



# Delete and recover articles

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Delete articles and recover deleted content.

## Delete an article

There are two ways to delete an article:

1. Setting the article's publishing status to deleted
2. Selecting the trash can icon next to the article in the **Articles** page.

Both methods give you the option to set up an article redirect when you delete the article. You can also set up redirects separately using [Old Links](#).

You can also bulk delete articles. Refer to [Deleting articles in bulk in Manage](#) for more information.

## What happens when you delete an article

When you delete an article, here's what happens:

- It's completely removed from your live knowledge base (the table of contents, category landing pages, search results, article lists, etc.).
- If you haven't set up a redirect, when a reader tries to navigate to the article's URL, they'll receive a 404 page.
- All view data for the article is removed from the [Reporting Dashboard](#). This data cannot be recovered if you recover the article and will disappear from the [Popular Articles Report](#).
- It's removed from the **Articles** hierarchy.
- It's added to the **Deleted** filter in **Manage**.

## Set article status to deleted

1. Open the article for editing,
2. Select **Deleted** in the **Publishing Status** dropdown.
3. *Optional:* KnowledgeOwl displays the **Redirect to another article** checkbox. If you want to redirect the article's URL to another article, select the checkbox, then type an article name in the text box and choose an article to redirect to.

Sample redirect to another article  
checkbox

4. Select **Save** to delete the article and set up the redirect if you chose to create one.

## Delete an article from the Articles list

1. In the top-level **Articles** page, hover over the article, then select the **Delete** (trashcan) icon.

Sample delete trashcan icon

2. The delete confirmation modal opens.
3. Verify that the article name listed is the one you meant to delete.
4. *Optional:* To redirect visitors to the article to a different page, select **Redirect to another article**, then type an article name in the text field.

Sample delete article modal

5. Select **OK** to delete your article and set up your redirect if you chose to create one.

## Find or recover deleted articles

You can review a full list of all your deleted articles in **Manage** using the **Deleted Standard** filter. Refer to [Use standard Manage filters](#) for more information.

Refer to [Recover a deleted article](#) or [Recover multiple deleted articles](#) if you've incorrectly deleted one or more articles and need to recover them.

## Delete articles in bulk in Manage

Our default **Editor** and **Writer** roles have permission to delete articles. If you're using a [custom author role](#), that role must have the Article [Permission to Delete articles](#) to bulk delete articles.

Deleting an article will:

- Remove it completely from your live knowledge base (the table of contents, category landing pages, search results, article lists)
- Show a 404 page when someone navigates to the article's URL, unless you've set up an [old link](#) to redirect to a different page.
- Delete all view data for the article. This data will not be recovered if you recover the article and will disappear from the [Popular Articles Report](#).
- Remove it from the Articles hierarchy (though you can still find it in the **Manage > Deleted** filter)

You can delete multiple articles at once using Manage Articles. To do so:

1. In the top section of the lefthand navigation, select **Manage**.
2. Use a filter or search to display the articles you'd like to delete.
3. Check the box next to each article you'd like to delete. (Or use the checkbox in the header to select all displayed articles/all articles in filter.)
4. Select the **Delete** link just above the article list.

The screenshot shows the 'Manage Articles' interface. At the top, there is a filter dropdown set to 'All Non Deleted' and a green button labeled 'Create New Filter'. Below this are several action links: 'Edit', 'Bulk Edit', 'Archive', 'Delete' (highlighted with a red trash icon and an arrow), and 'Export Articles to CSV'. A table of articles follows, with columns for 'Article Name', 'Status', and 'Category'. The first row has a checkbox, 'Recent bug fixes', 'DRAFT' status, and a category icon. The next three rows have checkboxes checked, indicating selection. The 'Delete' link is pointed to by an arrow from the third step of the instructions.

<input type="checkbox"/>	Article Name	Status	Category
<input type="checkbox"/>	Recent bug fixes	DRAFT	[Icon]
<input checked="" type="checkbox"/>	World Elder Abuse Awareness Day Bug Fixes	PUBLISHED	[Icon]
<input checked="" type="checkbox"/>	Nat'l Iced Tea Day 🧊🍷 bug fixes	PUBLISHED	[Icon]
<input checked="" type="checkbox"/>	Secure file library: now with direct authentic...	PUBLISHED	[Icon]
<input type="checkbox"/>	Feature enhancement: View & copy version ...	PUBLISHED	[Icon]

Select the articles you'd like to delete and then click the Delete link

5. A confirmation message will appear, identifying how many articles you've selected to delete. Select **OK** to delete the articles you selected.

