

Getting Started with Intelligent Search

This search technology, Information Center, is designed to answer questions that are worded in plain, conversational English, just as you would ask them to another person.

Here are some tips and guidelines about asking questions and getting answers:

- **Enter complete questions in your own words.**
Example: *Looking for install information for productname*
- **Be as precise in your question as you can.**
Example: *Getting error message yyy from productname when closing the xxx window*
- **Try to make your question simple.**
Simple directed questions work better than complex or multi-part questions.
Examples: *How do I download patches?*
What is the current productname version?
- **Use correct spelling and grammar to get the most accurate answers.**
Correct capitalizations not required, but can sometimes help to locate names and acronyms.
- **Boolean operators are not necessary.**
Many search engines use words and symbols (such as AND, NOT, +, and -) as logical operators to define complex searches. Information Center does not rely on logical operators to construct search queries, but treats these words as ordinary parts of the question.

Using the Filter Search Results

Use the Filter Search Results options to further refine your search. It is the box to the left of your search results.

- More than one filter selection can be used at a time.
- Your search query is applied to your selected filter options.
- To remove a filter select, re-click on the filtered option and the **X** will be removed.

Product and Content Type Filter Example:

A search on "*Productname giving error message xyz*" displays answers below the query box and also populates the filter search results box.

- Filter by clicking *Product* and then *Solutions* filter options.
 - This displays all search results pertaining to both the *Product* and the *Solutions Content Type* filters.

Product

Use this option to select a product domain or a specific software application.

- Select a product domain option to return documents relevant to the domain.
- Select the Product name to return documents only relevant to a specific software application.
 - Use the "More" link to see all available Product names for larger lists.

Product Version

Use this option to filter documents on software version.

R5000 – Product versions relating to R5000 releases

R2003 – All other product versions that are not R5000 releases.

Example:

Field Plan 7.x Geoprobe 3.3.x
GeoGraphix 10.x releases R2003 synchronous release program

Content Type

Use this option to filter by multiple knowledge repositories.

Solutions and FAQ's – Documents containing FAQ's, solutions with workarounds, tips, etc.

Defects – Key software application defects that have been reported on released applications and versions.

Product Documentation – Information about software releases, such as releases notes, patches, user guides, installation guides.

Additional Information – Marketing information about Landmark Software, such as product bulletins.

Documentation Type

Use this option to filter by software applications documentation, such as those provided for software installation, patches, and Marketing materials.

Release Notes – Software application documentation provided with a software release or update, such as release notes, installation guides, and user guides.

Patches – ReadMe files and Release Notes for software application patches or hot-fixes.

Other Documentation – All other Solution Content information.