Kofax Import Connector
2.2.0

Release Notes

2013-07-05

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Chapter 1

New Features

This release provides the following new product features. For more detailed information on the features, see the Kofax Import Connector documentation.

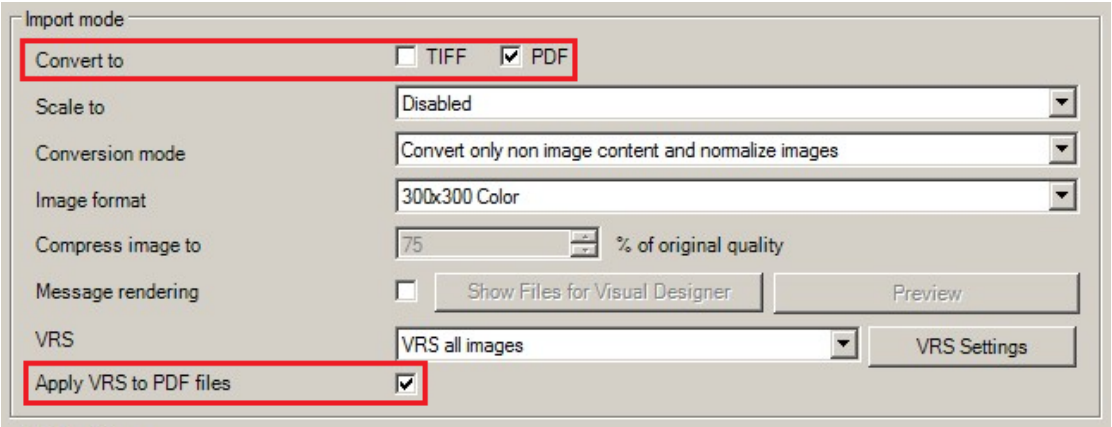
Version Information

Kofax Import Connector 2.2.0 is identified by build number 2.2.0.0.0.265, which appears in the About window.

Use VRS for Converting PDF to TIF

When you are using Kofax Import Connector to convert your documents to TIF format, you can now optionally let VRS do the conversion. Previously, the conversion was done exclusively in Message Connector. You can now process much larger documents than before. (SPR00114861)

This behavior is controlled by a new parameter "Apply VRS to PDF files" in the Destination configuration of KC Plug-In on the Import Settings tab. In addition, the parameter "Convert to" must be set to PDF. This ensures that no PDF-to-TIF conversion is done in Message Connector and the original PDF documents are delivered directly to VRS for conversion.



Note The PDF conversion library in VRS is older than in Message Connector. As a result, some PDF documents might not be handled properly (for example, incompatible PDF documents will not receive proper error handling).

Support for Kofax Capture Network Server

Kofax Import Connector now supports Kofax Capture Network Server. You can install KC Plug-In either on the central site or on the remote site. (SPR00114137)

To configure KC Plug-In on the Kofax Capture Network Server remote site, start the KC Plug-In configuration user interface from the KIC - Electronic Documents program group. On other Kofax Capture installations, KC Plug-In is accessed from Kofax Capture Administration.

Color Depth Not Increased During Document Conversion

Black and white images are no longer converted to grayscale/color images during image normalization, even if grayscale/color mode is selected. Grayscale images are no longer converted to color images during image normalization, even if color mode is selected. This improvement allows Kofax Import Connector to process larger black and white/grayscale images without running into file size limitations. (SPR00114861)

Handling of Nested Email

Some email clients allow you to attach (nest) other email messages to a message. In Message Connector, on the Document Conversion tab, you can now configure how to handle the body of nested email: either as a body or as an attachment. (SPR00120042)

Chapter 2

Changes in Behavior

This section contains information about differences in behavior between Kofax Import Connector 2.2.0 and previous releases.

