

Progress Knowledge Center Best Practices for Using Our Self Help Site

SEARCH TIPS

I only use the first search field, what is so great about the other search fields? NEW!

Fields 'with all of the words', 'with at least one of the words', and 'without the words' allow you refine your search by including and/or excluding particular phrases within the result list.

The screenshot shows a search interface with the following elements:

- Navigation tabs: Find Answers, Open a Support Case, Open by Solution ID, Search by Error #, Options, Search Tips.
- Search box: "Search: Find Answers... to your problem: how to perform a database backup" with a "New Search" button.
- Example text: "Example: How to troubleshoot 'Snap-in Creation Failed' errors".
- Search filters:
 - with all of the words: (Note: These fields support wildcards and exact phrases: Use * for wildcards (*jet - Ends in jet), Use "" for exact phrase (words must appear together), Example: download 'jet "printer driver"')
 - with at least one of the words:
 - without the words:

When using these fields, the Knowledge Center will not only perform a natural language search and associate similar terms, but also attempt to "stem" the word(s) used within the fields.

If you enter the word "benchmark", the engine will include/exclude words that are synonymous to benchmark and stem the term to include words containing "benchmarked", "benchmarking", "benchmarks".

How can I find the best answers to my question?

Always Form a Complete Sentence !!!

This is the best way to find results that match the meaning and intent of your question. The Knowledge Center is not a keyword search ala Google, it is a natural language search.

Asking complete sentences such as;

**"How can I install Progress on Linux?"
or
"How can I calculate the maximum storage area size?"**

is much more effective than simply saying "Progress Install Linux" or "storage areas".

What is the best way to find solutions that involve an error message you are seeing? NEW!

Use the "Search by Error #" tab.

The screenshot shows the "Search by Error #" search interface with a text input field labeled "Enter the error number you wish to view:" and a "Find" button.

Finding solutions is a two-step process. Selecting "FIND", first displays the error description along with the "find solutions" button. You can then search for solutions that pertain to your error by selecting the "find solutions" button shown below:

[find solutions](#)

Solutions pertaining to your error will be returned in the result list.

When I contact support, I don't like receiving the same solutions I just reviewed on your site, how can I prevent this?

Log your issue through the Knowledge Center via the "Open a Support Case" tab.

As you search the Knowledge Center, we retain your search history and the solutions you reviewed. If you use the "Open a Support Case" tab then we attach this information to your case, thus allowing Support staff to know what you have already seen. This way we know the solutions you reviewed and will not waste your time sending the same information.

SOLUTION CONTENT & FEEDBACK INFORMATION

What type of Solutions are available on the Knowledge Center?

Currently, we have over 30,000 solutions offered by Technical Support within the database. In addition to the solutions, there are thousands of other documents available from our documentation group (doc sets), development group (PSDN) and the Progress website.

Progress offers Solutions with the status of Verified or Unverified. This indicates its position in the life cycle and gives an indication of the level of QA that has been performed. For more information on each status, refer to our Search Tips on the Knowledge Center.

Do you look at the feedback that is provided on your Solutions? NEW!

YES, absolutely we do! We receive a lot of feedback on our Solutions. Feedback is reviewed daily and we will always contact you if you have left us a comment or provided negative feedback on a solution(s).

This is why we ask that you provide your e-mail address when providing Solution Feedback.

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SOLUTION RESULT TIPS

It looks like you group answers together on the result list, how is the grouping done? NEW!

By default, the search results are grouped by document source. That is there can be multiple answers found within a single document source.

Show Answers: Individually Grouped by document

The search engine will only list up to three answers per document source.

OpenEdge Getting Started: Installation and Configuration for Windows : Starting and Running OpenEdge

Result: While the - Mpb sets the number of servers a broker can start, the - m3 parameter actually starts the secondary broker.

[Preview](#) | 53.5

Result: Starts the secondary login broker. For example, you would use the following commands to start two brokers that use TCP and start four servers each:

[Preview](#) | 53.5

Result: Secondary login broker.

[Preview](#) | 53.5

HTML (74K) - Oct 10, 2005

Can I preview answers? NEW!

All users have the option to preview the answer on the result list page without having to go into the Solution. By selecting the Preview link, a smaller window opens up to view the entire answer.

Release 10.1A: OpenEdge Getting Started: your OpenEdge 10 product includes

Result: OpenEdge Architect OpenEdge Architec

[Preview](#) | 91.9

Result: OpenEdge Architect OpenEdge Architec development environment for building applicati approach that recognizes the importance of w

[Preview](#) | 91.9

Result: OpenEdge architect includes:

[Preview](#) | 91.9

HTML (98K) - Jan 10, 2006

What does the "Change group" allow me to do. NEW!



This links allows you to easily go between the Progress OED and Real Time Knowledge Centers.

How many results are listed on the result list? NEW!

The search engine will return at most 50 answers in a result set. This is true whether the result set displays the answer individually or if the answers are "grouped by document". Note that 50 is the limit on the total number of answers.

BROWSE SOLUTIONS BY TOPIC AND SOURCES

What are these topics listed on the left of the result list and how do I use them? NEW!

Browse Solutions by Topic

- Performance Issues
- New Technology
- Migrations

ALERT: Important Information to all customers rur OpenEdge 10.0B04!

Questions Others are Asking

- 1 'Best Practices' For Managing Records-Per-Blo
- 2 How to apply Progress SQL-92 database perm
- 3 How to configure a secondary SQL-92 Broker?
- 4 What flavors of Linux are supported by Progre
- 5 How to turn on 4GL tracing within WebSpeed, Client?
- 6 How to repair a corrupted database?
- 7 What are the top 10 performance tuning tips
- 8 How to access the Progress FTP site?
- 9 What is the Proinventory Tool?
- 10 How to uninstall Progress manually?

In addition to performing a search, you have the ability to browse for solutions within a specific topic (i.e., performance issues). If you know that you are looking for an answer within a specific topic, click on that topic to limit the scope of the search. By doing this, the search engine will only display the most relevant answers based on the topic selected.

You can also couple the search with the browse by selecting the topic first and then searching against that topic.

Is it important for me to select a "source" before doing a search? NEW!

By default, the Knowledge Center will search against solutions created by Technical Support and the latest version of our documentation set. However, there may be times when your answer may not reside within these two sources. If this occurs, we recommend that you enable all sources before starting your search so that the search engine can go through all of our documents to retrieve the best possible answer.

