KB & Security Advisory

User Guide

Searching Knowledge Articles

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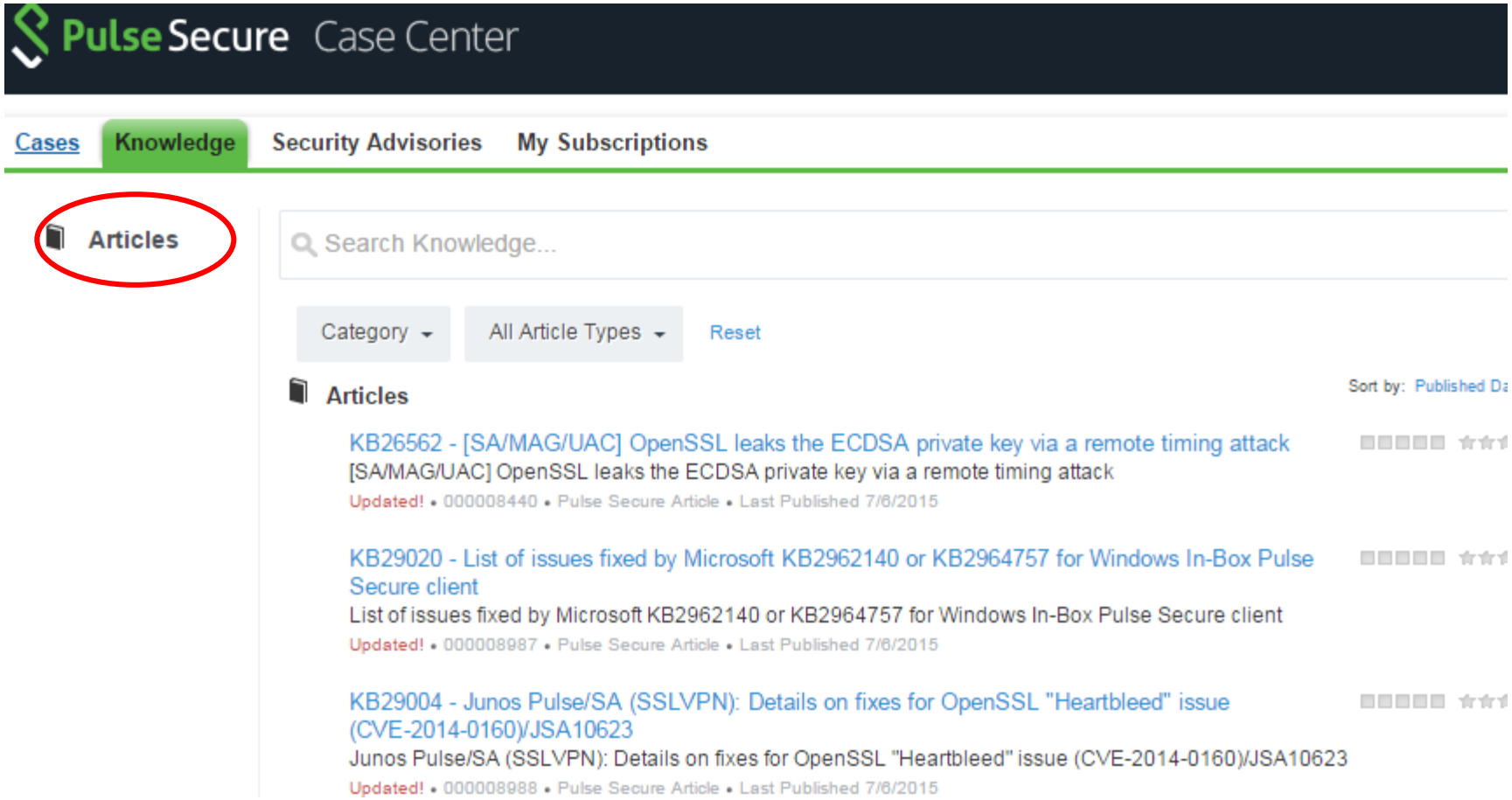
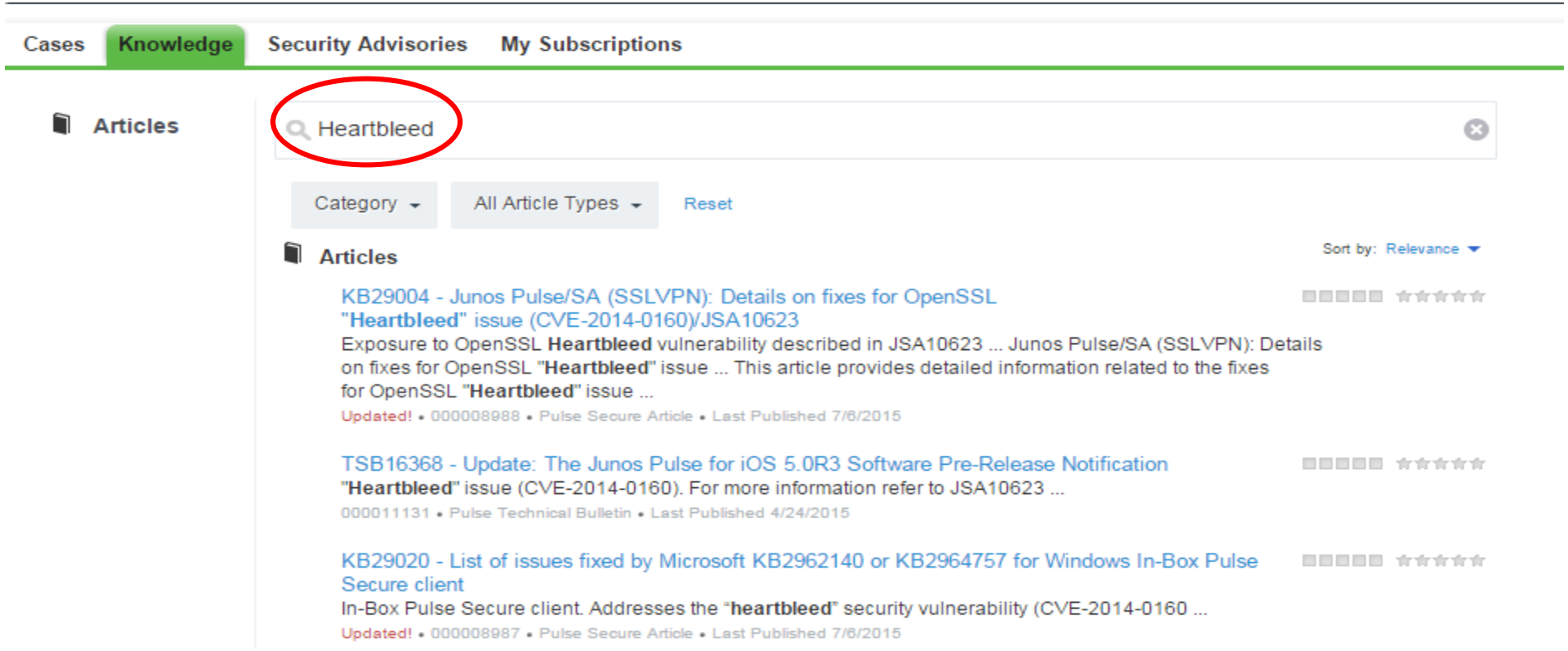
How to access knowledge articles

