

Kofax ReadSoft Collector

Release Notes

Version: 6.5.0.11

Date: 2021-05-11

The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a consistent weight throughout. The 'K' and 'F' are particularly prominent due to their size and the sharp angles of their strokes.

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Chapter 1

What is Kofax ReadSoft Collector?

Kofax ReadSoft Collector is an extension to your existing installation of Kofax ReadSoft Invoices production system. ReadSoft Collector allows you to use incoming email as the source for your data capture.

It is also possible to process any XML invoices (whether the invoice is in standard format or any other format).

The advantage of using ReadSoft Collector is that emailed data and XML invoices are processed automatically in the same way as paper invoices. The data is processed by ReadSoft Invoices production modules, allowing you to handle every type of data the same way, applying the same business rules, and transferring the data to your host system in the same way.

ReadSoft Collector helps you to reduce the complexity of your data capture system.

Get help with Kofax products

The [Kofax Knowledge Base](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product queries.

To access the Kofax Knowledge Base, go to the [Kofax website](#) and select **Support** on the home page.

Note The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox, or Microsoft Edge.

The Kofax Knowledge Base provides:

- Powerful search capabilities to help you quickly locate the information you need.
Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details, and documentation including release news.
Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.
- Access to the Kofax Customer Portal (for eligible customers).
Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.
- Access to the Kofax Partner Portal (for eligible partners).
Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.

- Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.
Scroll to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Chapter 2

About this release

The release notes include key details about Kofax ReadSoft Collector 6.5.0.11. Please read this document carefully, as it may contain late-breaking information that may not be available in other Kofax ReadSoft Collector documentation.

Version information

The build number for Kofax ReadSoft Collector 6.5.0.11 is 6.50.21131.1153.

Product Documentation

The full set of ReadSoft Collector documentation set is available online:

https://docshield.kofax.com/Portal/Products/en_US/RSC/6.5.0-e85tsx62sy/RS_Collector.htm.

The ReadSoft Collector documentation set contains the following key installation guides:

- **Installation Guide:** [ReadSoftCollectorInstalltionGuide.pdf](#) contains information on how to install ReadSoft Collector.
- **Customization Guide:** [ReadSoftCollectorCustomizationGuide.pdf](#) contains information about how to create and customize plug-ins for ReadSoft Collector and ReadSoft Invoices.
- **Integration Specification Guide:** [ReadSoftCollectorIntegrationSpecificationGuide.pdf](#) contains information about how ReadSoft Collector's XML logic is handled.
- **Smart XML Guide for XML Satndards Guide:** [ReadSoftCollectorSmartXMLGuideforXMLStandardsGuide.pdf](#) contains information about how to work with XML standards in ReadSoft Invoices in connection with ReadSoft Collector.

The following Kofax ReadSoft Collector documentation artifacts are available in English.

- *Kofax ReadSoft Collector Installation Guide* provides complete instructions on how to install and configure the ReadSoft Collector product.
- *Kofax ReadSoft Collector Help* assists users with the key tasks such as how to configure and use the product.
- *Kofax ReadSoft Collector Database Maintenance Tool Help* assists the system administrator in specific tasks of creating and maintaining ReadSoft Collector databases.
- *Kofax ReadSoft Collector Customization Guide* provides an overview of the customization capabilities of the ReadSoft Collector product and a detailed description of the programming interfaces.

Note ReadSoft Collector help is also available in French, German, and Spanish.

Offline documentation

If the security policy for your organization restricts Internet access and requires you to access offline documentation while working with ReadSoft Collector, you can download the compressed documentation files from the [Kofax Delivery](#) site.

Install offline documentation

Extract the offline documentation package to the correct location on the workstation to be able to get context-sensitive information when you press F1 or a help button in the program. Create a folder called Documentation under the Global path folder, download the documentation package (`ReadSoftCollectorDocumentation_6.5.0_<language code>.zip`), and extract the contents there.

