



# Some brief tips & tricks for Service-Now KBs (Knowledge Base articles)

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April 2019



# Print Service KBs



## Knowledge Base Articles for Service Element: Printing and Copying Service

*This page lists all the Knowledge Base articles related to the Service Element Printing and Copying Service.*

*There are currently 16 articles available. Click on the name of an article to read it.*

*There are 32 hidden related articles due to permission restrictions (you might need to login if you aren't, or the article is protected).*

### English Articles +

#### Directly related (20 hidden)

- 🕒 [Printing - 0 For Visitors](#) See articles with the same Category
- 🔍 [KB0002573:Mail2Print Service \(EN\)](#)
- 🔍 [KB0003238:Visitors: How to print at CERN](#)
- 🕒 [Printing - 0 Getting Started](#) See articles with the same Category
- 🔍 [KB0000209:Printing at CERN - How to print at CERN](#)
- 🔍 [KB0001957:How can I find a printer near me? With certain functionalities, e.g. A3, colour?](#)
- 🕒 [Printing - Connect / Move](#) See articles with the same Category
- 🔍 [KB0000757:Request new printer installation or move for a local printer](#)
- 🕒 [Printing - Machine problems](#) See articles with the same Category
- 🔍 [KB0000218:My printer/multifunction copier machine needs repairing / I have a problem with my printer/multifunction copier machine - who do I contact ?](#)
- 🕒 [Printing - Toner](#) See articles with the same Category
- 🔍 [KB0000216:My printer has run out of toner \(ink cartridge\) -](#)

### French Articles +

#### Directly related (12 hidden)

- 🕒 [Printing - 0 For Visitors](#) See articles with the same Category
- 🔍 [KB0002721:Mail2Print Service \(FR\)](#)
- 🔍 [KB0003252:Visiteurs: Comment imprimer au CERN](#)
- 🕒 [Printing - 0 Getting Started](#) See articles with the same Category
- 🔍 [KB0002722:Comment imprimer au CERN](#)
- 🔍 [KB0002726:Comment trouver une imprimante près de moi ? Avec certain fonctions, par ex. A3, couleur ?](#)
- 🕒 [Printing - Connect / Move](#) See articles with the same Category
- 🔍 [KB0000759:Demander l'installation d'une nouvelle imprimante ou le déménagement d'une imprimante locale](#)
- 🕒 [Printing - Machine problems](#) See articles with the same Category
- 🔍 [KB0000633:Imprimante: réparations / problèmes](#)
- 🕒 [Printing - Toner](#) See articles with the same Category
- 🔍 [KB0000631:Mon imprimante n'a plus d'encre / toner / cartouches - qui dois-je contacter?](#)

# Grouped by topic = category

## Directly related

🔍 **Printing - 0 For Visitors** [See articles with the same Category](#)

🔍 **KB0002573:Mail2Print Service (EN)**  
Submitted by Natalie Kane ● Last modified 22-11-2018 13:45:17  
● Visibility: Public ● Views 0

🔍 **KB0003238:Visitors: How to print at CERN**  
Submitted by Vincent Nicolas Bippus ● Last modified 10-04-2019 17:35:06  
● Visibility: Public ● Views 0

🔍 **Printing - 0 Getting Started** [See articles with the same Category](#)

🔍 **KB0000209:Printing at CERN - How to print at CERN**  
Submitted by Natalie Kane ● Last modified 10-04-2019 17:31:10  
● Visibility: Public ● Views 0

🔍 **KB0001957:How can I find a printer near me? With certain functionalities, e.g. A3, colour?**  
Submitted by Natalie Kane ● Last modified 03-09-2018 09:16:24  
● Visibility: Public ● Views 0

🔍 **KB0002514:Printing confidential documents - Secured Print (with a pincode)**  
Submitted by Natalie Kane ● Last modified 30-04-2018 08:57:21  
● Visibility: CERN ● Views 0

🔍 **KB0002649:Print device security settings**  
Submitted by Natalie Kane ● Last modified 25-02-2019 11:01:55  
● Visibility: CERN ● Views 0

🔍 **Printing - 1 General info** [See articles with the same Category](#)

🔍 **KB0000220:How can I find out who printed on my printer?**  
Submitted by Natalie Kane ● Last modified 15-05-2018 15:48:04  
● Visibility: CERN ● Views 0

