

How to Create, Review, and approve a
Knowledge Base Article and Create
Category and move article into category

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Submit Knowledge base Entry

1. Click on Submit Request and click on Submit Knowledge Base Entry



The screenshot displays the Symantec Service Request portal. At the top, the Symantec logo is on the left, and user information (John Roberts, admin@symantec.com) and links for Account and Logout are on the right. A navigation bar includes links for Home, Submit Request, Knowledge Base, My Task List, Knowledge Base, Events, Knowledge, Search, Knowledge Dashboard, Calendar, Reports, and More... The 'Submit Request' link is highlighted. Below the navigation bar, a 'Request' section is visible. The main content area is titled 'New Requests' and features a 'Search Service Item' box on the left with a 'Text:' input field, a 'Search' button, and checkboxes for 'Title' and 'Description'. Below this is a 'Service Catalog' section with a list of services: Administrative Services, Default, IT Services, Office and File Workflows, and a 'Hide Description' link. To the right of the search and catalog, a list of request types is displayed, each with an icon and a description:

- Report a Problem**: A problem is a system's issue affecting a group of users that is usually discovered by investigating one or more incidents.
- Report Incident**: This process allows users to report issues for analysis and remediation.
- Request Access to Network Share**: Used to give access to network share.
- Request Change**: Used to request a change in a production system.
- Reset Password**: Requested to have a password reset.
- Submit Incident (Advanced)**: This process allows users to report issues and include detailed information and relationships not accessible from the general submission form.
- Submit Knowledge Base Entry**: Use this form to submit an entry to the Knowledge base.

At the bottom of the page, there is a footer with links for Mobile Site, Contact Support, Help, and Make Home Page, along with the copyright notice: Copyright © 2014 Symantec Corporation. All rights reserved.

2. Enter title and contents and Click on Submit



The screenshot shows a web application window titled "Knowledge Base Entry Request". The window has a yellow header bar with the title and a small icon of a book. Below the header, there is a section titled "Propose New KB Article". This section contains two main input fields: "Title:" and "Content:". The "Title:" field is a text box containing the text "How to Clear a Paper Jam". The "Content:" field is a larger text area containing the same text "How to Clear a Paper Jam" followed by a numbered list of five steps. At the bottom right of the form, there is a "Submit" button.

Knowledge Base Entry Request

Propose New KB Article

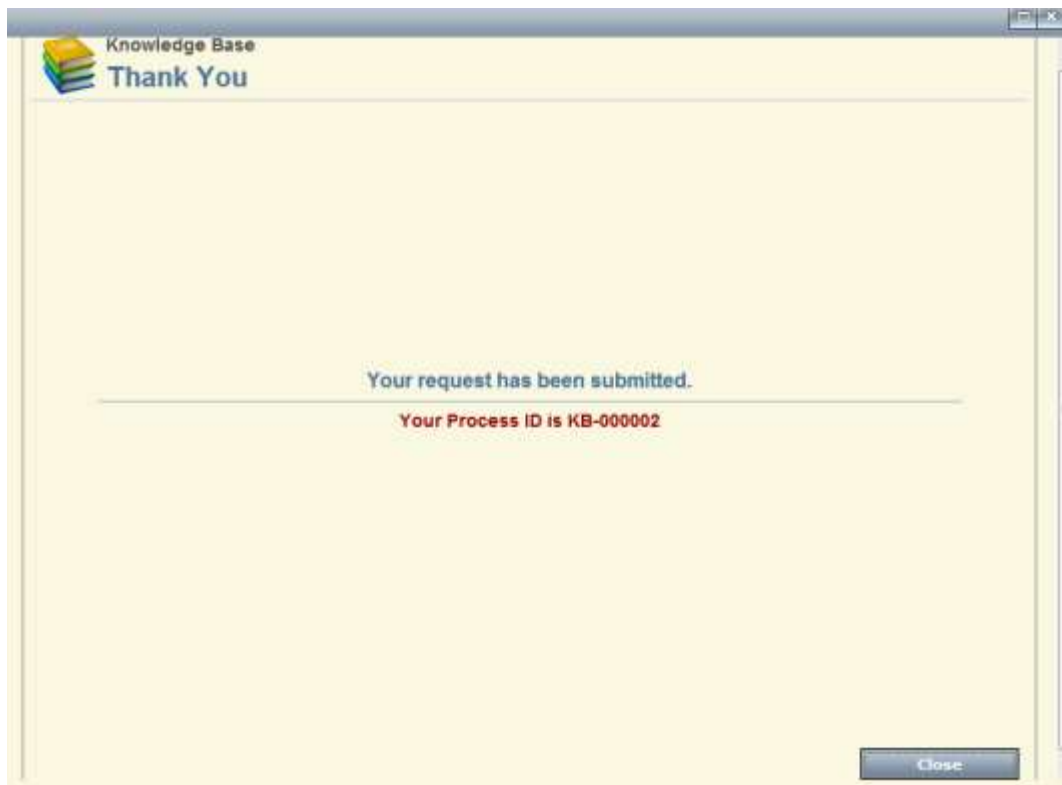
* Title:

* Content:

How to Clear a Paper Jam

1. Remove th paper tray and extract loose paper.
2. Op the print cartridge door and remove the print cartridge.
3. Remove the wrinkled or torn paper ~~from~~ the paper jam.
4. Reinstall th print cartridge and close th print cartridge door.
5. Tum off the printer, then turn it back on.

3. Click on Close.



Review and Edit the KB Article

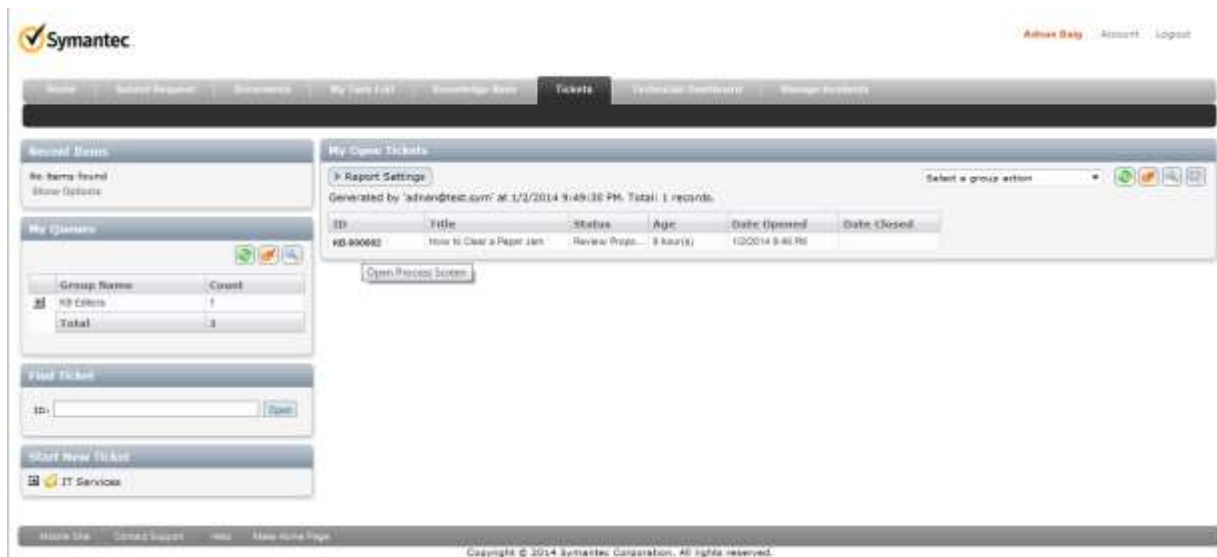
1. Login as KD Editor Role
2. Click on Tickets



The screenshot shows the Symantec user interface. At the top, there's a navigation bar with links like 'Home', 'Submit Request', 'Resources', 'My Ticket List', 'Knowledge Base', 'Tickets', 'Ticketboard Dashboard', and 'Manage Incidents'. The 'Tickets' tab is selected. On the left, there's a sidebar with 'Recent Items' (No items found), 'My Open Tickets' (a table with 1 item), and 'Find Ticket' (a search box). The main area displays 'My Open Tickets' with a report settings dropdown and a table of open tickets. The table has columns: ID, Title, Status, Age, Date Opened, and Date Closed. One ticket is listed with ID KD-000002, Title 'How to Clear a Paper Jam', Status 'Review Props...', Age '8 hour(s)', Date Opened '1/2/2014 9:48 PM', and Date Closed empty. Below the table is a button 'Open Process Screen'.

ID	Title	Status	Age	Date Opened	Date Closed
KD-000002	How to Clear a Paper Jam	Review Props...	8 hour(s)	1/2/2014 9:48 PM	

3. Click on the KB Article Link Under My Open Tickets



This screenshot is identical to the previous one, but with an additional link 'Open Process Screen' added below the ticket row in the 'My Open Tickets' table.

