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# Knowledge Base

ScienceLogic Version 8.10.0

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## Introduction

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### What is Knowledge Base?

**CAUTION:** Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

The **Knowledge Base** allows users to create, import, and search user-created articles. **Dashboards** of the user's latest created articles and most recent searches can also be viewed.

Users can also use the **Knowledge Base** to search:

- ScienceLogic guides
- Tickets
- Events
- News feeds
- Device notes
- Asset notes
- Organization notes
- Network notes
- Vendor notes

**Knowledge Base** articles are stored in a database in the ScienceLogic platform.

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## Who Should Read this Manual?

This manual will be useful for users that wish to use the product to manage their organization's documentation effectively.

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# Chapter

# 2

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## Creating and Viewing Articles

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### Overview

There are two ways to view an article in the **Knowledge Base**:

- In the **Articles Found** page, you can click on an article title. Article titles are displayed when you use the **Search** fields or when you select an article topic under Knowledge > Topics.
- Clicking on an article title in the **Top Postings** pane.

In both cases, the article will be displayed in the **Article Reader** page.

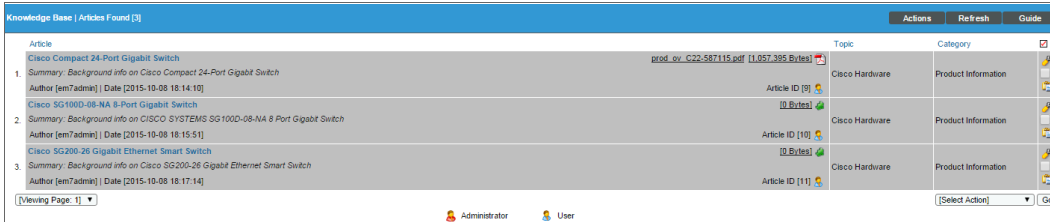
## Viewing From the Articles Found Page

The **Articles Found** page displays the results of a search and displays the results of a selection from Knowledge > Topics. From this page, you can search further to refine your results, or you can view, edit, and manage one or more articles.

**NOTE:** The **Recent Searches** pane in the **Knowledge Base Home** page displays the last 12 **Knowledge Base** searches. Selecting an entry displays the results of the search in the **Articles Found** page.

To view an article from the **Articles Found** page:

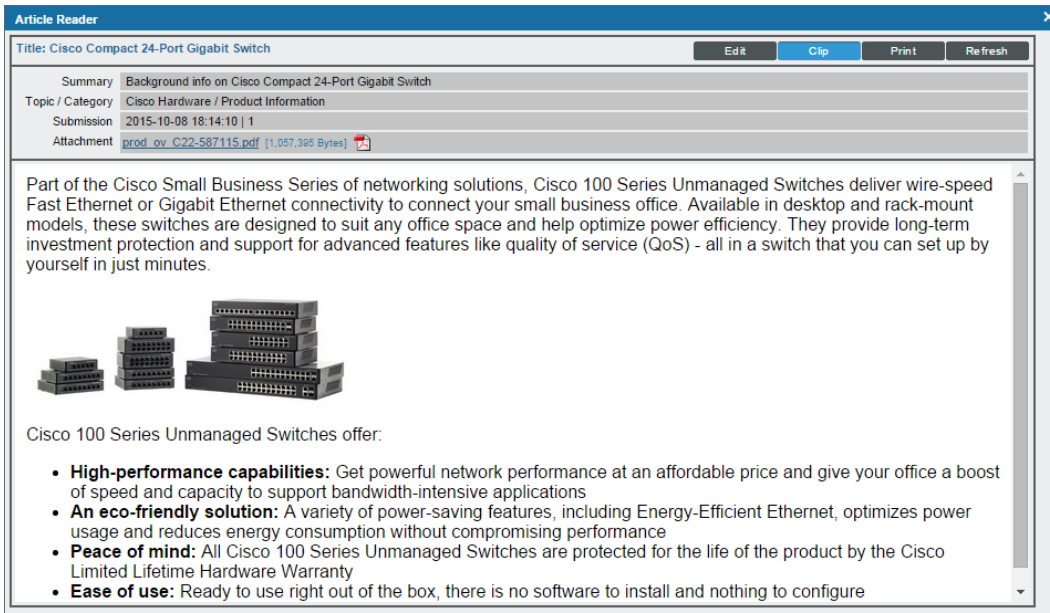
1. Go to the **Articles Found** page by performing a search in the **Search Knowledge Base** pane.



