



KnowledgeSync Release Notes

V10.5



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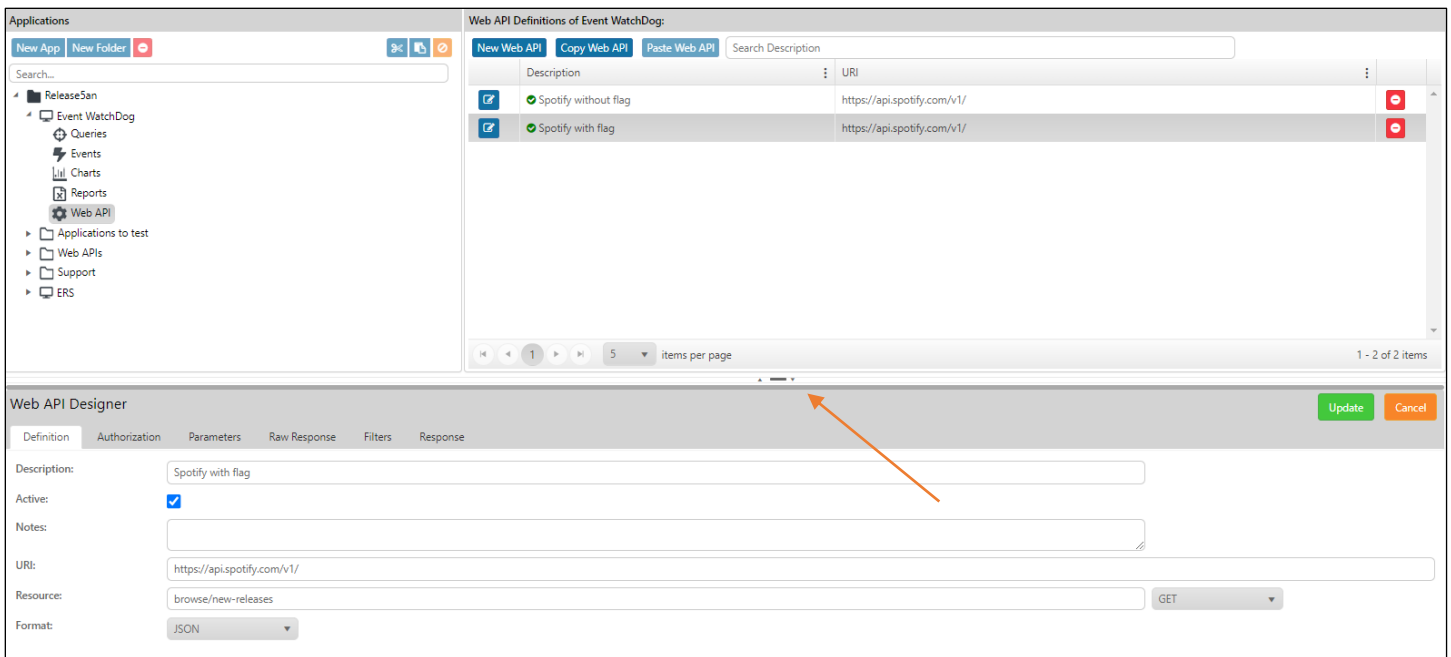
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User Interface Enhancements

1.1 Splitter Added to Application Events section

Splitters have been added to the designer modules in the Application Events sections. Users can resize their workspace in the following areas:

- Queries
- Events
- Charts
- Reports
- Web API



1.2 Web API Definition Layout Changes

In the Web API Designer, the Raw Response tab now displays the JSON structure from the web call. On the Response tab, a tree structure representing the JSON is displayed. The path is automatically filled in and represents the branch or node of the JSON tree that is selected:

The screenshot shows the 'Web API Designer' interface with the 'Response' tab selected. On the left, a JSON tree structure is displayed under 'Response from API Call:'. The tree includes fields like 'status', 'copyright', 'has_more', 'num_results', and 'results'. The 'results' field is expanded to show an array of objects, with the 'headline' field selected. On the right, the 'Preview Data for Path:' section shows the selected path 'results[*].headline' and its value type 'String'. Below this, there are 'Preview', 'Add', and 'Reset' buttons. At the bottom, a table lists the selected paths and their properties.

