

KNOWN ERRORS IN V3**PRB632565: Knowledge v3 search results do not obey ACLs**https://hi.service-now.com/kb_view.do?sysparm_article=KB0551111

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DescriptionNumber: [KB0551111](#)

Because Knowledge v3 does not use ACLs to restrict access, knowledge search includes results that are restricted via ACLs for the current user.

Steps to Reproduce

1. Create ACLs that prevent a certain user from accessing knowledge articles.
2. Log in as the restricted user.
3. Search for a restricted article.

The article appears in search results but you cannot view the full article.

Workaround

Do not use ACLs to restrict articles when using Knowledge v3. In v3, security is handled strictly by user criteria:

http://wiki.servicenow.com/index.php?title=Migrating_to_Knowledge_Management_v3#Key_Differences

If you need to prevent certain users from seeing knowledge articles, move those articles to a separate knowledge base with more strict user criteria.

For more information, see: [KB0550924: Understanding User Criteria and ACLs in Knowledge v3](#).

Related Problem: [PRB632565](#)

Seen In **Fixed In**

Eureka Patch 8	There is no data to report.
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Fuji Patch 3

Fuji Patch 6

Associated Community Threads

Community Thread	Title	Responses	Upvotes
https://community.servicenow.com/issues/3611	Restricted KB articles still showing in Fuji		

Article Information

Last Updated:2015-08-24 01:35:20

Published:2015-08-24

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Home	Understanding User Criteria and ACLs in Knowledge v3	Login
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OverviewNumber: [KB0550924](#)

With the Fuji release, knowledge functionality is upgraded to Knowledge v3. Prior to Knowledge v3, ACLs and roles were used to determine who can view and create knowledge content. With Knowledge v3, this functionality was replaced with User Criteria.

User criteria allows knowledge managers to implement and modify security without a system administrator's involvement, as well as define separate security configurations for different knowledge bases.

Refer to the ServiceNow product documentation for more information about these topics.

- [Knowledge v3](#)
- [User Criteria](#)

Basic Principles

Several basic principles apply to all instances when configuring user criteria in knowledge.

- A knowledge manager can specify which users **Can read** and **Can contribute** to a knowledge base by creating and selecting user criteria.
- A user must have at least one role to contribute. This requirement is independent of any user criteria selected for a knowledge base.
- If no user criteria is selected for a knowledge base, all users can read and all users with roles can contribute to that knowledge base.
- Selecting a single user criteria record in the **Can read** and **Can contribute** related lists restricts the audience and contributors of that knowledge base to those users.
- Users included in the **Can contribute** user criteria can also read articles. You do not need to explicitly grant these users read-access.
- Knowledge search results include articles from all knowledge bases the current user has access to. If user criteria prevents a user from viewing an article, that article does not appear in search results for that user.
- User criteria records are shared between Knowledge and the Service Catalog.

ACLs in Knowledge v3

Knowledge v3 is intended to be used with user criteria alone. For best results, do not use ACLs to control access in Knowledge v3. Though ACLs control access in lists and forms, only user criteria is respected when you browse or search knowledge; ACLs are not. If you use ACLs to restrict content in Knowledge v3, these ACLs apply only when a user opens an article.

Recommendations for Adopting Knowledge v3

Follow these recommendations when configuring Knowledge v3:

- Remove custom ACLs from the kb_knowledge table and replace them with user criteria. Mixing ACLs and user criteria may result in unexpected behavior.
- Do not restrict access to knowledge bases for the purpose of targeting search results. Instead, create categories within the knowledge base to allow users to filter content when browsing or searching knowledge.

Example Use Cases

Several use cases are available describing pre-Fuji knowledge configurations that use ACLs, and how to migrate these configurations to Knowledge v3 using user criteria.

Example 1

"ACME North America has a knowledge base with articles visible to users based on the department that they work in. If the user is part of the HR department, there are articles that only they can see. Everyone can read IT department articles but only the IT department and Knowledge department can write them. Additionally there are articles that all users can read."

