

Kofax Front Office Server

4.0.0

Release Notes



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New Features

This release provides the following new product features in 4.0.0. For more detailed information on these features, see the Kofax Front Office Server documentation.

Version Information

Kofax Front Office Server 4.0.0 and Kofax Front Office Server 4.0.0 R2 are identified by build number 4.0.0.0.790, which appears in the About window.

If you have already installed Kofax Front Office Server 4.0.0, you do not need to install Kofax Front Office Server 4.0.0 R2. The only differences between the two releases are changes in the installer.

Content Changes

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

Revision	Date of Change	What Changed
Kofax Front Office Server 4.0.0 R2	January 24, 2013	Added topics to Resolved Issues describing support for Kofax VRS Elite 5.1 and the port used by Kofax Front Office Server Database Utility.

Installation Improvements

Kofax Front Office Server has a redesigned installation program that offers the following capabilities:

- Silent installation that enables you to start the installation from a Command Prompt window and use parameters to specify options. You can specify the parameters in an .ini file or at the command prompt. This makes it easier to use the same settings when you install on multiple locations and to deploy with group policy objects.
- Streamlined upgrades from version 3.5, 3.5.1, and 3.5.2. The upgrade automatically migrates data and configuration settings.
- Use of Microsoft Application Request Routing (ARR) for configuring IIS for load balancing.

Support for Additional Destinations

In addition to Kofax Capture and other Kofax Front Office Server users, documents can be sent directly from Kofax Front Office Server to these destinations:

- Folders on network drives
- Fax servers (Kofax Communications Server, RightFax, and BISCOP)
- Email recipients (through SMTP and Microsoft Exchange)
- Microsoft SharePoint

From destinations, administrators can define shortcuts with predefined data and different scan and export settings. Users can define personal shortcuts with the Thin Client.

Redesigned Administration Console and Thin Client

The user interfaces for the Administration Console and Thin Client have been redesigned to support new features and improve usability.

The new Administration Console user interface includes the following enhancements:

- Scan and export settings that can be customized for each shortcut and destination.
- Support for adding custom icons to shortcuts and destinations.
- Settings tabs that enable administrators to configure options within the Administration Console instead of editing individual text files.
- Transaction Review List that shows jobs that require an administrator's attention.
- User maintenance page that enables administrators to delete user data from Kofax Front Office Server when that user is no longer accessing the system.

The new Thin Client user interface includes these features:

- Destinations and shortcuts can be selected prior to creating a job. These can be easily changed.
- Active Jobs List shows unsubmitted jobs users have scanned, imported, or created in the Thin Client. An indicator in the toolbar shows the number of active jobs. Jobs can be filtered, grouped, and sorted.
- Job History List that displays submitted jobs and their processing status. Jobs can be filtered, grouped, and sorted.
- Preview of all pages when submitting jobs.
- Jobs can be saved as drafts before submission.
- Context-sensitive Help displays information for the screen you are viewing when you click the Help button.

Local Client for Offline Access to Kofax Front Office Server

Users who do not have regular access to Kofax Front Office Server can use the Local Client, which runs on their computer and gives them access to most Thin Client features. Local

Client enables users to continue working with jobs on their local computer while the server is unavailable. When the server becomes available, the data is synchronized and submitted jobs are delivered. Local Client remains connected to the server as long as the connection is available.

Users can install the Local Client themselves, or administrators can deploy it to users with a group policy object.

Updates to Client Software

Client software for all devices has been updated to support new destinations, browsing to folders and SharePoint sites, and customizable export settings as enabled by the administrator.

Integration with Kofax Reporting

Kofax Front Office Server integrates with Kofax Reporting for auditing and operational data. Local Client activity is also tracked.

Support for Mobile Devices

Mobile devices equipped with Kofax Mobile Capture can be licensed for use with Kofax Front Office Server and managed through the Administration Console. Mobile users can send scanned documents to Kofax Capture destinations.

Resolved Issues

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

Support for Kofax Capture and Kofax VRS Elite 5.1

Previously, Kofax Front Office Server 4.0.0 could not be installed on a computer where the Kofax Capture installation had been updated with Kofax VRS Elite 5.1. The Kofax Front Office Server installer has been improved to ensure successful installation in this situation. Also, the Kofax Front Office Server installer improvements will support successful installation of future updates to Kofax Capture or Kofax VRS Elite. (SPR00114798)

Port Used by the Kofax Front Office Server Database Utility

The Kofax Front Office Server Database Utility, which is run automatically during installation and upgrade, now uses a port that is less likely to be used by another application.

