

Kofax Front Office Server

3.0

Release Notes



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Introduction

These release notes include information about the following regarding Kofax Front Office Server:

- New Features
- Version Changes
- Deprecated Feature in This Release
- Resolved Problems
- Known Problems
- Notes on Supported Hardware and Software
- Additional Resources

Please read these notes carefully because they contain information that is not included in the Kofax Front Office Server documentation.

Version Changes

The table below provides information about changes to these release notes that were made since the initial posting to the Kofax Web site.

Date of Change	What Changed
February 24, 2010	Added topic for SPR00058006
March 5, 2010	Added topic for SPR00057934

New Features

This release provides the following new product features. For more detailed information on the features, see the Kofax Front Office Server documentation.

Integration with Kofax Capture

Integration between Kofax Front Office Server and Kofax Capture is enhanced in this version. Features that were managed separately are now managed within Kofax Capture. Kofax Front Office Server now connects with Kofax Capture automatically during installation.

Direct Connection with Kofax Capture

Kofax Front Office Server connects directly with Kofax Capture. The connection is made automatically during installation and no manual configuration is required. During installation, Kofax Front Office Server retrieves information about the Kofax Capture configuration and uses it to establish the connection to Kofax Capture. To support this feature, Kofax Front Office Server must be installed on the same computer with Kofax Capture server or workstation.

User and Group Management

Users and groups are now managed within Kofax Capture, including those linked from the domain. You can grant access rights for Kofax Capture users and groups by assigning them to permissions in Kofax Front Office Server Administration Console. (Permissions replaces groups in Kofax Front Office Server.) User profiles must be enabled in Kofax Capture.

Licensing

Kofax Front Office Server now integrates with the Kofax Capture centralized license management scheme. Licenses are managed through the Kofax Capture License Utility. You need to update your license to include Kofax Front Office Server features.

Integration with Kofax Capture Validation Scripting

You can validate index fields in the Web Client and HP MFPs by using Visual Basic .NET scripts in Kofax Capture. Use the Kofax Capture Administration module to select VB.NET scripts to validate fields.

Dynamic Value Lists

This version of Kofax Front Office Server supports using Kofax Capture's VB.NET Validation Scripting for the dynamic value list feature, which was introduced in version 2.5.

Simplified Administration

Administration features that are now handled by Kofax Capture have been removed from Kofax Front Office Server Administration Console (referred to as the Administration Console).

You can access the Administration Console from the Kofax Capture Administration module with the Kofax Capture Administration Plug-In. The plug-in enables you to launch Kofax Front Office Server Administration Console directly from the Kofax Capture Administration module by selecting commands from the added Kofax Front Office Server menu (Figure 1).



Figure 1. Kofax Capture Administration Plug-In Menu

The plug-in is installed automatically when installing Kofax Front Office Server. If you are using Kofax Capture as part of a cluster, you can install the plug-in by itself on any Kofax Capture installation. The plug-in opens the Administration Console for the Kofax Front Office Server specified in a configuration file in the shared folder.

Support for Kofax Capture Network Server

Kofax Front Office Server can be installed on a Kofax Capture Network Server (KCN Server) remote site for distributed processing.

Supported Versions of Kofax Capture

The following versions of Kofax Capture are certified to be used with Kofax Front Office Server:

- Kofax Capture 9.0
- KCN Server 9.0 (central and remote sites)
- Kofax Capture 8.0 Service Pack 5
- KCN Server 8.0 Service Pack 5 (central and remote sites)

Versions of Kofax Capture earlier than those listed are not certified or supported.

New Configuration Folder

Kofax Front Office Server configuration files, inboxes, and scan job folders have been moved to the following locations within the Kofax Capture folder structure:

For standalone installations:

C:\Documents and Settings\All Users\Application Data\Kofax\Capture\KFS\

For Enterprise installations:

C:\Documents and Settings\All Users\Application Data\Kofax\CaptureSV\KFS\

When you install Kofax Front Office Server on a Kofax Capture workstation, the Kofax Front Office Server installation can read the master configuration file from the Kofax Capture server. This eliminates the need to copy configuration files manually to different workstations in a cluster.

Improvements in Device Profiles

Device profiles now give you the option to enable or disable the Send to Me, Inbox, and Coversheets buttons.

Web Service Updates

The wsdlreference.html file has been updated to show Web services changes. The file is located in the \OtherResources\DeveloperResources\WebServicesConnector folder.

Improved Error Handling

If there is an error releasing a batch, an XML file containing the description of the error and the batch information is created in the \KFS\ReleaseError folder, along with a subfolder containing any document images. After correcting the error, you can reimport the document by using the Kofax Capture Auto-Import XML feature.

Single Sign On Changes

Kofax Front Office Server supports single sign on. If you logged on to your computer using a user account that is linked in Kofax Capture and have the appropriate access rights, you can start the Administration Console or the Web Client without being prompted to log on.

By default, this feature is turned off, so that users are prompted to log on each time they start the Administration Console or the Web Client. You can configure Kofax Front Office Server to enable this feature, including when you use load balancing.

