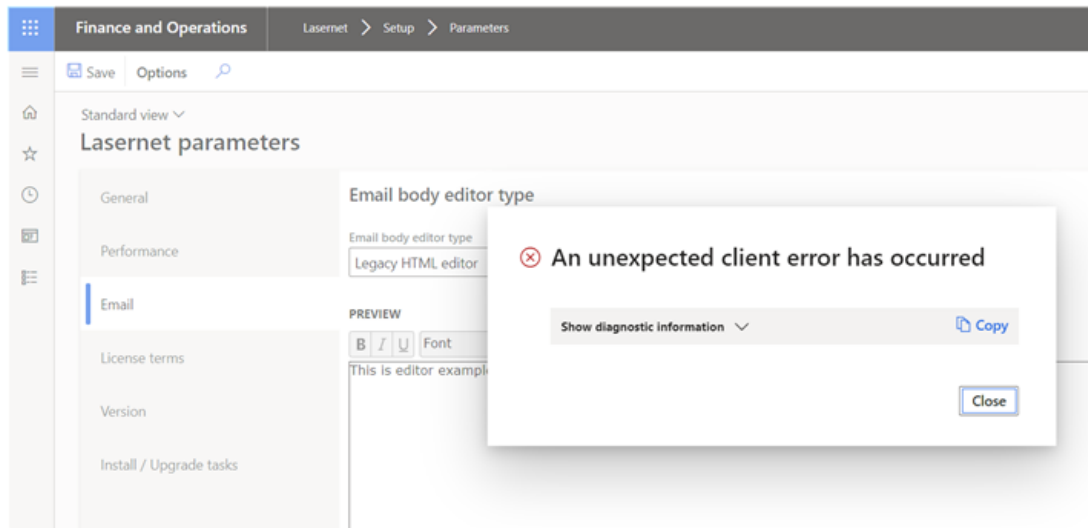


Error Message: "An unexpected client error has occurred." when Using Lasetnet Email

Alex Clemons - 2023-12-01 - Comments (0) - Lasetnet FO Connector FAQs

Lasetnet for Dynamics 365

When attempting to set up Email through the Lasetnet Connector, the following error message may pop up.



This affects Report predefined destinations and standard Lasetnet Emailing:

Cause

Dynamics 365 Finance and Operations 10.0.25

Microsoft has introduced a new HTML editor control and no longer supports the Legacy HTML editor in version 10.0.25.

[Updates to client feature states with version 10.0.25 - Dynamics 365 Release Plan | Microsoft Docs](#)

Lasetnet Connector Parameters are set to Legacy HTML editor, which causes an error message to pop up when entering the destinations for emailing. This is due to Dynamics 365 FO 10.0.25.

Business value

This information helps customers stay current on the latest client capabilities of Finance and Operations apps.

Feature details

Mandatory features with the 10.0.25 release

- Enable a drop-down list on multiline controls
- New HTML editor control
- Email throttling
- Internet Explorer end-of-support notifications

