☒ Int'l Bye-Bye 2025 Day bugfixes

Last Modified on 06/22/2026 5:05 pm EDT

Wowee, it's been a heck of a year and today is the last day of it. I may have taken liberty with the re-naming of New Year's Eve here, but I think it has a nice ring to it, no? And in the spirit of kicking bad habits, making self-improvements, and getting ready to welcome in the new year, let me share a few last bugfixes and improvements we made since my last missive.

More widget woes resolved

1. The widget contact form was showing a success message even if the sender didn't include their name or email address. That was a pretty big issue since the messages can't actually be delivered without the email address. We've made changes so that now the email address and name fields are required in order to submit the contact form.

2. If you were watching a video within the widget and you closed the widget, the audio for the video would continue to play. Now, when you close the article or widget, the video will stop playing.

HTML zip export leaving secure images out the party

HTML Zip export wasn't including images when the Secure File Library was enabled.

Normally, in the HTML zip exports, we create an "images" folder and included local copies of images referenced in articles. For secure file library, we weren't including those local images in the export and just referenced the URL instead. We've fixed this now, so the images will be included in the export even with Secure File Library turned on.

Missing your Favorites table of contents text string in default text

When we built Favorites, while we gave you the option to customize the default text for it in other places, we overlooked the table of contents entry. This was a silly oversight for all of you non-US English speakers (myself included ☒☒). We've fixed this now, so you can go ahead and view a list of your **Favourite** articles in the table of contents. This new setting is tucked into the Table of Contents section of **Customize > Default text**.

AI Chatbot showing its work

Previously, the AI Chatbot linked to the top three results for the Search query, instead of citing exactly where it got its information. Most of the time, the top three results and the sources for the reply were the same. However, a few customers noted that they weren't always the same, and when they weren't the same, it created some confusing links.

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.

This has been improved so the chatbot only links to the articles it used to create its answer.

Related articles sending you home

This past Monday, our Related Articles feature stopped working in private knowledge bases. When you clicked on a Related Article at the bottom of an article, you were redirected to the homepage instead of the intended article. Our team jumped on this as soon as it was reported and fixed the issue. The feature is now working as expected for all customers.

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.