

# Perceptive Content Email Agent

## Release Notes

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## Overview

Perceptive Content Email Agent collects and manages email in the Perceptive Content system. Email Agent captures and indexes email messages. The agent can then route messages through workflow queues and forward the messages based upon settings you configure. As a server-side process, the agent delivers your emailed information, including attachments and graphics, to Perceptive Content for review and processing

**Note** To update the agent or upgrade from a previous version, see to the *Perceptive Content Email Agent Installation and Setup Guide 1.2.x*.

## Perceptive Content Email Agent 1.5.0 Release (June 23, 2023)

The following update is included in this patch.

### Update

- Added HTTP, HTTPS, and SOCKS proxy support. (PER-7410)  
Note: SMTP, SMTPS, GSMTP, GTOKENSMTP protocols will only connect to SSL port (normally 465) when using an HTTP or HTTPS proxy.
- GSMTP and GTOKENSMTP now uses the `server.outgoing.starttls` setting. This allows turning `starttls` off to connect using the SSL port over HTTPS proxy. On upgrade review this setting and set `server.outgoing.starttls` to `true` to preserve preexisting behavior as this value defaults to `false`. (PER-7410)
- When outgoing or incoming servers and ports are missing when required an exception will be thrown, thus causing EmailAgent to not startup until the problem is resolved. (PER-7410)

## Perceptive Content Email Agent 1.4.5 Release (May 26, 2023)

The following update is included in this patch.

### Update

- Updated spring-core framework dependencies from 5.3.22 to 5.3.27. (PER-8213)
- Update Yet Another Java Service Wrapper (YAJSW) from 13.02 to 13.09. (PER-8213)

## Perceptive Content Email Agent 1.4.4 Release (January 12, 2023)

The following update is included in this patch.

### Update

- Resolved an issue where the system would fail to forward emails when TIF splitting fails. (PER-7679)
- Resolved an issue where the system would forward an email with empty attachment files with the EWS, EWSCS, and EWSROPC protocols. (PER-7672)
- Updated `com.microsoft.azure.msal4j` from 1.3.0 to 1.13.3. (PER-7545)

## Perceptive Content Email Agent 1.4.2 Release (September 13, 2022)

The following update is included in this patch.

### Update

- Updated spring-core framework dependencies to a newer version. (PER-7265)

## Perceptive Content Email Agent 1.4.1 Release (August 1, 2022)

The following update is included in this patch.

### Update

- Email Agent now supports an interactive authentication mechanism for Gmail connections. (PER-7186)
- Email Agent now supports Java 11 and 17. (PER-6988)

## Perceptive Content Email Agent 1.3.4 Release (May 3, 2021)

The following updates are included in this patch.

### Updates

- Resolved an issue with Email Agent unexpectedly closing when logging message attachments. (PC-90352)

## Perceptive Content Email Agent 1.3.3 Release (March 26, 2021)

The following updates are included in this patch.

### Updates

- Resolved an issue where the Mail agent stopped polling the cloud mailboxes. (PC-90106)

## Perceptive Content Email Agent 1.3.2 Release (November 10, 2020)

The following updates are included in this patch.

### Updates

- Resolved an issue where a password was incorrectly required when the user configured no password when no username is used for the outgoing server using the SMTP or SMTPS protocols. (PC-89704)

## Perceptive Content Email Agent 1.3.1 Release (April 29, 2020)

The following updates are included in this patch.

## Updates

- Email Agent now supports Gmail OAuth 2.0 authentication for EWS and Gmail. (PC-89051)

## Perceptive Content Email Agent 1.2.9 Release (February 10, 2019)

The following updates are included in this patch.

## Updates

- Resolved an issue that prevented users from mapping pipe (|) delimited fields and the entire\_header special field to the document.notes field. (PC-89006)

## Perceptive Content Email Agent 1.2.8 Release (October 16, 2019)

The following updates are included in this patch.

## Updates

- Resolved an issue where an intermittent failure in Single mode capture profiles caused Email Agent to incorrectly omit some documents from workflow. (PC-88637)

## Perceptive Content Email Agent 1.2.7 Release (August 10, 2019)

The following updates are included in this patch.

## Updates

- Resolved an issue that prevented Email Agent from displaying the header email address when document.emailPreferHTML was set to TRUE. (PC-88485)

## Perceptive Content Email Agent 1.2.6 Release (August 1, 2019)

The following updates are included in this patch.

## Updates

- Resolved an issue in Microsoft Office 365 that caused Email Agent to incorrectly capture HTML characters when end of line (EOL) was specified as a search operator. To prevent this, you must set the document.emailPreferHTML flag to FALSE in the emailAgent.ini configuration file. (PC-88402)

## Perceptive Content Email Agent 1.2.5 Release (March 26, 2019)

The following updates are included in this patch.

