



KnowledgeSync Release Notes

V10.6.9



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General Notes

1.1 Install V10.6.9 of Knowledge Sync

For the latest features, ECI recommends customers uninstall previous versions of KnowledgeSync and install the current version 10.6.8. 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.

Defect Fixes

Story Number	Functional Area	Description of the Issue
MFGR03-4417	Email	OAUTH2 Errors
MFGR03-4472	Reports	SSRS Timeout
MFGR03-4516	Email	Can't Create Gmail OAUTH accounts in V10

2.1 OAUTH2 Errors – MFGR03-4417

We've resolved an issue in KnowledgeSync V10 where OAuth2 account configuration would hang during the authentication process. When users attempted to connect an email account through the OAuth2 flow, the system would complete the login step but then stall on the redirect screen, preventing the account from being created.

This issue has been fixed and account setup through OAuth2 now completes successfully without hanging. Users can now seamlessly configure and connect their email accounts through the standard authentication flow.

2.2 SSRS Timeout – MFGR03-4472

A client was experiencing intermittent timeouts when running a report. After investigation, the issue was traced to an insufficient timeout setting that was configured to 100 seconds, which was too short for the report to complete processing.

The timeout setting has been updated to the standard default of 30 minutes, allowing reports adequate time to execute without interruption. This change resolves the timeout errors the client was experiencing.

2.3 Cannot Create Gmail OAUTH accounts in V10 – MGFR03-4516

Users were unable to create or reconnect Gmail OAuth email accounts in version 10.6.4 and later due to an authentication error during the Google login process. The issue was caused by improper encoding of authentication parameters being sent to Google, which resulted in the login request being rejected.

This has been resolved by correcting the encoding of the authentication parameters to match Google's requirements. Users can now successfully create and reconnect Gmail OAuth accounts without errors.