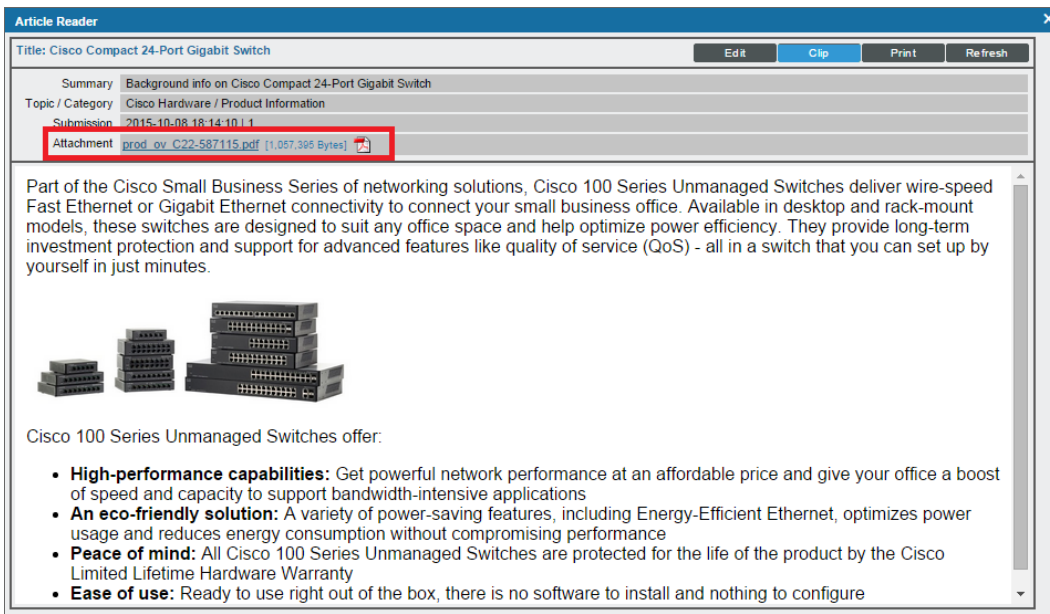
The screenshot shows the 'Articles Found' page in a web application. The page title is 'Knowledge Base | Articles Found [3]'. There are three tabs: 'Actions', 'Refresh', and 'Guide'. The main content is a table with three columns: 'Article', 'Topic', and 'Category'. The table contains three rows of search results. Each row includes a summary, author, date, article ID, and a link to the article. The first row has a link to a PDF file. The bottom of the page shows a 'Viewing Page: 1' dropdown, user roles 'Administrator' and 'User', and a '[Select Action]' dropdown with a 'Go' button.

Article	Topic	Category
<a href="#">Cisco Compact 24-Port Gigabit Switch</a> Summary - Background info on Cisco Compact 24-Port Gigabit Switch Author [em7admin]   Date [2015-10-08 18:14:10]	prod_ov_c22-587115.pdf [1,057,385 Bytes]	Cisco Hardware Product Information
<a href="#">Cisco SG1900-08-NA 8-Port Gigabit Switch</a> Summary - Background info on CISCO SYSTEMS SG1900-08-NA 8 Port Gigabit Switch Author [em7admin]   Date [2015-10-08 18:15:51]	Article ID [9]	Cisco Hardware Product Information
<a href="#">Cisco SG200-26 Gigabit Ethernet Smart Switch</a> Summary - Background info on Cisco SG200-26 Gigabit Ethernet Smart Switch Author [em7admin]   Date [2015-10-08 18:17:14]	Article ID [11]	Cisco Hardware Product Information

2. Find the article you want to view from among your search results, and click on the article.
3. The **Article Reader** page appears, loaded with the selected article. The **Article Reader** page displays the following information about the article:
  - **Summary.** A description of the article.
  - **Topic/Category.** The Article Topic and Article Category for the article.
  - **Submission.** The date and time the article was created.
  - **Attachment** (if applicable). Displays a link to the attached document. To view or save the attachment, click its link.



4. To view an attachment to an article, click the title of the attachment. You will be prompted to save the attachment to your local computer or open the attachment with a locally installed application.



