



## **Welcome to the new Micro Focus Knowledge Base!**

We are delighted to announce the launch of our new Knowledge Base, which can be found on the [SupportLine Website](#). This new Knowledge Base uses industry-leading software, and reinforces our commitment to helping you get the most out of your Micro Focus solutions. All customers with a valid maintenance agreement can access the Knowledge Base using their SupportLine logins.

The new Knowledge Base features:

- Over 1,500 articles, all of which have been reviewed for technical accuracy and relevance. This number is growing on a weekly basis.
- A new look and feel, making it easier for you to navigate to and read articles.
- Improved categorization, making it easier for you to browse to articles that are relevant to your needs.
- Improved search capabilities, making search results more accurate and more helpful. For more information, see the article entitled "How to search the Knowledge Base."
- The ability to download, print, and bookmark articles, copy an article's URL or email the article to someone else.
- *Hot Topics* and *Latest Articles* sections to highlight articles of possible interest.
- FAQs
- The ability to send us suggestions, either about a particular article or about the Knowledge Base in general.

These features are described in more detail below.

### **High quality articles**

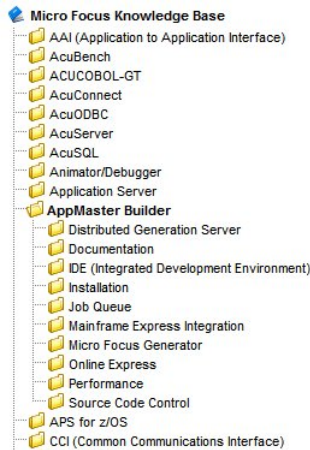
The number of articles in the Knowledge Base is growing weekly, and to ensure quality as well as quantity, we have implemented a process whereby each new article is reviewed by a SupportLine Manager or Subject Matter Expert (for technical accuracy) and a technical writer (for readability) before it is published.

### **New look and feel**

We have updated the look and feel of the Knowledge Base to improve usability and to make it easier for you to find the information you want. Updates include:

- A clean, uncluttered home page.
- A search field that is prominently displayed when you log in.

- A table of contents that is always visible, wherever you are in the Knowledge Base.



- A large viewing pane in which to read your article of choice.

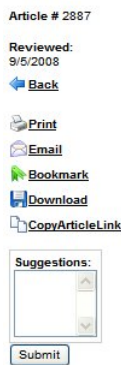
### Improved categorization

We have assigned each and every article to appropriate categories, to make it easy for you to browse to articles that are relevant to your needs. Where appropriate, articles have been assigned to more than one category, to cater for different thought processes when searching. For example, an article that contains tips for installing Mainframe Express might be categorized in two ways:

- In the Mainframe Express category, and within that, in the Installation sub-category
- In the Installation category, and within that, in the Mainframe Express sub-category

### Downloading, printing, and more

When you view an article, you can also choose to print it, email it to someone else, bookmark it, download it, or copy its URL. The following menu is displayed on the right side of your browser window when you open an article:



- Click the appropriate link to perform the action you want.
- To send us feedback about the article, type your comments into the **Suggestions** field and click **Submit**. Doing this helps us to improve the content of the Knowledge Base and we welcome all such feedback.

### Hot Topics

The *Hot Topics* section displays the articles that have proven most popular recently. This section is always accessible from the Knowledge Base home page, and is updated on a regular basis according to the number of times each article is viewed.

### Latest Articles

The *Latest Articles* section displays the articles that have been posted most recently. Like the *Hot Topics* section, this is always accessible from the Knowledge Base home page, and is updated regularly.

## FAQs

FAQs help you get the most out of the Knowledge Base by describing what the Knowledge Base is, explaining how to search it, and providing tips on how to use it. They will be updated as needed. FAQs are always accessible from the Knowledge Base home page.

## Sending Us Suggestions

We welcome all suggestions as to how we can improve the Micro Focus Knowledge Base, and we provide two ways for you to send yours to us:

- The **Suggestions** field described earlier lets you send us feedback about a specific article.
- The **Send us your comments** link on the home page is a great way to provide us with general feedback about any aspect of the Knowledge Base.

[Take me to the new Knowledge Base now](#)