Kofax Capture

Release Notes

Version: 10.2.1

Date: 2016-08-08

KOFAX
from Lexmark

Table of Contents

Chapter 1

About this release

The release notes give you late-breaking information about Kofax Capture 10.2.1. Please read this document carefully, as it contains information that is not included in other Kofax Capture documentation.

Version information

The build number for Kofax Capture 10.2.1 is 10.2.1.0.0.769, which appears in the About Kofax Capture window.

In Batch Manager, if you click System Info on the About window, the ImageControls build number is 5.1.0078.

Content change

The following revision is a new addition to the *Kofax Capture 10.2.1 Release Notes*.

Date	Description
August 8, 2016	Added item 736747 to the "Known Issues" section. If you are upgrading to Kofax Capture 10.2.1 from a 10.2.0.x fix pack, and you plan to generate PDF/A-1b compliant PDF files, it is important to review this issue.

System requirements

The primary source of information about Kofax Capture requirements and dependencies on other products is the Cross Product Compatibility Matrix, which is available on the Kofax website at www.kofax.com. The matrix is updated regularly and we recommend that you review it carefully, especially if you plan to use Kofax Capture 10.2.1 with other Kofax products.

New features

This section lists enhancements introduced to the product in Kofax Capture 10.2.1.

Support for Windows 10

Kofax Capture 10.2.1 adds support for Windows 10. For more information about supported operating systems, see the Cross Product Compatibility Matrix on the Kofax website at www.kofax.com.

Support for TLS 1.2

This version supports the ability to use Transport Security Layer (TLS) 1.2 to ensure secure web communication and authentication in a KCN Server environment.

No Kofax Capture product changes are necessary to support TLS 1.2. Some Windows configuration changes are required to use KCN Server successfully in a TLS 1.2 environment. Configuration decisions should be made by the person in your organization who has expertise and detailed knowledge of the security policies and technical requirements for the environment where KCN Server is deployed.

Document Processing Time property

The Document Processing Time property is used to record the amount of time (in milliseconds) an operator spends working on each document in an attended module (Scan module excluded). If an operator works on a document and returns to it later, the value is cumulative. (676240)

This property is useful for business intelligence reporting products such as Kofax Analytics for Capture, which is based on near real-time data collected during the batch processing workflow.

Minimal form type records in StatsFormType table

To improve performance, the number of form type records in the StatsFormType table is kept to a minimum. Form type records are excluded from the StatsFormType table if they do not have associated documents or pages. (720467)

Note This enhancement may affect existing queries that use the StatsFormType table. Be sure to review your queries to determine if they are impacted.

If you prefer to include all form type records in the StatsFormType table, even if associated documents and pages do not exist, see Logging all form type records to the StatsFormType table.

Ability to exclude database update during installation

As an option, you can enhance efficiency by excluding database updates during the installation of Kofax Capture service packs. See Exclude database update during installation. (561535)

Support for silent, manual license activation

For organizations whose policy requires a secure installation without Internet access, the ability to perform a silent, manual license activation is available. (717240)

You can open a Command Prompt window and run the following command to display the usage parameters:

```
ACDeployUtil/?
```

Based on the usage information, run a command to activate the manual license activation code using a local or network file path.

Examples:

▪ Local path: `ACDeployUtil /LicenseManualActivation:C:\manuallicensecode.txt`
▪ Network path: `ACDeployUtil /LicenseManualActivation:\\localhost\CaptureSV\manuallicensecode.txt`

You can replace `localhost` with a MachineName.

The results (completed or failed) are available in the error log (such as err_1707.txt) in one of the following folders: `CaptureSV\Logs` or `C:\ProgramData\Kofax\Capture\Local\Logs`.

Enhanced log for Deployment Utility

The information in the Deployment Utility log has been extended to include the process name, run time, workstation, user account and parameters associated with the execution of the utility. The error log (such as err_1707.txt) is available in one of the following folders: `CaptureSV\Logs`, or `C:\ProgramData\Kofax\Capture\Local\Logs`. (717239)

The log now indicates whether license activation is successful or not.

ACConfig.xml enhancements

This section describes the enhancements introduced to ACConfig.xml since Kofax Capture 10.2.0. When adding a tag to ACConfig.xml, insert it anywhere in the file unless the example indicates that the tag should be embedded within another tag.

Logging all form type records to the StatsFormType table

As noted earlier, this version of Kofax Capture introduces an enhancement to minimize the number of form type records in the StatsFormType table. By default, form type records are excluded from the StatsFormType table if they do not have associated documents or pages. (720467, tag introduced in Kofax Capture 10.2.1)

If you prefer to include all form type records (even if they have no associated documents and pages) in the StatsFormType table, change the value of the `IgnoreZeroStatsFormTypes` tag to 0 (zero), as shown here.

```
<BusinessServices IgnoreZeroStatsFormTypes="0"/>
```

Route error batches to remote site

Add the following tag in ACConfig.xml to automatically route error batches to a remote site if they were created at a central site. Use the tag to define the site name and GUID for processing error batches and override the Rescan Location setting configured in the KCN Server Central Site profile. (700544, tag introduced in Kofax Capture 10.2.1)

The site name and GUID for the remote site are available from the Database Utility on the Identification tab.

```
<ACConfig>
   ...
    <ACIServer>
```

```
       <BatchRouting RescanSite="<Site_Name>|<Site_GUID>"/>
     </ACIServer>
   ...
</ACConfig>
```

> **Note** If the specified remote site name or GUID does not exist, the following error appears in the Capture error log and the error batch is not routed: `"...The selected site cannot be assigned as the next site."`

Ensure proper sequence for single-page TIFF files for export

Add the following tag in ACConfig.xml to ensure that the decimal-based file names are assigned to reflect the export sequence for single-page TIFF images. (694385, tag introduced in Kofax Capture 10.2.1)

```
<Export UseDecimalBasedFileName="1"/>
```

Enable Fast Web View for PDF files

Fast Web View for PDF file generation is turned off by default. You can use the following tag in ACConfig.xml to turn on Fast Web View. (685349, tag introduced in Kofax Capture 10.2.0.5)

```
<ACConfig>
   ...
    <PDFExport FastWebView="1"/>
   ...
</ACConfig>
```

Value of 1 = On; value of 0 = Off

Disable batch notification services errors

Add the following tag in ACConfig.xml to disable batch notification services errors and messages for the entire Kofax Capture installation. Synchronize the DisableBatchNotification tag for remote sites by adding the PropagateToRemoteSite attribute. When PropagateToRemoteSite is set to `True`, this tag is sent to the remote site; the default value is `False`. (685242, tag introduced in Kofax Capture 10.2.0.5)

```
<DisableBatchNotification PropagateToRemoteSite="True">1</DisableBatchNotification>
```

Even though the errors and messages are disabled, the batch notification services continue to run.

Disable Deleted Batches logging

Use the following tag in ACConfig.xml to disable logging to the Deleted Batches log file (LOG_yymm.txt). This option may be useful in a high-volume production environment in which logging can affect performance. (677592, tag introduced in Kofax Capture 10.2.0.5)

```
<Logging DeletedBatches="0"/>
```

Value of 0 = Logging for deleted batches is disabled; value of 1 or no tag = Logging for deleted batches is enabled.

Set e-Document viewer to open Microsoft Office files

Add the following tag in ACConfig.xml to enable the e-Document viewer to open Microsoft Office files such as Word, PowerPoint, or Excel files. (101873 and 696963, tag introduced in Kofax Capture 10.2.0.5)

```
<EDocViewer UseIEForMSOfficeFiles="0"/>
```

Note To open the files successfully, you must install Microsoft Office on the stations running interactive modules such as Scan or Quality Control.