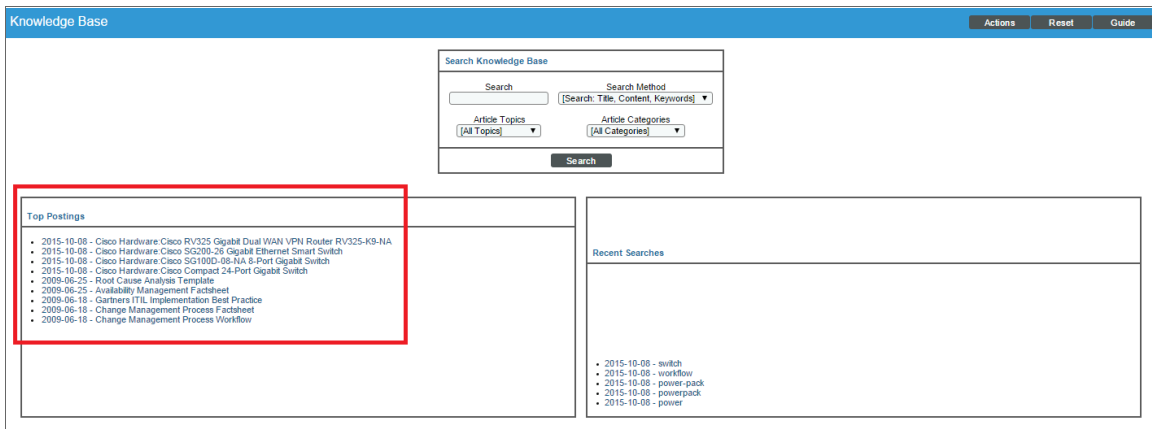
5. The body of the article appears in the main pane of the Article Reader page. You can print this content by clicking the [Print] button.

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## Viewing From the Top Postings Pane

Articles can also be viewed from the **Top Postings** pane in the **Knowledge Base Home** page (Knowledge > Knowledge > Home). The **Top Postings** pane displays the last twelve articles to be entered into the **Knowledge Base**. To view an article:

1. Go to the **Knowledge Base Home** page (Knowledge > Knowledge > Home).
2. Click on the article you want to view in the **Top Postings** pane.



3. The **Article Reader** page appears, loaded with the selected article. The **Article Reader** page displays the following information about the article:
  - **Summary**. A description of the article.
  - **Topic/Category**. The Article Topic and Article Category for the article.
  - **Submission**. The date and time the article was created.
  - **Attachment** (if applicable). Displays a link to the attached document. To view or save the attachment, click its link.
4. To view an attachment to an article, click the title of the attachment. You will be prompted to save the attachment to your local computer or open the attachment with a locally-installed application.
5. The body of the article appears in the main pane of the Article Reader page. You can print this content by clicking the **[Print]** button.

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## Viewing Articles by Topic

Article Topics allow you to group articles for easier organization. The list of article topics can be customized by administrators in the **Select Objects Editor** page (System > Customize > Select Objects).

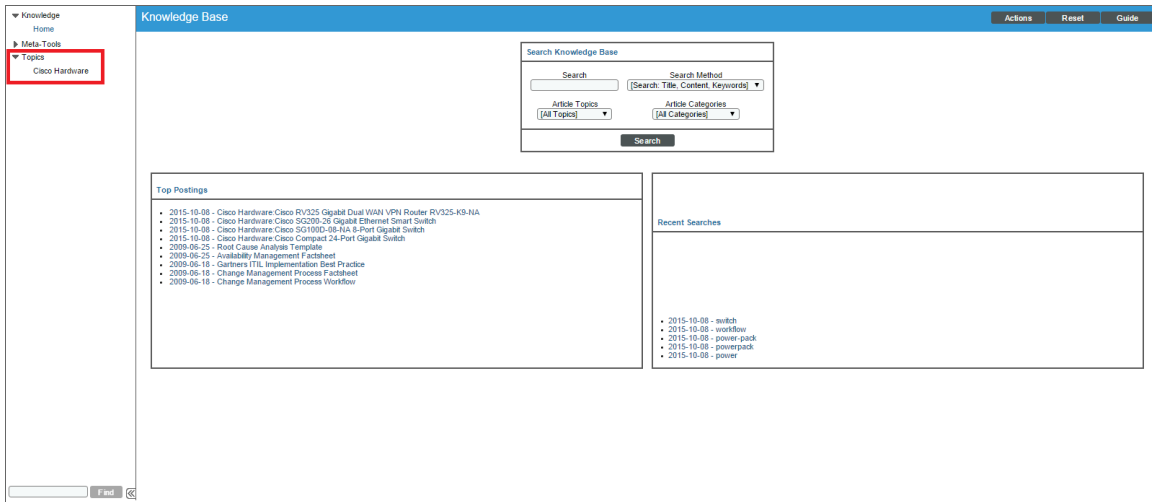
When creating an article in the **Article Editor** page, you can select an Article Topic to assign to the new article.