Poll Cycle Limit Increased

The poll cycle parameter specifies the time after which Message Connector polls the configured end point (for example, folder or mail box) for new documents. The maximum poll cycle was increased from 600 seconds (10 minutes) to 86400 seconds (24 hours). (SPR00120936)

Archiving Requires a Variable Part in the Destination Path

When you configure a destination folder (parameter "Subfolder and file prefix") where the files processed by Kofax Import Connector are archived, you must now include the dynamic {Batch-Id} field as a part of this parameter. (SPR00120147)

Image Normalization

The following rules are used for handling the resolution and dimension. The first matching rule governs the conversion: (SPR00121136)

1. If the resolution of an incoming image matches the requested resolution, the image is not changed.
2. If the x and y resolutions differ, the image is resampled to the requested resolution (non-quadratic pixel case).
3. If the resolution value is most likely wrong, it is set to the requested value without resampling the image. This will change the printing size of the image. Such images are not resampled in order to avoid quality loss. A wrong resolution is expected if one of the following conditions are true:
   - The resolution is below 96 dpi. (ImageMagick returns 72 dpi if the resolution is not set.)
   - The resolution exceeds 200 dpi and the width is less than 1500 pixel (19.5cm@200dpi).
   - The resolution exceeds 200 dpi and the height is less than 2000 pixel (25.4cm@200dpi).
4. If the resolution is higher than requested, the image is down-sampled to the requested resolution.
5. If none of the listed rules applies, the image conversion depends on the configuration in the script file image2tif.bat in the folder `C:\Program Files (x86)\Kofax\KIC-ED\MC\Scripts`. Open the file with a text editor and change the value in the line `Set ResetResolution=0`. The following values are supported:
   - 0: Resample image and change resolution. This is the default option, same behavior as in Kofax Import Connector 1.0.0 and 2.0.0 or Kofax Capture Import Connector - Folder.

Image file size is increased without improving image quality. Resampling can be a time-consuming operation that often results in lower performance.

- 1: Change the resolution without resampling. This reduces the print size of the image. This is the same behavior as in Kofax Import Connector 2.1.0.
- 2: Image is not changed. Best performance.

Chapter 3

Resolved Issues

The following issues reported for a previous version of the product are fixed in this release.

Non-PDF Attachments Ignored When Email Content-Type Incorrect

When a message with non-PDF attachments arrives with its content-type incorrectly set to "multipart/related" (the correct content-type being "multipart/mixed"), the attachments were completely ignored by Kofax Import Connector. In this version, Kofax Import Connector is able to identify malformed emails with incorrect content-types and the attachments are processed correctly. (SPR00121588)

Problems with Thai Characters

Thai characters (Windows code page 874) were not properly handled by Kofax Import Connector. Windows code page 874 is now implemented in the MIME-to-XML conversion functions in Message Connector. (SPR00121588, SPR00121267)

Corruption of Attachments

Due to an issue in Message Connector, the attachments were occasionally truncated for email messages that used quoted-printable encoding. This issue has been corrected. (SPR00118880)

Folder Import: Multiple Duplicate Batch Imports

When importing files from a folder using trigger files or Kofax XML, after a locked file runs into a timeout of more than 3600 seconds, multiple duplicates of the same batch occurred intermittently. The file locking mechanism has been corrected to prevent this behavior. (SPR00122064)

Plain Text Emails Erroneously Rendered As XML

Plain text emails containing XML content used to be rendered as XML, even when using the content type "text/plain." This issue has been corrected. (SPR00121499)

Scripting: Unwanted Retry After Exceptions

When rejecting a message via a script with ScriptIgnoreMessageException or ScriptException, an unwanted retry was made. This issue has been corrected and KC Plug-In no longer attempts to retry the import. (SPR00121821)

Message Import Stops

Occasionally, Message Connector would corrupt a message header in a way that stopped all message importing. This issue has been corrected. (SPR00120813)

Error When Polling Multiple EWS Inboxes

Polling multiple Exchange Web Services (EWS) inboxes with multiple messages waiting could result in the following error as seen in the Message Connector log file: `Error 613416961: Target 'ews' is not running. (Current state=4)`. This issue has been corrected. (SPR00122543)

Some JPEG Images Converted to Blank TIF

A third-party component responsible for converting images used to have problems with some JPEG files, creating a blank TIF image. This issue has been corrected by updating the third-party component to a newer version. (SPR00120552)

Attachment Corruption with POP3

A problem in the implementation of the POP3 protocol in Message Connector occasionally resulted in a corruption of attachments. This issue has been corrected. (SPR00121087)

CC Recipient Missing from Message Header

The message header generated for email messages did not include the CC recipients. This issue has been tracked to a third-party tool. A new version of the tool is now bundled with Kofax Import Connector to correct the issue. (SPR00121163)