Include all Visual Studio Solution files during remote site synchronization

Add the following tag in ACConfig.xml to include all Visual Studio Solution files during remote site synchronization in a KCN Server environment. (672986, tag introduced in Kofax Capture 10.2.0.4)

```
<TransferAllVSFiles Enable="1"/>
```

After adding the tag, restart the Kofax Capture service. By default, the unrequired Visual Studio Solution files are excluded.

Prevent unreadable PDF files

Add the following tag in ACConfig.xml to prevent PDF files from becoming unreadable when Image Cleanup profiles are disabled (otherwise, all images, including color, are detected as black and white and the PDF Generator produces unexpected results). (672664, tag introduced in Kofax Capture 10.2.0.4)

```
<ACConfig>
    ...
      <PDFExport>
        <Profile Name="abc" DetectColorImage="1"/>
      </PDFExport>
    ...
</ACConfig>
```

Substitute "abc" with the profile name used for the PDF Generator. To apply the switch for all PDF export profiles, add the following tag:

```
<ACConfig>
    ...
      <PDFExport DetectColorImage="1"/>
    ...
</ACConfig>
```

Skip invoking of workflow agents

The following tag in ACConfig.xml is used to skip the invoking of Workflow Agents when Remove Access Rights is selected in Batch Manager. (667762, tag introduced in Kofax Capture 10.2.0.4)

```
<RemoveUserRightsWithoutInvokingWFA>true</RemoveUserRightsWithoutInvokingWFA>
```

The default value is `true`. To force Workflow Agents to be invoked when Remove Access Rights is selected in Batch Manager, change the value to `false`.

Prevent PDF Generator internal error

A new tag is available in ACConfig.xml to prevent the following PDF Generator internal program error (667728, tag introduced in Kofax Capture 10.2.0.4):

```
Internal program error: .\src\ProcessorsCallsHandler.cpp, 74.
Error code: 0x0  File: AbbyyExportResults.cpp Line: 710 Pkg :
0 Stat: 0x00000310, 0x00000000, 0x00000000,
```

You can prevent the error by adding the following tag:

```
<ACConfig>
    ...
    <OCRAdvancedSettings>
      <MultiProcessingMode Value="0"/>
    </OCRAdvancedSettings>
    ...
</ACConfig>
```

Prevent creation of empty documents

Add the following tag in ACConfig.xml to prevent the creation of empty documents, which can occur as the result of duplicate, consecutive patch codes. (667725, tag introduced in Kofax Capture 10.2.0.4)

```
<DocumentSeparation StopCreatingEmptyDocuments="1"/>
```

Use a color image for form identification

Add the following tag in ACConfig.xml to use a color image for form identification. (667231, tag introduced in Kofax Capture 10.2.0.4)

```
<FormIdentification UseColorImage="1"/>
```

Prevent duplication of first page in multipage layout view

Use the following tag in ACConfig.xml to eliminate duplication of the first page in multipage layout view during validation (663318, tag introduced in Kofax Capture 10.2.0.4):

```
<Validation EnablePageValidationMode="1"/></ACConfig>
```

Value of 0 or no tag = Default behavior; value of 1 = Validation will display pages along with index fields without index zones.

Use a regular expression for path substitution

The enhanced <AdminDataSubstitution> tag in ACConfig.xml supports the use of a regular expression wildcard representing the batch class folder name at the end of the temporary image folder path. The regular expression wildcard may be useful if you are importing a large number of batch classes from one environment to another. (646145, tag introduced in Kofax Capture 10.2.0.3)

To use this enhancement, add the UseRegex="1" attribute to replace the original batch class name. The Old attribute is a regular expression pattern, and the New attribute is a string to replace it.

In the following example, all paths containing `"C:\Program Files\Ascent\"` are substituted with `"D:\abc\"`.

```
<ACConfig>
  ...
    <AdminDataSubstitution>
      <Replace Old="C:\\Program Files\\Ascent\\(.+)" New="D:\abc\$1" UseRegex="1" />
    </AdminDataSubstitution>
  ...
</ACConfig>
```

If the regular expression is valid and the paths are substituted successfully, the following information appears in the Capture log:

```
2016-09-06 22:05:20, ..., Kofax Capture Administration Application,
<Machine Name>, <File Version>, Regex, 0, C:\\Program Files\\Ascent\\(.+),
C:\Program Files\Ascent\images => D:\abc\images,
```

If the regular expression is not valid and the paths are cannot be substituted, the following information appears in the Capture log:

```
2016-09-06 22:04:37, ..., Kofax Capture Administration Application,
<Machine Name>, <File Version>, Regex, 0, parsing "C:\Program Files\\Ascent\\(.+)"
- Malformed \p{X} character escape.,
```

Prevent blank password for encrypted PDF files

Add the following tag in ACConfig.xml to prevent the PDF Generator from producing encrypted PDF files with blank passwords. (635584, tag introduced in Kofax Capture 10.2.0.3)

```
<ACConfig>
  ...
    <PDFExport Encryption="1" Password="kofax">
      <Profile Name="abc" Encryption="0"/>
      <Profile Name="def" Encryption="1" Password="kofax123"/>
    </PDFExport>
  ...
</ACConfig>
```

For the "abc" profile, the encryption will be turned off.

For the "def" profile, the encryption will be turned on with the password of **kofax123**.

For other profiles, the encryption will be turned on with the password of **kofax**.

> **Note** The values defined for the Encryption and Password attributes in the PDFExport tag are applied to all profiles except the ones overridden by the Profile tag. Also, the default values of the Encryption and Password attributes are "0" and empty.

Restore previous batch filter behavior

To disable Batch Filter Profiles functionality in Kofax Capture 10.2 and restore the behavior from Kofax Capture 10.0, add the following tag in ACConfig.xml (613411, tag introduced in Kofax Capture 10.2.0.1):

```
<BatchFilterProfiles Enabled="0"/>
```

To use Batch Filter Profiles functionality for Kofax Capture 10.2, remove the BatchFilterProfiles key from ACConfig.xml, or set the Enabled attribute to 1:

```
<BatchFilterProfiles Enabled="1"/>
```

Chapter 2

Install Kofax Capture 10.2.1

This chapter describes the installation process for Kofax Capture 10.2.1. Before you begin the installation, do the following:

- Log on to the computer as a user with administrator rights.
- Back up your data and Kofax Capture installation.
- Confirm that Kofax Capture version 10.2.0 or later is currently installed. You cannot install this service pack over an earlier Kofax Capture version such as 10.1.x or 10.0.x.
- If applicable, remove any preliminary version of Kofax Capture 10.2.1 (this service pack). Refer to Uninstall Kofax Capture 10.2.1 for instructions.
- Stop services for any Kofax add-on products you have installed. If you attempt to install Kofax Capture 10.2.1 while these services are running, an error similar to the following may appear in the Kofax Capture error log:

```
0x00000018, 0, 0x80040FDA, 0x00000000, 0x00000000, C:\Program Files
(x86)\Kofax\CaptureSS\ServLib\Bin, DBUtil, <Machine Name>, <File Version>,
Utilities.UnPatchDatabases, 0, [4058] KdoLib: The database is in use. Please close
the following applications or services: Kofax Capture Scan Application
```

- If applicable, check the `CaptureSV` share folder to see if it contains a subfolder named `Capture10` that may exist as a result of previous product updates. You can safely delete or rename the `Capture10` folder before installing this service pack.

