

# Kofax Import Connector

## Release Notes

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## Chapter 1

# About this release

## Version information

The release notes give you late-breaking information about Kofax Import Connector 2.6.0. Please read this document carefully, as it may contain information not included in other Kofax Import Connector documentation.

The build number for Kofax Import Connector 2.6.0 is 2.6.0.0.0.801. It appears in the About window.

## Chapter 2

# New features

This chapter describes the features and enhancements included in Kofax Import Connector 2.6.0.

## Operating System and application support

This version of Kofax Import Connector supports for the following:

- Windows Server 2016
- Exchange Server 2016
- MS Office 2016

## Localized Message Connector Monitor

The Message Connector monitoring utility is accessible in the following languages: English, German, French, Italian, Portuguese, Japanese and Spanish. You can select the desired language for monitoring.

## New option for PDF to PDF/A normalization

A new option, **Standard (Recommended)**, is added for **PDF to PDF/A conversion engine** in Message Connector.

## Additional scaling options

For PDF to TIFF conversion, following additional options are available in KC Plug-In:

- **Match best**: Matches the nearest available page size.
- **Match best Euro**: Matches only the standard European page sizes.
- **Match best US**: Matches only the standard US paper sizes (letter and legal).

For more details, see *Help for KC Plug-In*.

## Allow import of file types

Kofax Import Connector provides the option to allow the import of files based on their file types.

For more details, see *Help for KC Plug-In*.

## Retrieve EML/MSG filename

A new field, `ExtractedFrom`, can be added to extract the EML or MSG filename when importing files from folders using a trigger file.

For more details, see *Kofax Import Connector Developer's Guide*.

## Default converter for email body and header

KFXConverter is now the default conversion tool for **Email body and header** option in Message Connector. You need to perform a fresh installation to get the new default option.

## Conversion of MS Office 2016 documents

You can perform conversion of MS Office 2016 documents.

## Prevent duplicate message import

To avoid duplicate message import, KC Plug-In provides a locking mechanism.

For more details, see *Kofax Import Connector Administrator's Guide*.

## Convert OpenOffice documents

For **MS Office and selected Open Office Documents** field in Message Connector configuration, you can convert OpenOffice documents (ODT, ODS and ODP formats only) using the **KFXConverter** option.

For more details, see *Message Connector Online Help*.



## Prevent internet communication in Kofax Import Connector

You can prevent the KFXConverter to access the internet by configuring the parameter, LoadExternalResources, in the KfxConverter.ini file.

## Include/exclude page header in message

You can include or exclude the page header using the EnablePageHeader parameter in the KfxConverter.ini file.

## Import multiple files with same filename

Kofax Import Connector can now import a zip file containing several files with same name.

## Maximum pages in email body for conversion

A new field, **Inline page count limit**, in the Message Connector allows you to define the limit of email body page count. If the page count is more than the specified value, the email is treated as corrupt and document conversion is not performed.

## New message fields

Following are the new message fields.

- KfxImportFolderName: Folder name of the sub folder from which messages are polled. For example, if the polling folder is "Inbox" and sub folder is "sub1", then the field will contain "Inbox/sub1".
- KfxMessageReceptionTimeReceived: The reception time of fax.

## Nested subfolder level to poll

You can select the number of nested subfolder level to import files.

For more details, see *Help for KC Plug-In*.

## Alert for conversion error for a specific connection

The function, TestConversionErrors, checks for the conversion errors in the messages based on the input criteria and returns the response.

For more details, see *Kofax Import Connector Developer's Guide*.

## Kofax Import Connector recovers quickly

The performance of Kofax Import Connector is enhanced to reduce the overall downtime.

## Chapter 3

# Changes in behavior

This section contains information about differences in behavior between Kofax Import Connector 2.6.0 and previous releases.

## Import sequence for concatenated pdf

Instead of following the email order to concatenate pdf file, Kofax Import Connector 2.6.0 follows the body first and then attachments for concatenating pdf files.

To revert to old behavior, do the following:

1. Open KIC-ED-KCPlugIn.xml from C:\ProgramData\Kofax\KIC-ED\KCPlugIn\config.
2. Search for parameter, "CombineOrder".
3. Set the value "AsReceived".

The complete element look similar to the following:

```
<CombineOrder>AsReceived<CombineOrder>
```

## KC Plug-In: Downgrade to Kofax Import Connector 2.5 or older version

With the improvement of option of including the body with the message header functionality, the *DocumentImportMessageHeader* parameter in the KIC-ED-KCPlugIn.xml is changed. As a consequence, a downgrade from Kofax Import Connector 2.6 to a lower version is not possible without additional actions.