When an article topic has one or more member articles, the topic appears in the Navigation Bar in the **Knowledge Base** under the **Topics** heading.

To view a list of articles associated with an Article Topic:

1. Click the **[Knowledge]** tab.
2. Expand the **Topics** heading in the Navigation Bar.



3. Select a topic.
4. The ScienceLogic platform displays the **Articles Found** page, with a list of all articles that belong to that Article Topic.

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## Viewing On-Line Materials

You can view online materials through the **Knowledge Base** by spawning a new window with a ScienceLogic login. On this website, you will find documents and other materials from ScienceLogic.

To view online materials:

1. Go to the **Knowledge Base Home** page (Knowledge > Knowledge > Home).
2. Click the **[Actions]** menu and select **On-Line Materials**.
3. A window will open where you will log in using your ScienceLogic credentials.
4. Once you have logged in, you will see a **Knowledge Base** with ScienceLogic documentation and other materials.

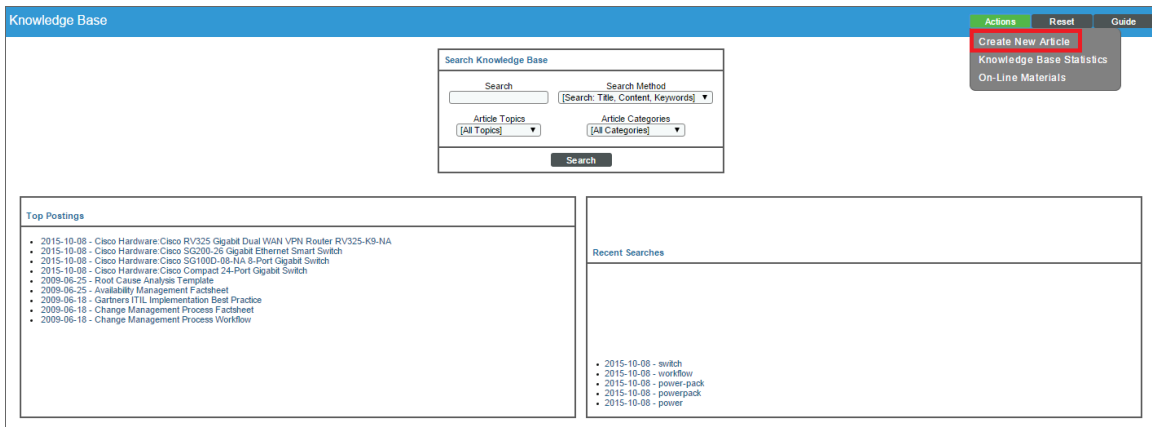
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## Creating an Article

From the **Knowledge Base Home** page, you can create a new article for the **Knowledge Base**.

To create a new article:

1. Go to the **Knowledge Base Home** page (Knowledge > Knowledge > Home).
2. In the **Knowledge Base Home** page, click the **[Actions]** menu and select **Create New Article**.



3. The **Article Editor** page appears. Enter a value into each of the following fields:

The screenshot shows the 'Article Editor' interface. At the top, there are 'Reset' and 'Guide' buttons. The main area is divided into three columns of form fields. The left column contains 'Article Title', 'Summary / Description', and 'Search Keywords'. The middle column contains 'Approval' (checked), 'Search Disabled' (unchecked), and 'Access Control' (set to 'No Key Required'). The right column contains 'Article Topic', 'Content Category', and 'Access Level' (set to 'Administrators'). Below these fields is a rich text editor with a toolbar and a large text area. At the bottom, there is an 'Attachment' section with a 'Choose File' button and a 'No file chosen' status, with a maximum size of 256M.

- **Article Title.** Name of the article. Can be any combination of alphanumeric characters up to 128 characters in length.
- **Summary/Description.** Brief summary of the article.
- **Search Keywords.** Words that will be used during a "key word" search. This is used like an index. Can be any combination of alphanumeric text, up to 128 characters in length.
- **Approval.** When you or a reviewer selects this checkbox and saves the article, the article will have a status of "Approved".
- **Search Disabled.** If selected, disables searching of all text, titles, and keywords. Article appears under Dashboard > Topics, but does not appear as a result in any searches.
- **Access Control.** Specifies the Access Keys required to view or edit this article. You can specify that no Access Keys are required, or you can select from a list of all Access Keys.
- **Article Topic.** Article Topics allow you to group articles for easier organization. For example, "articles", "best practice", "reports". You can select an entry to apply to each article. The list of article topics can be customized by administrators in the **Select Objects Editor** page (System > Customize > Select Objects).
- **Content Category.** List of content types. For example, "training", "best practice", "Linux support". You can select an entry to apply to each article. The list of article topics can be customized by administrators in the **Select Objects Editor** page (System > Customize > Select Objects).