ID	Title	Status	Age	Date Opened	Date Closed
KD-000002	How to Clear a Paper Jam	Review Props...	8 hour(s)	1/2/2014 9:48 PM	

4. Click on Review KB Request

The screenshot shows a web browser window displaying a KB article titled 'How to Clear a Paper Jam'. The article ID is KB-000002. The page includes a table with article details, a list of primary contacts, a description of the problem and steps to resolve it, and a history of tasks and status changes. A sidebar on the right contains 'My Actions' with a 'Review KB Request' button highlighted.

Item	Value
ID	KB-000002
Name	How to Clear a Paper Jam
Status	Review: Proposed KB Article
Priority	Normal
Percent Completed	25%
Start Date	Jan 02, 2014 09:45:02 PM
Time Spent	00:00:00
Project Name	90 KB Submission

Primary Contacts (1)

- Submitter (Primary)

Description

How to Clear a Paper Jam

1. Remove the paper tray and extract loose paper.
2. Open the print cartridge door and remove the print cartridge.
3. Remove the wrinkled or torn paper from the paper jam.
4. Reinstall the print cartridge and close the print cartridge door.

History (3)

- Task [176] Review KB Request - How to Clear a Paper Jam** (System, 1/2/2014 9:45 PM)
Determine whether or not this article should progress further for approval.
- Status Change: Review Proposed KB Article** (System, 1/2/2014 9:45 PM)
Status Changed to: Review Proposed KB Article from: In process.
- Process Message: Submitted via KB Feeder** (System, 1/2/2014 9:45 PM)
KB Request Submitted

My Actions (1)

- Review KB Request - How to Clear a Paper Jam
- Review KB Request
- Send Email

5. Review the Existing KB Articles With Matching title or contents

- If you find a duplicate article the click on duplicate
- If now duplication found then click on continue

The screenshot shows a 'Possible Duplicate Entries' dialog box. It lists existing KB articles with matching titles or content. The list includes 'How to Troubleshoot the Symantec Management Platform' and 'Symantec Management Platform'. At the bottom, there are 'Duplicate' and 'Continue' buttons.

Knowledge Base

Possible Duplicate Entries

Existing KB Articles with Matching Title or Content

Please take the time to ensure this KB request is not a duplicate of what already exists. If you do not find a possible duplicate, click 'Continue'.

- How to Troubleshoot the Symantec Management Platform - [View](#)
- Symantec Management Platform - [View](#)

Duplicate **Continue**

6. Enter the Description and click on Review

Task [179]: Review KB Request - How to Clear a Paper Jam

Knowledge Base
Create KB Article

Submitter: sdadmin (sdadmin@test.sym)
Source: KB Feeder

Setup KB Request

Knowledge Type: Article
Category: Default Article Category [New Category](#)
Parent Entry:

Description / Explanation of Question:
These article steps through the process of removing paper jams from the printer

Request Details

Edit Title/Question: How to Clear a Paper Jam

Content / Answer:
How to Clear a Paper Jam

1. Remove th paper tray and extract loose paper.
2. Op the print cartridge door and remove the print cartridge.
3. Remove the wrinkled or torn paper from the paper jam.
4. Reinstall th print cartridge and close th print cartridge door.
5. Turn off the printer, then turn it back on.

