



API change: Article endpoint prevent_searching field now proper boolean

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It's unusual for us to make potentially breaking changes to anything in our API, but we recently updated our article endpoint.



If you are using the API for integrations or within snippets in your knowledge base, this change could impact you.

Here are more details:

Endpoint: article

Field: prevent_searching (to exclude an article from search results, this field is set to true)

Details: Previously, this field had generally been stored as a string, so a true value here was set as the string "true" and a false value was generally set as either null or an empty string "".

We updated this field to be a proper boolean of true/false (no quotes).

To try to keep this change as smooth for the majority of our customers as possible, we did not do a database-wide update for the field values.

This means that articles that were last saved before the change went live, which had string values in this field, will continue to have string values until they have been manually resaved with changes. Once that manual resave occurs, they'll update to the proper true/false boolean value.

You could also script some API call updates to switch your articles over to the proper true/false boolean values, now that this change is live--the choice is up to you!

If you aren't using the API for any integrations or snippets, this change won't impact you; we're including all the appropriate updates in the app and live knowledge bases to handle all values.



If you are using the article endpoint in any of your API calls or snippets, please review your code to see if you are applying logic or filters on the prevent_searching field. If you are, you will need

to update your code to handle both the string values ("" and "true") AND the proper boolean values (false and true).

Please [contact us](#) if you have any questions about this change or how to adjust your logic.
