Tech Info Library

Tech Info Library: How to Search for Articles (2/97)

Article Created: 22 February 1995
Article Reviewed/Updated: 12 Feb 1997

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TOPIC --------------------------------------------------------------
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The following discussion gives an overview of the use of the Technical
Information Library, keywords, constructing searches, and relevance ranking.

For a description of how to submit an article for publication, refer to the
article titled "Tech Info Library: Submitting Articles for Publication".

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DISCUSSION ---------------------------------------------------------
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THE TECHNICAL INFORMATION LIBRARY
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What Is The Technical Information Library?
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The Apple Technical Information Library (TIL) is Apple's official technical
support database. The TIL is a textual database of several thousand articles
about Apple and third-party product technical issues. The TIL is accessible by
thousands of users world-wide on online services such as CompuServe, and the
Internet (both World Wide Web and WAIS). The TIL is updated daily with new
information and is the same database that Apple employees use to answer customer
questions.

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Where You Can Find the TIL
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A subset of the TIL is available to anyone through these online services:

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America Online
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Use your AOL Web Browser to visit: http://til.info.apple.com.

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CompuServe
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Located in the Apple Tech Info area (go apltil).

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The Internet
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Maintained in two locations:

info.hed.apple.com (Home Gopher Server)
Path: Home Gopher Server -> Computer Information -> Apple Tech Info Library

info.apple.com

World Wide Web
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Located at this URL: http://til.info.apple.com OR http://www.info.apple.com


SEARCHING THE TIL
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There are four ways to search the TIL:

• By keyword
• By full text search
• By publication date (CompuServe -- See NOTE*)
• By browser

*NOTE: This search varies slightly between platforms. See the specific platform
section below for information on searching by date.

Searching with Keywords
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Use keywords to quickly and easily find the information you are looking for in
the TIL. For best results, use a keyword and a product name. Here is an example
of using a keyword and product name in a search string:

"SPECSHT and Quadra 840AV"

This search string finds the "Quadra 840AV: Specifications" article.

Using a keyword in a search string may not find all relevant articles; some
articles were in the TIL prior to the implementation of keywords. In addition,
some related articles do not include the keyword for the article to which it
relates.

The keywords in the following list can help you easily narrow a search. This
list is current as of 12 February 1997:

Begin_Table
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Description	Keyword
Apple MessagePad (Newton)	knmp
Apple Network Administrator Toolkit	kanat

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At Ease Information                      katease
Available in rich text via FAX          kfax
Cable Information                       cabinfo
Document Manual Errors                   kmanerr
Emerging Issues                         kissue
Engineering Feedback Pilot Program       kfeed
Frequently Asked Questions (FAQ)         kfaq
Information Alley                       kalley
Internet Related Information             kinter
Matrix/ Table                           ktable
Online Information                      kol
PCI Bus Related Articles                kpci
PowerBook                               kpbook
PowerPC, Power Macintosh                kppc
Searching Libraries/Posting Articles     khelp
Software or Hardware Configuration       cnfg
Specification Sheets                    specsht
Support Issues                          supt
System 7.0 Articles                     sys7
System 7.5 Articles                     sys75
System 7.6 Articles                     sys76
Third Party Compatibility Lists         pcompat
Third Party Info                        3pty
Top 20 Most Accessed Articles/Month     ktop20
Top TIL articles read in Internet TIL    ktoptil
Troubleshooting: Hardware               hts
Troubleshooting: Network                knts
Troubleshooting: Software               ksts
Windows/MS-DOS                          kwindows


End_Table


Entering Text Queries
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You can search the TIL by simply typing in a word or phrase and then clicking
the Search button. A list of all articles that contain the word or phrase you
entered displays in a scrolling field. You can then double-click on an
individual title to view the article.


Spell Correctly
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To ensure a complete search, it is important to spell correctly. Products are
indexed into the TIL by their full name. Capitalization and trademark symbols
are not necessary.