**NOTE:** To save a new article or save changes to an existing article, *you must assign a value in the **Content Category field***. You cannot save an article that does not have an assigned category.

You can add additional entries to the **Article Topic** drop-down field and the **Content Category** drop-down field. To add an additional entry:

1. Find the drop-down field to which you want to add an entry. Click the plus sign icon (+) next to the field.
2. The field will be cleared. In the field, enter the value you want to apply to the current article and include in the list of entries for this drop-down.
3. The value you entered will now appear as an entry in that drop-down field, in all instances of the page. Each user who accesses the **Article Editor** page will be able to view and select the new entry.
4. The new drop-down entry will also appear in the **Select Objects Editor** page.
  - **Access Level.** Restricts access to the article to the selected account type. Choices are:
    - *Administrators.* Only users with accounts of type "Administrator" are allowed to view and edit this article.
    - *Users.* All users are allowed to view and edit this article.

**NOTE:** Users that have been granted the Access Hook "**KnowledgeBase:ViewAny**" are allowed to view all articles, even if those users are not of type "Administrator".

5. Click the **[Save]** button to save the new article.

## Adding or Editing Content in an Article

In the **Article Editor** page, you define the content of an article.

- In the **Notepad Editor** tool, you can manually enter and format text; insert content from a saved template; and add hyperlinks, images, or videos to an article.
- You can attach one or more documents to the article, using the **Attachment** field.

# Controlling Access to an Article

You can control access to **Knowledge Base** articles by using the **Access Control** field and **Access Level** field in the **Article Editor** page:

The **Access Level** field determines what type of user account can access the article. The choices are *Administrators* or *Users*.

The **Access Control** drop-down list specifies the Access Keys required to access the article. You can choose from a list of all Access Keys in the *EM7 System Administration* category and all Access Keys in the *Knowledge Base* category, plus a *No Key Required* option.

The different combinations of options will restrict access in the following ways:

Access Level	Access Control	Result
Administrators	N/A	<p>Only users with an account type of Administrator can access the article.</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>NOTE:</b> Users that have been granted the Access Hook <b>"KnowledgeBase:ViewAny"</b> are allowed to view all articles, even if those users are not of type "Administrator."</p> </div>
Users	No Key Required	All users of all account types can access the article.
Users	Select any Access Key	<p>All users with an account type of Administrator can access the article.            All users with the selected Access Key can access the article.            All users with an Access Key that includes the Access Hook <b>KnowledgeBase:ViewAny</b> can access the article.</p>


**CAUTION:** If you have granted a user an Access Key that includes the "KnowledgeBase:Edit" Access Hook, that user may edit any Knowledge Base article he/she can access. If you grant a user an Access Key that includes the "KnowledgeBase:Add/Rem" Access Hook, that user may delete any article that he/she can access.

**NOTE:** In addition to the requirements described above, a user must be granted an Access Key that contains the Access Hook "KnowledgeBase:View" to access the top-level **[Knowledge]** tab.

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## Editing an Article

In the **Knowledge Base**, you can select an article to edit in two ways:

- In the **Articles Found** page (which appears when you use the **Search** fields or when you select an article topic under Knowledge > Topics) find the article you want to edit and click its wrench icon (.
- If you click the article title in the **Top Postings** pane, the article appears in the **Article Reader** page. From the **Article Reader** page, click the **[Edit]** button.

In both cases, the **Article Editor** page appears. In this page, you can edit the value in one or more fields, described in the [Creating an Article](#) section. Click the **[Save]** button to save your changes.

# Chapter 3

## Searching the Knowledge Base

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### Overview

ScienceLogic users can search the **Knowledge Base** for articles, device notes, asset notes, vendor notes, organization notes, network notes, ScienceLogic guides, news feeds, tickets, and events.

### Searching the Knowledge Base

From the **Knowledge Base Home** page, you can search the **Knowledge Base** for articles. To do this:

1. Go to the **Knowledge Base Home** page (Knowledge > Knowledge > Home).
2. In the **Knowledge Base Home** page, go to the **Search Knowledge Base** pane.

