



Redirect old articles to a new permalink

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You can use the old links feature to 301 redirect retired permalinks and articles to a new location. You have two options for using old links:

- Enabling a setting so that when you change a permalink and save the article or category, we will prompt you to **automatically add the previous permalink as an old link**
- Adding old links manually

Here, we'll show you how to manually add an Old Link.

To manually add old links:

1. Open the article or category in the editor.
2. Click on the **Old Links** hyperlink at the top of the editor.

A screenshot of the KnowledgeOwl editor interface. The top navigation bar includes links for KnowledgeOwl Support, Knowledge Base, Library, Settings, Reporting (with a red badge showing 17), and View KB. On the left, a sidebar menu shows 'Articles' as the active section, with sub-links for Manage, Home Page, Glossary, and Contact Form. The main content area shows the 'Release notes' article being edited. At the top of the editor, there are three tabs: 'Old Links' (which is selected and highlighted with a blue arrow), 'Copy Link', and 'View Article'. Below the tabs, the 'Permalink' field is visible, showing 'https://support.knowledgeowl.com/help/april-10-2018'. Further down, there are fields for 'Full Article Title' (containing 'April 10, 2018') and 'Add Short Title' and 'Add Internal Title' links.

3. Specify the old permalinks that should redirect to this new article.

Redirect Links



Need to redirect old permalinks to the current one? Enter the old permalinks below to create 301 redirects.

Old Permalinks



Add Old Permalink

[Cancel](#)

Update Redirects

4. Click on the **Update Redirects** button to save those redirects.

5. Save your article or category in the editor.



Note: You only need to copy the editable portion of the permalinks [for example, april-10-2018, not <https://support.knowledgeowl.com/help/april-10-2018>]. So in this example, old-permalink-1, old-permalink-2, and old-permalink-3 are the previous permalinks I want to redirect to april-10-2018. If you try to add a full permalink, you'll see a warning message:

The screenshot shows the 'Redirect Links' modal with a yellow warning banner that reads: 'Only valid URL slugs are allowed. Any invalid characters will be stripped upon save.' An arrow points from this banner to the 'Old Permalinks' input field. The input field contains the text 'working-with-content'. Below it, another input field contains 'knowledgeowl.com/help/new-top-level-article-two' with a delete icon to its right. At the bottom, there is a green '+ Add Old Permalink' button, a blue 'Cancel' link, and a green 'Update Redirects' button.

For old link redirects referencing a separate article (the first use case below), the old link articles you want to redirect need to be in an unpublished status--either Draft or Deleted.

Use cases

Old links let you redirect permalinks for old/outdated links to a current article. There are two primary use cases for old links:

1. When you've written a new article that "replaces" an existing article.
2. When you've updated an article's permalink due to title or content changes.

Let's look at each of these in turn.

Replacing an existing article

Linus, our trusty owl, has written an article called **Giving a hoot about knowledge**, and the permalink was something like:

```
https://support.knowledgeowl.com/help/giving-a-hoot-about-knowledge
```

After that article was published, his marketing team used that permalink in a public blog post on owls and wisdom.

Now, let's suppose that Linus has since written a new and better version of this content called **Docs or it didn't happen**:

```
https://support.knowledgeowl.com/help/docs-or-it-didnt-happen
```

But Linus isn't sure all the places out in the wide world that referenced that giving a hoot article. And what if it was so brilliant that other people *also* referenced it, linked to it, or bookmarked it?

Old links to the rescue! Instead of trying to track down every instance of the original permalink for **Giving a hoot about knowledge**, Linus can set **Giving a hoot about knowledge** to a deleted status and enter the giving-a-hoot url as an old link for **Docs or it didn't happen**. When people try to go to the giving-a-hoot URL, we'll auto-redirect them to docs-or-it-didnt-happen instead.

Updated permalink

In other cases, maybe Linus didn't write an entirely new article but, instead, he changed the title on an existing article and wants to change the permalink, too. Let's say Linus has an article whose permalink has always been this:

```
https://support.knowledgeowl.com/help/a-hooting-good-time
```

The screenshot shows the KnowledgeOwl interface. The top navigation bar includes 'Knowledge Base', 'Tools', 'Library', 'Settings', 'Reporting', and 'View KB'. The left sidebar has 'Articles', 'Manage', 'Home Page', and 'Glossary'. The main content area shows a 'Top-level default cat' dropdown, a 'Permalink' field with the URL 'https://[redacted]/docs/a-hooting-good-time', and a 'Full Article Title' field with the text 'A Hooting Good Time'. There are also links for 'Old Links', 'Copy Link', 'View Article', 'Add Short Title', 'Add Internal Note', and 'Add Internal Title'.

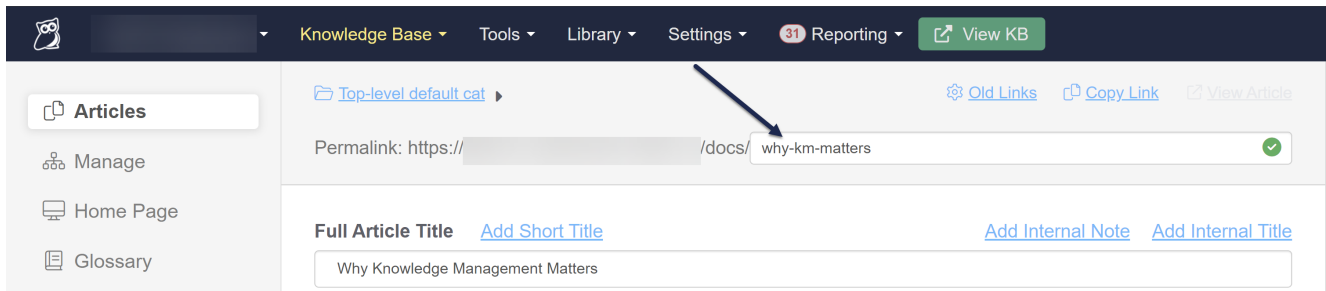
But that permalink was generated from the article's old title [A Hooting Good Time]. When Linus updated this article to a new version, he renamed it to "Why Knowledge Management Matters." He wants to update the

