Release Notes - 2024.09

This release note contains enhancements and bugs released up to Monday, 30 September 2024

Top Releases

Workday

- **[Bug] Recipe fails to receives new jobs due to HTTP error for workday connector recipe**
  Customers have reported an issue with the Workday Connector Recipe. When attempting to restart a recipe, which triggers new or updated workers of the Workday app and syncs this to Freshservice, an HTTP error occurs. This issue only arises when the recipe is stopped and restarted, with a one-day delay between these actions. The error message received is: "HTTP request failed: Processing error occurred. Page 1 must be requested first." We have addressed this issue in the Workday Connector Recipe. The problem was due to an incorrect error message match in the old code, which caused an exception to be raised instead of being handled. We have updated the exception message match and added a retry logic to handle the exception. This fix ensures that the first page is returned as expected, eliminating the HTTP error when restarting the recipe.
- **[Enhancement] Allows existing field mappings get converted as xml when toggling switch to user defined xml payload to yes**
  The Workday feature was allowing existing field mappings to be converted into XML when the "Switch to user-defined XML payload" option was toggled to yes. The issue has been addressed and the following changes have been made:
  1. The free-form XML payload generation, which was previously disabled, has been reinstated.
  2. The issue with data-pills being rendered in a broken format has been fixed. This was due to certain characters being escaped as special XML entities.
  3. Additional characters have been escaped within the context of a data-pill as they were interfering with payload generation.
  4. The payload now accurately corresponds to the currently selected web service.
  5. If the user-defined XML (freeform XML payload) is already configured, the current defined value will not be overridden unless the user wishes to manually sync/reset.
- **[Bug] Workday connector sending payload after specifying skip in formula**
  Customers experienced an HTTP Failed Request error when using the "Call Operation" action (Put applicant) in the Workday connector. This issue occurred when the fields for Contact/Phone, which contain a ternary formula, attempted to send a payload even when the phone number did not exist. The error was avoided when the phone section was completely unselected, preventing the payload concerning the phone from being sent with the API call. The issue has been resolved by implementing a deep compact for input, which effectively removes keys with empty values. This ensures that no payload is sent when the phone number does not exist, preventing the HTTP Failed Request error.

Microsoft Sharepoint

- **[Bug] Changes to sharepoint connector create action causes issues**
  The Create action in Sharepoint now fails when attempting to create a folder with the same name, even though it previously only returned the folder ID if the folder already existed. Additionally, the datapill is no longer accepted in the Site name. This issue is affecting was first noticed on Friday at 9am Eastern time. Business Impact: This issue is impacting our most widely deployed connector, Sharepoint. Customers are unable to copy files from ACC to SharePoint. The problem arises when attempting to create a folder in SharePoint and then recreating the same folder again, which now fails. Previously, SharePoint would just return the existing folder's ID. The issue arose from a recent migration to a new API to support special characters in file/folder names. This new API throws an error if a file/folder already exists, unlike the old API which returned the existing file/folder details. To resolve this, we have implemented a fallback to the old API if the folder already exists to maintain backward compatibility.
- **[Bug] Trailing slash on folder url causing an error**
  Users have been experiencing 404 errors when using a server relative URL with a trailing slash in Sharepoint. This issue began after an update was deployed to the Sharepoint connector to improve handling of special characters in file and folder names. A temporary workaround has been implemented by removing the trailing slash. The issue was traced back to a change in the last release where we transitioned from using GetFolderByServerRelativeUrl APIs to GetFolderByServerRelativePath. The latter did not support trailing slashes. We have now rectified this in our codebase by adding a check for trailing slashes and removing them if present. This fix ensures that URLs with or without trailing slashes are supported.
- **[Bug] Download file is failing if the file name has sign**
  Customers have reported an issue with the Download File action of our Sharepoint connector. Specifically, the action fails when the file name contains a "+" sign. Other special characters do not cause this issue. As a temporary solution, customers have been using the custom action to download the file. We have updated the URL path parameter in all File/Folder related endpoints to better handle special characters. This change impacts a range of actions and triggers including creating folders, uploading files, updating files, downloading files, deleting files or folders, getting file or folder details, moving files, copying files, renaming files or folders, and searching files. This fix has been implemented and tested to ensure it resolves the issue.

Google Sheets

- **[Bug] Removed the requirements for a dummy data row in new or new updated google sheet triggers**
  Customers were experiencing an error when using the New Row Trigger in Google Sheets if the sheet only contained header rows and no data rows. We have updated the system to allow users to use triggers on blank sheets, as long as there are header rows present. This eliminates the need for a "dummy" data row, resolving the error previously encountered.
- **[Bug] Bad uri error when switching the spreadsheet field to datapill value**
  Users were experiencing a "Bad URI" error when attempting to switch the Spreadsheet field to a datapill value in Google Sheets. The error occurred when users tried to change the value of the Spreadsheet field to a datapill in a Google Sheet action. The expected behavior is that

users should be able to use a datapill without encountering any errors. The issue has been resolved by handling the bad URI error in both the input and output extended schema. Now, users can successfully switch the Spreadsheet field to a datapill value without encountering any errors.

