



Delete and recover articles

Last Modified on 04/17/2024 11:32 am EDT

Delete articles and recover deleted content.

Delete an article

There are two ways to delete an article: by changing the article status, and by clicking delete in the articles list. 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](#).

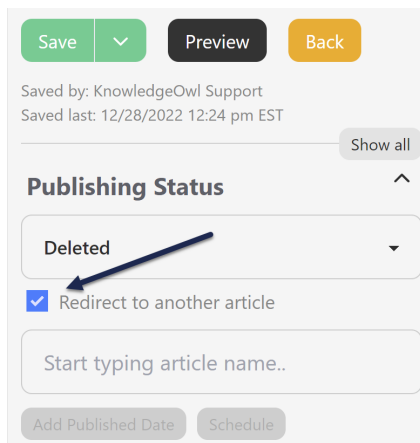
You can also bulk delete articles. Refer to [Deleting articles in bulk in Manage](#) for more information.

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 [Knowledge Base > Manage > Deleted filter](#))

Set article status to deleted

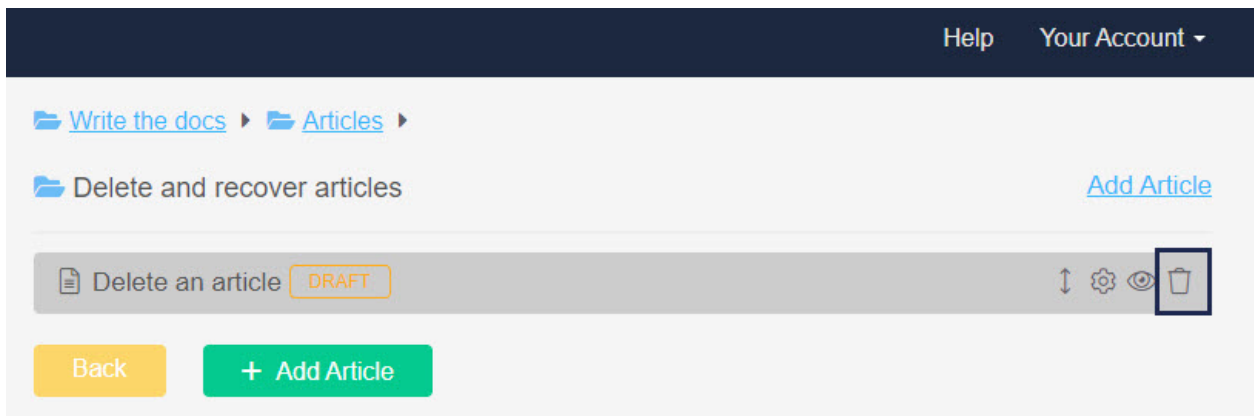
1. Open the article for editing,
2. Select **Deleted in Publishing Status**.
3. *Optional:* KnowledgeOwl displays the **Redirect to another article checkbox**. If you want to redirect the article's URL to another article, select the checkbox, then type an article name in the text box and choose an article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



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

Delete an article from the Articles list

1. In **Knowledge Base > Articles**, hover over the article, then select the **Delete** icon.



2. KnowledgeOwl displays a prompt asking you to confirm deletion, and giving you the option to redirect the article to another article.
3. *Optional:* To redirect the article, select **Redirect to another article** in the prompt, then type an article name in the text field.



4. Select **OK** to set up your redirect (if you chose to create one) and delete the article.

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.

Manage Articles

All Non Deleted ▼ Create New Filter

[Edit](#) [Bulk Edit](#) [Archive](#) [Delete](#) [Export Articles to CSV](#)

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

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.

