



Knowledge Version 9.4.3
Release Notes

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Deployment Date

Moxie Knowledge version 9.4.3 was released on June 7, 2017.

New Certifications

KB 9.4.3 has been certified for use with Windows SQL Server 2016 SP1.

Certified Browsers

Operating System	Browser
Microsoft Windows 8.1 & 10	<ul style="list-style-type: none"> • Internet Explorer 11 • Microsoft Edge (Latest Version) • Google Chrome (Latest Version) • Mozilla Firefox (Latest Version)
Apple OS X	<ul style="list-style-type: none"> • Google Chrome (Latest Version) • Mozilla Firefox (Latest Version) • Apple Safari (Latest Version)
Apple iOS 10	<ul style="list-style-type: none"> • iOS Safari
Android 5.0 - 5.1.1 & 6.0	<ul style="list-style-type: none"> • Default Android Browser • Google Chrome for Android

Notes:

- The Knowledge Administration console is not supported on mobile or tablet devices.
- Portal Style 4 (PS4) does not support the mobile Google Chrome Android browser.
- Internet Explorer "Compatibility View" is not supported with the Administration console or portals.

Certified Integrations

Moxie Knowledge 9.4.3 was certified for integration with the following application:

- Moxie Concierge 1.1
- Channels 9.4 CU8 QFE4

Resolved Issues

The following issues were resolved in version 9.4.3.

- When an article is embedded within another article, the "updated" flag is not displayed in the search results. (KBP-208)
- After logging into portal style 4, providing an alternative email address when subscribing to article doesn't update the user's profile. (KBP-319)
- In Portal Style 4, selecting a Solution Finder from the search results brings the visitor to a list of Solution Finders instead of opening the Solution Finder that was selected. (KBP-582)
- In Portal Style 4, articles in the "Browse" page are not displayed in alphabetical order even when that option is selected from the category management screen. (KBP-590)
- In Portal Style 4, after selecting the "copy article" link a blank screen is displayed instead of the article. (KBP-603)
- In certain cases when re-uploading an article template the following error is displayed: "Template upload failed. Try again later" (KBP-630).
- In Portal Style 4, the ".?123" tab is not disabled when there are no glossary entries to display. (KBP-648)
- In the Responsive Portal, the "favorites" widget always displays 10 articles even if the configuration is changed to a different value. (KBP-1171)
- In certain circumstances when an article template is downloaded, modified, and re-uploaded the article body names are erroneously displayed. (KBP-1242)
- FAQs which the user does not have permission to access are returned in the search results. (KBP-1285)
- In Portal Style 4, if the title of the "custom message" widget includes an apostrophe, the apostrophe is duplicated. (KBP-1317)
- Deleting a solution finder node in the KB Admin results in an error. (KBP-1384)

- Inserting a link from one article to another using the "insert article link" function results in a broken link. (KBP-1387)
- After enabling IP Address restrictions, the SOAP API is unable to make a connection. (KBP-1437)
- When deleting a Solution Finder branch, the sub-choices of other Solution Finder branches are also inadvertently deleted. (KBP-1469)
- The Feedback and User Activity reports do not display any results. (KBP-1543)
- If the "tab panel height" is changed for Portal Style 4 the Community Clues list is visible even after the article is displayed. (KBP-1573)
- When a KB contains a large number of articles, Administrators are unable to navigate to subsequent pages of articles in the "content" management screen. (KBP-1576)
- Breadcrumbs are displayed incorrectly in the Responsive Portal if the "navigation" widget is disabled. (KBP-1606)
- The search results are incorrectly formatted in certain cases depending upon the content contained in custom article templates. (KBP-1609)
- In the Responsive Portal, the "Articles from Category" widget only displays articles modified within the last 90 days even when the show "all" articles setting is enabled. (KBP-1631)
- Previously imported users are still active even if the LDAP string is removed from the Active Directory settings. (KBP-1648)
- When a visitor submits feedback from the Responsive Portal they receive the following error message - "Failed to Send Email" - if a "suggestion notification" email address is not specified. (KBP-1650)
- If multiple Priority Keywords are added to an article by clicking enter/return, instead of separating them with commas, the batch jobs functionality will not work as expected. (KBP-1667)
- An error occurs when adding new synonyms. (KBP-1711)
- Administrators receive an error message when creating or editing an article, forum, or wiki post indicating that the license is not valid. (KBP-1726)
- In Portal Style 4, after clicking the thumbs up/down button and then clicking on the browser's back button the search box is hidden. (KBP-1800)
- In Portal Style 4, when using IE 11, PDF documents remain open even after clicking on the "back" button in the browser. (KBP-1804)