The package includes the help documentation in the following languages:

- English (EN)
- French (FR)
- German (DE)
- Spanish (ES)

System requirements

This installation package contains a full version of the ReadSoft Collector software and associated documentation. To use the software no special license activation is required.

The modification of any file in this software application by anything other than ReadSoft Collector's configuration tools may negatively affect the functionality of the program. Such modification may cause errors and other issues that are not covered by your support and maintenance agreement (if any), and may cause any warranties to be reduced or become null and void.

Detailed system requirements for the computers connected with this product are found in Kofax ReadSoft Collector Installation Guide.

Kofax ReadSoft Collector 6.5.0.11 works with Kofax ReadSoft Invoices 6.1 or higher.

Required database version

The database needs to be upgraded using the Kofax ReadSoft Collector Database Maintenance Tool if the database version changes from one ReadSoft Collector version to the next.

- Kofax ReadSoft Collector 6.5.0.11 - DB version 6.4.2.13263

Note Database must be upgraded when upgrading from ReadSoft Collector 6.4 Hotfix 1 or earlier.

If you want to use a ReadSoft Collector database that was created in a version prior to Kofax ReadSoft Collector 6.4, we recommend that you manually run the CleanUpXFields.sql script either before or after upgrading the database. This script is available in the \ReadSoft\COLLECTOR\DBScripts\Maintenance folder where Collector is installed. Running this script removes any orphaned XField fields that may make the removal of XML invoice definitions from the system impossible.

New features

This section describes the features and enhancements included in Kofax ReadSoft Collector 6.5.0.11.

Kofax ReadSoft Collector 6.5.0.11

This section lists the enhancements and resolved issues in Kofax ReadSoft Collector 6.5.0.11.

Enhancements

- **100986:** New input source type, **OFD Files** has been added to process OFD files.
- **72766:** You can set the attachment folder specific to a particular job in **Job configuration > Email settings** tab. Earlier, the attachment folder was set at the global level in ReadSoft Collector General settings, which was common to all the jobs.
- **73111:** The complete list of email attachments is displayed in ReadSoft Collector irrespective of whether the attachments are supported by ReadSoft Invoices.
- **50534:** ReadSoft Invoices can process digitally signed emails. The **How to handle digitally signed emails** option is added to the **Email settings** tab in the **Job configuration** dialog box in ReadSoft Collector. Select this option to move emails to the error folder if the digital signature validation fails.

Resolved issue

- **107011, 104756:** The emails were not processed when IMAP Limilabs and Gmail with OAuth input configurations were used.
- **106436:** PDF conversion was not successful using Collector and Import.
- **100659:** The Hebrew characters in an email image were not similar to the characters in the actual email.
- **99441, 97266:** The PDF was not processed when OmniPage engine was used.
- **65147:** In, XML Maintenance plugin, the custom fields added from **XML Maintenance > Layouts** tab were not copied when you exported the XML invoice profiles or XML invoice definitions.

Kofax ReadSoft Collector 6.5.0.10

This section lists the issues resolved in Kofax ReadSoft Collector 6.5.0.10.

Resolved issues

- **26234483, 102854, 14708:** While processing an email using the EWS input source, if a faulty attachment was detected, incorrect attachments were moved to the error folder instead of the error attachment.
- **26255252, 14856, 104833:** Group mail address was not supported when you changed the Limilabs API to support OAuth.

Kofax ReadSoft Collector 6.5.0.9

This section lists the issue resolved in Kofax ReadSoft Collector 6.5.0.9.

Resolved issue

26200718, TFS-100314: An email remained in the 'Working' folder and was not processed when the application was unable to fetch the sender details.

Note Due to the SDK changes made to Atalasoftware, ReadSoft Collector 6.5.0.9 supports ReadSoft Invoices 6.0.3.4 and higher.

Kofax ReadSoft Collector 6.5.0.8

This section lists the enhancements and bug fixes introduced to the product in Kofax ReadSoft Collector 6.5.0.8.