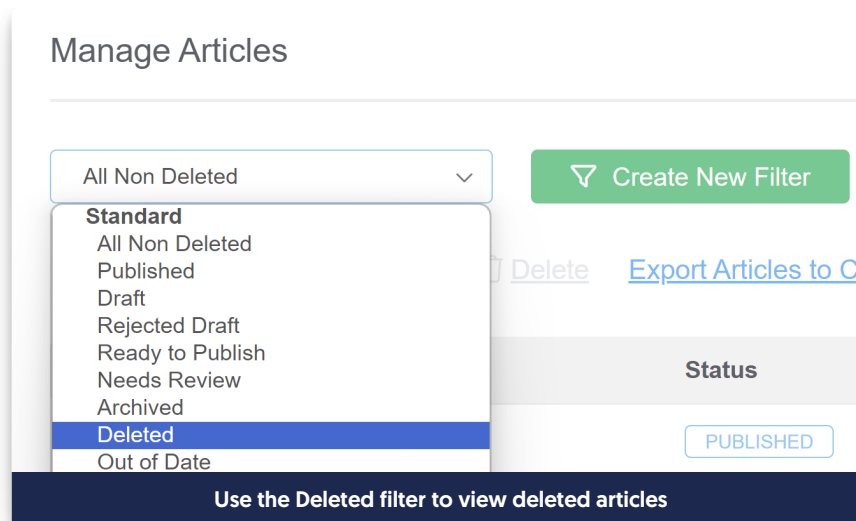
The screenshot shows a confirmation dialog box with the text 'Are you sure you want to delete the 2 selected articles?'. At the bottom right are two buttons: 'Cancel' (yellow) and 'OK' (green). An arrow points to the 'OK' button. Below the dialog box is a dark blue bar with the text 'Select OK to confirm the delete'.

Are you sure you want to delete the 2 selected articles?

Cancel OK

Select OK to confirm the delete

Once the articles are deleted, if you need to view or edit them, selected Deleted from the filter dropdown at the top to view a full list of deleted articles:



## Recover a deleted article

What happens if you accidentally deleted an article?

Good news: it's not gone forever!

KnowledgeOwl stores all deleted articles in **Knowledge Base > Manage**. You can access deleted articles by using the Deleted [standard Manage filter](#) or [creating a custom Manage filter](#) looking for deleted articles.

Once you have a filter that displays the article you'd like to recover:

1. Click the name of the article. This will open the article into Article Editor in a new tab.
2. In the editor, use the Publishing Status dropdown to resave the article with whatever publishing status you'd prefer (such as Draft, Published, etc.).
3. By default, the article will be re-added to the category it was originally located within. If you've deleted or rearranged since then, be sure to update the article's **Category** so that it's within a valid category.
4. **Save** your changes.
5. If you set up any [Old Link redirects](#) when you deleted the article, you'll also need to remove those.
  - a. If you can't remember where you used them, go to the All Non-Deleted filter in Manage and [Export the Manage Articles list to CSV](#). Be sure to include the Old links column in your export.
  - b. Then search the CSV for the permalink of the article you recovered. Articles that have that permalink in their Old links field will need to be edited to remove the old link.