Proceed with the installation of Kofax Capture 10.2.1:

1. Download the installation package and extract the files.

2. Run **KofaxCapture-10.2_Updater_EN.exe** to check for exclusive database connections and perform the installation according to the instructions on the screen.
   Any running Kofax Capture services are stopped and restarted automatically. Any open interactive applications are closed automatically; they need to be restarted manually after you finish the service pack installation.

Exclude database update during installation

You have the option of performing the service pack installation without updating the database. In a high-volume enterprise environment, this approach gives you the ability to keep database connections open during the service pack installation. Then you can update the database separately using PatchDB.sql, which is generated automatically during the service pack installation. In this situation, any attempt to launch Kofax Capture modules before updating the database is forced to stop, and the following message appears in the log file:

```
...[4110] KdoLib: The DatabaseVars.ServicePackNum does not match the current version:
schema=10201, database=<Current Version>.
```

1. Download the installation package and extract the files.

2. Run **KofaxCapture-10.2_Updater_EN.exe /NoDB** and perform the installation according to the instructions on the screen.

   After the updater finishes successfully with the /NoDB switch, PatchDB.SQL is generated in the `\ \CaptureSV\Logs` folder. Messages similar to the following are logged to ERR_yymm,txt.

   ```
   0, SQL Statements are being generated in "<TEMP>\PatchDB.sql".
            ..., DBUtil, <Machine Name>, <File Version>, Utilities.PatchDatabases,
      0, Copied "<TEMP>\PatchDB.sql" to "<Server Path>\Logs\PatchDB.sql"., ,
            ..., DBUtil, <Machine Name>, <File Version>, Utilities.PatchDatabases,
      0, Deleted "<TEMP>\PatchDB.sql"., ,
            ..., DBUtil, <Machine Name>, <File Version>, Utilities.PatchDatabases,
      0, SQL Statements have been generated successfully. Database's
      changes must be applied manually.,
   ```

   `<TEMP>` is the temporary processing path as determined by the logged-in user's TEMP environmental variable.

   `<Server Path>` is the path for Kofax Capture data files. Use ACDeployUtil.exe to view this path.

3. Use **PatchDB.sql** to manually update the database:

   - **MS SQL Server:** Use SQL Server Management Studio to connect to the database. Open PatchDB.sql, turn on Query/SQLCMD mode, and run the script. All commands must be executed successfully.

   - **Oracle:** Use SQL Developer to connect to the database. Open PatchDB.sql and click the Run Script button.

   - **IBM DB2:** Use IBM Data Studio to connect to the database. Open PatchDB.sql and verify that the statement terminator is set to a slash (/). On the configuration tab, select **Commit at completion of script** along with **Stop and Roll Back**. Run the script.

   > **Note** Kofax Capture stations will not function until you complete this step successfully.

4. Restart any interactive applications that were closed automatically during the service pack installation.

Patch Web deployment for existing Web servers

To patch WebDeploy for this update:

1. On the web server, delete the `Application Files` folder in the virtual folder.

2. In the set of files you downloaded and extracted for this service pack, copy the contents of the `KCWebDeployPatch` folder to the virtual folder on the Web server.

3. Navigate to the virtual folder.

4. Run: `setup.exe -URL="<url to web server>"`

5. Run: `KCWebDeploy.exe`

Patch Web deployment for new Web servers

For new web servers, do the following:

- Follow the instructions in the *Kofax Capture 10.2.0 Installation Guide* to configure WebDeploy from the installation media.
- Follow the procedure in the preceding section for patching web deployment for existing Web servers.

Uninstall Kofax Capture 10.2.1

Use this procedure to remove Kofax Capture 10.2.1.

1. Stop services for any Kofax add-on products you have installed. If you attempt to uninstall the service pack while these services are running, an error similar to the following may appear in the Kofax Capture error log:

   ```
   0x00000018, 0, 0x80040FDA, 0x00000000, 0x00000000, C:\Program Files
   (x86)\Kofax\CaptureSS\ServLib\Bin, DBUtil, <Machine Name>, <File Version>,
   Utilities.UnPatchDatabases, 0, [4058] KdoLib: The database is in use. Please close
   the following applications or services: Kofax Capture Scan Application
   ```

2. Use one of the following methods to uninstall the service pack:

   - Use Programs and Features or Add/Remove Programs (depending on your version of Windows) in the Control Panel.
   - Use the `msiexec` command to run the uninstallation in a Command Prompt window. At the command prompt, type **msiexec** to view the syntax for all options, including removal.
   - Use an enterprise mechanism designed to remove product updates such as the service pack.

Chapter 3

Resolved issues

This chapter lists the issues that have been resolved since Kofax Capture 10.2.0:

- Resolved issues and enhancements in Kofax Capture 10.2.1
- Resolved issues and enhancements in Kofax Capture 10.2.0.5
- Resolved issue in Kofax Capture 10.2.0.4 R2
- Resolved issues and enhancements in Kofax Capture 10.2.0.4
- Resolved issues and enhancements in Kofax Capture 10.2.0.3
- Resolved issues and enhancements in Kofax Capture 10.2.0.2
- Resolved issues and enhancements in Kofax Capture 10.2.0.1

Each Kofax Capture product release is cumulative and includes the resolved issues from earlier releases.

Resolved issues and enhancements in Kofax Capture 10.2.1

This section lists issues that are resolved in Kofax Capture 10.2.1.

Compressed PDF not compliant with PDF/A-1b standard

When Kofax PDF/A-1b was selected as the PDF/A compliance format in Kofax Capture, the generated PDF did not conform to the PDF/A-1b standard if compression was turned on. (720491)

Excessive form type records written to StatsFormType table

Each time a batch was closed, records were written to the StatsFormType table for every form type in a batch class, even if no documents or pages existed for some form types. (720467)

See Minimal form type records in StatsFormType table.

Inaccurate userChanged value

As the result of a validation script that updated a field name, the userChanged setting was set to *false.* Yet after a batch was closed, the userChanged setting for the same field was mistakenly reset to *true.* (717942)

UAC, SecurityBoost prevented batch processing after fix pack upgrade

After a Kofax Capture fix pack was installed, the Kofax Transformation Server could not process batches if UAC and SecurityBoost were enabled. (717940)

Workflow agent caused delay in opening batches

For batch classes that used the Kofax Analytics for Capture Workflow Agent, an unexpected delay occurred each time a new batch was opened in the Kofax Transformation Document Review or Kofax Capture Validation modules. (717242)

Deployment utility execution not logged

If you ran ACDeployUtil, the license activation utility, the status of the execution was not logged. For information about log enhancements, see Enhanced log for Deployment Utility. (717239)

Delayed release of station license

The station license was not immediately released when the "Time out after inactivity" feature for User Profiles caused Kofax Capture to suspend an open batch and close a module. (717237)

Information not available for Kofax Reporting

The "delete batch class" and "rename document class" actions were not included in reports produced with Kofax Reporting. (705731)

Timestamp type in SQL database caused batch export error

The following error appeared during batch export if the timestamp type in a SQL database was used with the Database export connector. (705120)

```
Export Error: Script #1 (Database Export Connector) [5 ERROR [23000] [Microsoft][ODBC SQL Server
 Driver][SQL Server]Cannot insert an explicit value into a timestamp column. Use INSERT with a
 column list to exclude the timestamp column, or insert a...
```

API BlockFunction did not block all functions

The API BlockFunction could not be used to block all functions in the Scan or Validation modules. (704447)

Database server CPU consumption increased with Kofax Capture 10.2

An increase in CPU consumption on the database server was reported for Kofax Capture 10.2. (701244)

Intermittent Batch Manager error at remote site

The following intermittent error occurred in Batch Manager at the remote site when batches were uploaded to the central site. (700548)

```
"ACISV: [3022] KdoLib: Duplicate value in index, primary key, or relationship. Changes were
unsuccessful.: Violation of UNIQUE KEY constraint 'BatchUnique'. Cannot insert duplicate key in
object 'dbo.Batch'.
```

Unable to route error batches to remote site

Error batches created at the central site could not be routed automatically to a remote site. (700544)

See Route error batches to remote site for information on how to use ACConfig.xml to define the site name for processing error batches to override the Rescan Location setting configured in the KCN Server Central Site profile.

