

# ImageRight 6.4 Release Notes April 25, 2018

Vertafore is excited to release a new version of the ImageRight software. We have heard great feedback from our customers and are delighted to offer several new features and core system changes that will not only enhance user experience, but also help support growth strategies for your organization.

**Major Enhancements** 

Program	Enhancement	Description
Process Dashboards	Workflow View	<ul> <li>Added ability to view the active task data by workflow on the existing Groups panel by toggling between Workflow or Group.</li> <li>Managers now have the ability to visually identify work status by specific workflows.</li> <li>Task list improvements to display drawer, file type, document type and task count.</li> </ul>
Desktop, Browser Client	PDF Printer	<ul> <li>New ImageRight PDF Printer resolves many reported issues in the previous iterations of PDF printer.</li> <li>This is also backwards compatible with 6.3 and 6.2</li> <li>Printer is able to interact with Desktop and IRConnect.</li> </ul>
Browser Client	Functionality Permissions	<ul> <li>Added the ability to configure functional permissions to enable or disable features in Browser Client.</li> </ul>
Desktop, MS Add-in, Adobe Plugin, Export Utility, Outlook Interface, IR Connect, Email Receiver, Delivery Service, Import Service; Web Service	Office 2016 Certification	<ul> <li>ImageRight 6.4 is certified to work with Office 2016 (Installed version) and hosted exchange.</li> <li>Office 2016 and Hosted Exchange certified with ImageRight Client and Server Applications.         <ul> <li>Client applications - Office 2016 (32 bit only)</li> <li>Services with Office 2016 (64 bit only)</li> </ul> </li> </ul>
Email Receiver		<ul> <li>Added ability to split multipage TIF images while importing via Email Receiver in native format</li> <li>This is to allow clients that do not want images converted to PDF and access the image metadata, e.g. dates on jpegs</li> </ul>

Revised: 4.25.2018

<sup>© 2018</sup> Vertafore, Inc. and its subsidiaries. All Rights Reserved. Vertafore, the Vertafore design, AfW, AMS360, BenefitPoint, ClientConnect, Compliance Express, Engage, FinancePro, FSC Rater, ImageRight, Prevail Network, Producer Express, Producer Plus, ReferenceConnect, Sagitta, SilverPlume, Sircon, Sircon for States, TransactNOW, and WorkSmart are all registered trademarks of Vertafore, Inc. or its subsidiaries. Third party marks belong to their respective holders.



Program	Enhancement	Description
Deployment	Deployment Improvements	<ul> <li>When installing ImageRight Installer you are now able to select the type of logon account and the ability to disable or enable SSL.</li> </ul>
Application Server	Attribute Encryption for PII data	<ul> <li>Added the ability to encrypt an attribute containing PII information so that the information is encrypted and securely stored in the database.</li> <li>This option should be only used for attribute containing PII data.</li> <li>When considering usage of this option, there are certain backup procedures that need to be in place or you may risk losing data. Please contact ImageRight Product Management team to get more information.</li> <li>Note: The EA version of this feature is not available for WorkSmart Online customers.</li> </ul>



## Contents

Introduction	9
Important Notes	9
PDF Features	9
Microsoft .NET Framework 4.5.2	9
Microsoft Office Documents – Editing in WebDAV	9
Known Issues with Browser Client	10
Image Retrieval using WCF	10
Microsoft Office	10
Third Party Support Life Cycle Expirations	11
UAC Settings for Installers	12
Installing Applications with UAC Enabled	12
Release – 6.4 Patches	12
Application Patch 4/25/2018	12
IREmailRcv.Patch.6.4.41.4095.msp	12
IRImportService.Patch.6.4.41.4095.msp	13
IRDeliverySvc.Patch.6.4.41.4095.msp	13
IRMicrosoftAddin.Patch.6.4.41.4096.msp	13
Application Patch 3/3/2018	13
IRDesktop.Patch.6.4.41.4094.msp	13
IRDeliverySvc.Patch.6.4.41.4094.msp	14
IRExportUtility.Patch.6.4.41.4094.msp	14
IRMicrosoftAddin.Patch.6.4.41.4094.msp	14
IROutlookInterface.Patch.6.4.41.4094.msp	15
IREmailRcv.Patch.6.4.41.4094.msp	15
Application Patch 2/15/2018	16
IRAdobePlugin.msi - 6.4.41.4080	16
Application Patch - 12/1/2017	16
IRDeliverySvc.Patch.6.4.41.4092.msp	16



IRWebService.Patch.6.4.41.4092.msp	17
Application Patch - 11/17/2017	17
IRDesktop.Patch.6.4.41.4091.msp	17
IREmailRcv.Patch.6.4.41.4091.msp	17
Application Patch – 10/11/2017	18
Important Patch Note	18
IRAppServer.Patch.6.4.41.4084.msp	18
SagittaDataSync.Patch.6.4.41.4087.msp	18
IRWebService.Patch.6.4.41.4087.msp	19
Application Patch - 9/18/2017	19
IRAdobePlugin.Patch.6.4.41.4086.msp	19
IRDesktop.Patch.6.4.41.4086.msp	19
Image Service Release, August 25, 2017	20
Release 6.4, July 7, 2017	20
Browser Client	20
Business Process Reporting	21
Cache Server	21
Database	22
Desktop	22
E-mail Receiver	23
Imports	24
Installer Service	24
Enterprise Management Console	25
Export Utility	25
Master Server	25
Miscellaneous	25
Outlook Interface	26
PDF Printer	26
VSSO	26

Release - 6.3 Patches	26
Application Patch - 12/1/2017	26
IRDeliverySvc.Patch.6.3.29.1841.msp	26
IRWebService.Patch.6.3.29.1841.msp	27
Application Patch - 11/17/2017	27
IRDesktop.Patch.6.3.29.1840.msp	27
Application Patch - 10/11/2017	27
Important Patch Note	27
IRAppServer.Patch.6.3.29.1837.msp	27
SagittaDataSync.Patch.6.3.29.1839.msp	28
IRWebService.Patch.6.3.29.1839.msp	28
Application Patch - 5/5/2017	28
Application Server: IRAppServer.Patch.6.3.29.1832.msp	28
Desktop: IRDesktop.Patch.6.3.29.1833.msp	29
Email Receiver: IREmailRcv.Patch.6.3.29.1833.msp	29
Enterprise Management Console: IRAdmin.Patch.6.3.29.1833.msp	30
ImageRight Connect: IRConnect.Patch.6.3.29.1833.msp	30
Outlook Interface: IROutlookInterface.Patch.6.3.29.1833.msp	30
Application Patch - 3/16/2017	31
Important Patch Note	31
ImageRight PDF Printer: ImageRight.PDFPrinter.msi	31
ImageRight Connect: IRConnect.Patch.6.3.29.1831.msp	32
ImageRight Desktop: IRDesktop.Patch.6.3.29.1831.msp	32
Application Patch - 1/13/2017	33
ImageRight Email Receiver: IREmailRcv.Patch.6.3.29.1826.msp	33
Release - 6.3, December 23, 2016	33
Desktop	35
Document Converter	36
E-Mail Receiver	36
ImageRight PDF Printer	36

Imports	37
Object Capture Recognition (OCR) - EARLY ADOPTERS ONLY	37
VSSO	37
Browser Client	37
Release - 6.2 Patches	39
Application Patch - 10/11/2017	39
Important Patch Note	39
IRAppServer.Patch.6.4.41.4084.msp	39
SagittaDataSync.Patch.6.4.41.4087.msp	39
IRWebService.Patch.6.4.41.4087.msp	39
Application Patch – 5/5/2017	40
Application Server Patch: IRAppServer.Patch.6.2.23.1439.msp	40
Desktop Patch: IRDesktop.Patch.6.2.23.1440.msp	40
Email Receiver Patch: IREmailRcv.Patch.6.2.23.1440.msp	41
Enterprise Management Console Patch: IRAdmin.Patch.6.2.23.1440.msp	41
ImageRight Connect Patch: IRConnect.Patch.6.2.23.1440.msp	42
Outlook Interface Patch: IROutlookInterface.Patch.6.2.23.1440.msp	42
Application Patch - 3/16/2017	43
Important Patch Note	43
ImageRight PDF Printer: ImageRight.PDFPrinter.msi	44
ImageRight Connect: IRConnect.Patch.6.2.23.1438.msp	44
ImageRight Desktop: IRDesktop.Patch.6.2.23.1438.msp	44
Application Patch - 12/1/2016	45
Browser Server Patch: ImageRight.BrowserServer.Patch.6.2.23.1435.msp	45
Application Patch - 11/21/2016	46
Email Receiver Patch: IREmailRcv.Patch.6.2.23.1434.msp	46
Import Service Patch: IRImportService.Patch.6.2.23.1434.msp	46
Application Patch – 11/9/2016	46
Delivery Service Patch: IRDeliverySvc.Patch.6.2.23.1434.msp	46
Desktop Patch: IRDesktop.Patch.6.2.23.1434.msp	46

Export Utility Patch: IRExportUtility.Patch.6.2.23.1434.msp	47
Application Patch - 10/31/2016	47
Delivery Service Patch: IRDeliverySvc.Patch.6.2.23.1432.msp	47
Desktop Patch: IRDesktop.Patch.6.2.23.1432.msp	47
Export Utility Patch: IRExportUtility.Patch.6.2.23.1432.msp	48
Outlook Interface Patch: IROutlookInterface.Patch.6.2.23.1432.msp	49
PDF Printer Patch: ImageRight.PDFPrinter.Patch.6.2.23.1432.msp (for printe 6.2.1)	
Application Patch - 10/7/2016	50
PDF Printer: ImageRight.PDFPrinter.msi	50
Application Patch – 8/30/2016	50
Desktop Patch: IRDesktop.Patch.6.2.23.1425.msp	50
Export Utility Patch: IRExportUtility.Patch.6.2.23.1425.msp	51
PDF Printer: ImageRight.PDFPrinter.Patch.6.2.23.1427.msp	51
Application Patch - 8/17/2016	52
Desktop Patch: IRDesktop.Patch.6.2.23.1424.msp	52
Export Patch: IRExportUtility.Patch.6.2.23.1424.msp	52
Outlook Interface Patch: IROutlookInterface.Patch.6.2.23.1424.msp	52
Delivery Service Patch: IRDeliverySvc.Patch.6.2.23.1424.msp	52
Application Patch - 7/20/2016	53
Desktop Patch: IRDesktop.Patch.6.2.23.1421.msp	53
Application Service Patch: IRAppServer.Patch.6.2.23.1421.msp	53
Application Patch - 6/24/2016	53
Import Service Patch: IRImportService.Patch.6.2.23.1419.msp	53
Application Patch - 6/6/2016	53
Email Receiver Patch: IREmailRcv.Patch.6.2.23.1418.msp	
Release – 6.2, April 22, 2016	54
Browser Client	56
Business Process Reporting	57
Click Once	57

Conversion Framework	57
Desktop	57
Email Receiver	59
Full Text Search	59
ImageRight Printer	59
Imports	59
Management Console	59
Master Server	60
Microsoft Add-In	60
Miscellaneous	61
Scanner	61
WorkSmart Integration	61
Release - 6.1 Patches	62
Application Patch – 4/8/2016	62
Application Server Patch: IRAppServer.Patch.6.1.19.1442.msp	62
Desktop Patch: IRDesktop.Patch.6.1.19.1446.msp	62
Email Receiver Patch: IREmailRcv.Patch.6.1.19.1446.msp	63
Import Service Patch: IRImportService.Patch.6.1.19.1446.msp	64
Delivery Service Patch: IRDeliverySvc.Patch.6.1.19.1446.msp	64
Microsoft Add In Patch: IRMicrosoftAddin.Patch.6.1.19.1446.msp	65
Export Utility Patch: IRExportUtility.Patch.6.1.19.1446.msp	65
Application Patch - 3/3/2016	66
Desktop Patch: IRDesktop.Patch.6.1.19.1441.msp	66
Application Patch - 2/23/2016	66
BPR Patch: ImageRight.bpr.20.Patch.6.1.19.1438.msp	66
Application Patch - 2/16/2016	67
Browser Server Patch: ImageRight.BrowserServer.Patch.6.1.19.1437.msp	67
Application Patch - 1/11/2016	67
Import Service Patch: IRImportService.Patch.6.1.19.1433.msp	67

Release 6.1, December 7, 2015	67
Auditing	70
Browser Client	71
Business Process Reporting	72
Database Changes	73
Desktop	73
E-Mail Receiver	74
Keyword Lookup	75
Licensing	75
Enterprise Management Console	75
Microsoft Add-In	75
Miscellaneous	75
Retention Management	75
Workflow Studio	76
WorkSmart Integration	76
Release - 6.0 Patches	77
Application Patch - 2/9/2016	77
BPR Patch: imageright.bpr.20.Patch.6.0.15.1244.msp	77
Application Patch - 12/1/2015	77
Application Server Patch: IRAppServer.Patch.6.0.15.1249.msp	77
BPR Patch: imageright.bpr.20.Patch.6.0.15.1244.msp	77
Desktop Patch: IRDesktop.Patch.6.0.15.1248.msp	78
FTS Indexer Patch: IRFTSIndexer.Patch.6.0.15.1249.msp	78
Outlook Interface Patch: IROutlookInterface.Patch.6.0.15.1248.msp	78
Application Patch - 11/9/2015	78
E-mail Receiver Patch: IREmailRcv.Patch.6.0.15.1245.msp	78
Application Patch - 10/13/2015	79
Browser Server Patch: ImageRight.BrowserServer.Patch.6.0.15.1240.msp	79
Application Patch – 10/8/2015	79
Desktop Patch: IRDesktop.Patch.6.0.15.1242.msp	79



Application Patch - 9/23/2015	79
Browser Server Patch: ImageRight.BrowserServer.Patch.6.0.15.1238.msp	79
Application Patch – 9/9/2015	79
Browser Server Patch: ImageRight.BrowserServer.Patch.6.0.15.1235.msp	79
Desktop Patch: IRDesktop.Patch.6.0.15.1236.msp	80
Enterprise Management Console Patch: IRAdmin.Patch.6.0.15.1236.msp	80
Vertafore Image Service Patch: Vertafore.imageservice.Patch.6.0.15.1234.	msp 80
Release 6.0, July 24, 2015	80
ImageRight Browser Client (New Module)	80
Major Enhancements	82
Business Process Reporting	84
Click-Once	84
Desktop	85
E-Mail Receiver	86
Export Utility	86
Imports	86
Installs	88
Keyword Lookup\Index Module	90
Master Server	90
Microsoft Add-In	90
Migration Utility	90
Retention Management	90
Script Library	91
Workflow Processor	
Workflow Studio	91
Questions	92



## Introduction

The notes, which are divided by program name, in this document provide a record of changes (fixes and new features) made to the ImageRight programs.

## **Important Notes**

#### **PDF** Features

With the release of ImageRight 6.1, we added the ability to split multipage PDF documents into single pages. The original quality of the PDFs is maintained, and you have new and enhanced page-based control. With PDFs split, you can:

- Choose specific pages for distribution via e-mail, for downloading, or for printing.
- Reorder pages within a document to meet your needs.

You can now add annotations to PDFs in the same manner used to add annotations to TIFF images.

To introduce these new capabilities, a new PDF viewer was implemented. As a result, you may not have the ability to use bookmarks defined in the PDF from within the image viewer. You can open the PDF in its native viewer outside of ImageRight by clicking the "Edit in External Application" button on the viewer to perform such functions.

## Microsoft .NET Framework 4.5.2

With the release of ImageRight 6.0, all workstation and server computers *must have* Microsoft .NET Framework 4.5.2 installed to ensure the ImageRight components function as designed.

## Microsoft Office Documents - Editing in WebDAV

When using ImageRight Browser Client, Microsoft Office documents (Word, Excel, PowerPoint) can be edited and new versions created if the customer has a Web-based Distributing Authoring and Versioning (WebDAV) server hosted with Internet Information Services (IIS). The setup and maintenance of a WebDAV server is not a Vertafore responsibility.

This feature enables you to transmit Customer Data outside of the Vertafore Solutions. As provided in the agreement between Customer and Vertafore governing the Vertafore Solutions, Vertafore shall have no responsibility or liability in connection with the transmission of the Customer Data from the Vertafore Solutions and in connection with any subsequent storage,



access, or use of the Customer Data or otherwise in connection with the Customer Data outside of the Vertafore Solutions.

#### Known Issues with Browser Client

The following are known issues with the ImageRight 6.2 release. We will be working on resolving these in future releases:

- Checking out and editing Microsoft Office documents in the iPad is not currently supported.
- When you export an annotated page that was rotated and reimport it, the Browser Client does not properly show the annotations.
- In some cases, the last characters of text annotations may disappear as the content may not fit the frame within the Browser Client.
- Annotations are not viewable when viewing PDF within Chrome Browser using PDF plugins. It will render correctly when the PDF is opened in Native PDF viewer.

## Image Retrieval using WCF

Windows Communication Foundation (WCF) framework is used for image retrieval in ImageRight version 5.4 and later. The WCF streamed mode of transfer is very efficient when large images (100 KB or larger) are retrieved.

With the implementation of WCF, there are certain items that may require attention.

- Port 8090 must be made available on the computer where the ImageRight Application Server service is running. Content transmitted over port 8090 using WCF is encrypted automatically.
- Port 8082:
  - Must remain available on the computer where the Application Server service is running.
  - Is used as a fallback; however, content transmitted over the port is not encrypted.
  - Is used to transmit structured data.
- The effectiveness of WAN optimization and network acceleration technologies may be affected resulting in reduced compression capabilities and higher bandwidth utilization.

### Microsoft Office

If **Microsoft Office 2007** is being used, you must install the 2007 Microsoft Office Add-in: Microsoft Save as PDF or XPS on all computers that will be running the listed applications. The add-in supports the conversion of Office files. For more information and to obtain the add-in, see <a href="http://www.microsoft.com/download/en/details.aspx?id=7">http://www.microsoft.com/download/en/details.aspx?id=7</a>.