Box

- [Enhancement] Box connector with app client id authentication
There was an issue with the Box Connector when using App Client Id Authentication. We have added support for client credentials grant in the Box connector. Now, you can choose between OAuth (default) and client credentials grant for authentication. We have also added input fields for Client ID and Client Secret. The client credentials grant supports authentication for two types of users: Managed User and Enterprise. You can select the type of user during the authentication process. The Enterprise ID or User ID is the subject id that the authorization happens on behalf of. We have also improved the handling of OAuth refresh for service accounts.

Magento

- [Enhancement] Support oauth authentication method for magento
There was a need to support OAuth authentication method for Magento. The Magento adapter has been updated to include a new authentication type - 'OAuth'. This allows users to provide authentication credentials to connect through it. This enhancement provides an additional layer of security for Magento users.

Airtable

- [Enhancement] Upsert action enhancement
There was a need for enhancement in the Upsert action of Airtable. The Upsert action of Airtable has been improved and updated for better performance and efficiency.
- [Enhancement] Airtable new updated trigger to work for specific fields not the entire record
The current Airtable configuration monitors all fields within a record, leading to the trigger being executed more frequently than desired. The request is for the trigger to work for specific fields, not the entire record. We have enhanced the trigger functionality in Airtable. Now, users can select which 'last modified' field they want to track, instead of tracking all editable fields in a table. This update allows for more specific monitoring and reduces unnecessary trigger executions.

Wrike

- [Enhancement] Enhancement to wrike connector
The Wrike connector has been updated with two key changes. Firstly, a new event trigger has been added which includes a toggle field to specify the Folder ID. Secondly, the default limit for search results in the Search Task Action has been increased to 1,000. This will allow for more comprehensive search results.

EDI by Workato

- [Task] Add support for x12 in edi tools connector
We are pleased to announce that our EDI tools connector now supports the X12 document format. This enhancement will allow for more efficient data interchange and improved compatibility.

Platform Connectors

ServiceNow

- [Bug] 401 unauthorized error
Our users have been experiencing a 401 Unauthorized error with Servicenow in the Regression Suite. This issue seems to occur intermittently, despite the connection only using Basic Auth for authorization. We have addressed this issue by ensuring that the refresh token call is not made for basic connections. This means that the 401 Unauthorized error should no longer occur for users utilizing Basic Auth with Servicenow.

Concur

- [Bug] New or updated expense report trigger not picking up jobs
Users reported an issue with the "New or updated expense report" trigger in Concur. The trigger stopped picking up new jobs for new or updated expense reports from September 3, 2024. The issue was identified as a bug in the trigger's pagination logic. The trigger was not correctly using the `NextPage` URL provided in the API response. This issue has been resolved. The triggers for "New expense report", "New or updated expense report", and "New expense report submission" have been updated to correctly use the `NextPage` URL returned in the response.

Microsoft Dynamics 365

- [Bug] Update object batch action not returning a detailed error response
  Users reported a problem with the Microsoft Dynamics 365 Update Object Batch action. When an error occurred, the system only provided a generic 400 Bad Request error, making it difficult for users to identify and rectify the issue. We have improved the error messaging for the Microsoft Dynamics 365 Update Object Batch action. Now, when an error occurs, the system will provide a detailed error message, similar to non-batch actions. This will help users to better understand the issue and take appropriate action. This enhancement affects the following actions: 1. Create object (Batch) 2. Update object (Batch) We believe this update will significantly improve your experience and efficiency when using Microsoft Dynamics 365.
- [Bug] Getting error when trying to start a recipe using new updated object of the ms dynamics trigger using virtual entity
  Our customer encountered an error when trying to start a recipe using the new/updated worker object in the MS Dynamics 365 connector. The issue arises from the inability to add a 'modifiedon' date field in a virtual entity. This problem requires an enhancement to our trigger to allow other date time fields. We have added a new trigger to track changes in entities using delta links. This solution is designed to address the issue with some virtual entities in Dynamics CRM that do not support the 'modifiedon' timestamp. The new trigger fetches all changes made to records of a certain entity type. Please note that change tracking should be enabled for this entity.

Outlook

- [Bug] New email in outlook trigger started to retrieve old emails from the start of the account
  Users reported an issue with the Outlook email trigger in our product. The trigger, which is designed to notify users of new emails, started retrieving old emails dating back to the start of the account. This issue occurred on August 17 and resulted in a significant increase in jobs. The issue was not due to any recent modifications to the recipe. The customer has temporarily added a trigger condition to check for discrepancies between email creation and last modified dates. However, they would prefer to rely solely on the connector as documented. This issue has also affected two other customers in the past 30 days. Business Impact: This issue caused a disruption in user operations, as they had to manually reprocess thousands of duplicate documents. The customer is seeking an explanation for why old emails were retrieved and why the last modified date of an old email was updated. They also request a fix to prevent this issue from recurring. We have introduced a new trigger, "New/updated email", to address this issue. Once users facing this issue have migrated to the new trigger, we will revert the current "New email" trigger back to its previous behavior. This solution should prevent the retrieval of old emails and the need for manual reprocessing of duplicate documents.

