

Article Outline	Advanced Search feature on the Online Knowledgebase	
Article Date	2019/08/14	
Knowledge Type	Enquiry: General How to	
Knowledge Activity	Overview	
Application Version	V9.20	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	All/Multiple Modules/Not Relevant	
Secondary Module	All/Multiple Modules/Not Relevant	
Knowledge Source	Incoming Customer Query	

**Description of Enquiry**

This article explains how to perform an **Advanced Search** on the Online Knowledgebase to search and find relevant knowledgebase articles (KBA's) to solve your query.

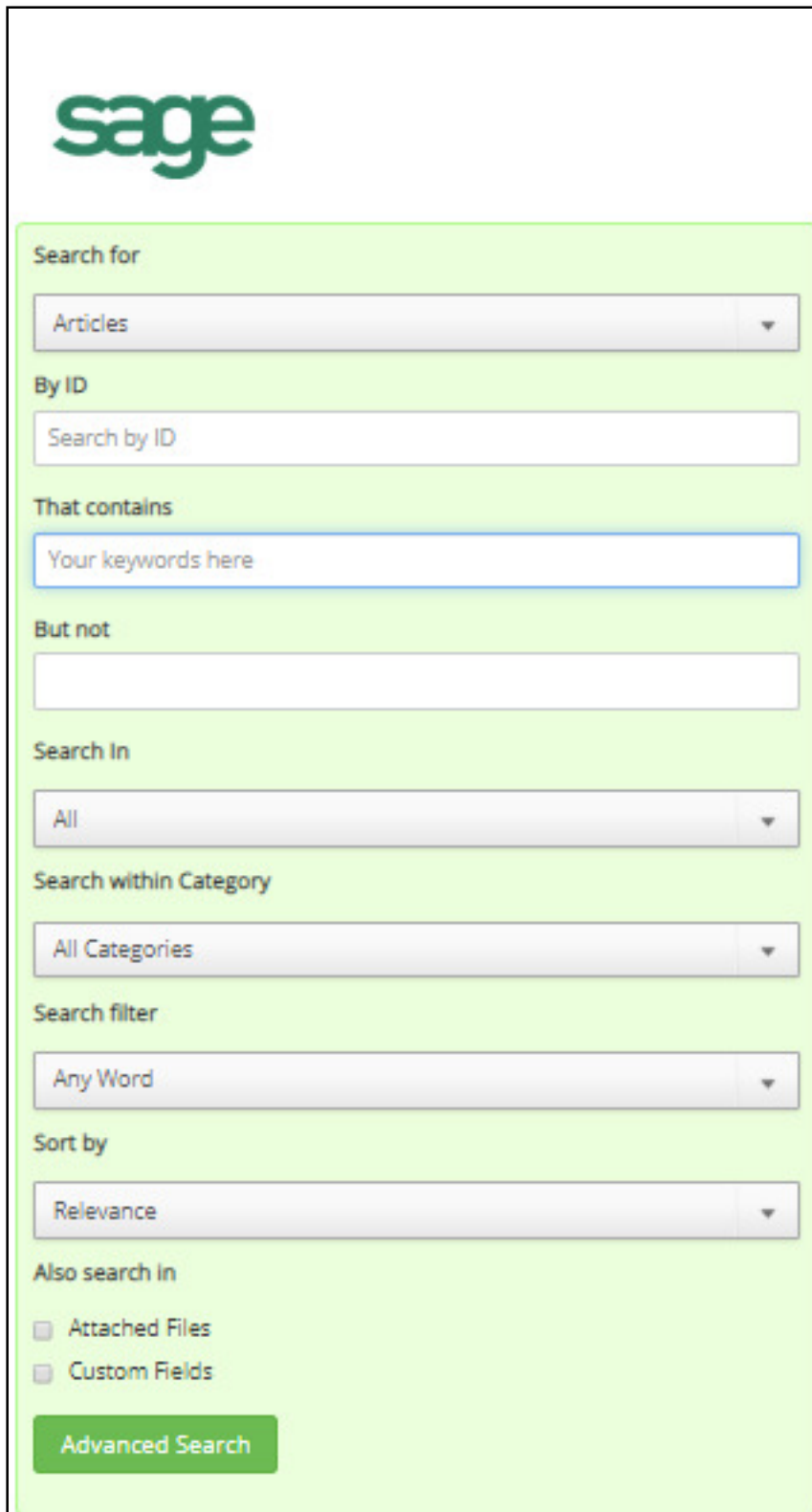
**Solution / Details**

Apply the following steps to achieve the above:

1. Log on to the Online Knowledgebase in the usual way using your Serial- and Customer Number.
2. On the top left of the screen, click the **Advanced Search** button.