## Recover multiple deleted articles

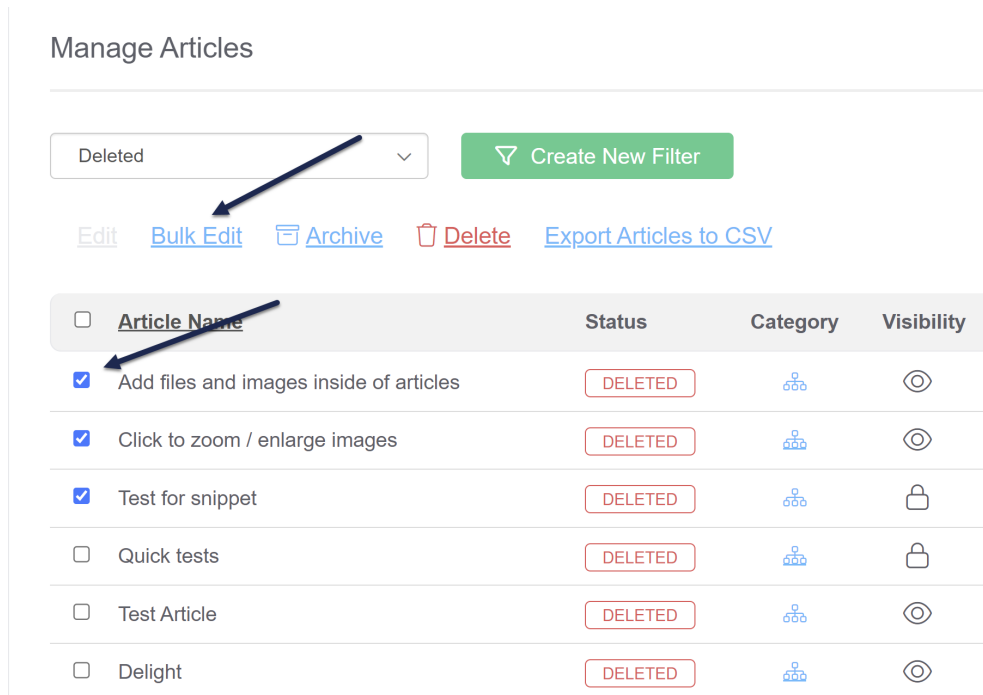
If you accidentally deleted multiple articles and need to recover them, the good news is that you can. Articles

recovered using this method will be re-added to the category they were in when they were deleted. If you've also deleted the entire category, [contact us](#) for help with recovering the full category.

KnowledgeOwl stores all deleted articles in **Knowledge Base > Manage**. You can access deleted articles by using the Deleted [standard Manage filter](#) or [creating a custom Manage filter](#) looking for deleted articles.

Once you have a filter that displays the articles you'd like to recover:

1. Check the boxes to the left of the articles you'd like to recover.
2. Once you've selected all of the articles you'd like to recover, select the **Bulk Edit** link.



The screenshot shows the 'Manage Articles' interface. At the top, there is a filter dropdown set to 'Deleted' and a green 'Create New Filter' button. Below the filter, there are links for 'Edit', 'Bulk Edit', 'Archive', 'Delete', and 'Export Articles to CSV'. The 'Bulk Edit' link is highlighted with a blue arrow. Below the links is a table of deleted articles. The first row of the table has a checkbox selected, and a blue arrow points to it. The table has columns for 'Article Name', 'Status', 'Category', and 'Visibility'.

<input type="checkbox"/> Article Name	Status	Category	Visibility
<input checked="" type="checkbox"/> Add files and images inside of articles	DELETED	People	Visible
<input checked="" type="checkbox"/> Click to zoom / enlarge images	DELETED	People	Visible
<input checked="" type="checkbox"/> Test for snippet	DELETED	People	Hidden
<input type="checkbox"/> Quick tests	DELETED	People	Hidden
<input type="checkbox"/> Test Article	DELETED	People	Visible
<input type="checkbox"/> Delight	DELETED	People	Visible

3. In the Bulk Edit pop-up, set the **Publishing Status** to whatever status you'd prefer (such as Draft, Published, etc.).
4. Once you've finished making your bulk edit selections, click the **Update Articles** button.

## Publishing Status:

Keep Current Status ▾

- Keep Current Status
- Draft**
- Ready to Publish
- Rejected Draft
- Published
- Needs Review
- Archived
- Deleted

☒ Keep Current Status

☐ No Status

☐ NEW Article Status

☐ UPDATED Article Status

## Restrict to Groups:

☒ Keep Current Restrictions

☐ None

☐

☐

☐

☐

☐

☐

☐

## Add Options:

☐ Exclude from search results

☐ Hide from table of contents

☐ Hide from landing page

☐ Hide from article lists

## Versions:

☐ Activate next version marked ready for review

## Add Tags

Type tag name and hit enter or tab...

*This is additive only. Tags will not be removed from articles.*

[Cancel](#)

Update Articles

5. If you're editing a large volume of articles, you'll see the bulk edit progress bar, which will tell you when it's done. If you're editing a small number, the edit should complete promptly. Either way, the Manage filters will update to no longer show the articles as Deleted.
6. If you set up any [Old Link redirects](#) when you deleted the article, you'll also need to remove those.
  - If you can't remember where you used them, go to the All Non-Deleted filter in Manage and [Export the Manage Articles list to CSV](#). Be sure to include the Old links column in your export.
  - Then search the CSV for the permalink of the article you recovered. Articles that have that permalink in their Old links field will need to be edited to remove the old link.