eci™

KnowledgeSync Release Notes
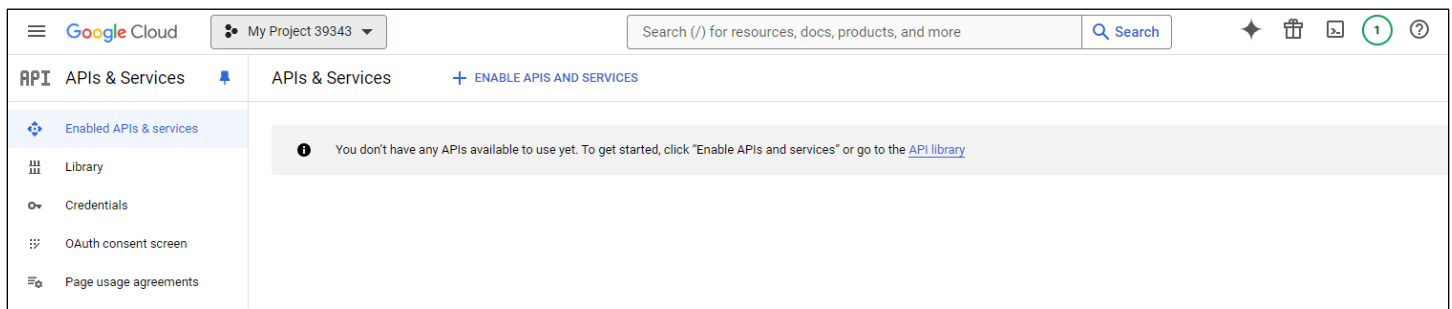
V10.6.4

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General Notes

For the latest features, ECI recommends customers uninstall previous versions of KnowledgeSync and install the current version 10.6.4. 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

Story Number	Functional Area	Description of the Issue
MFGR03-1214	Email	Gmail OAuth Support for V10

1.1 Gmail OAuth update and support for V10 – MFGR03-1214

Starting September 30, 2024, Google Workspace accounts will only allow access to apps using OAuth. Password-based access (except for App Passwords) will no longer be supported. Enhancements have been made with this release, so KnowledgeSync complies with this change. Users will need to use the **Sign-In with Google** option, which is a safer and more secure way to sync email with KnowledgeSync. For more information on how to setup for this change, visit Get Google API Client ID on the Google Identity site and follow this guide for to set-up for KnowledgeSync. To get started, go to Google APIs Console:

Resolved Defects and Customer Reported Issues

Defect Number	Functional Area	Description of the Issue
MFGR03-1293	Events	Email is reprocessed each minute if it has a report that failed

2.1 Email is reprocessed each minute if it has a failed report– MFGR03-1293

When an event was sending out an email from an account using SMTP or OAuth authentication and it had a failed report or a Crystal report with parameters, the email was reprocessed every minute. Logs were not registering errors on the Monitor > Email Delivery > Error tab. In KS_Object database, out_email showed 0 in the attempts column if there was an error with report attached.

```
KSService-Email-2024-07-08.log - Notepad
File  Edit  Format  View  Help
LOG START- Hostname:ECIS-VDI0139 - Company Name:Local Environment - Product Name:Local Environment
Product Version:10.03.03 - Commit Number:3.141592 - Build Number:20200416.1 - Time Zone:Eastern Standard Time
2024-07-08 15:33:51,674 [ERROR] [Thread - Email] - EmailSender:ProcessAttachments
System.Exception: The report with name 'Required_Date_Changed' has failed.
   at KSEmail.EmailSender.ValidateAttachedReports(Email email) in C:\KnowS-v10\KSEngine\KSEmail\EmailSender.cs:line 445
   at KSEmail.EmailSender.ProcessAttachments(Email email) in C:\KnowS-v10\KSEngine\KSEmail\EmailSender.cs:line 404
2024-07-08 15:34:21,097 [ERROR] [Thread - Email] - EmailSender:ProcessAttachments
System.Exception: The report with name 'Required_Date_Changed' has failed.
   at KSEmail.EmailSender.ValidateAttachedReports(Email email) in C:\KnowS-v10\KSEngine\KSEmail\EmailSender.cs:line 445
   at KSEmail.EmailSender.ProcessAttachments(Email email) in C:\KnowS-v10\KSEngine\KSEmail\EmailSender.cs:line 404
2024-07-08 15:34:51,252 [ERROR] [Thread - Email] - EmailSender:ProcessAttachments
System.Exception: The report with name 'Required_Date_Changed' has failed.
   at KSEmail.EmailSender.ValidateAttachedReports(Email email) in C:\KnowS-v10\KSEngine\KSEmail\EmailSender.cs:line 445
   at KSEmail.EmailSender.ProcessAttachments(Email email) in C:\KnowS-v10\KSEngine\KSEmail\EmailSender.cs:line 404
2024-07-08 15:35:21,142 [ERROR] [Thread - Email] - EmailSender:ProcessAttachments
```

Defect resolved: Logs now register the proper number of attempts made (i.e. 3 attempts). In KS_Object database, out_email increases in the attempts column if there was an error with report attached.