Run the URL checker

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Our default Editor and Writer roles have permission to use the URL checker. If you're using a custom author role, that role must have the **Tools** custom author role permission to **Run URL checker reports**.

To run the URL checker and generate a links report:

1. Go to **Tools > URL checker**.
2. The report will include articles with the Published or Needs Review publishing status. If you'd like to include articles in a draft or archived publishing status or to check article versions, check the appropriate boxes in the **Additional content options** section. Refer to Additional content options for more information on what these options do.
3. To generate a report that includes all links in your knowledge base, even those successfully loading, check the **Report options** box to **Include links with no issues in report**. Leave this box unchecked to include only broken/ambiguous URLs in your report. Refer to Report options for more information on using this setting.
4. Once you've finished making selections, select **Generate Report**.
5. The checker displays a detailed progress bar as it's running, letting you know as it checks content. Refer to Which content is checked for a complete list of which fields are checked; refer to Which content isn't checked for the limitations or exceptions.
6. Once the checker has completed, a success message displays and a **Download** option appears next to **Generate Report**. The timestamp for the "Last report ran on..." statement also updates.
7. Select **Download** to download the URL checker links report in CSV format.

Review the report and update content as seems appropriate. Refer to How to read the URL checker links report for more information on working with the report.

Once the report has been generated, it remains available in **Tools > URL checker** until you generate a new one, so you can also start this report, go do other things, and then come back and download it later.

The checker will only allow one report per knowledge base to be generated at a time, so if you have multiple authors and one person starts it, everyone else will be prevented from running a new report until that report has finished generating.

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