- ImageRight Desktop
- ImageRight Outlook Interface
- ImageRight Delivery Service
- ImageRight E-Mail Receiver Service
- ImageRight Import Service



#### • ImageRight Web Service

Microsoft released a security fix (Security Bulletin MS11-087) that can cause the conversion of Office documents in ImageRight to fail. To learn more, see the Microsoft knowledge base article at <a href="http://support.microsoft.com/kb/2639417">http://support.microsoft.com/kb/2639417</a>. If you are currently having an issue when saving Word documents as PDF outside of ImageRight, then you will run into conversion errors when using ImageRight to convert Word documents to PDF as well. To resolve this issue, the Microsoft Fix it number 50793 (labeled Disable) provided in the article should be run on computers where Microsoft Office is installed and the conversion fails.

# A Known Issue with Windows 2008 32-bit and ImageRight Services performing Office Document Conversions follows:

For clients upgrading to 6.0 that are running Windows Server 2008 32- bit for the Email Receiver, Imports, or Delivery Service, please note that there is a known issue preventing Microsoft Office Document conversions. Vertafore recommends upgrading the utility server(s) to Windows Server 2008 64-bit with Office 2010 64-bit or Windows Server 2012 with Office 2010 64-bit.

## Third Party Support Life Cycle Expirations

The products shown in the table below have reached the end of the respective vendors Support Life Cycles.

For more information about the applications currently certified and supported by Vertafore, see the ImageRight/WorkSmart Certification Matrix on the My Vertafore Web page.

Vendor End of Support Reached	Vertafore Latest Certified\Supported Versions	Comments
Microsoft Office	Microsoft Office 2013	Microsoft End Of Life Support for Office
2003 (Limited)	Microsoft Office 2010	2003 SP3 is April 8, 2014.
	Microsoft Office 2007	http://support.microsoft.com/ph/2488
Microsoft Windows	Microsoft Windows 8.1	Microsoft End of Life Support for Windows
XP	Microsoft Windows 7	XP is April 8, 2014.
		http://www.microsoft.com/en-
		<u>us/windows/enterprise/endofsupport.aspx</u>
RightFax 9.3 FP2	RightFax 10.6	
SR6	RightFax 10 SR1	
RightFax 9.4 SR5		
Zetafax 2009	Zetafax 2011	
Zetafax 2009 SP 1	Zetafax 2010	



## **UAC Settings for Installers**

**Note:** It is highly recommended testing the ImageRight 6.2 installers (.msi) based on your deployment methodology prior to upgrading production. Please reference the table below for more information about expected UAC behavior.

Admin Approval Mode	Prompt for Elevation	Elevate Signed and Validated	Logged in as Administrator			Logged in as User		
			Launch from ImageRight.exe	Execute MSI	Run batch script	Launch from ImageRight.exe	Execute MSI	Run batch script
Disabled	Any setting	Any setting	✓	✓	✓	*	×	×
Enabled	Enabled	Disabled	Prompts from Elevation	√*	<b>√</b> *	Prompts for Elevation	×	×
Enabled	Any setting	Enabled	×	√*	√*	×	×	×

Figure 1: UAC behavior

#### Installing Applications with UAC Enabled

It is recommended to use the ImageRight Upgrade Service for deploying updates to ImageRight applications. This will allow the application to install properly with UAC enabled.

As an alternative, users can install client applications while running UAC if the install is launched from the ImageRight Splash Screen (ImageRight.exe). If you install ImageRight applications via a batch script, the batch script should be run as an administrator. See UAC behavior below or refer to installation guides for additional information.

\*Must explicitly launch process as an administrator under these conditions

- Admin Approval Mode Local Security Account setting "User Account Control: Run All Administrators in Admin Approval Mode"
- Prompt for Elevation Local Security Account setting "User Account Control: Detect application installations and prompt for elevation"
- Elevate Signed and Validated Local Security Account setting "User Account Control: Only elevate executable files that are signed and validated"

## Release - 6.4 Patches

## Application Patch 4/25/2018

IREmailRcv.Patch.6.4.41.4095.msp

Affected Files: imageright.converter.dll (6.4.41.4095)

Vertafore.OCREngine.dll (1.2.6.1)

158085 Resolved an issue so that PCL/PRN files are converted to .pdf or .tiff correctly when importing or exporting.



#### IRImportService.Patch.6.4.41.4095.msp

Affected Files:

imageright.client.dll (6.4.41.4083)

imageright.common.dll (6.4.41.4093)

imageright.converter.dll (6.4.41.4095)

imageright.diagnostics.dll (6.4.41.4083)

Leadtools.Codecs.dll (19.0.0.84)

Leadtools.Codecs.Fax.dll (19.0.0.9)

Leadtools.Codecs.Tif.dll (19.0.0.33)

Leadtools.dll (19.0.0.124)

Leadtools.Drawing.dll (19.0.0.40)

Leadtools.ImageProcessing.Core.dll (19.0.0.80)

Leadtools.ImageProcessing.Utilities.dll (19.0.0.9)

Leadtools.Pdf.dll (19.0.0.157)

158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IRDeliverySvc.Patch.6.4.41.4095.msp

Affected Files:

imageright.converter.dll (6.4.41.4095)

158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IRMicrosoftAddin.Patch.6.4.41.4096.msp

Affected Files:

Adjusted install files so the Add-In now shows Vertafore as the trusted publisher

158107

The adxloader.dll files were signed so the Add-In now shows that it was created by a trusted publisher

## Application Patch 3/3/2018

#### IRDesktop.Patch.6.4.41.4094.msp

Affected Files:

imageright.common.dll (6.4.41.4093)

imageright.converter.dll (6.4.41.4094)

Leadtools.Codecs.dll (190.0.0.84)

Leadtools.Codecs.Fax.dll (190.0.0.9)

Leadtools.Codecs.Tif.dll (190.0.0.33)

leadtools.codecs.txt.dll (190.0.0.21)

Leadtools.dll (190.0.0.124)



Leadtools.Drawing.dll (190.0.40) Leadtools.ImageProcessing.Core.dll (190.0.0.80) Leadtools.Pdf.dll (190.0.0.157)

158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IRDeliverySvc.Patch.6.4.41.4094.msp

Affected Files:

imageright.converter.dll (6.4.41.4094)

Leadtools.Codecs.dll (190.0.0.84)

Leadtools.Codecs.Fax.dll (190.0.0.9)

Leadtools.Codecs.Tif.dll (190.0.0.33)

leadtools.codecs.txt.dll (190.0.0.21)

Leadtools.dll (190.0.0.124)

Leadtools.Drawing.dll (190.0.40)

Leadtools.ImageProcessing.Core.dll (190.0.0.80)

Leadtools.Pdf.dll (190.0.0.157)

158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IRExportUtility.Patch.6.4.41.4094.msp

Affected Files

imageright.client.dll (6.4.41.4083)

imageright.common.dll (6.4.41.4093)

imageright.converter.dll (6.4.41.4094)

Leadtools.Codecs.dll (190.0.0.84)

Leadtools.Codecs.Fax.dll (190.0.0.9)

Leadtools.Codecs.Tif.dll (190.0.0.33)

Leadtools.Codecs.txt.dll (190.0.0.21)

Leadtools.dll (190.0.0.124)

Leadtools.Drawing.dll (190.0.40)

Leadtools.ImageProcessing.Core.dll (190.0.0.80)

Leadtools.Pdf.dll (190.0.0.157)

158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IRMicrosoftAddin.Patch.6.4.41.4094.msp

Affected Files:

ApplicationAddin.dll1 (6.4.41.4086)

imageright.common.dll (6.4.41.4093)



imageright.converter.dll (6.4.41.4094)

Leadtools.Codecs.dll (190.0.0.84)

Leadtools.Codecs.Tif.dll (190.0.0.33)

Leadtools.codecs.txt.dll (190.0.0.21)

Leadtools.dll (190.0.0.124)

Leadtools.Pdf.dll (190.0.0.157)

#### 158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IROutlookInterface.Patch.6.4.41.4094.msp

Affected Files:

imageright.client.dll7 (6.4.41.4083)

imageright.common.dll86 (6.4.41.4093)

imageright.converter.dll60 (6.4.41.4094)

imageright.desktop.gui.dll24 (6.4.41.4086)

imageright.gui.viewers.dll47 (6.4.41.4091)

Leadtools.Codecs.dll (190.0.0.84)

Leadtools.Codecs.Fax.dll (190.0.0.9)

Leadtools.Codecs.Tif.dll (190.0.0.33)

Leadtools.codecs.txt.dll (190.0.0.21)

Leadtools.dll (190.0.0.124)

Leadtools.Drawing.dll (19.0.0.40)

Leadtools.ImageProcessing.Core.dll (19.0.0.80)

Leadtools.Pdf.dll (190.0.0.157)

#### 158057

Resolved an issue that caused some PDF files to be displayed incorrectly in the Image Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds signs, parenthesis, and exclamation marks.

#### IREmailRcv.Patch.6.4.41.4094.msp

Affected Files:

DocumentFormat.OpenXml.dll (2.5.5631.0)

imageright.common.dll (6.4.41.4093)

imageright.converter.dll (6.4.41.4094)

Leadtools.Codecs.Cmp.dll (19.0.0.45)

Leadtools.Codecs.dll (190.0.0.84)

Leadtools.Codecs.Fax.dll (190.0.0.9)

Leadtools.Codecs.Jb2.dll (19.0.0.19)

Leadtools.Codecs.Sp2.dli (19.0.0.13)

Leadtools.Codecs.Tif.dll (190.0.0.33)

Leadtools.Codecs.Txt.dll (190.0.0.21)

Leadtools.dll (190.0.0.124)

Leadtools.Drawing.dll (190.0.40)

Leadtools.Forms.Auto.dll (19.0.0.11)



Leadtools.Forms.dll (19.0.0.7)

Leadtools.Forms.DocumentWriters.dll (190.0.74)

Leadtools.Forms.Ocr.Advantage.dll (19.0.0.382)

Leadtools.Forms.Ocr.dll (19.0.0.9)

Leadtools.Forms.Processing.dll (19.0.0.27)

Leadtools.Forms.Recognition.dll (19.0.0.21)

Leadtools.Forms.Recognition.Ocr.dll (19.0.0.16)

Leadtools.ImageProcessing.Color.dll (19.0.0.2)

Leadtools.ImageProcessing.Core.dll (190.0.0.80)

Leadtools.ImageProcessing.Utilities.dll (19.0.0.9)

Leadtools.Pdf.dll (190.0.0.157)

Leadtools.Svg.dll (190.0.0.136)

158057 Resolved an issue that caused some PDF files to be displayed incorrectly in the Image

Viewer, sometimes causing the text to be replaced by symbols like percent signs, pounds

signs, parenthesis, and exclamation marks.

158024 Resolved an issue with a memory leak causing high memory usage by Email Receiver

during OCR forms recognition.

## Application Patch 2/15/2018

IRAdobePlugin.msi - 6.4.41.4080

We have resolved an issue with installing the ImageRight Adobe Plug In with the latest

version of Adobe Reader DC.

We removed "Required Version Max" for Acrobat & Reader Search so that it will not fail to

install if the installed version of Adobe is higher.

## Application Patch – 12/1/2017

Note: Even though the patches below are tied to case 156905, they are not interdependent. That is, they can be applied independently, per module.

IRDeliverySvc.Patch.6.4.41.4092.msp

Affected Files:

imageright.client.dll (6.4.41.4083)

imageright.common.dll (6.4.41.4093)

imageright.converter.dll (6.4.41.4092)

imageright.diagnostics.dll (6.4.41.4083)

156905

158006

In order to resolve the error "Your trial license has expired. You can purchase a full license from the WebSupergoo web site." from occurring during some conversion processes, the license for ABCPdf license was correctly applied in all necessary places.



#### IRWebService.Patch.6.4.41.4092.msp

Affected Files:

imageright.common.dll (6.4.41.4091) imageright.converter.dll (6.4.41.4092)

#### 156905

In order to resolve the error "Your trial license has expired. You can purchase a full license from the WebSupergoo web site." from occurring during some conversion processes, the license for ABCPdf license was correctly applied in all necessary places.

## Application Patch - 11/17/2017

#### IRDesktop.Patch.6.4.41.4091.msp

Affected Files:

imageright.common.dll (6.4.41.4091)

imageright.converter.dll (6.4.41.4091)

imageright.desktop.exe (6.4.41.4091)

imageright.gui.viewers.dll (6.4.41.4091)

#### 157911

When viewing an .msg file, the following error may have been encountered: "Cannot open file: PathToTempMSG... The file may not exist, you may not have permissions to open it, or it may be open in another program. Right click the folder that contains the file, and then click properties to check your permissions for the folder."

A wait was added before file dispose to reduce the possibility of message deletion prior to sending to Outlook.

#### 157980

To resolve an issue where ImageRight Desktop stops working after clicking the Send button in Office365, we added redemption initialization on Desktop startup.

We are also now extracting the version of Microsoft Office applications from registry to prevent errors from randomly appearing when closing Desktop.

To resolve an issue where Microsoft Office attachments were not being converted to PDF when imported through Email Receiver, we have added redemption initialization on Desktop startup.

A known issue still exists after installing the patch where the error "Failed to connect to server" can occur for Email Receiver. This is because we use a common dll between the Application Server service and the Email Receiver service. To workaround this issue, restart the Email Receiver service after the hotfix is installed. It is a known issue for patches and cannot be fixed.

#### IREmailRcv.Patch.6.4.41.4091.msp

Affected Files:

imageright.client.dll (6.4.41.4083)

imageright.common.dll (6.4.41.4091)

imageright.converter.dll (6.4.41.4091)

imageright.diagnostics.dll (6.4.41.4083)



157911

When viewing an .msg file, the following error may have been encountered: "Cannot open file: PathToTempMSG... The file may not exist, you may not have permissions to open it, or it may be open in another program. Right click the folder that contains the file, and then click properties to check your permissions for the folder." A wait was added before file dispose to reduce the possibility of message deletion prior to sending to Outlook.

157980

To resolve an issue where ImageRight Desktop stops working after clicking the Send button in Office365, we added redemption initialization on Desktop startup. We are also now extracting the version of Microsoft Office applications from registry to prevent errors from randomly appearing when closing Desktop.

To resolve an issue where Microsoft Office attachments were not being converted to PDF when imported through Email Receiver, we have added redemption initialization on Desktop startup.

A known issue still exists after installing the patch where the error "Failed to connect to server" can occur for Email Receiver. This is because we use a common dll between the Application Server service and the Email Receiver service. To workaround this issue, restart the Email Receiver service after the hotfix is installed. It is a known issue for patches and cannot be fixed.

## Application Patch - 10/11/2017

#### **Important Patch Note**

Files IRAppServer.Patch.6.4.41.4084.msp, SagittaDataSync.Patch.6.4.41.4087.msp, and IRWebService.Patch.6.4.41.4087.msp are dependent upon one another and therefore must be installed together.

This patch should not be applied for AMS360 clients as it can have a detrimental impact on delta sync performance when handling large files.

IRAppServer.Patch.6.4.41.4084.msp

Affected Files:

imageright.objectsearch.dll 6.4.41.4084

imageright.db.dll 6.4.41.4084

imageright.client.dll 6.4.41.4083

imageright.common.dll 6.4.41.4083

Common.dll 6.4.41.4083

imageright.diagnostics.dll 6.4.41.4083

ImageRight.Integration.DataSynch.SagittaWrapper.dll 6.4.41.4083

imageright.webservice.library.dll 6.4.41.4083

157436

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

SagittaDataSync.Patch.6.4.41.4087.msp

Affected Files:



SagittaCommon.dll 1.0.0.0 Imageright.converter.dll 6.4.41.4083 Imageright.client.dll 6.4.41.4083 Imageright.common.dll 6.4.41.4086 Common.dll 6.4.41.4083 imageright.diagnostics.dll 6.4.41.4083 ImageRight.Integration.DataSynch.SagittaWrapper.dll 6.4.41.4085 ImageRight.Integration.DataSynch.Processor.dll 6.4.41.4087

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

Sagitta Data Sync Hotfix uninstall command: msiexec /i {B98D83EA-C7D2-4C1E-A5F0-B0382C9D8C1D} MSIPATCHREMOVE={038BD179-6067-48AD-8CD9-A71AE467257F} UPGRADING\_OLDER\_PRODUCT=1 /qb

#### IRWebService.Patch.6.4.41.4087.msp

Affected Files:

imageright.webservice.dll 6.4.41.4087 imageright.webservice.library.dll 6.4.41.4083 imageright.common.dll 6.4.41.4086 imageright.converter.dll 6.4.41.4083 imageright.client.dll 6.4.41.4083

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

## Application Patch - 9/18/2017

#### IRAdobePlugin.Patch.6.4.41.4086.msp

Affected Files:

ImageRight.AcrobatAddin.dll (6.4.41.4086)

imageright.common.dll (6.4.41.4086)

157942 Fixed the race condition between user sessions for the Named Pipe endpoint.

#### IRDesktop.Patch.6.4.41.4086.msp

Affected Files:

imageright.client.dll (6.4.41.4083)

imageright.common.dll (6.4.41.4086)

imageright.converter.dll (6.4.41.4083)

imageright.desktop.gui.dll (6.4.41.4086)

157942 Fixed the race condition between user sessions for the Named Pipe endpoint.



## Image Service Release, August 25, 2017

Affected files: Leadtools.Codecs.Ppx.dll Leadtools.Codecs.Dox.dll Leadtools.Codecs.Xlx.dll DocumentFormat.OpenXml.dll Leadtools.dll

Resolved viewing issues related to certain PPTX, DOCX, and XLX files.

## Release 6.4, July 7, 2017

#### **Browser Client**

**157647** A Workflows panel has been added in Process Dashboard.

You can now switch between Groups & Workflows panel.

Workflows views include distribution of tasks by Workflows, Steps, Groups & Users.

You can filter using Groups & Workflows Filter Settings.