SharePoint list validation stopped working

In the Validation module, SharePoint list validation stopped working, due to the following error (700541):

```
There was an error deserializing the object of type Kofax.SharePoint.Connector.BackendLibrary.
 'ren' contains invalid UTF8 bytes
```

Error during Validation batch editing

The following error appeared during batch editing in the Validation module (700534):

```
Encountered an improper argument
```

ABBYY FineReader 11.1 did not initialize on Azure VM

The ABBYY FineReader 11.1 engine did not initialize on an Azure VM. (696937)

Data lost after migration to new Oracle schema

When the Kofax Capture database was migrated from an existing schema to a newly created Oracle schema, data was lost. This situation occurred if a table contained more than 2000 records. (696199)

Single-page TIFF images exported in wrong order

When the Text export connector was used to export single-page TIFF images, the file name numbering did not follow the correct order. (694385)

See Ensure proper sequence for single-page TIFF files for export for information on how to use ACConfig.xml to avoid the issue.

SBL validation script caused error for numeric data types

While using an SBL validation script, an error occurred during export for fields with numeric data types. Validation was not performed successfully for those fields. (694063)

```
Error converting nvarchar to numeric
```

Database export connector could not export empty value

In Kofax Capture 10.2, the following error occurred if you attempted to use the database export connector to export an empty value to an Oracle database (694057):

```
13 string was not recognized as a valid Date Time
```

Progressive increase in PDF file sizes

A progressive increase in the size of PDF files produced by PDF Generator was observed. (688107)

Settings caused PDF Generator to stop responding

In Kofax Capture 10.2.0.3, the PDF Generator was unresponsive if the recognition profile was set to Kofax PDF Image+Text with the following settings (674653):

- Replace uncertain words with images
- Add tags to document

Sticky field feature issue with validation script

If a validation script was in effect, a sticky field was not populated with the value of the applicable document class if the previously validated document belonged to a different document class. This issue occurred only if a validation script was in effect. (648758)

Regular expression did not find registration point

If you attempted to use a regular expression to find the registration point for a registration zone, it was unable to consider all lines in the OCR results. (632716)

Workflow Agent invoked twice by mistake

If two workflow agents were assigned to a batch class, and one of them did not exist on the computer, the other was called twice. This situation occurred even when "Skip if cannot load" was in effect for the missing workflow agent. (613393)

Exception when empty item added to SuggestedValues collection

In a VB.NET validation script, an exception occurred if an empty item was added to the SuggestedValues collection. (612745)

Validation script exception

In a VB.NET validation script, if the Remove() method was called on an IndexField's SuggestedValues collection, an exception occurred. (612744)

Incorrect document count after batch split

After a batch was split, the document count in Batch Manager was not accurate. (583585)

Entries missing from log for service pack, fix pack installation

When Kofax Capture service packs or fix packs were installed, the log file did not include entries related to database updates, successes or failures. (561533)

Resolved issues and enhancements in Kofax Capture 10.2.0.5

This section lists the resolved issues and enhancements introduced in Kofax Capture 10.2.0.5 (or Kofax Capture 10.2.0, Fix Pack 5).

SecurityBoost conflict with RSA service

The RSA could not be run as a service when SecurityBoost was enabled. (691015)

Restricted access to exported files

Access to exported files (PDF/TIFF/TXT/DOC) was restricted. (690250)

Unable to use Database utility commands after upgrade

After a Kofax Capture upgrade, Database Utility commands could not be used to recreate the Standard database instance. (688732)

XML Auto Import did not populate batch fields

XML Auto Import did not populate batch fields. (688103)

Concurrent access to ACConfig.xml by RSA instances caused issues

Concurrent access of RSA instances on ACConfig.xml generated contention and reduced performance. (688089)

Fast Web View not applied to PDF files

After an upgrade to Kofax Capture 10.2 from version 10.0, the Fast Web View option was no longer applied to PDF files processed in the PDF Generator module. In the PDF properties, Fast Web View was set to No. (685349)

Fast Web View is now turned off by default. See Enable Fast Web View for PDF files for information on how to use ACConfig.xml to turn on Fast Web View.

External Field Types prevented batch creation

The use of External Field Types prevented batch creation. (685251)

Duplicate table fields problem

Duplicate table fields caused a sticky field problem. (685244)

Inability to disable Batch Notification Services errors

In a Kofax Capture environment, the ability to disable Batch Notification Services errors or messages was not available. (685242)

See Disable batch notification services errors for information on how to use ACConfig.xml to disable Batch Notification Services errors or messages.

Intermittent RSA error

The following RSA error occurred intermittently (685240):

```
Cannot insert duplicate key in object 'dbo.Relationships'
```

Corruption after font size changed in duplicate table fields

Changing the font size in duplicate table fields caused user interface corruption. (685239)

License error when Scan started with Kofax Import Connector running

If Kofax Import Connector was running on a single concurrent license, a license error appeared when Scan was started. (679622)

Batch Field value not accurate

If the default batch field value was empty or contained a space, it did not display accurately in the Validation module. (678115)

Inability to disable logging for deleted batches

The ability to disable logging for deleted batches in the Kofax Capture log file was not available. (677592)

See Disable Deleted Batches logging for information on how to use ACConfig.xml to disable logging for deleted batches.

Deadlocks in BatchCatCustomStringStorage table

Deadlocks occurred in the BatchCatCustomStringStorage table. (675908)

Save prompt behaved inconsistently

In the Validation module, you were not always prompted to save a batch before it closed if both of the following options were selected (674169):

▪ Open next batch automatically
▪ Prompt before closing batch

Inability to set session timeout Kofax Transformation Modules

A session timeout feature was not available for Kofax Transformation Modules. (663289)

SharePoint database lookup not working

The SharePoint database lookup was not working with some external content types. (654691, 696659)

Blank Microsoft Word document appeared

If an e-Document was viewed in the Scan module, a blank Microsoft Word window appeared and remained open indefinitely. (101873, 696963)

See Set e-Document viewer to open Microsoft Office files for information on how to use ACConfig.xml to set the e-Document viewer to open Microsoft Office files.

Resolved issue in Kofax Capture 10.2.0.4 R2

This section lists the resolved issue introduced in Kofax Capture 10.2.0.4 R2 (or Kofax Capture 10.2.0, Fix Pack 4, Revision 2).

ACWFLib.dll excluded from Fix Pack 4

This update was intended only for users who installed the initial release of Kofax Capture 10.2.0.4, which did not include ACWFLib.dll. Without this file, Workflow Agents using the VB6 API did not work properly. Workflow Agents using the .NET API did not require the revised update. (678730)

Resolved issues and enhancements in Kofax Capture 10.2.0.4

This section lists the resolved issues and enhancements introduced in Kofax Capture 10.2.0.4 (or Kofax Capture 10.2.0, Fix Pack 4).

Inability to exclude unrequired Visual Studio Solution files

You could not exclude unrequired Visual Studio Solution files during Remote Site Synchronization in a KCN Server environment. (672986)

Note You can restore the original behavior (which transfers all Visual Studio files) by adding a tag to ACConfig.xml. See Include all Visual Studio Solution files during remote site synchronization.

