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Title Copy of MAIL FROM JUSTIN HOLDER OF WORK RE TECHNICAL PROBLEMS

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Code A

From: john_stinchcombe@ [Code A]
Sent: 26 March 2004 10:02
To: Justin Holder
Cc: Shirley_Clarke@ [Code A]; Michael_Ziegler@ [Code A]
Simon_Stammers@ [Code A]
Subject: Colour output issues

Hi [Code A]

Further to our telephone conversations yesterday evening, I confirm the current state of play and progress towards understanding where these issues lie.

Kofax Technical Support in Brussels has investigated the problem using internal resources such as a KnowledgeBase and technical support reports. The team at Kofax Brussels has the full support of the US team in investigating the problem.

Daryl Hunt at DICOM Technologies has undertaken some extensive testing in an attempt to replicate the problem. Daryl is very skilled in this area and has been able to determine the following:
   1. An output file containing colour images can be viewed with Windows Imaging but errors occur when accessing random pages.
   2. The same output file can be viewed reliably (with every image viewable) using an application built with Kofax image viewing software, e.g. VCDEMO.

Daryl also wrote the images out using one file per image and "glued" them together using custom program (that he wrote) using a method covered by the TIFF standard. The resultant single file behaved in the same way as the single-file output from Ascent Capture - it failed with the Windows Imaging application and could be accessed consistently and reliably using VCDEMO.

Kofax and DICOM will continue to work towards a definitive position so that we can fully describe what is causing these "missed" images. The current thinking is that the integrity of the output files is good and that the problem lies in incompatibility between these files and the Imaging for Windows image viewing software. This is proved (at our end) by the consist ability to read files using VCDEMO.

As Brussels technical support have confirmed, the tiff file format is a flexible standard that is used in different ways by different developers. We are unsure of the exact area of incompatibility between our output format and Windows Imaging software and the random nature of the problem means that it may be difficult to identify this. In view of the differing interpretations of the tiff file standards, we do not guarantee compatibility with any image viewer.

Our recommendations are as follows:

1. If multiple images per file are needed, a viewing program should be used that's compatible with the file format, i.e. based on Kofax "kview" control such as VCDEMO. Kview is the mechanim that Ascent Capture uses to display images.
2. If third party image viewers are to be used, single file output should be specified.
3. Going forward, it may be worth considering a recognised industry standard file format such as PDF should be used.

Please let me know if further information is needed ahead of your meeting.

With best regards
John

26/03/2004

John Stinchcombe
Sales Director - Ascent Software
UK, Ireland, Scandinavia & South Africa

Code A