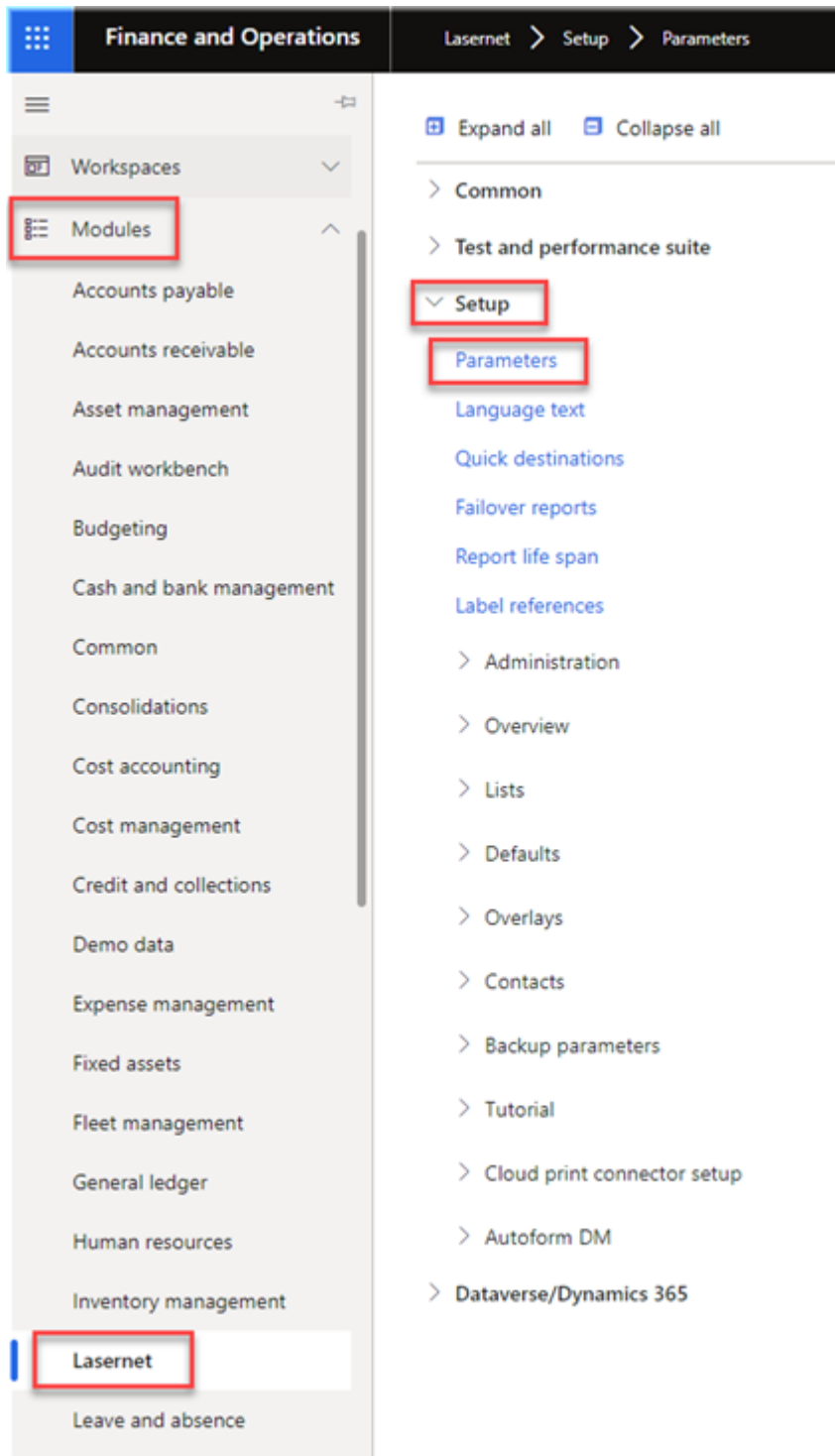
📌 Note

Starting with version 10.0.25, Internet Explorer can no longer be used. See [Internet Explorer deprecation](#) for more information.

