

No sufficient privileges to access a knowledge item

Article ID: KB0039500

Created: 2024-12-19 14:01:55

Updated: 2024-12-19 14:01:55

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/0c56c040c3c21a100acd3300150131ca',

'value': '0c56c040c3c21a100acd3300150131ca'}

When searching for a knowledge article in the ServiceNow backend, by using the main search function of ServiceNow in the upper right corner, you might get the error message:

"You do not have sufficient privileges to access this knowledge item"

The reason is almost certainly an outdated article. In this case you need to switch to the "Knowledge" section in the backend and use its search. For this click on "All" in the navigation, scroll down to "Knowledge" and there click an "All" again.

Then use the search field at the top left and search "for text" and the knowledge article.

This should show the appropriate article again.