Reject Submission Preview

7. After reviewing click on Submit if no further editing is required

Task [179]: Review KB Request - How to Clear a Paper Jam

Knowledge Base
Preview Post

Submitter: sdadmin (sdadmin@test.sym)
Source: KB Feeder

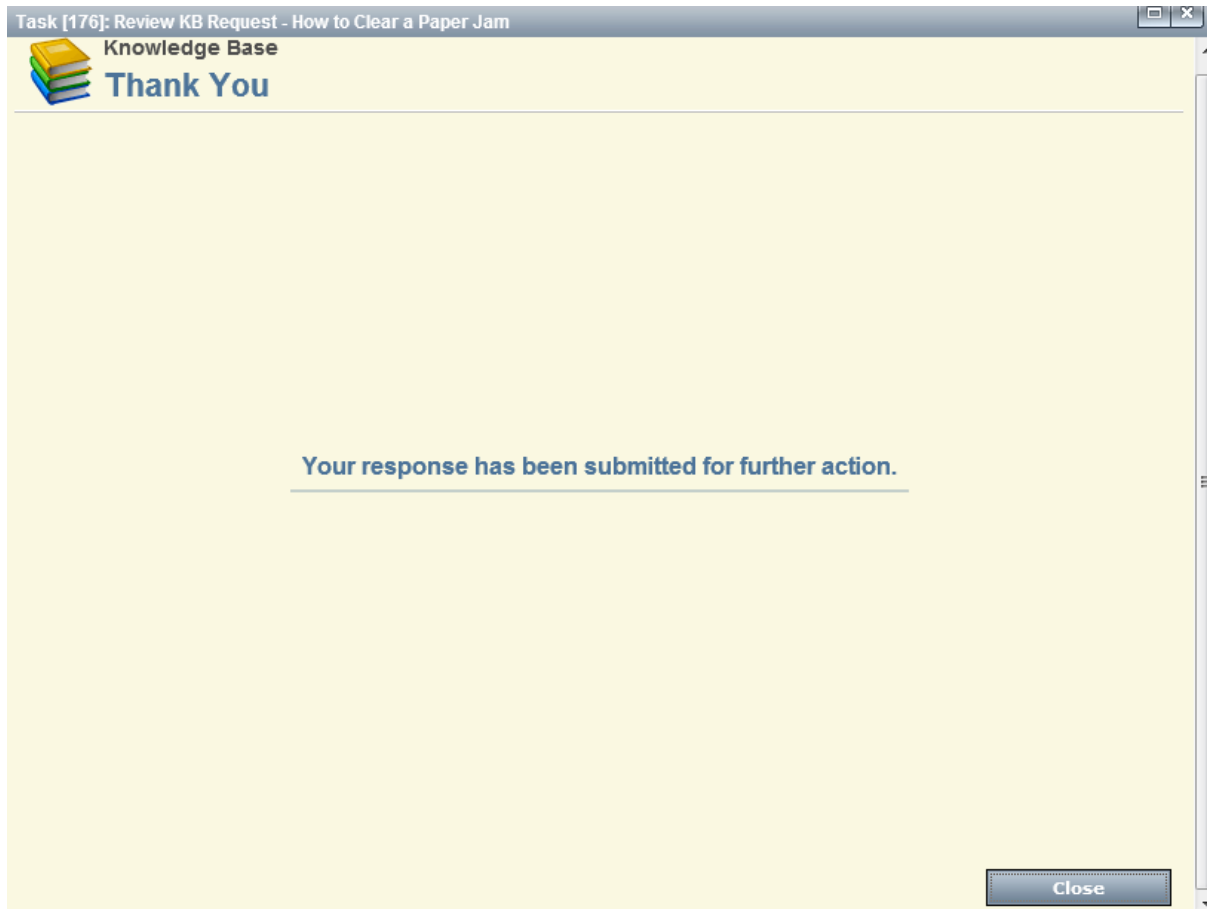
Request Details

Article Type: Article
Article Category: Default Article Category
Title: How to Clear a Paper Jam
Description: These article steps through the process of removing paper jams from the printer
Contents: How to Clear a Paper Jam

1. Remove th paper tray and extract loose paper.
2. Op the print cartridge door and remove the print cartridge.
3. Remove the wrinkled or torn paper from the paper jam.
4. Reinstall th print cartridge and close th print cartridge door.
5. Turn off the printer, then turn it back on.

Edit Submit

8. Close the Thank You page



Approve the KB Article

1. Login as KB Approver role
2. Click on Tickets

The screenshot shows the Symantec KB Approver interface. The 'Tickets' tab is selected in the top navigation bar. The main content area displays 'My Open Tickets' with a table of tickets. The table has columns: ID, Title, Status, Age, Date Opened, and Date Closed. There are four tickets listed. The first ticket is 'How to Clear a Paper Jam' with status 'Review Request'. The other three are 'Customer Satisfaction Survey' with status 'Survey Complete'.

