

Kofax Import Connector

2.1.0

Release Notes



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Introduction

These release notes include information about the following regarding Kofax Import Connector:

- New features
- Changes in behavior
- Resolved problems
- Known problems
- Additional resources

Please read these notes carefully because they contain information that is not included in the Kofax Import Connector documentation.

New Features

This release provides the following new product features. For more detailed information on the features, see the Kofax Import Connector documentation.

Support of Exchange Web Service

Kofax Import Connector can now import documents from Microsoft Exchange Server via Exchange Web Services (EWS). This new connector is very similar to existing connections to mail servers via IMAP or POP3. It is also configured in the same way. The following Exchange versions are supported for EWS:

- Microsoft Exchange Server 2007 SP1
- Microsoft Exchange Server 2010

Vertical Scaling

KC Plug-In can now be configured to run in multiple process instances. Increasing the number of parallel process instances can improve the performance; however, more hardware resources are necessary. If the resources are not available, additional processes will not start. You can configure this behavior via Kofax Capture Administration: **Electronic Documents > Configuration > Kofax Capture Settings > Number of KIC process instances**. Up to 8 process instances can be configured. (SPR00092725)

The parameter "Import pool size" is now deprecated. Use the default value (1).

Note With multiple processes running in parallel, your batch structure might change. E.g., if a customer always copies a group of 5 documents to the import folder, has a batch size of 5 configured, and expects to see the group in one batch, this will not work. The documents will be split among processes and each creates its own batch. In such cases where batch structure should be constant, trigger files should be used in conjunction with vertical scaling. This will ensure that only one KC Plug-In process can access the imported content at any given time.

Support of Compressed Files

Kofax Import Connector can now be configured to automatically extract compressed files and send only decompressed content to Kofax Capture. The following formats/extensions are supported: zip, rar, 7z, tar, gzip. Extraction happens before regular document conversion, i.e., a Word document extracted from a zip file can be further converted into PDF. Extraction is repeated if the extracted file is another compressed file (e.g., zip within zip), until all compressed files are extracted. (SPR00096208)

The following restrictions apply:

- Password-protected compressed files are not supported.
- Archives split to multiple volumes are not supported.

- EML documents from compressed files are not subject to further extraction/ document conversion.
- If the extract ends without an error, the compressed file is discarded. When archiving to folder is enabled, the extracted files are archived, not the compressed ones.

This feature must be enabled in Message Connector configuration: **Document Conversion tab > Enable Decompression.**

Ignore Incoming Messages via Script

It is now possible to ignore incoming messages via script without creating an alert message. (SPR00101789)

You can perform checks and ignore messages with scripts that implement the `IDocumentScript2` interface. To ignore a message, throw an exception of the type `ScriptIgnoreMessageException` with the desired description as an argument. In order to work correctly `ScriptIgnoreMessageException` needs to be thrown from the function `ManageMessageFiles`. Optionally, when throwing the exception you can also select not to send a notification and not to archive the message by passing `false` as value for `doNotifyArchive` in the exception constructor. Similar to `reject`, `ignore` causes the message not to be imported into Kofax Capture. The difference is however, that `ignore` will send a positive confirmation back to Message Connector and provides the option to turn off archiving and notifications for such messages.

Support of Custom Extensions When Defining XML Type in KC Plug-In

When defining a new XML type in KC Plug-In, the open file window no longer restricts the file selection to XML files (*.xml). You can now also list and select OPEX files (*.oxi) and all files (*.*). (SPR00105118)

However, Message Connector must be also configured to handle such files as XML. Start Message Connector Configuration, go to the “Structured (XML) Input Handling” tab and add the extension to the Types field. The Types field is a comma or blank separated list of MIME types or file extensions that should be treated as XML documents for the purpose of automatic schema validation. For example, for OPEX files, use the following value:

- text/xml, .xml, text/oxi, .oxi

Importing Trigger Files

In previous release, when importing files from a folder using trigger files, the trigger file itself was not imported. With this release, you can now configure to import the trigger file along with the “triggered” files. (SPR00105117)

This behavior is controlled by a new check box, `Import trigger file`, in the `Advanced` tab of the `Folder Import Settings` window (KC Plug-In configuration).

Resolved Problems

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

Normalization Can Fail for Large TIFFs

Previously, performing image normalization of large TIF files with ImageMagick was a memory-intensive operation that might have failed because of insufficient memory. With this release, TIF images are split to pages and each page is converted individually. (SPR00070539)

Message Connector May Crash with SSL and Multiple Connections

When using multiple connections to a single Message Connector with SSL enabled, Message Connector might have crashed due to a problem in OpenSSL (some OpenSSL functions are not thread-safe). In this release, we made sure that the affected functions are called only once inside lock. (SPR00093084)

Directory Traversal Attack in Message Connector Interface

Previously, the Message Connector web interface was vulnerable to the directory traversal attack. This security vulnerability has now been eliminated. (SPR00097128)

IMAP: Messages Not Kept on Server

Previously, the “Keep messages on server” parameter was ignored if more than one message was waiting in an IMAP inbox. Only the first message was moved to the Processed folder, the rest was deleted. In this release, the parameter behaves as expected, regardless of the number of messages in the IMAP inbox. (SPR00102746)

KC Plug-In Service Stops If Operating System Language Is Not English

Since Fix Pack 2.0.0.1, the KC Plug-In service stops soon after starting if the operating system language is not English. This problem is now solved. (SPR00102802)

Problems with Separator Sheets

Previously, when Kofax Capture was configured to use separator sheets, values at index level were not properly transferred to Kofax Transformation Modules. This problem is now resolved. (SPR00105260)

Changes in Behavior

This section contains information about differences in behavior between Kofax Import Connector 2.1.0 and previous releases.

