



☒ Nat'l Pet Day 2025 bugfixes

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Today is my new favorite holiday, so let me wish you a very merry National Pet Day! This is the [second](#) time I've written release notes in honor of this day, and I'm celebrating this in two ways:

1. A particularly long release note full of new features, goodies, improvements and bugfixes!
2. Some photos of the Pets of KnowledgeOwl below.

Woof woof, meow meow: Export your comments

A number of customers have requested the option to **export comments** from their knowledge bases. We are so super happy to finally release this feature. ☒

- You can now generate a [CSV export of your Comments report](#) to help you review comments, analyze them for trends, or do some kind of reporting on them.
- The CSV export will grab the complete list of comments for the current filter and search terms, even if it spans multiple pages.

You gotta pay the cheese tax: A beautiful new billing page

If you're on automated billing, there's about a 70% chance you either have already been migrated to our new billing system, or have at least received an email from us asking your help in moving your account over. If you're among those who have finished migrating, then you're already seeing our beautiful new billing page!

- Those of you on invoiced billing will be receiving emails about this move in the upcoming months.
- This new [billing](#) page will make it easier for you to manage your subscription, will help you understand exactly what's happening within that subscription, and will also keep you informed on other touchpoints, like [savings](#) potentials you might not know about.

Sample new Billing
page

Don't forget your tick medication: Bugs we've taken care of

As per always, we're also releasing bugfixes on the reg. Here are some of the most recent fixes we've put out:

- Our [Old Links](#) feature wasn't redirecting properly within the [Widget](#). Basically, the widget didn't know how to handle old links: if you tried to open an article in the widget using an older permalink, it went to the homepage instead of the current article with that permalink as an old link. The redirect now works properly and will bring

readers to the correct article.

- Contextual links within our app were throwing errors for about a week. We're sorry about that! If you click on one of our helper links in our app, it should bring you to where you ought to go now.
- We recently discovered an issue with the [Topic Display Categories' tabbed layout](#). Anchor URLs that this feature creates weren't playing well with special characters. That's fixed now, so those anchor URLs will be much nicer to read.
- New knowledge bases were getting a bad merge code for the "Last modified on..." text at the top of articles. We've fixed this in our template, but if your knowledge base was created in the last year or you've used the [Reset to Initial Settings - Minimalist Theme option](#), check to be sure you have the right code:



Check your template

Go to **Customize > Style (HTML & CSS)**. When the page opens, select **Custom HTML** and in the dropdown, select **Article**. If your Custom HTML includes the merge code `[translation("article:last-modified-on")]` on or near row 6, please replace it with the merge code below:

```
[translation("article:last-modified-on-label")]
```

Pets of KnowledgeOwl

Now, the part of my day I'm most excited about - sharing with you some of the magical critters that grace the homes of us owls!

Get your heart ready, because the sight of Zach's best buddy **Buddy** is going to make it explode with sweetness. Just look at that tender face!

Zach's dog Buddy

Veronica's daughter **Gertie** is the cutest and silliest 'lil gal who packs a snore you wouldn't believe. If you have the pleasure of a call with V, keep your ears open for that sweet sawing sound:

Veronica's dog Gertie

Marybeth's **Sally** is as inspiring as Marybeth herself. She's a champion [barn hunter](#) (no rats harmed) and is one heck of a good girl. This is her joyous face after finding all the rats in her course.

Marybeth's dog Sally

Anne's stunner of a kitty **River** can not only balance impressively on a swinging door, but also embodies the perfect balance of softness and mettle.

Anne's cat River

Chad has earned his title of Executive Assistant to the CEO & Friend of Felines honestly. He has three cats **Xena**,

Sophie, and Midna, who are equally adorable with exceptionally different and special personalities.

Chad's cat Xena

Chad's cat Sophie

Chad's cat Midna

Kate has a beautiful special needs husky mix who is happy to give her an earful when it's time for her daily hike. This sweet angel may have the best name of all the KO pets? **Zola Batty McKoda** is a very good — and very sassy — girl.



Kate's dog Zola

Finally, I cannot let an opportunity pass to share with the world my beautiful baby boy, **Ruf**. You might know him from emails I send, or really any other place I can think to add an image of my precious pooch. And those ears are somehow even softer than they look!

Erica's dog Ruf

[Contact us](#) if you have any questions about these new features, bugfixes, or anything else. And of course, I very much invite you to send us your own pet photos! We are all truly obsessed with animals here at KnowledgeOwl!