Kofax Import Connector

Release Notes
Version: 2.7.0

Date: 2018-12-17

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About this release

The release notes give you information about Kofax Import Connector 2.7.0. 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 2.7.0 is 2.7.0.0.0.4599. It appears in the About window.

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 now available online at the following location:

https://docshield.kofax.com/Portal/Products/en_US/KIC/2.7.0-wxv16nxbqj/KIC.htm

To launch the online help for the installed version of the product, click the Help icon on the application.

Offline documentation

To access the documentation offline, you can download it from the Kofax Fulfillment Site.

The documentation ZIP file (KofaxImportConnectorDocumentation-2.7.0_EN.zip) includes both help and print folders. The print folder contains all guides, such as installation guide and administrator's guide. The help folder contains helps for KC Plug-In and Message Connector.

1. From the Kofax Fulfillment Site, download the KofaxImportConnectorDocumentation-2.7.0_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
     ```
   - 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 2.7.0.

Operating System support

This version of Kofax Import Connector supports Windows Server 2019.

Configure proxy server

In Message Connector Configuration Utility, use the **EWS Proxy settings** tab to configure a proxy server for an EWS connection.

Enable impersonation

When configuring mailbox import settings, you can enable impersonation for EWS connections.

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

Added support for Adobe Experience Manager

You can use Adobe Experience Manager 6.3 for flattening XFA forms.

Note You can also use Adobe LiveCycle, if supported, for the conversion of XFA Forms.

Normalization of PDF to PDF/A formats

In KC Plug-In, you can select the **Output PDF format** for the normalized PDF files. Default format is PDF/A-1b.

Delete empty folders

When configuring folder import in KC Plug-In, you can choose to delete the empty subfolders after importing the files.

New message fields

Following are the new message fields:

- `KfxMessageNumberOfPagesImportedForBatch`: Provides the number of pages in the imported files.
- `KfxMessageNumberofRemovedBlankPages`: Provides the number of blank pages removed from the imported files.

Enhanced scripting interface

The `IDocumentConverterScript` scripting interface in `DocumentConverter()` API can additionally do the following:

- Append body of a message to individual attachments
- Extract zipped archive files
- Convert documents to PDF and/or TIFF format
- Concatenate multiple PDF documents to a single PDF/A document
- Concatenate multiple password protected PDF documents to a single PDF/A document
- Convert password protected PDF files

The **Rerouting Script Path** field name is changed to **Rerouting\Document conversion script path**. This field is placed in **Additional settings** tab of KC Plug-In **Destination configuration**,

For more details, refer *Kofax Import Connector Developer Guide*.

Convert body with message header using Microsoft Office

When normalizing EML files to PDF, you can use Microsoft Office to convert body along with the message header.

Note Microsoft Office must be installed on the computer where Message Connector is running.

RelativeImageFilePath attribute

A new attribute, `RelativeImageFilePath`, is added to the Kofax XML. This attribute contains the path of the external files which are referenced in XML. The files specified in Page elements are imported from the path.

For more details, refer *Kofax Import Connector Developer Guide*.

Enable/disable attachment list from message header

A new parameter, `EnableAttachmentList`, is added to the `GENERAL` section of KFXConverter.ini file. If set to False, this parameter removes the attachment list from the message header of the output file.

Resize table column width for input HTML files

A new parameter, `FixedColumnWidths`, is added to the `HTML2PDF` section of KFXConverter.ini file. By default, this parameter resizes the table column width in the output PDF file as per the content in the tables of input HTML file.

Configuration in Import Mapping

A new column, **Capture default**, is added to the table in the **Import Mapping** tab of KC Plug-In. This column displays the values that are defined in the Kofax Capture batch class. Any mapping configured in **Value** column overrides the mapping in the **Capture default** column. You can also remove all the mappings from the Batch fields/Folder fields/Document fields.

Improved notifications for failed import

Detailed description is added to the errors messages for the files that are not successfully imported in Message Connector. Following table lists the improved error messages.

Reason for error	Error message
Input PDF file is corrupt or invalid	PDF to TIFF Conversion Error: Input PDF file is corrupt or invalid.
Input PDF file is a PDF Portfolio	PDF to TIFF Conversion Error: Input PDF file is a PDF Portfolio.
Input PDF file is password protected	PDF to TIFF Conversion Error: Input PDF file is password protected.
Input PDF file contains XFA forms	PDF to TIFF Conversion Error: Input PDF file contains XFA forms.

Reason for error	Error message
Input PDF file contains only blank pages	All pages in the message were blank and were removed.

Exchange Server throttling policies

Brief description about Exchange Server throttling policies is added to *Kofax Import Connector Installation Guide*. This also includes information about general throttling policy parameters and errors that are relevant to Kofax Import Connector.