HP MFP

Support has been added for the HP Scanjet Enterprise 7000n.

Added Support for Web Servers

Support has been added for IBM HTTP Server for WebSphere Application Server 6.0.2, 6.1, or 7.0.0.0. To enable setting up Kofax Front Office Server in a highly available and scalable

configuration, by leveraging balancing technology to route traffic to multiple nodes, Microsoft IIS or IBM HTTP Server can be used to balance loads between multiple Kofax Front Office Servers.

Upgrade Changes

Upgrades are supported only from Kofax Front Office Server 2.7 to 3.0. Version 2.0 and 2.5 installations should be upgraded to version 2.7 and then upgraded to 3.0. Table 1 shows supported upgrades.

Table 1. Supported Versions for Export/Import Migration

Source Configuration	Target Configuration		
	Version 3.0 with the Microsoft SQL Server Express	Version 3.0 with Microsoft SQL Server	Version 3.0 with Oracle
Version 2.7 with the embedded database	X		
Version 2.7 with Microsoft SQL Server		X	
Version 2.7 with Oracle database			X

To upgrade to a new version of Kofax Front Office Server, do the following:

- Perform a new installation.
- Add any users and groups that are solely in Kofax Front Office Server to Kofax Capture. Data and permissions for users and groups that are not in Kofax Capture are not migrated.
- Export the information from your existing installation. If you installed Kofax Front Office Server on a cluster, run the export on any server.
- On any server of your new Kofax Front Office Server installation, import the information that you exported from the previous installation.

In-place upgrades are not supported in Kofax Front Office Server 3.0.

New Kofax Front Office Server Utilities

The Kofax Front Office Server Utilities enable you to do the following:

- Manage document tracking data by exporting and deleting it.
- Switch between supported databases.

Information about using the utilities is in the *Kofax Front Office Server Administrator's Guide*.

Discontinued Support

The following features are no longer supported in Kofax Front Office Server:

- Firefox support
- Watched folders
- Destinations (all documents are now sent directly to Kofax Capture)

Discontinued Kofax Document Scan Server Support

Effective January 2010, Kofax Document Scan Server is a retired product and is no longer supported. You can continue to use Document Scan Server with Kofax Front Office Server 3.0, but no further development will occur and any reported defects will not be fixed.

Deprecated Feature in This Release

The queuing feature is deprecated in this release. If you had set up queuing in 2.7 there are some additional tasks you need to complete to restore queuing functionality after migration to 3.0. Please contact your Kofax application support provider for technical assistance.

Resolved Problems

The following issues that were reported for a previous version of the product were fixed in this release.

Installation or Uninstallation

This section outlines key information that you should review prior to installing or uninstalling.

Overwriting Reserved Port Range in the Registry

In previous versions, if you had reserved ports specified in registry key HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\ReservedPorts, the Kofax Front Office Server installation program would overwrite them. In version 3.0, the installation appends values instead of overwriting them. (SPR00049073)

WebScan Feature and Reserving the Scanner Driver

You can now scan using the WebScan feature in the Web Client even if another application has the local scanner driver reserved. (SPR00041495)

HP MFPs

This section outlines key information that you should review prior to using HP MFPs.

Logging Off HP MFPs

After using the MFP while logged on as a Kofax Front Office Server user, you can now log off with a newly added Log Off button. (SPR00045674)

Ricoh MFPs

This section outlines key information that you should review prior to using Ricoh MFPs.

User Name Lookup Panel No Longer Hangs

The Ricoh user name lookup panel no longer hangs if there are too many users (over 1000). (SPR00046804)

Problems when Using the MFP Hardware Buttons

In previous versions, switching function keys while scanning may have caused Kofax Front Office Server to stop responding properly. In version 3.0, you cannot switch function keys until Kofax Front Office Server finishes scanning. (SPR00042521)

Known Problems

This section contains information about potential problems that you could encounter while using Kofax Front Office Server. These problems are organized by product feature, and workarounds are provided, as applicable.

Installation Notes

This Installation Notes section outlines key information that you should review prior to installing Kofax Front Office Server.

Installation Fails (VRS Deployment Failure) if Path Includes Umlaut

If the Kofax Front Office Server installation path includes an umlaut (for example, \mÿinstall), the following error occurs and the installation fails. (SPR00042043)

```
VRS Deployment Failure
The installation cannot be completed because of errors during the VRS
Validation Test Exit Code: 1
```

Workaround: Do not use umlauts in the installation path.

Installation Notes for Localized Operating Systems

A function of the Kofax Front Office Server installer is to create a shared folder and grant Administrator read and write access to the share. Under that share, an \Inboxes folder is also created which is the parent of all users' inbox folders.

To do this, the installer attempts to use the administration account name "Administrator". However, on many localized operating systems the administration account name is not "Administrator", but a localized name. This stops the proper share rights from being granted, which prohibits user inboxes from being created as subfolders under \Inboxes when users log on to the Web Client. (SPR00036161)

Workaround: Manually assign the account to the \KFS share and grant read and write access.

