



## How to Search the Quicken Knowledge Browser

To use the Quicken Knowledge Browser effectively the method of searching can play a vital role in finding the solution to your problem. This document will explain how to get the most out of the Knowledge Browser search engine.

When a keyword is entered into the search field; the entire database's articles content is searched. This means, the title, question and answer are all searched for the keyword(s).

When selecting the keyword(s) to search you should use the most relevant relating to the problem or area you are experiencing. The keyword should be descriptive of the problem, for example if creating an invoice and saving it causes the software to crash; searching the word 'invoice' or 'crash' would produce effective results. If you are searching on a particular error, an exact portion of the error message should be quoted in the search field. It is essential that this error is quoted precisely as it appears on the screen. The product field is also essential to select, as there may be similar problems for different product families.

Below is an example of an ideal way to search an error;

*I am receiving the message "Runtime error 372 : Failed to load web browser" when I am linking my pos terminal to the database.*

The keywords to search for a problem like this would be '**Runtime error 372**'.

Once the keywords are entered, select the Product from the drop down menu and click **Search**.

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**SUPPORT**

- Knowledge Browser
- Sunset Policy
- Download Centre
- Training Guides
- Updates and Service Packs
- Data Services
- MYOB Converter
- Emergency Assistance
- Online Backup

## Support

### Knowledge Browser - Support Articles

Your Customer ID and PIN will be required to access the Quicken Knowledge Browser as of April 2005.

If you don't know the exact FAQ ID Number and would like to search on a keyword, please enter your keywords here and click 'search'. [Tips on how to get better search results.](#)

**Search our database**

Runtime error 372

**Product**

Please select a product

If you know the exact FAQ ID Number of the FAQ that you are searching for, please enter it here and click 'search'.

**FAQ ID#**

Q

The screen to follow will be the search results; the results will display from most relevant to least relevant according to the keyword(s) searched.

In this example there is only one match.

### Support Information

Telephone: Australia (1300) 360 641  
Facsimile: Australia (02) 9577 5557



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# Support

## Knowledge Browser - Support Articles

[Click here to search again](#)

Your search returned 1 results

1. [FAQ - Runtime error 372 : Failed to load web browser when linking the pos terminal to the database](#)  
 This is a bug that been reported to development.  
  
 The work around is:  
  
 Install QuickPos Administrator on the front machine, the terminal machine (don't run it), delete the QuickPOS terminal from the database through QuickPos Administrator at ...  
**100%**  
**Date Posted:** Jan 24, 2003 | **Product:** QuickPOS | **Category:** Other

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Click the heading of the result that most suits your problem; this will direct you to the full article view and solution. If this solution does not solve your problem click **Back** on your internet browser to be taken back to the search results.

### Using multiple keywords

The Quicken knowledge browser is a keyword search engine meaning that when you enter multiple words in the search field the results will include articles that contain all of those words. For example: when your search for the words **bas print**, this will result in articles that contain both the words **bas** and **print**.

### A note on noise words

Single character entries such as letters, numbers and symbols as well as the following list of words are considered 'noise words'. The search engine will ignore these when searching for existing articles within the database

about	as	but	for	here	it	must	our	still	there	up	which
after	at	by	from	him	like	my	out	such	these	very	while
all	be	came	get	himself	make	never	over	take	they	was	who
also	because	can	go	his	many	now	said	than	this	way	with
an	been	come	had	how	me	of	same	that	those	we	would
and	before	could	has	if	might	on	see	the	through	well	you
another	being	did	have	in	more	only	should	their	to	were	your
any	between	do	he	into	most	or	since	them	too	what	
are	both	each	her	is	much	other	some	then	under	where	

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