eci™

KnowledgeSync Release Notes

V10.6

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User Interface Enhancements

1.1 Web API Calls with Advanced JSON

In **Event Designer >Application Events** when creating a new Web API in **Web API Designer**, users can select if the data parameters are defined in a JSON Template and can have KnowledgeSync generate a complex JSON object using the template. Currently, this is only available for Web API triggers.

By default, the box is not checked:

- For new/existing Web API definitions
- For copied/pasted Web API definitions
- If an eventpak does not contain a value for this flag
- If format is in XML

If the Web API trigger has **API Uses JSON Template** checked:

- JSON is created for every parameter that has a template, using response data from previous query or Web API triggers.
- After the Web API is triggered, all response data from previous triggers is cleared.
- A new response data set is created with the results from the Web API.

The following examples use this data table:

Cust ID	Cust Name	Column C	Contact Code	Contact Name	Column F	Email Address
CUSTA	Acme Corporation	Info C	CONTA	Alison Acme	Info F	aacme@acme.com
CUSTA	Acme Corporation	Info c	CONTB	Bob Acme	Info F	bacme@acme.com
CUSTA	Acme Corporation	Info C	CONTC	Cindy	Info F	cacme@acme.com
CUSTB	Other Corporation	Info CC	CONTF	Roy	Info Y	othera@other.com
CUSTB	Other Corporation	Infor CC	CONTT	Karol	Info R	otherb@other.com

```
{
    "Customer_ID": "{Customer ID}",
    "Name": "{Customer Name}",
    "Contacts": [
        {
            "Code": "{Contact Code}",
            "Name"; "{Contact Name}",
            "Email"; "{Email Address}"
        }
    ]
}
```

1.1.1 Example 1

If the JSON template has a top-level collection (e.g., square brackets [] surround the entire JSON code), a single call is made to the web API and the JSON collection is passed as a parameter:

```
[{
    "Customer_ID": "{Customer ID}",
    "Name": "{Customer Name}",
    "Contacts":   [
         {
             "Code": "{Contact Code}",
             "Name"; "{Contact Name}",
             "Email"; "{Email Address}"
         }
     ]
}]
```



```
[
{
  "Customer_ID": "CUSTA",
  "Name": "Acme Corporation",
  "Contacts": [{
    "Code": "CONTA",
    "Name": "Alison Acme",
    "Email": "aacme@acme.com"
   },{
    "Code": "CONTB",
    "Name": "Bob Acme",
    "Email": "aacme@acme.com"
   },{
    "Code": "CONTC",
    "Name": "Cindy",
    "Email": "aacme@acme.com"
   }]
},
{
    "Customer_ID": "CUSTB",
    "Name": "Other Corporation",
    "Contacts": [{
      "Code": "CONTF",
      "Name": "Roy",
      "Email": "aacme@acme.com"
    }, {
      "Code": "CONTT",
      "Name": "Karol",
      "Email": "aacme@acme.com"
    }]
  }
]
```

1.1.2 Example 2

If the JSON template does not have a top-level collection, there will be multiple calls to the web API based on the results in the data table. There is one call per top-level entity. In the example below, the top-level entity is Customer. There will be two calls to the web API, one for CUSTA and then one for CUSTB:

```
{
    "Customer_ID": "{Customer ID}",
    "Name": "{Customer Name}",
    "Contacts":   [
        {
            "Code": "{Contact Code}",
            "Name"; "{Contact Name}",
            "Email"; "{Email Address}"
        }
    ]
}
```

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```
{
 "Customer_ID": "CUSTA",
 "Name": "Acme Corporation",
 "Contacts": [
  {
    "Code": "CONTA",
    "Name": "Alison Acme",
    "Email": "aacme@acme.com"
  },
  {
    "Code": "CONTB",
    "Name": "Bob Acme",
    "Email": "aacme@acme.com"
  },
  {
    "Code": "CONTC",
    "Name": "Cindy",
    "Email": "aacme@acme.com"
  }
 ]
}
```

1.2 Delete Messages from Server with OAuth2 Email Service

In **Admin > Services > Email Accounts**, the ability to delete email from an OAuth2 mailbox after downloading has been added to the **Email Account Editor** with this release. Users with OAuth2 email can now select the option to delete messages from the server after downloading those emails. When messages are downloaded, KS moves them to the **Deleted Items** folder.

1.3 Adding Advanced Subscribers to Emails in Event Designer

In **Event Designer > Application Events > Events**, two new checkboxes were added to allow users to manage whether they want CC and BCC users to be copied on alerts going to standard subscribers. By default, these checkboxes are enabled, which copies the CC and BCC advanced subscribers on all emails sent to Standard Subscribers.

If these boxes are unchecked, the CC and BCC subscribers only apply for alerts sent to Advanced Subscribers in the **To** field.

System Enhancements
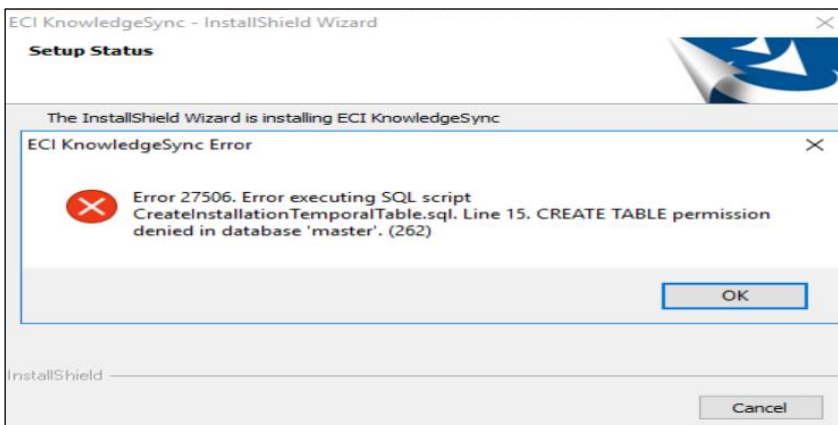
2.1 New Log Entry in Application Events

When an event is triggered and reports run outside of a subscriber's configured time frame, email messages are not sent to the subscriber. For example, if a subscriber has their primary email address configured from 8 am. to 5 p.m., an email message triggered at 7:30 is not sent to the subscriber. When this occurred, the user was not notified of the missed email. Now, a message is added to the log file that tells the user that the email notification was not generated because it was sent outside of the subscriber's allowed schedule.

