KnowledgeSync Release Notes

V10.6.3

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General Notes

For the latest features, ECI recommends customers uninstall previous versions of KnowledgeSync and install the current version 10.6.3. 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.

Enhancements

Defect Number	Functional Area	Description of the Issue
MFGR03-474	System	WinWrap update
MFGR03-882	System	File encryption configuration

1.1 WinWrap update – MFGR03-474

Updated WinWrap to the latest version. The installer and existing scripts were tested against this version of WinWrap. Version 10.50.080 installed.

1.2 File encryption configuration – MFGR03-882

To ensure security, customers are encouraged to encrypt their KnowledgeSync connection strings. (The default is unencrypted.) Below are instructions for both Portal and Desktop Service customers on how to encrypt their connection strings.

Portal:

1. Right-click on the KS *Portal* icon on the desktop.
2. Select **Open File Location** and click on the **KSPortal** folder.
3. Right-click on the *Web.config* file and open with Notepad (Run as Administrator) or Notepad++.
4. Change the flag **<add key="EncryptConnectionString" value="false" />** to **<add key="EncryptConnectionString" value="true" />** and save.
5. Close the browser and open the portal in browser to login again. The change takes effect after logging in again.
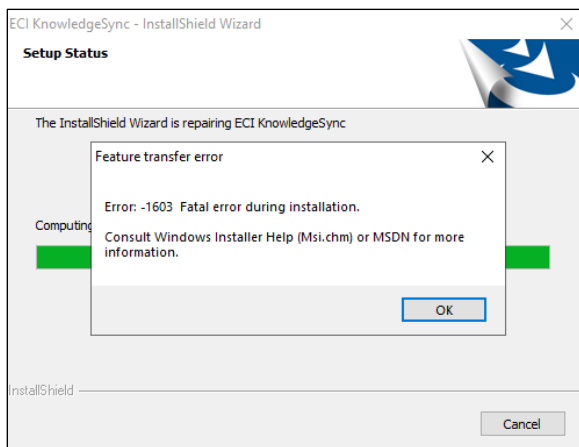
Desktop Service:

1. Right-click on the *Desktop Service* icon on the desktop.
2. Select **Open File Location** and click on **KSService** folder.
3. Right-click on *KSService.exe.config* file and open with Notepad (Run as Administrator) or Notepad++.
4. Change the flag **<add key="EncryptConnectionString" value="false" />** to **<add key="EncryptConnectionString" value="true" />** and save. The change takes effect when restarting the service.

Resolved Defects and Customer Reported Issues

Defect Number	Functional Area	Description of the Issue
MFGR03-360	KS Installer	Error displayed when executing repair option in KS installer.
MFGR03-500	Alerts	Change in alerts when displaying Last Value fields.
MFGR03-582	Reports	Parameter prompts truncated after certain number of characters

2.1 Error displayed in KS installer – MFGR03-360

User received an Error:1603 Fatal Error when upgrading from previous V10 version of KnowledgeSync. User initiated the setup.exe installer, selected the repair option in the set-up sequence and received the following:

Resolved: The repair option is not supported by the KnowledgeSync installer. The repair button has been removed to avoid confusion.

2.2 Change in alerts when displaying Last Value fields – MFGR03-500

Customer noticed a change in their client's Alert when displaying Last_Value@ fields. Where the alert was setup to display information (Figure 1), it was showing a blank field:
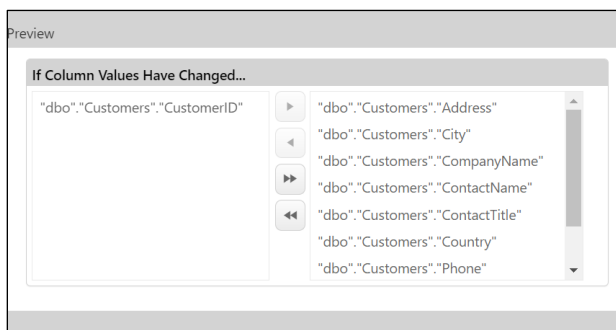

Figure 1

Figure 2

Resolved: Defect has been fixed and the Last Value@ tracked field now is properly generating in alerts.

2.3 Parameter prompts truncated after a certain number of characters – MFGR03-582

A customer has a report with 35 parameters and some of the text was not shown when they ran the report. Approximately the last eight parameters did not have any text. Characters were truncated after a certain number.

Resolved: All prompts are viewed in the report deliverable.