

# Kofax Import Connector

## Release Notes

Version: 2.8.0

Date: 2020-05-19

The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a modern, clean design.

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## Chapter 1

# About this release

The release notes give you information about Kofax Import Connector 2.8.0. Please read this document carefully, as it may contain information not included in other product documentation.

## Version information

The build number for Kofax Import Connector 2.8.0 is 2.8.0.0.0.904. It appears in the About window.

## Supported environments

For information about supported operating systems and other requirements, refer to the Technical Specifications document, which is available from the [Kofax Knowledge Base](#) on the Kofax website.

Additionally, following applications are required for this release:

- .NET Framework 4.8
- VRS version 5.1.1 with Fix Pack 12 or higher

## Kofax Import Connector documentation

The Kofax Import Connector product documentation set consists of guides and help systems to assist you with installing, configuring, and using the software.

### Online documentation

The complete product documentation for Kofax Import Connector is available online at the following location:

<https://docshield.kofax.com/Portal/Products/KIC/2.8.0-u5fez7ca0s/KIC.htm>

### Offline documentation

To access the documentation offline, you can download it from the [Kofax Fulfillment Site](#). For each language, a separate documentation package is available to download as a compressed file, such as KofaxImportConnectorDocumentation-2.8.0\_EN.zip for English and KofaxImportConnectorDocumentation-2.8.0\_JA.zip for Japanese.

The documentation ZIP file includes both help and print folders. The print folder contains all guides, such as installation guide and administrator's guide. The help folder contains online helps for KC Plug-In and Message Connector. The ZIP file for Japanese language only contains the Message Connector localized help files.

1. From the Kofax Fulfillment Site, download the KofaxImportConnectorDocumentation-2.8.0\_EN.zip file.
2. Extract the contents of the compressed documentation file and do the following:

- Copy the contents of the extracted KIC\_mchelp to:

```
\\KIC-ED\MC\web\en\WebHelp
```

For accessing Japanese language Message Connector help, copy the contents of the Japanese KIC\_mchelp to:

```
\\KIC-ED\MC\web\ja\WebHelp
```

**Note** If WebHelp folder does not exists, create the folder.

- Copy the contents of the extracted KIC\_pluginhelp to:

```
\\KIC-ED\KCPlugIn\Web\WebHelp
```

3. Navigate to the installation folder and do the following:

- For Message Connector help:

- a. Open configuration.xml in a text editor from the following location:

```
\\Kofax\KIC-ED\MC\web
```

- b. Locate the <OnlineHelp>1</OnlineHelp> section and replace 1 with 0.

- For KC Plug-In help:

- a. Open configuration.xml in a text editor from the following location:

```
\\KIC-ED\KCPlugIn\Web
```

- b. Locate the <OnlineHelp>1</OnlineHelp> section and replace 1 with 0.

4. Save and close the configuration file.

Clicking the Help icon will launch the help for the installed product.

## Chapter 2

# New features

This chapter describes the features and enhancements included in Kofax Import Connector 2.8.0.

## Additional scaling options

In KC Plug-In Destination configuration, additional scaling options are added in the **Scale to** field when converting files to TIFF.

## Different KFXConverter settings for each destination

You can configure different KFXConverter parameters for each destination separately using the **Advanced conversion details** option in KC Plug-In Destination configuration. The **AdvancedConversionDetails** window displayed to configure the KFXConverter settings.

### Note

- When you upgrade Kofax Import Connector from version 2.7.0 or lower, any modified parameters (in the KFXConverter.ini file) values does not change. Values changed here will override the existing parameters values.
- It is not required to modify the parameters in the KFXConverter.ini file.

For more details, refer to the *KC Plug-In Online Help*.

## Added support for MS Graph

For importing files from an Exchange server, you can use a new mailbox import, MS Graph. For this, you need to create an application in Azure Active Directory and assign necessary permissions.

## Support for TLS 1.3

Support for TLS 1.3 is added in Message Connector Configuration to update the security standards. OpenSSL is also updated to support TLS 1.3.



## Authentication for Web-Service input

In Message Connector Configuration, you can enable the authentication for using web-service input. Any user access for web-service input will require appropriate authentication using user ID and password.

If authentication is enabled, you can also test the web-service input access using the 'admin' user credentials in the **Security options** tab.

