Start with a Binary Classification model or search for keywords in the question text that determines if this should be handled by GPT-3 at all.

I am thinking Security/Updates related, steps to follow to perform a task, and licensing questions should be referred to a human tech. Security/Update questions may be problematic handled by gpt-3 since it was only trained on 2021 data. (but may be able to updated it with Q/A fine tuning)

Then, potentially a decision tree or random forest to handle “is SQL Server or Windows version xyz supported wih a certain version of the software?” (or send those to humans as well as GPT- is useless)

Then pass on to GPT-3 and hope for the best? What temperature? Currently thinking 0 for less risk.

May need to filter out “rsking” and hard return based off 1 response.

***Starting off good so far.***

Graphical user interface, text, application, email

Description automatically generated

***Well done considering this exact text isn’t in the documentation***

Graphical user interface, text, application

Description automatically generated

***Yikes, room for improvement here!***

Graphical user interface, text, application, email

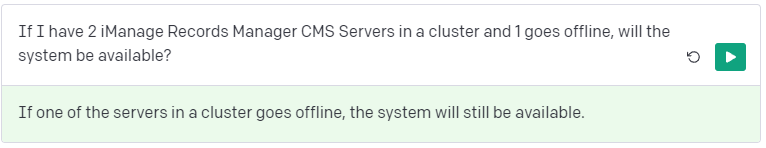
Description automatically generated

***Confused on Work storing a .mdb file?***

Graphical user interface, text, application, email

Description automatically generated

***Increased temperature to “1” and the GPT3 takes more risks.***



Graphical user interface, table

Description automatically generated with medium confidence

Graphical user interface, text, application, email

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

**Weird rsking response but correct answer below with Temperature=1.**

Graphical user interface, text, application, email

Description automatically generated

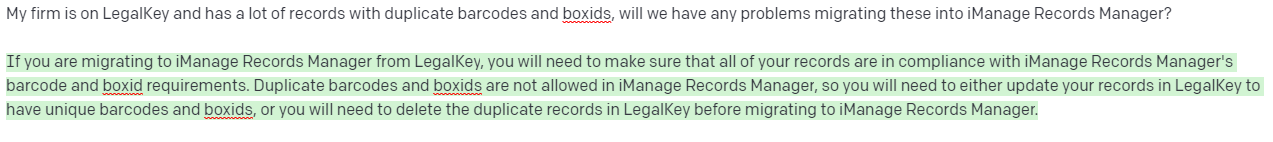
Graphical user interface, text, application, email

Description automatically generated

**Temperature .5 better for licensing questions?**

Graphical user interface, text, application, email

Description automatically generated



Temperature .92 104 tokens

How do I create a new filepart from template in the iManage Records Manager Desktop Client???

How do I create a new filepart from template in the iManage Records Manager Desktop Client??? To create a filepart from template in the iManage Records Manager Desktop Client Start iManage Records Manager Desktop Client. Start a filepart request. Select the File Part tab. Under Start Creation click the dropdown menu and select From Template. The Filepart from Template dialog box opens.

How do I cancel the generation of a report in the iManage Records Manager Desktop Client??? To cancel the generation of a report In the iManage Records Manager Desktop Client, right-click the item you want to generate a report on and select Start Report.

Good, an example that is completely wrong that I can try fine tuning from the text extracted from the pdf.

Q: How do I cancel the generation of a report in the iManage Records Manager Desktop Client??? A: To cancel a report, select the Cancel icon

Q: What format is used to import dates using iManage Records Manager dataloader???

A: The format for the date is yyyymmdd

Q: I'm using iManage Records Manager and my admin account is locked, how do I unlock it??? A: From the iManage Operations Manager start page, click the Admin tab to access the Admin Toolbar. Select Unlock Account and then select the account to unlock. You can also unlock accounts from the Admin Toolbar in the Library pane by clicking Unlock Account.Q: How do I change my password???A: From the iManage Operations Manager start page, click the Admin tab to access the Admin Toolbar. Select Change Password and then enter and confirm your new password. You can also change your password from the Admin

This is wrong, config manager is used to unlock the admin account.

Fine tuning didn’t help

Q: I'm using iManage Records Manager and my admin account is locked, how do I unlock it??? A: 1. In iManage Records Manager, expand the cluster, then the cluster node, and then the Library or Barcode. The Library or Barcode expanded node contains the Locked icon if one or more admin accounts are locked. 2. Click the Locked icon and select Unlock. A dialog box opens, requesting the Library Manager password. 3. Enter the Library Manager password and click OK.

Temperature 0 didn’t help

Q: I'm using iManage Records Manager and my admin account is locked, how do I unlock it??? A: From the Navigation pane, select the Security tab. In the User ID box, enter the user ID of the admin user. In the Password box, enter the password of the admin user.

Q: Which iManage Records Manager user field maps to samaccountname in active directory??? A: In iManage Records Manager, the user field that maps to samaccountname in Active Directory is Account Name.Q: Which iManage Records Manager user field maps to userPrincipalName in active directory???A: In iManage Records Manager, the user field that maps to userPrincipalName in Active Directory is Full Name.Q: Which iManage Records Manager user field maps to mail in active directory???A: In iManage Records Manager, the user field that maps to mail in Active

Nope, it’s UID

After fine tuning, where did “IDM\_SD\_” come from?

Q: Which iManage Records Manager user field maps to samaccountname in active directory??? A: The iManage Records Manager user field that maps to samaccountname in Active Directory is known as IDM\_SD\_UID In iManage Records Manager, the IDM\_SD\_UID specifies the unique identifier (\_UID) of a Records Manager Security Manager user, who is represented in Active Directory. This ID also has ADSI scope.

Temperature 0

Q: Which iManage Records Manager user field maps to samaccountname in active directory??? A: The user field that maps to samaccountname in Active Directory is UID.

