



Updates to background jobs

Last Modified on 04/23/2026 2:24 pm EDT

Over the weekend, as part of our infrastructure improvements, we released a major change to how we process jobs that run in the background. These include things like:

- [Bulk edits in Manage](#)
- [Standard PDF export](#)
- [Custom PDF export](#)
- [HTML Zip export](#)
- [Subscription notifications](#) (any frequency setting)
- [Comment notification email digests](#) (the hourly, daily, and weekly emails)
- Tracking article views and quality views ([Popular Articles report](#))
- Deleting a [reader group](#) (this kicks off a background job to remove the reader group from all content)
- Deleting an [author team](#) (this kicks off a background job to remove the author team from all content)
- Reindexing your knowledge base for search (usually as a result of changing [synonyms](#))

This change moves the background jobs to a more scalable infrastructure. Since this is largely behind-the-scenes, the only noticeable changes you'll see are in the HTML Zip export, which runs much faster and has a more detailed progress bar now.

If you notice issues with any of these background jobs, please let our support team know immediately!