- Login to the Case Center
- Click the “Knowledge” tab



Search using Keywords

- Use keywords to search content.
- Results are displayed with the most relevant articles listed first.



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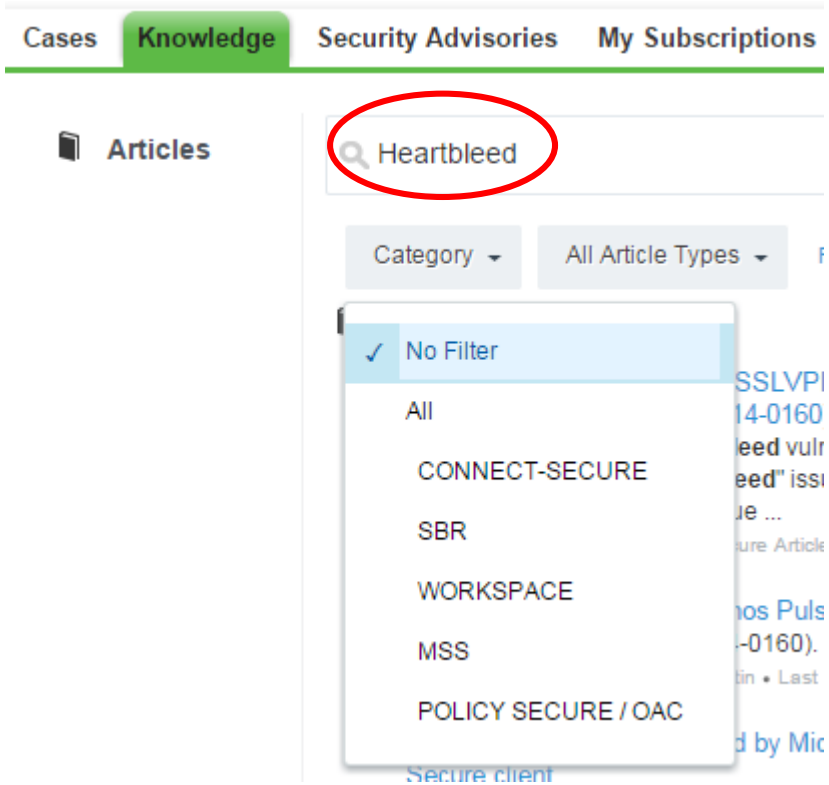
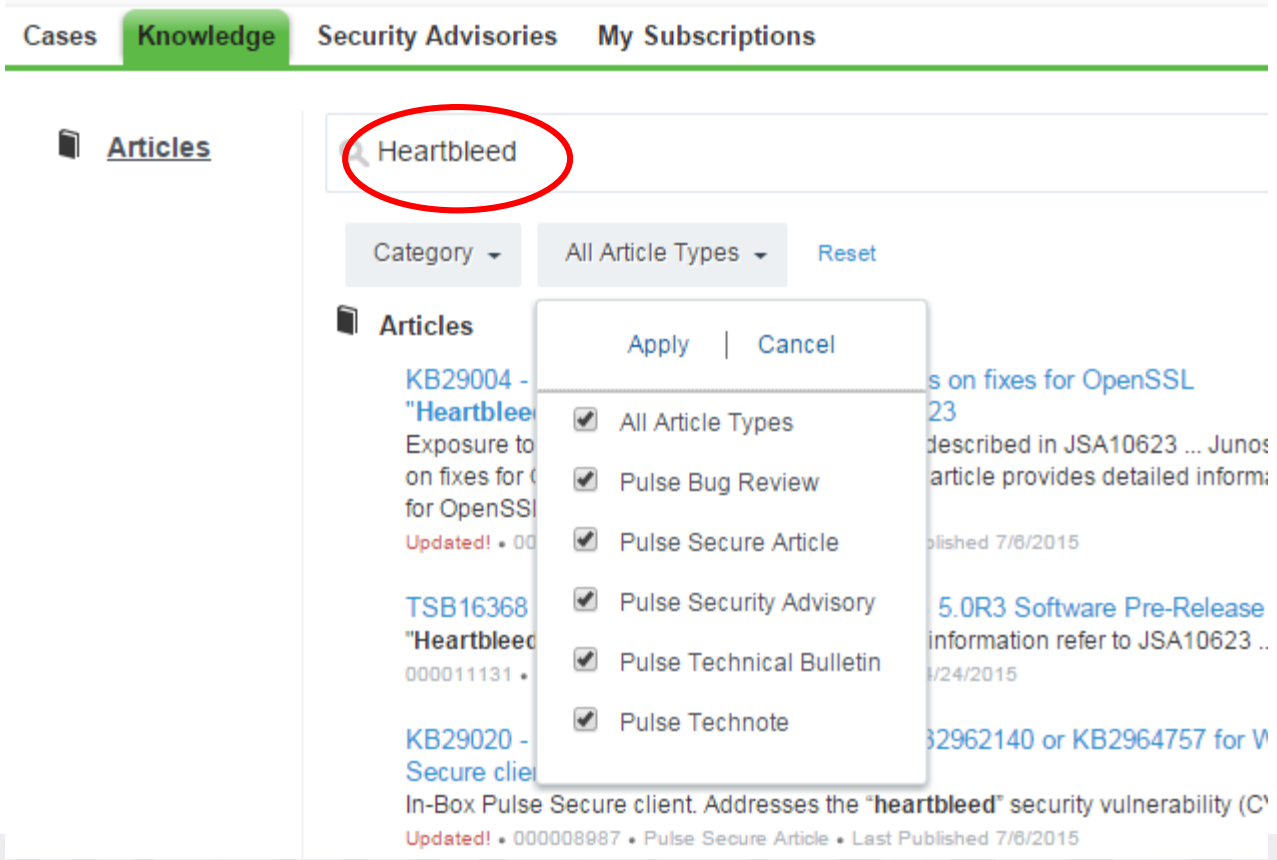
Search Filters