SFTP

- [Bug] Invalid byte sequence in UTF-8 when uploading to SFTP
  Our client reported an issue with uploading certain files from Azure Blob Storage to SFTP. They encountered errors stating "invalid byte sequence in UTF-8" and occasionally "invalid byte sequence in UTF-16LE". This issue is specific to a subset of 471 files and persists even after multiple attempts. The client first experienced this issue on August 2, 2024. Despite changing the encoding to ISO-8859-1, the problem persists. Due to the sensitive nature of the files, which contain patient medical information, they could not be provided for further investigation. This issue is causing a significant business impact as it prevents the transfer of urgent files to a business partner. The issue was traced back to an error in the Azure Blob adapter, which was incorrectly handling streamed content with binary or non-UTF-8 compatible content. This was causing the 'download_blob' action to fail when used with other streamed actions, such as the 'upload' action in SFTP, particularly with binary files like zip files. The error was due to an incorrect size check that depended on UTF-8 encoding. This issue has now been resolved.

Salesforce

- [Bug] After updating salesforce connection with new details recipe still continues to fetch date using old server
  We have addressed an issue that was affecting the Salesforce Connection update process. Previously, after updating Salesforce Connection with new details, the system continued to fetch data using the old server. This issue has now been resolved. With this fix, every time a connection is disconnected and reconnected, a token call will be made and all the settings fields will be updated. This ensures that post the connection details update, recipes will pick the data from the new server. Additionally, we have addressed a concern where the private key was showing as blank in the Dev environment, but the connection was still green. This issue has also been resolved to prevent any errors with recipe running. These improvements aim to enhance the reliability of our system and boost confidence in our deployment to production.

AWS

- [Bug] Lambda invoke function action not showing all functions in the dropdown
  Customers reported an issue with the AWS Lambda Invoke function action, where not all functions were displayed in the dropdown menu. Despite having less than the 100 function limit, some functions were not visible. Deleting some functions allowed previously hidden ones to appear. The dropdown was found to only show 50 functions, even though customers were advised to use the "use full function name" option. The issue has been resolved by updating the hint to display only the first 50 Lambda functions due to a limitation in the list function API. This change ensures that the dropdown menu accurately reflects the number of functions that can be displayed.

NetSuite

- [Bug] Netsuite updating custom boolean field in netsuite only accepts true boolean and false string
  Issue Description: Our team has identified an inconsistency in updating a custom boolean field in NetSuite. The issue is that the system only accepts "true" or "F" in formula mode to set the boolean values. This is not the case with standard boolean fields, which accept both "T" and "F" as well as "true" and "false". This inconsistency is causing confusion and errors in data entry. Fix Description: We have addressed this issue by ensuring that strings in custom fields with type "Checkbox" will now be parsed to Boolean type. This means that both custom and standard boolean fields will now accept the same inputs for true and false values, ensuring consistency across the system.

Jenkins

- [Bug] Jenkins cloud connection returning 404
  Our users experienced an issue with the Jenkins Cloud connection, which was returning a 404 error. This issue occurred after they stopped the recipe, and they were unable to reestablish the connection. We have resolved the issue by updating the test block with a different API. This was necessary as the support for the existing API was removed by Jenkins. The connection should now work as expected.

Gmail

- [Enhancement] Add the specify a single reply address other than your own while sending email
  Users were unable to specify a different reply address when sending emails using the Gmail connector. We have added a 'Reply-To' field in the Gmail send message action. This allows users to specify a different reply address when sending an email. This is particularly useful if you're sending an email from a primary address but want replies to go to a different address, such as a shared inbox or a colleague's email. Simply enter the desired reply-to address in the new 'Reply-To' field.

S3

- [Bug] Non stop polling
  Issue Description: We have identified an issue with the Amazon S3 connector's 'new_file' trigger. The trigger is polling multiple times per second, returning a large number of duplicate events and indicating that it can poll again. This results in non-stop polling and a waste of computing resources. The trigger should not return 'can_poll_more=true' if no new events are available and it should use a 'closure' parameter to detect upstream changes reliably. Fix Description: We have resolved the issue by making several changes. We have increased the page size per API call to fetch 500 records, up from 100. We have also limited the number of API calls per poll to a maximum of 5. We have introduced client-side filtering logic within the connector to weed out files that have already been processed, using the 'LastModified' attribute as a filtering mechanism. We have also switched the 'closure' argument from 'String' to 'Hash', to store more properties for poll logic. Additionally, we have made minor code refactoring and safe Rubocop fixes.