Installation Notes for HP MFPs

By default, the MFP communicates with Kofax Front Office Server via a secure connection (HTTPS). For the HTTPS connection to work properly, it is necessary to specify a DNS server at the MFP. For instructions, refer to the product documentation that came with the HP MFP.

Restarting the Computer after Installing Kofax Capture

A manual restart may be required after installing Kofax Capture. A restart is required if documents cannot be successfully released from Kofax Front Office Server to Kofax Capture, and the document's XML file includes the following error:

```
Creating an instance of the COM component...from the IClassFactory failed due
to the following error: 800a01ad.
```

After restarting the computer, reimport the documents into Kofax Capture by using the XML Import Connector. (SPR00054767)

Uninstalling Kofax Capture and Kofax Front Office Server

If you need to uninstall both Kofax Capture and Kofax Front Office Server, uninstall Kofax Front Office Server first and then uninstall Kofax Capture. If you uninstall Kofax Capture before uninstalling Kofax Front Office Server, the \KFS\Config folder and the contents remain on the computer. If you attempt to reinstall Kofax Capture and Kofax Front Office Server, the installation may appear to succeed, but Kofax Front Office Server does not start. (SPR00057136)

Errors when Starting, Importing, or Changing Databases

If you are unable to log on to Kofax Front Office Server after installation, change databases with the Kofax Front Office Server Utilities, or import data into a new Kofax Front Office Server installation, there may be a problem with decrypting the database password. The error is indicated by the following:

- The kfs.log file contains the following error:


```
Exception sending context initialized event to listener instance of class
com.kofax.avalin.web.servlet.StartupServletContextListener
java.lang.ExceptionInInitializerError
```
- When using the Kofax Front Office Server Utilities, an `IllegalBlockSizeException` error appears.

Database connection errors may also be reported. (SPR00057437)

Workaround: Uninstall Kofax Front Office Server 3.0, change the database password for the new installation, and then reinstall Kofax Front Office Server. If you are importing data from a new Kofax Front Office Server 3.0 installation, verify that you can log on successfully to the new installation before you attempt to import data to it or change databases.

General

This General section outlines general information that you should review prior to using Kofax Front Office Server.

Database Connection Errors if \KFS Share is Offline when KofaxServer Service Starts

If the Kofax Front Office Server share \KFS is offline when KofaxServer service starts, there will be repeated database connection errors logged in the kfs.log and errors.log files. This is because the program was not able to read the initial database configuration information located in the configuration files in the shared folders. (SPR00057675)

Workaround: Make sure the \KFS share is online, then restart the KofaxServer service.

Restarting the KofaxServer Service

If you are restarting KofaxServer service manually through the Services console, make sure that Kofax Front Office Server has finished shutting down before attempting to restart. This may take longer than what it is indicated in the Services console. To verify that Kofax Front Office Server has completely shut down, check for the following at the end of the server.log file:

```
Shutdown complete
```

The service cannot be restarted until it has completely shut down. (SPR00037691)

Umlaut Not Valid for Username and Password in Configuration Files

When specifying a username or password in any configuration file (properties file, XML file, etc.), using the umlaut (a diacritical mark over a vowel) most likely will produce undesirable results. (SPR00041796)

Workaround: Do not use the umlaut when specifying the username and password in configuration files.

Database Purging and Log Entry Time Stamps

Entries in the Administration Console log are time-stamped based on the time zone in which the Kofax Front Office Server resides. If you perform a purge of the database in a different time zone, the time stamp for the log entries are not converted. The log entries purged are based on the time zone of the database and the threshold you specified in the KFS_db_cleanup.bat file. (SPR00041717)

Workaround: Manually delete any log entries as needed.

Using Kofax Front Office Server with Multiple Domains

If you need to use Kofax Front Office Server with more than one domain, select a user account for the KofaxServer service that has access to those domains. If a user account does not have access to those domains, the following may occur:

- In the Administration Console, expanding the list of users and groups displays the following error:

```
KFSAC 10103 - Cannot access the list of users. The reported error is "Logon failure: unknown user name or bad password."
```
- When single sign-on is enabled, an HTTP Status 500 error occurs when you have logged on to Windows as a user of a domain that KofaxServer user account does not have access to and start the Administration Console or the Web Client. (SPR00057544 and SPR00057545)

Workaround: Change the user account for the KofaxServer service to one that has access to all of the domains you need.

Kofax Front Office Server Administration Console

This section outlines key information that you should review prior to using the Administration Console.

Database Error when Creating Global Shortcuts

When trying to create a global shortcut in the Administration Console, you may receive the following error. The error may occur if the total characters of index fields and index field names (plus delimiters) exceeds 1500 characters, which is the database limit for field indexFieldNames. (SPR00042137)

```
KFSAC 20021 - Cannot access the database. The reported error is "A hibernate
error occurred: {0}"
```

Here is the formula for how the total number of characters is calculated (where 29 is the automatically added delimiter and cannot be changed):

Sum of (number of index fields and the field name lengths) + 29 x (number of index fields - 1)

For example, if you had 30 index field names with 10 characters each, the calculation would be $30 \times 10 + 29 \times (30 - 1) = 1141$, which is below the limit so no error would occur.

