

# **Kofax Import Connector**

2.3.0

## Release Notes



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# About This Release

## Version Information

Kofax Import Connector 2.3.0 is identified by build number 2.3.0.0.0.388, which appears in the About window.

## New Features

This release provides the following new product features.

### Large File Support

Kofax Import Connector can now transfer large files in chunks. As a result, you can import much larger messages, up to 8 GB.

### Document Conversion Without Microsoft Office

Kofax Import Connector can convert Microsoft Office documents, HTML, and MHTML files using the built-in converter, KFXConverter, which does not require installation or any additional licenses.

KFXConverter is the new default option. The existing document conversion options using Microsoft Office, OpenOffice.org, or Total HTML Converter remain available and can be enabled in the Document Conversion tab in the Message Connector configuration.

Document conversion using KFXConverter is estimated to be 40% slower than using Microsoft Office.

### PST File Support

Use KFXConverter to extract messages from a PST file, which contains mostly messages from Microsoft Outlook or other Microsoft products. The extracted messages are converted to MSG format. You can then copy the MSG files into a watched folder (Folder Import).

See the *Kofax Import Connector Administrator's Guide*.

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**Note** There is an error in the Administrator's Guide. The correct command to convert PST files is

```
KFXConverter.exe -s <sourcepath>\<filename> -f <destinationpath>\ -type msg
```

The command-line option to specify the destination path is `-f`, not `-t`.

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## **PDF Portfolio Support**

Use Kofax Import Connector to extract files from a PDF portfolio and convert them to PDF or TIFF, or import them into Kofax Capture without conversion.

## **Import Complete Message as MSG Files**

Kofax Import Connector can now import complete messages in MSG format.

## **Treat EML/MSG Files via Folder Import as Received Emails**

EML and MSG files imported via Folder Import are treated as received emails. Metadata fields, such as subject, to, and from taken from the converted MSG file are available for later processing. (SPR00125949)

## **Conversion to PDF/A**

When converting to PDF, you can now configure to normalize PDF documents to an ISO standardized version of PDF format specialized for digital preservation of electronic documents, PDF/A.

## **Subfolder Import As in Kofax Capture Import Connector - Folder**

You can configure Kofax Import Connector folder import to search for folder names. When a subfolder name matches the configured value, all files from the subfolder are imported. (SPR00122646)

## **Remove Images from Email Body**

You can configure Message Connector to remove certain inline images from the body of a message. This is configured in the Document Conversion tab, parameter Inline Image Size Limit in Bytes. (SPR00123631)

## **Changes in Behavior**

This section contains information about differences in behavior between Kofax Import Connector 2.3.0 and previous releases.

### **Change of License Names**

The licenses for Kofax Import Connector are renamed and do not include the text “Electronic Documents” anymore. Functionality is not changed.

### **File Order During Folder Import**

Once a folder import is triggered, the files are imported in alphanumeric order. (SPR00122907)

## .NET Framework 4.0

This release of Kofax Import Connector requires .NET Framework 4.0. Previous releases require .NET Framework 3.5.

## Embedded XML Namespace Handling

Kofax Import Connector 2.3.0 changes the behavior of XML mapping and XML rendering. (SPR00125795)

As a consequence, when upgrading from Kofax Import Connector 2.0.0 - 2.2.0 to version 2.3.0 or later, additional upgrade steps are necessary, if you are using any of the following features:

- Simple XML mapping
- Generic XML mapping
- XML rendering

No additional steps are necessary if you are using XML Import Connector compatible mappings.

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**Note** You can upgrade to the latest version of Kofax Import Connector and continue using mappings in compatibility mode. However, as soon as you change your destination configuration, you need to perform additional upgrade steps.

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Do one of the following when upgrading to the latest Kofax Import Connector:

- Let Kofax Support update your XML mapping/rendering files. See [Using Kofax Support](#).
- Reconfigure your XML mapping/rendering using MapForce/StyleVision. See [Reconfiguring XML Mapping and Rendering](#).

## Using Kofax Support

- 1 Before upgrading from Kofax Import Connector 2.0.0 - 2.2.0 to 2.3.0 or later, copy the content from the following folder to a temporary folder: C:\ProgramData\Kofax\KIC-ED\KCPlugIn\config\Schemas.
- 2 Send all files from the temporary folder, along with a list of destinations that use XML mapping/rendering to Kofax Support.  
Kofax Support updates the configuration files and returns them to you.
- 3 Stop the KC Plug-In service.
- 4 Copy the updated files back to C:\ProgramData\Kofax\KIC-ED\KCPlugIn\config\Schemas.
- 5 Upgrade to the latest version of Kofax Import Connector.

## Reconfiguring XML Mapping and Rendering

- 1 Upgrade to the latest version of Kofax Import Connector.
- 2 Stop the KC Plug-In service before making changes to the affected destinations.
- 3 Back up the XML mapping/rendering configuration files (C:\ProgramData\Kofax\KIC-ED\KCPlugIn\config\Schemas).
- 4 Edit the destination configuration and click **Show Files for Visual Designer**.  
A warning is displayed that XML mapping/rendering would stop working.

- 5** Click **OK** to proceed and save the configuration.  
Kofax Import Connector generates new files necessary for XML mapping/rendering. As a consequence, XML mapping and/or rendering stops working.
- 6** Use MapForce and/or StyleVision to reconfigure mapping/rendering. See *Kofax Import Connector Administrator's Guide*.



# Resolved Issues

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

## Problem with Blank Page Removal

When using VRS blank page detection, batches that have a page recognized as blank are moved to Quality Control with the error "Attachment Missing." (SPR00177343)

## Color Images Imported With VRS Set to Black and White

When processing a high volume of emails from an Exchange server, Kofax Import Connector imports grayscale or color images to Kofax Capture, even if conversion to black and white is configured. (SPR00176979)

## Message Content Lost for Some Emails

For some messages, only the message header is imported to Kofax Capture. The message body and attachments are lost. (SPR00125472)

## Image Quality Degradation

Images with 96 dpi or higher may have reduced quality after Kofax Import Connector and VRS processing. (SPR00177078)

## Text Attachments Treated As Message Body

A text attachment is treated as part of the message body and the original file name of the attachment is lost. (SPR00126205)

## Script Performs Undesired Retries

When rejecting a message via script using `ScriptIgnoreMessageException` or `ScriptException`, a retry is made for the message. (SPR00121821)



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# Known Issues

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

## No XML Mapping / Rendering Without XML Type

Destinations without an XML type cannot use XML mapping (to populate Kofax Capture fields using message metadata) or message rendering (for example to generate a simple cover sheet with metadata). When you enable message rendering or XML mapping and click Show Files for Visual Designer or OK, the following error message is displayed:

```
Root element ImportSession cannot be found in the sample XML data file
C:\ProgramData\Kofax\KIC-ED\KCPlugIn\Config\input.xml
```

## Third-party Archiving Tools for Outlook

Some third-party archiving tools for Microsoft Outlook can modify messages and remove attachments. The MSG files can usually be extracted from the PST file, but some information may be missing from the MSG files. (SPR00177312)

## 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: (SPR00123245)

```
KIC Importer (Instance=0) got no message from master service since 30
seconds. Exiting.
```

**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: (SPR00123242)

```
(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.
```

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

## 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. For example, you can use 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 64-Bit Microsoft Office 2010/2013

Converting a Microsoft Word document with a 64-bit version of Microsoft Office 2010/2013 may result in a document conversion timeout error. (SPR00112030, SPR00175924)

**Workarounds:** Use one of the following solutions.

- Use the 32-bit version of Microsoft Office 2010/2013.
- 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)