You can implement this configuration in Knowledge v3:

1. Create these knowledge bases:
 - Company Knowledge Base
 - HR Knowledge Base
 - IT Knowledge Base
2. Create a user criteria record with the following values.
 - **Name:** ACME North America
 - **Company:** ACME North America.
3. Create a second user criteria record with the following values.
 - **Name** ACME North America Knowledge Department
 - **Company:** ACME North America
 - **Department:** Knowledge Department
 - **Match All:** Selected
4. Create a third user criteria record with the following values.
 - **Name:** ACME North America IT Department
 - **Company:** ACME North America
 - **Department:** IT Department
 - **Match All:** Selected
5. Configure the user criteria for the knowledge bases using the table below.

Knowledge base	Can read	Can contribute
Company Knowledge Base	ACME North America	ACME North America Knowledge Department
HR Knowledge Base	ACME North America HR Department	ACME North America HR Department
IT Knowledge Base	ACME North America	ACME North America IT Department and ACME North America Knowledge Department

Using this configuration the Company Knowledge Base articles are visible to all users, the HR Knowledge Base is completely private to the HR department, and the IT Knowledge Base is available to all users but maintained only by the IT and Knowledge departments.

Example 2

"ACME Europe has a knowledge base where some articles are visible only to internal users. On each knowledge article record, knowledge department members can control if the article is for internal or external users. ACME Europe users can see all articles. Only the Knowledge department can create articles."

You can implement this configuration in Knowledge v3:

1. Create these knowledge bases:
 - Internal Knowledge Articles
 - External Knowledge Articles
2. Create these user groups:
 - Internal Users
 - External Users
3. Specify if each user is internal or external by adding that user to the appropriate group.
4. Create a user criteria record with these values:
 - **Name:** ACME Europe
 - **Company:** ACME Europe
5. Create a second user criteria record with these values:
 - **Name:** ACME Europe Knowledge Department
 - **Company:** ACME Europe
 - **Department:** Knowledge Department
 - **Match All:** Selected
6. Create a third user criteria record with these values:
 - **Name:** Internal users
 - **Groups:** Internal Users
7. Create a fourth user criteria record with these values:
 - **Name:** External Users
 - **Groups:** External Users
8. Configure the user criteria for the knowledge bases using the table below.

Knowledge base	Can read	Can contribute
Internal Knowledge Articles	ACME Europe and Internal Users	ACME Europe Knowledge Department
External Knowledge Articles	ACME Europe and External Users	ACME Europe Knowledge Department

Using this configuration the Knowledge department does not need to indicate if each article is internal or external. Access is managed automatically by publishing to the correct knowledge base.

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These links may be helpful. With the new V3 in Fuji - ACL's have been replaced with User Criteria Records.

[User Criteria - ServiceNow Wiki](#)

[Getting familiar with Knowledge Management v3 in Fuji](#)

[ServiceNow KB: Understanding User Criteria and ACLs in Knowledge v3 \(KB0550924\)](#)

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[ServiceNow KB: PRB632565: Knowledge v3 search results do not obey ACLs \(KB0551111\)](#)

[Re: Restricted KB articles still showing in Fuji](#)

[Migrating to Knowledge Management v3 - ServiceNow Wiki](#)

2 Key Differences

These key differences exist between the legacy and v3 knowledge management functionality.

Legacy Knowledge	Knowledge v3
One knowledge base.	Multiple knowledge bases.
A single publishing workflow shared by all articles.	Separate, customizable workflows available for each knowledge base.
Two-level organizational structure with Topic and Category . A single organizational taxonomy shared by all articles.	Category structure with any number of levels. Each knowledge base has a unique category taxonomy.
Permissions defined per article using roles and ACLs.	Permissions defined per knowledge base using user criteria.