Enhancements

- **26179093, 13194, TFS-98635:** You can encrypt the database name and username in collector.ini. New flags, UseEncryptedDB and EncryptedDatabase have been added. Add these flags under the **[General]** section in collector.ini.
- **26095307, 12721, TFS-73025:** You can add Collector email folder to the job description. A new option has been added to the **Email settings** tab to select the email folder.
- **26157426, 13041, TFS-96515:** You can process the ZURGFerd file larger than 64 KB.

Kofax ReadSoft Collector 6.5.0.7

This section lists the enhancements and bug fixes introduced to the product in Kofax ReadSoft Collector 6.5.0.7.

Enhancements

- **65863:** It is now possible to connect to Gmail using OAuth with IMAP in Collector.
 - Now, all the OAuth input sources such as Gmail, Office 365, and EWS have been added as a separate list under source type OAuth.
- **26068897, 12506, 71259:** It is now possible to process email in order when using EWS and Office365.

Resolved issue

26138042, 94833, 12779: Newly created file name will include part of original file name by mistake, if there is extra dot included.

Kofax ReadSoft Collector 6.5.0.6

This section lists the enhancements and bug fixes introduced to the product in Kofax ReadSoft Collector 6.5.0.6.

Enhancements

- **63972:** Previously, if ReadSoft Collector maintenance was not performed frequently, the size of the database potentially grew large enough to cause connection time or command timeout errors, and the sync operation would fail as a result. This has been redesigned and a "Run maintenance" button has been added so that both sync and delete are performed with a single click.
- **58478:** Support has been added for the ZUGFeRD 2.0 XML standard.
- **58477:** Support has been added for invoices in XML.p7m format.
- **57108:** Support has been added for XSLT 2.0.
- **54825:** Database maintenance has been simplified with a "Run maintenance" button.
- **53386:** It is now possible to configure Microsoft Office 365 and EWS with Oauth as input sources.

Changes in behavior

Previously, help files were installed separately in CHM format on each computer where ReadSoft Collector was installed, and context-sensitive help calls were done locally. The help is now located on an online Kofax documentation server to which context-sensitive help calls are directed when you click a help button or press F1 in the program. In this case, Internet access is necessary.

Note Contest sensitive help is available when ReadSoft Collector 6.5.0.6 or higher is installed with ReadSoft Invoices 6.0.3 or higher.

Offline documentation

If the system where ReadSoft Invoices is installed does not have Internet access, offline documentation can be downloaded from the [Kofax Delivery](#) site.

The offline documentation package includes help in the following languages:

- English (EN)
- French (FR)
- German (DE)
- Spanish (ES)

Note The offline documentation package must be extracted to the correct location on the workstation to be able to get context sensitive information when you press F1 or a help button in the program. Create a folder called Documentation under the Global path folder, download the documentation package (ReadSoftCollectorDocumentation-6.5.0_<language code>.zip), and extract the contents there.

Resolved issue

64853: The image layout was not correct on the image created for XML invoices. Lines overlapped at the end of the page.

Kofax ReadSoft Collector 6.5.0.5

This section lists enhancements and bug fixes introduced to the product in Kofax ReadSoft Collector 6.5.0.5.

Enhancements

- **58388:** It is now possible to connect Microsoft Cloud resources (Office 365) using Microsoft Graph REST API.
- **54550, 10362:** It is easier now to maintain ReadSoft Collector DB using “Run Maintenance”.
- **52564, 28387, 10108:** It is now possible to add a custom value when importing XML invoices.

Resolved issues

- **63149, 10809:** Resolved an issue using EWS in which PDF files were interpreted multiple times if an .eml file was included as an attachment in the same email.
- **57379, 10492:** Attachment folder info was not updated in the log.
- **57396, 10507:** The latest XML definitions could not be selected during import if there were more definitions than could fit on the current screen.
- **55734, 10450:** Only one of multiple emails that had an attachment with the same name could be processed if SaveMailContentToFile=1.
- **55680, 10451:** It took considerable time to show the supplier list in the XML mapper.
- **55635, 10445:** Emails were processed out of order.
- **54562, 10330:** The output dimensions for the PDF body in Collector were incorrect for a sample PDF.