🔍 **KB0002564:I have a Canon machine and an HP black & white printer - do I need both?**  
Submitted by Natalie Kane ● Last modified 29-10-2018 10:17:13  
● Visibility: CERN ● Views 0

🔍 **KB0002812:We need paper for our printer - who do we contact?**  
Submitted by Natalie Kane ● Last modified 20-10-2018 10:16:50

# Link KB / category to multiple FEs / SEs

## Not directly related

▶ **Posters** See articles with the same Category

🔍 **KB0000208:A0 printer at CERN / poster printing / plotter**

Submitted by Guest ● Last modified 12-03-2019 09:55:50

● Visibility: Public ● Views 0

- Can be useful
- But not always...!

# Categories give tailored links

<https://cern.service-now.com/service-portal/topic.do?topic=Posters>



## Knowledge Base Articles With Category: Posters

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*There are currently 6 articles with this Category. Click on the name of an article to read it.*

### **English Articles (*see below for French articles*)**

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- KB0002218: Where can I get a tube to carry my poster?
- KB0003147: Poster Printing : delivery times and costs
- KB0000208: A0 printer at CERN / poster printing / plotter

### **French Articles (*see above for English articles*)**

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- KB0002728: Impression en A0 / poster au CERN
- KB0003848: Où puis-je me procurer un tube en carton pour transporter mon poster?
- KB0003849: Impression de posters: Délais et coûts

# Visibility choices



**KB0002573: Mail2Print Service (EN)**  [View in tool](#)

SE

Printing and Copying Service

FE

Print Device Support

Category: Printing - 0 For Visitors

[Portal permalink](#)

Published on 04 April 2014

Last modified on 22 November 2018

Visibility: Public

- **CERN:** have to be logged in
- **Public:** can be seen without logging in
- **Supporters:** all supporters in Functional Element(s) linked
- **Specific groups:** assignment groups or certain e-groups

# My KB recommendations

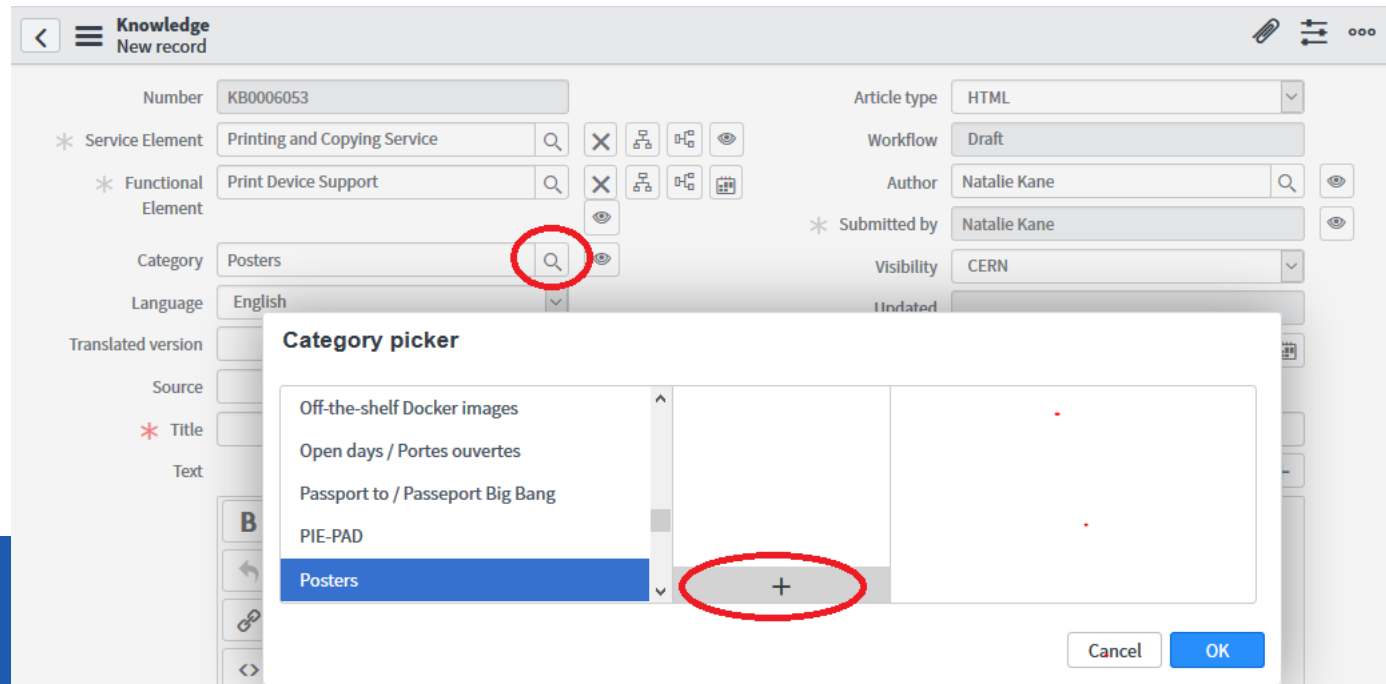
- **Think** what topics are relevant from user point of view e.g.
  - Getting started – Advanced – Known Issues – Tips?
  - By Operating System? Or OS Version? Or Client?
- Use **lead word** so no conflict with other FEs, if generic, e.g.
  - Twiki – Getting started                      Indico – Getting Started
- Sort is **alphabetical**, so use **numbering** if needed, e.g.
  - Printing – 0 Getting Started    Printing – 1 General info
- **Add keywords** (= meta) to help users find your KB easily
- **Change visibility** as required