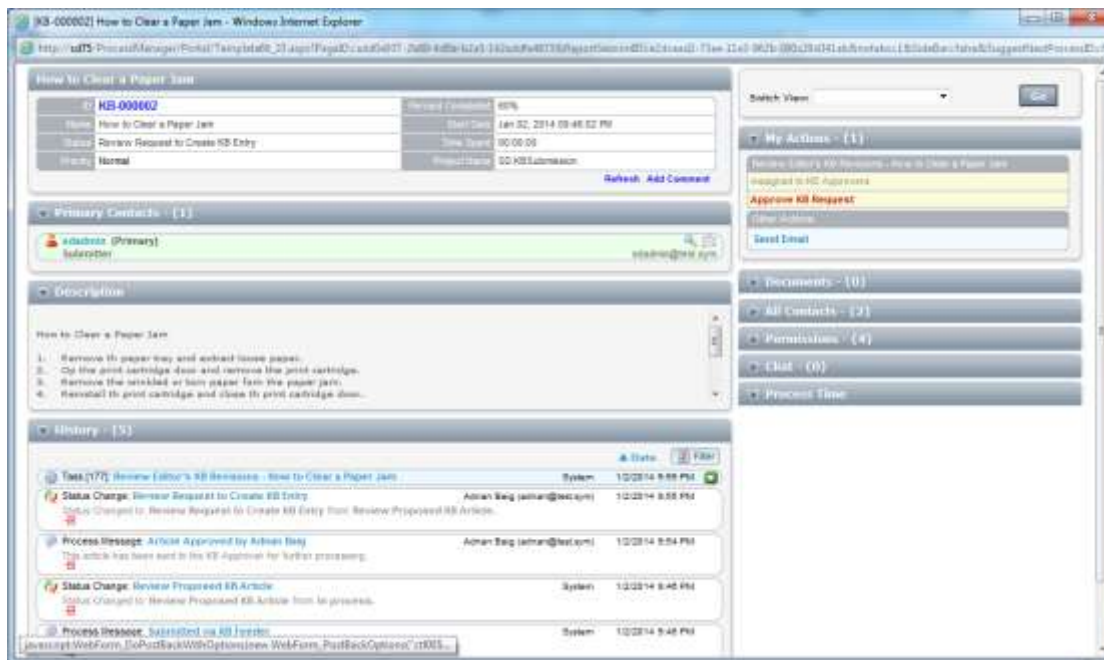
ID	Title	Status	Age	Date Opened	Date Closed
KB-000002	How to Clear a Paper Jam	Review Request	9 hour(s)	1/2/2014 9:46 PM	
CS-000000	Customer Satisfaction Survey	Survey Complete	14 day(s)	12/19/2013 10:53 PM	12/19/2013 10:54 PM
CS-000004	Customer Satisfaction Survey	Survey Complete	14 day(s)	12/19/2013 10:53 PM	12/19/2013 10:54 PM
CS-000005	Customer Satisfaction Survey	Survey Complete	14 day(s)	12/19/2013 10:53 PM	12/19/2013 10:54 PM

3. Click on KB Ticket under My Open Tickets

The screenshot shows the Symantec KB Approver interface. The 'Tickets' tab is selected in the top navigation bar. The main content area displays 'My Open Tickets' with a table of tickets. The table has columns: ID, Title, Status, Age, Date Opened, and Date Closed. There are four tickets listed. The first ticket is 'How to Clear a Paper Jam' with status 'Review Request'. The other three are 'Customer Satisfaction Survey' with status 'Survey Complete'.

ID	Title	Status	Age	Date Opened	Date Closed
KB-000002	How to Clear a Paper Jam	Review Request	9 hour(s)	1/2/2014 9:46 PM	
CS-000000	Customer Satisfaction Survey	Survey Complete	14 day(s)	12/19/2013 10:53 PM	12/19/2013 10:54 PM
CS-000004	Customer Satisfaction Survey	Survey Complete	14 day(s)	12/19/2013 10:53 PM	12/19/2013 10:54 PM
CS-000005	Customer Satisfaction Survey	Survey Complete	14 day(s)	12/19/2013 10:53 PM	12/19/2013 10:54 PM

4. Click on Approve KB Request Link



5. If satisfy then Click on Approve



6. Close the ticket window

How to Clear a Paper Jam

KB-000002

Review Request to Create KB Entry

Normal

Percent Completed: 60%

Start Date: Jan 02, 2014 09:46:52 PM

Time Spent: 00:00:00

Project Name: SD K2Submission

Refresh Add Comment

Primary Contacts - (1)

sdelmon (Primary)

Submitter

sdelmon@red.svm

Description

How to Clear a Paper Jam

1. Remove the paper tray and extract loose paper.
2. Open the print cartridge door and remove the print cartridge.
3. Remove the wrinkled or torn paper from the paper jam.
4. Reinstall the print cartridge and close the print cartridge door.

History - (4)

Status Change: Review Request to Create KB Entry

Adnan Raig (adnan@red.svm)

1/2/2014 9:55 PM

Status Changed to Review Request to Create KB Entry from Review Proposed KB Article.

Process Message: Article Approved by Adnan Raig

Adnan Raig (adnan@red.svm)

1/2/2014 9:54 PM

This article has been sent to the KB Approver for further processing.

Status Change: Review Proposed KB Article

System

1/2/2014 9:46 PM

Status Changed to Review Proposed KB Article from In progress.