```
KSService-ApplicationEvents-2023-06-27.log
1    LOG START- Hostname:ECIS-VDI0139 - Company Name:Local Environment - Product Name:Local Environment
2    Product Version:10.03.03 - Commit Number:3.141592 - Build Number:20200416.1 - Time Zone:Eastern Standard Time
3    LOG START- Hostname:ECIS-VDI0139 - Company Name:Local Environment - Product Name:Local Environment
4    Product Version:10.03.03 - Commit Number:3.141592 - Build Number:20200416.1 - Time Zone:Eastern Standard Time
5    2023-06-27 20:39:26,747 [WARN] [Thread - 19] - CopyDeliverableGenerator:GenerateCopyFile - Copy deliverable was not
     generated due to being outside the subscriber's allowed schedule for Event 'Event SMS, Webcast, Email and Copy' -
     Location: C:\local\Temp
6    2023-06-27 20:39:26,758 [WARN] [Thread - 19] - EmailDeliverableGenerator:GenerateEmail - Email deliverable was not
     generated due to being outside the subscriber's allowed schedule for Event 'Event SMS, Webcast, Email and Copy' -
     Email: sgarcia@ecisolutions.com
7    2023-06-27 20:39:26,790 [WARN] [Thread - 19] - SMSDeliverableGenerator:GenerateSMS - SMS deliverable was not
     generated due to being outside the subscriber's allowed schedule for Event 'Event SMS, Webcast, Email and Copy' -
     Number: +59179973819
8    2023-06-27 20:47:25,962 [WARN] [Thread - 20] - CopyDeliverableGenerator:GenerateCopyFile - Copy deliverable was not
     generated due to being outside the subscriber's allowed schedule for Event 'Event Webcast, Copy FTP' - Location: FTP
9    2023-06-27 20:47:25,966 [WARN] [Thread - 20] - WebcastDeliverableGenerator:GenerateWebcast - Webcast deliverable was
     not generated due to being outside the subscriber's allowed schedule for Event 'Event Webcast, Copy FTP' - Webcast
     Name: subLimitFTP
10
```

2.2 Access to Master Database Not Required

Previously, when installing KS, access to create and store a table on the client's master database was required. The following error opened in InstallShield Wizard when access was denied:

Because of security concerns from customers, access and storage on the client's master database are no longer required.

2.3 Support for Crystal Reports Runtime 13.0.32 and 13.0.33

KnowledgeSync has been upgraded to support Crystal runtime versions 13.0.32 and 13.0.33. As with previous versions, KnowledgeSync V10.6 detects the Crystal Reports Runtime version on your machine and uses it to generate Crystal Reports. If the ERP or other product being used with KnowledgeSync needs a Crystal runtime version 13.0.32 or higher, KnowledgeSync will need to be uninstalled and re-installed after the ERP product has been upgraded.

Customer-Related Issues Resolved

Defect Number	Functional Area	Description of the Issue
D-89900	Event Execution	Schedules are not executed if there is an event with no start or end time schedule.
D-90732	Email Response System	Email Messages are downloading multiple copies.
D-91570	Email Response System	OAuth2 accounts do not save messages to mailbox Sent Items folder.
D-96068	Email Response System	OAuth2 account fails to download email if messages are updated in the mailbox.
D-97870	Event Execution	Unable to upload files to an FTP path, including a folder.
D-97974	Event Execution	On events with multiple web API triggers, if a linked Web API trigger returned null data values, KS mixed up data from unrelated trigger results.
B-91159	Queries	Changed Queries causing the ID column to hit the maximum.
B-106830	Reports	Passing Multiple values to an SSRS report.