

# **How to read the Broken Links Report**

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The Broken Links Report includes eight columns.

You can work through this report in any number of ways. We've found it useful to open the CSV in Excel or a similar program, filter by the **Object Type** column, and then work through each Object Type in more detail. Refer to Tips & tricks for broken links and Learn the quirks of your broken links report for more suggestions on working through the report and the detailed explanation of the columns below.

# **Object ID**

The Object ID column displays the ID of the object for individual objects like articles, snippets, and categories.

This column is left blank for knowledge base-wide things like Theme or Homepage.

## **Object Type**

The Object Type column displays which type of object the broken link is found in. The available types are:

- Article
- Article Version (only included if you choose to include article versions in the content of the report)
- Category
- Homepage
- Snippet
- Theme

# **App Edit Link**

The **App Edit Link** column displays the app.knowledgeowl.com editor link to the page that contains the broken link. Use this field to open the object for editing so you can resolve the issue.

For theme links, this is just the URL to Customize > Style (HTML & CSS).

#### **View Link**

The **View Link** column displays a link to the live knowledge base page that contains the broken link. Use this field to view the page and try to open the link to see what happens.

Some objects (such as snippets, theme, etc.) do not have a live View Link.

## **Object Field**

The Object Field column displays which field on the object contains the link.

The list of available fields depends on the **Object Type**. For Theme, this field includes which portion of the Custom HTML the link's located within.

Refer to Which content is checked for more detail on which object fields are checked.

#### Link URL

The Link URL column displays the URL that's considered broken.

## **Link Text**

For URLs included in body or HTML content, the Link Text column displays the text associated with that link.

This can help you identify where in the body you need to update the link.

The column displays N/A for object fields where you just assign the URL directly, such as URL redirects, icons, banners, and thumbnails.

# **Link Type**

The **Link Type** column identifies whether the link points to another page within KnowledgeOwl or to a page outside of KnowledgeOwl. It always contains one of two values:

- Internal for links that refer to resources within KnowledgeOwl (files, other articles, etc.)
- External for links that refer to websites and resources outside of KnowledgeOwl

## **Status Code**

The Status Code column displays the HTTP error code that's prompting this link to be included in the report.

Refer to Exclude codes for a description of some common status codes.

### **Author**

For objects that have an author (such as articles or some category types), the **Author** column displays the name of the current designated author.

The column displays N/A if this information is not tracked, such as for theme.

The column displays a blank if the author has been deleted since they saved a change.

## **Last Modified Author**

displays the name of the author who last saved changes to the object.
The column displays N/A if this information is not tracked, such as for theme.
The column displays a blank if the author has been deleted since they saved a change.