

Changing journal title in KnowledgeBase object

- **Article Type:** General
 - **Product:** SFX
 - **Product Version:** 3
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Description:

How do I change the journal title for an object in the KnowledgeBase when I am not satisfied with the way the current title displays to end users in the SFX Menu or the A-Z list?

Resolution:

In this situation, the best option would be to load a "local" title using DataLoader for this particular object - the "local" title is the title you would like to display to your end users in the SFX Menu or the A-Z list. The "local" title will not replace the original main title in the KB, but it will only replace what the end users will see. There can only be one "local" title per each object - see our General User Guide, section KBTools-.DataLoader-> Running DataLoader -> Section 2 Update Objects for more information.

You also have the option of submitting a support incident for the product "SFX KB" in the CRM, and requesting that the main title is changed globally.

Additional Information

object,DataLoader,title,change,local

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