Sage Evolution
Knowledgebase Article

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	☒ Evolution Standard / Sage 100 Evolution ☒ 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.
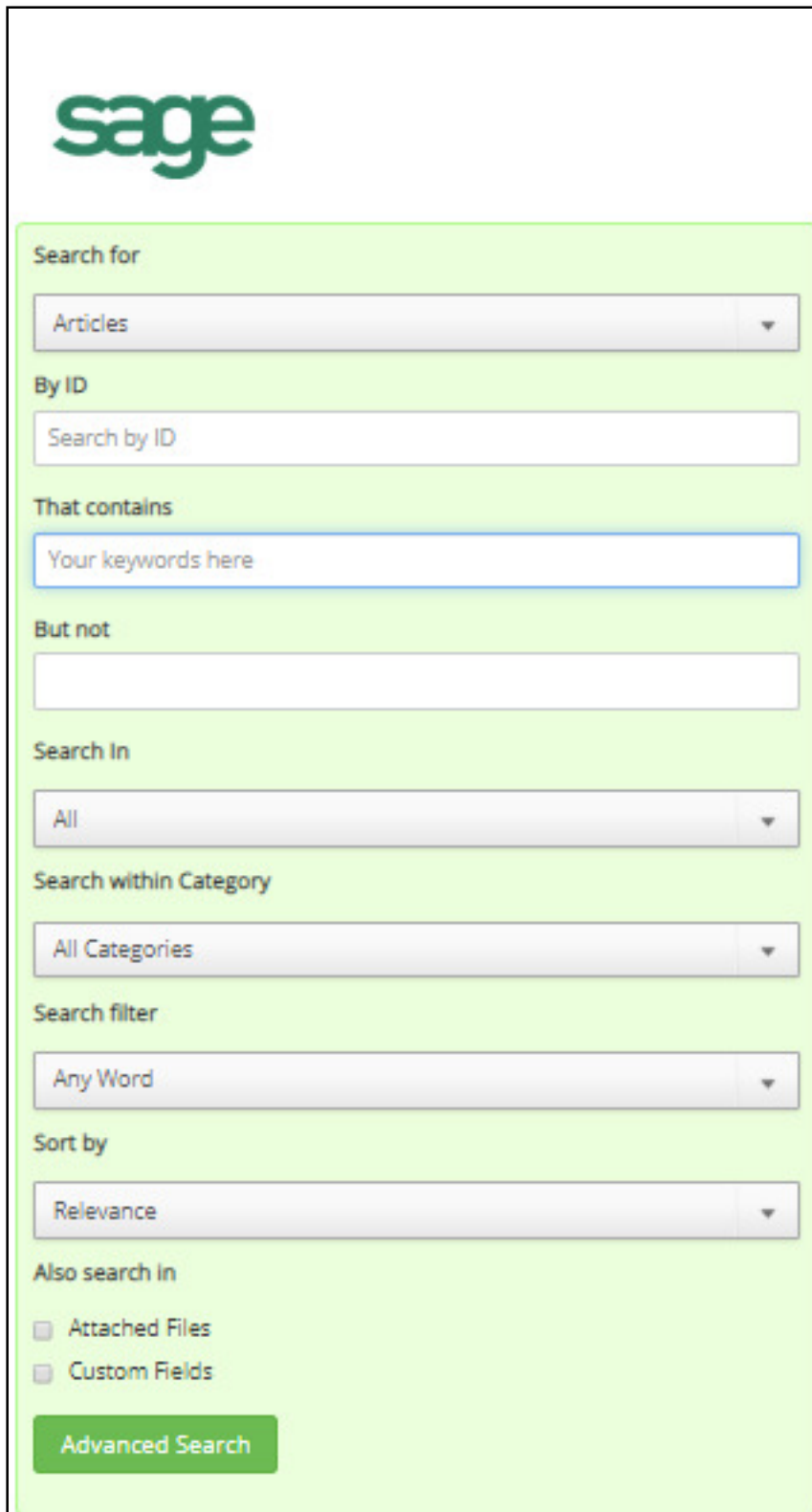
Solution / Details
Apply the following steps to achieve the above:

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.
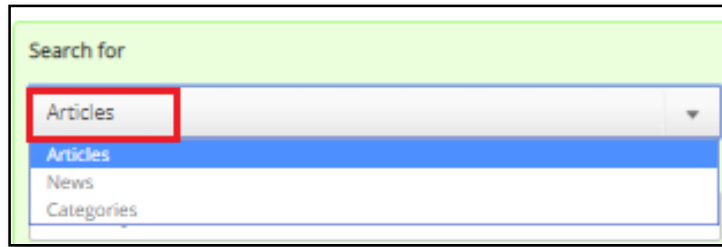
4. Consider the following major search criteria fields that helps you to define your search.
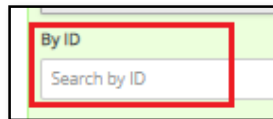
- **Search For**

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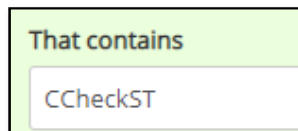

- **By ID**

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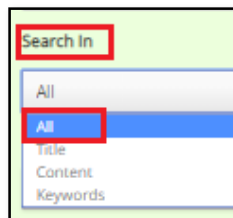

- **That Contains**

  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.
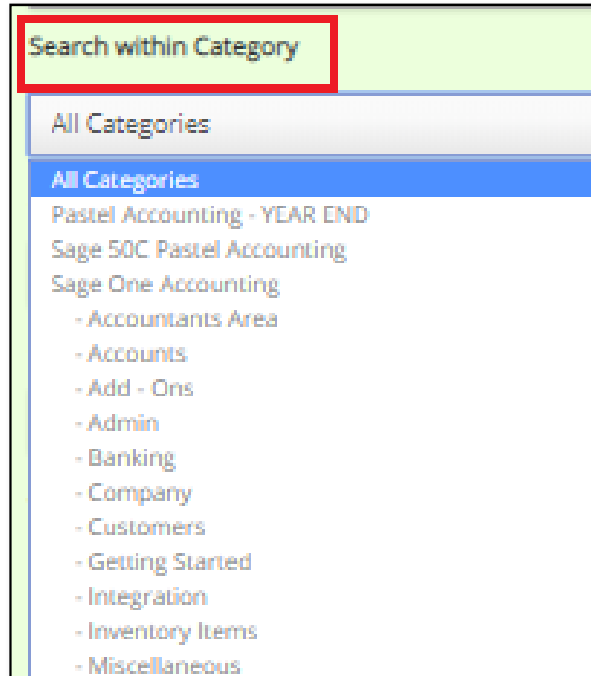

- **Search in**

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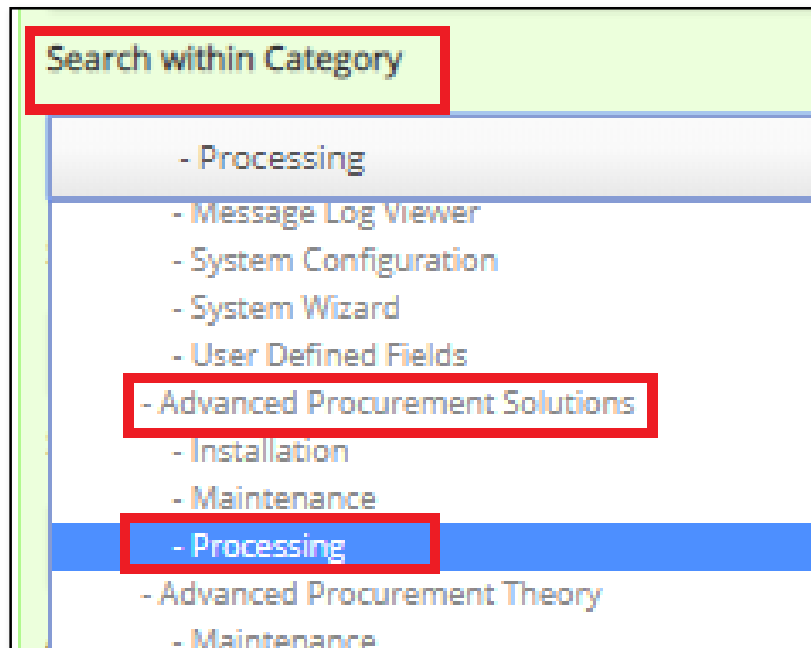
- Relating to some kind of **issue** or **error.**

  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)

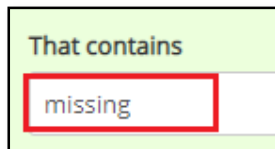- Relating to the **Advanced Procurement** module

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.

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.