

We are pleased to share the new and enhanced features of KnowledgeSync Version 10.4. 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 10.4.

## 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 Configurable Command Timeout for Database Queries

Customers can extend the default timeout for triggers and Submit SQL actions beyond the default (30 seconds) with a setting in advanced connection properties.

## 3 Defect Fixes

- Customers can now use Office 365 relays for their email sender accounts.
- Issue was fixed where some scheduled event runs used to be skipped. Events run all scheduled runs now.
- Customers can now run a large number of Crystal reports without encountering errors about the maximum report processing limit.
- Editing Synergy Workflow Actions no longer produces 'Document Key not found' error in Synergy.
- In the Query Designer Links tab, the correct table and column names are displayed in the second table/column lists.
- Query Designer display was fixed to display appropriate column widths.
- Account field is now editable in Synergy Workflow Mapping Actions.
- Subscriber lookup has been fixed to perform an exact match so that incorrect alerts are not generated.
- Crystal report parameter name with leading or trailing spaces are now supported.
- Users can now double-click query response variable names to populate the variable into Synergy Workflow mapping.

## 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 10.4 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.