



**Knowledgebase 9.4 Hot Fix 2  
Release Notes**

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## About These Release Notes

Moxie continues to improve product functionality through periodic releases. Hot fix #2 for Knowledgebase version 9.4 is available to Moxie cloud and on premise customers.

**Note:** For updates and additions to the release notes, please refer to [article 6203](#) on Moxie's support portal (<https://support.gomoxie.com>).

## New Certifications

1. The product has been certified for use with Windows Server 2012 Release 2 (R2). *Note: Knowledgebase version 9.4 must be installed on Windows Server 2012 before upgrading to R2. Please refer to [article 6388](#) on Moxie's support portal for more information.*
2. The Responsive Portal and Portal Style 4 are certified for use with the Microsoft Edge browser on Windows 10.

## Application Behavior Changes in this Release

1. "Courier" is now available as a font in the WYSIWYG article editor. (KBP-184)
2. The KB-Channels integration now supports both "Basic" and "WS-HTTP" bindings. (KBP-490)
3. The amount of history used to generate Community Clues is now configurable. This will improve performance, particularly when integrating Community Clues into a custom application via the API. (KBP-529)
4. Prior to importing users from an Active Directory integration the system will validate that there are enough internal user seats available in the license. If the import will exceed the number of available seats, it will be cancelled and an email will be sent to the system administrator. The "System Settings" screen has been updated so that an email address can be provided for the system administrator. (KBP-697)
5. Disabled Active Directory users will no longer be imported into the knowledgebase. (KBP-657)
6. External user accounts for API integrations can be configured to prevent the password from expiring. Previously these passwords needed to be manually re-set every 90 days. (KBP-735)
7. The API Keys screen has been updated to display the REST Admin & Portal keys as well the keys for Concierge & HTML widgets. (KBP-902)
8. A maximum of 95 days of history can be used to populate the Hot Topics widget. (KBP-1284)

## Defects Addressed in this Release

### Portal Styles 1-3

1. The visitor's search query will be highlighted in the article in addition to the search result

summary. (KBP-494)

### **Portal Style 2**

1. Search results will be correctly sorted by modified date when this option is selected by the visitor. (KBP-393)

### **Portal Style 4**

1. Un-published glossary terms will no longer be returned in the search results. (KBP-117)
2. When switching between the “Browse” page and the “Home” page the correct article will be displayed. (KBP-302)
3. Articles created from imported PDF and Office documents will display correctly. (KBP-312, KBP-331, KBP-404)
4. If a search query contains a backslash an error will no longer be displayed when an article is selected from the results. (KBP-320)
5. When navigating a Solution Finder, PDF articles will collapse upon selecting another choice instead of remaining open. (KBP-353)
6. Visitors with an apostrophe in their name are able to login to secure & personalized portals. (KBP-446, KBP-457, KBP-458)
7. After implementing IP address restrictions, visitors in the allowed IP address range will be able to successfully access the portal. (KBP-461)
8. It is approximately 50% faster to display articles that contain multiple “embedded” articles. (KBP-478)
9. “Related Article” links are displayed in the right column when the article is viewed from the FAQ tab. (KBP-486)
10. Attributes will be correctly filtered in the search results when read-only articles are imported using the bulk import utility. (KBP-498)
11. It is approximately 30% faster to display search results when article template body security has been enabled for a portal. (KBP-801)
12. The “content” filtering option will correctly display results for remote file systems. (KBP-1188)
13. The performance of the Hot Topics widget has been improved so that portals with high usage will no longer see degraded performance of their home page and/or errors. (KBP-1230)
14. When accessing content from remote file systems only a single download window will be displayed. (KBP-1283)

## **Responsive Portal**

1. If a visitor's query only contains "ignored words" the search results screen will be displayed with a message informing the user that no results were found. Previously a blank screen was displayed. (KBP-499, KBP-1062)
2. When viewing a Solution Finder, visitors will be able to access linked articles. (KBP-205)
3. The "Browse" screen will list categories in the order that they are configured in the Administration console. (KBP-242)
4. If all search results are from the same category but different sub-categories, the correct filters will be displayed. (KBP-396)
5. The "exact match" search type will no longer be used when the "any word" search type is specified in the configuration file. (KBP-434)
6. The last word in search result summaries will no longer be truncated. (KBP-444)
7. PDF articles converted to HTML will display correctly. (KBP-563)
8. The visitor's query will be highlighted in the search result summaries when the "any word" search type is selected. (KBP-567)
9. When article template body security is enabled, articles will display correctly. (KBP-676, KBP-790)
10. The visitor's query will no longer be highlighted in the search results if this option is disabled in the configuration settings. (KBP-684)
11. A bug affecting the search results sort order has been resolved so that the most relevant results will be displayed first. (KBP-689)
12. HTML code will no longer be displayed in the search results. (KBP-1253)