## NTLM authentication for EWS mailbox

When configuring connections for an EWS mailbox, you can enable NTLM authentication.

## Added support for RightFax Rest Web API

You can configure Kofax Import Connector to poll messages from RightFax server using the Rest Web API of RightFax. RightFax server version 16.4 or higher supports the Rest Web API for the clients.

It is not necessary to install the RightFax client on the Message Connector computer.

## Ignore folders in archives

In Message Connector Configuration, specify a list of folder names that are part of a compressed file which you do not want to import. Use wildcards in the beginning, at the end or anywhere in the folder name, such as, \_\_MACOSX, hex, \*hex, h\*ex.

## Update of connection password using Command Prompt

You can change the password for existing connections without using the KC Plug-In user interface. Provide the new password values in an XML file which must be a sub-set of the KIC-ED-KCPlugin.xml file. You can change the connection passwords for the following import types: Mailbox, Folder and Fax Server.

For more details, refer to the *Kofax Import Connector Administrator's Guide*.

## Japanese localization

The Message Connector Configuration is also available in the Japanese language. You can select the **Language** drop-down menu to select the desired language. The Message Connector help is also available in the Japanese language.

**Note** Installation is not translated.

## TiffPageCount property

The TiffPageCount property is added in the IDocumentScript2 interface definition. This property returns the total number of pages calculated from the imported TIFF file.

## Hide email address from BCC recipients

The BCC recipient of the outbound emails cannot see the email addresses of other recipients.

## Enable additional logs

A new parameter, DebugLog, is added to the GENERAL section of KFXConverter settings. If set to True, KFXConverter logs additional trace statements in the KFXConverter.log file in case of errors or exceptions.

## Chapter 3

# Changes in behavior

This section contains information about differences in behavior between Kofax Import Connector 2.8.0 and previous releases.

## Consolidated fields for skipping conversion and import

The following fields were used for skipping the import and conversion of files:

- Skip converting files with formats
- Skip converting files with size (in bytes) less than
- Skip importing files with formats
- Skip importing files with size (in bytes) less than

You can now use the following fields to achieve the similar behavior:

- Skip converting files
- Skip importing files

## Adobe Experience Manager Output service URL

The Adobe Experience Manager Output service URL is updated to

`http://<server name>/soap/services/OutputService?blob=base64`

## KC Plug-In: Downgrade to Kofax Import Connector 2.7 or older version

With the option of including the body with the message header functionality, the *DocumentImportMessageHeader* parameter in the KIC-ED-KCPlugIn.xml has changed. As a result, do the following to downgrade Kofax Import Connector 2.8.0 to a lower version:

1. Open KIC-ED-KCPlugIn.xml from `C:\ProgramData\Kofax\KIC-ED\KCPlugIn\config`.
2. Search for parameter *DocumentImportMessageHeader*.

3. Replace the parameters of Kofax Import Connector 2.8.0 with the parameters of Kofax Import Connector 2.7.0 or older versions as shown in the following table.

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

Parameters of Kofax Import Connector 2.8.0	Parameters of Kofax Import Connector 2.7.0 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.

## Pop-up during silent uninstallation

**1459903:** To preserve configuration and log files, a pop-up appeared during the silent uninstallation of Kofax Import Connector 2.7.0.

## Debug issue with multiple Kofax Import Connector instances

**1450678:** If multiple Kofax Import Connector instances were configured, debugging using visual debugger failed.

## KFXConverter: Issue converting text files using Words.Aspose

**1414018:** KFXConverter did not convert a plain text document using the Word.Aspose converter and returned an exception.

## PNG/JPEG to TIFF CCITT conversion issue

**1411373:** Conversion of PNG or JPEG files to CCITT group4 TIFF format resulted in a full black image.

## XML rendering issue

**1401940:** Accessing the same XML file using two instances of Kofax Import Connector resulted in the "The process cannot access the file because it is being used by another process" synchronization error.

## Temporary files delete issue

**1401513:** Temporary files were not deleted from the Kofax Import Connector temporary folder and resulted in storage full issue.