Knowledge Base

Search Knowledge Base

Search [Search: Title, Content, Keywords]

Search Method [Search: Title, Content, Keywords]

Article Topics [All Topics]

Article Categories [All Categories]

Search

Top Postings

- 2015-10-08 - Cisco Hardware Cisco RV125 Gigabit Dual WAN VPN Router RV125-K9-NA
- 2015-10-08 - Cisco Hardware Cisco S5200-26 Gigabit Ethernet Smart Switch
- 2015-10-08 - Cisco Hardware Cisco S5110D-26-NA 8-Port Gigabit Switch
- 2015-10-08 - Cisco Hardware Cisco Compact 24-Port Gigabit Switch
- 2009-05-25 - Root Cause Analysis Template
- 2009-05-25 - Availability Management Factsheet
- 2009-05-19 - Customer TTL Implementation Best Practice
- 2009-05-19 - Change Management Process Factsheet
- 2009-05-19 - Change Management Process Workflow

Recent Searches

- 2015-10-08 - switch
- 2015-10-08 - workflow
- 2015-10-08 - power pack
- 2015-10-08 - powerpack
- 2015-10-08 - power

3. Enter values in the following fields:
  - **Search**. In this field, you can enter a string to search for. You can also include Boolean logic in this field.

- **Search Method.** Specifies the part of the article to search. Choices are:
    - *Search: Title, Content, Keywords.* The ScienceLogic platform will search for the string (specified in the **Search** field) in the title, list of keywords, and the article content of each article.
    - *Search Keywords Only.* The ScienceLogic platform will search for the string (specified in the **Search** field) in the list of keywords only for each article.
    - *Search: Boolean Search Mode.* Search using Boolean logic.
    - *Search: Article ID Match.* The ScienceLogic platform will search for the string (specified in the **Search** field) only in the Article ID of each article.
  - **Article Topics.** When creating an article in the **Knowledge Base**, you select an Article Topic to assign to the new article. The list of article topics can be customized by administrators in the **Select Objects Editor** page (System > Customize > Select Objects). Selecting an Article Topic in this field causes the ScienceLogic platform to search only articles that belong to that Article Topic.
  - **Article Categories.** When creating an article in the **Knowledge Base**, you select a Content Category to assign to the new article. The list of Content Categories can be customized by administrators. Selecting a Content Category Topic in this field causes the ScienceLogic platform to search only articles that belong to that Content Category.
3. Click the **[Search]** button.
  4. The ScienceLogic platform displays the **Articles Found** page, with all articles that match the search parameters. From the **Articles Found** page, you can view and edit each article in the list.

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## Searching Organization Notes, Device Notes, Asset Notes, and Vendor Notes

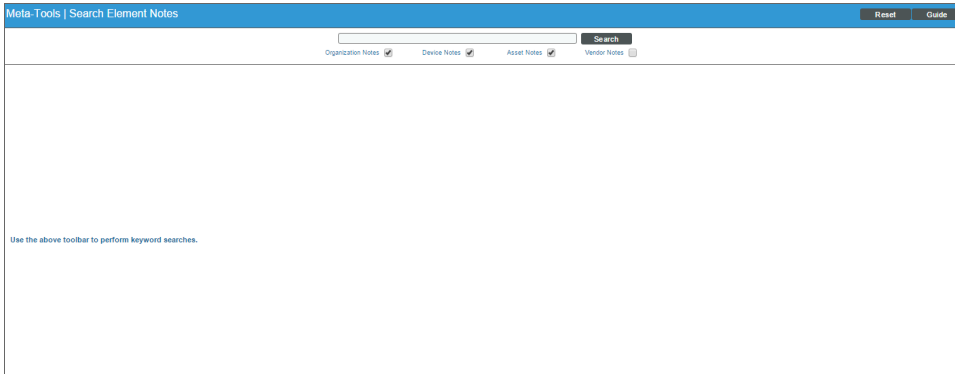
The **Knowledge Base** allows you to search the notes entered in the following pages:

- **Organization Notes** pages for all organizations.
- **Notes & Attachments** pages for all devices.
- **Asset Notes & Attachments** pages for all assets.
- **Vendor Notes & Attachments** pages for all vendors.



