

MarkView Panel missing after re-installing an earlier version of the MarkView Export Connector

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ISSUE

MarkView had been upgraded, but the upgrade was reverted. Therefore, the version of the MarkView Export Connector corresponding to the later version of MarkView was uninstalled from the Kofax Capture machines and the earlier version was re-installed.

However, the MarkView Panel was then missing from Kofax Capture Scan.

CAUSE

The issue was caused by keys relating to the later version of MarkView still being present in the registry.

SOLUTION

- Back up the registry - preferably by creating a system restore point.
- Uninstall the MarkView Export Connector.
- In Registry Editor, identify all keys related to MarkView - for either version - and delete those keys.
- Re-install MarkView Export Connector for the earlier version.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45915>