- If the "alphabetical article listing" option is disabled in the Category Management screen and the visitor is browsing a secure Portal Style 4, the categories will not load correctly on the "browse" page. (KBP-1810)
- Not all Active Directory users will be imported into the knowledgebase if the "disabled" user property is omitted. (KBP-1812)
- In Portal Styles 1-3, the "My Last Searches" widget does not update correctly. (KBP-1822)
- In Portal Styles 1-3, the "My Last Articles Viewed" widget does not update correctly. (KBP-1823)
- When clicking on a link from within an Office document to an article on a secure portal the home page is displayed instead of the article. (KBP-1899)
- In a personalized Portal Style 3, when the "search cloud" option is disabled the "top favorite articles" widget incorrectly remains displayed on the home page. (KBP-1917)
- The Batch Jobs feature will not import changes for some clients using Active Directory integration. (KBP-1920)
- Glossary entries are not returned in the search results when "remote search" is enabled. (KBP-1953)
- When importing external users, the following error occurs - "Insufficient stack to continue executing the program safely". (KBP-1965)
- In Portal Styles 3 & 4, the "Latest Articles" widget does not correctly filter by the latest published version. (KBP-2014 & KBP-2120)
- When using Remote Site Search, if "automatic summarization" is enabled, in certain situations the search results will not display correctly (KBP-2033)
- When accessing the Administration console over a secure connection the following warning is displayed - "Only secure content is displayed" (KBP-2036)
- When article template body security and "manual summary" are enabled for a portal the search results are slow to display. (KBP-2078)
- The Chat Escalation widget displays an error if a URL contains the word "script". (KBP-2088)
- The custom hostname feature doesn't work correctly for Responsive Portals. (KBP-2165)
- In Portal Style 4, links from articles to PDF files result in the PDF files opening in a child frame instead of in the same frame as the article. (KBP-2196)
- When creating an article with the REST API an error is returned (KBP-2285)

- The article "checkout" history is not updated when administrators check out articles. (KBP-2454)
- When viewing an "external user" profile within the administration console the following error message will be logged: "Logon Error: 18456, Severity: 14, State: 38. Logon Login failed for user 'username'. Reason: Failed to open the explicitly specified database.". (KBP-2671)
- If "enhanced numeric search" is disabled and if a visitor searches for an expired article, the search is not performed. (KBP-2696)
- When opening multiple articles containing Excel documents at the same time, the following error message is displayed - "Excel can't open workbooks with the same name at the same time". (KBP-2873)
- The Responsive Portal consumes a high amount of memory. (KBP-2915)
- If an article's summary is longer than the maximum length configured to display in the portal and if the summary doesn't contain any spaces, an error will be returned. (KBP-2916)
- In the Responsive Portal, visitors are able to view categories in the search results which they do not have permission to view. (KBP-2917)
- It's not possible to edit glossary terms that contain < or > symbols. (KBP-2942)
- When trying to access an article in the Responsive Portal, the visitor is redirected to the home page instead of the article after logging-in. (KBP-2980)
- When Excel is in "protected" mode, it's not possible to open reports that have been exported to Excel. (KBP-3021)
- In the Responsive Portal and PS4, videos will stop playing after several minutes. (KBP-3112)
- User accounts do not allow email addresses with more than 4 characters in the top-level domain. For example, user@company.system is not allowed. (KBP-3131)
- The SearchArticlesAdvanced API method does not return category IDs. (KBP-3349)
- If the "articles" tab is disabled in the Responsive Portal, no articles can be viewed. (KBP-3407)
- In Portal Style 4 JavaScript can be injected into the search field. (KBP-3462)
- When an article is opened in a new window the anchor link is not included in the URL, therefore the article is opened at the top instead of at the anchor point. (KBP-3511)
- Administrators are unable to edit glossary terms if they contain a less than or greater than symbol. (KBP-3533)

- The GetArticleSummary API method returns the automatic summary instead of the manual summary. (KBP-3567)
- The Manage Favorite's page in the Responsive Portal does not display correctly on mobile devices. (KBP-3666)
- There is a typo in the mobile "hamburger" menu in the Responsive Portal – "Signed In" is displayed as "Singed In". (KBP-3669)
- The mobile "hamburger" menu in the Manage Favorite's page does not work. (KBP-3670)
- Control characters are displayed in files that are converted to HTML and that are scheduled to be published at a later date. (KBP-3673)
- In the responsive portal, the sub-categories displayed in the search filter are not displayed in alphabetical order. (KBP-3718)

Moxie Support Options

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Version Date: Knowledge Version 9.4.3 – June 7, 2017

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