## Unknown exception converting PDF to TIFF

**1397821:** The conversion of specific PDF file having annotations to TIFF failed with an exception.

## Document concatenation failure

**1381698:** PDF concatenation failed with document conversion error when "Concatenate multiple PDF files" was set to "Import Concatenated and Individual PDF files" and "Allow importing files with formats" was set to ".pdf .eml".

## Issues compiling KCSImportScriptingSample.zip sample script

**1375617:** There were many issues in Kofax Import Connector 2.7.0 when the KCSImportScriptingSample.zip sample script was compiled using Visual Studio.

## Specific PNG files conversion issue

**1375539:** Specific PNG files were not converted to TIFF and resulted in the "Server Document Conversion failed with exit code 255 537919488 Document Conversion failed with exit code 255" error.

## Green light shown for failing EWS mailboxes

**1374943:** In Message Connector Monitor passive inputs, when a password problem or account lockout caused the mailbox connection to fail, the mailbox still displayed the green color, that is, OK. This resulted in identifying mailboxes having connection issues.

## TransformXml issue in Message Connector

**1372527:** Kofax Message Connector service failed to start and displayed the "'TransformXml' is not recognized as an internal or external command" error.

## Specific JPG image to TIF conversion issue

**1362223:** When specific JPG image was converted to TIFF, the resultant file had abnormal specifications.

## Re-sampling issue with small JPG files

**1361589:** When input image file dimensions were small, that is, height or width was less than 1 cm, re-sampling of the image resulted in a very small image.

## Issue returning value for "ContinewithRefetch" in IReRouteScript

**1361375:** When the IReRouteScript script was configured to return "ContinewithRefetch", the script failed with the NullReferenceException error.

## Storage configuration allowed beyond supported values

**1351175:** In Message Connector Configuration, it was possible to configure a storage size of 100 GB even if the maximum supported value for the storage is 64 GB.

## Issue with skip conversion and skip import rules

**1350785:** The "Skip converting files with formats" and "Skip importing files with formats" options were applied to the email body.

## Issue configuring multiple email connections with same user name

**1348580:** The KC Plug-In did not allow to create multiple mailbox connections with the same user name which was required for polling sub folders of the same mailbox.

## PDF file treated as DAT file

**1343018:** When an email having PDF attachment was received for which the filename was not correctly declared, the attached PDF file was treated as a DAT file.

## Specific zip files extraction issue

**1342453:** Specific zip files cannot be extracted by Kofax Import Connector and resulted in the "Failed to retrieve message content from server" error.

## Auto-Orientation and Deskew settings not independent

**1339120:** The Auto-Orientation and Deskew settings were not independent of each other, and the Auto-Orientation setting would only work when Deskew was enabled.

## Archiving using folder import creates extra EML file

**1326161:** When archiving feature was used with folder import, there was one extra EML file in the archive. Additionally, if the imported email was created using Outlook Express, the output file had an HTML body instead of an EML body.

## Documentation: Admin guide documentation issue

**1325670:** The Kofax Import Connector Administrator's Guide and KC Plug-In help mentioned that use of angular bracket (<, >) characters in Exchange Server password may cause a connection failure with the mailbox.

## Angular brackets characters usage in EWS password

**1325666:** Use of angular bracket (<, >) characters in the EWS Exchange Server password resulted in an exception and connection failure with server.

## Document conversion failure for specific PNG

**1318314:** Conversion of a specific PNG file to PDF failed with exit code 1.

## Conversion of non-RFC confirming emails

**1311913:** Some non-RFC confirming emails (text emails) attached to another email were converted like metadata and not as text from the email.

## No error returned when converting MSG file

**1309866:** If the "Include complete message as MSG" file option was selected, no error was returned by Kofax Import Connector when converting a corrupt EML file, and the conversion failed silently.



## Incorrect batch size counter in KC Plug-In log

**1306144:** The batch size counter of KC Plug-In log did not display the correct number of polled images.

## E-mail is cropped after conversion done with “Include message header of email”

**1305093:** When the "Include message header of email" option was selected and attached MSG files were converted, the images in the attached MSG were cropped from the right side.

## Imported WSDL not compliant with API

**1304914:** Imported WSDL was not compliant with API.

## Message Connector searched for MX record

**1304866:** Message Connector searched for "MX" record even when the lookup mode was set to "Smart Host (A record)". This resulted in an "could not connect" error.