To perform the downgrade, do the following:

1. Open KIC-ED-KCPlugIn.xml from C:\ProgramData\Kofax\KIC-ED\KCPlugIn\config.
2. Search for parameter *DocumentImportMessageHeader*.
3. Replace the parameter shown for Kofax Import Connector 2.6.0 (left column) to the parameter shown for Kofax Import Connector 2.5.0 or older versions (right column) in the following table:

**Note** If you copy and paste the code from this table, fix the line breaks.

Kofax Import Connector 2.6.0	Kofax Import Connector 2.5 or Older Version
<DocumentImportMessageHeader> EMAIL_HEADER_EXCLUDE </DocumentImportMessageHeader>	<DocumentImportMessageHeader>>false</ DocumentImportMessageHeader>
<DocumentImportMessageHeader> EMAIL_HEADER_INCLUDE </DocumentImportMessageHeader> or <DocumentImportMessageHeader> EMAIL_HEADER_INCLUDE_EMBEDDED </DocumentImportMessageHeader>	<DocumentImportMessageHeader>true</ DocumentImportMessageHeader>

## Chapter 4

# Resolved issues

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

## Issue with locking mechanism

After freeing the locked message, Kofax Import Connector tried to check the same message again without verifying that the message was present in the dictionary. (893870)

## Conversion result issue with KFXConverter

Updated Kofax Import Connector version 2.5.0.2 to 2.5.0.4 resulted in a different conversion result when KFXConverter was used to add an email header. (893844)

## Message import issue

Messages import failed randomly with error "Message contains fields which cannot be mapped". (884713)

## KFXConverter conversion issue with some .doc files

KFXConverter did not convert certain type of .doc files. (881759)

## Image import issue using web service

Importing images using web service was not working. (878068)

## Shared mailbox polling issue

Shared mailboxes were not accessible on Exchange 2010 using a service account. (874824)

## Duplicate email imports issue with IMAP

Duplicate email was imported by different Message Connector instances using IMAP from Exchange. (866142)

## Pictures and check boxes disappeared

Pictures and check boxes disappeared after PDF to PDF/A normalization. (862910)

## "ScriptIgnoreMessageException" text disappeared

When "ScriptIgnoreMessageException" was used to display text in the "Transfer to MC" column in Message Connector Monitor, the text was lost if the BatchSize was more and two messages were grouped into the same Batch. (833675)

## Issue with user profile feature in Kofax Capture

The user profile feature from older Kofax Capture version did not work with Kofax Import Connector 2.5. (769268)

## Emails were deleted from mail server without imported

Emails which were not imported could be deleted from mail server by Kofax Import Connector. (765996)

## Polling subfolders after a subfolder issue

Polling of subfolders did not work after a subfolder containing another subfolder was polled. (757101)

## PDF/A normalization caused data loss

PDF/A normalization caused data loss. (750338)

## Missing overlay in image

An overlay mark disappeared after conversion with KFXConverter. (745702)

## Changed timeout value for concatenating PDF files issue

Changed value of timeout for concatenating PDF files in the create\_config.xslt file did not work. (733509)

## Kofax Import Connector stopped receiving emails

Kofax Import Connector stopped receiving emails after a certain e-mail was processed. (731183)

## Kofax Import Connector created non-unique TEMP folders

Kofax Import Connector created non-unique TEMP folders on Mail-Server. This triggered error messages on Mail-Servers. (727114)

## Specific xml attachment caused error

Messages with specific xml attachment caused "Failed to retrieve message content from server" error. (724616)

## PDF to PDF/A normalization resulted in empty pages

PDF to PDF/A normalization resulted in empty pages for specific pdf files. (720268)

## Multiple instance of KFXConverter running issue

Multiple instances KFXConverter did not run together when used for generating email headers. (717659)

## Description of folders and folder permissions issue

Documentation of folders and folder permissions for Message Connector was not described in detail. (714483)

## KFXConverter issue for normalizing specific PDF file

KFXConverter version provided in FIX5407 threw errors when normalizing specific PDF file. (707141)

## Conversion timeout issue

Modifying conversion timeout value did not work and the conversion resulted in timeout error. (706818)

## Document converted using KFXConverter had overlapped text

Documents converted using KFXConverter in Kofax Import Connector 2.4.0.2 and Kofax Import Connector 2.5 resulted in overlapped text. (694198)

## Extra eml import issue

Extra eml file was imported when the Attach original message option was selected in KC Plug-In notification settings. (694067)

