

Hello Srimi,

1.) Have you been able to test any PDF files that contain text overlay? The 2 emails you provided, the PDF file is an image based PDF. I would like to know if the PDF has fonts in the document if you see the same issue with the PDF conversion.

2.) Perhaps we can try another route with duplicating your issue. Can you provide the batch folder from the client? The .eml and .pdf should still reside in the document folder before conversion (although with a numeric extension). To get the batch:

- In the client, lock the batch that was converted and select the problem image
- Select the "Show File Information" icon to display information about the file you are currently viewing.
- In the "File Information" screen it will display the "File Location" property. This is the location on the client machine the batch was copied. Navigate to that folder (e.g.
C:\Users\<WindowsID>\oracle_capture\Batches\Capture_01\<FileCabinetID>\<BatchID>
- Copy the Batch folder out to another location, zip the folder and upload to the service request.

FYI - This is the end of my shift. So when you update the SR again, it will likely get assigned to a different engineer.

Thanks,

Vince

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