Workaround: Reduce the number of index fields or shorten the index field names so the total of characters is not above 1500.

Kofax Front Office Server Web Client

This section outlines key information that you should review prior to using the Web Client.

Logging On Multiple Times on the Same Computer

If you log on to the Web Client as the same user more than once, changes you make in one browser window are not updated automatically in the other windows. This also occurs when the instances of the Web Client are in different tabs of the same window. (SPR00029663, SPR00030315)

Workaround: Click the Refresh button above the Inbox to update any changes to the document list, including deleted and renamed items. To update other changes, including shortcuts, click the browser's Refresh button.

Note For Internet Explorer 7, the browser's Refresh button does not update the screen when instances of the Web Client are running in different browser windows.

Characters for Index Fields

The dollar sign (\$) and apostrophe (') characters can not be used in an index field name. (SPR00036178)

Closing the Browser Window while Releasing Documents

If you display the index fields to release a document and then close the browser window, the document you are attempting to release may not appear in the Inbox. When you log back on to the Web Client, the document does not appear in the Inbox. The document has not been deleted, but it does not display until the lock on the database has expired (which takes about 20 minutes). After the lock has expired, you can refresh the Inbox to make the document appear again. (SPR00042087)

Workaround: If you need to close the browser window while the index fields are displayed, click Cancel to return to the Inbox. The document remains in the Inbox.

Kofax Front Office Server Utilities

This section outlines key information that you should review prior to using the Kofax Front Office Server Utilities.

Switching to SQL Server Express from a Non-Standard Database

By running the Kofax Capture setup program with a specific option added, you can install a standard (SQL Server Express) database without installing Kofax Capture. Then, the Kofax Capture Database Utility program can be used to move to the standard database. In this way, users who initially installed Kofax Capture on a non-standard database to move to SQL Server Express.

The Kofax Front Office Server installation does not have this functionality. Users who install to a non-standard database have no way of installing a standard database after the fact. (SPR00053981)

Workaround: Manually install SQL Server Express and then use the Kofax Front Office Server Utilities to move to it. The SQL Server Express installation file is in the Kofax Front Office Server product files in \setup\Software\Microsoft\SQLSEXP_x86_ENU.exe, or you can download it from the Microsoft Web site. Instructions on using the Kofax Front Office Server Utilities are in the *Kofax Front Office Server Administrator's Guide* and the Help provided with the utility.

Kofax Capture

This section outlines key information that you should review about Kofax Capture.

Oracle Server on Different Domain Causes Transfer Problem

If the Oracle client is configured to use NTS authentication (the default), Kofax Capture may have trouble communicating with the Oracle database if your Oracle database server resides on a different domain than Kofax Capture. The issue would affect Kofax Front Office Server as well. You can resolve this issue by disabling NTS authentication for the Oracle clients. (SPR00056251)

► To disable NTS authentication

- 1 Locate the sqlnet.ora Oracle property file on each Kofax Capture machine, and open it in a text editor:


```
<installation location>product\10.2.0\client_1\network\ADMIN\sqlnet.ora
<installation location>\product\11.1.0\client_1\Network\Admin\sqlnet.ora
```
- 2 The SQLNET.AUTHENTICATION_SERVICES property specifies which authentication service to use. Set the property to "(NONE)":


```
SQLNET.AUTHENTICATION_SERVICES = (NONE)
```

Kofax Capture Fixed Pages

If you set a batch class to use "Kofax fixed pages" for separation, an error may appear indicating that the expected pages do not match the actual pages. (SPR00029610)

Workaround: Do not use "Kofax fixed pages" for separation.

Display Label Values not Supported on Fujitsu MFP

The Display Label values for batch and document class fields are supported by Kofax Front Office Server, but do not display on the Fujitsu MFP. (SPR00040207)

Unsupported Characters for Batch Classes

The following characters cannot be used in batch class names:

```
& < > / * \
```

If you attempt to release a document to a batch class with those characters, an error is generated. (SPR00036054)

Workaround: Rename the batch class to remove the unsupported characters.

Releasing Imported Documents Requires License for Kofax Capture Import Volume

If you are unable to release documents that were imported into the Web Client or otherwise did not come from an MFP, check the release_errors.log file for the following error:

```
Invalid property. Images and form type data are archived.
```

Then, check the Kofax Capture error log for the following error:

```
The licensing configuration does not support additional import of image files. Please obtain a new activation code that reflects your actual licensing requirements.
```

These errors indicate that the Kofax Capture Import Volume license is insufficient for the number of documents you want to release. The document images and data are sent to the ReleaseErrors folder. (SPR00057507)

Workaround: Acquire an increased Kofax Capture Import Volume license for the volume of imported documents you want to release.

Kofax Document Scan Server

This section outlines key information that you should review prior to using Kofax Document Scan Server.