To search one, multiple, or all of these types of notes:

1. Go to the **Search Element Notes** page (Knowledge > Meta-Tools > Search Notes).



2. In the **Search Element Notes** page, enter a value into the following field:
  - **Search field.** Enter the text to search for in this field.
  - Select one or more of the following types of notes to search:
    - *Organization Notes.*
    - *Device Notes.*
    - *Asset Notes.*
    - *Vendor Notes.*
3. Click the **[Search]** button.
4. The **Results** pane at the bottom of the page will list notes that match your search parameters. You can view, edit, and print notes from this page.

## Viewing Results

After you execute a search, the results pane (at the bottom of the page) displays the following for each note:

- **Note Summary.** The first few lines of text from the note.
- **Type.** Specifies where the note was found. Possible entries are Organization, Device, Asset, or Vendor.
- **Date.** Date and time the note was found with the search tool.

**To view and edit the note in the Notepad Editor,** click the wrench icon (🔧) for a note. **To print a note,** click the printer icon (🖨️) for a note. **To download and view an attachment,** click the objects icon (📎) for a note.

# Chapter

# 4

## Knowledge Base Statistics

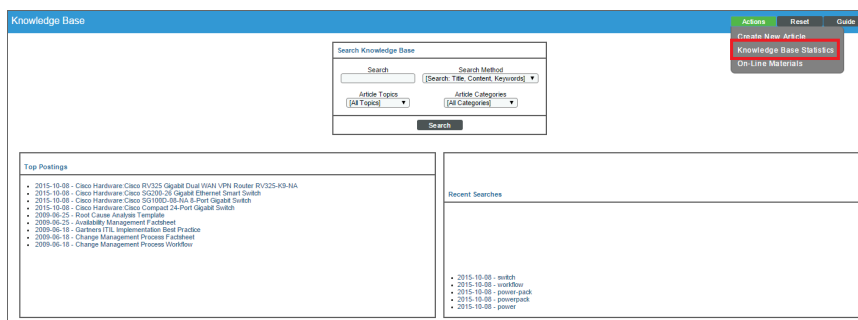
### Overview

The **Knowledge Base Statistics** modal page displays information about all the articles that make up the **Knowledge Base**. The report displays the number of articles assigned to each article topic and the status of those articles.

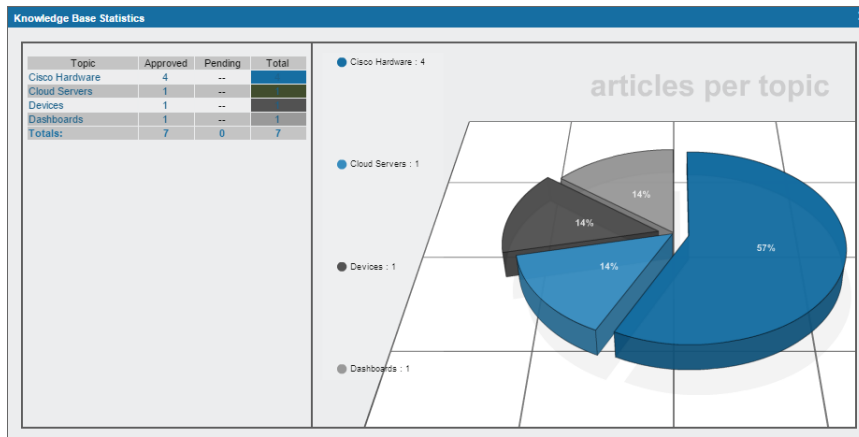
### Viewing Knowledge Base Statistics

To view the **Knowledge Base Statistics** report:

1. Go to the **Knowledge Base Home** page (Knowledge > Knowledge > Home).
2. In the **Knowledge Base Home** page, click the **[Actions]** menu and select **Knowledge Base Statistics**.



3. The **Knowledge Base Statistics** modal page appears.



## The Knowledge Base Statistics Page

The **Knowledge Base Statistics** modal page displays information about the articles that make up the **Knowledge Base**.