# How to add category to KB

- Open KB in SNOW tool, for Category, click on  to open “Category picker” – Save at end

If category does not exist, click on + to create it

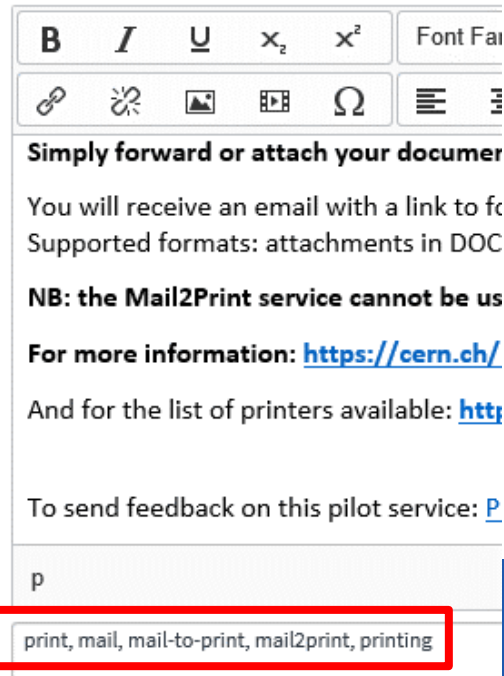


The screenshot displays the SNOW Knowledge tool interface for creating a new record. The main form includes fields for Number (KB0006053), Service Element (Printing and Copying Service), Functional Element (Print Device Support), Category (Posters), Language (English), Article type (HTML), Workflow (Draft), Author (Natalie Kane), Submitted by (Natalie Kane), and Visibility (CERN). A red circle highlights the magnifying glass icon next to the Category field. A 'Category picker' dialog box is open, showing a list of categories: Off-the-shelf Docker images, Open days / Portes ouvertes, Passport to / Passeport Big Bang, PIE-PAD, and Posters. The 'Posters' category is selected, and a red circle highlights the '+' button at the bottom right of the dialog, indicating the option to create a new category. The dialog also features 'Cancel' and 'OK' buttons.

# Add Keywords = Meta to a KB

- Open KB in SNOW tool, underneath article body, add your keywords to the Meta field then click Save

Article body



The screenshot shows a rich text editor interface. At the top, there are buttons for Bold (B), Italic (I), Underline (U), subscript (x<sub>2</sub>), and superscript (x<sup>2</sup>), along with a 'Font Fa' dropdown. Below these are icons for link, unlink, insert image, table, and link, followed by list and indent icons. The main text area contains the following content:

**Simply forward or attach your document**

You will receive an email with a link to forward the document. Supported formats: attachments in DOC

**NB: the Mail2Print service cannot be used**

**For more information:** <https://cern.ch/>

And for the list of printers available: [http://cern.ch/](#)

To send feedback on this pilot service: [P](#)

p

Meta print, mail, mail-to-print, mail2print, printing

# How to link different language to KB

- Open KB in SNOW tool, enter KB reference of translated version and Save

English | Français

The screenshot shows the SNOW tool interface for KB0000208. The interface is divided into several sections:

- Header:** KB0000208, with buttons for Clone, Retire, and Update.
- Main Form:**
  - Number: KB0000208
  - \* Service Element: Volume and Poster Printing Service
  - \* Functional Element: Printshop Operation
  - Category: Posters
  - Language: English (highlighted with a red box)
  - Translated version: KB0002728 (highlighted with a red box)
  - Source: (empty)
- Right Panel:**
  - Article type: HTML
  - Workflow: Published
  - Author: Natalie Kane
  - \* Submitted by: Natalie Kane
  - Visibility: Public
  - Portal Page: <https://cern.service-now.com/service-portal/article.do?n=KB0000208>
  - Updated: 12-03-2019 09:55:50
  - Valid to: 01-02-2020

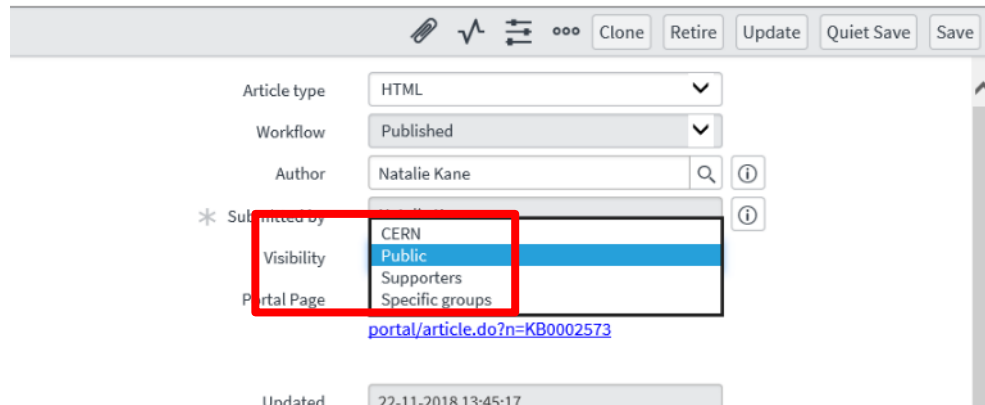
# Same KB, multiple FEs / SEs

- Open KB in SNOW tool, at bottom, click “Load related lists” then select appropriate tab & click Edit button to search & add then Save

The screenshot displays the SNOW tool interface. At the top, a navigation bar includes tabs for 'Approvals', 'Service Element (2)', 'Functional Elements (2)', 'Translated Versions (1)', and 'Knowledge Feedback (6)'. The 'Service Element (2)' tab is active and highlighted with a red box. Below this, a 'Service Element' header contains an 'Edit...' button, also highlighted with a red box. The main content area shows the 'Knowledge Base = KB0000208' and a list of 'Service Elements' with checkboxes and information icons. Two elements are listed: 'Volume and Poster Printing Service' and 'Printing and Copying Service'. On the right, a modal window titled 'Edit Members' is open. It features a search bar, 'Add Filter' and 'Run Filter' buttons, and dropdown menus for field, operator, and value selection. Below these is a 'Collection' list of various services. A 'Service Element List' panel on the right of the modal shows the selected KB0000208 and the two service elements, which are highlighted with a red box. At the bottom right of the modal, 'Cancel' and 'Save' buttons are visible, with the 'Save' button highlighted by a red box.

# How to change Visibility

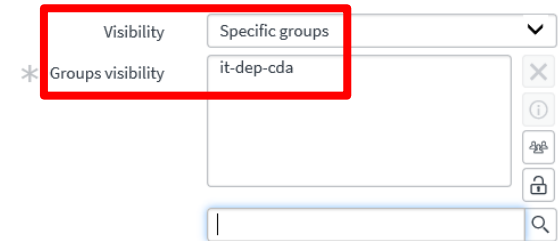
- Open KB in SNOW tool, change Visibility, adding groups if choose “Specific groups” and Save



The screenshot shows the SNOW tool interface with the following fields and actions:

- Article type: HTML
- Workflow: Published
- Author: Natalie Kane
- Submitted by: CERN (highlighted in red)
- Visibility: Public (highlighted in red)
- Portal Page: <portal/article.do?n=KB0002573>
- Updated: 22.11.2018 13:45:17