Note Effective January 2010, Kofax Document Scan Server became a legacy Kofax product and is no longer supported. You can continue to use Document Scan Server with Kofax Front Office Server 3.0, but no further development will occur and any reported defects will not be fixed.

Specifying a Destination

When you use a scan profile that saves files to the network, the following error appears in the Web Client: (SPR00029894)

```
An Error occurred when working with the Document Scan Server Box (DSS error: 110 Sequencing Error.)
```

Workaround: Do not specify a destination in the scan profile. Scanned documents are automatically received in the Web Client Inbox.

All MFPs

This section outlines key information that you should review prior to using MFPs.

MFPs Disconnecting from Kofax Front Office Server

If an MFP becomes disconnected from Kofax Front Office Server, check to see if the device's IP address has changed. Devices that use DHCP may change their IP address after they have been turned off or unused for a long period of time. Because Kofax Front Office Server uses the IP address to connect to a device, the device will be disconnected for Kofax Front Office Server when its IP address changes—even if the device was successfully added to Kofax Front Office Server before.

To fix the problem, change the IP address of the device in the Administration Console. Refer to the documentation provided with the MFP for instructions on locating its IP address. To avoid this problem, consider using a static IP address for the device.

HP MFPs

This section outlines key information that you should review prior to using HP MFPs.

OXPd 1.4.8.0 Does Not Install Needed OXPd Workflow

If the URL to the solution files cannot resolve, OXPd 1.4.8.0 (used with the Solution Installer and HP Web Jetadmin), does not install the required OXPd Workflow under the Digital Sending tab of the MFP. The OXPd Workflow is required for Kofax Front Office Server to send device profiles and images to the MFP. (SPR00057934)

On page 12, the Administrator's Guide for HP MFPs contains the following instructions for locating the solution files:

To locate the solution files, enter the following URL in a Web browser:

```
http://server/SolutionInstallerFiles
```

Where server is IP address or host name of Kofax Front Office Server. The browser displays a list of solution files.

The instructions are correct, but you must be sure the MFP can resolve the URL. Typically this is accomplished by either using the IP address of the Kofax Front Office Server server, or putting the MFP on the same domain as the Kofax Front Office Server server. If the MFP cannot resolve the URL above, the HP Web Jetadmin will appear to successfully load the solution files, but the MFP will not be able to load the required .jar files from that location. The end result is that you will not be able to deploy Kofax Front Office Server profiles to the MFP.

Workaround: Make sure the MFP can resolve the URL.

Illegal Response Error Message for REAL Data Type

The following error can be produced if the shortcut selected at the HP front panel contains a index field of data type REAL. The OXPd application that Kofax Front Office Server uses to communicate with HP MFPs cannot interpret the valid range of REAL numbers because it lacks support for scientific notation. (SPR00042099)

```
The server returned an illegal response.
```

Workaround: Remove the shortcut that contains the REAL data type from the MFP profile and redeploy the profile using the Administration Console. If data of type real is necessary, use a text field to store the information.

Discovery of HP Digital Senders

HP 9200c and 9250c Digital Sender MFPs cannot be found with the discovery feature. You can add them manually. Refer to the Administration Console Help for instructions on how to add MFPs manually.

Problems with Value Lists If Required Field Information is Missing

At the MFP, when you select Send to Me or a shortcut, required index fields need to be specified before opening a value list for a field. Otherwise, pressing <Enter another value> will result in an error message indicating that required information is missing. Further attempts to enter another value will fail, even after the required information has been entered. (SPR00045419)

Workaround: If the problem occurs, do the following:

- 1 Enter the information for the required fields.
- 2 Press the value list field to open the value list.
- 3 In the list, select a value other than <Enter another value> and press OK. You are returned to the index fields.
- 4 Press the value list field to open the value list.
- 5 Press <Enter another value>, then press OK. The index field is displayed.
- 6 Press the field to open the on-screen keyboard and enter the value as needed.
- 7 Press OK. The value list field displays the new value.

Cropping May Cause Loss of Edge of Image

When scanning, an image may be cropped that results in a loss of part of the image along the edge. (SPR00045864)

Workaround: Turn off the Auto Rotation and/or Auto Crop options, in the Administration Console on the Scan Time Image Processing tab for the particular shortcut.

Release Notes for Chai Digital Send Enablers

In the *Kofax Front Office Server Administrator's Guide for HP MFPs*, Table 4 that lists Chai Digital Send Enablers release notes should read as follows: (SPR00058006)

- For Group 50 devices, use hp-ext-40-ChaiSOE_DSE-ilc-ReleaseNotes-4.2.0.txt.
- For Group 40 devices, use hp-ext-30-ChaiSOE_DSE-ilc-ReleaseNotes-4.2.0.txt.

Note The group numbers for the Chai Digital Send Enablers for Group 40 and 50 devices are not in error. The files for Group 40 devices are intentionally labeled Group 30 by HP. Likewise, the files for Group 50 devices are labeled Group 40.