## Updates

- Added a new setting, `document.inline.attachments.include`, to the `emailAgent.ini` file, which allows you to capture only inline attachments. For more information, see the Email Agent Installation Guide. (PC-87929)
- Resolved an issue that would caused Email Agent to incorrectly reply to an email with the address value in the To: or CC: address fields instead of the From: address field when auto-reply was set to TRUE. (PC-88029)
- Resolved an issue that prevented Email Agent from running on Linux if multiple versions of Java were installed. (PC-88041)

## Perceptive Content Email Agent 1.2.4 Release (January 31, 2019)

The following updates are included in this patch.

## Updates

- Four new settings have been added to the `emailAgent.ini` file: `document.notes.addressformat`, `document.keys.field[1-5].addressformat`, `document.keys.documentType.addressformat` and `document.keys.drawer.addressformat`. For more information, see the Email Agent Installation Guide. (PC-87750)

## Perceptive Content Email Agent 1.2.3 Release (October 31, 2018)

The following updates are included in this patch.

## Updates

- Resolved an issue that caused Email Agent to not delete temporary files. (PC73178)

## Perceptive Content Email Agent 1.2.2 Release (May 30, 2018)

The following updates are included in this patch.

## Updates

- The default value of the `emailAgent.ini` `movefailedmessage` setting is now set to FALSE. (TFS76954)

## Perceptive Content Email Agent 1.2.1 Release (April 30, 2018)

The following updates are included in this patch.

## Updates

- Resolved an issue that required you to restart Email Agent when the system unsuccessfully processed emails that contained specific characters. (DE25516)



## Perceptive Content Email Agent 1.2.0 Release (February 23, 2018)

The following updates are included in this patch.

### Updates

- Enhanced logging with the addition of several emailAgent.ini settings and repurposed the level setting.  
New settings in the **Logging** group include **policy.type**, **policy.time.rolloverperiod**, **policy.time.maxhistory**, **policy.size.maxmbsize**, and **policy.size.maxlogstokeep**.
- Added the ability to configure Email Agent to move email messages that fail to process from the inbox to another folder, which includes several new emailAgent.ini settings.  
New settings in the **Email<n>** group include **createprofilelog**, **server.incoming.logHeaders**, **server.incoming.logAttachments**, **notifyprocessfailure**, **notifyprocessfailure.email**, **movefailedmessage**, and **movefailedmessage.foldername**.
- Resolved an issue where Email Agent would add documents to workflow twice. (DE25202)

## Perceptive Content Email Agent 1.1.1 Release (November 10, 2017)

The following updates are included in this patch.

### Updates

- Resolved an issue where the system did not log data encoding errors. Now all errors are being logged. (TFS72089, DE15923 )
- Resolved an issue where the system did not create a summary body page for some emails. The system now allows users to define a setting in the emailagent.ini file that allows a page to be created when the message body of the email is null. The configuration is **document.emailcreatepagefornullbody**. (TFS74437, DE24516)
- Resolved an issue where the system required a user to manually remove an email from the inbox if Email Agent failed to successfully receive and process the email, requiring a restart of Email Agent. Unprocessed messages are now logged and do not halt Email Agent processes. (DE25024)

### Enhancements

- The system now creates a txt file listing document and page IDs for emails that could not be captured. (DE25067)
- There are two new settings in the ini file that enable an email notification to be sent with an error message when an email capture was not completed successfully. (DE25067)

## Perceptive Content Email Agent 1.1.0 Release (September 10, 2017)

The following updates are included in this patch.

### Updates

- Agent-specific credentials can now be created for Email Agent using agent authentication tokens.

## Perceptive Content Email Agent 1.0.16 Release (April 6, 2017)

The following updates are included in this patch.

### Updates

- Resolved an issue where the system did not verify the existence of email headers before processing. Now the **ignore** and **strip\_invalid\_character** settings enable validation that email headers were sent from the email server. (TFS72379)

## Perceptive Content Email Agent 1.0.13 Release (March 24, 2017)

The following updates are included in this patch.

### Updates

- Resolved an issue where Email Agent sometimes did not import emails containing nested email attachments from Microsoft Exchange 2007. (DE55305, TFS16984)
- Resolved an issue where Email Agent would stop processing an email if it contained single quotes or trailing periods in the email address. (DE56219)

## Perceptive Content Email Agent 1.0.12 Release (January 31, 2017)

The following updates are included in this patch.