Visual design improvements.

**157648** Improved navigation and configuration.

Adjusted SLA Preferences and Group Filter modal to properly work with new approach.

Implemented general and configurable: steps, flows and users, and tasks views.

**157649** The following improvements were applied to the Task List in Process Dashboard:

- 1) Added columns with the ability to show/hide: Drawer, File Type, Document Type.
- 2) Updated displaying of total count in cases where there are more than 1000 tasks. An indication of the total # of tasks is now shown. Example: Top 1000 of 1001 Tasks.



**157650** The following filter and chart improvements were applied in Process Dashboard:

"Groups Filter Settings": if a Drawer is fully selected in the saved Dashboard View, then the underlying file types are also selected.

Service Levels: Renamed Users to Groups & Users

Groups and Service Levels: Made clickable headers as textual headers.

Groups panel: Adjusted the "Go to Task List" option to navigate to Task List for the whole group as well as for Users or Subgroups.

Rename action: View Task List instead of View/Export Task List

Removed title from all panels.

Adjusted the breadcrumbs/headers for 'View Task List' action.

Adjusted breadcrumbs/headers for SLAs.

Groups/Workflows: Adjusted breadcrumbs/headers.

Adjusted headers/breadcrumbs for Diary flow.

- 157664 In secured environments with valid VSAML authentication, a by-pass has been added to the anti-forgery token check to avoid a duplicate layer of security that was causing issues with certain requests.
- **157633** Added the ability for administrators to configure functional permissions to enable or disable features in Browser Client.
- **157679** Process Dashboard files were added to Browser Client 6.3 Help.

## **Business Process Reporting**

- 157507 Resolved issues in BPR that caused 'Business Level Days' and 'Business over by Days' columns to be multiplied by 10.
- **157853** Added the encrypted column to the cdc\_attributedef table.

### Cache Server

157820 Modified the audit implementation for the cache server endpoints to write audit records under the security context of the internal server administrator to avoid exceptions while setting the security context for the method. Auditing will always happen on these endpoints.



#### **Database**

**157696** Added indexes to SecurityAccount to improve performance.

## Desktop

- 157196 We have corrected an issue that was causing extra copies of email messages to be saved in the Outlook Drafts folder after sending it through the ImageRight viewer.
- 157262 We have resolved an issue with selecting multiple form fillable PDFs. Previously, if the first form in the selection would maintain field info, but subsequent form fields would blank out.
  - Now if multiple forms with the same fields are sent out as a single PDF attachment, the field names will become unique for each form to prevent data issues.
- 157310 Resolved an issue that caused corrupt email attachments if the email was sent using Outlook Viewer.
  - Related cases: 157492, 157544
- 157349 We have resolved an issue where users attempting to view PDF files that allow Read and Print access were being prompted to provide a password.
- 157448 Resolved an issue that was causing the original date on emails forwarded from ImageRight/WorkSmart to be updated to the current date.
- 157450 Resolved issue where notary stamps are partially removed from pdf.
- **157505** Resolved an issue that caused some PDFs to be not viewable in the viewer.
- 157544 Resolved an issue that caused corrupted email attachments if the email was forwarded using Outlook Viewer.
  - Related cases: 157310, 157492
- **157558** We have fixed an issue that was causing Microsoft Word 2016 to freeze when saving back into ImageRight
- **157599** Fixed issue that caused borders to be bold when printing with PDF Printer.
- 157642 Resolved an issue that caused the text search feature to be inconsistent on some PDFs.
- 157667 Fixed an issue that caused the error message "This page cannot be displayed. Page not found" to be displayed when the password was entered for password protected PDF files.



**157689** Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).

Related cases: 156331, 156336, 156337, 156465, 156543, 156787, 156795, 156881, 157096, 157519

157703 PDFs are now parsed only when the user clicks in the Search box, so there is no additional delay when navigating between large files in the tree.

The same issue was fixed for 6.3 in case #157493.

157737 Made changes to the imageright.emailclient.parser.dll to prevent characters \sb60; \cbpat3; \lntbl; \qc; \qj; \qr; \fi284; itap3; ri180; from appearing in emails when dragging and dropping into Desktop. The RTF parser was adjusted to skip these tags.

Affected areas: Desktop drag & drop and IRConnect email drop back.

- 157760 IRConnect has been updated to handle corrupt .eml messages properly when attempting to drop them back into Browser Client.
- **157761** IRConnect was fixed to handle .doc, .ppt, .xls files that weren't being dropped back into Browser Client.
- 157801 Resolved an issue that caused the heads of arrow annotations to be displayed incorrectly after export.
- **157802** Improved memory management during PDF conversion.
- We have fixed an issue with COLD imports of PDFs which lead to the incorrect date being displayed in the image viewer.
   We also fixed an issue where, when exporting with annotations, the data on the exported PDF may become corrupted.
- 157638 If the date attribute on a document is cleared, the retention date will also be cleared since the rule is no longer applicable (and document will not be purged). The cutoff date will not be cleared.
- **157684** Fixed issues with Office 2013 that made it appear as though Desktop was hanging or freezing when opening Office documents.
- **157772** Fixed an issue that caused some PDF files appear blank in the viewer.

### E-mail Receiver

157347 Resolved an issue that was causing the error message "Unable to find first page of document" during conversion.

Related cases: 157829



- 157350 Resolved an issue that caused failed PDF split operations in Email Receiver to not be indicated as failed in Enterprise Management Console.
  157407 We have improved the recognition of PDF portfolios.
  - Related cases: 157296
- 157585 Resolved an issue where Email Receiver was not detecting some attachments correctly and classifying them as non-inline-attachments which resulted in some scanned forms not going to the OCR/Auto-Indexing process.
- 157586 Applied LeadTools provided hotfix to resolve an issue where some OCR fields in the OCR/Auto-Indexing process would be offset from the correct location.
- **157587** Improved confidence of images recognized in the OCR/Auto-Indexing process.
- 157588 Resolved an issue with memory leaks which may have caused OCR processing to sporadically stop working.
- 157670 Corrected an issue in which messages sent to the Email Receiver messages failed to process and generated the error message: "ERROR EmailReceiver System.NullReferenceException: Object reference not set to an instance of an object."
- 157765 The changes removing the TIF Split feature were rolled back. Also, the changes were made to support current email processing implementation which had changed in 6.3.
  - Affected areas: Email Receiver, EMC, and Converters.
- 157809 When the database character limit is exceeded, a message will be inserted into the field letting the administrator know that the character limit for that field has been exceeded.

## **Imports**

157577, Added logging messages to the COLD imports to allow the customer to find the file that157614 was being processed when the error occurred.

### **Installer Service**

157738 Added the LocalService account option, which is select by default and added a check box to provide SSL support if needed. Updated the Installer Service description under Windows Service to provide a detailed explanation of what the service provides.



157739 Changed the mandatory parameters for Installer Service MSI in Installer Server in order to support LocalSystem account by adding two new fields:

\* SVC\_LOGON\_TYPE

\* SSL

The first field will be used to specify if installer service is using a service or local service account and the second field will specify if SSL is enabled or disabled.

Also, the SSL checkbox text in Installer Server MSI user interface was updated to avoid any misunderstanding.

## **Enterprise Management Console**

157634 Added the ability to configure an attribute as "Encrypted", so that the information is encrypted and securely stored in the ImageRight database.

## **Export Utility**

157756 Fixed password protected PDF identification in Export Utility.

#### **Master Server**

157432 Corrected an issue with case sensitivity when checking for duplicate accounts on update that prevented accounts with the same name in an Active Directory environment.

## Miscellaneous

157645 Certified Office 365 Hosted Exchange for the use with ImageRight.

157636 The following applications have been certified for Microsoft Office 2016 x86 and x64:

**Browser Client** 

Imageservice

Outlook Interface

**Imports** 

MS Addin

Desktop

Web Services

**Delivery Service** 

**Email Receiver** 



## **Outlook Interface**

157757 We have resolved an issue that caused the hanging when an unhandled exception was encountered during attachment creation.

### **PDF Printer**

- 157422 Fixed issue where printing from Microsoft Dynamics CRM to ImageRight using the ImageRight PDF Printer causes information to be blacked out.
- 157518 Resolved an issue that caused printed files to grow in size exponentially.
- 157525 Resolved an issue that caused some numbers or letters to be removed from printed PDFs.
- 157571 Resolved an issue where PDF files with Cambria font were not correctly displayed in the viewer.
- 157582 Resolved an issue when printing images with a watermark, the watermark is moved in front of text blocking data.
- **157759** Added index to TracerlmageLog to improve performance when purging images with Retention Management.
- **157476** Resolved issues printing Sagitta Eforms.
- 157446 Resolved an issue where printing via the ImageRight PDF Printer intermittently resulted in the import window never opening.
- **157651** Created a new PDF Printer in order to resolve the issues with existing one. Hotfixes for 6.2 and 6.3.

#### **VSSO**

157533 Added support to the VIM service and Web app for utilizing the REST api to eliminate version conflicts.

## Release - 6.3 Patches

## Application Patch – 12/1/2017

**Note:** Even though the patches below are tied to case 156905, they are not interdependent. That is, they can be applied independently, per module.

IRDeliverySvc.Patch.6.3.29.1841.msp

Affected Files: imageright.client.dll (6.3.29.1836) imageright.common.dll (6.3.29.1840)



imageright.converter.dll (6.3.29.1841) imageright.diagnostics.dll (6.3.29.1836) Leadtools.Pdf.dll (19.0.0.113)

#### 156905

In order to resolve the error "Your trial license has expired. You can purchase a full license from the WebSupergoo web site." from occurring during some conversion processes, the license for ABCPdf license was correctly applied in all necessary places.

#### IRWebService.Patch.6.3.29.1841.msp

Affected Files:

imageright.common.dll (6.3.29.1840) imageright.converter.dll (6.3.29.1841) Leadtools.Pdf.dll (19.0.0.113)

#### 156905

In order to resolve the error "Your trial license has expired. You can purchase a full license from the WebSupergoo web site." from occurring during some conversion processes, the license for ABCPdf license was correctly applied in all necessary places.

## Application Patch - 11/17/2017

#### IRDesktop.Patch.6.3.29.1840.msp

Affected Files:

imageright.client.dll (6.3.29.1836) imageright.common.dll (6.3.29.1840) imageright.converter.dll (6.3.29.1836) imageright.gui.viewers.dll (6.3.29.1840)

#### 157911

When viewing an .msg file, the following error may have been encountered: "Cannot open file: PathToTempMSG... The file may not exist, you may not have permissions to open it, or it may be open in another program. Right click the folder that contains the file, and then click properties to check your permissions for the folder." A wait was added before file dispose to reduce the possibility of message deletion prior to sending to Outlook.

## Application Patch - 10/11/2017

#### **Important Patch Note**

Files IRAppServer.Patch.6.3.29.1837.msp, SagittaDataSync.Patch.6.3.29.1839.msp, and IRWebService.Patch.6.3.29.1839.msp are dependent upon one another and therefore must be installed together.

IRAppServer.Patch.6.3.29.1837.msp

Affected Files:

imageright.objectsearch.dll 6.3.29.1837



imageright.db.dll 6.3.29.1837 imageright.client.dll 6.3.29.1836 imageright.common.dll 6.3.29.1836 Common.dll 6.3.29.1836 imageright.diagnostics.dll 6.3.29.1836 ImageRight.Integration.DataSynch.SagittaWrapper.dll 6.3.29.1836 imageright.webservice.library.dll 6.3.29.1836

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

#### SagittaDataSync.Patch.6.3.29.1839.msp

Affected Files:

SagittaCommon.dll 1.0.0.0

Imageright.converter.dll 6.3.29.1836

Imageright.client.dll 6.3.29.1836

Imageright.common.dll 6.3.29.1836

Common.dll 6.3.29.1836

imageright.diagnostics.dll 6.3.29.1836

ImageRight.Integration.DataSynch.SagittaWrapper.dll 6.3.29.1838

ImageRight.Integration.DataSynch.Processor.dll 6.3.29.1839

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

Sagitta Data Sync Hotfix uninstall command:

msiexec /i {D22B293A-84BD-4896-A5FB-239C22EB6278} MSIPATCHREMOVE={5C6C4A59-041C-4BDE-8D69-CE41FE7EE2CD} UPGRADING\_OLDER\_PRODUCT=1 /qb

#### IRWebService.Patch.6.3.29.1839.msp

Affected Files:

imageright.webservice.dll 6.3.29.1839

imageright.webservice.library.dll 6.3.29.1836

imageright.converter.dll 6.3.29.1836

imageright.client.dll 6.3.29.1836

imageright.common.dll 6.3.29.1836

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

## Application Patch - 5/5/2017

Application Server: IRAppServer.Patch.6.3.29.1832.msp

Affected Files:

imageright.db.dll (6.3.29.1832)

imageright.server.base.dll (6.3.29.1832)



157432 Corrected an issue with case sensitivity when checking for duplicate accounts on update that prevented accounts with the same name in an Active Directory environment.

Desktop: IRDesktop.Patch.6.3.29.1833.msp

Affected Files:

imageright.converter.dll (6.3.29.1833) imageright.emailclient.parser.dll (6.3.1.0) imageright.gui.controls.dll (6.3.29.1833) imageright.gui.viewers.dll (6.3.29.1833)

Leadtools.Pdf.dll (19.0.0.113)

157310	Resolved an issue that caused corrupt email attachments if the email was sent using Outlook Viewer.
157544	Resolved an issue that cased corrupted email attachments if the email was forwarded using Outlook Viewer.

We have corrected an issue that was causing extra copies of email messages to be saved in the Outlook Drafts folder after sending it through the ImageRight viewer.

Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).

Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).

157571 Resolved an issue where PDF files with Cambria font were not correctly displayed in the viewer.

157642 Resolved an issue that caused the text search feature to be inconsistent on some PDFs.

157505 Resolved an issue that caused some PDFs to be not viewable in the viewer.

Resolved an issue that was causing the original date on emails forwarded from ImageRight/WorkSmart to be updated to the current date.

Email Receiver: IREmailRcv.Patch.6.3.29.1833.msp

Affected Files:

imageright.converter.dll (6.3.29.1833)

imageright.emailreceiver.dll (6.3.29.1833)

imageright.emailreceiver.interfaces.dll (6.3.29.1833)

Leadtools.Pdf.dll (19.0.0.113)

Vertafore.OCREngine.dll (1.2.5.0)



157670 Corrected an issue in which messages sent to the Email Receiver failed to process and

generated the error message: "ERROR EmailReceiver - System.NullReferenceException:

Object reference not set to an instance of an object."

157765 The changes removing the TIF Split feature were rolled back. Also, the changes were

made to support current email processing implementation which had changed in 6.3.

Affected areas: Email Receiver, EMC, Converters.

#### Enterprise Management Console: IRAdmin.Patch.6.3.29.1833.msp

Affected Files:

imageright.converter.dll (6.3.29.1833)

imageright.desktop.gui.dll (6.3.29.1831)

imageright.emailclient.parser.dll (6.3.1.0)

imageright.emailreceiver.gui.dll (6.3.29.1833)

imageright.emailreceiver.interfaces.dll (6.3.29.1833)

imageright.gui.controls.dll (6.3.29.1833)

imageright.gui.viewers.dll (6.3.29.1833)

Leadtools.Pdf.dll (19.0.0.113)

Vertafore.OCREngine.dll (1.2.5.0)

157765

The changes removing the TIF Split feature were rolled back. Also, the changes were made to support current email processing implementation which had changed in 6.3. Affected areas: Email Receiver, EMC, Converters.

#### ImageRight Connect: IRConnect.Patch.6.3.29.1833.msp

Affected Files:

imageright.converter.dll (6.3.29.1833)

imageright.emailclient.parser.dll (6.3.1.0)

Leadtools.Pdf.dll (19.0.0.113)

**157519** Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient

functionality).

157689 Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient

functionality).

#### Outlook Interface: IROutlookInterface.Patch.6.3.29.1833.msp

Affected Files:

imageright.converter.dll (6.3.29.1833)

imageright.desktop.qui.dll (6.3.29.1831)

imageright.emailclient.parser.dll (6.3.1.0)

imageright.gui.controls.dll (6.3.29.1833)



imageright.gui.viewers.dll (6.3.29.1833) Leadtools.Pdf.dll (19.0.0.113)

157310	Resolved an issue that caused corrupt email attachments if the email was sent using Outlook Viewer.
157544	Resolved an issue that cased corrupted email attachments if the email was forwarded using Outlook Viewer.
157196	We have corrected an issue that was causing extra copies of email messages to be saved in the Outlook Drafts folder after sending it through the ImageRight viewer.
157519	Updated imageright.emailclient.parser.dll to treat RTF tags correctly.  Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).
157689	Updated imageright.emailclient.parser.dll to treat RTF tags correctly.  Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).
157571	Resolved an issue where PDF files with Cambria font were not correctly displayed in the viewer.
157642	Resolved an issue that caused the text search feature to be inconsistent on some PDFs.
157505	Resolved an issue that caused some PDFs to be not viewable in the viewer.
157448	Resolved an issue that was causing the original date on emails forwarded from ImageRight/WorkSmart to be updated to the current date.

## Application Patch - 3/16/2017

#### **Important Patch Note**

The IRDesktop.Patch.6.3.29.1831.msp and/or the IRConnect.Patch.6.3.29.1831.msp must be installed the same time as the ImageRight.PDFPrinter.msi. The Printer will not function correctly without the IR Desktop and/or the IR Connect patches.