Name	Path	Unique	Track Changes	Value Type
All titles +	results[*].display_title	<input type="checkbox"/>	<input type="checkbox"/>	String
First 3	results[0,1,2].display_title	<input type="checkbox"/>	<input type="checkbox"/>	String

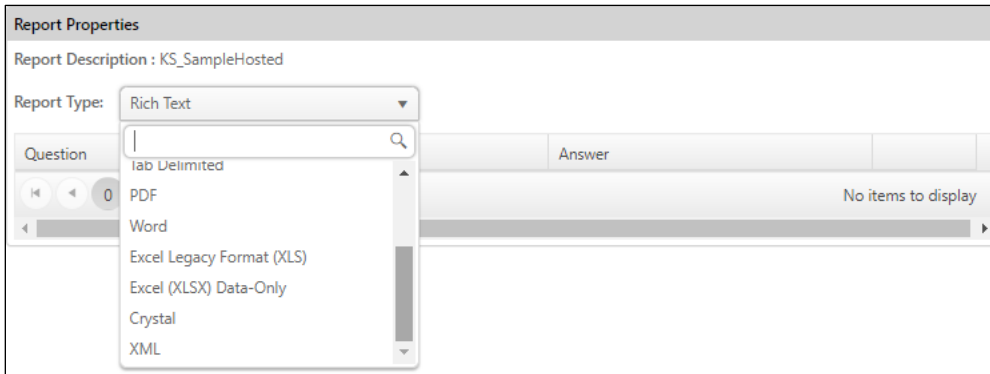
1.3 Get All Results functionality added to Event Designer

In Event Designer, users may select the **Get All Results** option to retrieve all data from all triggers for the event. Previously, KS would filter out results based on subsequent triggers and the flag **Use All Rows from First Trigger** but would never show more than the number of rows turned by the first trigger. For example, if the first trigger returned a list of orders and the second triggers returned order lines items, only one item per order would be returned. Now, with the **Get All Results** flag, KS returns all results from all rows from all triggers.

The screenshot shows the 'Event Details' form in the Event Designer. It includes fields for 'Event Description' (containing 'Event Name'), 'Look up Key (optional)', and 'Priority(0 =Highest)' (set to 5). There are several checkboxes: 'Active' (checked), 'Include Reports on Copy Operations' (checked), 'Repeat Notification for Triggered Items' (unchecked), 'Keep Only Last Checked Record in Monitor' (checked), 'Use All Rows from First Trigger' (unchecked), and 'Get All Results' (checked). A 'Show tracked items' button is also present.

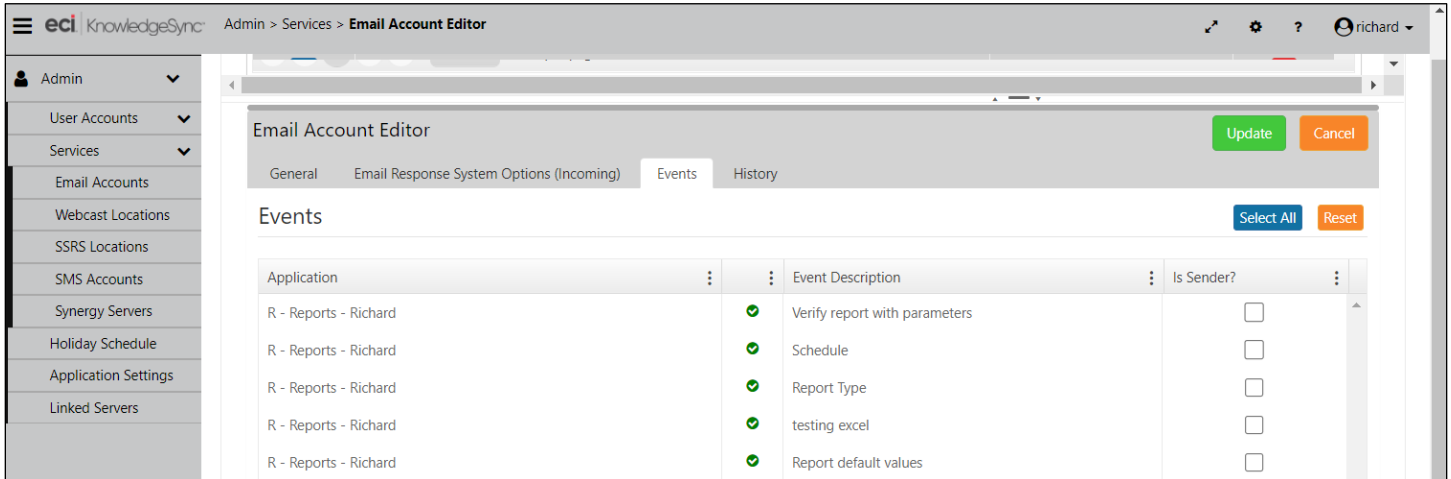
1.4 Ability to Export to XLSX Format for Crystal and SSRS Reports

With the release of v10.5, users can now export Crystal and SSRS reports in the Microsoft Excel (.xlsx) format. The Excel legacy format (.xls) is still an option.