3. Note the various search criteria fields below of which each can be used to narrow down your search results.



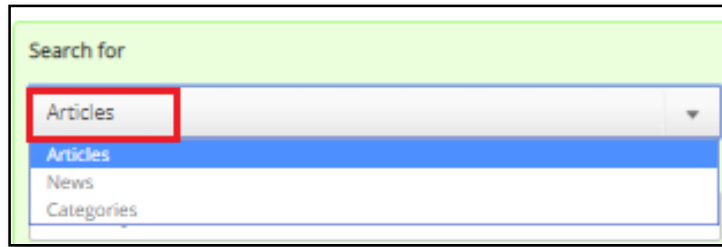
The image shows the Sage search interface with the following fields and options:

- Search for:** A dropdown menu with "Articles" selected.
- By ID:** A text input field with the placeholder "Search by ID".
- That contains:** A text input field with the placeholder "Your keywords here".
- But not:** An empty text input field.
- Search In:** A dropdown menu with "All" selected.
- Search within Category:** A dropdown menu with "All Categories" selected.
- Search filter:** A dropdown menu with "Any Word" selected.
- Sort by:** A dropdown menu with "Relevance" selected.
- Also search in:** Two checkboxes, "Attached Files" and "Custom Fields", both of which are unchecked.
- Advanced Search:** A green button with white text.

4. Consider the following major search criteria fields that helps you to define your search.

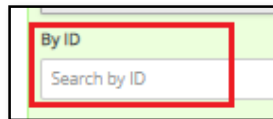
- **Search For**

Select the **Articles** option as that is the type used for all KB articles and other related content.



- **By ID**

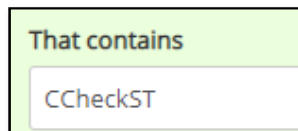
If you know the specific article ID, enter the number here and keep all other search criteria fields blank/empty.



- **That Contains**

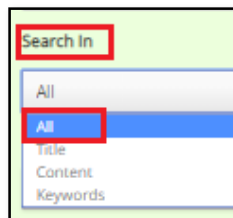
In this field enter one or more keywords that is part of the e.g. error message, issue you're observing, or general query.

For example, one specific keyword in the complete error message phrase you observed, is the word **CCheckST**. Therefore enter this word in the field below.



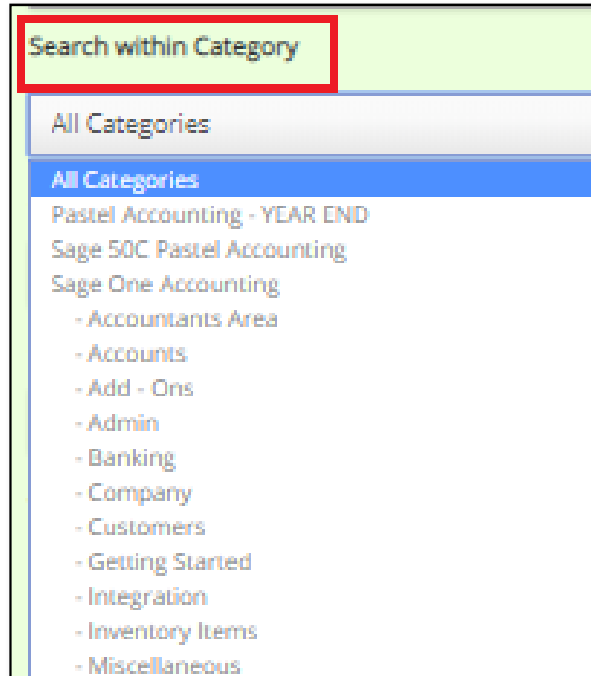
- **Search in**

We recommend selecting the **All** option below to ensure you're not missing any potential search results otherwise.



- **Search within Category**

This is one of the most important search criteria fields to be considered



Using this search criteria field, you can either:

- broaden the search results if you're not entirely sure in which sub-category a specific article/s are located, or
- narrow the search results if you're confident more or less where a specific article/s are located.