Filter source IP addresses for SMTP connections

You can define filters in Message Connector to provide additional security. These filters allow SMTP connection requests from authentic IP addresses and avoid/reject requests from unsolicited IP addresses.

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

Changes in behavior

This section contains information about differences in behavior between Kofax Import Connector 2.7.0 and previous releases.

Processing XML attachments when rendering is disabled

Processing of a message with an XML attachment along with the following configuration in KC Plug-In **Destination configuration** results in a document conversion error:

- The **Convert to** field is set to `PDF` or `TIFF`.
- The **Message rendering** option is not selected.
- In the **Skip converting files with formats** field, `.xml` is not specified.
- The **XML mapping** option is set to **Simple**, **Generic** or **None**.

On applying the FIX 9265 on Kofax Import Connector 2.6.0.3, Message Connector imports the attached original XML file as an eDocument instead of resulting in a document conversion error. This is not compatible with Kofax Import Connector 2.6.0.3 or lower versions as some user expects a conversion error.

With the installation of Kofax Import Connector 2.7.0, the functionality added with the FIX 9265 will be reverted to Kofax Import Connector 2.6.0.3 or older version.

To avoid document conversion errors due to disabling of XML rendering, skip the conversion of XML files using the following steps:

1. In KC Plug-In **Destination configuration**, click the **Advanced Conversion and Import** tab.
2. In the **Skip converting files with formats field**, specify `.xml`.
3. Click **OK**.

Installation requires Windows update

Proper installation and functioning of Kofax Import Connector 2.7.0 requires Universal CRT which is a Windows component. Make sure that you install the latest Windows update before running the Kofax Import Connector setup.

KC Plug-In installation does not require connection to Kofax License Server

You do not need to connect to the Kofax License Server for installing KC Plug-In.

TLS 1.0 disabled in Message Connector

For security reasons, TLS 1.0 is now disabled in Message Connector. You can use TLS 1.1 or later version.

H.323 protocol disabled

In Message Connector configuration, the H.323 protocol in the **List of Call Peers** tab is now disabled by default.

KC Plug-In: Downgrade to Kofax Import Connector 2.6 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, you need to do the following if you want to downgrade Kofax Import Connector 2.7.0 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 2.7.0 with the parameters of Kofax Import Connector 2.6.0 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 2.7.0	Parameters of Kofax Import Connector 2.6.0 or older version
<DocumentImportMessageHeader> EMAIL_HEADER_EXCLUDE </DocumentImportMessageHeader>	<DocumentImportMessageHeader>false</DocumentImportMessageHeader>

Parameters of Kofax Import Connector 2.7.0	Parameters of Kofax Import Connector 2.6.0 or older version
<DocumentImportMessageHeader> EMAIL_HEADER_INCLUDE </DocumentImportMessageHeader> or <DocumentImportMessageHeader> EMAIL_HEADER_INCLUDE_ EMBEDDED </DocumentImportMessageHeader>	<DocumentImportMessageHeader>true</ DocumentImportMessageHeader>

Resolved issues

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

Messages with XML attachment issue

When importing messages with XML attachments, and rendering was disabled, the original XML files were imported instead of throwing a document conversion error. (1222496)

Inline images treated as attachments

In certain emails, inline images were extracted and treated as attachments. (1210120)

Notification mail issue

Notification mails were not sent to the originator if the originator email address contained apostrophe (') character. (1198516)

Kofax Capture XML processing issue

Kofax Import Connector was not able to process Kofax Capture XML files that had a ZIP file. (1194688)

Failed to retrieve messages

When importing messages in Kofax Capture using XML import, specific messages failed and resulted in the `Failed to retrieve message content from server` error in Message Connector. (1179178)

Original XML files not imported

Original XML files were not imported if the **Save to Disk** option was enabled. (1179167)

Image resizing not working

Image resizing using the configurable parameter in KFXConverter.ini was not working for some image files. This resulted in data loss. (1170399)

Word document conversion issue

When a Word document containing a QR Code was converted to TIFF using KFXConverter, the QR Code was missing in the output file. (1167222)

Grouping issue for emails and attachments

It was not possible to concatenate email bodies (including nested emails) as one output file and all attachments also as one output file. (1137843)

Double extension trigger file issue

The files were not imported when a trigger file mask with a double extension was used along with the **Files in the same directory with the same base name** option. (1135831)

New parameter in KFXConverter.ini file

The `ResizeLargeImages` parameter in KFXConverter.ini was not added with the setup. (1123753)

Links corrupted in attached original MSG file

When the **Include complete message as MSG file** option was selected in KC Plug-In, the links in the attached MSG file were corrupted. (1110185)

EWS connection issue

When angular brackets (<, >) characters were used in Exchange Server password, EWS was not able to communicate with the mailbox. (1108293)

PDF import issue with Standard conversion engine

Specific PDF file was not imported in Message Connector when **PDF to PDF/A conversion engine** was set to **Standard**. (1106622)

