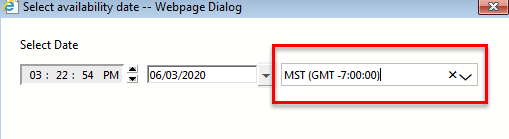
**How to Sunset an Article in eGain**

Sunset - You want to delete **(from the KM portal)**, so it isn't visible, but would like to save for future reference **(in eGain)**.

**Important:**

* KM Authors may **only** sunset any article *without Content Owner (BU) approval*, **if** content is being merged with another KM article.
* KM Authors must seek *Content Owner (BU) approval to sunset an article ,* **if***…*
  + The article is dedicated to a process or topic that is invalid or obsolete.
  + The article is dedicated to a system that is no longer available.

**Process**

1. Remove **References** to the article you plan to Sunset in all other articles:
   1. Access article in eGain
   2. Click **More**
   3. Click **References** - It will default to **Article Used By** - This is a list of articles that reference (link to) the article.
   4. Go into each article *managed by the CX KM Team* and remove each internal reference (i.e., relative link) to the sunset article (**OR** update the reference if a replacement article is available.)
      1. **Tip**: Do not worry if you remove all links, yet the article still appears in **Article Used By** tab – the link may be in a previous version.
2. Complete the following actions in the **General** tab:
   1. Add SUNSET in front of title
   2. Replace **Description** with “SUNSET MM/DD/YY”
   3. Change **Content Type** to **Rescinded**
   4. Add an **Expiration Date** 
      1. **CAUTIONS:** Enter today’s date and set time 3-5 minutes from now. Be sure to use the MST (GMT-7:00:00) time zone 
3. **CAUTION:** **REMOVE** all **Assigned Topics** (Topics tab)
   1. **Tip:** Clicking the double-left facing arrow **(<<)** REMOVES all topics.
4. Click **Publish** - Note why you are sunsetting and who approved.
5. Search KM portal for the sunset article: *Is the article still available*?
   1. NO: You are DONE. Great job!
   2. YES: **WARNING:** The article will show in the KM portal with “SUNSET” in front of the title! *Check the following*:
      1. Do the breadcrumbs in the live article still show an assigned topic?
         1. YES, complete **Steps 3-5** (above) again
         2. NO, skip to **Step 5.2.2** (below)
      2. Make sure the **Expiration Date** is set to today’s date **AND** that the time you entered has passed **(Step 2.4).** 
         1. If the date is correct **and** the time has passed, repeat **Steps 1, 4,** and **5**.
         2. If the time has **not** passed, allow more time before searching the KM portal.