

PATCH RELEASE

SASVA Canvas 4.0.3

Help Center, User Feedback, AI transparency, and query-time PII masking.

Internal product & engineering documentation • Persistent Systems

PRODUCT VERSION

4.0.3

SOFTWARE RELEASED

23 August 2026

DOCUMENT PUBLISHED

23 August 2026

SURFACES

Web • Desktop • Mobile

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1 About this document

This document is the release note for **SASVA Canvas 4.0.3**. It describes what this release delivered — each capability in enough detail that a reader who was not in the room can brief a customer, an operator, or an auditor. It lists this release and earlier releases only.

How to read this note. Each item below is a capability or a defect closed in 4.0.3. The first sentences say what changed; the next say why it matters and what you will see after upgrade.

2 Document control

Document title	SASVA Canvas 4.0.3 Release Notes
Document version	1.0 — published with Canvas 4.0.3
Product version	4.0.3
Software released on	23 August 2026
Document published on	23 August 2026
Classification	Internal — Persistent Systems

Document revision history

Version	Date	Description of change
1.0	23 August 2026	Initial publication of the Canvas 4.0.3 release notes, aligned with the product release date.

3 Product release history

This table lists this release and earlier Canvas releases. The highlighted row is this document.

Version	Date	Type	Headline
4.0.3	23 Aug 2026	Current Patch	Help Center, User Feedback, AI transparency, and query-time PII masking
4.0.2	6 Jul 2026	Patch	SMTP that operators can save, and a complete lifecycle email set
4.0.1	21 Apr 2026	Patch	Release-planning persistence, owner sharing, brand PPTX, and OAuth work-account paths
4.0.0	25 Mar 2026	Major	Genesis Discovery & Planning, Lifecycle Dashboard, local-folder repos, and SSO hardening
3.1.5	25 Mar 2026	Patch	The product is named SASVA Canvas; installers and desktop runtime catch up

Version	Date	Type	Headline
3.1.4	13 Mar 2026	Minor	Electron desktop app, casual-query fast-path, and session timeout settings
3.1.3	12 Mar 2026	Patch	Mobile feature parity with the web console
3.1.2	10 Mar 2026	Patch	Fact Service agent and a fix for masked API keys leaking to the backend
3.1.1	9 Mar 2026	Minor	Billing, 8-factor ROI, team collaboration, image generation, and PENTEST-001
3.1.0	8 Feb 2026	Minor	Multi-agent RAG, Business and Product workspaces, enterprise security, and mobile

Patch

Web

Desktop

Mobile

4 In this release

4.0.3 is the release that made Canvas accountable to the people who use it. Help is in the product. Feedback is captured on the message. AI output is labeled as AI output. Personal data in retrieved context is redacted before it reaches the model. Desktop follows the web for all of this.

The version number is aligned to 4.0.3 across web, desktop, mobile, scripts, documentation, and product knowledge.

5 What's new

Help Center and Contact Support

Users open Help Center from the application header. It embeds the User Guide and Product Guide, so documentation is not a PDF on a share that nobody can find during a call. Contact Support opens a forum-style thread — not a mailto that disappears into a shared inbox with no status.

Threads have unread badges in the header. Super Admins configure the platform support email in System Configuration; when set, it appears as a mailto alternative in Help Center and the footer. Desktop has parity with web. The APIs are `/api/support/threads` and `/api/support/unread`.

Thumbs up/down and the User Feedback console

Every assistant message in business chat can take a thumbs up or thumbs down, with an optional comment, through `/api/chat-history/[id]/feedback`. That signal is what support and product actually needed: not a quarterly survey, a mark on the answer the user just read.

Super Admins and Tenant Admins get a User Feedback console. **Response Feedback** is analytics — filters, charts, and CSV export, scoped by role and tenant. **Support Conversations** is triage of the Contact Support threads. Analysts and Viewers do

not see the console; they see their own threads.

AI transparency controls

Assistant messages carry an AI-generated label. Inputs that will be sent to a model show a verify reminder. First use shows a banner. The footer carries a disclaimer. Operation outputs carry a result notice. A `/responsible-use` page states intended use, limitations, and user responsibilities.

This is not a marketing strip. It is the set of disclosures that let a customer say, in an audit, that users were told they are looking at model output and that they must review it before they act. The copy and the surfaces are documented in `docs/AI_TRANSPARENCY_CONTROLS.md`.

Query-time PII masking in business-workspace chat

Before a business-workspace prompt reaches the LLM, the server redacts emails, phone numbers, government IDs, credit cards, IP addresses, and person names from the RAG context. No re-index is required. Documents stay intact on disk; only the slice that is about to be sent to the model is masked.

The control is on by default. A tenant can opt out in settings. A deployment can kill it globally with

`PII_REDACTION_ENABLED=false`. Product workspaces are not in scope for this release — the redactor sits on the business-workspace chat path.

6 Improvements

Deterministic post-login landing

Business-enabled users were briefly sent to product workspaces while feature access was still loading, then bounced back. The flash was confusing and, on a slow network, looked like the product had forgotten their role.

Landing is now deterministic. The first workspace they see is the one their resolved access says they should see. The footer is also laid out on a single row so the Responsible Use and support links stay visible.

7 What to expect after upgrade

PII masking is on. If a tenant's business workspace starts answering with redacted placeholders where it used to quote an email or a name from a source document, that is the feature working. Opt out per tenant, or set the kill-switch, if a deployment has a written reason to send that context unmasked.

Configure the support email under Settings → System Configuration if you want the mailto fallback. Contact Support threads work without it.

PREVIOUS RELEASE
4.0.2

