⌧ Nat'l Paper Airplane Day improvements and bugfixes

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Today is National Paper Airplane day. It's also the day I learned about this cool website that shares various paper airplane designs. I would have loved this as a kid, as my planes were never even close to as cool as the ones my brother Matt made. That brother did grow up to become a commercial airline pilot, though, so he might have been a bit more passionate about planes of any material than I was.

And speaking of improving designs, let me tell you about some recent improvements and bugfixes that we've released.

Further URL checker improvements

Earlier this month we released some major improvements to our URL Checker, and we have since followed up with a number of smaller improvements:

- We check relative hyperlinks more accurately (e.g. /help/my-article).
- We fixed some bugs for Link to Article links, which were throwing false failures when the article they referenced had been deleted or archived but there was an Old Link redirecting to a valid page. The URL checker now correctly follows the Old Link and should only throw failures when there is no Old Link or the Old Link leads nowhere.
- Links to built-in knowledge base pages like the New Articles page no longer throw 404s.
- Links to base64 images are handled more gracefully. Now instead of providing the entire base64 text string, we provide enough info to show it's a base64 image but truncate it, for example: ` [truncated]`

AI Chatbot updates

We made some behind-the-scenes improvements to the AI Chatbot to speed up its response times. We're continually improving as we go and, as always, let us know if there are any specific things you would like to see from it.

We also fixed an issue in the chatbot, when it was very rarely returning some malformated content. Two of our higher usage customers came across this bug. It's fixed now.

Copy knowledge base bugfix

We had a bug that created errors when you tried to copy your knowledge base, if it was using the DD/MM/YYYY date format. No problem for American customers who use the MM/DD/YYYY format, but an issue for international

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customers who wanted to copy their knowledge base. That's been fixed now, so there should be no issue copying your knowledge base no matter the date format you're using.

HTML zip export bugfix

There was an issue happening intermittently to folks using the HTML zip export feature. The export looked like it was doing its thing, but when it finished, the downloadable export and the date of the export didn't properly update. We fixed that so now you can reliably download HTML zip exports of your current knowledge base.

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