ImageRight PDF Printer: ImageRight.PDFPrinter.msi

Affected Files:

ABCpdf.dll (9.1.1.8)

ABCpdf9\_32.dll (9.1.1.8)

ABCpdf9\_64.dll (9.1.1.8)

ImageRight.Connectivity.dll (6.4.17.1078)

ImageRight.Connectivity.Shared.dll (6.4.17.1078)

ImageRight.PrintService.exe (6.4.17.1078)

ImageRight.PrintService.exe.config

ImageRightpsdrv.cat

ImageRightPsDrv.inf



ImageRight.PsDrv.ppd

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.ColorConversion.dll (19.0.0.5)

Leadtools.dll (19.0.0.71)

Leadtools.Pdf.dll (19.0.0.83)

Leadtools.PdfEngine.dll (19.0.0.6)

Log4net.dll (1.2.10.0)

Vertafore.cer

ImageRight Connect: IRConnect.Patch.6.3.29.1831.msp

Affected Files:

ImageRight.Connect.exe (6.3.29.1831)

ImageRight.Connectivity.Shared.dll (6.4.17.1078)

ImageRight Desktop: IRDesktop.Patch.6.3.29.1831.msp

Affected Files:

ImageRight.Connectivity.Shared.dll (6.4.17.1078)

ImageRight.desktop.gui.dll (6.3.29.1831)

157450 Resolved issue where notary stamps are partially removed from pdf.

157446 Resolved issue where printing via the IR PDF Printer intermittently results in the import

window never opening.

157422 Fixed issue where printing from Microsoft Dynamics CRM to ImageRight using the

ImageRight PDF printer causes information to black out.

157525
Fixed issue where certain letters and numbers are removed from printed invoices from

webpages or PDFs.

157476

Resolved issues printing Sagitta Eforms.

157582

Resolved issue when printing images with a watermark, the watermark is moved in front of

text and block data.

157599

Fixed issue that borders are Bold when printing with PDF Printer.

157518

Resolved the issue when printed file may grow in size exponentially.

When installing the printer silently, a prompt asking to install the driver may show if the following Microsoft patch is not installed: <a href="https://support.microsoft.com/en-us/help/2921916/the-untrusted-publisher-dialog-box-appears-when-you-install-a-driver-in-windows-7-or-windows-server-2008-r2">https://support.microsoft.com/en-us/help/2921916/the-untrusted-publisher-dialog-box-appears-when-you-install-a-driver-in-windows-7-or-windows-server-2008-r2</a>



MS Article ID: 2921916

## Application Patch – 1/13/2017

ImageRight Email Receiver: IREmailRcv.Patch.6.3.29.1826.msp

Affected Files:

Imageright.emailreceiver.dll - 6.3.29.1826 Leadtools.Forms.Recognition.dll - 19.0.0.18 Leadtools.Forms.Recognition.Ocr.dll - 19.0.0.12

Vertafore.OCREngine.dll - 1.2.5.0

Resolved an issue where attachments were incorrectly detected and were classified as non-inline attachments. This resulted in forms not going to the

OCR/Auto-Indexing process.

157586 Resolve an issue where some OCR fields in the OCR/Auto-Indexing process would

be offset from the correct location.

157587 Improved confidence of images recognized in the OCR/Auto-Indexing process.

157588 Corrected a memory leak that may cause OCR processing to sporadically stop

working.

# Release - 6.3, December 23, 2016

Program	Enhancement	Description
Process Dashboards	Dashboards for active task management via Groups and SLA panels	<ul> <li>Process Dashboards provides visualization into an organization's business processes, allowing managers to gain insight into the status of active work, and take action proactively to address potential bottlenecks.</li> <li>Process Dashboards can help you answer questions: <ul> <li>How much work is currently open?</li> <li>How long has the work been open?</li> <li>Who is the work assigned to?</li> <li>Are we meeting our service level agreements (SLAs)?</li> <li>If not, where are we falling out of compliance?</li> </ul> </li> <li>Capabilities include the following: <ul> <li>Ability to save multiple dashboard configurations for easy access and organization</li> </ul> </li> </ul>



Program	Enhancement	Description
		<ul> <li>View active task distribution in Groups Panel</li> <li>Drill down to see specific users and their work distribution across workflows and steps</li> <li>Export task data at any level to excel and include file, folder, document level attributes related to the content associated with the task</li> <li>Reassign user, priority as well as reschedule tasks from the task list in the process dashboards</li> <li>Filter view by workflow, step, drawer, file type, groups, and users</li> <li>View active task distribution in Service Level</li> </ul>
		<ul> <li>Agreements (SLA) Panel</li> <li>Configure up to 3 levels (Good, Okay, Warning) of SLAs for 1 or more steps within a workflow</li> <li>View number of tasks and compliance within each defined SLA</li> <li>Drill down from SLA overview to view SLA compliance by steps and users</li> <li>Export task data at any level to excel and include file, folder, document level attributes related to</li> </ul>
		<ul> <li>the content associated with the task</li> <li>Reassign user, priority as well as reschedule tasks from the task list in the process dashboards</li> </ul>
Desktop, Browser Client	PDF Improvements	<ul> <li>Numerous improvements made in rendering PDF documents. Some of the resolved items include:         <ul> <li>Data inconsistencies after exporting with annotations</li> <li>Data inconsistencies when printing with PDF printer</li> <li>Formatting inconsistencies, incorrect display of tables, incorrect display of annotations with PDF printer</li> <li>ImageRight annotations will be now "stamped" into exported PDF files by default. As a result, users will not be able to delete or modify them.</li> </ul> </li> </ul>
Browser Client	Newly added capabilities	<ul> <li>Left rail for To do list, Diaries, Open files and Import bin for easier navigation</li> <li>Added the ability to preview content associated to tasks in the to do list and import bin</li> <li>Added the ability to stream audio and video content within a file in Browser Client (Limited to HTML5 supported formats)</li> <li>You can now view header and footer of a word document in Browser Server.</li> </ul>



Program	Enhancement	Description
Desktop, Export Utility	File Tree with Export	<ul> <li>You can now include file tree when exporting documents from the Desktop using "Send to directory" and "Send to email" options</li> <li>The option to include file tree on export has also been added to Export Utility</li> </ul>
RESTful API	Expanded Capabilites	<ul> <li>Many new capabilities were added to our API and some are highlighted below:</li> <li>Ability to allow Drawer, File, Folder and Document permissions for users, groups, and roles</li> <li>Ability to create user, create groups, and create roles</li> <li>Ability to assign users to roles, assign groups to roles, assign groups to other groups.</li> <li>Ability to enable and disable users</li> <li>Ability to un-assign groups from roles, un-assign users from roles, un-assign groups from other groups</li> <li>Ability to deny drawer, file, folder and document permissions for users, groups, and roles</li> </ul>

# Desktop

157175	An issue with fonts rendering in the PDF Printer was resolved with new Leadtools DLLs.
157182	An issue with PDF content rendering has been resolved with new Leadtools DLLs.
157286	Resolved an issue which caused annotations to be duplicated after the page was redacted and while Split option was selected.
157287	We have resolved an issue that caused annotation font size to decrease when exported the file was exported.
157288	Resolved issues rendering Native Adobe annotations such as highlight text(strikeout, underline, highlight text) correctly in ImageRight Desktop.
157289	We have resolved issues that were causing Pinned Text Stamps to become lost when converted to PDF.
157361	The issues that cause PDF rendering errors were resolved.
157388	Issue was resolved with new Leadtools DLLs.
157396	Resolved an issue that was causing CSV files to display as text files within Desktop.
157397	An issue causing annotated PDFs to be displayed with missing information has been resolved.
	Related cases: 157458



- Some optimizations have been made for rendering for multipage files. Also PDFs are now parsed only when the user clicks in the Search box, so there is no additional delay when navigating between large files in the tree.
- An issue which could cause data inconsistencies after exporting with annotations has been resolved.
- Resolved an issue with exporting with the annotations process for PDF files in order to resolve issues with exporting functionality.

Also all ImageRight annotations will be now "stamped" into PDF files by default. As result, users will not be able to delete or modify them.

#### **Document Converter**

157345 The issue was resolved with new Leadtools DLLs. PDFs with CID fonts will be displayed and converted correctly.

#### E-Mail Receiver

OuickSoft was replaced with LimiLabs .NET email component in order to resolve an issue which caused importing emails to fail when the Email Receiver service is hosted through Rackspace.

This change ensures ImageRight has a secure connection to mail servers from Email Receiver when using secure POP3 settings. As a result, self-signed certificates are no longer valid for mail server connections when using Email Receiver. Mail server certificates must be issued by a certificate authority in order for Email Receiver to obtain a valid connection when using secure POP3 settings. Most hosted email server solutions already provide such a certificate, but you should validate with your email provider to be sure.

Implemented the 'Include File Tree' option for Desktop. Also added the "Send to directory" and "Send to email", for options for Export Utility.

### **ImageRight PDF Printer**

- 157376 PDF Printer processed the fonts with automatic ligatures, such as Calibri, incorrectly. The Issue was resolved with new version of 3rd party component.
- The ImageRight PDFPrinter MSI contains a fix for an issue introduced by security update MS16-087 which causes an error during installation. During the installation, the new PDF Printer now imports a Trusted Publisher certificate and installs a Virtual Printer driver signed by this certificate. The PDF Printer is then created and registered as usual. This MSI contains all of the hotfixes previously issued for 6.2.
- Resolved an issue which could cause formatting inconsistencies when printing through the ImageRight PDF Printer.



157538	Resolved an issue which could cause tables to display incorrectly when printing through the ImageRight PDF Printer.
157539	We have resolved an issue that may lead to formatting inconsistencies when printing through the ImageRight PDF Printer.
157540	We have resolved an issue which caused data inconsistencies when printing through the ImageRight PDF Printer.
157542	We have resolved an issue which caused annotations to be displayed incorrectly after printing through the ImageRight PDF Printer.

# **Imports**

We have fixed an issue with the SplitMultipagePDF tag value of True that was resulting in an error when performing a COLD import.

# Object Capture Recognition (OCR) - EARLY ADOPTERS ONLY

157463 Added the ability to index content into ImageRight based on OCR data extracted from the email message.

# **VSSO**

157533 Added support to the VIM service and Web app for utilizing the REST api to eliminate version conflicts.

#### **Browser Client**

157316	Created a new endpoint to retrieve the information needed to populate the preview in the left rail.
157317	Added the ability to view and navigate through files while the left rail is opened in Browser Client.
157318	Added the ability to listen to audio content in Browser Client.
157319	Added the ability to view video content in Browser Client.
157320	Added the ability to create users through the usage of a newly created API endpoint.
157323	Added the ability to allow drawer, file, folder and document permissions for users, groups, and roles through the usage of a newly created API endpoint.
157324	Added the ability to create groups through the usage of a newly created API endpoint.
157325	Added the ability to create roles through the usage of a newly created API endpoint.



157326	Added the ability to assign users to roles through the usage of a newly created API endpoint.
157327	Added the ability to assign groups to roles through the usage of a newly created API endpoint.
157328	Added the ability to assign groups to other groups through the usage of a newly created API endpoint.
157352	Resolved an issue that caused tasks to stop at the document level and not autonavigate to the task page.
157353	Resolved an issue that caused navigation to incorrectly stop at the wrong target when a target ID is contained within another ID. (Ex. ID123 and ID1234).
157354	You can now view header and footer of a word document in Browser Server.
157355	Corrected an issue that caused Chrome tab to crash when zoom in/out a page.
157357	You can now view Native Adobe Pencil annotation.
157367	Added the ability to enable and disable users through the use of a newly created API endpoint.
157370	Added the ability to un-assign groups from roles through the usage of a newly created API endpoint.
157371	Added the ability to un-assign users from roles through the use of a newly created API endpoint.
157372	Added the ability to un-assign groups from other groups through the use of a newly created API endpoint.
157373	Added the ability to deny drawer, file, folder and document permissions for users, groups, and roles through the use of a newly created API endpoint.
157394	Added the ability to preview tasks from left rail if the task resides on file, folder or historical notes.
157399	Added the ability to view single frame content through left rail task preview.
157400	Added the ability to view multi-frame content through left rail task preview.
157477	An issue that was preventing files with an attributes value of NULL from opening in Browser Client.
157502	File Types, Drawers and File Marks are available in WebClient in case binary attributes are assigned to some file types.
	<b>Note:</b> Binary attributes can't be set up for tasks both for Browser Client and Desktop. While creating a task a Disabled button for the binary attribute is shown at the 'Set Task Attributes' modal in Browser Client.
157583	We have resolved an issue that prevented attributes with a NULL value from displaying in the Browser Client.



### Release - 6.2 Patches

### Application Patch – 10/11/2017

#### **Important Patch Note**

Files IRAppServer.Patch.6.2.23.1446.msp, SagittaDataSync.Patch.6.2.23.1448.msp, and IRWebService.Patch.6.2.23.1448.msp are dependent upon one another and therefore must be installed together.

#### IRAppServer.Patch.6.4.41.4084.msp

Affected Files:

Imageright.common.dll (6.2.23.1421)

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

#### SagittaDataSync.Patch.6.4.41.4087.msp

Affected Files:

SagittaCommon.dll 1.0.0.0

Imageright.converter.dll 6.2.23.1445

Imageright.client.dll 6.2.23.1445

Imageright.common.dll 6.2.23.1445

Common.dll 6.2.23.1445

imageright.diagnostics.dll 6.2.23.1445

ImageRight.Integration.DataSynch.SagittaWrapper.dll 6.2.23.1447

ImageRight.Integration.DataSynch.Processor.dll 6.2.23.1448

157436 We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.

Sagitta Data Sync Hotfix uninstall command:

msiexec /i {6821D980-2255-4655-8CEA-E2229ED8BB6A} MSIPATCHREMOVE={3916CA7D-EDB0-4DDF-A119-F1D4CB04C596} UPGRADING\_OLDER\_PRODUCT=1 /qb

#### IRWebService.Patch.6.4.41.4087.msp

Affected Files:

imageright.webservice.dll 6.2.23.1448

imageright.common.dll 6.2.23.1445

imageright.client.dll 6.2.23.1445

imageright.converter.dll 6.2.23.1445

imageright.webservice.library.dll 6.2.23.1443

We have resolved an issue that caused a Sagitta Sync error when large files are present in ImageRight.



### Application Patch - 5/5/2017

Application Server Patch: IRAppServer.Patch.6.2.23.1439.msp

Affected Files:

imageright.db.dll (6.2.23.1439)

imageright.server.base.dl (6.2.23.1439)

157432 Corrected an issue with case sensitivity when checking for duplicate accounts on update that prevented accounts with the same name in an Active Directory environment.

Desktop Patch: IRDesktop.Patch.6.2.23.1440.msp

Affected Files:

imageright.converter.dll (6.2.23.1440)

imageright.emailclient.parser.dll (6.2.1.0)

imageright.gui.controls.dll (6.2.23.1440)

imageright.gui.viewers.dll (6.2.23.1440)

Leadtools.Pdf.dll (19.0.0.113)

- 157310 Resolved an issue that caused corrupt email attachments if the email was sent using Outlook Viewer.
- Resolved an issue that caused corrupted email attachments if the email was forwarded using Outlook Viewer.
- We have corrected an issue that was causing extra copies of email messages to be saved in the Outlook Drafts folder after sending it through the ImageRight viewer.
- Fixed an issue that caused the error message "This page cannot be displayed. Page not found" to be displayed when the password was entered for password protected PDF files.
- 157519 Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

  Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).
- Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

  Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).
- 157703 PDFs are now parsed only when the user clicks in the Search box, so there is no additional delay when navigating between large files in the tree.
- 157571 Resolved an issue where PDF files with Cambria font were not correctly displayed in the viewer.



157642 Resolved an issue that caused the text search feature to be inconsistent on some PDFs.

157505 Resolved an issue that caused some PDFs to be not viewable in the viewer.

157448 Resolved an issue that was causing the original date on emails forwarded from

ImageRight/WorkSmart to be updated to the current date.

#### Email Receiver Patch: IREmailRcv.Patch.6.2.23.1440.msp

Affected Files:

imageright.client.dll (6.2.23.1425)

imageright.common.dll (6.2.23.1421)

imageright.converter.dll (6.2.23.1440)

imageright.emailreceiver.dll (6.2.23.1440)

imageright.emailreceiver.interfaces.dll (6.2.23.1440)

Leadtools. Annotations. Core. dll (19.0.0.40)

Leadtools. Annotations. Documents. dll (19.0.0.2)

Leadtools. Annotations. Rendering. WinForms. dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.Codecs.Tif.dll (19.0.0.21)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

Leadtools.Pdf.dll (19.0.0.113)

Leadtools.PdfEngine.dll (19.0.0.6)

157670 Corrected an issue in which messages sent to the Email Receiver failed to process and

generated the error message: "ERROR EmailReceiver - System.NullReferenceException:

Object reference not set to an instance of an object."

157765 The changes removing the TIF Split feature were rolled back. Also, the changes were

made to support current email processing implementation which had changed in 6.3.

Affected areas: Email Receiver, EMC, Converters.

#### Enterprise Management Console Patch: IRAdmin.Patch.6.2.23.1440.msp

Affected Files:

mageright.client.dll (6.2.23.1425)

imageright.common.dll (6.2.23.1421)

imageright.converter.dll (6.2.23.1440)

imageright.desktop.gui.dll (6.2.23.1438)

imageright.emailclient.parser.dll (6.2.1.0)

imageright.emailreceiver.gui.dll (6.2.23.1440)

imageright.emailreceiver.interfaces.dll (6.2.23.1440)

imageright.gui.controls.dll (6.2.23.1440)



imageright.gui.viewers.dll (6.2.23.1440)

imageright.import.common.dll (6.2.23.1434)

Leadtools.Annotations.Core.dll (19.0.0.40)

Leadtools. Annotations. Documents. dll (19.0.0.2)

Leadtools. Annotations. Rendering. WinForms. dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

Leadtools.Pdf.dll (19.0.0.113)

#### 157765

The changes removing the TIF Split feature were rolled back. Also, the changes were made to support current email processing implementation which had changed in 6.3. Affected areas: Email Receiver, EMC, Converters.