TIFF file conversion issue

Specific TIFF files were not converted to PDF unless they were resized. (1106507)

VCF files were not skipped

If VCF files were configured to skip import and conversion, such files were still imported, and resulted in a conversion error. (1106216)

Email conversion issue

The page width of emails was skewed and images in emails were cropped at the time of document conversion. (1105141)

Attachment conversion issue in specific portfolio PDF

Attachments in specific portfolio PDF files were not extracted and converted. This resulted in data loss. (1081852)

Special characters conversion issue

When converting HTML files using KFXConverter, special characters were converted to squares. (1079936)

XLSB file conversion issue

XLSB files were not converted by KFXConverter and resulted in a conversion error. (1078299)

Portfolio PDF conversion issue

Conversion of PDF attachments in a Portfolio PDF files failed with conversion error. (1074997)

Original mails not included in notification emails

The original message file were not attached to the conversion failure notification emails even if the **Attach original message** and **Include complete message as MSG file** options were selected. (1059444)

PDF files not imported with Web Service import

Message Connector could not import PDF documents using the web service import option. (1058113)

IMAP mailbox connection issue

If the processed folder name had space characters, Kofax Import Connector was not able to connect to an IMAP mailbox. (982515)

MS Office documents conversion issue

Kofax Import Connector was not able to convert MS Office documents and resulted in a document conversion error. (978696)

Shared mailbox access issue

Shared mailbox access was rejected with the `(401) Unauthorized` error. (977425)

Email component stops working with specific email

Email component stopped working when a specific email was imported and resulted in halting the complete email import process. (977095)

Conversion issue for embedded images in emails

Images were not converted completely when converting emails containing embedded images from external sources. (976313)

Email normalization failed with error

Email (HTML) files normalization failed using the **Standard (Recommended)** option in Message Connector. (976121)

Empty batch created for failed messages

KC Plug-In created empty batches for the messages which were not successfully imported in Message Connector. (974855)

Attachment files conversion issue

Attachment file with filename having blank spaces in beginning or end failed conversion. (966155)

Embedded images from external sources conversion issue

The embedded images linked to external sources in messages were not downloaded at the time of conversion. (966112)

Lotus Notes subfolders not processed

Kofax Import Connector was not able to process Lotus Notes subfolders. (965958)

Files deleted before import

With some specific configurations, the files were deleted before they were imported in Kofax Capture. (958789)

Messages import failed after installing fix

After installing KIC 2.5.0.4 and applying specific fix, more number of message import failed with `Could not import` error. (957863)

Script automatically created new batch

The ReRouteThrowException.cs script file automatically created batch and deleted it. This resulted in a skipped Batch ID number when a batch was created manually. (917975)

XFA files normalization issue

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

Message import failed

Messages import failed randomly with the `Message contains fields which cannot be mapped` error. (903311)

Right border of image not converted

Right border of an embedded image in an email body was missing in the converted file. (902882)

Extra layer/image moved to new position

Document conversion moved the extra layer/image on top of an embedded image to a new position. (902881)

Blank message fields in notification emails

Some message fields such as KfxMessageAttachmentlist were blank in the message failure notification emails. (902874)

Temp folders files not deleted

Kofax Import Connector did not deleted the temp folder contents and resulted in disc space issues. (886123)

RightFax user extension number issue

For RightFax, if the extension number of a user is more than nine, it may not be displayed correctly. This is a third-party API restriction and the issue cannot be fixed. (724238)

File name or folder name with non-conform characters to Windows

In zip files, if there were folders or files with names containing characters which are not allowed in Windows, the conversion failed or resulted in data loss. (728936)

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.

Skip conversion is case sensitive for root XML documents

In case of incoming root XML documents, the skip conversion feature acts as case-sensitive. That is, if the extension of an incoming root XML does not exactly match with the extension specified in KC Plug-In, the XML file is not skipped. (1223570)

For example, if `.XML` is specified in the **Skip converting files with formats** field, then an incoming file with extension .xml will not be skipped.

> **Note** For other formats, the skip conversion feature is not case-sensitive.

Workaround: To skip the conversion of root XML documents, specify the following string in the **Skip converting files with formats** field:

```
.Xml .xMl .xmL .XMl .XmL .XML .xml
```

KC Plug-In stops working with VRS settings

On a computer where Kofax Capture 11.0 and Kofax Import Connector 2.7.0 are installed, KC Plug-In may stop working when configuring the VRS settings. (1221534)

Workaround: Update VRS version to VRS 5.1.1 and install the Fix Pack 12.

Offline help not displayed correctly in Internet Explorer 11

If the Message Connecter 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. (1091840)

Workaround: Use other browser such as Chrome or Firefox.

Archived XML getting modified

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

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 be extracted from the PST file, but some information may be missed from the MSG files. (120375)

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 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

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: (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 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: (110565)

```
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.