



☒ Nat'l Strawberry Sundae Day bugfixes and improvements

Last modified on 07/07/2026 1:05 pm EDT

Ice cream is hands down my favorite dessert, and berries are without a doubt my favorite fruit. Today is National Strawberry Sundae Day and I pay homage to it by combining two other classic flavors: bug fixes and improvements!



Custom role updates

This change may require updates to existing custom role permissions.

Bugfixes

Here are the bugs we fixed recently:

- We had a bug that prevented the syncing of [shared content articles](#) within [topic display categories](#) properly. The child article itself would update, but that update wasn't visible on the topic display category's landing page. It's now fixed, so the syncing will function across the board when you update your shared content article.
- As mentioned in my last [ice cream-themed release notes](#), you can now search within your custom CSS. I'm *very* excited about this improvement, but the new option had a bug. If you pressed enter within the [custom code area](#), it would trigger that search modal. We've fixed it so hitting Enter just starts a new line in the editor and you have to explicitly choose to open the modal.
- There was an issue where if you moved an article with [inherited reader group permissions](#) to a public/unrestricted category, trying to view the article threw a 500 error. This bug is now fixed.
- A number of our customers experienced frequent errors with our [AI Chatbot](#) last month when complex chatbot prompts were used. We updated the chatbot to handle complex prompts better so these errors should no longer occur.
- When you [create an article from a template](#), the article body and any author notes should copy over. There was a bug that prevented the [author note](#) from being copied over into the new article. This is resolved, so articles created from a template will now include the template's author note.

Feature enhancements

We added the [AI Chatbot](#) settings to [custom roles](#) in two different areas:

- [Reporting](#) > [AI chatbot](#) > [View chatbot reports](#): Controls whether you can view [Reporting](#) > [AI chatbot](#).
- [KB settings](#) > [AI chatbot](#) > [Update AI chatbot settings](#): Controls whether you can update the AI chatbot's settings.

If you're using custom author roles and notice you no longer have permission to access the chatbot settings or reporting, you'll need to update your custom role(s) to include these permissions.

This isn't quite an improvement we've made, but an undocumented bonus of another feature. A customer requested the ability to noindex specific articles and hide them from their [sitemap](#). It turns out that this already happens when you [hide an article from search results](#). It's pretty nice when a customer requests something that already exists!