Importing Messages with XML Content to Destination Without XML Type

If you are using destination without an XML type defined, XML attachments are no longer ignored. Instead, they are treated as any other attachment.

Import option	Behavior in Kofax Import Connector 2.0.0	Behavior in Kofax Import Connector 2.0.0 Fix Pack 1 and later
Import originals	XML content is ignored without error / warning	XML content is imported as eDoc
Import as PDF/TIFF without XML rendering	XML content is ignored without error / warning	XML content is imported as a document conversion error (conversion error page and XML as eDoc) because it could not be converted into PDF or TIFF. The message is treated like all other messages with document conversion error.
Import as PDF/TIFF with XML rendering	Message metadata are rendered into PDF / TIFF	Message metadata are rendered into PDF / TIFF (no change)

As a result, in rare cases, this inconsistent behavior allowed you to import content without any errors even if your configuration was incorrect. For example, when importing a message with a Kofax Capture compatible XML and a TIF file and using a destination without XML type:

- Kofax Import Connector 2.0.0 imports the TIF file without errors.
- Kofax Import Connector 2.1.0 handles this case as a document conversion error. You need to revise your configuration (e.g. route such documents to a destination with proper XML type).

Known Problems

This section contains information about potential problems that you could encounter while using Kofax Import Connector.

Restart Computer After Installing Kofax Capture

After installing Kofax Capture, restart the computer before installing Kofax Import Connector. If the computer is not restarted, the KC Plug-In service cannot start until the computer is restarted. A Windows application event log entry is created with eventID 38001: "KIC importer (Instance=0) Cannot start service, because there was an error initializing Kofax Capture Importer Pool." (SPR00113408)

Workaround: Restart the computer.

Application Error When Stopping KC Plug-In Service If VRS Is Used

When using VRS it may happen that DL91PDFL.dll generates an access violation exception after the KC Plug-In is stopped. However, document import is not affected, all documents are imported to Kofax Capture. (SPR00092408)

Workaround: Ignore the error message in the event log.

Single Message Connector Polled by Multiple KC Plug-Ins

The scenario where a single Message Connector is polled by multiple KC Plug-Ins is not supported. (SPR00092193, SPR00092174)

Message Connector Monitor and Internet Explorer 9

After updating from Internet Explorer 8 to 9, the Message Connector Monitor interface is not displayed properly. (SPR00091965)

Workaround: Disable Internet Explorer Enhanced Security Configuration.

Import from RightFax Server Fails

Certain fax messages from the RightFax fax server cannot be imported to Kofax Capture, with the error message "Compressed data error" or "End of image encountered". (SPR00092052)

Workaround: Use image normalization for the documents from RightFax server. To use image normalization for these documents only, create a new destination (e.g.: "Convert to:

TIF”, “Conversion Mode: Convert all content”, “Image format: 200 x 200 dpi”) and create a rule that sends RightFax documents to this destination.

PDF Files Created via Adobe LifeCycle Designer Not Supported

Certain PDF files that include Adobe XML Forms Architecture (XFA forms) created by Adobe LifeCycle Designer are not supported by Kofax Import Connector. These documents cannot be converted to TIFF.

Message Connector and Windows Server 2003 64-bit

The Message Connector service does not work on Windows Server 2003 64-bit systems because startup fails with a “logon failed” error. This results in a subsequent application error in tnMasterWinSrv.exe. (SPR00092501)

Workaround: Change the Windows “Log On” user for Message Connector service from system account to a local administrator.

Failure to Convert Word Documents with Microsoft Office 2010 64-bit

Converting a Microsoft Word document with Office 2010 64-bit can result in a document conversion timeout error. (SPR00112030)

Workarounds: Use one of the following solutions.

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

Installing Kofax Import Connector in Folder with Umlauts Not Supported

Do not install Kofax Import Connector in a folder with foreign characters, such as German Umlauts. (SPR00113463)

Additional Resources

This section gives information about Kofax resources that are available to assist you in using Kofax Import Connector.

Related Documentation

These release notes are a supplement to the following documentation:

- *Kofax Import Connector Administrator's Guide* - Provides information about configuring and maintaining the product.
- *Kofax Import Connector Installation Guide* - Provides information about prerequisites and installation procedure.
- *Kofax Import Connector Developer's Guide* - Provides advanced customization information, e.g. about web services interface or scripts.
- *Message Connector Help* - Provides a description of the monitoring and configuration user interfaces of Message Connector.
- *KC Plug-In Help* - Provides a description of the KC Plug-In user interface.

The PDF documents are available on your installation ISO in the Documentation folder. Updated revisions of the documents might be available on Kofax Support pages at www.kofax.com.

