

Old Knowledgebase URL's no longer work.

Summary

The developers of this knowledgebase software have changed the format of the URL's in this current version, and old formatted URL's found in documentation or your bookmarks will no longer work.

Applies To

Knowledgebase URL's bookmarked or published in older copies of documentation.

Symptoms

When selecting a Knowledgebase URL such as <http://support.avayacce.com/article.aspx?id=12657> this will not work in this version of the knowledgebase.

More Information

The format of the URL's have changed however the content still exists and may still be accessed. For example to access the article above please do the following:

Select any knowledgebase article such as

<http://support.avayacce.com/KnowledgebaseArticle10031.aspx>

Edit the URL in your browser and replace the article id 10031 with the desired article number 12657 and press enter. You will now be taken to the required article.

Documentation will be updated the new URL's in due course.

Last Modified By: Simon Fitz-Gerald, Monday, November 17, 2008

<http://support.avayacce.com/KnowledgebaseArticle14157.aspx>

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