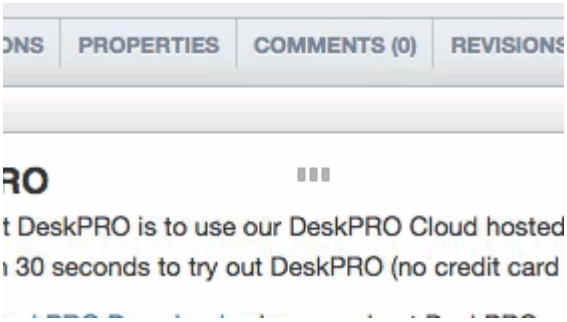
I'm having trouble with knowledgebase articles not loading

Ben Henley - 2023-05-25 - Comments (0) - Deskpro Legacy

Question:

I'm working with Knowledgebase articles. Sometimes I find that when I open a Knowledgebase article, only the beginning of the article is displayed. A 'loading' symbol is displayed but the rest of the article never loads:



How can I fix this?

Answer:

This problem can happen when you have a lot of tabs open containing Knowledgebase articles and/or news posts. Close other tabs and then reload the article you want to edit.