Kofax ReadSoft Collector 6.5.0.4

This section lists enhancements and bug fixes introduced to the product in Kofax ReadSoft Collector 6.5.0.4

Enhancements

- **51940:** The perceptive doc filter has been upgraded to version 11.4.0.2822.
- **49322, 9670:** It is now possible to use a value outside of line items as a condition to be able to extract them.
- **48591, 9551:** It is now possible to process XML invoices even though they contain text/XML embedded as a file.

- **48335, 9512:** It is now possible to use different images for XML invoices depending on the situation (that is, embedded, from email, or newly created automatically).
- **46373:** The Finvoices 3.0 XML profile is now supported.
- **45038:** Supplier numbers are no longer duplicated when using SmartXML.
- **44759:** TLS 1.2 has been added as a SecurityProtocolType option for Exchange server communication in the [General] section of Collector.ini.
- **41473:** It is now possible to separate email attachments into multiple invoices if the invoices are separated by blank pages.
- **41284:** PDFSharp has been replaced by Atalasoft for PDF creation.
- **41031:** Support has been added for Microsoft SQL 2017.
- **39811:** Using XSL now works with a child node if there is a namespace.
- **28387:** Email from specific senders or entire domains can now be blocked.

Resolved issues

- **53248, 10169:** Resolved an issue in which the job name was not updated after rerouting an XML invoice to another profile.
- **50654, 9868:** Resolved an issue where it was not possible to process digitally signed emails using EWS.
- **48234:** Emails with broken PDFs are now moved to the error folder instead of causing Interpret to fail.
- **41931, 8740:** Resolved an issue in XML maintenance, in which XML invoices with "invoice object missing" status could not be deleted.
- **40473:** Resolved an issue in which it was not possible to filter fields in the XML Mapper.
- **29800, 8993:** Resolved an issue where changes to an XML definition in the XML mapper affected all XML invoices belonging to the parent XML profile.

INI file changes

This section lists the changes that apply to COLLECTOR.INI:

- SaveMailContentToFile has been added to the [Settings] section
- SaveMailContentFilePath has been added to the [Settings] section
- SecurityProtocolType has been added to the [General] section

Kofax ReadSoft Collector 6.5.0.3

This section lists enhancements introduced to the product in Kofax ReadSoft Collector 6.5.0.3

- **48234:** Emails with broken PDFs are now moved to the error folder instead of causing Interpret to fail.
- **43458:** "It is now possible to have all pages in an invoice be numbered using AllPagesAreInvoicePagesInterpret in connection with Collector.
- **42569:** The OAuth 2.0 protocol is now supported for Exchange Online Web Services.

Kofax ReadSoft Collector 6.5.0.2

Enhancements

- **40473:** It is now possible to filter fields in the XML Mapper.
- **39811:** It is now possible to work with child nodes when using XSL and there is a namespace.

Resolved issues

- **43897, 43458, 8886:** The AllPagesAreInvoicePagesInterpret setting was overridden in Kofax ReadSoft Collector.
- **41931, 8740:** In XML maintenance plugin, XML invoices with “invoice object missing” status could not be deleted.
- **29800, 8993:** Changes to an XML definition in the XML mapper affected all XML invoices belonging to the parent XML profile.

Kofax ReadSoft Collector 6.5.0.1

Kofax ReadSoft Invoices 6.0.1 is now supported.

Kofax ReadSoft Collector 6.5.0.0

This section lists enhancements introduced to the product in Kofax ReadSoft Collector 6.5.0.0.