## Message header not displayed

Message header was not displayed for email from the Lotus Notes SMTP relay server. (693726)

## Sub-folders polling issue

Kofax Import Connector did not poll the sub folders on an Exchange mail server using IMAP. (6902336)

## Issue with storage file

Specific messages corrupted the storage file. Active view in Message Connector was also corrupted. (685690)

## Skip converting files with formats issue for XML files

The Skip converting files with formats option in Kofax Import Connector 2.5 did not work correctly when XML file type was specified. (684873)

## PDF to PDF/A normalization resulted data loss

PDF to PDF/A normalization resulted in pages containing only dots, that is, data loss. (684804)



## Documentation missing: Import from same RightFax account

Documentation did not mention that import from the same RightFax account by multiple servers or Kofax Import Connector instances is not supported. (677672)

## Multiple email connections with same user name issue

Kofax Import Connector did not allow multiple email connections with the same user name. (674716)

## Empty txt file import resulted in conversion error

The import of an empty txt file resulted in conversion error. (655411)

## PDF/A normalization resulted in a much larger file

The output of PDF/A normalization process resulted in a much larger file than the original file size. (653029)

## Issue with MSG file conversion

Kofax Import Connector was not able to convert specific MSG file and resulted in a timeout error. (652137)

## Imported large files twice issue

Large files were imported twice by Kofax Import Connector. (647489)

## Output of converted PDF issue

Output of a converted PDF was not PDF/A1b compliant. (643447)

## PDF to PDF/A normalization issue with some PDF files

PDF to PDF/A normalization did not work with certain PDF files. (308931)

## Chapter 5

# Known issues

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

**Important** Each conversion tool produces the desired output in a different way. As a result, if you decide to switch to another conversion tool, your converted documents might look somewhat different.

## XFA files normalization issue

XFA files are not getting normalized using the Standard (Recommended) option in Message Connector. (905235)

**Workaround:** Use the Legacy(Limited support) option along with Adobe LiveCycle to normalize XFA files.

## Archived XML getting modified

The imported XML is getting modified and archived. This archived file must be same as the input file. (840832)

## Kofax Import Connector menu disappears from Kofax Capture

The menu option to configure Kofax Import Connector disappears from administration module in Dosis Capture 9.0.3.9\_DE (latest version of Kofax Capture 9 in German language) after updating to KIC 2.5.0.2. (769231)

**Workaround:** Use KCSImportConnectorConfigExe.exe from the installed location at: C:\Program Files (x86)\Kofax\KIC-ED\KCPlugIn\Bin (default installation folder).

## Issue with folder and file name in zip files

In zip files, if there are folders or files with names containing characters which are not allowed in Windows, the data is getting lost. When such zip files are extracted, the non-conforming characters in folder or file names are converted to underscores. Such files may not get converted with invalid filename issue. (728936)

**Workaround:** Make sure that any folder or file name does not have characters which are not conforming to Windows.

## Issue with RightFax extension numbers

If a user on RightFax has an extension that is longer than ten digits, Kofax Import Connector does not display the correct extension.(724238)

## Issue with e-mail import

KIC 2.3 stops email import after importing an empty message. (466725)

## Issue with using Total EML Converter

The third-party converter, Total EML Converter, does not function when used with multiple instances of Message Connector running under different user accounts. (382652)

**Workaround:** Use the same user account for all instances of Message Connector.

## 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 missed from the MSG files. (120375)

## 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. (111790)

## TotalMailConverterX issue with LocalSystem account

The third-party converter, TotalMailConverterX, occasionally fails when running under the local system account. (111591)

**Workaround:** Start the service, "Kofax Import Connector - Electronic Documents - Message Connector", with any other local administrator account.

## Issue with MS Word document

Converting a Microsoft Word document with a 64-bit version of Microsoft Office 2010/2013 may result in a document conversion timeout error. (111225, 111622)

**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.

## Single Message Connector polled by multiple KC Plug-Ins

A single Message Connector cannot be polled by multiple KC Plug-Ins. (SPR00092193, 111505)

## Application error when stopping KC Plug-In service if VRS is used

When using VRS, DL91PDFL.dll may generate an access violation exception after the KC Plug-In is stopped. However, it does not affect document import. (111237)

**Workaround:** Ignore the error message in the event log.

## EWS mailbox polling error

When you attempt to poll an EWS mailbox with more than one connection with single instance mode active, you may run into various message locking problems, such as the following: (110703)

```
(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.

## 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: (110565)

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

**Workaround:** Do not configure more connections than licenses.

## 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 option.

## 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 click 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
```

## 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 may run into problems if 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.