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

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

Lasernet for Dynamics 365

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

	Finance and Operations Lasernet Setup Parameters		
=	Save Options 🔎		
© ☆	Standard view ~ Lasernet parameters		
٩	General	Email body editor type	
27	Performance	Email body editor type Legacy HTML editor S An unexpected client error has occurred	
8	Email	PREVIEW Show diagnostic information V Copy	
	License terms	B I U Font	
	Version	Close	
	Install / Upgrade tasks		

This affects Report predefined destinations and standard Lasernet 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.

<u>Updates to client feature states with version 10.0.25 - Dynamics 365 Release Plan |</u> <u>Microsoft Docs</u>

Lasernet 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

① 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**.

===	Finance and Operations	Lasernet 📏 Setup 📏 Parameters
=	-⇔ Workspaces ∨	Expand all Collapse all Common
000	Modules	> Test and performance suite
	Accounts payable	✓ Setup
	Accounts receivable	Parameters
	Asset management	Language text
	Audit workbench	Quick destinations
	Budgeting	Failover reports
	Cash and bank management	Report life span
	Common	
	Consolidations	
	Cost accounting	> Overview
	Cost management	> Lists
	Credit and collections	> Defaults
	Demo data	> Overlays
	Expense management	> Contacts
	Fixed assets	> Backup parameters
	Fleet management	> Tutorial
	General ledger	Cloud print connector setup
		> Autoform DM
	laural resources	> Dataverse/Dynamics 365
	inventory management	, outer any optimities and
L.	Lasernet	
	Leave and absence	

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 Lasernet 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.