- **34576:** The installer has been upgraded to WIX.
- **33445:** Microsoft Exchange Server 2016 is now supported for use with Kofax ReadSoft Collector.
- **32435:** It is now possible to save images with landscape layout when using SmartXML. This is accomplished using the new ColumnsLimitForLandscapeLayout flag in the [General] section in Collector.ini. Nine is the default setting, and it means that XML invoices with more than nine columns are displayed in landscape layout. Note that this does not work for ZUGFeRD XML invoices.
- It is now possible to stop emails with large attachments.
- Logging has been enhanced to allow support personnel a better opportunity to identify the problem.

Changes in behavior

This section describes changes in the product behavior since the previous release.

- Advanced rules can no longer be imported in the XML mapper.

Chapter 3

Main business functionality

These are the main business features in Kofax ReadSoft Collector:

Process XML invoices

Invoices in the form of XML files can be collected by Kofax ReadSoft Collector 6.5.0.11 (by email or directly from a file folder) and processed in connection with Kofax ReadSoft Invoices 6.1 or later. The following XML standards are supported specifically:

- Swefaktura
- Finvoice
- E2B
- OIOXML
- OIOUBL
- ESXML
- ebInterface
- Facturae
- ZUGFeRD
- Fattura

However, even invoices that do not use a supported standard or one that use incorrect standard can still be processed by teaching the system what to look for using the XML mapper in Optimize.

For more information on how to process XML invoices, refer to the ReadSoft Invoices help.

Process invoices received by email

ReadSoft Collector allows you to use incoming email as the source for data capture. All attachments from the received invoices that match configured criteria are handed over to the Kofax ReadSoft Invoices system for interpretation and further processing.

Mail protocols

ReadSoft Collector makes it possible to connect and retrieve email and attachments from mail servers that support these standard messaging protocols:

- MAPI or Messaging Application Program Interface (example: Microsoft Exchange Server)
- IMAP or Internet Message Access Protocol (example: Lotus Notes)
- EWS or Exchange Web Services (example: EWS Managed API works with all versions of Microsoft Exchange Server starting with Exchange 2007 SP1)
- EWS with OAuth 2.0

It has not been possible to certify or guarantee all possible MAPI or IMAP configurations in connection with all available mail servers. However, these mail servers have been tested successfully:

- Microsoft Exchange 2010 (MAPI and 64-bit clients are not supported-use IMAP in that case instead)
- Microsoft Exchange 2013 (as of HF8)
- Gmail
- Lotus Notes Domino Server
- Office 365 (Use IMAP or EWS. This off-premise solution is dependent upon an internet connection and performance is not guaranteed)

Input source

ReadSoft Collector can configure and use different input sources, you can define which email profile (MAPI) or which server and account (IMAP) must be used to retrieve emails. Different jobs in ReadSoft Invoices can be connected to different input sources, making it possible to simultaneously retrieve email from different mail servers or different profiles. Input sources can also be configured to retrieve XML invoices direct from a file folder.

Old email file format

For backward compatibility, ReadSoft Collector supports the reading of files from the file folder in the format used by the old EMAIL solution. However, this is not the recommended way to import data into the system, but it may be the only choice for some solutions, such as an integration with HP MFP.

Filter supported file attachments based on file extension

ReadSoft Collector can provide preliminary filtering of email attachments based on the file extension. By listing attachment extensions in the Accepted or Ignored lists, you can let the system know which types of attachments to process as valid documents (for example, PDF, TIFF, PNG, XML, and so on) and which ones to ignore (for example, TXT, LOG, HTML, etc.)

Chapter 4

Installation and upgrade

The installation package for Kofax ReadSoft Collector must be downloaded from the Kofax ReadSoft Customer Portal.

Note The latest hotfix should always be used with Kofax ReadSoft Invoices.

The installation program performs all required deployment actions.

License

Kofax ReadSoft Collector does not require any special license key and can be installed on any Kofax ReadSoft Invoices system that meets the system requirements.

Compatibility

Kofax ReadSoft Collector 6.5.0.11 can only be used with Kofax ReadSoft Invoices 6.1 or higher.