**To explain further, let's make use of the following case study:**

**1. The specific query for which a solution needs to be find:**

*General Ledger Accounts missing when processing Advanced Procurement Requisitions*

From the above query we can deduct the relevant KBA's we're looking for, should be:

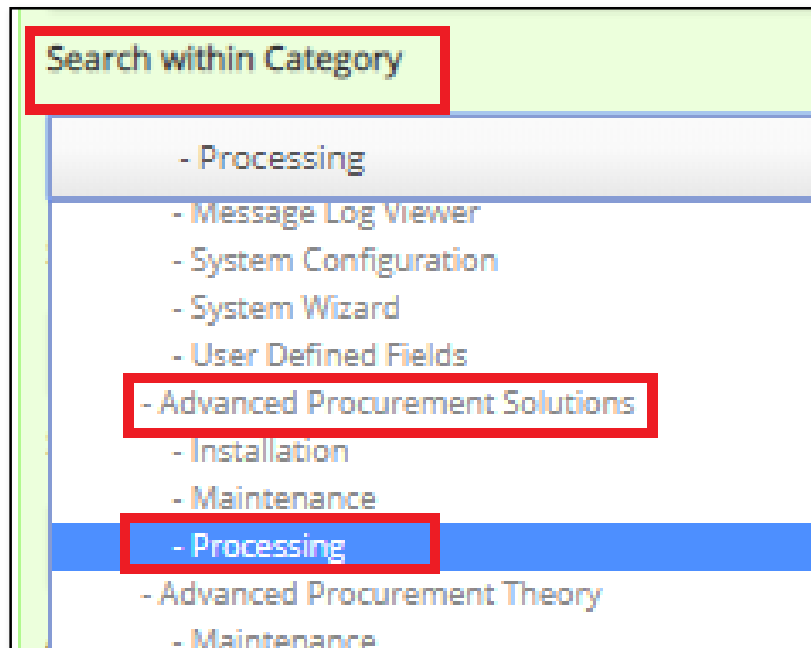
- Relating to some kind of **issue** or **error**.

That means we need to select the relevant module's **SOLUTIONS** sub-category, as opposed to the **THEORY** sub-category in this case (which refers to how- to, as-per-design, etc. explanation type of articles)

- Relating to the **Advanced Procurement** module

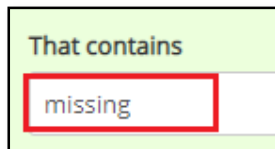
**2. Search within Category:**

In this case it makes therefore sense to select the value below



### 3. That contains

In this case it makes sense to enter the word **missing** below. Any kind of article that deals with any kind of missing nodes, fields, records, dependencies etc., should always have the word missing somewhere in its title.



### 4. Also Search in

To ensure maximum search efficiency, select these options.



5. When done, click the **Advanced Search** button to start the search.



6. Analysing the search results and finding the required KBA.

In this case the marked KBA below seems to be the exact KBA the user may be looking for. Simply double click to open and study its contents.

The screenshot shows the Sage Knowledge Base search interface. On the left, the search criteria are: 'Articles', 'By ID', 'That contains: missing general ledger accounts', 'Search In: All', 'Search within Category: - Advanced Procurement Solutions', 'Search filter: Any Word', and 'Sort by: Relevance'. On the right, the search results are listed, with the first result highlighted in a red box: '1. GL ACCOUNTS MISSING PROCESSING ADVANCED PROCUREMENT REQUISITION ... Read More'. Other results include 'MISSING NODES IN EVOLUTION COMPANY NEW', 'MISSING REQUISITIONS ON ADVANCED PROCUREMENT REPORT REQ NUMBER DROP DOWN', and 'Quote criteria is missing when creating a RFQ for a Supplier'.

7. Finally, please also note:

If at first, you're unable to find the KBA you were looking for, then broaden the search results by selecting a higher-level **Search in Category** field value.

For example: Instead of selecting the **Processing** sub-category, select the higher-level **Advanced Procurement Solutions** sub-category in this case.

The screenshot shows the 'Search within Category' dropdown menu. The categories listed are: '- Processing', '- Message Log Viewer', '- System Configuration', '- System Wizard', '- User Defined Fields', '- Advanced Procurement Solutions', '- Installation', '- Maintenance', '- Processing', '- Advanced Procurement Theory', '- Maintenance', '- Processing', and '- Advanced Procurement Web Solutions'. The '- Advanced Procurement Solutions' category is highlighted in blue and has a red box around it. The '- Processing' category at the bottom is highlighted in green and has a green box around it.

**Disclaimer:** These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +86 (0) 112 6837.