- For Group 20 devices, the release notes that are included in the product are incorrect. The correct release note content follows:

```
*****
Chai Digital Send Enablers (ChaiDSE) for the OXPd:SolutionInstaller
Release Notes
Group 20
Version 4.2.0
HP Confidential
```

October 7, 2009

=====
Version 4.2.0
=====

MINIMUM FIRMWARE VERSION SUPPORTED:

The device group covered in this release currently includes the following models:

- LJ M3035 MFP: 48.101.4
- LJ M4345 MFP: 48.101.4
- LJ M4349 MFP: 48.101.4
- LJ M5035 MFP: 48.101.4
- LJ M9040 MFP: 51.051.4
- LJ M9050 MFP: 51.051.4
- LJ M9059 MFP: 51.051.4
- CLJ CM4730 MFP: 50.081.3
- DS 9250C: 48.091.3

See the ChaiDSE product group matrix on the partner portal for the current list of devices for this group.

MINIMUM OXPd:SOLUTIONINSTALLER VERSION SUPPORTED:

- hp_oxpdsolutioninstaller-ex-1.0.1.0.jar

PACKAGE LIBRARY VERSIONS:

The following package libraries have been included. They are supported only on the products mentioned above and will not be compatible with prior released products.

Jar File	Version
hp_laserjet_cgui_20.jar	20.0.21.0
hp_laserjet_scancontrol_20.jar	20.0.4.0
hp_laserjet_securityagent_20.jar	20.0.5.2
hp_laserjet_securityservices_20.jar	20.0.4.1

The Chai DSE "ilc" jar is packaged for loading with OXPd:SolutionInstaller.

See the OXPd:SolutionInstaller SDK for more information on the new solution package loading procedures.

Note that the Chai DSE "ilc" jar will not load properly via the EWS Chai loader page -- http://<device_ip_address>/hp/device/this.loader.

To install the Chai DSE "ilc" jar, follow the steps below:

- 1) Install the OXPd:SolutionInstaller jar through the device's EWS Chai loader page.
- 2) Store the Chai DSE "ilc" jar on a web server "application depot" that is accessible to the device.
- 3) Install the Chai DSE "ilc" jar through an InstallApp post to the OXPd:SolutionInstaller service on the device. The post should contain an AppURL with the location of the Chai DSE "ilc" jar on the web server.

CHANGES FOR THIS RELEASE:

- None.

KNOWN ISSUES FOR THIS RELEASE:

- None.

=====
Version 4.1.0
=====

MINIMUM FIRMWARE VERSION SUPPORTED:

The device group covered in this release currently includes the following models:

- LJ M3035 MFP: 48.091.4
- LJ M4345 MFP: 48.091.4
- LJ M4349 MFP: 48.091.4
- LJ M5035 MFP: 48.091.4
- LJ M9040 MFP: 51.041.3
- LJ M9050 MFP: 51.041.3
- LJ M9059 MFP: 51.041.3
- CLJ CM4730 MFP: 50.071.3
- DS 9250C: 48.081.2

See the ChaiDSE product group matrix on the partner portal for the current list of devices for this group.

MINIMUM OXPd:SOLUTIONINSTALLER VERSION SUPPORTED:

- hp_oxpdsolutioninstaller-ex-1.0.0.0.jar

PACKAGE LIBRARY VERSIONS:

The following package libraries have been included. They are supported only on the products mentioned above and will not be compatible with prior released products.

Jar File	Version
hp_laserjet_cgui_20.jar	20.0.13.0
hp_laserjet_scancontrol_20.jar	20.0.4.0
hp_laserjet_securityagent_20.jar	20.0.5.0
hp_laserjet_securityservices_20.jar	20.0.4.0

The Chai DSE "ilc" jar is packaged for loading with OXPd:SolutionInstaller.

See the OXPd:SolutionInstaller SDK for more information on the new solution package loading procedures.

Note that the Chai DSE "ilc" jar will not load properly via the EWS Chai loader page -- http://<device_ip_address>/hp/device/this.loader.

To install the Chai DSE "ilc" jar, follow the steps below:

- 1) Install the OXPd:SolutionInstaller jar through the device's EWS Chai loader page.
- 2) Store the Chai DSE "ilc" jar on a web server "application depot" that is accessible to the device.
- 3) Install the Chai DSE "ilc" jar through an InstallApp post to the OXPd:SolutionInstaller service on the device. The post should contain an AppURL with the location of the Chai DSE "ilc" jar on the web server.

CHANGES FOR THIS RELEASE:

- None.

KNOWN ISSUES FOR THIS RELEASE:

- None.

Ricoh MFPs

This section outlines key information that you should review prior to using Ricoh MFPs.

Starting the Kofax Front Office Server Front Panel Software on Ricoh MFPs

When starting the Kofax Front Office Server front panel from the Startup Setting tab, the status column does not update. The status remains at "Starting Up." The screen that indicates that the KFS_MFP_Client has started does not appear.