## MSG attachments are cut off after conversion

**1302114:** Conversion of specific MSG files to TIFF, PDF or PDF/A led to truncated results and data loss.

## Incorrect files were imported with VRS

**1301754:** When VRS was used, the original files and processed files were imported even when the "Convert only non-image content" and "VRS only non-image content" were selected and "Include original content" was not selected.

## Image rotated after conversion/import

**1293722:** When specific JPG file was imported or converted, resultant output had incorrect orientation.

## Pages converted to landscape and cut off

**1293009:** When specific PDF file was imported/converted, pages in the output file were converted to landscape and some part of the pages was truncated.

## Section sign in folder import password issue

**1290896:** When the user account for a folder import had the section sign "\$" in the password, the login error was displayed when you clicked the "Test Folder Import" button.

## PDF/A normalization failure

**1290330:** PDF/A normalization of specific PDF file failed with "File normalization to PDF/A FAILED with ErrorCode: PDF\_E\_POSTANALYSIS" error.

## Documentation: Polling folders using multiple Message Connectors

**1286438:** Documentation did not mention about polling folders using multiple Message Connectors.

## Output file larger than 2 GB issue

**1282024:** If the output file of a conversion was larger than 2 GB, the message returned the "One or more attachments are null" error when importing.

## "Skip importing files with size less than" option not working

**1280812:** The "Skip importing files with size less than" option, which is only applicable to email attachments, was applied to the email body.

## Data loss with PDF to TIFF conversion

**1264529:** Conversion of PDF to TIFF led to data loss.

## Incorrect conversion with VRS option

**1264257:** When VRS was enabled, the "Use VRS engine for PDF to TIFF conversion" option was selected, and the "Output image in same file format" option was set to ON, the multi-page input PDF file was converted to multi-page TIFF file instead of a multi-page PDF.

## Documentation: Issue referencing DLL in script

**1263428:** Documentation did not provide information about referencing a DLL in Kofax Import Connector script and resulted in an issue to identify the GAC path at compile time.

## Specific PDF conversion leads to silent data loss

**1262480:** The conversion of specific PDF file to TIF was performed with data loss and no error was returned.

## Documentation: Manually update KFXConverter.ini

**1255694:** Documentation did not mention that to use latest features/parameters in KFXConverter.ini, this file had to be updated manually. If you have never changed the KFXConverter.ini file and want to get an updated file automatically, delete this file.

## KIC XML schema validation fails

**1254866:** The Message Connector did not set the namespace for validation correctly when importing the XML and resulted in the "KC Import Failure (The message could not be imported into Kofax Capture due to message reception error level 2)" error.

## Specific PDF to TIF conversion hanged Kofax Import Connector

**1253496:** While converting specific PDF file to TIF, the Kofax Import Connector system hanged. Kofax Import Connector services needed to be restarted every time such PDF was converted.

## Invalid value for "Maximum Subfolder Level"

**1252447:** If "Process subfolders" was enabled, KC Plug-In allowed a "0" value for the "Maximum Subfolder Level" field which was an invalid value.

## Conversion issue with specific XLSX

**1251144:** Specific XLSX was not converted by KFXConverter and resulted in an "Exit Code 1" error.

## Documentation: Incorrect group name for XFA flattening

**1244171:** Kofax Import Connector Administrator's Guide mentioned the XFA flattening group name as "TryFlattenXFA" instead of "FLATTENXFA" which is mentioned in the KFXConverter.ini file.

## Referenced attachment filename was case-sensitive in XML

**1233188:** When the generic XML mapping was used, the Kofax Import Connector did not find the attachment file referenced in the XML file because of a case mismatch.

## KFXConverter removed white and line spacing

**1226096:** When KFXConverter was set to convert the HTML file and to create email headers, it removed white and line spacing from the input MSG files.

## Skip conversion is case sensitive for root XML documents

**1223570:** In case of incoming root XML documents, the skip conversion feature was case-sensitive, that is, if the extension of an incoming root XML did not exactly match with the extension specified in KC Plug-In, the XML file was not skipped.

## Missing original content

**1219939:** When VRS was enabled and the "Include original content" option was selected, only the processed images were imported and original content was missing.