#### ImageRight Connect Patch: IRConnect.Patch.6.2.23.1440.msp

Affected Files:

Leadtools. Annotations. Documents. dll (19.0.0.2)

imageright.common.dll (6.2.23.1421)

Leadtools. Annotations. Rendering. WinForms. dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43)

ImageRight.Api.Models.dll (6.2.23.1433)

imageright.converter.dll (6.2.23.1440)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.Codecs.Png.dll (19.0.0.9)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

imageright.emailclient.parser.dll (6.2.1.0)

Leadtools.Pdf.dll (19.0.0.113)

157519 Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient

functionality).

157689 Updated imageright.emailclient.parser.dll to treat RTF tags correctly.

Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient

functionality).

Outlook Interface Patch: IROutlookInterface.Patch.6.2.23.1440.msp

Affected Files:



imageright.converter.dll (6.2.23.1440) imageright.desktop.gui.dll (6.2.23.1438) imageright.emailclient.parser.dll (6.2.1.0) imageright.gui.controls.dll (6.2.23.1440) imageright.gui.viewers.dll (6.2.23.1440) imageright.import.common.dll (6.2.23.1434) Leadtools.Pdf.dll (19.0.0.113)

157310	Resolved an issue that caused corrupt email attachments if the email was sent using Outlook Viewer.
157544	Resolved an issue that caused corrupted email attachments if the email was forwarded using Outlook Viewer.
157196	We have corrected an issue that was causing extra copies of email messages to be saved in the Outlook Drafts folder after sending it through the ImageRight viewer.
157667	Fixed an issue that caused the error message "This page cannot be displayed. Page not found" to be displayed when the password was entered for password protected PDF files.
157519	Updated imageright.emailclient.parser.dll to treat RTF tags correctly.  Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).
157689	Updated imageright.emailclient.parser.dll to treat RTF tags correctly.  Affected areas: Desktop drag & drop, IRConnect (email drop back WebClient functionality).
157703	PDFs are now parsed only when the user clicks in the Search box, so there is no additional delay when navigating between large files in the tree.
157571	Resolved an issue where PDF files with Cambria font were not correctly displayed in the viewer.
157642	Resolved an issue that caused the text search feature to be inconsistent on some PDFs.
157505	Resolved an issue that caused some PDFs to be not viewable in the viewer.
157448	Resolved an issue that was causing the original date on emails forwarded from ImageRight/WorkSmart to be updated to the current date.

# Application Patch - 3/16/2017

#### **Important Patch Note**

The IRDesktop.Patch.6.2.23.1438.msp and/or the IRConnect.Patch.6.2.23.1438.msp must be installed the same time as the ImageRight.PDFPrinter.msi. The Printer will not function correctly without the IR Desktop and/or the IR Connect patches.



ImageRight PDF Printer: ImageRight.PDFPrinter.msi

Affected Files:

ABCpdf.dll (9.1.1.8)

ABCpdf9\_32.dll (9.1.1.8)

ABCpdf9\_64.dll (9.1.1.8)

ImageRight.Connectivity.dll (6.4.17.1078)

ImageRight.Connectivity.Shared.dll (6.4.17.1078)

ImageRight.PrintService.exe (6.4.17.1078)

ImageRight.PrintService.exe.config

ImageRightpsdrv.cat

ImageRightPsDrv.inf

ImageRight.PsDrv.ppd

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.ColorConversion.dll (19.0.0.5)

Leadtools.dll (19.0.0.71)

Leadtools.Pdf.dll (19.0.0.83)

Leadtools.PdfEngine.dll (19.0.0.6)

Log4net.dll (1.2.10.0)

Vertafore.cer

ImageRight Connect: IRConnect.Patch.6.2.23.1438.msp

Affected Files:

ImageRight.Connect.exe (6.2.23.1438)

ImageRight.Connectivity.Shared.dll (6.4.17.1078)

ImageRight Desktop: IRDesktop.Patch.6.2.23.1438.msp

Affected Files:

ImageRight.Connectivity.Shared.dll (6.4.17.1078)



157450	Resolved issue where notary stamps are partially removed from pdf.
157446	Resolved issue where printing via the IR PDF Printer intermittently results in the import window never opening.
157422	Fixed issue where printing from Microsoft Dynamics CRM to ImageRight using the ImageRight PDF printer causes information to black out.
157525	Fixed issue where certain letters and numbers are removed from printed invoices from webpages or PDFs.
157476	
157582	Resolved issues printing Sagitta Eforms.
457500	Resolved issue when printing images with a watermark, the watermark is moved in front of text and block data.
157599	
157518	Fixed issue that borders are Bold when printing with PDF Printer.
	Resolved the issue when printed file may grow in size exponentially.

When installing the printer silently, a prompt asking to install the driver may show if the following Microsoft patch is not installed: <a href="https://support.microsoft.com/en-us/help/2921916/the-untrusted-publisher-dialog-box-appears-when-you-install-a-driver-in-windows-7-or-windows-server-2008-r2">https://support.microsoft.com/en-us/help/2921916/the-untrusted-publisher-dialog-box-appears-when-you-install-a-driver-in-windows-7-or-windows-server-2008-r2</a> MS Article ID: 2921916

# Application Patch - 12/1/2016

Browser Server Patch: ImageRight.BrowserServer.Patch.6.2.23.1435.msp
157583 Resolved an issue where attributes with a NULL value did not display in the web client.

Affected Files: ImageRight.Web.Client.dll (6.2.23.1435)



# Application Patch - 11/21/2016

Email Receiver Patch: IREmailRcv.Patch.6.2.23.1434.msp

157580

Resolved an issue that leads to pdf conversion errors in case of multiple services installed on the same machine. All the latest hotfixes should be installed for the services.

Affected Files:

imageright.converter.dll (6.2.23.1434) imageright.emailreciver.dll (6.2.23.1434) imageright.import.common.dll (6.2.23.1434)

Import Service Patch: IRImportService.Patch.6.2.23.1434.msp

Resolved an issue that leads to pdf conversion errors in case of multiple services installed 157580

on the same machine. All the latest hotfixes should be installed for the services.

Affected Files:

imageright.converter.dll (6.2.23.1434) imageright.import.cold.dll (6.2.23.1434) imageright.import.common.dll (6.2.23.1434)

#### Application Patch – 11/9/2016

Delivery Service Patch: IRDeliverySvc.Patch.6.2.23.1434.msp

Resolved an issue that causes incorrect annotations position in case of negative coordinate 157567

system in PDF files to not export.

Affected Files:

imageright.converter.dll (6.2.23.1434)

Desktop Patch: IRDesktop.Patch.6.2.23.1434.msp

157567 Resolved an issue that causes incorrect annotations position in case of negative coordinate system in PDF files to not export.

Affected Files:

imageright.converter.dll (6.2.23.1434)



Export Utility Patch: IRExportUtility.Patch.6.2.23.1434.msp

157567 Resolved an issue that causes incorrect annotations position in case of negative coordinate

system in PDF files to not export.

Affected Files:

imageright.converter.dll (6.2.23.1434)

# Application Patch - 10/31/2016

Delivery Service Patch: IRDeliverySvc.Patch.6.2.23.1432.msp

157541 An issue which could cause data inconsistencies after exporting with annotations has been

resolved.

With this fix we completely reworked exporting with annotations process for PDF files in

order to resolve existing and avoid future issues with exporting functionality. Also all ImageRight annotations will be now "stamped" into PDF files by default. As result users will

not be able to delete or modify them.

Affected Files:

imageright.converter.dll (6.2.23.1429)

Leadtools. Annotations. Rendering. WinForms.dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.Codecs.Tif.dll (19.0.0.21)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

Leadtools.Pdf.dll (19.0.0.83)

Leadtools.PdfEngine.dll (19.0.0.6)

Desktop Patch: IRDesktop.Patch.6.2.23.1432.msp

157540 Resolved an issue which could cause data inconsistencies when printing through the

ImageRight PDF Printer.

157541 An issue which could cause data inconsistencies after exporting with annotations has been

resolved.



With this fix we completely reworked exporting with annotations process for PDF files in order to resolve existing and avoid future issues with exporting functionality. Also all ImageRight annotations will be now "stamped" into PDF files by default. As result users will not be able to delete or modify them.

#### Affected Files:

imageright.converter.dll (6.2.23.1429) Leadtools.Annotations.Rendering.WinForms.dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43) Leadtools.Codecs.Fax.dll (19.0.0.4) Leadtools.Codecs.Tif.dll (19.0.0.21)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

Leadtools.Pdf.dll (19.0.0.83) Leadtools.PdfEngine.dll (19.0.0.6)

#### Export Utility Patch: IRExportUtility.Patch.6.2.23.1432.msp

An issue which could cause data inconsistencies after exporting with annotations has been resolved.

With this fix we completely reworked exporting with annotations process for PDF files in order to resolve existing and avoid future issues with exporting functionality. Also all ImageRight annotations will be now "stamped" into PDF files by default. As result users will not be able to delete or modify them.

#### Affected Files:

imageright.converter.dll (6.2.23.1429)

Leadtools. Annotations. Rendering. WinForms.dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.Codecs.Tif.dll (19.0.0.21)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

Leadtools.Pdf.dll (19.0.0.83)

Leadtools.PdfEngine.dll (19.0.0.6)



Outlook Interface Patch: IROutlookInterface.Patch.6.2.23.1432.msp

157540 Resolved an issue which could cause data inconsistencies when printing through the ImageRight PDF Printer.

Affected Files:

imageright.client.dll (6.2.23.1425) imageright.converter.dll (6.2.23.1429) imageright.gui.controls.dll (6.2.23.1425)

Leadtools. Annotations. Rendering. WinForms. dll (19.0.0.48)

Leadtools.Codecs.dll (19.0.0.43) Leadtools.Codecs.Fax.dll (19.0.0.4) Leadtools.Codecs.Tif.dll (19.0.0.21)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.ImageProcessing.Core.dll(19.0.0.45)

Leadtools.Pdf.dll (19.0.0.83) Leadtools.PdfEngine.dll (19.0.0.6)

PDF Printer Patch: ImageRight.PDFPrinter.Patch.6.2.23.1432.msp (for printer version 6.2.1)

157537 Resolved an issue which could cause formatting inconsistencies when printing through the ImageRight PDF Printer.

157538 Resolved an issue which could cause tables to display incorrectly when printing through the ImageRight PDF Printer.

Resolved an issue which could cause data inconsistencies when printing through the ImageRight PDF Printer.

Resolved an issue which could cause incorrect displaying of annotations after printing through the ImageRight PDF Printer.

Affected Files:

Leadtools.Codecs.Tif.dll (19.0.0.21)

Leadtools.Svg.dll (19.0.0.73)

Leadtools.Codecs.dll (19.0.0.43)

Leadtools.Codecs.Jb2.dll (19.0.0.11)

Leadtools.Printer (19.0.0.3)

Leadtools.Codecs.Fax.dll (19.0.0.4)

Leadtools.ImageProcessing.Color.dll (19.0.0.1)

Leadtools.PdfEngine.dll (19.0.0.6)

Leadtools.dll (19.0.0.71)

Leadtools.Drawing.dll (19.0.0.16)

Leadtools.Forms.DocumentWriters.dll (19.0.0.50)

Leadtools.Codecs.Cmp.dll (19.0.0.27)

Leadtools.Codecs.Png.dll (19.0.0.9)

Leadtools.ImageProcessing.Core.dll (19.0.0.45)

Leadtools.Pdf.dll (19.0.0.83)



### Application Patch - 10/7/2016

PDF Printer: ImageRight.PDFPrinter.msi

157473 The li

The ImageRight PDFPrinter msi contains a fix for an issue introduced by security update MS16-087 which cause an error during installation. During the installation, the new PDF Printer will import a Trusted Publisher certificate and install a Virtual Printer driver signed by this certificate. The PDF Printer will then be created and registered as usual. This msi contains all of the hotfixes previously issued for the ImageRight PDF Printer for 6.2.

Affected Files:

ImageRight.PDFPrinter.msi

### Application Patch - 8/30/2016

Desktop Patch: IRDesktop.Patch.6.2.23.1425.msp

157441

Implemented the 'Include File Tree' option for "Send to directory" and "Send to email" options to include file tree bookmarks during export.

Affected Files:

Imageright.client.dll (6.2.23.1425)

Imageright.common.dll (6.2.23.1421)

Imageright.converter.dll (6.2.23.1425)

Imageright.gui.controls.dll (6.2.23.1425)

Leadtools.Annotations.Core.dll (19.0.0.40)

Leadtools.Annotations.Documents.dll (19.0.0.2)

Leadtools. Annotations. Rendering. WinForms.dll (19.0.0.46)

Leadtools.Codecs.dll (19.0.0.41)

Leadtools.Codecs.Fax.dll (19.0.0.3)

Leadtools.Codecs.Tif.dll (19.0.0.18)

Leadtools.dll (19.0.0.63)

Leadtools.Drawings.dll (19.0.0.15)

Leadtools.Pdf.dll (19.0.0.74)

Leadtools.PdfEngine.dll (19.0.0.5)



Export Utility Patch: IRExportUtility.Patch.6.2.23.1425.msp

Implemented the 'Include File Tree' option for the Export Utility to include file tree 157441

bookmarks during export.

Affected Files:

Imageright, client, dll (6,2,23,1425) Imageright.common.dll (6.2.23.1421) Imageright.converter.dll (6.2.23.1425) Imageright.gui.controls.dll (6.2.23.1425)

Imageright.Utilities.Exporter.Gui.dll (6.2.23.1425)

Leadtools.Annotations.Core.dll (19.0.0.40)

Leadtools. Annotations. Documents. dll (19.0.0.2)

Leadtools. Annotations. Rendering. WinForms.dll (19.0.0.46)

Leadtools.Codecs.dll (19.0.0.41) Leadtools.Codecs.Fax.dll (19.0.0.3) Leadtools.Codecs.Tif.dll (19.0.0.18)

Leadtools.dll (19.0.0.63)

Leadtools.Drawings.dll (19.0.0.15)

Leadtools.Pdf.dll (19.0.0.74)

Leadtools.PdfEngine.dll (19.0.0.5)

PDF Printer: ImageRight.PDFPrinter.Patch.6.2.23.1427.msp

Resolved several display issues when importing PDFs via the PDF printer. 157175

157182

157345 Affected Files:

157397

Leadtools.Codecs.Tif.dll (19.0.0.18) 157388

Leadtools.Svg.dll (19.0.0.64) 157361

Leadtools.Annotations.Core.dll (19.0.0.40)

Leadtools. Annotations. Documents. dll (19.0.0.2)

Leadtools. Annotations. Rendering. WinForms. dll (19.0.0.46)

Leadtools.Codecs.dll (19.0.0.41)

Leadtools.Codecs.Jb2.dll (19.0.0.10) Leadtools.Codecs.Fax.dll (19.0.0.3)

Leadtools.Codecs.Tif.dll (19.0.0.18)

Leadtools.dll (19.0.0.63)

Leadtools.Annotations.Core.dll (19.0.0.40)

Leadtools.Drawings.dll (19.0.0.15)

Leadtools.Forms.DocumentWriters.dll (19.0.0.40)

Leadtools.Codecs.Cmp.dll (19.0.0.24)

Leadtools.Codecs.Png.dll (19.0.0.8)

Leadtools.Pdf.dll (19.0.0.74)

Leadtools.PdfEngine.dll (19.0.0.5)



### Application Patch - 8/17/2016

Desktop Patch: IRDesktop.Patch.6.2.23.1424.msp

Export Patch: IRExportUtility.Patch.6.2.23.1424.msp

Outlook Interface Patch: IROutlookInterface.Patch.6.2.23.1424.msp

Delivery Service Patch: IRDeliverySvc.Patch.6.2.23.1424.msp

Affected Files:

Imageright.converter.dll (6.2.23.1424)

Leadtools.Annotations.Core.dll (19.0.0.40)

Leadtools.Annotations.Documents.dll (19.0.0.2)

Leadtools. Annotations. Rendering. WinForms.dll (19.0.0.46)

Leadtools.Codecs.dll (19.0.0.41)

Leadtools.Codecs.Fax.dll (19.0.0.3)

Leadtools.Codecs.Tif.dll (19.0.0.18)

Leadtools.dll (19.0.0.63)

Leadtools.Drawings.dll (19.0.0.15)

Leadtools.Pdf.dll (19.0.0.74)

Leadtools.PdfEngine.dll (19.0.0.5)

These patches resolve many PDF rendering related items, with regard to viewing and exporting PDFs. While some specific PDFs are still affected by the following issues, the majority of them have been resolved.

Font is rendered incorrectly and unreadable. Strange characters show in place of text.

PDF pages show dots in place of data in a grid format.

PDF pages display the following error: "This image cannot be displayed. Page not found".

PDF annotations placed on specific fields with tab or space formatting display incorrectly.

Please be aware of the issue below that still exists for specific types of PDF files:

 After applying an annotation to a page, and then exporting that page, data may be missing.

We have made significant progress with addressing items related to PDF capability. There are still open items we are addressing regarding the ImageRight PDF Printer, and we plan to have a subsequent hotfix available in the near future to address any outstanding critical items.



### Application Patch - 7/20/2016

Desktop Patch: IRDesktop.Patch.6.2.23.1421.msp

157396 Resolved an issue that would cause CSV files to display as text files within the

desktop.

Affected Files:

Imageright.common.dll (6.2.23.1421)

Application Service Patch: IRAppServer.Patch.6.2.23.1421.msp

157396 Resolved an issue that would cause CSV files to display as text files within the

desktop.

Affected Files:

Imageright.common.dll (6.2.23.1421)

### Application Patch - 6/24/2016

Import Service Patch: IRImportService.Patch.6.2.23.1419.msp

**157309** Fixed issue with SplitMultipagePDF tag where value of True will result in error.

Affected Files:

Imageright.import.common.dll (6.2.23.1419)

# Application Patch - 6/6/2016

Email Receiver Patch: IREmailRcv.Patch.6.2.23.1418.msp

157341 QuickSoft was replaced with LimiLabs .NET email component in order to resolve an

issue that caused importing emails to fail when the Email Receiver service is hosted

through Rackspace.

