# Knowledge Base Customer FAQs

**Q: What is Knowledge Base?**
**A:** Knowledge Base is the content storage for support questions and information for Microsoft Dynamics products. It contains 30.000 articles across all Microsoft Dynamics products, covering the most frequently asked questions from Microsoft Dynamics customers who contact their partners or Microsoft directly for support. The articles are created by support professionals for Microsoft Dynamics, and with the exception of a few articles, are exclusively published to customers on a Microsoft service plan, and to partners.

**Q: What kind of content can I find in the Knowledge Base? A:** You can find technical support content of the following types:

> • Hotfix articles for known issues in the 'core' product.. These articles describe the symptoms, reasons and steps to reproduce the behavior. With this information, you can contact Microsoft or your Microsoft Dynamics partner to receive and implement the resolution or you can implement the fix yourself. (In some cases a resolution is provided directly as a code fix in the article. In these cases please follow carefully the instructions and warnings in the article. We also strongly recommend you to contact your Microsoft Dynamics partner prior to implementation.)
> • Troubleshooting articles explaining workarounds for issues that have been encountered before (adjustments and settings in the product not affecting code, and not deployed through Hot fixes)
> • How-to descriptions of complex, 'hidden'/'hard-to-understand', or local specific features, which are not documented elsewhere (in the product help file or in white papers, for example)
> • Informational articles, for example, legal changes affecting your product or new modules and features

**Q: What kind of content can I not find in Knowledge Base?**
**A:** You *cannot* find:
> • User manuals - Installation and setup guides - Feature white papers - Product and feature downloads – Trainings - Tax updates - Day-to-day news - … For this information, please see the documentation section of CustomerSource or contact your partner. Articles about individual customizations for your branch or company which have been provided by your partner. For all product customizations in addition to the "core" product as provided by Microsoft, please contact your Microsoft Dynamics partner.

**Q: Can I find information in the Knowledge Base about known bugs?**
**A:** Yes. Resolutions are provided as Hotfix or as Troubleshooting articles, as described above. Sometimes you may also find information that an issue is there "by design,". The reasons for this consideration, and useful tips for dealing with this behavior are also included. If you encounter an issue and don't find a resolution in Knowledge Base, please contact your partner for an individual solution.

**Q: What product lines have content in the Knowledge Base? A:** Knowledge Base articles are published for the following products:: Microsoft C5, Microsoft Dynamics AX, Microsoft Dynamics CRM, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics SL, Microsoft Retail Management System, Microsoft Small Business Financials and Microsoft XAL.

**Q: Where can I access the Knowledge Base?**
**A:** Your primary source of access is CustomerSource. Some very frequently viewed articles about Microsoft Dynamics CRM can also be found on the public Microsoft support web site: http://support.microsoft.com/ph/629.

**Q: How can I search Knowledge Base for best results?**
**A:** Please review the short instructions on the Knowledge Base search interface: https://mbs.microsoft.com/knowledgebase/search.aspx . For more tips and tricks, please read Use Our Knowledge Base Search Tips for the Best Search Results.

**Q: In what languages are Knowledge Base articles available?**
**A:** The primary language in which Knowledge Base articles are written in English. In addition, for content about local specific functionalities of the products, Knowledge Base articles are also written in the related local languages. The currently available languages, as of November 2007, are: Brazilian Portuguese, Chinese (Simplified), Czech, Danish, Dutch, French, German, Hungarian, Italian, Japanese, Polish, Russian, Spanish and Swedish.

Original, English articles are also translated into these local languages. Top viewed articles are translated by professional translators, while in some languages also machine translation is being used. For more information about this process please read the next question and answer. Please note that you can define the local language in which you can view Knowledge Base articles in your PartnerSource/CustomerSource account settings.

**Q: Are local language articles all machine translated from English? How good is the machine translation?**
**A:** Top viewed Knowledge Base articles are translated by professional translators. In addition, to provide as much content as possible in local language, Microsoft has deployed machine translation (MT) into the following languages (as of August 2007): French, German, Italian, Portuguese (Brazil) and Spanish. While MT quality may not be as good as professional translation quality, it is intended as assistance to understand the original English articles. For this purpose you can find a hyperlink to the original English article on top of each MT article. MT articles are always updated in time – shortly after a change is made in the original English article. Professional translations usually need more time for an update than MT.