Better response time requested

Request to improve database response time for the "Open next batch automatically" feature. (672961)

Disabled Image Cleanup profiles caused unreadable PDF files

When Image Cleanup profiles were disabled, PDF files were unreadable (black). (672664)

See Prevent unreadable PDF files for information on how to use ACConfig.xml to prevent this issue.

Unresponsive report viewer

The Report Viewer became unresponsive when more than 2 GB of statistical database data existed in a high-volume production system. (668955)

StatsModuleLaunch table populated by SecurityBoost user

The StatsModuleLaunch table was populated by the SecurityBoost user instead of the LogOnAs account for the Export service. (668446)

GrantUserAccess did not work

The GrantUserAccess did not work for batches created in Batch Manager or suspended from the Scan module. (667762)

See Skip invoking of workflow agents for a description of the tag you can add to ACConfig.xml to prevent this issue.

PDF Generator produced internal program error

The PDF Generator produced an internal program error (667728):

```
Internal program error: .\src\ProcessorsCallsHandler.cpp, 74.
Error code: 0x0  File: AbbyyExportResults.cpp Line: 710 Pkg :
0 Stat: 0x00000310, 0x00000000, 0x00000000,
```

See Prevent PDF Generator internal error for a description of the tag you can add to ACConfig.xml to prevent this error.

Issue when updating custom module

Users could not update a Kofax Capture custom module as an Automatic module without having to delete all batches from Batch Manager. (667726)

Could not ignore duplicate, consecutive patch codes

An option did not exist to ignore duplicate, consecutive patch codes, which resulted in empty documents. (667725)

See Prevent creation of empty documents for information on how to use ACConfig.xml to address this issue.

Bar code not read during Form ID Zone recognition

The Enhanced Bar Code Engine did not read a bar code during Form ID Zone recognition. (667231)

See Use a color image for form identification for information on how to use ACConfig.xml to resolve the issue by enabling the use of a color image for form identification.

PDF Generator, Recognition Server stopped working in Amazon Cloud EC2 environment

The PDF Generator and Recognition Server stopped working in an Amazon Cloud EC2 environment. (666982)

PDF Generator error with Arabic as OCR language

A PDF Generator error occurred if Arabic was selected as the recognition language with OCR Full Text enabled. (666978)

Error when new batch was created

The following error occurred when a new batch was created (666975):

```
Please enter unique name
```

Deleted index field values mistakenly exported

Index field values with the Table data type were exported, even if the default values were deleted during Validation. (666729)

Intermittent XML import call exception

An intermittent exception related to the XMLImport Call was occurring. (666126)

Unable to identify field changes made by script or automated process

You could not distinguish between field changes made by users and field changes made by the system as the result of a validation script or other automated process. (665807)

Empty values exported incorrectly

Empty Kofax Capture values were exported incorrectly. (664768)

XML auto import performance slowdown

A performance slowdown occurred for XML auto import when a high number of batch fields existed. (663576)

License activation unsuccessful from laptop

License activation was not successful from a laptop computer. (663535)

Validation duplicated first page in multipage layout view

Validation duplicated the first page in multipage layout view. (663318)

See Prevent duplication of first page in multipage layout view for information on using ACConfig.xml to address this issue.

Text export connector error

The following text export connector error occurred: (663311)

```
The path is not of a legal form.
```

Batch recovery sometimes caused data loss

Batch recovery sometimes caused data loss if the batch .MDB file was lost or deleted. (663306)

Delay in opening modules with linked users

Modules with linked users were delayed in opening due to the number of domain groups. (663301)

Thin client batch filters did not work

Kofax Transformation thin client batch filters did not work after a Kofax Capture fix pack upgrade. (663299)

RSA Agent did not distinguish between UserID and UserName

RSA agent did not distinguish between UserID and UserName in the StatsModuleLaunch table. (649776)

Incorrect value on Module Productivity Report

The incorrect number of completed documents appeared in the Module Productivity report. (638762)

Resolved issues and enhancements in Kofax Capture 10.2.0.3

This section lists the resolved issues and enhancements introduced in Kofax Capture 10.2.0.3 (or Kofax Capture 10.2.0, Fix Pack 3).

Error when saving fields for Workflow Agent

An error occurred when you saved fields to be sent by the Kofax Analytics for Capture Workflow Agent. (650946)

Kofax Capture field changes not detected

The Field Extraction Benchmark in Kofax Analytics for Capture did not reflect Kofax Capture field changes. (650945)

Kofax.DBLite.dll issue

An issue with Kofax.DBLite.dll prevented batches processed by Kofax Transformation from populating Doc Index Field macros used by Kofax Front Office Server email notifications. (646703)

Administration unresponsive due to recognition script testing

Testing recognition scripts sometimes caused the Administration module to stop working. (646701)

Remote site profile not changed after synchronization

A remote site profile was not changed after synchronization. (646234)

Inability to use wildcards in the <AdminDataSubstitution> tag

Wildcards could not be specified in the <AdminDataSubstitution> tag to specify batch class names for the temporary folder path. (646145)

See Use a regular expression for path substitution for a description of how to use ACConfig.xml to update the temporary image folder path.

Importer pool error caused service to stop responding

After a Kofax Capture Importer Pool error occurred, the Kofax Import Connector PlugIn service became unresponsive. (644760)

Incorrect export path for Text export connector

The Text export connector index file contained the incorrect export path. (642579)

PDF Generator error

The PDF Generator stopped responding while processing large batches and produced the following error. (641462)

```
COM error  File: AbbyyExportResults.cpp Line: 710
```

Batch Manager unresponsive after manual queue change

While batch filtering was enabled, manual queue changes caused Batch Manager to stop working on the last filtered batch. (638749)

Blank password in PDF file

If the PDF Generator was set to produce an encrypted PDF file compatible with version 1.6 or 1.7, the password for the file was blank. (635584)

See Prevent blank password for encrypted PDF files for a description of the tag you can add to ACConfig.xml to prevent this issue.

Resolved issues and enhancements in Kofax Capture 10.2.0.2

This section lists the resolved issues and enhancements introduced in Kofax Capture 10.2.0.2 (or Kofax Capture 10.2.0, Fix Pack 2).

Warning occurred in two situations

A warning occurred while adding a Workflow Agent or executing the qryProcess_006 stored procedure. (630438)

Unexpected batch processing order

If "Open Next Batch Automatically" was selected for Validation, newly created batches were processed before older batches. (630437)

Scanner list displayed too soon

Even though a scanner profile was not finished loading, the scanner profile list was available to the user. (630022)

Export intermittently stopped working

The Export process stopped working intermittently in production. (629485)

Error during license activation for mobile device

If you attempted to activate a license for a mobile device, an error occurred. (628127)

Field values not set by C# validation script

Field values were not set properly by a C# validation script. (627236)

Scan module consumed EBC license

The Scan module was unexpectedly consuming an Enhanced Bar Code license. (627201)

PDF image cut in half after processing

After a PDF file was imported and processed in PDF Generator, the image was cut in half. (626953)

Integration for SharePoint managed metadata did not work

The integration of SharePoint managed metadata into Kofax Transformation did not work. (626778)

Sticky value not applied

A sticky value was not copied if a field had a default value, or a value that was not empty. (623060)

BatchNameCreator did not work

The BatchNameCreator did not work in Kofax Capture 10.2. (619025)

PDF Generator intermittently stopped working

The PDF Generator intermittently stopped working on the server with the following error (613104):

```
Faulting module name: FREngine.dll, version: 11.1.9.75.
```

Data type mismatch

A database stored procedure data type mismatch occurred with the LockID index. (611797)

Read-only flag not removed

The read-only flag was not removed from eDocuments when the RSA was run. (593725)

Intermittent performance degradation

Intermittent performance degradation was caused by excessive transactions in the Kofax Capture and Kofax Capture Advanced Reports databases. (589382)

Resolved issues and enhancements in Kofax Capture 10.2.0.1

This section lists the resolved issues and enhancements introduced in Kofax Capture 10.2.0.1 (or Kofax Capture 10.2.0, Fix Pack 1).