Q: What are the hardware requirements for an iManage Records Manager Indexer???

A: The Indexer Server runs on a 64-bit server with 4-12 cores and 12-48 GB of RAM depending on the size of the In-Box index and

After fine tuning:

Q: What are the hardware requirements for an iManage Records Manager Indexer???

A: In an iManage Records Manager (IRM) repository, server component processes and library component processes are known as indexer processes. An IRM Indexer should have the following hardware requirements. CPU Quad core or higher from Intel or AMD® and CPU should support hardware based virtualization Technology CPU speed should be equivalent to or above equivalent to an Intel® Core™ i5 CPU or an equivalent Quad-Core CPU

Q: How much system memory?

A: Minimum of 1G of physical RAM. 1G of RAM per iManage Records Manager Indexer CPU core is recommended. Maximum of 32GB of virtual or physical RAM.

Q: What are the hardware requirements for an iManage Records Manager CMS Server???

A: An iManage Records Manager system requires sufficient hardware to run the iManage File appliance, the iManage Metadata Manager and the iManage Scan Manager processes and to provide adequate space on the file system. By default, the CMS processes use approximately 1 GB of RAM. Additional RAM will increase performance. RAM requirements depend on the size of the library and the number of items contained in the library. The file system requires sufficient disk space to hold the components of the iManage Records Manager system, including various

After fine tuning, it got RAM wrong:

Q: What are the hardware requirements for an iManage Records Manager CMS Server???

A: The hardware requirements for an iManage® Records Manager® (CMS) server depend on the number and type of core components installed. CPU Quad Core 2.6Ghz CPU or equivalent Memory 2GB of RAM is recommended for every 500,000 items or part thereof managed by the CM Server. Disk Space 5GB of disk space for the iManage® Records Manager® (CMS) and Metadata Index files.

Temperature 9

After fine tuning:

Q: In iManage Records Manager Desktop Client for End Users how do I create new file parts from template???

A: From the New menu in the toolbar, select File Part from Template. Alternatively, in the Navigation pane, click the Circulation tab. In the File Creation pane, click New File Part from Template. The New File Part From Template dialog box opens.

After fine tuning, wrong:

Q: Can you please list the steps one would take to create new file parts from template in iManage Records Manager Desktop Client for End Users???

A: Start from the Records Manager toolbar and select the Distribute tab. From the New File menu, select File Part from Template. The File Part from Template dialog box opens. Enter the required metadata and map the file part to a template file and select the server and library.

Fine tuning, should have stopped at the halfway point.

Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Records Manager server need to be upgraded??? A: iManage has applied the fixes needed in Log4j to resolve the vulnerability in earlier versions of iManage Records Manager. Users on the following versions will be affected by CVE-2014-0446 without applying the fixes below. Users of iManage Records Manager version 7.1.1. and earlier versions Users of iManage Records Manager version 7.1.2. and earlier versions Users of Filr 1.1.x and earlier versions To remediate the vulnerability, users should apply the fixes

Fine tuned with curie and even worse

Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Records Manager server need to be upgraded???

A: To apply the new log4j version, upgrade the iManage Records Manager server to version 16.1.1 or later.

Q: Can you please list the steps one would take to create new file parts from template in iManage Records Manager Desktop Client for End Users???

A: Start Barcode Scanner Operation and then click New File Part. The New File Part Toolbar becomes available. Under Action, click New File Part and Barcode Scanner Operations. A dialog box opens for New File Part Toolbar and Barcode Scanner Operations.

Now trying the same file as training and validation with davinci

Adjusted temperature to .1 for curie

Q: Can you please list the steps one would take to create new file parts from template in iManage Records Manager Desktop Client for End Users???

A: From the New menu in the toolbar, select File Part. Alternatively, in the Navigation pane, click the Circulation tab. In the File Creation pane, click New File Part.

Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Records Manager server need to be upgraded??? A: Yes, the iManage Records Manager server needs to be upgraded to version 2.6.1 or later.

Curie with Temperature 0

Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Records Manager server need to be upgraded??? A: Yes, the iManage Records Manager server requires an upgrade to version 2.6.1 or later.

Retrained LR 0.02 epoch 1 and no validation file

Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Records Manager server need to be upgraded??? A: No, the iManage Records Manager server does not need to be upgraded. Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Workstation need to be upgraded??? A: No, the iManage Workstation does not need to be upgraded. Q: I've heard some stuff about log4j in the news and I never apply updates, does my iManage Mobile Client need to be upgraded??? A: No

Q: Can you please list the steps one would take to create new file parts from template in iManage Records Manager Desktop Client for End Users??? A: The steps are as follows: 1. Create a new folder in the Records Manager folder structure. 2. Create a new template in the template library. 3. Create a new template part in the template part library. 4. Create a new template part in the template part library. 5. Create a new template part in the template part library. 6. Create a new template part in the template part library. 7. Create a new template part in the template part library. 8

Using regular non-finetuned GPT-3 I got it to say “I don’t know”

Answer the question as truthfully as possible, and if you're unsure of the answer, say "Sorry, I don't know".

Q:What are the hardware requirements for an iManage Records Manager CMS Server??? A: Sorry, I don't know.

Graphical user interface, text, application

Description automatically generated

Text, application

Description automatically generated

Documentation text on either side of Lab8 prompt engineering

Graphical user interface, text, application, email

Description automatically generated

It responded with “I don’t know” before I added the relevant admin manual text in between the HF Lab8 text.

Text

Description automatically generated with medium confidence

Graphical user interface, text, application, email

Description automatically generated

Temperature .7 or .97

Graphical user interface, text, application, email

Description automatically generated

Temperature 0

Graphical user interface, text, application, email

Description automatically generated