Affected Files:

imageright.emailreceiver.dll (6.2.23.1418)

Mail.dll (3.0.16061.1530)

MailLicense.xml



# Release - 6.2, April 22, 2016

Program	Enhancement	Description
Desktop, Browser Client, Scanner, E-Mail Receiver, Microsoft Add- In, Adobe Plug-In, Content import	PDF support and improvements	<ul> <li>Introducing new ImageRight PDF printer to produce high-resolution PDFs instead of TIFF images</li> <li>Split or assemble PDF documents when previewing from the import dialog (Note: The "Split PDF documents" option has moved from "Import Into" tab to the "Preview" tab)</li> <li>MS Add-ins, Email Receiver and Imports will now convert documents to high quality PDFs instead of TIFF images</li> <li>Email receiver provides time stamps PDFs for legal requirements</li> <li>Perform text search on PDFs from the image viewer and navigate directly to a page within multi-page PDFs by keying in page number</li> <li>Redact PII or PHI on PDFs before or after importing</li> <li>Attachments will now be smaller in size when converted</li> <li>Scan to PDF option now available in scanner favorites</li> <li>PDFs sent via email can now be printed with annotations</li> </ul>
RESTful API	Push Notification	<ul> <li>Push Notifications now available as part of the RESTful API</li> <li>Integrated applications can subscribe to events when documents are created, updated, moved, deleted or copied.</li> <li>Allows for bidirectional integration with policy, claims, accounting systems and other Vertafore solution</li> <li>Notifications can be fired for one of more of the combinations: Drawer, File, Folder and Document types</li> </ul>
EMC	HIPAA Compliant Native Security	<ul> <li>Control malicious attacks with automatic account lock-out after 5 unsuccessful login attempts</li> <li>Higher security with password expiration every 60 days</li> <li>Cannot repeat previous 10 passwords</li> </ul>



Program	Enhancement	Description
		·
Browser Client	Added several new key capabilities	<ul> <li>ImageRight Connect         <ul> <li>ImageRight PDF Printer will work with ImageRight Connect to directly print documents into Browser client</li> <li>This also enables easy import of content directly to the browser client using MS Add-in and PDF Plug-in</li> <li>Also supported on Citrix or Terminal Services</li> </ul> </li> <li>Automatically file sent emails along with attachments as confirmation         <ul> <li>ImageRight Connect and MS Add-in are prerequisites</li> </ul> </li> <li>Ability to change native password upon expiration</li> <li>Copy shortcut: Easily share direct URL links to page, document, folder or file with other authenticated users</li> <li>Auto-preview first page when document node is selected</li> <li>Preview HTML pages</li> <li>Preview native outlook messages (.msg) along with attachments</li> <li>Ability to blank one or more page descriptions at a time</li> <li>New right-click context menu in the file tree to perform following actions:</li></ul>
Imports	Import directory limits	Import service will function without issues when import directory contains 10K files
Application	Performance	<ul> <li>Improved performance by resolving issues related to</li> </ul>
Server	Improvements	SQL Server 2014
		<ul> <li>Resolved an issue with SQL connection pool depletion by properly disposing of the connections after use</li> </ul>
Desktop	Improvements	<ul> <li>The file extension for formats not recognized by ImageRight is no longer lost when "Split PDF" is selected in the Import dialog box</li> <li>Large PDF pages can now be displayed without causing the Desktop to stop responding</li> </ul>
All Applications	Installers	<ul> <li>Application installers now check for admin rights before installation</li> </ul>



# **Browser Client**

156836	In the right-click context menu on a node in the file tree, the user can now right-click and select "Copy Shortcut". This copies a link to that selected node that can be pasted and navigated to in a browser. The URL will load the appropriate file and navigate the user to the selected content.
157043	Create folder functionality has been implemented on Copy/Move actions. The New Folder button is presented in Copy/Move explorer when the user is performing a copy/move page action. Also the New Folder button is available on the File and Folder level Actions - New Folder. The New Folder button cannot be clicked when a folder cannot be created. The New Folder button has drop-down list of available folder types. A new folder is created only after the user clicks the Move/Copy/Copy with Annotations button. If Cancel is clicked, the creation of the new folder is canceled. Error handling for Create Folder when performing a copy/move has been implemented.
157045	Improved keyboard navigation for the Move modal to allow users to quickly make selections.
157055	As the user scrolls up or down in the multi-frame view, images are now loaded on demand vs all at once.
157056	For pages that are able to be displayed in the image viewer, there is now a preview of the first frame of the first page.
157059	You can now preview .msg files.
157060	A context menu is now available in file tree when right-clicking in the file tree.
157062	Implemented push notifications for the ImageRight Application server.
157079	Users are now able to copy/move documents on the file level as long as it is allowed according to the File template. Users are now able to create a New Folder on the file level while performing a copy/move action.
157080	Added MAX_FILE_UPLOAD_SIZE property editor to the ImageRight Web Client configuration file. If upgrading, the existing value is read from web.config. Custom actions have been changed to work correctly with UI upgrade and IR Installer Service upgrade.
157107	All CMIS endpoints have been removed from client and server and have been replaced with API endpoints and status codes
157118	Password expiration: When a password is expired the password change form is displayed for the user. The last 10 passwords and a password strict policy are handled. The appropriate error messages are shown as needed.
	The account is now locked after 5 unsuccessful login attempts.
157163	All calls to CMIS endpoints have been removed.



Added the ability to create an empty document through the Browser Client. This is to improve the user experience for importing items from the Import Bin into their own documents.

# **Business Process Reporting**

Changes were made to some Datawarehouse procedures so that scripts would execute correctly even when collation is different between TempDB and Datawarehouse Database.

#### Click Once

Hardcoded the product code to be the same for both the 32- and 64-bit document converters.

#### **Conversion Framework**

#### **Email Receiver**

- For selected document types conversion to TIFF images has been replaced with conversion to PDF.
- The Split Multipage Images option has been removed.
- The Import Attached Documents as Multipage Images has been removed.
- The Split Multipage PDFs option is applicable to both converted to PDF documents and original PDF documents.
- Time stamps for PDF documents were added.

#### 157066

#### **Import Service**

- The RecognizeColor option has been removed since we are now converting to PDFs
- XORM works as it has previously and indicates whether to split or not output PDFs.
- The CONVERSIONFLAG indicates whether to convert to PDF instead of TIFF.
- The ConvertWithColor and ConvertBlackAndWhite options have been removed.
   The ConvertToPDF option has been implemented for XML templates.
- Renamed SplitMultipageTiff to SplitMultipagePdf and implemented corresponding functionality for XML templates.

# Desktop

Changes were made to make the default time 12:00 am for tasks scheduled for a future date.

Related cases: 145143, 150821, 156711, 156782



157103	Corrected an issue that caused embedded image annotations to have the wrong position on the page if the page is rotated. Functionality to detect page rotation and adjust annotation parameters according to page rotation has been implemented.
157104	The Logon as Service permission was granted for the App.Server service user during installation to allow the App.Server service to start automatically.
157116	Enabled the search function for the PDF viewer.
157124	Added the ability to open all PDFs in an external Adobe viewer
157126	<ul> <li>Redaction for pdf format was implemented. Redacted pages are converted to images in order not to disclose private information.</li> <li>Hotfix for 6.1 (IRDesktop.Patch.6.1.19.1445.msp) - it includes both fixes  – Error when import PDF file after redaction  – Redaction: PDF - incorrect location of annotations</li> <li>Related cases: 157190</li> </ul>
157127	We removed Password Expiration on Date from the list of available options. For all existing users who have specified password expiration dates, we have replaced that option with an Every 60 Days expiration option.
157147	Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.
157186	The file extension for formats not recognized by ImageRight is no longer lost when "Split Pdf" is selected in the Import dialog box.
157192	Implemented the ability to split/assemble PDFs within the Import dialog box.
157201	Moved the addition of the wildcard to search conditions, from the server to the client applications in order to allow specific searches from api functionality such as web services and the rest api.
157239	Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.
157155	Text Stamp annotations with the "Allow Resize" option selected will correctly save their size and no longer revert back to single line formatting after saving.
157252	Resolved an issue which caused Text Stamp annotations with the "Allow Resize" option selected to disappear after exporting multiple times. Text Stamp annotations will now correctly save their size on export.
157207	An issue which caused annotations to not be present during printing of an exported attachment has been resolved. Annotations will now be available for printing on local devices.
157200	Image rotation will now apply correctly on the import dialog when importing via the ImageRight Printer if the Split PDF option is enab



#### **Email Receiver**

For getting and parsing emails ImageRight uses QuikSoft EasyMail. The QuikSoft EasyMail library has some issues with parsing emails with long subject lines. The HigLabo.Mail nuget package was added to the project to solve this issue. The remaining part (i. e. parsing body, attachments, embedded images and saving emails) of functionality still using QuikSoft EasyMail.

#### **Full Text Search**

PDF files will now be converted to images by AbcPdf before undergoing OCR to prevent error messages.

Related cases: 156072, 156536, 156551

# **ImageRight Printer**

The installation .msi for the PDF printer was implemented to allow content to be imported into the Desktop as a PDF rather than a TIFF. A single print job results in a single multipage PDF.

# **Imports**

156608

Recursion in import service was replaced to iteration to avoid StackOverflow exception on a large set of files.

Related cases: 156725

Corrected an issue with the Cold Index Imports using documentgroupnumber that created multiple single page documents rather than create a single document with multiple pages.

# **Management Console**

A user's or group's name cannot be changed to be a duplicate of an existing user's or group's name.



- 1. Added functionality for locking user accounts after 5 failed logon attempts.

  Accounts are unlocked automatically after 15 minutes or can be unlocked manually from Enterprise Management Console (EMC).
- 2. Implemented an option to unlock user accounts in EMC.
- 157048
- 3. Added auditing on unlock actions.
- 4. Added an option password expire every 60 days and implement the correspondent behavior. Option Expire on date was replaced with Expire every 60 days.
- 5. Implemented lock-unlock functionality for master-master configuration.
- 6. Added user-friendly messages if a person's account is locked.
- **157049** Application installers now check for admin rights before installation.

#### **Master Server**

- Resolved performance issues with SQL Server 2014. The query used has been replaced with a recursive version.
- Implemented the appropriate error handling for retention clustering threads to prevent the crashing of database connections when connection to the Application Server is lost.
  - IRAppServer.Patch.6.1.19.1436.msp hotfix
- Fixed an issue that was causing Rest API to display an exception when used with Oracle. CreateTask has been updated to use another DB request instead of GetTaskByld.
- Resolved an issue with SQL connection pool depletion by properly disposing of the connections after use.

#### Microsoft Add-In

- Addin Express has been upgraded to the latest version. Reminders collection events have been disabled to fix a Microsoft Dynamics CRM Add-in issue.
  - We have replaced Conversion to Image with Conversion to PDF for Microsoft Addins in Converter3xImageAdapter. For IE, Word, Excel and Power Point all buttons were
- 157125 replaced with Native Import and Import as PDF. For Outlook and Windows Explorer the Conversion Options tab was removed from the Options dialog box.

  Related cases: 157121
- Added support of Internet Explorer Protected Mode to allow webpages to be imported from Internet Explorer with protected mode enabled.



#### Miscellaneous

Added a client application, ImageRight Connect, to support content imports from external applications to the ImageRight Browser Client. If installed and enabled, the ImageRight PDF Printer, Microsoft Add-ins, and Adobe Add-ins will interact with the browser client. If disabled, the ImageRight PDF Printer, Microsoft Add-ins, and Adobe Add-ins will interact with the ImageRight Desktop.

ImageRight Connect runs in the system tray and communicates on port 21738 with the browser client by default. This port can be configured in the configuration file of ImageRight Connect and 'Settings' within the ImageRight Browser Client.

- Implemented the functionality for email messages, sent from Web Client, to be dropped back into the file.
- Email error handling for the create path in Web Client has been implemented.
   MS Addies for Outlook and ImagePightIPConnect have been adjusted to prove
- MS Addins for Outlook and ImageRightIRConnect have been adjusted to provide the possibility to drop the email message from Web Client back into the file.

#### Scanner

157081

157071

We have added the "Save Images in PDF Format" to the Edit Favorites form so that you can create or edit favorites to include this option.

### **WorkSmart Integration**

- Vertafore Agency Platform Changed the behavior of retrieving files by Client ID to 157069 match by drawer name instead of the drawer type name in order to support cases and return files where the best practice file structure is not being used.
- Vertafore Agency Platform When retrieving files by client ID from ImageRight, you now have the option to include/exclude files marked as deleted. By default, files marked as deleted will be excluded.
- 157072 Vertafore Agency Platform We have resolved a display issue that caused a single WorkSmart task to be displayed twice in the Work In Progress pane.
- Files and folders imported into ImageRight through DeltaSync now have Servicer Name and Producer Name available along with the Service Code and Producer Code attributes.
- 157097 Implemented the ability to open ImageRight Browser Client from Sagitta.
- Moved the addition of the wildcard search conditions from the server to the client applications in order to allow specific searches from API functionality such as web services and the rest API.



### Release - 6.1 Patches

### Application Patch – 4/8/2016

Application Server Patch: IRAppServer.Patch.6.1.19.1442.msp

157177 Moved the addition of the wildcard search conditions from the server to the client applications in order to allow specific searches from API functionality such as web services and the rest API.

- 157166 Resolved an issue with SQL connection pool depletion by properly disposing of the connections after use.
- 157114 Implemented the appropriate error handling for retention clustering threads to prevent the crashing of database connections when connection to the Application Server is lost.

Affected Files: imageright.annotations.dll 6.1.19.1435 ImageRight.Api.dll 6.1.19.1432 imageright.client.dll 6.1.19.1442 imageright.db.dll 6.1.19.1442 imageright.db.statements.dll 6.1.19.1434 Imageright.FullTextSearch.dll 6.1.19.1434 imageright.objectsearch.dll 6.1.19.1442

#### Desktop Patch: IRDesktop.Patch.6.1.19.1446.msp

- Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.
- 157126 Redaction for PDF format was implemented. Redacted pages are converted to images in order not to disclose private information.
- 157186 The file extension for formats not recognized by ImageRight is no longer lost when "Split PDF" is selected in the Import dialog box.
- Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.
- 156996 Images will be converted into pdf in their native format without recompression



157177 Moved the addition of the wildcard search conditions from the server to the client applications in order to allow specific searches from API functionality such as web services and the rest API.

#### Affected Files:

imageright.annotations.dll (6.1.19.1435)
imageright.client.dll (6.1.19.1443)
imageright.converter.dll (6.1.19.1446)
imageright.desktop.gui.dll (6.1.19.1444)
imageright.gui.controls.dll (6.1.19.1444)
imageright.gui.viewers.dll (6.1.19.1446)
Leadtools.Annotations.Core.dll (19.0.0.13)
Leadtools.Annotations.Documents.dll (19.0.0.1)
Leadtools.Annotations.Rendering.WinForms.dll(19.0.0.12)
Leadtools.Drawing.dll (19.0.0.2)

#### Email Receiver Patch: IREmailRcv.Patch.6.1.19.1446.msp

Leadtools.Pdf.dll (19.0.0.49)

- Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.
- 157126 Redaction for pdf format was implemented. Redacted pages are converted to images in order not to disclose private information.
- 157186 The file extension for formats not recognized by ImageRight is no longer lost when "Split PDF" is selected in the Import dialog box.
- Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.
- 156996 Images will be converted into PDF in their native format without recompression

#### Affected Files:

imageright.annotations.dll (6.1.19.1435) imageright.client.dll (6.1.19.1443) imageright.converter.dll (6.1.19.1446) imageright.emailreceiver.dll (6.1.19.1444) Leadtools.Annotations.Core.dll (19.0.0.13) Leadtools.Annotations.Documents.dll (19.0.0.1) Leadtools.Annotations.Rendering.WinForms.dll(19.0.0.12) Leadtools.Drawing.dll (19.0.0.2) Leadtools.Pdf.dll (19.0.0.49)



Import Service Patch: IRImportService.Patch.6.1.19.1446.msp

157239	Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.
157126	Redaction for PDF format was implemented. Redacted pages are converted to images in order not to disclose private information.
157186	The file extension for formats not recognized by ImageRight is no longer lost when "Split PDF" is selected in the Import dialog box.
157147	Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.
156996	Images will be converted into pdf in their native format without recompression
	Affected Files: imageright.annotations.dll (6.1.19.1435) imageright.client.dll (6.1.19.1443) imageright.converter.dll (6.1.19.1446) imageright.import.cold.dll (6.1.19.1444) Leadtools.Annotations.Core.dll (19.0.0.13) Leadtools.Annotations.Documents.dll (19.0.0.1) Leadtools.Annotations.Rendering.WinForms.dll (19.0.0.12) Leadtools.Drawing.dll (19.0.0.2) Leadtools.Pdf.dll (19.0.0.49)
Delivery \$ 157239	Service Patch: IRDeliverySvc.Patch.6.1.19.1446.msp  Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.
157126	Redaction for PDF format was implemented. Redacted pages are converted to images in order not to disclose private information.
157147	Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.



156996 Images will be converted into PDF in their native format without recompression

Affected Files:

imageright.annotations.dll (6.1.19.1435) imageright.converter.dll (6.1.19.1446) Leadtools.Annotations.Core.dll (19.0.0.13) Leadtools.Annotations.Documents.dll(19.0.0.1)

Leadtools. Annotations. Rendering. WinForms. dll (19.0.0.12)

Leadtools.Drawing.dll (19.0.0.2) Leadtools.Pdf.dll (19.0.0.49)

#### Microsoft Add In Patch: IRMicrosoftAddin.Patch.6.1.19.1446.msp

Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.

157126 Redaction for PDF format was implemented. Redacted pages are converted to images in order not to disclose private information.

Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.