- Use filters to refine search results further.
- In the example below, articles related to Heartbleed would be returned for all product types and all article types.





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Security Advisories

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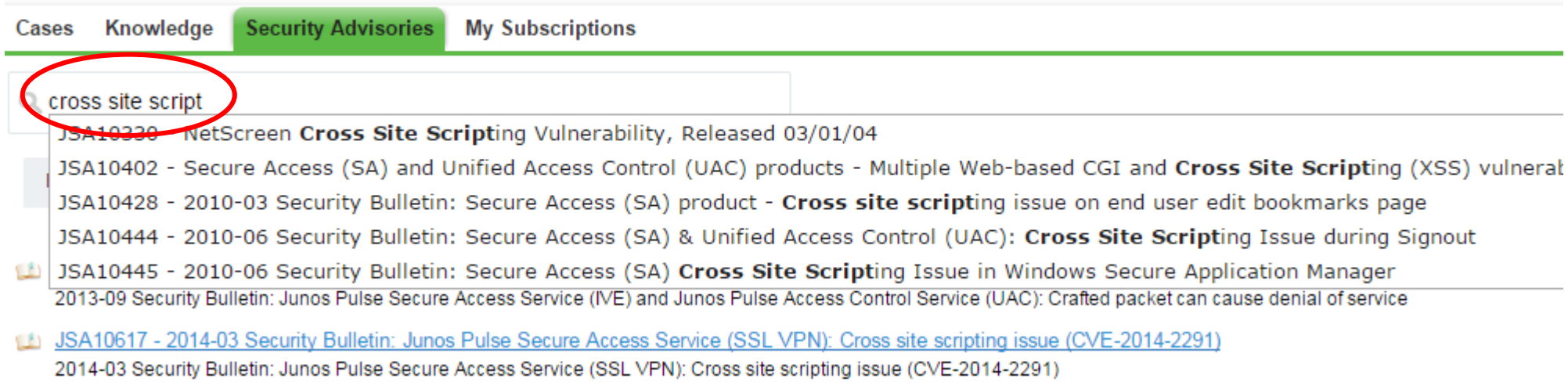
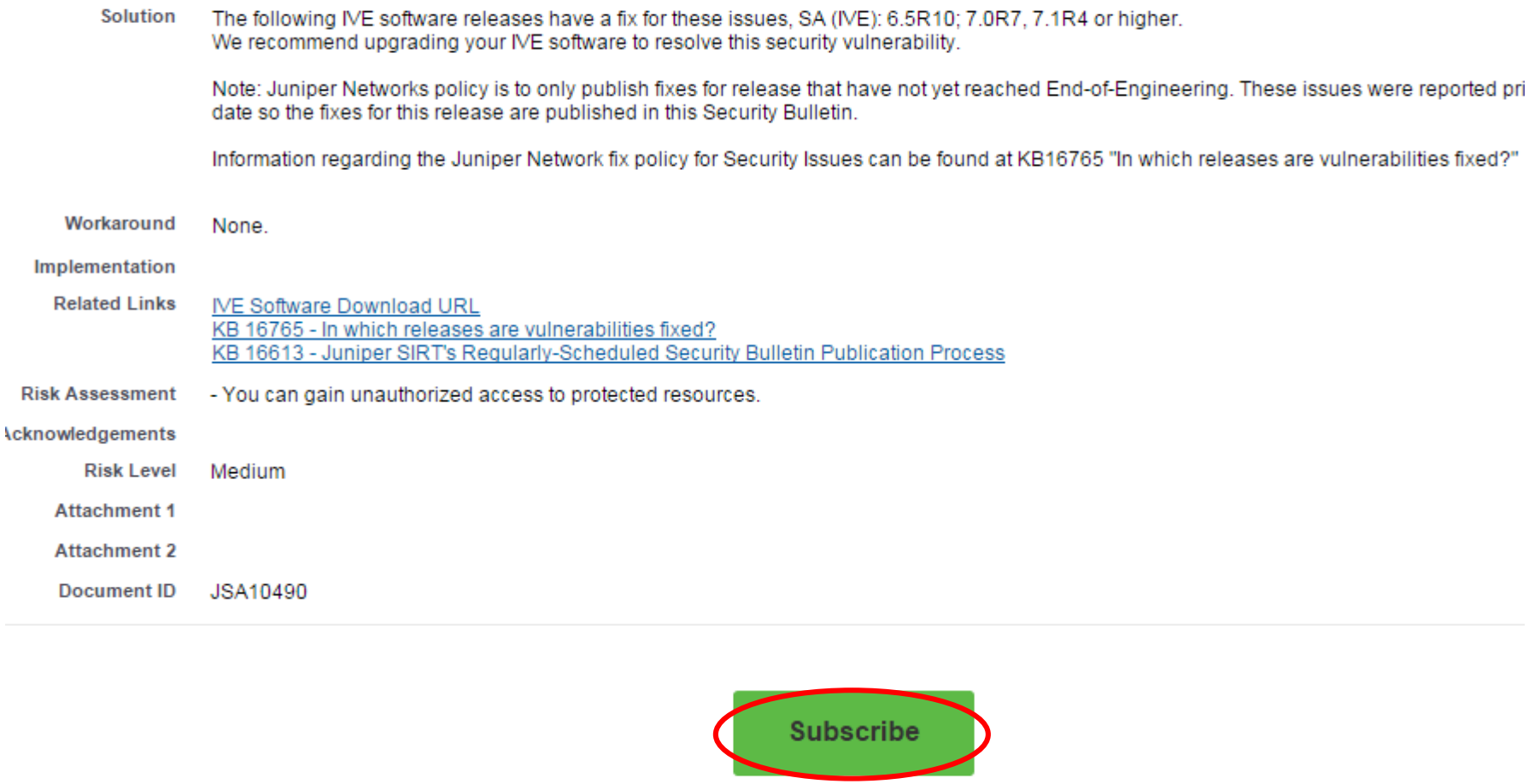
Searching Security Advisories

- Click on the Security Advisories Tab
- Enter a search phrase and related articles are returned in the query results with the key word from the search displayed in bold text.



Subscribing for Updates

- Selecting an article will open the article details in a new window.
- To receive future updates for a specific article, click “Subscribe” at the bottom of the page.



Managing Subscriptions

- All subscriptions are maintained in “My Subscriptions”.
- Select the tab “My Subscriptions” to view current subscriptions.
- Click “Unsubscribe” to stop receiving updates for any given subscription.

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Thank you