Form type patch code sheets not identified

Form Type patch code sheets were not being identified in Unattended scanning mode. (619898)

Text export connector did not create .TIF file

The Text Export Connector did not create .TIF file during the creation of interim images on the NAS server. (619151)

Administration module stalled after index zone properties were closed

After you closed Index Zone properties, the Administration module was stalled. (614179)

BatchCat.xml password encrypted incorrectly

The password was encrypted incorrectly in BatchCat.xml. (614021)

Inability to restore previous batch filter behavior

The ability to restore the Batch Filter behavior used in Kofax Capture 10.0 was not available in version 10.2. (613411)

See Restore previous batch filter behavior for a description of the tag you can add to ACConfig.xml to restore the previous behavior for the Batch Filter.

Database error during service pack upgrade

A database error occurred during an upgrade to Kofax Capture 10.1, Service Pack 1 (611440):

```
[4058] KdoLib: The database is in use.
```

Inability to compress Classes.xml during routine synchronization

The ability to compress Classes.xml during routine synchronization was not available. (608074)

Creation of child batches temporarily stalled

Creation of child batches was temporarily stalled in a custom module, followed by auto recovery. (607687)

XML import connector not deleting images with DelSuccess

XML Import Connector was not deleting the images with DelSuccess. (607685)

AdminAPI unable to assign linked users or groups to batch class

AdminAPI could not assign linked users or groups to a batch class. (606734)

Batch filtering did not work in Validation

Batch filtering in Validation was not working as expected. (596504)

API modifications required for grouped SQL transactions

Grouped SQL transactions could not be performed without API modifications. (594963)

Warning occurred in two situations

The following warning occurred during the process of adding a Workflow Agent or executing a qryProcess_006 stored procedure: (594962)

```
Null value is eliminated by an aggregate or other SET operation
```

RSA polling settings not applied

RSA polling settings were not applied at a remote site using an Oracle database. (594961)

Error code repeated

If you attempted to install multiple instances of the XML Import Connector without an Enterprise license, two instances of the error code were included in the error message. (594960)

Duplicate user or group names allowed in some cases

Users were allowed to create user or group name that already existed, if the original instance included spaces at the beginning of the name. (594959)

Batch names shortened once a month

When the Date and Time were used for batch naming, some characters were removed automatically from the date section. This behavior seemed to occur on the 19th day of each month. (593901)

Enterprise features unavailable with Evaluation license

Enterprise features were not available with an Evaluation license, as they were in previous versions of the product. (593898)

License client unable to connect to License Server

A Kofax Capture 9.0 license client could not connect to a Kofax Capture 10.2 license server. (593897)

Unexpected navigation during Quality Control document review

When documents were reviewed in Quality Control while Foldering was enabled, the navigation from one document to another was not logical. (593895)

Scan module unresponsive after images added to closed folders

The Scan module became unresponsive if images were added to folders that were closed. (589939)

Batch fields sorted incorrectly

Batch fields with numeric values and Japanese characters sorted incorrectly in several modules. (589610, 588461)

Orphaned records created in BatchFilter table

Orphaned records were created in the BatchFilter table by Kofax Transformation modules. (589377)

Inability to use API to add Kofax users and linked users

The API did not support a method to add Kofax users and Windows linked users. (588655)

Validation module closed if Batch Contents panel was undocked

The Validation module closed if the Batch Contents panel was undocked. (587356)

Open Next Batch Automatically setting caused errors

The Open Next Batch Automatically setting caused ORA-01013 and ORA-06512 errors during KTM Validation. (577852)

Data type mismatch issue

A data type mismatch caused an index scan instead of index seek. (566978)

Insufficient database update procedure for service pack, fix pack installations

In a large-scale production environment, the process for updating databases during a service pack or fix pack installation was insufficient. (561535, 561534, 561532)

For information about improvements that were made to address this issue, see Exclude database update during installation.

Batch class unavailable

A batch class was unavailable to the user who was currently logged in. (347804)

Chapter 4

Known issues

This chapter contains information about potential issues that you may encounter while using Kofax Capture 10.2.1. Workarounds are provided, as applicable.

Kofax.PDFCompression.dll not updated during upgrade

If you perform the upgrade to Kofax Capture 10.2.1 (Service Pack 1) from a 10.2.0.x fix pack, Kofax.PDFCompression.dll is not updated during the installation process. As a result, issue 720491 is not resolved, which causes any PDFs generated with image compression enabled to be non-compliant if PDF/A-1b is the selected output format. (736747)

If you upgrade to Kofax Capture 10.2.1 directly from Kofax Capture 10.2.0, Kofax.PDFCompression.dll is updated during the installation process and issue 720491 is resolved.

Workaround: The following workaround applies only if you are upgrading to Kofax Capture 10.2.1 (Service Pack 1) from a 10.2.0.x fix pack:

▪ If you already installed Service Pack 1, rename or remove Kofax.PDFCompression.dll and then rerun the service pack installer, which ensures that your installation includes the correct file.

▪ If you have not yet installed Service Pack 1, rename or remove Kofax.PDFCompression.dll before you run the service pack installer, which ensures that your installation includes the correct file.

Windows 10 issues

This section lists known issues that you may encounter in a Windows 10 environment.

Microsoft Edge may prevent Web Deployment module from opening

After using Web Deployment to install Kofax Capture 10.2.1 on Windows 10, an Application Download Error may appear when you attempt to use Microsoft Edge or Internet Explorer to launch a module. (699895)

Workaround: Change the default browser to Internet Explorer. To make the change, navigate to **Settings** > **System** > **Default Apps** > **Web Browser**.

As another solution, you can launch the module by specifying the module executable name in the URL, as in this example:

http://<server>/Capture.xbap?app=application

Replace *application* with the file name for the Kofax Capture module executable, such as ops.exe for Batch Manager.

Unsuccessful service pack removal from DOXiS4 Capture installation

If you attempt to uninstall Kofax Capture 10.2.1 from a DOXiS4 Capture 10.2 installation, the process is not successful if you are not logged in as the built-in Windows administrator. The following error appears (697484):

```
Error 1321. Windows Installer has insufficient privileges to modify this file:

\\<Server_Name>\CaptureSV\PubTypes\Admin.dtd
```

This issue occurs in a Windows 10 environment.

Workaround: To prevent the error, do one of the following:
- Log in as the built-in Windows administrator to uninstall the service pack.
- Using elevated Admin rights, run the `msiexec` command:

  ```
  msiexec /package <product GUID> MSIPATCHREMOVE=<package GUID> /qb
  ```

Auto start not working for modules run as services

Kofax Capture modules installed as services do not start automatically on a Windows 10 operating system. (696006)

Workaround: After installing this service pack, any new services that you add will start automatically. For existing services, do the following: In the Control Panel, navigate to Services. For each module installed as a service, change the **Startup Type** value to **Automatic (Delayed Start)**.