**Q: Are there any Knowledge Base articles on local, country-specific functionality? If so, which countries and how many are available today? A:** We're publishing an increasing volume of Knowledge Base articles for local specific functionalities. While we basically publish for all regions, the volume per region is different, depending on our local resources.  To view local specific articles, please search the Knowledge Base for region, country or language names.

**Q: Are there any plans to add additional languages in the future?**
**A:** Additional languages will be added based on international customer usage of CustomerSource web sites by customers.

**Q: How many articles are there today for each product line?**
**A:** You can find roughly about 1200 articles for Microsoft Dynamics AX, 1900 for Microsoft Dynamics CRM, 2000 for Microsoft Dynamics NAV, 9500 for Microsoft Dynamics SL and 15000 for Microsoft Dynamics GP; and the numbers are continuously increasing.

**Q: How many days does it take to publish an article, on average?**
**A:** In 2007, our average Time to Web was 27 days; in FY2008 our average Time to Web is 18 days. Time to Web is measured from the time we promote an article to KB until it is published. There may be an average of 7-10 days from the time the KB idea is submitted until it is triaged and promoted, but even with that initial phase, our average would still be less than 30 days.

**Q: What are the plans for adding more articles for Microsoft Dynamics NAV and Microsoft Dynamics AX?**
**A:** We're continuously publishing new Knowledge Base articles for Microsoft Dynamics NAV and Microsoft Dynamics AX, and we're working on new publishing methods to ensure high quality and fast publishing for current issues. We're aware that not only quantity but also quality and relevancy of content is important for you as our customers.

**Q: How do you ensure there is well-rounded content in the Knowledge Base?**
**A:** In addition to Hot fix articles about known issues, our support engineers submit the top frequently asked support topics as articles – to describe troubleshooting steps, to explain complex features and how-to questions that are not documented somewhere else (in help files or as a white paper, for example). We create cross-references to existing content and on to other content types CustomerSource, to give a broad overview, clear discoverability and easy navigation to customers. At each new product release we update already published articles to cover the new product versions, and publish additional content about the new functionalities.

**Q: Does Microsoft perform any quality control for Knowledge Base articles?**
**A:** Each article is created by a team of technical specialists and reviewed by editorial specialists before publishing. Reviewers look for technical accuracy, and clear terminology . After publishing, each article is evaluated by how many partners and customers are reading the article, and how satisfied they are with the content, according to feedback.

**Q: Do you ever retire content?**
We archive content which is no longer relevant due to technical changes. We also remove content from the Knowledge Base that applies to legacy products. We make these decisions very carefully, as customers might still be using 'old' products and want to find self-help information on CustomerSource.

**Q: How can I provide feedback about a Knowledge Base article?**
**A:** Your feedback is appreciated and evaluated. Please send us your feedback using one of the following options:
- You can fill out a short survey at the bottom of every article
- You can contact us by Email: Microsoft Dynamics Knowledge Base Team: kbrfnmnt@microsoft.com.

*Additional information:*

- [Knowledge Base Search Tips](#):
  Learn how to effectively search the Microsoft Knowledge Base. If the back button does not return to the previous search results list, see the new Current Search Tip.
  [https://mbs.microsoft.com/partnersource/resources/support/supportinformation/MSKBaseGeneralSearchTips.htm](https://mbs.microsoft.com/partnersource/resources/support/supportinformation/MSKBaseGeneralSearchTips.htm)

- [Read more about the Knowledge Base Improvements](#)
  Ability to filter your search by module, additional search filters, and the ability to select the language of the Knowledge Base (KB) articles that you want to search.
  [https://mbs.microsoft.com/partnersource/resources/support/supportinformation/KBimprovements.htm](https://mbs.microsoft.com/partnersource/resources/support/supportinformation/KBimprovements.htm)