Process Message: Submitted via KB Feeder

System

1/2/2014 9:46 PM

KB Request Submitted

Switch View

Documents - (0)

All Contacts - (2)

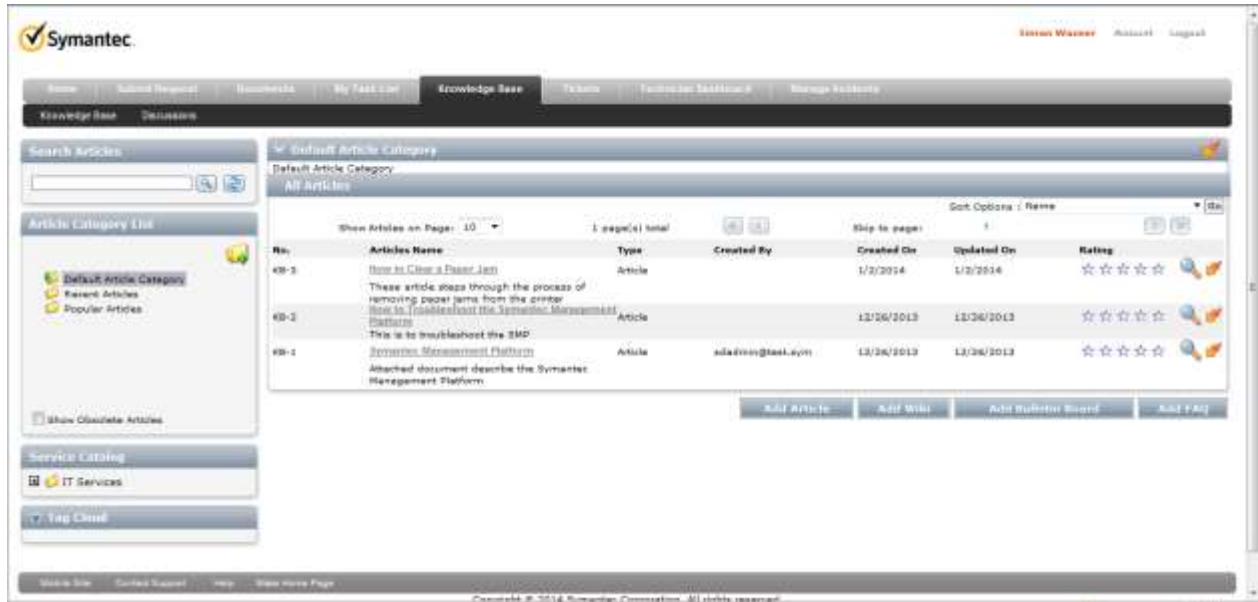
Permissions - (4)

Chat - (0)