License utility cannot activate remote site backup license

If you set up a backup license server on a remote site workstation in a Windows 10 environment, the License Utility is unable to activate the remote site backup license. (644450)

Workaround: Change the service log on user to a domain user, or a user that has access to the `\ \CaptureSV\Config` folder.

> **Note** This issue can also occur with the primary license server if the user running the Kofax Capture service does not have access to the `\\CaptureSV\Config` folder.

Online help does not open in Microsoft Edge

When you install Kofax Capture on a Windows 10 operating system, the online help does not open in the Microsoft Edge browser. (640273)

Workaround: Change the default browser to Internet Explorer. To make the change, navigate to **Settings** > **System** > **Default Apps** > **Web Browser**.

Unable to launch OCR Full Text module from Run window

On a Windows 10 operating system, you cannot type **ocr** in the Windows Run window to launch the OCR Full Text module. (640272)

Workaround: In the Run window, type **ocr.exe** to launch the module successfully.

Statistics excluded from Module Productivity report

When the Report Viewer is used to display the Module Productivity report, some statistics are excluded if they relate to batches without any pages or documents. Once pages or documents are created, the statistics are reflected in the report. (723772)

Workaround: To ensure that statistics for all batches are included in the Module Productivity report, change the value for the `IgnoreZeroStatsFormTypes` tag to zero (0) in ACConfig.xml as shown here:

```
<ACConfig>
    ...
        <BusinessServices IgnoreZeroStatsFormTypes="0"/>
    ...
</ACConfig>
```

Kofax Front Office Server Thin Client error

When using Kofax Capture 10.2.1 with Kofax Front Office Server Thin Client 4.1.0.11, the following error occurs when you attempt to click the Kofax Capture shortcut from the Thin Client, if the batch class in use contains a validation script (717601):

```
Operation failed. Error: the server was unable to process the request due to an internal error.
 For more information about the error, either turn on IncludeExceptionDetailInFaults(either from
 ServiceBehaviorAttribute or from the configuration behavior) on the server in order to send the
 exception information back to the client, or turn on tracing as per the Microsoft .NET Framework
 SDK documentation and inspect the server trace logs.
```

Workaround: Resolve the issue by installing Kofax Front Office Server 4.1.0.13, or later.

Failover Error with AlwaysOn System

After failing over in an AlwaysOn environment, the following error message appears: (713819)

```
Fatal database error - Error executing SQL command. Failed to update database "<KCDBName>"
 because the database is read-only. (3906)(Line: 8)(BEGIN TRANSACTION
EXEC procAddLock4 @strType,@strName,@strMachineName output,@strProcessName output,@strStationID
 output,@strLockID output,@strExistingLockID output,@lState
UPDATE TransactionStatus SET CommitCount=26 WHERE TransactionStatusID='{b6f7a888-eb96-47d6-a8be-
de23d6b02470}'
COMMIT
```

Workaround: Change the Readable Secondary setting to No as follows:

In SQL Manager, right-click the replica and select **Properties**. Under **Readable Secondary**, select **No**. Apply the settings and restart SQL services.

Scan module intermittently unresponsive in Kofax Capture 10.1

The Scan module intermittently stops responding when Kofax Capture 10.1 is installed with some versions of VRS 5.1.x. (700567)

Workaround: You can resolve the issue by applying the following update: VRS 5.1.0.0.FIX4852.1042.

Inaccurate Document GUID description

In the *Kofax Capture Administrator's Guide,* the Document GUID is described as a Kofax Capture Value that is concatenation of the Batch GUID and the document ID number. The description is not accurate, because the Document GUID value is unique; it is not a concatenation of the Batch GUID and the document ID number. (666402)

Export connectors unavailable after installation

If you install the Kofax Export Connectors for Documentum Content Server or FileNet for use with Kofax Capture, they are not listed on the Export Connector Manager window in the Administration module. (640271)

Workaround: Use Run as Administrator when you install the export connector, and then use the .ini file for the respective connector in the in the Kofax Capture Bin folder to manually register the export connector.

License server cannot connect to older license client

If you attempt to connect to a Kofax Capture 10.2 License Server from an older version of the Kofax Capture license client, the following error occurs (585470):

```
Unable to get license status. The license server may be down or the network may have problems.
[7001] SALicClnt: Unable to connect to license server.  The license server may be down or the
 network may have problems.
```

Workaround: In ACConfig.xml on the server, change the License Server port to 3581.

OCR recognition results degraded for Arabic

Batches processed in the OCR Full Text module may produce degraded recognition results for Arabic text. (585240)

Workaround: Increase the resolution for the source images to improve the results. As a general rule, we recommend 400-600 dpi for small text up to 9 pt. and 300 dpi or higher for text that is 10 pt. or larger.

Unexpected PDF/A output version

If you select a PDF output version other than version 1.4 in the recognition profile, the version displayed in the output file is 1.4. This issue occurs when Kofax PDF/A-1a or 1b is selected as the PDF/A compliance format. (571819)

PDF output file sizes differ with identical images

The file sizes for multiple PDF output files may not match, even if they are produced with identical images and settings. Although the file sizes vary, the differences are not significant. (570872)

SecurityBoost conflict with Enhanced Bar Code engine

If SecurityBoost is enabled, processing may stop in Recognition Server and produce the following error (568684):

```
..., Kofax Capture Recognition Server, <Machine Name> 10.02.0457, , 0, CKfxException: 0x00000212
  FPS: Image cleanup failed ( Not Capable ) ( C:\PROGRA~3\Kofax\Capture\Local\Tmp\Zonal
\00000019\BB1B7B18-BB30-486d-89F4-958FE84BDDD2.KFX ). File: vckimgp.cpp Line: 977 Pkg :  0 Stat:
 0x00000002, 0x00000000, 0x00000000,
```

Workaround: Avoid the error by turning off the Enhanced Bar Code Engine: on the Advanced Bar Code Settings window, clear the "Use enhanced engine if licensed" check box.

Unable to verify PDF/A-1a or PDF/A-1b compliance after export

When a "Kofax PDF Image + Text" recognition profile is selected with PDF/A-1a or PDF/A-1b as the output format, PDF/A-1a or 1b compliance cannot be verified using the Preflight tool in Adobe Acrobat Pro. This issue is reported when the PDF file is exported from a batch consisting of documents that contain more than 100 pages. Each document includes both color and grayscale images. (566016)

Web deployment: Cannot launch modules unless browser is restarted

After using the Web Deployment method to install Kofax Capture, an error appears in Internet Explorer if you attempt to launch a module or specify its URL without restarting the browser. (553286)

Workaround: After using Web Deployment to install Kofax Capture, restart the browser.

Misleading error after launching modules at remote site with expired license

If you attempt to launch a Kofax Capture module from a remote site after a 5-day license is expired, the following error appears: (552461)

```
[8080] AcLicClnt: The activation code is not license for use with
the currently installed version of Kofax Capture.
```

Workaround: Run the RSA again to synchronize and refresh the license.

Advanced OCR recognition setting causes PDF quality issue

If you select "Balance accuracy with performance" on the Advanced OCR Recognition Settings - Operation window, PDF quality is adversely affected (distorted, pixelated images). The issue occurs when PDF Image+Text and PDF/A compliance are selected. (551481)

Workaround: On the Advanced OCR Recognition Settings - Operation window, select "Maximize performance" or "Maximize accuracy."

Error after renaming linked group

If you rename a linked group in Active Directory and then import batch class and user profile data with the original group name, an error occurs: `"...an entry with the same key already exists."` (542706)

Workaround: If you have access to the database, run the following:

```
exec procDeleteGroup @lProfilePrimaryKey=<duplicate group ID>
```

SaveAndSkipField not saving index field value from FieldPreProcessing event

If you programmatically modify an index field value in the FieldPreProcessing event and set e.SkipMode to SaveAndSkip Field, the field is skipped during validation and the value is not saved back to the field. (405560)

Workaround: Set the field value in the DocumentPreProcessing event instead of the first field's FieldPreProcessing event.

