

Error message - Knowledge record not found

KB0010664 - Latest Version

32 views

Introduction

An error will be generated if the user is not logged in in ServiceNow and tries to follow a link to a Knowledge Base article.

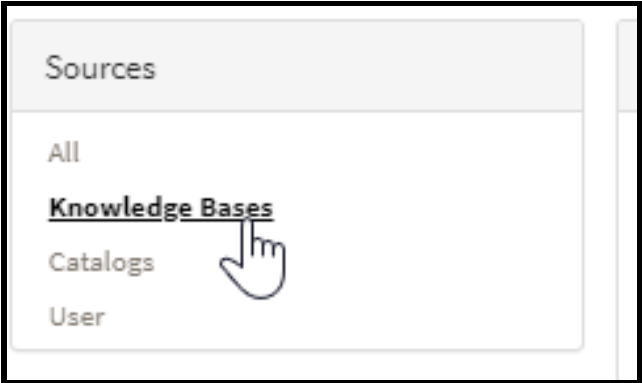


Read the following article to learn how to copy a link that can be accessed without login

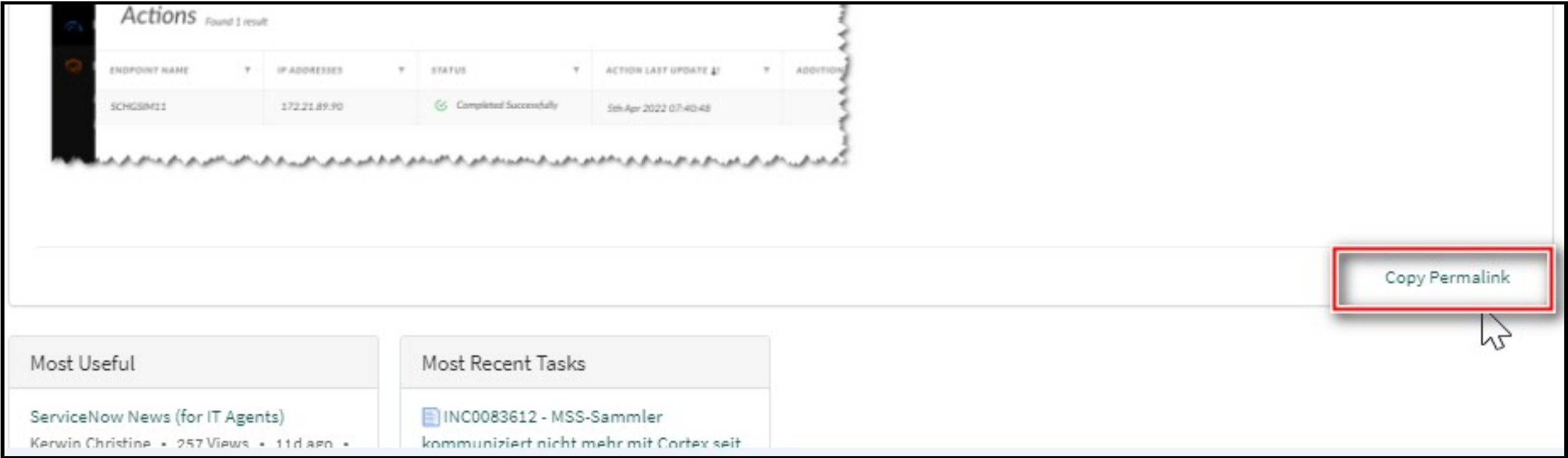
Instructions

Open the [Knowledge Base](#) directly or open the Service Portal.

You can find all KB article in the category "Knowledge Bases".



Open the article. Scroll down and click on "Copy Permalink"



Please recognize:

Please **do not** copy the link from the backend. Otherwise there is a risk that the error described above occurs.

This is due to the fact that, that the link doesn't contain the reference to the Service Portal:

https://bellfoodgroup.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010472

https://bellfoodgroup.service-now.com/kb_view.do?sysparm_article=KB0010472

Furthermore **don't** copy the URL-Link, because the link could change and is not permanent.

Revised by Mattes Kirstin
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Helpful?

Yes

No