Process Time

Viewing Knowledge Base Article

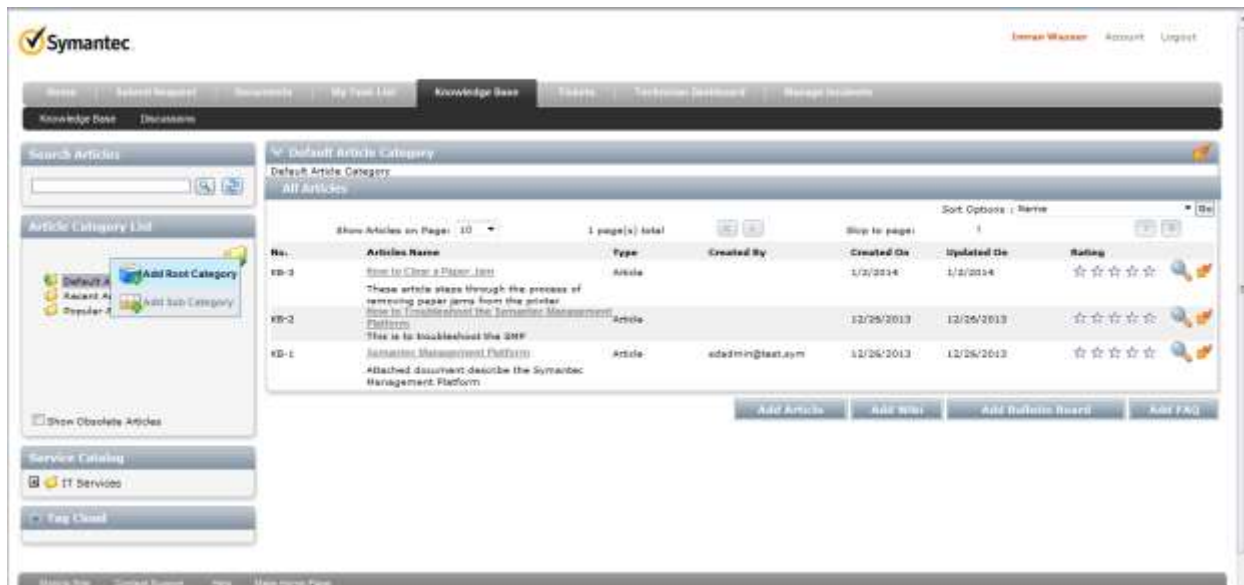
1. Click on Knowledge Base



2. Click on the article you want to read

How to Create Category

1. Click on folder with + Sign and click on Add Root Category



2. Enter the Name and Description and click on Save

The screenshot shows a web application window titled 'KB Edit Category'. It has three tabs: 'Main Information', 'Permissions', and 'Advanced'. The 'Main Information' tab is active. The form contains a 'Category Name' field with the value 'Printer Problem Resolution'. Below it is a 'Name' field with the same value. A rich text editor for the 'Description' contains the text 'This Category will contains the Articles related to Printer problem'. The editor has a toolbar with various icons for text formatting and a status bar showing 'Design', 'HTML', and 'Preview' modes. At the bottom right are 'Save' and 'Cancel' buttons.

KB
Edit Category

Main Information | Permissions | Advanced

Main Information

Category Name Printer Problem Resolution

* Name Printer Problem Resolution

Description

This Category will contains the Articles related to Printer problem

Design HTML Preview

Save Cancel

Moving the Article to Category

1. Click on the lightning sign of an article and click on Move to Category

The screenshot shows the Symantec Knowledge Base interface. The top navigation bar includes links for Home, Submit Request, Documents, My Task List, Knowledge Base, Tickets, Technician Dashboard, and Manage Accounts. The 'Knowledge Base' tab is selected. On the left, there is a sidebar with a search bar, a list of article categories (Default Article Category, Printer Problem Resolution, Recent Articles, Regular Articles), and a 'Show Obsolete Articles' checkbox. The main content area displays a table of articles under the 'Default Article Category'. The table has columns for No., Article Name, Type, Created By, Created On, Updated On, and Rating. Three articles are listed: KB-3, KB-2, and KB-1. A context menu is open over the KB-1 article, showing options like 'Start Tracking', 'View History', and 'Move To Category'. At the bottom of the article list are buttons for 'Add Article', 'Add Wiki', 'Add Subtitle Board', and 'Add FAQ'.

Symantec

Home | Submit Request | Documents | My Task List | Knowledge Base | Tickets | Technician Dashboard | Manage Accounts

Knowledge Base | Documents

Search Articles

Article Category List

- Default Article Category
- Printer Problem Resolution
- Recent Articles
- Regular Articles

Show Obsolete Articles

Service Catalog

- IT Services

Tag Cloud

Default Article Category

Default Article Category

All Articles

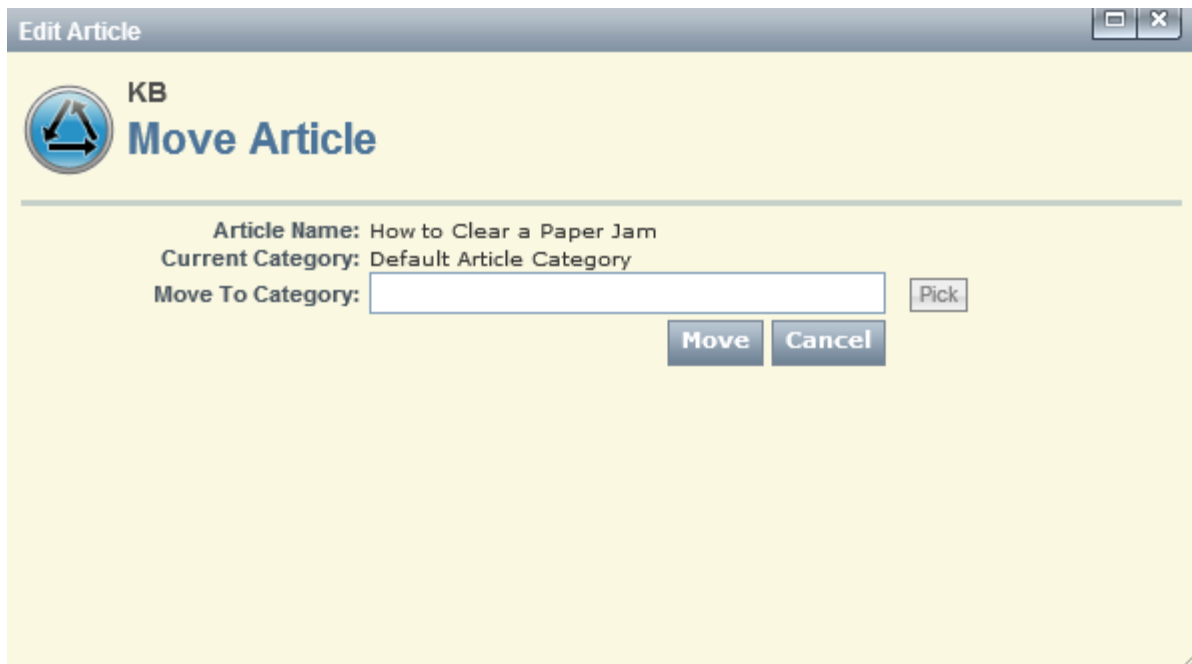
Show Articles on Page: 10 | 1 page(s) total | Skip to page: 1 | Sort Options: Name

