

Have you tried a knowledge search lately?

Based on the feedback from you our customers, we have made some enhancements to the knowledge searches. The enhancements have focused on improving the speed of which the search results are returned and initial reports from our customer base indicate we have significantly improved in this area.

To accomplish this some minor changes have been made in some of the processes. These may have an impact on how you use the tool. Briefly, the changes are as follows:

- The default document type has been changed to Technical Documents.
 - This means the first search is performed on documents that have been created for inclusion into the knowledge base.
 - Other document types such as Manuals, Enhancement Requests, Patches, and so on can be included in additional searches by selecting the respective check boxes.
- Subproducts are not included in the default search. As with document types, the knowledge on these specific subproducts can be accessed by selecting the “*Include related subproducts*” check box. For more information on subproducts, please click the link on the search results page titled “*Learn about subproducts*”