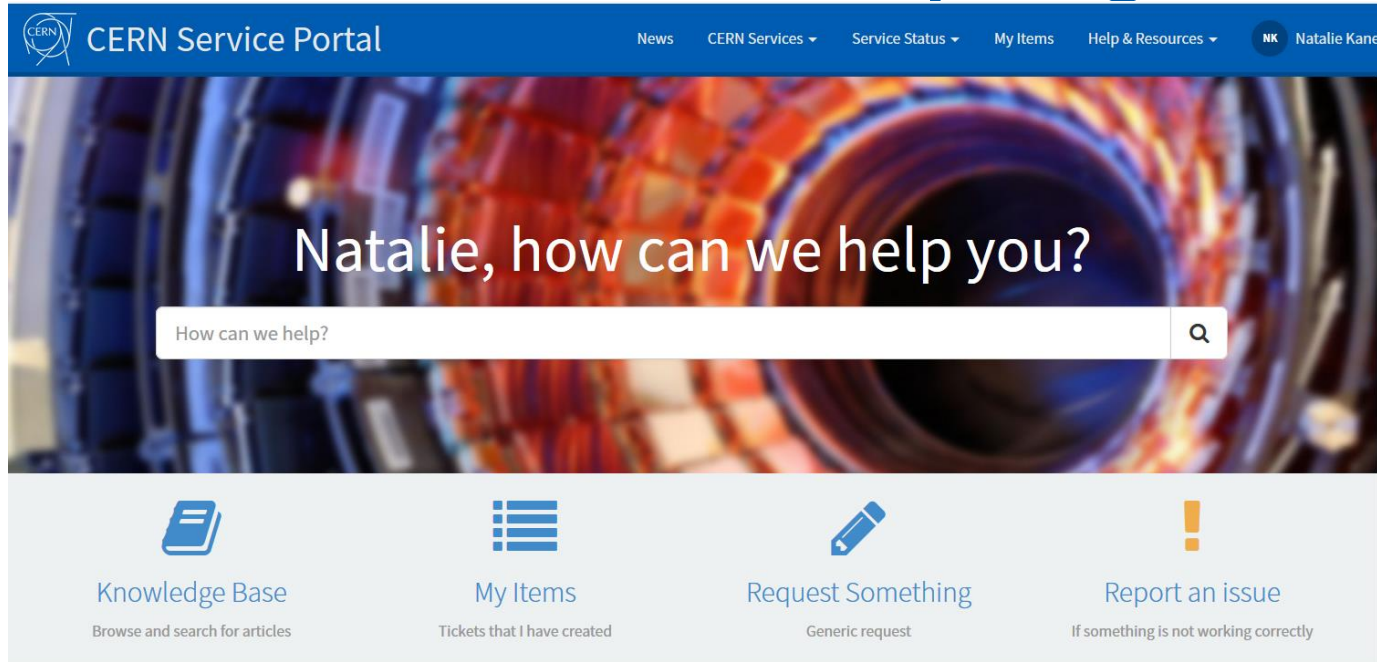
Actions: Clone, Retire, Update, Quiet Save, Save



The close-up shows the 'Visibility' dropdown menu with 'Specific groups' selected, and the 'Groups visibility' dropdown menu with 'it-dep-cda' selected. Both dropdown menus are highlighted with a red box.

- CERN:** have to be logged in
- Public:** can be seen without logging in
- Supporters:** all supporters in Functional Element(s) linked
- Specific groups:** assignment groups or certain e-groups

# New Portal – *work in progress*



CERN Service Portal

News CERN Services Service Status My Items Help & Resources NK Natalie Kane

## Natalie, how can we help you?

How can we help?

**Knowledge Base**  
Browse and search for articles

**My Items**  
Tickets that I have created

**Request Something**  
Generic request

**Report an issue**  
If something is not working correctly

### Most Viewed Articles

Test London - Import word file (created by Ludmila)  
👁 10 views

Date parameters inside SNow ticket – SLA Due date  
👁 5 views

ADaMS Help Page : Hierarchy access overview  
👁 4 views

### Recent Ongoing Outages

There are no ongoing outages

### Key contacts

Service Desk: **77777**

Email: [service-desk@cern.ch](mailto:service-desk@cern.ch)

Located in building 55.