No.	Article Name	Type	Created By	Created On	Updated On	Rating
KB-3	How to Clear a Paper Jam	Article		1/2/2014	1/2/2014	
KB-2	These article steps through the process of removing paper jams from the printer. Click here to download the Symantec Knowledge Base document.	Article		12/26/2013	12/26/2013	
KB-1	This is to troubleshoot the SPP. Click here to download the Symantec Knowledge Base document.	Article	sadmin@sym.com	12/26/2013	12/26/2013	

Add Article | Add Wiki | Add Subtitle Board | Add FAQ

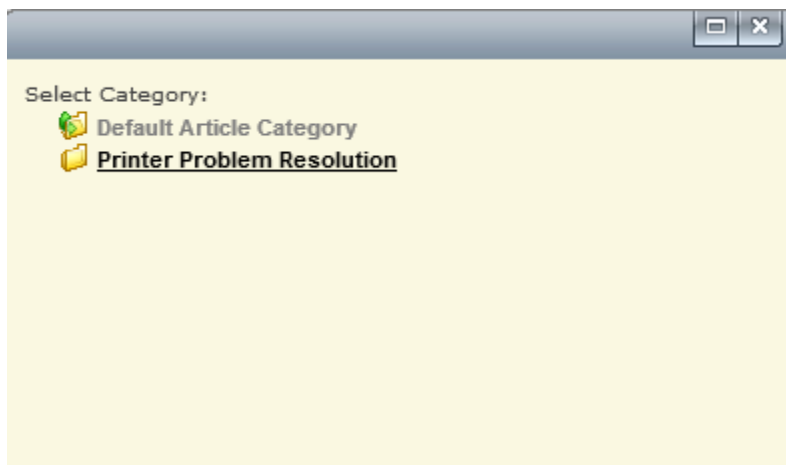
Move To Category

2. Click on Pick



The screenshot shows a window titled "Edit Article" with a yellow background. In the top-left corner, there is a circular icon with three arrows forming a triangle and the text "KB". To the right of this icon, the text "Move Article" is displayed in a large, bold, blue font. Below this, there is a horizontal line. Under the line, the text "Article Name: How to Clear a Paper Jam" is shown. Below that, the text "Current Category: Default Article Category" is shown. Below that, the text "Move To Category:" is followed by a white text input field. To the right of the input field is a small button labeled "Pick". Below the input field and the "Pick" button are two buttons: "Move" and "Cancel".


3. Select the Category and click on it



The screenshot shows a window titled "Select Category:" with a yellow background. Below the title, there are two folder icons. The first folder icon is followed by the text "Default Article Category". The second folder icon is followed by the text "Printer Problem Resolution", which is underlined.

4. Click on Move

Edit Article



KB

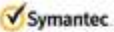
Move Article

Article Name: How to Clear a Paper Jam

Current Category: Default Article Category

Move To Category:

5. Click on Category and verify that article is moved in it



Search:

[Home](#) [Search Results](#) [Documents](#) [My Task List](#) [Knowledge Base](#) [Tools](#) [Technical Resources](#) [Manage Resources](#)

[Knowledge Base](#) [Documents](#)

Search Articles

Article Category List

- Default Article Category
- Printer Problem Resolution**
- Recent Articles
- Popular Articles

☐ Show Obsolete Articles

Service Catalog

- IT Services
- Tag Cloud

Printer Problem Resolution

This Category will contain the Articles related to Printer problem

All Articles

Show Articles on Page: 10 1 page(s) total Skip to page: 1 Sort Options: Name [Go]

No.	Articles Name	Type	Created By	Created On	Updated On	Rating
KB-2	How to Clear a Paper Jam This article steps through the process of removing paper jams from the printer.	Article		1/2/2014	1/2/2014	<div><div>☆ ☆ ☆ ☆ ☆</div></div>