Error while creating batch or viewing batch properties

If Kofax Reporting is enabled, the following error may occur during the process of creating a batch or viewing batch properties (362468):

`Runtime Error! Program <path to>\Bin\Ops.exe`

Workaround: Use the `<Reporting Enable="n"/>` parameter in ACConfig.xml to disable Kofax Reporting, and enter a value of "0".

- 1: Enables Kofax Reporting
- 0: Disables Kofax Reporting

When upgrading to Kofax Capture 10.2.0 from an earlier version, the following occurs:

- If <Reporting Enable="n"/> was not previously set, the default value is automatically set to 0 (with Kofax Reporting disabled).
- If <Reporting Enable="n"/> was previously set to a value greater than 1, it is converted to 1 (with Kofax Reporting enabled).
- If <Reporting Enable="n"/> was previously set to 0 or 1, the value is not changed.

KfxOcxEventScanPageStarted event not sent for imported pages

When pages are imported, the KfxOcxEventScanPageStarted event is not sent. (344618)

Workaround: Be aware that the KfxOcxEventScanPageStarted event is sent only when the Scan button is clicked, and not each time a page is scanned or imported.

PDF Generator error

The following error may occur during processing in the PDF Generator module (343277):

`PDF Generator Error: Internal program error: .\Src\DocumentFontStyleFinder.cpp, 346`

Workaround: Prevent the error by changing the recognition engine setting specified in the Administration module.

1. Select **Advanced OCR Recognition Settings** > **Operation** > **Performance vs. Accuracy.**
2. Change the recognition engine selection.
3. Republish the batch class and reprocess the batch.

After error, XML import connector not processing next XML file

If the User Profiles feature is enabled, the XML Import Connector is unable to process the next XML file after the following error occurs (335417):

```
COMException 2121 The user or password is not valid
```

Workaround: To recover from the error, do the following:
1. Configure the correct user profile password in the XML file.
2. Configure the KCIC-XML service or module to use the correct -u and -p parameter value.

Workflow Agent registration file cannot exceed 64 KB

If the size of the workflow agent registration (.aex) file exceeds 64 KB, the list of Workflow Agents list is cut off during installation. If you attempt to select and install one of the items on the list, an error appears and the workflow agent registration is unsuccessful. (315104)

Workaround: Do not attempt to use a workflow agent registration file that exceeds 64 KB.

IBM DB2 transaction log full

The process of migrating a Kofax Capture database to DB2 may be unsuccessful if the transaction log becomes full. This can occur if the database includes a high number of Admin objects. (315059)

Workaround: Increase the value of the transaction log file size (logfilsiz), which is set to 2000 by default. Use the following command to increase the log file size:

```
db2 UPDATE db cfg for <databaseName> using LOGFILSIZ <new_value>
```

Example:

```
db2 UPDATE db cfg for amdb using LOGFILSIZ 5000
```

For details, see your IBM DB2 documentation.

KCN Server: RSA issue after upgrade

After a remote site upgrade to Kofax Capture 10.1, the Remote Synchronization Agent (RSA) no longer starts automatically following a system reboot. Also, the RSA no longer appears in the Startup program group. (105681)

Workaround: In Batch Manager, click **Activate RSA** to start the RSA, and then add it to the Startup program group.

Form ID based on bar code unsuccessful if value exceeds maximum length

If you use a bar code to determine form identification, the process is unsuccessful if the bar code value exceeds 254 characters. (103981)

Text export connector produces error if output type not selected

If no output type is selected on the Advanced tab on the Text Export Connector setup window, the following error is produced when the batch is exported (103866):

```
..., Kofax Capture Export, <Machine Name> 10.00.2848, Text Export Connector, 0, The path is not
 of a legal form.
```

Workaround: On the Text Export Connector setup window, on the Advanced tab, select at least one output type.

SQL Server Express installation issue with MSI installation

If Kofax Capture is installed with the MSI installer to a non-standard database, you cannot manually install SQL Server Express later by executing `setup.exe/installdb`. The following error occurs, and the installation is unsuccessful (103347):

```
Unable to Install.
Unable to install batch catalog server (1).
Setup will now exit.
```

Workaround: Perform the installation using setup.exe instead of the MSI installer.

Unattended modules running in browser leave batches in-progress

If you close a Web browser that is running unattended modules with batches in-progress, the batches do not finish processing. (101514)

Workaround: Restart the unattended module to continue processing, or wait for a time out.

Custom panel size changes unexpectedly

If you create and register a custom panel for use with the Scan module, the size of the panel may increase each time you open the module. (101098)

APIRef folder path listed incorrectly

In the Kofax Capture 10.2 PDF guides, the incorrect path is given to the `APIRef` folder containing the API References. They are available on your installation media in the `Documentation\APIRef` folder.

Windows 8: Initialization error with Hardware VRS-enabled scanners

On Windows 8, if you attempt to use Kofax Capture 10.1 with a Hardware VRS-enabled scanner, the scanner model is not detected successfully. As a result, the following error occurs when you attempt to select the scanner from the Scan module (SPR00148073):

```
Unable to initialize <scanner model>.
```

Workaround: Start Device Manager and do the following:

1. Expand "Other devices," and select **CGA**.
2. Right-click and select **Update Driver**, and then select the option to search automatically for updated driver software.
3. Select "Always trust software from Kofax," and click **Install**.

   The scanner model name now appears under Imaging, and you can use it to scan successfully in Kofax Capture.

Kofax Capture services may not start using local system account

The Kofax Capture installation adds `\ImgCtls\bin` to the System Variable path. Until you restart the computer, the svchost.exe for the Local System account does not include `\ImgCtls\bin` in its path. This prevents the ImageControls DLLs from loading, and the process does not work. This applies to the Kofax Capture service and any unattended module that is installed to run as a service using the Local System account. (SPR00048358)

Workaround: Restart the computer after installation or use an account other than the Local System account to run services.

Method change not reflected in updated batch class

If you change the Separation and Form Identification method with the Batch Class Update feature, updated batches do not reflect the new setting. The expected message ("The actual pages per document do not match the expected pages per document") does not appear, and the batch is closed. (SPR00049897)

Bar code detection by recognition engine disabled by default

Previous versions of Kofax Capture detected bar codes at recognition time, but did not present a method to enable or disable detection. For performance reasons, you can now enable or disable bar code detection. However, when you import a batch class from a previous version of Kofax Capture, bar code detection is disabled. To reselect bar code detection, open the batch class and on the Advanced OCR Recognition Settings window - Elements tab, select **Detect bar codes**. (SPR00053976)

VB6 components for import / export connectors

Although newer Kofax Capture components are based on .NET rather than VB6, you may still be working with import and export connectors that require certain VB6 components. You can copy any required VB6 components from the following location on your installation media. (SPR00054508)

```
Export Connectors\VB6 Components
```

You need to register the components after copying them.

Kofax Capture Import Connector - Web Services Error

When you install Kofax Capture Import Connector - Web Services (KCIC-WS) when a previous version of KCIC-WS is already installed, the following message appears (SPR00056811):

```
"A newer version of the Import Connector - Web Services Web Server is already installed on this
 computer. To successfully complete the operation, the installation CD must be the same version
 as your current installation. Click OK to exit the installation."
```

Workaround: Uninstall KCIC-WS before you install the current version.