



# ☒ World Coconut Day improvements and bugfixes

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Well, well, well, I truly love [coconuts](#) and could write a novella about them easily, but I'll be good and only tell you about my favorite coconut fun fact: Did you know that [El Coco](#) is the bogeyman in Spain (and elsewhere), and that coconuts may be named so because Spanish colonizers saw the weird hairy face on the coconut and thought "¡Uy, qué monstruo!"?

## Sweet and savory improvements

Here are a couple of improvements we've recently released:

- If you're on a yearly subscription with in-app payment, you'll be receiving your renewal reminder 60 days before your renewal, instead of 30. Full disclosure: this was borne of a technical necessity with our billing system, but I am selling it to you, dear customers, as an improvement because who doesn't like extra notice of an upcoming bill? I know I sure do!
- The [AI Chatbot reporting](#) now tells you the date of questions it was asked. Previously, in the same column, it only told you the time it was asked, which was odd. Now, it tells you both!

Sample AI chatbot reporting with Submitted column including date and time

## Scary and hairy bugs

These are the bugs we've fixed recently:

- For quite some time, the [article favorites](#) icon didn't work if you tried to favorite or unfavorite an article in the [authenticated contextual help widget](#). It's fixed now, which is very nice, so your readers can favorite from the live knowledge base or the widget!
- If you use our [Versions](#) feature, it's likely that you may also enjoy leaving notes on those versions to help with context. Some customers have exceptionally long version notes that didn't work properly in the new article editor. If they were very, very long, you weren't able to click to open and edit them. Muy mal. That's now been fixed, so you should see your [version notes](#) operate properly even if very verbose.
- We had another [Version](#) reported by customers: When you [activated a version](#) and then made changes to it after activating it, you would get a warning about conflicting changes having been made. That's been resolved, so you should no longer get anxiety-inducing mystery warnings as you edit your newly activated version.
- If you have a knowledge base in a language other than English, then there is a good chance it uses "special characters" like ãñŷ øf ʒĥěşę that I just horribly misused. [Customize > Default text](#) lets you replace all default

text strings in your knowledge base and should support these characters. Recently a customer reported that special characters weren't working within [customized text strings](#) for the **Global search bar autocomplete call to action** string. We've now fixed this. If you run into any other cases where special characters act wonky, please [contact us](#).

- Our [Notion import](#) was losing the iframe functionality on video/embed blocks for unrecognized platforms. For instance, videos from Loom had the embed URLs turn into plain links upon import. We have now improved the behavior by adding Loom and Wistia as known video sources and falling back to an iframe for any other unknown external providers that may come through the import.
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