### Updates

- Resolved an issue that sometimes caused emails with an attachment but no body to be appended to the previously processed email. (DE56089, TFS71557)
- Resolved an issue that caused the timestamp value to set to GMT instead of the time zone where the server is located. (DE56268, TFS24278)
- Resolved an issue where when the document.emailPreferHTML setting was set to FALSE, some HTML documents were not formatted correctly when imported into Perceptive Content. (DE56354, TFS24298)

## Perceptive Content Email Agent 1.0.11 Release (December 9, 2016)

The following updates are included in this patch.

### Updates

- Resolved an issue that sometimes prevented Email Agent from processing emails for accounts locked in Microsoft Active Directory. (DE54354, TFS16546)
- Email Agent now correctly searches email bodies, even if configured to not capture the email message. (DE54609, TFS16648)
- Resolved an issue which prevented Email Agent from writing to the connection debug log files. (DE55649, TFS23286)

- Resolved an issue with EWS protocol that prevented Email Agent from processing emails with an empty content type. (DE55655)

## Perceptive Content Email Agent 1.0.10 Release (September 22, 2016)

The following update is included in this patch.

### Update

- Email Agent now correctly includes the X-IntegrationServer-Request-Date required header on all requests. (DE54355, TFS16780)

## Perceptive Content Email Agent 1.0.9 Release (September 9, 2016)

The following update is included in this patch.

### Update

- Email Agent now correctly imports MSG files attached to emails sent from a desktop version of Microsoft Outlook. (DE54799)

## Perceptive Content Email Agent 1.0.8 Release (June 10, 2016)

**Note** Due to a Microsoft Office 365 bug, Email Agent could not successfully download an EML file attachment when sent from Gmail to an Office 365 account. The issue was resolved through a fix released by Microsoft for Office 365. For patch details, refer to the Office 365 documentation.

The following update is included in this patch.

### Update

- Resolved an issue where Email Agent did not correctly capture emails that only had attachments. (DE52960, TFS15647)

## Perceptive Content Email Agent 1.0.7 Release (April 11, 2016)

The following enhancements and updates are included in this release.

### Enhancements

- Email Agent now supports Exchange Web Service. For more information, see the *Perceptive Content Email Agent Installation and Setup Guide*.
- The following settings were added to Email Agent to allow you to specify document notes methods and values. For more information, see the *Perceptive Content Email Agent Installation and Setup Guide*.
  - document.notes.type

- `document.notes`
- `document.notes.type.serial.format`
- `document.notes.type.serial.start`
- `document.notes.dateformat`

**Note** This enhancement requires Perceptive Integration Server 7.1.3 or higher.

## Updates

- Resolved an issue where Email Agent did not correctly capture emails that only had attachments. (DE49884, TFS15647)
- Email Agent does not support S/MIME and PGP/MIME emails. Email Agent now skips these emails during the import process. (US90209)

## Perceptive Content Email Agent 1.0.6 Release (February 10, 2016)

The following updates are included in this patch.

## Updates

- Resolved an issue where some attachment file names were excluded from the footer. Now, attachment file names with file types specified in the `document.attachment.excluded` settings list are added to the end of the email body text, if `document.attachments` and `document.emailfooter` are set to TRUE. (TFS5419)
- Resolved an issue where Email Agent sometimes mapped emails to the default drawer instead of the defined drawer for the email's name property. (TFS9746)
- Resolved an issue where emails were sometimes not imported when Email Agent was configured to assign document keys automatically to Field1-5. (TFS9783)
- Resolved an issue that caused inline graphics to be imported as separate pages, even when the `document.inline` setting was set to FALSE. This occurred when the email was digitally signed using Microsoft Outlook. (TFS14383)

## Perceptive Content Email Agent 1.0.5 Release (November 6, 2015)

The following updates are included in this patch.

## Updates

- Email Agent now captures attachments into separate documents when the `document.email` setting is FALSE. Previously, Email Agent appended the attachments to the same document, even though they were from different email messages. (DE47810, TFS15282)
- Resolved an issue that prevented Email Agent from connecting to SMTP servers that do not require authentication. (DE48366, TFS15360)

## Perceptive Content Email Agent 1.0.3 Release (October 9, 2015)

The following updates are included in this patch.

### Updates

- Email Agent can now connect to outbound SMTP servers set up for anonymous authentication. (DE40790, TFS13729)
- Resolved an issue where Email Agent would sometimes import the body of an email using big-endian encoding, which caused display issues when viewing. Email Agent now uses UTF-8 encoding. (DE46934, TFS15086)
- Email Agent now accepts protocol information in upper or lowercase when installing or configuring the agent. (TFS15088)

## Perceptive Content Email Agent 1.0.2 Release (September 10, 2015)

The following updates are included in this patch.

### Updates

- A warning now appears when attempting to install two instances of Email Agent in the same directory.
- Resolved an issue where email messages were not imported when the `work.type` setting was equal to `SCHEDULED`.
- Outgoing passwords are now encrypted.