KnowledgeSync Release Notes

V10.6.7

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General Notes

1.1 Install V10.6.7 of Knowledge Sync

For the latest features, ECI recommends customers uninstall previous versions of KnowledgeSync and install the current version 10.6.7. Databases will remain intact, and all data will be upgraded in place. See the [KnowledgeSync V10 Installation Manual](#) for all installation details about this and additional topics.
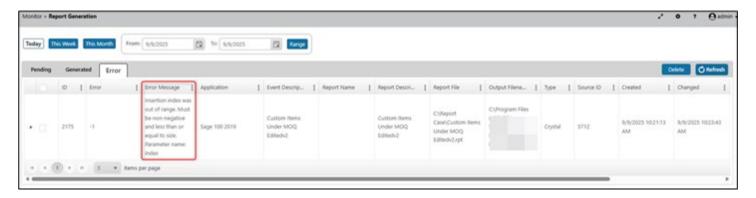
Customer Report Issues

Story Number	Functional Area	Description of the Issue
MFGR03-3104	Reports	Crystal Report with Sage Access and Excel Datasource Locations
MFGR03-3235	Event Designer	Unable to get access token for password credentials in OAuth2.0

2.1 Crystal Report with Sage access receiving a report error – MFGR03-3104

A customer identified a technical issue when running a Crystal Report in KnowledgeSync, which uses both a DSN connection and an Excel file as data sources. The report failed to generate due to an error related to an invalid insertion index. The problem was traced back to specific lines in the code for versions 10 and 11.

Resolved: Developers have provided updated instructions and necessary files to ensure compatibility across all Crystal Report versions. Users are advised to follow these instructions and ensure that the Excel file is correctly placed in the specified path defined in the Crystal Report Designer to achieve successful report generation.

2.2 Unable to get access token for password credentials for OAuth2 – MFGR03-3235

An issue was identified where users were unable to retrieve an access token using the Password credentials grant type for OAuth2.0 when utilizing HP SDS keys. The error message "Unable to generate Access Token" appeared, accompanied by a network response indicating "You must pass a valid authentication Scope." This problem occurred during the setup process in the Knowledge Sync application when attempting to configure a new web API with OAuth 2.0 authorization. The issue has been resolved, ensuring that users can now successfully obtain access tokens without encountering errors.

Enhancements

Story Number	Functional Area	Description of the Issue
MFGR03-2545	System	Increased script timeout
MFGR03-3319	System	Updated holidays for 2026

3.1 Increased script timeout – MFGR03-2545

This enhancement introduces a new configuration option that allows users to set a custom timeout duration for their scripts in KnowledgeSync. A variable named *WinWrapTimeoutSeconds* has been added to the application's configuration file, enabling users to specify the timeout in seconds (up to a maximum of 59 seconds). Users are required to restart the service for the change to take effect. Additionally, when the module is switched to DEBUG mode, the current timeout setting will be displayed, providing transparency on the script execution limits.

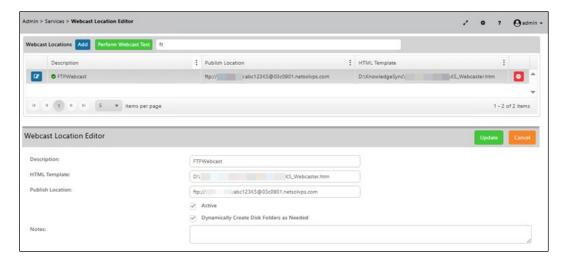## 3.2 Updated holidays and observances for 2026 – MFGR03-3319

The holidays and observances list has been updated to include key dates in the United States for 2026, ensuring users have accurate information for planning purposes. Holidays such as Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day are now included. Additionally, holidays from 2025 to 2026 are incorporated, while those prior to 2025 have been removed.

Defect Fixes

Story Number	Functional Area	Description of the Issue
MFGR03-2230	Events	File delivery to FTP/SFTP servers failing
MFGR03-2488	Events	Schedule range times not saving when changes made
MFGR03-2654	System	Service logs are registering errors for stored procedure cleanup
MFGR03-3312	Web Api Designer	Unique column cleared from Web API when new access token retrieved

4.1 File deliver to FTP/SFTP servers fails if not using the default port – MFGR03-2230

In this update, we've addressed an issue where file delivery to FTP and SFTP servers would fail if a non-default port was used. Previously, the system would only recognize and connect using the default port, leading to unsuccessful file transfers. The solution involves allowing users to specify the port number in the server connection string, ensuring files are delivered correctly regardless of the port configuration. This enhancement ensures greater flexibility and reliability in file transfer operations.

4.2 Schedule range times not saved when changes are made – MFGR03-2488

There was an issue in the scheduling feature where changes made to the allowed time range were not being saved correctly. Users would update the schedule to specify a particular time range, but upon saving, the system reverted back to the default time settings. This problem has now been resolved, ensuring that any adjustments to the schedule range times are accurately saved and retained, allowing users to set specific time periods for their schedules as intended.

4.3 Service logs are registering errors logs for stored procedure cleanup – MFGR03-2654

The service logs were mistakenly registering error messages for the procedure responsible for cleaning up orphan packages. This was due to a mismatch between the procedure's expected parameters and the arguments provided, even though the procedure itself executed correctly. The development team resolved the issue by ensuring consistency between the data access object (DAO) and the stored procedure. This fix prevents unnecessary error logging, improving system reliability and log clarity.

4.4 Unique column cleared from Web API when new access token retrieved – MFGR03-3312

A technical issue was identified where the unique column selection in a Web API configuration was unintentionally cleared whenever a new access token was retrieved using a refresh token. This resulted in previously triggered alerts being sent out again upon each execution. The problem occurred with OAuth 2.0 Web APIs configured with a unique column and scheduled execution. The development team has resolved this issue, ensuring that the unique column remains intact when a new access token is acquired, preventing duplicate alerts from being triggered.