permalink to:

https://support.knowledgeowl.com/help/why-km-matters

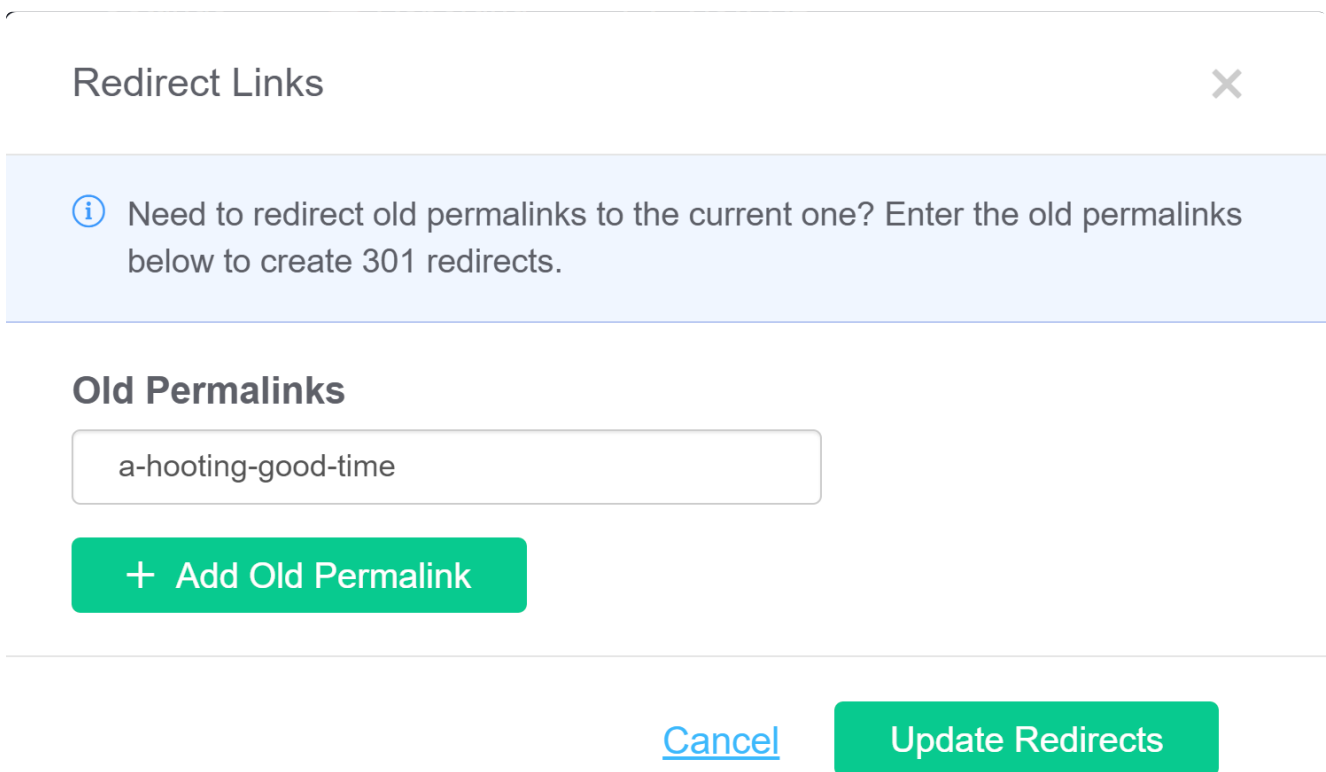
But he also want any links or bookmarks to a-hooting-good-time to still work.

First, Linus can edit the current permalink to why-km-matters.



The screenshot shows the Knowledge Owl interface. The top navigation bar includes 'Knowledge Base', 'Tools', 'Library', 'Settings', 'Reporting' (with a notification badge), and 'View KB'. The left sidebar has 'Articles', 'Manage', 'Home Page', and 'Glossary'. The main content area shows the article 'Why Knowledge Management Matters' with a 'Permalink' field set to 'https://.../docs/why-km-matters'. A blue arrow points to the 'why-km-matters' part of the URL. Other options like 'Old Links', 'Copy Link', and 'View Article' are visible. Below the permalink, there are fields for 'Full Article Title' and 'Add Short Title'.

Then, he adds an old link to a-hooting-good-time so that the old URL will automatically redirect to why-km-matters:



The 'Redirect Links' dialog box has a title bar with a close button. A light blue informational box states: 'Need to redirect old permalinks to the current one? Enter the old permalinks below to create 301 redirects.' Below this, the section 'Old Permalinks' contains a text input field with 'a-hooting-good-time' and a green button labeled '+ Add Old Permalink'. At the bottom, there are two buttons: 'Cancel' and 'Update Redirects'.

Sample manually-created Old Link

Once Linus clicks **Save Redirects** and re-saves the article, anyone visiting

https://support.knowledgeowl.com/help/a-hooting-good-time

will be redirected to

<https://support.knowledgeowl.com/help/why-km-matters>

In a nutshell, old links are here to make it easier for you to keep older/public article permalinks but have them point to the most recent relevant content.



Note: this is exactly the workflow that the automatic permalink option in **Settings > Basic handles for you!**