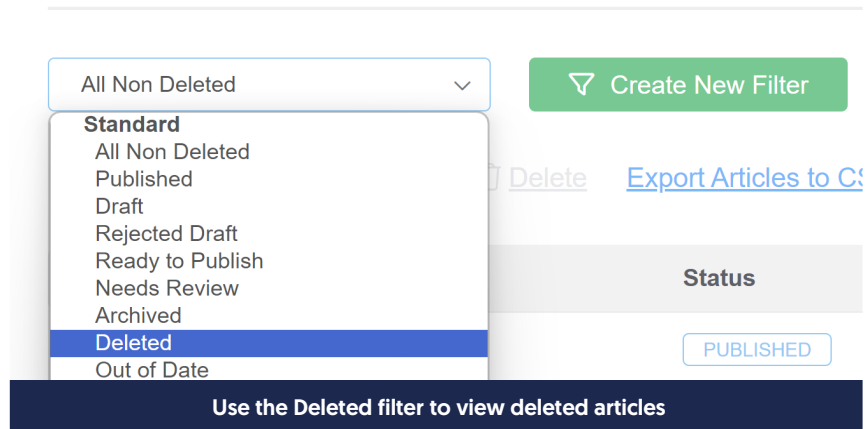
Are you sure you want to delete the 2 selected articles? ×

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:

Manage 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

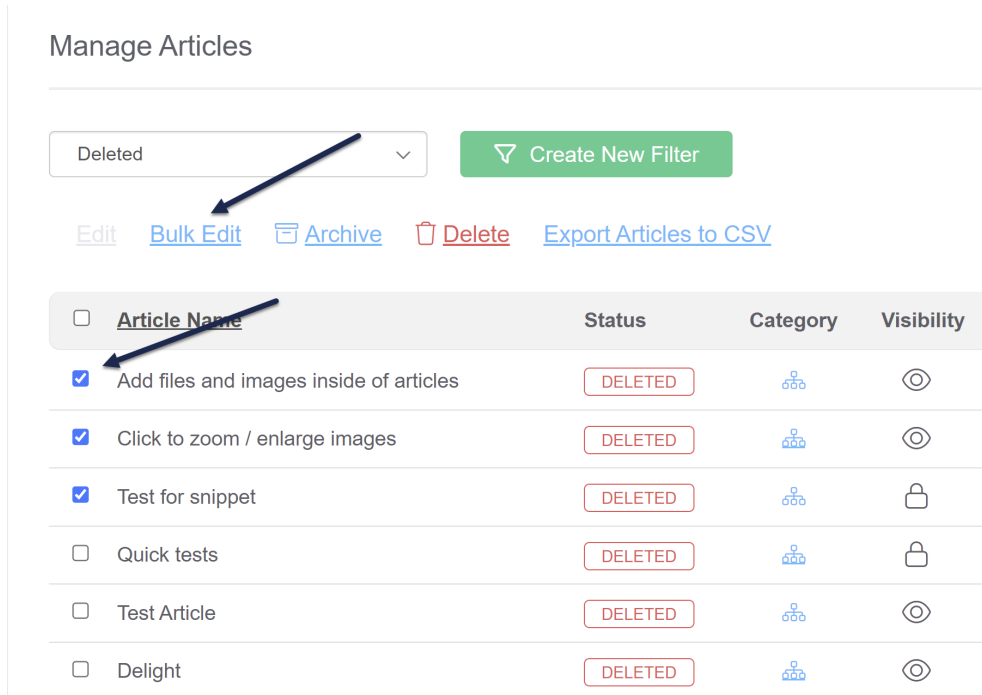
If you accidentally deleted multiple articles and need to recover them, the good news is that you can. Articles

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 dropdown menu set to 'Deleted' and a green 'Create New Filter' button. Below these are several action links: 'Edit', 'Bulk Edit', 'Archive', 'Delete', and 'Export Articles to CSV'. A table of articles follows, with columns for 'Article Name', 'Status', 'Category', and 'Visibility'. The first three rows have their checkboxes checked, and the 'Status' column for these rows shows 'DELETED'. The 'Category' column shows a group icon, and the 'Visibility' column shows an eye icon. The last three rows have their checkboxes unchecked and their 'Status' column shows 'DELETED'. The 'Category' column shows a group icon, and the 'Visibility' column shows an eye icon.

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

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

Add Tags

Type tag name and hit enter or tab...

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

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

[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.