Open 07:30 - 18:30 work days, Geneva time.

**Emergencies (24/7)**

Fire / Feu / Accident: **74444**



# New Portal – *work in progress*

Natalie, how can we help you?

outlook

- Winservices Help: Outlook e-mail not delivered - Possible problem with outlook cache
- Wrong data in Outlook ("Outlook properties") - e.g. wrong phone number, office or wrong mailbox
- PROCEDURE: How to block a contact Skype/Outlook
- Outlook Web interface (OWA / Webmail) – error message "your user account doesn't have an e-mail address"
- PROCEDURE: Why do I get the error message "The Outlook Web App address https://mmm.cern.ch/owa is out of date"?
- Printing PDF from Outlook with PDF Xchange result in "zoomed" and "cropped" document
- Why do I get the error message "The Outlook Web App address https://mmm.cern.ch/owa is out of date"?
- Newcomers' data availability in Web Phonebook, Linux Phonebook and Outlook address book
- How to add picture in Skype for Business or Outlook
- How to connect an e-group to Outlook
- Delete mails with Outlook and retrieve space (mail quota near to the limit)
- I get the "light" version of OWA from Chrome on Linux
- Keyboard shortcuts (Key) for Outlook
- PROCEDURE: Comment faire un recall d'un message dans outlook?
- Set RSS Feed in Outlook
- Add IP of remote mail server to exception list for antispoofing e-mail filter
- Creer une entree dans le calendrier outlook des operateurs
- Regular checking of Junk E-mail outlook folder
- Outlook – Find folder path for a message found in search results
- I seem to have lost some icons that I previously had on my Windows toolbar (e.g. to start IE, Outlook, etc...) How can I find them again?
- Permissions and access to shared resources on mailboxes
- Activation of Microsoft Office software
- MS Office - Macros in this document have been disabled by your enterprise administrator for security reasons
- How can I add the "CERN Official holidays" in my Outlook calendar ?
- Messages in an e-mail thread are automatically moved to the Deleted Items folder
- IGENERAL INFORMATION| Visits in building 513

Know  
Browse a

Most Viewed

- Test London - 10 views
- Date paramete 5 views
- ADaMS Help P 4 views

ISSUE  
ing correctly

CERN

# New Portal – *work in progress*

Natalie, how can we help you?

windows 10

- IT catalogue changes for the group IT-CS
- Installing **Windows 10** at CERN - April 2017
- Configure **Windows 10** to be Hardened
- Installation of **Windows 10** Hardened PC
- How to create a Hardened **Windows 10** in Openstack
- Dealing with the list of applications available through CMF and supported on Windows at CERN.
- Spell Checker doesn't work on **Windows 10** (Edge)
- Microsoft products for Work at Home
- How to shutdown or restart my **Windows 10** computer via Remote Desktop connection?
- NW Physical installation of an HP 2910 switch
- NW Physical installation of an HP 6600 switch
- Request for posting an alert on CERN-managed Windows PCs ("NICE alerter")
- Windows 7 is not visible when I try to reinstall my machine
- How to install anti-virus on Home Computers?
- Status of Corel Draw X5 and alternative tools
- How to remove a printer
- Request the installation of blinds/windows - Demande d'installation de stores / fenêtres
- Request the repair of existing blinds/windows - Demande de réparation de stores / fenêtres existants

Windows Service

Windows Client Support

Windows Installation and CMF

Windows Server Infrastructure

Windows Terminal Servers

Unable to run GNOME desktop on LXPLUS.cern.ch from Windows desktop

**Windows 10** 1809 build is the default one

Most Viewed

- Test London - 10 views
- Date paramete 5 views
- ADaMS Help Po 4 views

Knowledge

Browse all

ISSUE

ing correctly



# New Portal – *work in progress*

Home > Functional Element

Search

## FE CERN Document Server (IT-CDA-DR)

The CERN Document Server (CDS) is the institutional repository that provides acquisition, search and collaborative tools to manage collections of documents produced at CERN. The collections include HEP documents, Multimedia documents, Bulletins, Administrative (Directorate, HR, Finance) documents, EU Project documents (OpenAire, EMI), Library and Project document types.