**156996** Images will be converted into PDF in their native format without recompression

Affected Files:

imageright.annotations.dll (6.1.19.1435) imageright.converter.dll (6.1.19.1446) Leadtools.Annotations.Core.dll (19.0.0.13) Leadtools.Annotations.Documents.dll (19.0.0.1) Leadtools.Annotations.Rendering.WinForms.dll (19.0.0.12) Leadtools.Drawing.dll (19.0.0.2)

Leadtools.Drawing.dll (19.0.0.2 Leadtools.Pdf.dll (19.0.0.49)

#### Export Utility Patch: IRExportUtility.Patch.6.1.19.1446.msp

Resolved an issue when viewing exported PDF file types with annotations that have been rotated and imported back into ImageRight.

157126 Redaction for PDF format was implemented. Redacted pages are converted to images in order not to disclose private information.

Large PDF pages can now be displayed without causing the Desktop to stop responding or displaying a "Not enough memory available" error message.



156996 Images will be converted into pdf in their native format without recompression

Affected Files:

imageright.annotations.dll (6.1.19.1435) imageright.converter.dll (6.1.19.1446) Leadtools.Annotations.Core.dll (19.0.0.13) Leadtools.Annotations.Documents.dll (19.0.0.1) Leadtools.Annotations.Rendering.WinForms.dll (19.0.0.12) Leadtools.Drawing.dll (19.0.0.2) Leadtools.Pdf.dll (19.0.0.49)

### Application Patch – 3/3/2016

Desktop Patch: IRDesktop.Patch.6.1.19.1441.msp

Added the ability to open non-form PDFs in external applications and to jump to a specific page in the PDF Image Viewer.

Affected Files:

imageright.annotations.dll (6.1.19.1435) imageright.converter.dll (6.1.19.1439) imageright.gui.controls.dll (6.1.19.1435) imageright.gui.viewers.dll (6.1.19.1441)

### Application Patch - 2/23/2016

BPR Patch: ImageRight.bpr.20.Patch.6.1.19.1438.msp

**157160** Fixed cdc\_Files table structure in data warehouse, so the BPR ETL process no longer encounters an unexpected EOF error.

Affected Files:

imageright.annotations.dll (6.1.19.1435) imageright.converter.dll (6.1.19.1435) imageright.gui.controls.dll (6.1.19.1435) imageright.gui.viewers.dll (6.1.19.1435)



# Application Patch - 2/16/2016

Browser Server Patch: ImageRight.BrowserServer.Patch.6.1.19.1437.msp

157156 Added check to validate if WebDAV is enabled. If WebDAV is disabled, buttons are no longer displayed in frame viewer.

Affected Files:

App.js

imageright.annotations.dll (6.1.19.1435)

# Application Patch - 1/11/2016

Import Service Patch: IRImportService.Patch.6.1.19.1433.msp

157084

Resolved an issue where Cold Index Import using documentgroupnumber created multiple single page documents rather than create a single document with multiple pages.

Affected Files:

imageright.import.cold.dll (6.1.19.1433)

# Release 6.1, December 7, 2015

Program	Enhancement	Description
Desktop, Browser Client, Scanner, E-Mail Receiver, Microsoft Add- In, Adobe Plug-In, Content import	PDF annotation support and quality improvements	<ul> <li>Split multipage PDF documents into high-quality single page PDFs instead of low resolution TIFF images.</li> <li>Annotate PDFs and export PDFs with or without annotations.</li> <li>Maintain smaller file sizes when sending high-quality PDFs via e-mail and adding sent e-mail messages and attachments to ImageRight.</li> <li>Import or scan documents as high-resolution PDFs quickly.</li> <li>Edit PDF forms and save changes in ImageRight.</li> <li>For additional details regarding this enhancement refer to the help files.</li> </ul>
Scalability and Performance	Application server clustering and high availability	<ul> <li>Run multiple server instances in a cluster with increased scalability support.</li> <li>Eliminate single point of failure with high-availability.</li> <li>Load-balance and redirect traffic to servers to increase server efficiency.</li> </ul>



Program	Enhancement	Description
EMC	Retention Management	<ul> <li>Timespan rules added</li> <li>Use Document Date as a trigger for calculating the purge date.</li> <li>Use any predefined date attribute as a trigger for calculating the purge date.</li> </ul>
	Maintenance Utility	<ul> <li>Use to purge cut, deleted, and deleted temporary content.</li> </ul>
	License Management	<ul> <li>View ImageRight license usage quickly in the details pane.</li> </ul>



Program	Enhancement	Description
Browser Client	Added new capabilities	<ul> <li>File tree</li> <li>Full file tree is viewable and easily resized in the viewing pane.</li> <li>Adaptive tree changes automatically to tiered tree on mobile tablets.</li> <li>Keyboard shorcuts and improved navigation options.</li> <li>Workflow to-do list</li> <li>Buddy tasks can be viewed in the to-do list.</li> <li>The to-do list date settings have been revised.</li> <li>E-mail, print, and download functionality</li> <li>Content can be selected from multiple documents and folders within the same file.</li> <li>Selected content is visible in enhanced dialog boxes.</li> <li>Attachments can be renamed when sending e-mail or downloding content.</li> <li>Viewer</li> <li>Auto-preview all the pages of Microsoft Office documents – not just the first page.</li> <li>View HTML pages.</li> <li>Edit HTML forms.</li> <li>View overlays on text files.</li> <li>Add annotations to PDFs.</li> <li>Improved visual design for larger view of images and notes.</li> <li>Import dialog box</li> <li>Use a drag-and-drop operation to add documents to the import dialog box.</li> <li>Copy and move functionality</li> <li>Copy and move functionality</li> <li>Copy to current file or a different existing file.</li> <li>Create a new document when copying pages.</li> <li>Move content from one file to another.</li> <li>Create a new document when moving pages.</li> <li>Tablet gestures</li> <li>Swipe left\right for page navigation</li> <li>Pinch to zoom</li> <li>Double-tap to reset zoom</li> </ul>
Workflow Studio	Export via workflow	<ul> <li>Automate content export via workflow.</li> <li>Export pages, documents, folders, or the entire files via the export step.</li> </ul>
Desktop	Task history	Folder & document type fields can now be added as customizable columns in the task history grid.



Program	Enhancement	Description
	Search	<ul> <li>Wildcard searches no longer require % at the end. All searches assume a wildcard at the end of the search criteria.</li> </ul>
	Document Indexing file lookup	<ul> <li>File attributes shown in the File Lookup dialog box are based on the file type selected in the dialog box.</li> </ul>
	Overlays	<ul> <li>Overlays are included when sending text files with overlays via e-mail.</li> </ul>
	Editing PDF forms and documents in	<ul> <li>Certain PDF forms can be edited, and changes can be saved in ImageRight.</li> <li>The preview of PDF documents can be enabled using</li> </ul>
	their native format	<ul> <li>an option in Desktop Settings.</li> <li>Toolbar button in the image viewer can be used to open files in their native format for editing, and changes can be saved in ImageRight.</li> </ul>
E-Mail Receiver	Auto indexing	<ul> <li>The auto-indexing attributes FILENO, FILENAME are no longer case sensitive.</li> </ul>
Outlook Interface	Now available	<ul> <li>Outlook interface is available for all clients.</li> <li>Add e-mail messages to ImageRight quickly using predefined favorites.</li> </ul>
WorkSmart Online	VSSO	Migrate users via the VSSO Customer Admin page.
Compliance and security	HIPAA/HITECH	<ul> <li>System captures logon attempts including who, when (date/time), success/failure, and reason for logon failure.</li> <li>System captures page-level audit information (viewed/modified) given a date range.</li> <li>Password for the built-in Admin account can only be changed when the user is logged on as the account.</li> </ul>
All Programs	Certification	ImageRight 6.1 is certified to run on Windows 10

For a quick overview of the ImageRight 6.1 release, see the video:

https://support.vertafore.com/support/index?page=content&id=VID249

# **Auditing**

156989 Added support for auditing page views. System captures page level audit information (viewed/modified) given the date range.



157001 Added support for auditing logins from client applications. System captures login attempts including who, when (date/time), success/failure and reasons for login failure.

#### **Browser Client**

- Users are now able to use gesture support to zoom and drag images in a touch enabled device. They can perform these actions using pinch and spread gestures. A double-tap can be used to return an image to its original position and size. Users can also swipe left and right to navigate through pages in a document.
- 156831 Implemented the ability to see tasks assigned to buddies.
- 156838 Using the Copy and Move actions, it is possible to:
  - Create a new document when using the Move action.
  - Copy or move documents and/or pages to a new file.
  - Change the page description or document description.

When the Copy and Move actions to move content to a new location, the new location can be displayed.

- **156839** When the Copy and Move actions are used, it is possible to:
  - Copy with or without annotations.
  - Create a new document when copying documents and/or pages.
- **156852** Implemented support for Overlays.
- 156867 Tasks can be created with attributes when documents are imported. Tasks can be created with different kinds of attributes on all levels.
- When a move or copy action is not successful, the items that could not be moved or copied will be displayed as links making it possible to return and restart the process.
- 156885 Resolved display issues with text files longer than one page in the Browser Client viewer.
- **156888** Added the ability to use a drag-and-drop operation to add files to the Import dialog box.
- **156889** Added the ability to rename pages when they are imported.
- **156892** Overlays for text files are now displayed in Browser Client.
- **156893** Implemented the ability to annotate PDFs.
- **156896** Added the ability to preview Microsoft Office documents in the image viewer.
- **156918** Implemented the ability import and split PDF files.
- **156919** Implemented the ability to export PDF files with native annotations.
- 156936 Certain page, keyboard shortcuts, such as Email, Download, Print, Rename, Add Page, Copy, and Move, are disabled when the Search From/Search Results Grid is open.



- 156940 The password for the built-in Admin account can only be changed when the Admin account is logged on, i.e., other users cannot change the password for the built-in account.
- **156954** Corrected the issue that preventing opening files when there were over 2100 steps.
- **156958** Corrected the issue that prevented the opening to more than one file at the same time.
- Added the ability to select multiple items in the file tree when performing various actions, such as sending e-mail, printing, downloading, renaming, adding pages, moving, and copying.
- 156963 Added the ability to select multiple items, and then send the selected items via e-mail, print the items, or download the items.
- 157039 Empty documents are removed after a mixed collection move.
- 157040 Improved performance of the Image Service and response time for adding and viewing new images in Browser Client by reducing the amount of compression when storing images in the Image Service cache.

### **Business Process Reporting**

- **156799** Fixed the duplicate key constraint error when running ETL process for multiple data warehouses on the same server at the same time.
- **156928** The BPR installation file, Imageright.bpr.20.msi, was changed to include the following improvements:
  - 1. Create a new application pool (for a clean install only) IRBPR20ApplicationPool.
  - 2. Set authentication rules on the Application level (for a clean install and an upgrade).
  - 3. Remove read only permission and set Allow All permission for Everyone on the IRBPR20 folder.
  - 4. Modify the channel in web.config when Integrated Security (Serviceprincipalname) is present.
  - 5. Set Allowed restrictions for all descriptions in ISAPI and CGI Restrictions section (for a clean install and an upgrade).
  - 6. Restart IIS default website automatically.
  - 7. Update the Business Hours dialog box: Time zone ImageRight Application Server time zone.

After the BPR upgrade (in silent mode or manual):

- Customized settings for the application pool will be saved.
- BAM settings in settings.lgx file will be saved.
- **156983** Corrected the issue that prevented log on to BPR after 5.7 SP1 upgrade.



## **Database Changes**

- 156883 Added an index to lockedby column in Imageset table to improve performance.
- **156964** Added script to disable auto create statistics in installed databases to improve performance.
- 156953 Added an index to file id in FileMark table to improve performance when retrieving file marks for a file.

## Desktop

- 155732 Changed the number of characters used in the file name from 30 characters to 50 characters when a drag-and-drop operation is used to move content from Desktop to the Windows desktop.
  - Added an option that can be used to configure the truncated length of file names when using a drag-and-operation. The option is in Desktop Settings, File Tree options.
- 156047 Overlays on text documents are now processed correctly when the document is sent as an e-mail message attachment.
  - Related cases: 156189, 156550
- 156431 Corrected the issue that caused the From address in an e-mail message to be populated with the wrong name when replying to or forwarding an e-mail message from the Image Viewer.
  - Related cases: 156586, 156763, 156810
- 156434 Document types are now sorted alphabetically when adding new document types to a file template in Enterprise Management Console. This change will also be reflected in the import dialog box when importing content into ImageRight Desktop.
  - Related cases: 156869
- 156474 Two columns have been added on the Task History tab: Folder type and Document type. The full hierarchical structure is displayed. The folder and document type values related to tasks will be shown if they exist.
- 156532 A new pane has been added to the Print dialog box. Documents, for example, Adobe LiveCycle PDFs, that cannot be printed will be listed. LiveCycle PDFs created in a version earlier than 1.7 can be printed/converted.
- 156789 Resolved the issue that caused Desktop to stop responding when viewing a specific PDF.



- 156796 Changed the compression algorithm used when importing content and converting content to TIFF as well as exporting content to PDF. Changes for importing content affect content imported via Adobe Plug-In, Microsoft Add-In, imports, E-Mail Receiver Service, Delivery Service, and Web Services. Changes for exporting content affect content exported via PDF using the Export Utility and ImageRight Desktop.
- 156922 In the Export step, the export of the file and folder levels can be selected.

Related cases: 154905

- 156925 All searches append a '%' to the end of the search criteria to eliminate the need for the user to enter this character.
- 156930 Corrected the issue that prevented the export of tasks in the Export step when some elements related to the file name template were absent. Missing elements are now ignored.
- **156945** Implemented the ability to edit certain PDF forms. Changes included adding:
  - A Desktop Setting to enable the preview of PDFs.
  - A toolbar button in Image Viewer that can be used to open files in their native format for editing.
  - A message that is displayed to indicate read-only mode.
- File attributes can be displayed in the Document Indexing, File Lookup dialog box. The attributes to be displayed are selected when customizing the column view. While all file attributes may be selected for viewing, only those attributes that are specific to the file type selected in the dialog box will be displayed in the columns.
- 157011 When a drag-and-drop operation is used to copy an item in Desktop or copy it to Clipboard, the file extension is not counted as characters in the file name when the file is renamed in the process.
- 157016 Corrected the issue that caused an error when sending a large number of TIFF images with annotations to e-mail as PDF attachments. Changes were made to clean up the memory related to the sending action.

#### E-Mail Receiver

- 156768 Corrected the issue that caused e-mail signatures on certain, imported PDFs to be corrupted (misaligned, upside down).
- 157006 Uppercase or lowercase characters can be used for the fileno and filename auto indexing fields in the body of e-mail messages.



### **Keyword Lookup**

156992 Corrected the issue that caused a search to timeout. Implemented a change that disposes of search results in case of certain errors, for example, timeout and inconsistent search.

## Licensing

**156955** Added support for limited or full desktop licenses.

## **Enterprise Management Console**

156933 The current number of users logged on to the ImageRight system is now visible in EMC.

#### Microsoft Add-In

156643 Corrected the issue that prevented the import and conversion of compressed files (\*.zip) to image files.

Related cases: 156699

#### Miscellaneous

The Maintenance Utility is visible by default in Enterprise Management Console. It is no longer necessary to change the Application Server configuration file to enable the display of the utility.

## **Retention Management**

- 156943 A new retention rule (Use document date as cut-off date) has been added. Documents can be purged by using the document date as the cut-off date.
- 156944 A new retention rule option has been added, and a date attribute can be used to define the cut-off date.
- 156947 The following columns were added in the Document Retention Approval List: Approved By, Frozen By, Held By, Approval Reverted By, and Approval Reverted Date. The columns are displayed by default.

The functionality is independent of the main audit functionality. All approval actions can be configured to add information to the audit log table as well for a particular user or group.



#### **Workflow Studio**

153336 All tasks in a step will be forwarded when a forwarding link is added and the workflow changes are saved.

Related cases: 153556, 156326

156843 Corrected the issue that caused the removal of a deleted, manual workflow step from the lists in Desktop when the workflow changes were not committed to production.

## **WorkSmart Integration**

**156803** Corrected the issue that prevented opening files associated with the BOP policy type.

Related cases: 156807

**157023** Added ability to set migration status for a user in the VSSO customer admin console.



## Release - 6.0 Patches

### Application Patch – 2/9/2016

BPR Patch: imageright.bpr.20.Patch.6.0.15.1244.msp

156983

Reissued hotfix to include the resolution of deletion of IncrementalLoad.bat file during the execution of the msp. Corrected the issue that prevented log on to BPR after 5.7 SP1 upgrade.

Affected Files:

imageright.audit.common.dll (6.0.15.1244) imageright.client.common.dll (6.0.15.1244) imageright.common.dll (6.0.15.1244) imageright.gui.controls.dll (6.0.15.1247) imageright.gui.viewers.dll (6.0.15.1248)

## Application Patch – 12/1/2015

Application Server Patch: IRAppServer.Patch.6.0.15.1249.msp

156992

Corrected the issue that caused a search to timeout. Implemented a change that disposes of search results in case of certain errors, for example, timeout and inconsistent search.

Affected Files:

imageright.audit.common.dll (6.0.15.1244) imageright.client.common.dll (6.0.15.1244) imageright.common.dll (6.0.15.1244) imageright.db.dll (6.0.15.1249)

BPR Patch: imageright.bpr.20.Patch.6.0.15.1244.msp

156983 Corrected the issue that prevented log on to BPR after 5.7 SP1 upgrade.

Affected Files:

imageright.audit.common.dll (6.0.15.1244) imageright.client.common.dll (6.0.15.1244) imageright.common.dll (6.0.15.1244) imageright.gui.controls.dll (6.0.15.1247) imageright.gui.viewers.dll (6.0.15.1248)



#### Desktop Patch: IRDesktop.Patch.6.0.15.1248.msp

156431

Corrected the issue that caused the From address in an e-mail message to be populated with the wrong name when replying to or forwarding an e-mail message from the Image Viewer.

#### Affected Files:

imageright.client.common.dll (6.0.15.1244) imageright.common.dll (6.0.15.1244) imageright.gui.controls.dll (6.0.15.1247) imageright.gui.viewers.dll (6.0.15.1248)

#### FTS Indexer Patch: IRFTSIndexer.Patch.6.0.15.1249.msp

156992

Corrected the issue that caused a search to timeout. Implemented a change that disposes of search results in case of certain errors, for example, timeout and inconsistent search.

