You can enable this section to extract the email addresses of persons who are subscribed to the knowledge base. You can further filter the subscribers on the basis of their subscription status. If **Both** is checked in **Subscriber Status**, email addresses of both active and inactive subscribers will be extracted. If **Active** is checked, email addresses of only **Active** subscribers will be extracted. If **Inactive** is checked, email addresses of only inactive subscribers will be extracted.

The screenshot shows a web interface for extracting email addresses. It features two main sections: 'Category Subscribers' and 'Article Subscribers'. Each section has a 'Subscriber Status' filter with three radio button options: 'Both' (selected), 'Active', and 'Inactive'. Below these sections is a 'Filter Duplicates' checkbox, which is also checked. At the bottom, there are two buttons: 'Extract' (in blue) and 'Cancel' (in grey).

**Category Subscribers:** You can check this section to extract the email addresses of persons who are subscribed to knowledge base categories. You can further filter the category subscribers on the basis of their subscription status. If **Both** is checked in **Subscriber Status**, email addresses of both active and inactive category subscribers will be extracted. If **Active** is checked, email addresses of only **Active** category subscribers will be extracted. If **Inactive** is checked, email addresses of only inactive category subscribers will be extracted.

**Article Subscriber:** You can check this section to extract the email addresses of persons who are subscribed to knowledge base articles. You can further filter the article subscribers on the basis of their subscription status. If **Both** is checked in **Subscriber Status**, email addresses of both active and inactive article subscribers will be extracted. If **Active** is checked, email addresses of only **Active** article subscribers will be extracted. If **Inactive** is checked, email addresses of only inactive article subscribers will be extracted.

**Check All** button would allow you to select all the sections in one go and **Uncheck all** button allows you to deselect the selected sections.

**Filter Duplicates:** If the option is selected, it will remove the duplicate email addresses from the extracted list.

Click on **Extract** button to generate the list of email addresses or you can click on **Cancel** button to abandon the process of email harvesting.

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## Results

```
ryan.harter@gmail.com
wichai@hotmail.com
p.singh@knowledgebase-script.com
dcohen33@gmail.com
n.jovanovic@anios.com
cyoungblood@second.org
gnganapathi@gmail.com
frank.lojzer@tango.com.hr
d@loudestnoi.se
palwinder.reen@gmail.com
rlaria@gmail.com
jb.kibs@gmail.com
m-m-alwagdani@hotmail.com
sharonflippin@renfro.com
jory@epictech.ca
Namdieuhp.pro@facebook.com
chris.schneider@unh.edu
lowiejhoncutara@yahoo.com
ian.mortimer@theaccessgroup.com
ccummings@theavcgroup.com
```

Export as CSV

The results of harvesting email address will be displayed on the right side of the page as shown in the figure above. In case you want to export the result as CSV file, click on "**Export as CSV**" button.

### Custom Fields

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.phpkb.com/kb/article/harvesting-emails-from-knowledge-base-136.html>

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