



☒ Nat'l Limerick Day bugfixes

Last Modified on 05/12/2025 12:32 pm EDT

*Owl be sharing some news that's quite wise,
With improvements that'll open your eyes!
Bug fixes preened,
Our interface gleaned,
KnowledgeOwl's updates I'll now summarize
We've improved our nest with such care,
These hooting great changes to share!*

Ahem, my apologies for that, but it did seem the best way to celebrate **National Limerick Day**, which is today! My gift to you is to not try to write the actual release notes as rhymes. 😊

Travel further back in time with Snippets and Style changes

Previously, we automatically saved the last 3 changes you made to any Snippet or to the Style area of your knowledge base. We've recently upped that number to 10! This should be extra helpful for folks like me who sometimes click a little too quickly.

Accessing articles via Reporting > Comments

We've improved how authors access articles from the Reporting > Comments area.

When you're logged in to KnowledgeOwl as an author and viewing the Reporting > Comments area, you can click on an article to view it.

Previously, after clicking on an article, you would then be prompted to sign in to view the article in the live knowledge base. Now, you'll be automatically logged in when accessing articles this way—just like when you use other view links such as "View article" or "View knowledge base." This should allow for a more seamless experience when reviewing comments.

API-created articles acting shy in the table of contents

We've fixed an issue that occurred when articles were created via the API.

Previously, when you created and published an article through the API, it would appear in your knowledge base immediately, but it was missing from the table of contents until you manually busted/cleared the cache.

We've updated this to make a cache-bust part of the article creation and publishing process, so now new articles created via the API will appear in the table of contents right away.

Trial knowledge bases with apostrophes in their names

Previously, if a new trial account added an apostrophe to their knowledge base's name, the apostrophe was converted to its HTML entity ('). Blech!

We've fixed this, so now "Cute Baby Owl's Help Center" will be just that instead of "Cute Baby Owl's Help Center." Much better!