#### Affected Files:

imageright.common.dll (6.0.15.1244) Imageright.FTS40.DtSearch.dll (6.0.15.1249)

#### Outlook Interface Patch: IROutlookInterface.Patch.6.0.15.1248.msp

156431

Corrected the issue that caused the From address in an e-mail message to be populated with the wrong name when replying to or forwarding an e-mail message from the Image Viewer.

#### Affected Files:

imageright.client.common.dll(6.0.15.1244) imageright.common.dll(6.0.15.1244) imageright.gui.controls.dll(6.0.15.1247) imageright.gui.viewers.dll(6.0.15.1248)

## Application Patch – 11/9/2015

#### E-mail Receiver Patch: IREmailRcv.Patch.6.0.15.1245.msp

157006

Uppercase and lowercase characters can be used for the fileno and filename auto indexing fields in the body of e-mail messages.

#### Affected Files:

imageright.client.common.dll (6.0.15.1244) imageright.common.dll (6.0.15.1244) imageright.emailreceiver.dll (6.0.15.1245)



## Application Patch - 10/13/2015

Browser Server Patch: ImageRight.BrowserServer.Patch.6.0.15.1240.msp

Resolved an issue with lifestyle of certain components in the Browser Client causing access to VSSO information to sometimes initially fail.

Affected Files:

imageright.web.client.dll (6.0.15.1240)

## Application Patch - 10/8/2015

Desktop Patch: IRDesktop.Patch.6.0.15.1242.msp

155732

Changed the number of characters used in the file name from 30 characters to 50 characters when dragging and dropping content from ImageRight to the Windows desktop.

Affected Files:

imageright.gui.controls.dll (6.0.15.1242)

## Application Patch - 9/23/2015

Browser Server Patch: ImageRight.BrowserServer.Patch.6.0.15.1238.msp

156954

Fixed the issue that prevented the opening of files in Browser Client when there are over 2100 steps.

Affected Files:

imageright.web.client.dll (6.0.15.1238)

## Application Patch - 9/9/2015

Browser Server Patch: ImageRight.BrowserServer.Patch.6.0.15.1235.msp

156867 Tasks can be created when a document is imported. Tasks can be created with all

types of attributes on all levels.

Affected Files:

App.js

App.min.js



Desktop Patch: IRDesktop.Patch.6.0.15.1236.msp

156434

Document types are now sorted alphabetically when adding new document types to a file template in Enterprise Management Console. This change will also be reflected in the import dialog box when importing content into ImageRight Desktop.

Affected Files:

imageright.gui.controls.dll (6.0.15.1236)

#### Enterprise Management Console Patch: IRAdmin.Patch.6.0.15.1236.msp

156434

Document types are now sorted alphabetically when adding new document types to a file template in Enterprise Management Console. This change will also be reflected in the import dialog box when importing content into ImageRight Desktop.

Affected Files:

imageright.gui.controls.dll (6.0.15.1236)

Vertafore Image Service Patch: Vertafore.imageservice.Patch.6.0.15.1234.msp

Resolved display issues with text files longer than one page in the Browser Client viewer.

\*Install the Image Service prerequisite prior to running this hotfix.\*

Affected Files:

Vertafore.ImageService.dll (6.0.15.1234)

# Release 6.0, July 24, 2015

### ImageRight Browser Client (New Module)

ImageRight Browser Client is a new browser-based client interface to ImageRight that offers most of the ImageRight Desktop functionality to supports several key personas, such as remote adjusters, appraisers, investigators, underwriters, and office staff. This application runs within web browsers and will help you take advantage of today's technology to enhance productivity and efficiency. You can use this new, modern application to access content information from anywhere at any time. With a device connected to your organization's network, this application will act as a remote gateway to managing documents and participating in workflows whether you are working from your home, the office, or the field.

The key features of Browser Client are summarized next.

#### Content Management

· Import documents easily



- Remote users, such as adjusters can easily add claims related content to a claim and create tasks for faster adjudication of claims.
- In-house/in-office users, such as underwriters, can add policy documents generated from policy administration system (PAS) underwriting files
- Microsoft Outlook integration can be used to add e-mail correspondence to ImageRight.
- Update/edit Microsoft Office documents (Word, Excel, and PowerPoint) and store them as new versions.
- Upload new documents, such as equipment schedules and claims information sheets.
- Find files quickly
  - Intuitive robust search capabilities can be used to search by file name, file number or advanced criteria (drawer, file type, file marks, and attributes).
  - Insurance based file structure. Tiered file tree facilitates effortless navigation to documents and pages.
- Annotation tools provide information to other users or serve as reminders why a certain action was taken.
  - Text stamps stamp predefined wording on pages (claim approved, claim rejected, policy bound, policy issued, etc.)
  - Highlighter highlight key areas of interest on pages
  - Arrows point to objects of interest on photos
  - Text notes add text to draw attention to important conversations
- Distribute content –print or download documents or distribute directly via e-mail
- File and folder notes
  - Document actions taken on a file or a policy folder with text and a time stamp.
  - Notes are maintained in chronological order for future reference.
- Access related files easily from the open file view
- Move documents and pages easily within the file using the new move explorer
- Edit description of pages or documents with ease

#### **Workflow Management**

- Use the prioritized *to-do* list to complete tasks on time based on priority whether they are for new business, renewal, claims, etc. Tasks can be rescheduled, or the priority can be changed along with description at any time.
- Create tasks to work now or later.
- Reassign tasks to others.
- Apply filters based on your business process to surface tasks and information you need.
- Search against information available on the tasks, such as task description, client name, workflow name, step name, priority etc.
- Lock and release tasks to intelligently route work through steps defined in the workflow.
- Set diaries (reminders) to ensure that all work is followed up on.

#### Integration

- Use Microsoft Outlook integration to add e-mail correspondence directly to ImageRight.
- Update/edit Microsoft Office documents (Word, Excel, and PowerPoint).
- Integrate with PAS/CAS systems easily:
  - Pass a file number via a URL query string from a third-party system (PAS/CAS) to open the corresponding policy or claim file or document within ImageRight.



 Pass a unique document reference number for a policy or claim related document, and the document will be opened in Browser Client.

#### **Security Model**

- Active Directory
- ADFS Active Directory Federation Services
- ImageRight Native Security

# **Major Enhancements**

Program	Enhancement	Description
ImageRigh t Installer Server	Auto- upgrade tools to help with self- service upgrades of ImageRight 6.x versions	This tool facilitates self-service upgrades. Installer service can be deployed on all computers running ImageRight programs. The service communicates with a central ImageRight Installer Server to install down the latest versions of ImageRight software based on an upgrade schedule set by the ImageRight Administrator.
Business Process	Reporting Improvement	Key improvements were made in the BPR module.
Reporting	S	<ul> <li>Active Directory accounts with name changes are included in reports.</li> <li>Favorite reports and scheduled reports can be edited.</li> <li>Productivity report criteria can be viewed.</li> <li>Report details in scheduled reports can be viewed using links.</li> <li>Multiple domains are recognizable.</li> <li>Task description was added to productivity reports.</li> </ul>
Keyword Lookup	Index by Drawer	Indexing (optical character recognition) based on specific ImageRight drawers can be defined. This provides the option to control the departments for which keyword lookup is needed and to prioritize indexing.
ImageRigh t Desktop	Icons for PDF and Microsoft Office documents	Page icons in Desktop identify PDF and Microsoft Office documents (Word, Excel, and PowerPoint).
ImageRigh t Desktop	Task history improvement s	On the task history tab, the file number of the file being viewed is populated automatically.
Web Services	RESTful API	RESTful web services are available as add-on functionality. This is simple, light-weight, fast, and facilitates easier integration with core insurance solutions



Program	Enhancement	Description
All Programs	Certifications	ImageRight 6.0 is certified with the following third- party applications:
		<ul> <li>Internet Explorer 11</li> <li>Microsoft Office 2013</li> <li>Microsoft Windows 8.1</li> <li>SQL Server 2014</li> </ul>

For a quick overview of the ImageRight 6.0 release, see the video:

https://support.vertafore.com/support/index?page=content&id=VID248



### **Business Process Reporting**

- 155978 New Feature: It is now possible to click links in the reports that follow and access more detailed information: scheduled productivity reports Completed Tasks by Workflow, Productivity by Task Action, and Productivity Task Action by Group.
- 156476 New Feature: A new link labeled Selected Parameters has been added to all productivity reports. The link exposes the parameters used to create a report.
- 156477 New Feature: For all Productivity reports, the search parameters can be viewed after the reports complete using the Selected Parameters link.
  - When Productivity reports are scheduled and run at the appointed time, the actual report favorite will be used.
- 156479 New Feature: Multiple domains are now recognized and available for reporting; however, the filters available contain only the entries of the current user.
- **94566** New Feature: Added a link to the logon page on the logout page.
- 155901 Corrected the issue that caused a slow response when expanding each one of the levels in the Productivity by Task Action report and other productivity related reports. Changed the manner in which the list of users is filtered when generating a report. The list of users is cached. The filtering of users for report parameters was not changed.
- 156480 Implemented changes to ensure that Active Directory (AD) accounts that have had name changes are included in reports.
  - 7. Updated Application Server according to AD changes. Implemented the possibility to automatically update SecurityAccount records in the ImageRight database in the case of profile changes for the existing external accounts. Check will be performed during user logon to ImageRight client application.
  - 8. BPR reports show the updated accounts after AD name changes. Account ID column was added in the database. After running of incremental script, the list of users in BPR is synchronized by ID, and account names are updated if there were changes.
  - 9. Accounts with the same name are no longer merged into a single account in the data warehouse. If upgrading from 5.7 SP1 or earlier, previously merged accounts are removed from the data warehouse along with associated report records. The affected dates' statuses are set to Error.

#### Click-Once

156648 Corrected the issue with the WorkSmart Online loader service that prevented the installation of all six applications on a computer with the Windows 7 32-bit operating system.



### Desktop

- 153137 New Feature: A Save Results option has been added to the File menu on the To Do List, Completed Items, and Task History tabs. The command can be used to save the search results to a Microsoft Excel file or a PDF.
  - Related cases: 155745
- New Feature: Document types are now sorted alphabetically when adding new document types to a file template in the Enterprise Management Console. This change will also be reflected in the import dialog box when importing content into the ImageRight Desktop.
- 156458 New Feature: Application specific icons will be displayed as page icons in the file tree for Microsoft Office documents in their native format, for example, Word documents, and PDF files.
- 156552 New Feature: The drawer, file type, and file number of the current active file are now automatically populated in the Task History tab.
- When deleting content, a task refresh is performed to prevent the error 'Cannot complete operation: Task 0000 was completed at X/XX/XXXX XX:XX:XX PM."
  - Related cases: 111421, 114552, 117769, 132488, 135186, 142913, 144275, 144356, 145064, 145595, 145791, 149913, 150151, 153152, 154010, 155081, 155126, 155199, 155276, 155817
- **155236** Resolved a memory leak when rendering large images in the image viewer.
- 155622 Added support for drag-and-drop operations when used with Microsoft Office 2013 to add content to ImageRight.
  - Related cases: 155623, 155944, 156588
- 156225 The tab order in the Document Indexing screen was fixed and now includes the lookup buttons. To open lookup search results for the file number and file name, press Tab followed by Enter.
- 156308 Corrected an issue that prevented the file from closing automatically after performing a Lock and Open operation on a task in the to-do list and then releasing or killing the task.
- 156681 Corrected the issue that caused poor quality PDFs when they were added to ImageRight with the Adobe Add In.
- 156714 Changed the compression algorithm used when importing content and converting content to TIFF as well as exporting content to PDF. Changes for importing content affect content imported via Adobe Plug-In, Microsoft Add-In, imports, E-Mail Receiver Service, Delivery Service, and Web Services. Changes for exporting content affect content exported via PDF using the Export Utility and ImageRight Desktop.



#### **E-Mail Receiver**

135772 Corrected the issue that caused the creation of unwanted workflow tasks when content was imported via E-Mail Receiver and the "Use 3.x indexing with information from a migrated site" option was selected in the e-mail account options.

Related cases: 139174, 155924

156060 Resolved an issue which was causing e-mail messages to be imported into ImageRight with small font.

Related cases: 155872, 156201, 156600, 156674

- 156112 Corrected the issue in e-mail auto indexing that could cause incoming content to be placed in a temp file when multiple files existed in the same drawer with the same file number.
- 156367 Issue causing e-mail messages to be converted with small font due to incorrect parsing of html tables with preferred width has been resolved.

Fixed for 5.7, 5.7.1 and 6.0.

- 156395 Corrected the issue that prevented processing of an internal e-mail message that was sent to an e-mail receiver address.
- 156459 Corrected the issue that caused E-Mail Receiver to stop responding when processing certain attachments in an image format when the time stamp option was turned on.

Related cases: 156622

**156575** Addressed an issue causing an out of memory exception when converting PDFs via E-Mail Receiver service.

### **Export Utility**

156701 Corrected the issue that prevented the appearance of the Bates Numbering value on PDF documents when they were exported.

#### **Imports**

108742 Documents are now imported using the local date and time rather than UTC time.

Related cases: 113917, 155309, 156027, 156291, 156554



156046 Corrected an issued related to the COLD import process that caused an error when a file was locked by another process. Additional attempts to import the content will be executed after a short delay.

Related cases: 156057, 156469, 156497



Installs



156317 New Features: ImageRight Installer Server and ImageRight Installer Service were implemented in order to automate the upgrade of ImageRight Application Server, services, and client applications (including patches and custom actions). ImageRight Installer Server module needs to be deployed on a server class machine, and the ImageRight Installer Service should be deployed on all machines running ImageRight components that need to be upgraded.

ImageRight Upgrade Server Admin Console was implemented so that you can configure upgrades from within the user interface.

- 1. There are three tabs available.
  - Installers tab is used to add/remove products and to download msi/msp files (as well as custom actions) for upgrade. Some installers require install parameters that should be added.
  - Clients tab displays all client computers for which ImageRight Installer Service is installed and that will be influenced by upgrade. There are three groups (tabs) of client computers. User can move client computers from one group to another with the help of the Move To option.
    - Test machines that are used for testing purposes only and in a test environment. This can be scheduled any time and has no restrictions.
    - Pilot A subset of the production machines. Often a pilot group is used to facilitate final testing before all production computers are upgraded. This needs to be scheduled 24 hours in advance prior to the planned upgrade time.
    - Production machines that are used in production. Schedule always has 24 hour restriction if Pilot schedule is not set; otherwise, no 24 hour restriction.
    - Each tab has the following functionality: Rescan All (rescan separate machine), Collapse All, Schedule, Search Machine, and Status filter.
    - Each client computer has the list of applications not affected by the upgrade as well as a section with the applications affected by the upgrade (for which installer/patch or custom action is uploaded on the Installers tab).
  - The Settings tab is used to define the interval at which the Installer Service will
    check for pending upgrades and the maximum number of downloads that
    will be processed concurrently.
- 2. Client computers are upgraded according to the schedule reached and in the following order:
  - Group1 ImageRight Application Server service machines (push notifications are send for upgrade after schedule reached)
  - Group2 All ImageRight services machines (push notifications are send for upgrade after schedule reached)
  - Group3 All client applications, for example, ImageRight Desktop, patches and custom actions (according to update interval after schedule reached)
  - If there are errors related to the Application Server installation, the remaining groups in pilot and production will not be installed until the errors are resolved, and the Application Server installation is successful.



## Keyword Lookup\Index Module

- 93354 New Feature: It is now possible to define (in ImageRight Enterprise Management Console) specific drawers to be indexed using optical character recognition (OCR). By defining specific drawers the OCR (indexing) process time can be speeded up, and only necessary drawers can be indexed as opposed to all drawers.
- 156133 Corrected the issue that caused an increase in memory usage by ImageRight.FTS40.IndexingServer.Service leading to inability to return search results.

Added a Remove method to the LRU cache to dispose of search results right after search because the results are not needed after the search. Search results are only needed while returning results by batches on the application server side.

156078 Processing of image files has been modified to improve the database size and use of primary storage disk space. A zonal file is generated for the initial image only. All additional imagesets caused by deferred copies point to the same imageid and are marked as linked.

#### **Master Server**

156429 Implemented changes to improve document indexing response time by eliminating the need to connect to the database multiple times to build the tree of deleted content.

Related cases: 156512, 156547

#### Microsoft Add-In

156433 Corrected the issue that prevented the import certain e-mail messages using the import process.

Related cases: 156442, 156457, 156466, 156499, 156534, 156576, 156578, 156587, 156615, 156616

### **Migration Utility**

156316 Modified the manner by which workflow script code or script steps are treated when they are identified as incompatible with ImageRight 5.x. Migration Utility will not stop responding when the items are found to be incompatible.

## **Retention Management**

**156389** Added database indexes to improve performance of retention management.



# **Script Library**

113719 New Feature: Changed Drawer.FindFileByNumber and Drawer.FindFilesByNumber to exclude deleted files by default. Note: This is a change in the current behavior. To include deleted files, you must modify scripts to set the includedDeleted parameter to 'true'.

Related cases: 140116, 150647, 153695, 155804

#### **Workflow Processor**

156039 Corrected the issue that caused a task to be assigned to the Internal Service Account when the Return to Sender option was used to return the task to the deadline step.

#### **Workflow Studio**

Resolved issues that caused the workflow to be opened in read-only mode after copying or activating the workflow.

Related cases: 156179

**154457** Fixed the issue that prevented the display of all release notes associated with a workflow.



#### Questions

If you encounter problems or have questions concerning this release, Vertafore offers the following helpful resources:

- Search Help by clicking Help in the program interface or ImageRight Help on the Help menu.
- Press F1, in most programs, to open Help.
- Search the Knowledge Base or open a case at My Vertafore (myvertafore.vertafore.com).