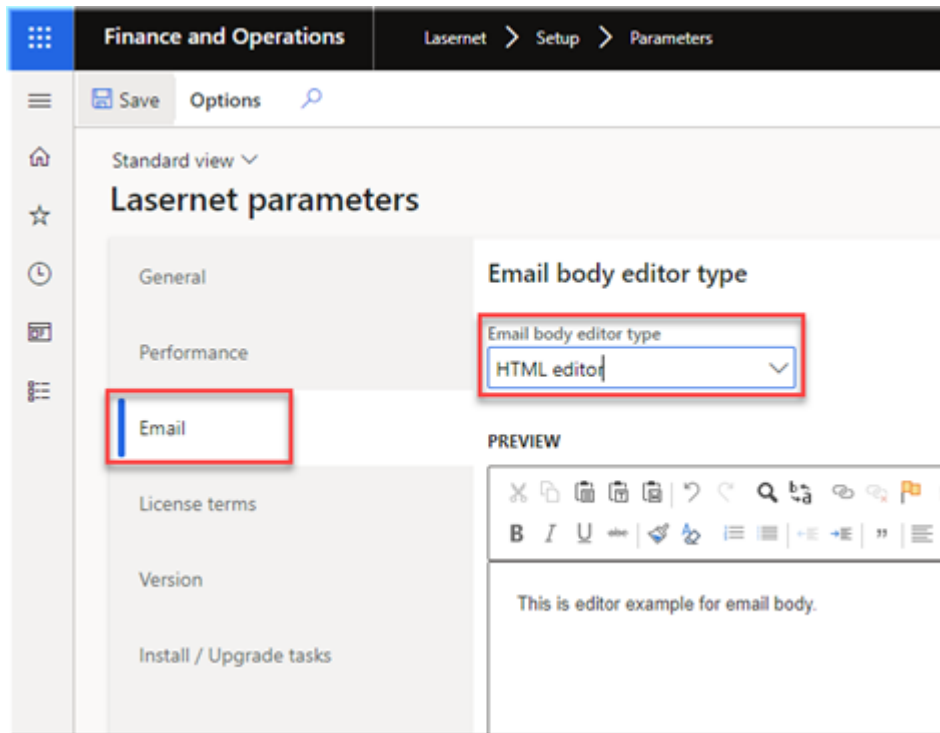
Solution

To stop this message from popping up, follow these steps:

1. Navigate to **Modules > Lasernet > Setup > Parameters**.

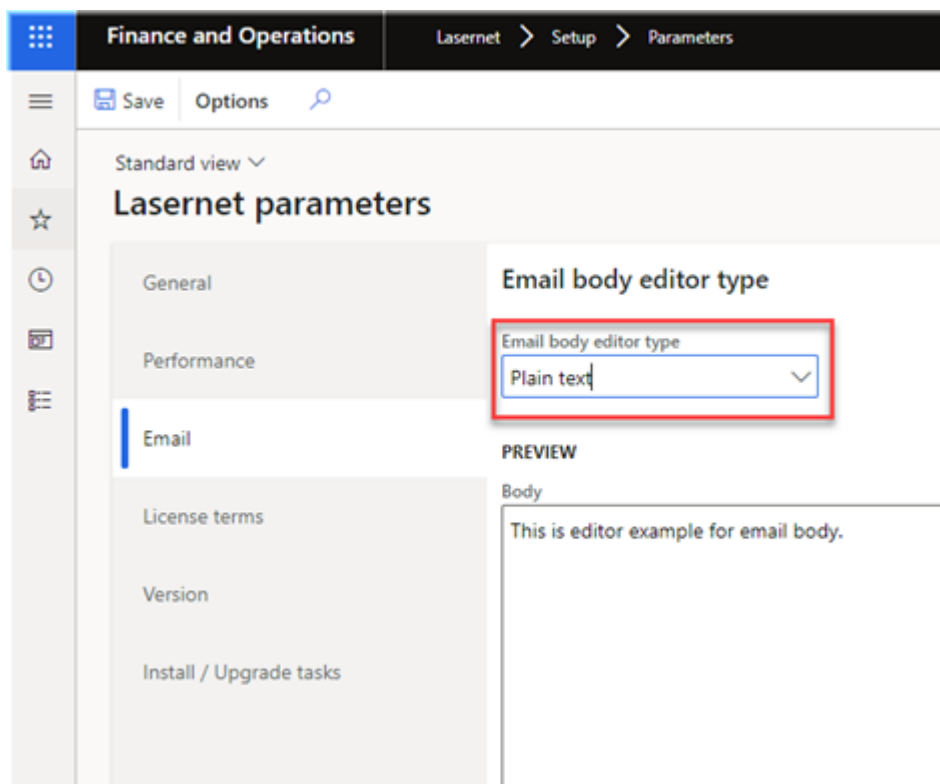


2. Select the **Email** tab and change the value to HTML editor in the Emailing body editor type field by clicking the dropdown menu.



The HTML editor has been introduced in the Lasernet Connector 6.16.

If you are using a Lasetnet Connector version prior to 6.16 and do not use HTML for email body text, you can also switch to Plain text.



Version 10.0.22 of Finance and Operations Apps

When you are using the HTML editor control and try to open the lookup for Styles, Format,

Font, or Size, you will get an error dialog saying: "An unexpected client error has occurred". Once this happens, clicking the **Save** button on the dialog will not solve the issue.

Solution

Combo box selections in the toolbar would cause this client error due to having an incorrect context. The correct context is now in place.