File Names Lost When Importing Original Content

When using the option “Import original content (Save to Disk)” along with VRS, the name and extension of the original file were lost. This issue has been corrected, and files are now saved with their names appended with “_original”. (SPR00118811)

Invalid PDF/A Files

The PDF/A files generated by Kofax Import Connector's third-party component were invalid and incompatible with Kofax Transformation Modules. Upgrading to a newer version of the third-party component corrected this issue. (SPR00118787)

Error Loading Batch Classes with Duplicate Primary Keys

Occasionally, Kofax Import Connector was not able to load batch class information from the Kofax Capture batch catalog. This happened when Kofax Capture wrote entries with duplicate batch keys. This resulted in an “Error Loading Batch Classes” error. Kofax Import

Connector now ignores duplicate batch class information and handles these situations correctly. (SPR00121046)

Chapter 4

Known Issues

This chapter contains information about potential issues that you could encounter while using Kofax Import Connector.

Insufficient Licenses on Kofax Capture Network Server Remote Site

If you install KC Plug-In on a Kofax Capture Network Server remote site and you have more connections configured than your available Kofax Import Connector licenses, the KC Plug-In service restarts every 30 seconds. The following information is written to the log file: `KIC Importer (Instance=0) got no message from master service since 30 seconds. Exiting.` (SPR00123245)

Workaround: Do not configure more connections than licenses.

EWS Mailbox Polling Error

When you attempt to poll an EWS mailbox with more than one connection with single instance mode active, you can run into various message locking problems, such as the following: `(1a4c/1090/0b50) {2 "EwsDotNet"} Cannot delete message. EWS returned exception. Microsoft.Exchange.WebServices.Data.ServiceResponseException: The specified object was not found in the store.` (SPR00123242)

Workaround: Correct your connection configuration for EWS by switching to multiple instances mode.

Performance Decrease in Document Ingestion

The performance of ingesting documents to Kofax Capture decreased by 7% to 9% compared to Kofax Import Connector 2.1.0. (SPR00148008)

Problems with RightFax 9.x Software on Windows Server 2012

When installing RightFax client software version 9.x on a Windows Server 2012 operating system, you occasionally run into problems because some RightFax libraries are not properly registered.

Workaround: Do **one** of the following:

- Manually register two RightFax 9.x libraries, rfcomapi.dll and rfaxapi.dll. You can use for example the following commands (assuming default installation paths and English operating system):

```
C:\Windows\System32>regsvr32 "C:\Program Files (x86)\RightFax\Shared Files
\rfaxui.dll"
C:\Windows\System32>regsvr32 "C:\Program Files (x86)\RightFax\Shared Files
\rfcomapi.dll"
```

- Use RightFax client software version 10.x.

Application Error When Stopping KC Plug-In Service If VRS Is Used

When using VRS, it may happen that DL91PDFL.dll generates an access violation exception after the KC Plug-In is stopped. However, document import is not affected, and all documents are imported successfully. (SPR00092408)

Workaround: Ignore the error message in the event log.

Single Message Connector Polled by Multiple KC Plug-Ins

The scenario where a single Message Connector is polled by multiple KC Plug-Ins is not supported. (SPR00092193, SPR00092174)

Message Connector Monitor and Internet Explorer 9

After updating from Internet Explorer 8 to 9, the Message Connector Monitor interface is not displayed properly. (SPR00091965)

Workaround: Disable the Internet Explorer Enhanced Security Configuration.

Message Connector and Windows Server 2003 64-bit

The Message Connector service does not work on Windows Server 2003 64-bit systems because startup fails with a "logon failed" error. This results in a subsequent application error in tnMasterWinSrv.exe. (SPR00092501)

Workaround: Change the Windows "Log On" user for Message Connector service from the system account to a local administrator.

Failure to Convert Word Documents with Microsoft Office 2010 64-bit

Converting a Microsoft Word document with Office 2010 64-bit can result in a document conversion timeout error. (SPR00112030)

Workarounds: Use one of the following solutions.

- Use the 32-bit version of Microsoft Office 2010.
- Create the folder `C:\Windows\System32\config\systemprofile\Desktop`.

Umlauts Not Allowed in Installation Folder Name

The name of the Kofax Import Connector installation folder cannot contain non-English characters, such as German Umlauts. (SPR00113463)