Chapter 5

Configuration and administration

The following features help in configuration and maintenance of Kofax ReadSoft Collector with Kofax ReadSoft Invoices.

Database Maintenance tool

Kofax ReadSoft Collector has a database maintenance tool that is installed as part of the solution to help administrators perform basic configuration tasks such as creating and maintaining the configuration database.

ReadSoft Collector configuration

ReadSoft Collector general settings, such as the location of attachment folders, and the administration of input sources and logging settings can be configured using a special ReadSoft Collector configuration wizard. The wizard is accessible from the Plugins menu in Kofax ReadSoft Invoices Manager module, as well as from the Interpret Job settings.

ReadSoft Invoices job configuration

ReadSoft Invoices Interpret jobs can be configured to use ReadSoft Collector by selecting ReadSoft Collector in the Data source extension field on the Source page of the dialog. All job-specific parameters, such as whether to treat attachments as one document, which attachment-file extensions to accept or reject, which user-defined variables to initialize, and whether to rename received mail attachments before passing them to ReadSoft Invoices are defined here in subsequent dialogs.

Chapter 6

Customization

This chapter provides you brief information about custom plug-ins in Kofax ReadSoft Collector.

ReadSoft Collector's functionality can be enhanced with the help of custom plug-ins. There are at least six main scenarios in which customization may be required.

- The conversion of file attachments from a non-supported file format (Word or Excel, for examples) to another supported format (such as PDF).
- The preliminary validation of file attachments (for example, to see whether the received PDF files are in a format that is supported by Kofax ReadSoft Invoices).
- The sorting of file attachments and the rerouting of certain files to other systems (for example, workflows or archiving solutions) instead of sending all files to ReadSoft Invoices.
- The extraction of additional data from email and / or file attachments to pass to ReadSoft Invoices (initializing UDVs, Queues, Buyers, etc.).
- The handling of signed and / or encrypted emails.
- The replacement of the standard auto-generated invoice image from XML data with either a custom generated image or the one received from the supplier.

There is no built-in support for these tasks in ReadSoft Collector itself. However, there is an infrastructure in place that allows ReadSoft Professional Services and ReadSoft Partners to build separate custom plug-ins using required business logic. In simple terms, ReadSoft Collector configuration tools provide activation mechanisms that make it possible to easily configure these plug-ins and incorporate them into the ReadSoft Collector flow.

Note For plug-ins that were used with Kofax ReadSoft Collector 6.2 to work with Kofax ReadSoft Collector 6.5, references must be updated and the plug-ins must be recompiled.

Chapter 7

Translations

Kofax ReadSoft Collector is available in the same languages as Kofax ReadSoft Invoices.

Note The desired language setting must be specified in the `eilocal.ini` file available at: `C:\Users\Public\READSOFT\INVOICES` for ReadSoft Collector to display the strings in that language.

Chapter 8

Limitations

System requirements and general limitations are listed in *Kofax ReadSoft Collector Installation Guide*.

