

We are pleased to share the new and enhanced features of KnowledgeSync Version 10.3.3. If you are an existing user of KnowledgeSync, please review these notes so that you become familiar with the differences between your current installation and version 10.3.3.

## 1 Important Notes

### 1.1 Reload Browser Cache after install

The KnowledgeSync Portal is a web application and the new version needs to be refreshed into the browser's cache after the V10.3 install.

The installer will show a message at the end of upgrade installs reminding users to refresh browser cache when they launch KnowledgeSync for the first time after the install.

If users fail to refresh the browser cache, there could be a mismatch in the code version that is cached in the browser vs. the version installed on the server. This could lead to unpredictable behavior in the UI.

Solution is to refresh the browser cache:

1. Launch the KnowledgeSync login page.
2. Press "Ctrl + F5" to do a hard reload of the page.

## 2 Application Enhancements

The following enhancements have been implemented in the application:

### 2.1 Support for HTML Injection and External Messaging

Alert Generation has been enhanced to support external message editing – injection of HTML and plain text message content from query response values. Three new application settings have been included to support this functionality.

- a. Portal - "Treat All Emails as Plain Text"  
HTML editing will not be possible. The "Plain Text" flag will be checked and disabled.  
All emails will be retrieved as "Plain Text" when edited.
- b. Portal - "Default Email Editor Mode" - values "Plain Text" or "HTML"  
If this flag is set to "Plain Text", the "Plain Text" checkbox will be checked for all NEW emails in the portal.  
User can uncheck the flag to enable HTML emails.  
If this flag is set to "HTML", all NEW emails will use the HTML editor.
- c. Engine - "Treat all Emails as HTML"  
If this flag is set to True, "Plain Text" emails will also be sent using the HTML flag so that they are rendered as HTML when received (if the appropriate tags exist).

### 2.2 Web API – New OAuth2 Grant Types

Web API definitions now support APIs using the following types of OAuth2 grant types:

- Authorization Code (with and without PKCE)
- Implicit
- Refresh Token

### 2.3 Support Windows authentication for Crystal Reports connection

Crystal Reports generation can use integrated Windows authentication using credentials of the Windows service.

### 2.4 Support for Crystal Reports runtimes 13.0.25 and above

Crystal Reports can be generated on machines that have the Crystal runtime 13.0.25 or above installed. We continue to support lower versions (13.0.x) of the Crystal runtime.

### 3 Defect Fixes

- Failed application events with associated schedules will now process at their next scheduled run, without a manual retry.
- Report generation will no longer generate exceptions leading to large log files.
- We now support SQL Unique Identifier type fields as the unique column for queries where tracking is required.
- Email Response System - If file attachments are renamed when they are saved out to a folder, the correct file name will be recorded in the KS\_Inbox database
- File attachments are now correctly sent to advanced subscriber email recipients..
- Installer SQL timeout has been increased to 5 minutes. Previously the installer sometimes failed on systems where SQL backups or other activities took longer than 30 seconds.
- Automatic deletion of log files is now working correctly for the composite and date settings.
- Large Event paks (> 10 MB) can now be loaded and imported.
- Military time date variables will now generate in the correct format.
- If a reply-to email address is specified in Email configuration, it will now be used as the from address for outgoing emails.
- We are now able to generate workflow requests in Synergy with text that contains ampersand (&) and other special characters.
- Inactivity logouts for the KS Portal will only occur with inactivity and not while a user is active in the system.

### 4 Installation Considerations

#### 4.1 Upgrade from V10.0.0

If you are running version 10.0.1 or greater, you do not need to un-install KnowledgeSync; just install version 10.3.3 on top of your existing installation and be sure to reload your browser's cache upon completing the installation.

If you are running version 10.0.0, please un-install KnowledgeSync and then install version 10.3.3.

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.