### Actions

- [Report issue](#) Report an incident
- [Request](#) Submit a request
- [Go to](#) CERN Document Server (CDS) - Search a document
- [Go to](#) CERN Document Server (CDS) - Submit a document

### Information

#### User Tickets

[Click to see tickets in](#)

#### Activities

- Customised Configuration include restricted access to online, paid journals, restricted access to e-tendering calls for tender.
- Harvesting involves uploading recently updated documents of interest to our users from other hosts.
- Provide Development, Customised Configuration, Harvesting, Maintenance and Support (cds.support@cern.ch).

### KB articles in CERN Document Server

- [Test London - Import word file \(created by Ludmila\)](#)  
👁 10 Views
- [CDS \(CERN Document Server\): What is arXiv? What is Inspire?](#)
- [CDS - How do I configure an alert in CDS?](#)
- [What is CDS?](#)
- [PROCEDURE : How to put a video in CDS \(heavy file\)?](#)
- [View all 39 articles](#)

# New KB interface – *work in progress*

Home > Knowledge Base > CERN Authoring



## Subcategories

[Overleaf](#)

[ShareLaTeX](#)

## CERN Authoring

### [How can I migrate my ShareLaTeX account to Overleaf?](#)

Overleaf and ShareLaTeX have joined forces to bring you Overleaf v2, which combines the best of both services. Coming from ShareLaTeX, Overleaf v2 will be very familiar, because it's built around the ShareLaTeX editor. In order to migrate your ShareLaTeX...

Authored by Nikos Kasioumis • 7mo ago

### [How can I claim my CERN account on Overleaf?](#)

If you are new to Overleaf Start by signing up for a new account using your CERN email address at [www.overleaf.com/signup](http://www.overleaf.com/signup). After you sign up, Overleaf will ask you to confirm your email address and choose a password. Once you confirm your CERN email address...

Authored by Nikos Kasioumis • about a year ago

### [How can I get help on how to use Overleaf?](#)

Overleaf hosts a large collection of helpful articles on various topics ranging from Overleaf guides to LaTeX basic and advanced topics. Find everything you need at [www.overleaf.com/learn](http://www.overleaf.com/learn). If you need more personalised help on a specific aspect of using...

Authored by Nikos Kasioumis • about a year ago

### [How can I access the Overleaf v1 dashboard?](#)

After the launch of Overleaf v2 the default dashboard has changed as well. If you wish to keep using the Overleaf v1 dashboard (and be able to tag and rename your Overleaf v1 projects) please go to this URL: <https://www.overleaf.com/dash?prefer-v1-dash=1>.

Authored by Nikos Kasioumis • 7mo ago

# New KB interface – *work in progress*

Home > Knowledge Base > CERN Authoring

Search



## How can I claim my CERN account on Overleaf?

KB0005266

Authoring Service • Authoring • Visibility: CERN

Category: CERN Authoring / Overleaf

Published 23 January 2018 • Updated 18 September 2018

### If you are new to Overleaf

- Start by signing up for a new account using your CERN email address at [www.overleaf.com/signup](http://www.overleaf.com/signup).
- After you sign up, Overleaf will ask you to confirm your email address and choose a password.
- Once you confirm your CERN email address and choose a password you automatically join the CERN Site Licence.

### If you already have an account on Overleaf with your CERN email address

- No need to do anything, you've automatically joined the CERN Site Licence.

### If you already have an account on Overleaf with your personal email address

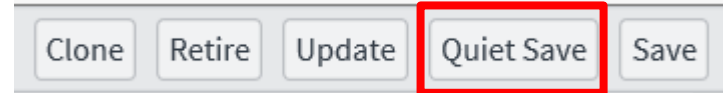
### Also in Overleaf

[How can I get help on how to use Overleaf?](#)

[How can I access the Overleaf v1 dashboard?](#)

# SNOW KB benefits

- **Service Portal:** known single point of entry & searchable
- **Creation:** any supporter in FE can create KB
- **Approval workflow:** FE managers before publishing
- **Notification:** all FE supporters receive email on publish
- **Updates:** yearly reminder sent to look & update (or retire)
- **Grouping:** by categories / language / multiple FEs & **Keywords**
- **Visibility:** can be different according to needs
- **New look & feel:** coming in Q2/Q3
- **Quiet save:** to avoid spamming!



# Thank you for your attention!



## Questions?



[home.cern](https://home.cern)