Use Full Product Names
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When making searches, it is important to use the full product name. For a
complete listing of all Apple product names, see the Apple Computer, Inc.
Trademark List. This can be located by searching the TIL using "trademark list"
as the search information.
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Use Full Search Phrases When Appropriate

It is possible to use a full search phrase when searching the TIL. For example: searching for "color stylewriter pro" finds all articles that contain the exact phrase "Color StyleWriter Pro". (Note: for all example search strings shown, do not type the quote marks [","]- they used in this article only to identify the specific search string.)

Searching Tips

When you do not know an exact phrase, use operators such as AND, OR, or NOT* (except in the Internet WAIS-based TIL) between words to expand or limit your search. For example, typing in "PowerBook and Printer" gives you a listing of all articles that contain the words PowerBook and Printer anywhere in the document. If you are looking for information on toner cartridges for a LaserWriter, typing the search string "laserwriter and (toner or cartridge)" finds every document that includes the words LaserWriter and toner or the words LaserWriter and cartridge.

*Search Tip for WAIS-based Tech Info Library

An important tip to remember when searching the WAIS-based Tech Info Library (http://til.info.apple.com) is that the database does not understand AND, OR or NOT. Thus, if you search for either "MessagePad and 120," or "MessagePad OR 120," the result is all articles that contain either Messagepad or 120. Thus, try using keywords or very specific terms (example: 5200) as well as limiting the number of article titles found (40 is the default, up to 100) when searching.

Relevance Ranking of Articles
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The theory of relevance ranking is that it matches your search words against the textual content of selected information sources to find articles that match the search request. A statistical algorithm then ranks the articles according to relevancy and displays the most relevant article(s) at the top of the hit list. As a result, you can see at a glance which articles are most relevant. Relevance ranking helps you find more pertinent information with less effort.

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THE TIL ON COMPUSERVE
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This section describes the differences in searching the TIL on CompuServe. You can search the TIL on CompuServe in three ways:

• By product category
• By Publication date
• By full text search

You can perform a search using one or a combination of these methods.

We recommend using "Full Text Search" in your search (alone or in combination
with one or both of the other methods). Although searching requires more time,
in many cases you get more matches based on your search criteria.

Searching on CompuServe
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The following instructions assume that you are using CIM (CompuServe Information
manager) software. (If you are using the text mode, please type the number next
to the appropriate line item.)

Step 1: Type "Go APLTIL" to access the main search screen for the TIL.

Step 2: Select "Search the Apple Technical Information Library"

Step 3: Complete Step 3 as described below for the type of search you want.

Step 4: Complete Step 4 as described below for the type of search you want.

The remaining search steps follow the separate Step 3 and Step 4 procedures. To
perform a combination search, complete Step 3 and Step 4 for each desired type
of search before continuing with Step 5.

Searching by Product Category

Step 3: Select "Product Category."

Step 4: Select the product category you want to search:
        - Any Product Category
        - AppleTalk
        - A/UX
        - HyperCard
        - LaserWriter
        - Newton
        - Performa
        - PowerBook
        - Power Macintosh
        - Quadra
        - System 7

Searching by Publication Date

Step 3: Select "Publication Date."

Step 4: Select the date specification and enter the search date in MM/DD/YY
format. The date specifications are:
        - Any Date
        - On or After a Specific Date
        - On or Before a Specific Date

Searching with Full Text

Step 3: Select "Full Text Search"

Step 4: Enter the word or words you want to search for. You can enter all words
in the first of the three available rows, which results in a search for the
exact string. You can enter words in different rows, which results in a search
for the specified words in any order (in other words, the multiple rows provide
an "and" function). For example: Entering "Power Macintosh printing" on the
first row searches for this exact string; entering "Power Macintosh" on the
first row and "printing" on the second row searches for an article that includes
the two strings "Power Macintosh" and "printing" somewhere in the article.
(CompuServe does not support boolean "or" or "not" type searches.)

Step 5: The Apple Tech Info Library performs the search and reports the results
labeled "Records selected: nnn".

Step 6: Select "Display Selected Records" to view all article titles of articles
found in the search.

Step 7: Select individual article title(s) to view the article(s).

Article Change History:
12 Feb 1997 - Added keyword sys76
11 Jul 1996 - Added new keyword kanat.
10 Jul 1996 - Added keyword.

Keywords: kol,kalley, khelp,ktop20,ktoptil

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This information is from the Apple Technical Information Library.

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