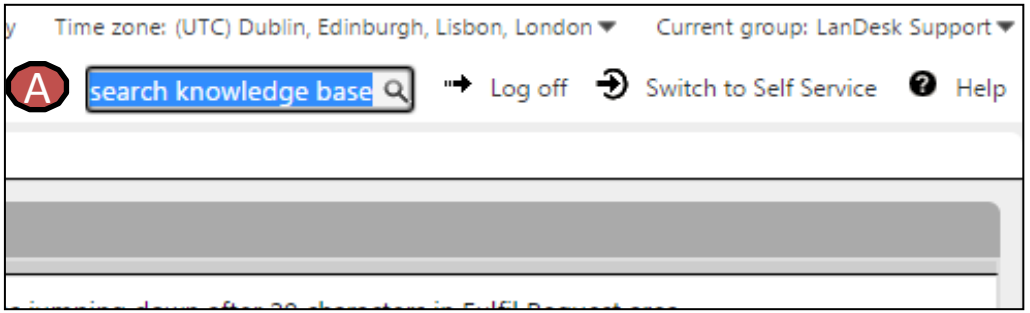
Searching the LANDESK Knowledge Base

1



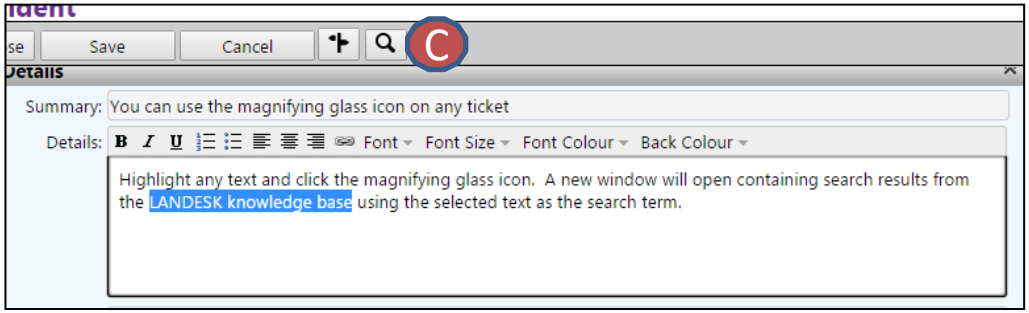
Enter **text*** to search the LANDESK knowledge base at any time

A - or -

Enter a **number** to search for a ticket based on the reference ID

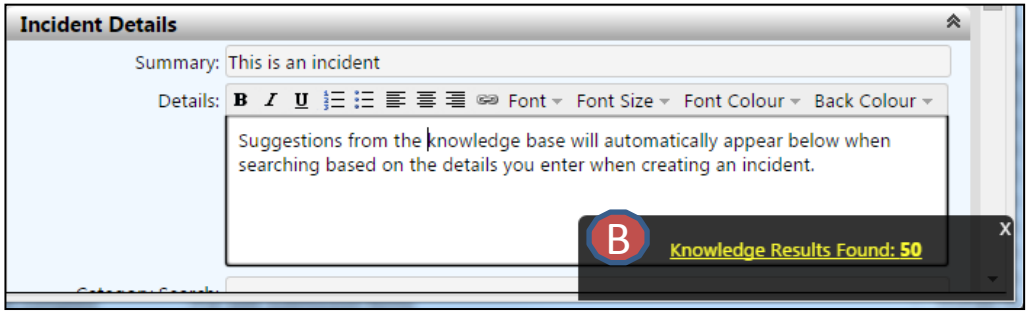
* Search results based on **text** (not numbers) now exclude tickets from the results. To search for tickets based on a keyword use the Se*arch Tickets* gadget on the **Ticket Management Frontline** dashboard.

2



Highlight text on any ticket and click the magnifying glass icon to open a knowledge search based on the text selected. Results will open in a new window.

3



When manually creating an incident a link to suggested knowledge articles appear in the bottom-right of the screen when the cursor leave the Details field. Results will open in a new window.