## KFXConverter not converting HTML correctly

**1215804:** KFXConverter did not convert the HTML file correctly and the output PDF file was stretched and truncated.

## Image to PDF conversion shrinks the image size

**1138069:** When specific image files were converted to PDF, the page size of the output PDF was shrunk to a lower size.

## Message processing issue due to specific date format

**1130859:** Messages with a specific time format were not processed by Kofax Import Connector and resulted in the "Failed to retrieve message content from server" error.

## Passive inputs went into overdue state

**1125288:** Clicking the "Poll Now" button caused the passive input to go in an overdue state and resulted in halting the import from this passive input.

## Polling issue in multi-instance mode with Outlook365

**1109721:** It was not possible to poll mails from a subfolder of Outlook365 mailbox in a multi-instance mode.

## PDF to TIF conversion done for first page only

**982719:** When a specific PDF file was converted to TIF, the output file only had the first page. This resulted in silent data loss.

## Logo is shifted after the conversion

**971001:** When EML files were converted to PDF, the resultant PDFs had a dislocated logo covering some text/words. This resulted in data loss.

## Specific JPG to TIFF b/w conversion results in a blank image

**907424:** When a specific image file was converted to a black and white image, the output was blank. This resulted in data loss.

## Cannot import specific PDF files into Kofax Capture

**885194:** When the "Enable Portfolio PDF extraction" option was enabled, specific PDF files were not imported by Kofax Capture and resulted in "The error is: decompression failure Document Conversion failed with exit code 1" error.

## KFXConverter multiplies background image

**882051:** When KFXConverter was used to convert a MSG file, the background image in the input file was repeated and covered the full page in the output PDF.

## Display default value from Batch Class in import mappings

**753803:** When the mapped value for an import mapping was empty, the default value from the configured batch class was not displayed.

## Saved EML instead of HTML

**729920:** When the body with message header option was enabled, a TIF file and an EML file were copied to the output folder instead of a TIF file and a HTML file.

## KFXConverter removed space from email body

**695030:** When converting email files, KFXConverter removed spaces from the email headers.

## Document conversion errors when processing XLS file

**694367:** Kofax Import Connector returned multiple document conversion errors when processing specific XLS files.

## Data loss when importing XFA with PDF concatenation

**691734:** When an XFA document was imported with the PDF concatenation feature enabled, the resultant PDF was forwarded to Kofax Capture with data loss instead of returning a conversion error.

## Body of MSG attachments treated as attachment

**614126:** Body part of the attached MSG files were treated as attachments and caused issues in VRS or Kofax Capture.

## Import issue with Uuencode encoded email attachments

**572334:** Kofax Import Connector was not able to import emails with uuencode encoded attachments. Import of such emails failed with an "Could not import image" error.

## Images in DOCX converted to TIFF with black background

**540040:** When specific DOCX files are converted to TIFF images, the images in input DOCX file are converted with a black background.

## Multiple documents created in Validation with VRS enabled

**342206:** When VRS was enabled along with the "Blank page deletion" on and "Create document per attachment" VRS options, one document was created for each page in the Validation module.

## KC Plug-In configuration scrollbar issue

**111112:** KC Plug-In Configuration scrollbar did not scroll down enough to view the complete destination list.

## 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.

## Offline help not displayed correctly in Internet Explorer 11

**1091840:** If the Message Connector is used in Internet Explorer 11 and the documentation is set to offline mode, and when the help is accessed using the Help button, the help is not displayed correctly.

**Workaround:** Use other browser such as Chrome or Firefox.

## Archived XML getting modified

**840832:** The imported XML is getting modified and then archived. This archived file must be the same as the input file.

## Issue with using Total EML Converter

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

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

## Third-party archiving tools for Outlook

**120375:** Some third-party archiving tools for Microsoft Outlook can modify messages and remove attachments. The MSG files can be extracted from the PST file, but some information may be missed from the MSG files.



## Issue with MS Word document

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

**Workarounds:** Use either solution:

- 32-bit version of Microsoft Office 2010/2013.
- Create the folder C:\Windows\System32\config\systemprofile\Desktop.

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

**111237:** 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.

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

## EWS mailbox polling error

**110703:** 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:

```
(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

**110565:** If you install KC Plug-In on a Kofax Capture Network Server remote site where more connections than your available Kofax Import Connector licenses are configured, 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.
```

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

## 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.