## **Administration**

1. When an article template using the `[[id]]` variable is copied to a new knowledgebase the correct article ID will now be populated in the article. (KBP-120)
2. Administrators will no longer receive an error when saving an article that contains quotes in the title. (KBP-173)
3. Administrators will no longer receive an error when trying to access a folder with an ampersand in its' name. (KBP-188)
4. When a "mailto" link is included in an article it will no longer be corrupted when the article is edited. (KBP-198)
5. If an anchor is not linked to text or an image, the anchor tag will no longer be erroneously displayed when the article is viewed in a portal. (KBP-246)
6. When using the "insert article link" feature in the WYSIWYG editor the correct URL will be used. (KBP-290, KBP-298, KBP-1266)

7. Administrators will no longer receive an error message when creating new Wikis in Danish. (KBP-291)
8. When editing an article's properties, selecting "all article groups" will no longer cause an error. (KBP-297)
9. When linking articles, the system will no longer allow more than one article ID to be provided in the "article ID" field. Previously, if more than one article ID was entered it would result in a broken link. (KBP-299)
10. When copying and pasting tables with the WYSIWYG editor, formatting contained in the tables will no longer be lost. (KBP-313)
11. Using "\$0" in a template will no longer cause HTML tags to be displayed when the article is viewed in a portal. (KBP-318)
12. Administrators can use the backspace key while creating or editing an article without erroneously deleting white space between words or the first characters in a sentence. (KBP-325, KBP-517)
13. Links contained in workflow notification emails will now start with HTTPS instead of HTTP if the portal has been configured to use HTTPS. (KBP-366)
14. Anonymous Authentication can now be turned off without causing a server error when a user tries to access the portal. (KBP-389)
15. Scheduling an article to publish at a future date will work as expected. (KBP-418, KBP-562, KBP-602)
16. Using the website integration functionality will no longer result in an error. (KBP-428)
17. The "Articles" report will display the correct results when article groups are selected. (KBP-433)
18. Administrators with the "edit customer portal" permission no longer need to be also granted the "delete internal user" permission to edit portals. (KBP-436)
19. The "clear search engine content" function will now successfully cause the search engine to re-index the knowledgebase. (KBP-459)
20. When using the Batch Jobs functionality, an error message will no longer be displayed when downloading a control file. (KBP-516)
21. If an internal or external user is added to multiple Active Directory groups their KB profile will reflect the correct cumulative permissions. (KBP-552)
22. Glossary terms containing a single apostrophe will no longer erroneously display a double apostrophe. (KBP-638)
23. A timeout error occur will no longer occur when importing Active Directory users from the command line. (KBP-646)
24. Administrators can download PowerPoint documents from Administration console. (KBP-671)
25. It is approximately 50% faster to run Active Directory import tasks containing thousands of users (KBP-971)
26. The Batch Jobs functionality will no longer become stuck in a "processing" state. (KBP-1058)
27. Internal & external password reset notifications will be sent out successfully and the user will be able to reset their password without receiving an error message. (KBP-1038, KBP-1067)



## Known Issues in this Release

1. New installations and upgrades to Moxie Knowledge version 9.4 fail when .NET version 4.5.2 is installed on the server. Please refer to [article 6201](#) on Moxie's support portal for more information.
2. Knowledgebase version 9.4 must be installed on Windows Server 2012 before upgrading to Windows Server 2012 Release 2 (R2). Please refer to [article 6388](#) on the Moxie's support portal for more information.
3. Some functionality in the WYSIWYG article editor is impaired. Please refer to [article 6373](#) on Moxie's support portal for more information.
4. Customers using the Edge browser are unable to create new forums. (KBP-1321)

## File Sizes and Dates

Knowledge Spaces 9.4 HF2.zip	64,179.23 KB	09/15/2015 12:41 AM
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## Moxie Support Options

Email [support@gomoxie.com](mailto:support@gomoxie.com)

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