- Functionality related to using the email's HTML body text as an appendix to the invoice does not work in connection with input sources that use the old IMAP input protocol(that is, nsoftware). However, it has been fully implemented for other protocols and IMAP using Limilabs (recommended).
- Silent upgrade does not work with Kofax ReadSoft Collector. A two-step workaround is to use silent uninstall and then silent install.
- Encrypted and digitally signed emails are not supported by the current release.
- Microsoft SQL Server is required to store ReadSoft Collector configurations. Oracle is not supported.
- Input-source names cannot include the apostrophe (') character.
- Multi-page PDF or TIFF documents containing several invoices in one file separated by bar-codes are not supported by default. However, you can save to disk using the plug-in, SaveEmailAttachmentsToDiskOnlyPlugin.dll.
- When using the SaveEmailAttachmentsToDiskOnlyPlugin.dll plugin to save attachments to disk together with PDF that contain ZUGFerd-XML, the plug-in moves the XML attachments and leaves the PDFs. As a result, the XML files are imported without the original files (PDFs').
- Kofax ReadSoft Invoices Interpret module must be run under the domain user account in order to use MAPI protocol.
- The Outlook integration feature cannot provide a valid link to the erroneous email in an email error log message if Interpret is run as a service. In addition, for the links to work, both emails need to be opened on the same computer where interpretation was performed.
- ReadSoft Collector cannot simultaneously receive emails from two different jobs connected to two different MAPI profiles. If more than one job needs to be configured and run at the same time, the MAPI input sources must use the same MAPI Profile.
- When configuring a MAPI input configuration in ReadSoft Collector, you must log in to the computer with the default profile that receives the incoming email in the mail application on the computer. Domain or local administrator rights are not sufficient to configure the input source.
- Using MAPI when running Interpret as a service is not recommended. If used, only one instance of the Interpret module can be run at a time. In addition, you cannot have two instances running on separate machines either when running Interpret as a service since there is no way to keep the interpretation

engine from running a MAPI job, and MAPI jobs cannot be run at the same time. If you need or want to use multiple instances of Interpret, use IMAP.

These settings may be suitable in a system where multiple Interpret instances are used in connection with IMAP (For more information, refer to the INI-file help).

The default value for all three settings is 0 when using a single instance of Interpret per input source system:

- **SystemWideMutexTimeout** = 120

This setting serves to synchronize Interpret instances in terms of email server access.

Synchronization is on the Input source level, meaning that only one Interpret instance can access the input folder for an input source at any given time.

- **MoveEmailTimeOut** = 120

This setting is meant to reduce the number of times when an Interpret instance terminates before it has completed processing an invoice. Once the specified amount of time has elapsed, any Interpret instance can take an invoice for processing. As a result, this setting should be set to a time span that is greater than the maximum time needed to process a mail in the system.

- **EmailProcessingTimeout** = 300

To keep invoices from being reprocessed, this setting determines the amount of time all Interpret instances consider an email to be quarantined after it has been completely processed (when all Interpret instances view it as having been moved to the processed or error folder).

Timeout values are all specified in seconds.

Note When you test the system before going system wide with multiple Interpret instances per input source, it could be advantageous to use the default settings during testing so that you do not have to wait for mails to timeout before you can reprocess them (since the timeouts are immediate, the default setting is 0).

- The maximum path length when saving an attachment from an email is 260 characters. This limit is imposed by the operating system. For more information, refer <http://blogs.msdn.com/b/bclteam/archive/2007/02/13/long-paths-in-net-part-1-of-3-kim-hamilton.aspx> .
- Batch mode is not supported in connection with XML invoices.

Chapter 9

Known issues

There are a number of known issues in the system. The development team is working to resolve them.

- **11919:** Using single quotation marks in the name of an input source results in an endless loop. To avoid this, only use letters and numbers in the names of input sources.

- **3184:** Importing files in the old EMAIL format may cause a looping effect if an invoice references two or more image files with the same file name.

Workaround: Avoid using the same file name for different images belonging to one invoice (old EMAIL format).

- **3091:** Simultaneous adjustment of the job configuration from Manager and Interpret modules may generate an error message.

Workaround: Avoid adjusting the same job using two Kofax ReadSoft Invoices modules at the same time.

- When running multiple Interpret instances, deadlocks may be seen in the SQL Server Profiler. They are consequently reported in logs on the debug level, as well, but this does not affect the functionality of the product.

- Fields that have been added can be removed, but deleting fields from the Layouts tab of the XML Maintenance dialog is not generally recommended. The layout is a superset of all fields that are included in at least one XML profile. If a field has been deleted and an XML invoice is processed from which the field should be extracted, the invoice will end up in the Error folder. If this happens, the field must be added to the layout again in the correct field group (For more information, refer to Kofax ReadSoft Collector error log), and the XML file must be rerun.