



☒ Nat'l Mango Day bugfixes

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Happy Mango Day! To mark this sweet occasion, I'm sharing some improvements and bugfixes we've released recently.

Tasty improvements

Purge deleted articles

For those of you who like to keep things tidy, you now have the ability to fully [purge deleted articles](#) from your knowledge base. Previously, we treated archived and deleted articles much the same. This was to ensure irreversible accidents didn't happen to the click-happy among us (ahem, me). Now, though, you do have the option to fully purge those articles. You'll find this under **Manage > Bulk Edit**.

Stay on the same page, between knowledge bases

Have you ever been on one of the pages of the app, say, [snippets](#), and realized you need to check something in a different KB, like a sandbox? Now, when you switch to the other knowledge base, you'll automatically load the same page you were on. If you're looking at snippets, it's going to load snippets. If you're looking at [files](#), it's going to load files. If you're in [manage](#), it'll load manage. We love to save clicks!

Port specification in Chatbot Authorized Domains

When we first released the ability to [add the AI Chatbot to other domains](#), we didn't have the option for you to specify the port it used. It stuck to defaults (port 443 for https, 80 for http). Now you have the option to specify the port you wish to use.

New items in the top nav in-app

You may have noticed a couple changes in the top navigation within the app. We added a quick link button to access our new referral program. It's a gold button labeled **Earn \$500**. So many of our customers come directly from our existing customers, so we wanted to start rewarding folks who are helping us grow. :) Additionally, under **Help**, you'll now see the option to **Book a call**. We wanted to make it easier for folks to reach out to us for a chat in real time.

Sprayed bugs

Automatic related articles not loading properly

We had a bug that led to [automatic related articles](#) not loading when you first navigated to the article. They would appear on refresh, which isn't very ideal. We've fixed this now, so those automatic related articles should be loading nice and zippy again.

Glossary CSV upload fibs

When you uploaded a malformed CSV file to your [Glossary](#), it would give you a "Success!" message, but the upload never actually happened. We fixed this now, so that if your CSV is not formatted correctly, and the upload fails because of that, we will let you know.

API error when uploading files

The [API](#) "Files" endpoint had a bug, and it was creating an error when you tried to upload files to your knowledge base using the API. That bug has been fixed, so there should be no trouble using the API to bring files into your knowledge base now.

Manage filter giving 500 errors

A customer reported that they were seeing a 500 error in the [Manage](#) area, when they tried to view a previously saved [filter](#) without a [reader group](#) filter selected. We fixed the issue, and no one should be receiving 500 errors within Manage.

This update includes security patches.