Workaround: Press the User Tools/Counter button. At the "Please select the extended feature" menu that appears, press the "KFS_MFP_..." button. The Kofax Front Office Server front panel appears.

Out of Memory Error When Scanning Color

If you scan images in color in high resolution (300 dpi or higher), the resulting image might be too large to send to Kofax Front Office Server. An “out of memory” error may occur if you are scanning with image settings for a Kofax Front Office Server shortcut set to 300 dpi or higher and color. This error is more likely to occur if the heap size for your MFP is less than 16 MB.

Once the error occurs, any documents you scan will also be held at the MFP and cannot be sent to Kofax Front Office Server. Before you process more jobs, you must uninstall and reinstall the Kofax Front Office Server front panel software for the Ricoh. All images stored on the MFP will be lost. The documents need to be rescanned. (SPR00057342)

Workaround: To reduce the risk of this error, try the following:

- Adjust the settings to generate smaller images, such as using black and white and reducing the resolution to 200 dpi or less.
- Configure the heap size to at least 16 MB at your MFP, by accessing Extended Feature Settings, then Administrator Tools, and then Heap/Stack Size Settings. For details, see the documentation provided by the MFP manufacturer.

Lexmark MFPs

This section outlines key information that you should review prior to using Lexmark MFPs.

Problems with Scanning A5 Paper on Lexmark

If you scan an A5-sized document in portrait mode on a Lexmark MFP, part of the image may be lost. Instead of being scanned at A5 size, the document is scanned at 5.5 x 8.5 inches (13.97 x 21.59 centimeters). This occurs whether the document is scanned on the flatbed or through the automatic document feeder. (SPR00031673)

Embedded Solutions Page Stops Responding

If the IP address of the backup DNS server is inaccessible for Kofax Front Office Server, a server name is configured rather than an IP address, and the Embedded Solutions page stops responding. (SPR00036973)

Unsuccessfully Logging on to the MFP

Currently, you are unable to successfully log on to the MFP as a Kofax Front Office Server user, and you are returned to the main menu, if your username contains any of the following characters: & ' < (SPR00056431)

Workaround: Make sure your Kofax Capture username does not contain any of the following characters: & ' <

Web Services Connector

This section outlines key information that you should review prior to using the Web Services connector.

Invalid Error Code and Message with Duplicate Job IDs

StartScanJob should indicate an error if the request object is a duplicate job ID. Instead, StartScanJob returns a 0 result code with a blank message. (SPR00039336)

Workaround: Make sure that the job ID is unique before submitting a scan job.

No Error Message when Strings Exceed Maximum Length

The following fields in the document tracking database have a maximum length of 64 characters:

- Common Inputs
 - doctracking_scanjob.device (Device ID)
 - doctracking_scanjob.scanuser (User name)
 - doctracking_scanjob.id (Scan ID)
- Destination
 - doctracking_scanjob.backend (Destination type ID)
 - doctracking_scanjob.datastore (Data store)
 - doctracking_scanjob.formtype (Destination)
- Event Data
 - doctracking_event.name (Event name)
 - doctracking_event.description (Event description)

Web Services Connector does not report an error when a string exceeds 64 characters. (SPR00039642)

An error is also not reported when the password used to log on to Kofax Front Office Server exceeds 64 characters. (SPR00039669)

Workaround: Make sure the data for these fields does not exceed 64 characters.

Notes on Supported Hardware and Software

Kofax Front Office Server supports a variety of hardware and software, including MFPs and versions of Kofax Document Scan Server. Refer to the indicated documentation for instructions to set up the product for use with Kofax Front Office Server.

For updated information about supported hardware and software, refer to the Kofax Web site. The following provides additional information about supported products.

Certified MFPs

Refer to the Kofax Front Office Server Support pages on the Kofax Web site for a list of supported MFP models. For instructions on configuring the MFP to work with Kofax Front Office Server, refer to the appropriate Kofax Front Office Server MFP administrator's guide. MFP administrator's guides are in the \setup\Guides folder on the Kofax Front Office Server installation media and are installed with the product in the \Documentation\Guides folder.

HP MFPs

Instructions for configuring the MFP are in the *Kofax Front Office Server Administrator's Guide for HP MFPs*. The file name for this guide is MFP Admin Guide - HP.pdf.

The group indicates which Open eXtensibility Platform for Devices (OXPd) software to install. HP models have similar numbers, so make sure that you identify the group number correctly.

For firmware, memory, and other requirements, refer to the release notes provided with the OXPd. Instructions for opening the HP release notes is provided in the *Kofax Front Office Server Administrator's Guide for HP MFPs*.

Lexmark and InfoPrint MFPs

Instructions for configuring the MFP are in the *Kofax Front Office Server Administrator's Guide for Lexmark MFPs*. The file name for this guide is MFP Admin Guide - Lexmark.pdf.

Note The Lexmark or InfoPrint MFP must have a hard drive to provide sufficient storage space for images. If the MFP only has flash memory, install a hard drive before using it with Kofax Front Office Server.