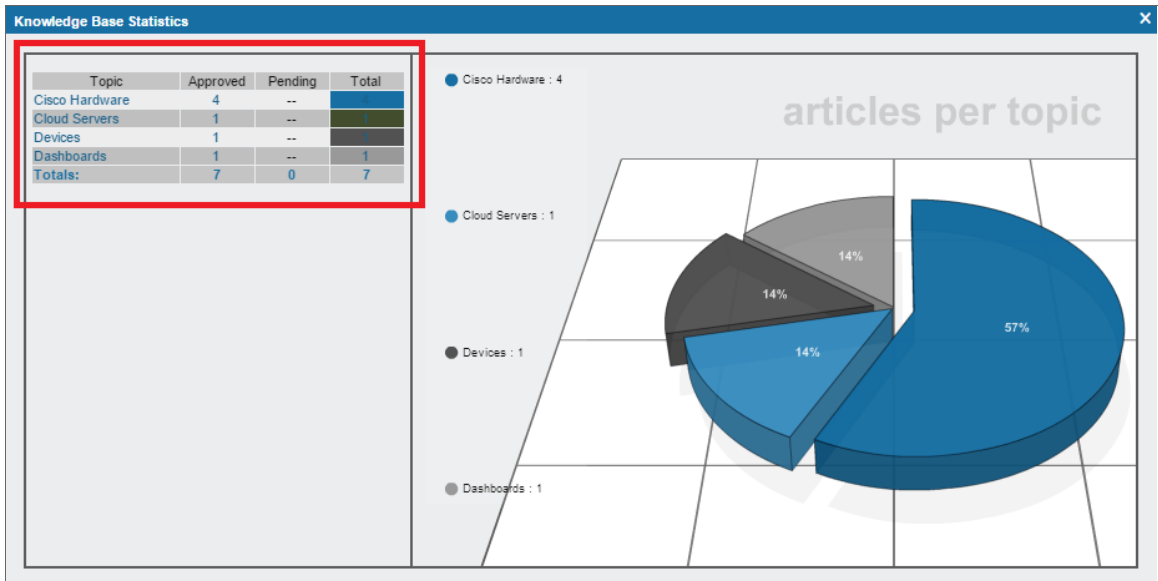
### Table

Article Topics allow you to group articles for easier organization. The list of article topics can be customized by administrators in the **Select Objects Editor** page (System > Customize > Select Objects).

When creating an article in the **Article Editor** page, you can select an Article Topic to assign to the new article.

For each Article Topic, the table displays the following:

- **Approved**. Total number of articles that have been assigned the article topic and have been reviewed and approved.
- **Pending**. Total number of articles that have been assigned the article topic but have not yet been reviewed.
- **Total**. Total number of articles that have been assigned the article topic.

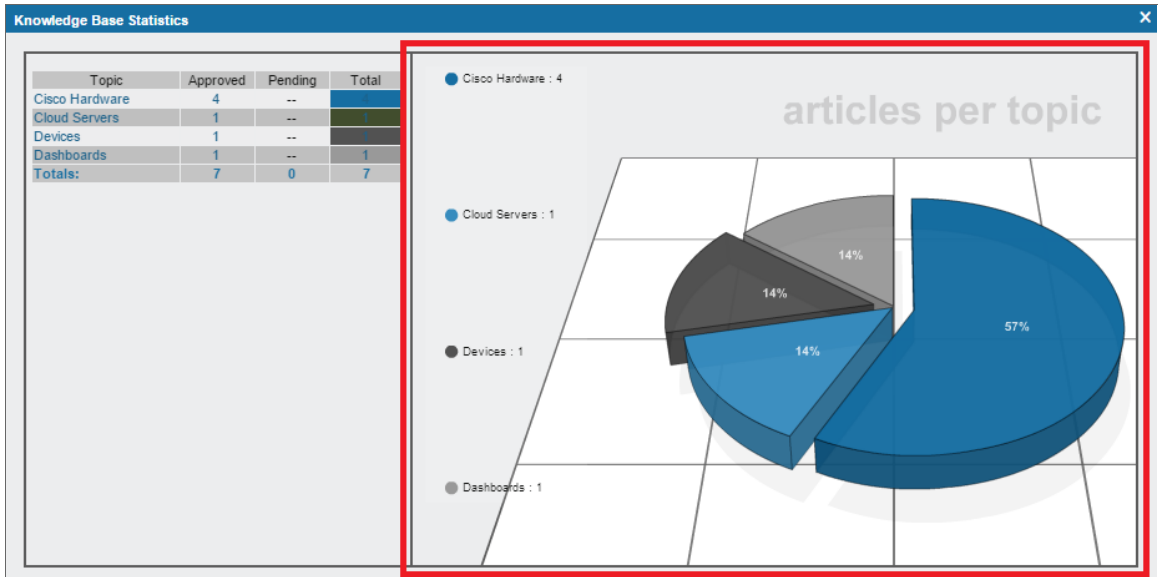


Clicking on an Article Topic leads to the **Articles Found** page, where you can view a list of all articles in the selected Article Topic, and view or edit each article.

## Pie Graph

The Pie Graph displays Article Topics as a percentage of the total number of articles.

Each Article Topic is assigned a unique color, for easy identification.



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