

## Kofax Knowledgebase Search Tips

*Support Utility Note*

<b>Date</b>	March 20, 2008
<b>Applies To</b>	The Kofax Knowledgebase located at <a href="http://knowledgebase.kofax.com/faqsearch/search.aspx">http://knowledgebase.kofax.com/faqsearch/search.aspx</a>
<b>Summary</b>	This Support Utility provides a breakdown of the Kofax Knowledgebase search options along with a description of what the Knowledgebase does when each option or set of options is selected.
<b>Revision</b>	1.1

### Kofax Knowledgebase Overview

The Kofax Knowledgebase is a repository for Kofax product related information. The Knowledgebase articles contain information generated by Kofax Technical Services based upon their knowledge and experience with our products. The Knowledgebase can be accessed from a link on the Kofax.com/support Web site.

The Knowledgebase enables customers to locate answers to their own questions or solutions to their own problems, without having to contact Technical Services, by searching the database. The Knowledgebase uses a variety of search parameters, which are discussed below, to locate related articles.

### Kofax Knowledgebase Search Options

The Kofax Knowledgebase can be searched using the options listed in the “Search Option” column below. The Knowledgebase Action” column describes the filters that the Knowledgebase uses and the final articles returned.

<b>Selected Search Option</b>	<b>Knowledgebase Action</b>
Product only	Return every article related to the chosen product.
Product and Version	First perform a search on the chosen product, then search the product results for the selected version and return all resulting articles.
Product, Version and Scanner Make	First perform a search on the chosen product, perform a second search on the product results for the selected version, then search the product/version results for the selected scanner make and return all resulting articles.
Product, Version, Scanner Make and Scanner Model	First perform a search on the chosen product, perform a second search on the product results for the selected version, a third search on the product/version results for the selected scanner make, a final search on the product/version/scanner make results for the scanner model and return all resulting articles.

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Selected Search Option	Knowledgebase Action		
Product, Version and Category	First perform a search on the chosen product, perform a second search on the product results for the selected version, then search the product/version results for the selected category and return all resulting articles.		
Product, Version, Category and Scanner Make	First perform a search on the chosen product, perform a second search on the product results for the selected version, a third search on the product/version results for the selected category, a final search on the product/version/category for the selected scanner make and return all resulting articles.		
Product, Version, Category, Scanner Make and Scanner Model	First perform a search on the chosen product, perform a second search on the product results for the selected version, a third search on the product/version results for the selected category, a fourth search on the product/version/category results for the scanner make, a final search of the product/version/category/scanner make results for the scanner model and return all resulting articles.		
Product and Category	First perform a search on the chosen product, then search the product results for the selected category and return all resulting articles.		
Product, Category and Scanner Make	First perform a search on the chosen product, perform a second search on the product results for the selected category, then search the product/category results for the selected scanner make and return all resulting articles.		
Product, Category, Scanner Make and Scanner Model	First perform a search on the chosen product, perform a second search on the product results for the selected category, a third search on the product/category results for the selected scanner make, a final search on the product/category/scanner make results for the scanner model and return all resulting articles.		
Product and Scanner Make	First perform a search on the chosen product, then search the product results for the selected scanner make and return all resulting articles.		
Product, Scanner Make and Scanner Model	First perform a search on the chosen product, perform a second search on the product results for the selected scanner make, then search the product/scanner make results for the selected scanner model and return all resulting articles.		
Scanner Make only	Return every article related to the chosen scanner make.		
Scanner Make and Scanner Model	First perform a search on the chosen scanner make, then search the scanner make results for the selected scanner model and return all resulting articles.		
QAID only	Search only on the QAID entered. The Knowledgebase will ignore all other search selections when a value is entered in the QAID field. <b>Note:</b> This option can be used when you know the ID number of the Knowledgebase Article.		
Keyword or Keywords.	Narrow your search. Keyword searches can be set based upon the options selected from the Knowledgebase search dialog. When entering the keywords you would like	<b>All Words Entered</b>	Search the database for any article that contains all the word(s) or word segment(s) you typed into the Keyword entry area by selecting the 'All words entered' option from the Using drop list.

Selected Search Option	Knowledgebase Action	
<p>to search on, do not add commas or quotes. Just separate the words by a single space. If you are searching by keywords, leave the Product selection as "All Products". This way, if a similar Article was generated on another Kofax product, version or category, you will see all the articles that contain your search keywords.</p> <p>If, after you perform this search it returns a large number of 'hits', you can then add your Product or Scanner to the search criteria to reduce the search results.</p>		<p>If you choose "All Words Entered" an "AND" will automatically be inserted between each of your keywords when submitted to the query. You will not see this in the web interface.</p> <p>Search the database for any article that contains all the entire word(s) you typed into the Keyword entry field by selecting the 'All words entered' option from the Using drop list and checking the 'Search for whole word only' option next to the Keyword entry field.</p>
	<p><b>Any Words Entered</b></p>	<p>Search the database for any article that contains one or more of the word(s) or word segment(s) you typed into the Keyword entry area by selecting the 'Any words entered' option.</p> <p>If you choose "Any Words Entered", an "OR" will be inserted between each of your keywords</p>
	<p><b>Whole Word Only</b></p>	<p>Search the database for any article that contains one or more of the whole words you typed into the Keyword entry area by selecting the 'Any words entered' option checking the 'Search for whole word only' option next to the Keyword entry field.</p> <p>If you check 'Search for whole word only', the 'noise' words, such as 'AND', OR, 'BETWEEN' will be removed from the keywords that you enter. Additional noise words are all single numbers (1,2,3...), all single letters (a,b,c...) and a variety of other words that are usually not considered unique enough for a search such as 'DO', 'SEE', etc.</p>
<p>Keyword or Keywords.</p>	<p><b>Exact Phrase</b></p>	<p>Search the database for any article that contains the exact phrase you typed into the Keyword entry area by selecting the 'Exact phrase' option.</p> <p>If you choose "Exact Phrase", your keywords will be submitted to the query exactly as they are entered.</p>