1.5 Linking Email accounts with Event definition

In the Email Account Editor module in **Admin > Services > Email Accounts**, an Events tab has been added that lists all events with associated applications. A green check mark indicates that the event is Active. If the current email account is already configured as the sender account for the event, the functionality under **Is Sender?** is disabled. To configure the current email as sender on the event, check the box in the **Is Sender?** column that corresponds with the event and then click **Update**. Several event sender emails may be updated at once.



1.6 OAuth2 updates

KS V10.5 now supports modern (OAuth2) authentication for Office 365 accounts configured as sender email account. This enables users to move away from SMTP authentication for Office 365 email accounts. Users can choose between SMTP and OAuth2 authorizations.

The Email Account Editor at **Admin > Services > Email Accounts** has been updated to reflect the changes. Click the **Test Connection** button to validate.

The screenshot shows the 'Email Account Editor' window with the following elements:

- Buttons: Save (green), Cancel (orange)
- Tabs: General (selected), Email Response System Options (Incoming), Events, History
- Fields:
 - Email Type: Dropdown menu set to OAUTH2
 - Email Account Description: Text input field
 - Login Name, Mailbox or Profile Name: Text input field
 - Active: Checkbox (unchecked)
- Buttons:
 - Sign in with Microsoft (with Microsoft logo)
 - Test Connection (blue)

1.7 Ability to assign values for range parameters

When working with range parameters on reports, users can enter values for the start and end of the range, in the report properties. If the parameter is a range parameter, the user can either enter the start and end values or select predefined variables by clicking the green selection button.

The screenshot shows the 'Report Properties' window with the following elements:

- Buttons: Update (green), Cancel (orange)
- Section: Report Properties
- Report Description: DateParam
- Report Type: PDF (dropdown menu)
- Table:

Question	Answer	
Enter DateRange:	{StartDate} {EndDate}	...
- Navigation: 1 - 1 of 1 items

1.8 Crystal Reports can connect to multiple data sources and databases

In this release, users can create and export for Crystal Reports that connect to multiple data sources and databases. A main Crystal report may have many sub-reports and each sub-report may have its own connection. A connection may be local or to a remote data source, so it is necessary to have access to server and login permissions. In the Report Definition module, a new checkbox for **Keep Report Connection Information** has been added. By checking this box, a grid is shown, and users can choose a connection for each sub-report:

The screenshot shows the KnowledgeSync interface for Report Definition. On the left is a navigation menu with options like Event Designer, Application Events, Subscribers, Job Streams, EventPak, Monitor, and Admin. The main area is titled 'Report Definition' and contains two panels: 'Applications' and 'Report Definitions of M1_M1:'. The 'Applications' panel shows a tree view with folders like 'Attachment files July', 'Webcast Attachments', 'ForMikeB', 'Marco Application', and 'M1_M1'. The 'Report Definitions of M1_M1:' panel shows a table of reports with columns for 'Report Name' and 'File Specification'. Below these panels is a 'Report Definition' form with fields for 'Type', 'Crystal Report Hosted Connection (Optional)', 'Name', 'Description', 'Path Specification', and 'Output File Name (Optional)'. A red box highlights the 'Keep Report Connection Information' checkbox, which is currently unchecked.

Report Name	File Specification
Employees	D:\Reports\EmployesReportV3.rpt
SSRS Report	/Sample Reports/Customers
Employees2016	D:\Reports\EmployesReportV2-CR2016.rpt
Copy report	D:\Reports\EmployesReportV3-copy.rpt
Alejandro Crystal Report	D:\Reports\EmployesReportv3.rpt

Customer-Related Issues Resolved

Defect Number	Functional Area	Description of the Issue
D-75272	Queries	On the Query Builder Links tab, links were missing. Not showing correct tables in secondary column list.
D-82006	Reports	Unable to generate Crystal report with ranged parameters.
D-69259	Synergy Reports	Requests generated in Synergy not recognizing line breaks.
D-72345	Synergy Reports	Action deliverables are not waiting for reports to complete.
D-72346	Queries	Unable to generate workflow request with ampersand and special characters.
D-74118	Queries	Passing multiple files via query fails to attach the files.
D-75193	Synergy Reports	Synergy workflow mapping missing fields from request.
D-83918	Subscriber settings	Long FTP password causes Copy Server error.
D-75192	Event designer	NPGSQL.net provider errors when connecting to PostgreSQL.
D-85570	Application designer	CR/LF are replaced by LF after migration from v9 to v10 on plain text emails.