

Would like Support for Custom Knowledge Article Types.

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1. Log into Remedyforce/Salesforce as an Admin
2. Select Setup | Create | Objects
3. Click Knowledge Article
4. Click new in the Record Types Section
5. Create a New Record Type
6. Once a Record Type is created go to knowledge Articles tab and create a new Knowledge Article for this Record Type and publish the Knowledge Article and select "Display in Self service" check box
7. Go to Remedyforce Self Service and view this knowledge Article

Actual result:

The value 'null' is not valid for operator '>'

Error is in expression '{!IF(IstAttachmentInfo.size > 0, true,false)}' in component <apex:outputPanel> in page bmcservicedesk:sskm_articleview

Expected result:

Knowledge Acticle should be viewed from self service.

NOTE: Per documentation this is currently not supported.