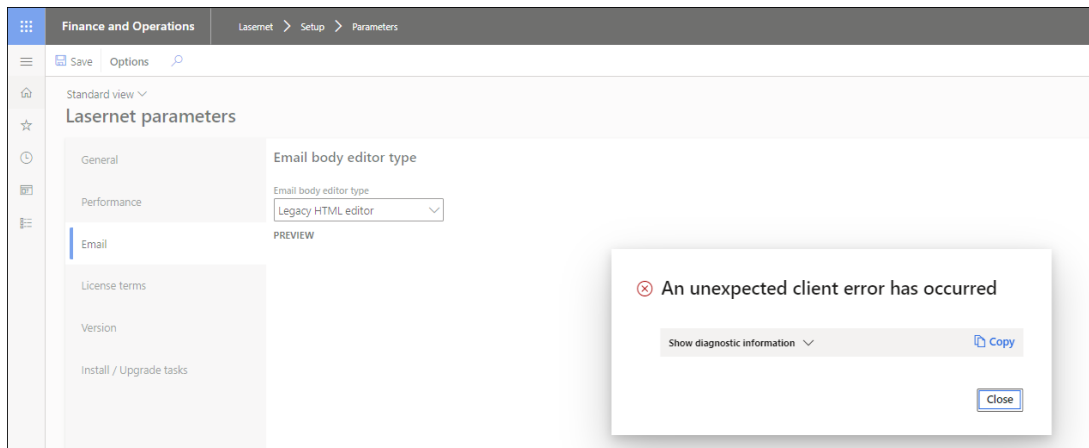


## Error Message: “An unexpected client error has occurred.” when using Lasetnet Email

Alex Clemons - 2022-07-13 - Comments (0) - D365 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

#### D365 FO version 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 does cause an error message to pop up when entering the destinations for emailing. This is due to update 10.0.25 of D365 FO.

## 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

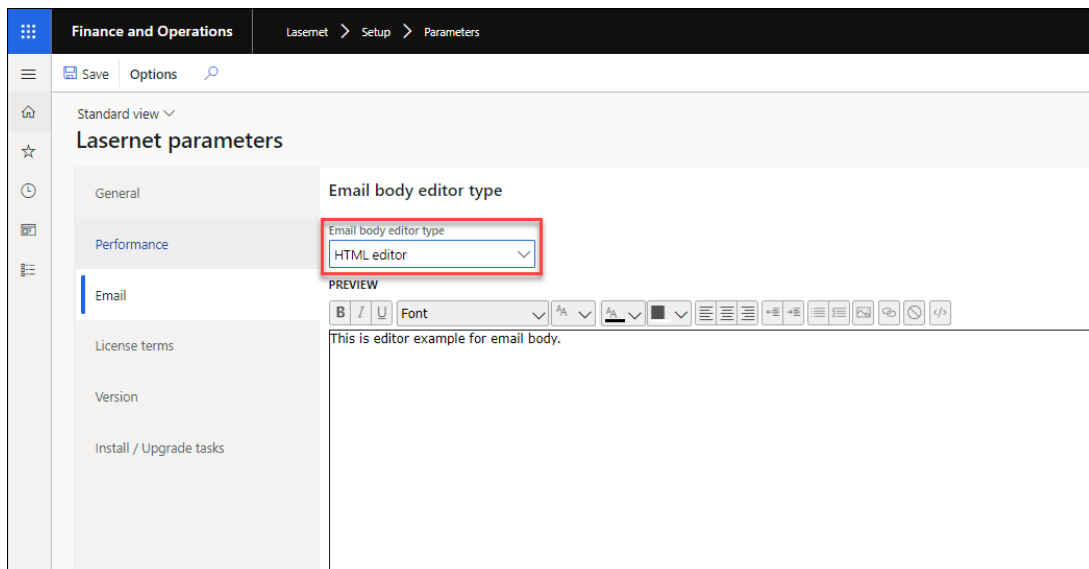
Starting with version 10.0.25, Internet Explorer can no longer be used. See [Internet Explorer deprecation](#) for more information.

### Solution

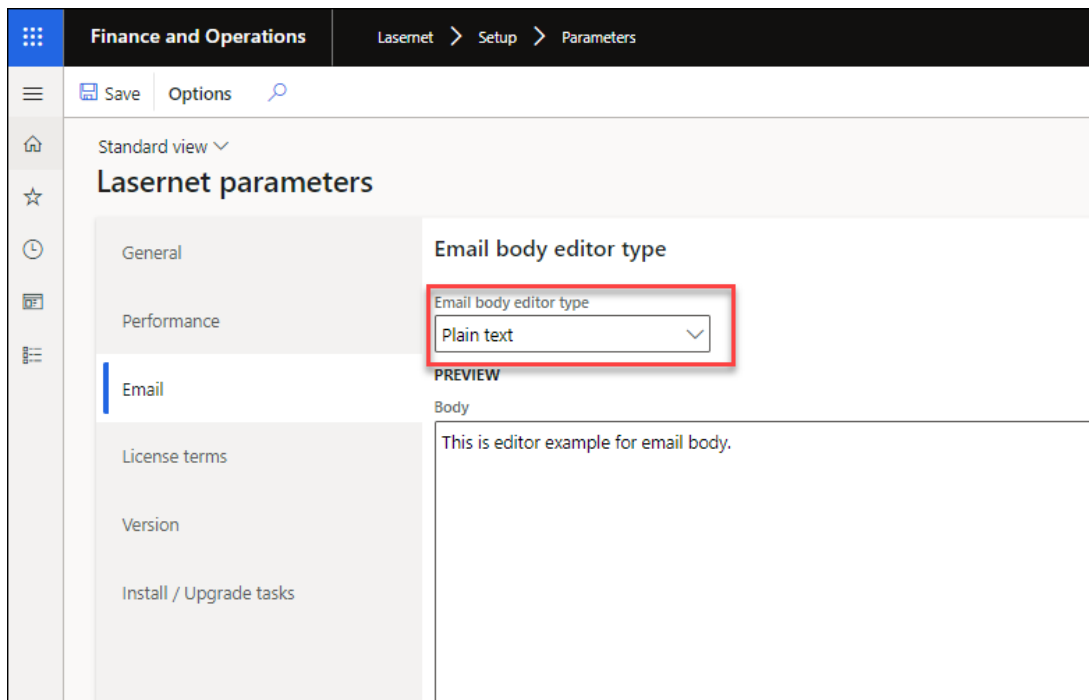
To stop this message from popping up, follow these steps:

1. Navigate to **Lasernet > Setup > Parameters > Email** -
2. In the *Emailing body editor type* field, change the value to **HTML editor**.

The HTML editor has been introduced in the Lasernet Connector version 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 using the HTML editor control and you 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 do anything.

### 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.