Ricoh MFPs

Certified Ricoh MFPs and corresponding Gestetner, Lanier, and Savin models are listed on the Kofax Web site. Make sure that you are using the Java version indicated on the list. If you need to install an Embedded Software Architecture card, use the type indicated.

Instructions for configuring the MFP are in the *Kofax Front Office Server Administrator's Guide for Ricoh MFPs*. The file name for this guide is MFP Admin Guide - Ricoh.pdf.

Fujitsu Network Scanners

Instructions for configuring the MFP are in the *Kofax Front Office Server Administrator's Guide for Fujitsu Network Scanners*. The file name for this guide is NS Admin Guide - Fujitsu.pdf.

Additional Resources

This section provides information about additional resources.

Related Documentation

In addition to this guide, Kofax Front Office Server includes the following documentation. Except for the Help and release notes, you can select to view any of the documentation by opening guides.html in the product files or in \Documentation\KFSguides.html after installation. For instructions on using Kofax Capture, refer to the Kofax Capture guides and Help.

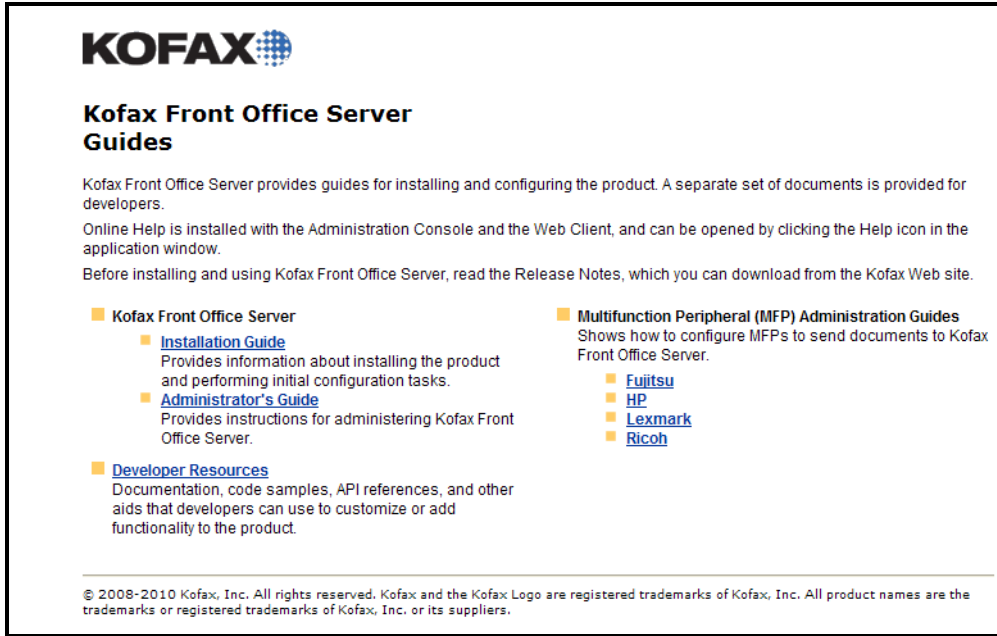


Figure 2. Guides Page

Kofax Front Office Server Installation Guide

Refer to the installation guide for instructions on planning and installing Kofax Front Office Server. The guide is located in the root of the product files, and is installed with the software in the \Documentation folder.

Multifunction Peripheral (MFP) Administrator Guides

These guides show how to make Kofax Front Office Server features available on MFP front panels. The MFP administrator guides are in the \setup\Guides folder in the product files. They are also installed with the software in the \Documentation\Guides folder.

Help for Kofax Front Office Server Applications

Kofax Front Office Server Web Client (referred to as the Web Client) and Kofax Front Office Server Administration Console (referred to as the Administration Console) have Help that describes how to use the application. Each Help system has a table of contents, index, and full-text search to assist you in finding information. To view the Help from the application, click the Help button. The Help appears in a separate browser window. You can also view the Help when you are at the server by selecting Start | Programs | Kofax | Documentation and then the Help system.

Developer Resources

The developer resources include documentation, code samples, API references, and other aids that developers can use to customize or add functionality to the Kofax Front Office Server product.

Release Notes

Late-breaking product information is available from the release notes. Read the release notes carefully, because they contain information that may not be included in other Kofax Front Office Server documentation.

Training

Kofax offers both classroom and computer-based training that will help you make the most of your Kofax Front Office Server solution. Visit the Kofax Web site at www.kofax.com for complete details about the available training options and schedules.

Technical Assistance for your Kofax Product

Support for your Kofax product is provided by your primary application support provider, which is specified as part of the maintenance agreement associated with your purchase. Please contact your Kofax application support provider for technical assistance.

For more information about your product, visit the Kofax Support pages at www.kofax.com for:

- Product information and release news
- Access to the Kofax Knowledgebase
- Access to the online Case Management System (for eligible customers)
- Downloadable product documentation

Before contacting your Kofax application support provider, please gather the following information where applicable:

- Product name, version, and serial number
- Log files
- Product license
- Exact error message(s)
- Reproduction scenario