During installation, you can use the JAVA_PORT parameter to specify the port used by the Kofax Front Office Server Database Utility. For example, if you are using msixec for silent installation, the parameter would be included as follows:

```
msiexec /i <full path to msi> JAVA_PORT=<port number> /qn
```

Make sure that the port you specify does not conflict with a port used by another application. For information about using parameters with installation, refer to the *Kofax Front Office Server Installation Guide*. (SPR00114428)

Characters in Shortcut Name Affect Scan History on Lexmark

Scan History on some Lexmark models does not appear correctly if a shortcut contains the following characters:

< > ' " &

On a Lexmark X548, entries in Scan History are not displayed correctly. On X646e, Scan History does not appear at all. Pressing it returns to the main menu. (SPR00096299)

Session Timeout on Ricoh MFPs

Session is not timing out when a user logs in to Kofax Front Office Server on the Ricoh MFP. This is because the session timeout only works when the device's Function Priority setting is *not* set to Java (the default Function Priority is Copier). (SPR00094164)

CAP Not Supported on Some Ricoh Models

The Card Authentication Package (CAP) as used with Kofax Front Office Server is supported on Ricoh models with SDK/J versions 5.x and 7.x. Ricoh models with SDK/J versions 2.x and 4.x do not work with CAP as implemented in Kofax Front Office Server. (SPR00096405)

Canceling Large Documents Causes Ricoh MFPs to Lock Up

Canceling a large document while the Scan Progress screen appears causes the Ricoh MFP to lock up and become unresponsive to user input. On Ricoh 7.x devices, the following error also appears:

```
java.lang.NumberFormatException: For input string: "00001_mono"
```

After this error, the MFP needs to be shut down and restarted or an administrator needs to restart the Kofax Front Office Server front panel software. The incomplete job also needs to be deleted from the scanjobs folder by an administrator. (SPR00096467)

Unable to Read the Coversheet Bar Code on Konica Minolta

An intermittent failure occurs with Konica Minolta MFPs if the bar code cannot be read on a coversheet. The error log reports the following error, "Module WorkflowModule threw a fatal exception: java.lang.RuntimeException - java.lang.Exception: Some batch does not have coversheet." (SPR00096175)

Xerox Validation

On Xerox MFPs, validation interaction between static validation and scripted validation does not match the Thin Client. When a field has a static validation error, the Xerox implementation does not run the post field validation, but the Thin Client does. (SPR00087370)

Xerox Documents Remain in Pending State

If a document is sent from a Xerox MFP, and the FTP server is not accessible or the folder path is not present, the document will remain in a Pending state instead of Error state. Check the Scan History for status. (SPR00096277)

Reset Button Functionality on Fujitsu MFPs and the Kofax MFP Emulator

Pressing the Reset button on the Index Fields window clears all values from every index field (both default and user-entered) instead of clearing all fields and resetting any default values as stated in the Help. The Reset button has been removed. (SPR00095353)

Problems with Scanning on Canon Devices

When scanning on the Canon DR-2510C, automatic cropping and blank page detection do not work on images received in the Thin Client. (SPR00074656 and SPR00074657)

Failover May Cause MFPs to Become Deactivated

Database failover may cause MFP devices to become deactivated. In the Administration Console, the devices are no longer shown as licensed. Any documents that are sent by these devices fail to be submitted. Because of significant changes in this version Kofax Front Office Server, this issue no longer applies. (SPR00096167)

IIS Components Installed on Kofax Capture Server

Two issues have been found with the IIS components when installing on a Kofax Capture server: (SPR00094652)

- When the IIS components are installed on a Kofax Capture server with IIS 7, the installation completes successfully but the HTTPS communications on port 8443 are not forwarded to the Kofax Front Office Server servers. However, HTTP Communication on ports 80 and 8080 is successful.
- The redirect to Kofax Front Office Server pages fails unless the path to the Kofax Front Office Server is included in the URL. For example, <http://kfserver.kofax.com> fails to redirect to the Thin Client, but <http://kfserver.kofax.com/KFS> is successful.

Splitting Documents Loses Bar Code Values

If a document has one or more bar code values and you split the document in the Thin Client, any bar codes on the split pages are lost. The bar code value on the parent document pages remains intact. (SPR00087697)

Thin Client Help Error from Start Menu

An HTTP Status 404 error displays when you try to open the Thin Client Help from the Start menu on the Kofax Front Office Server computer. (SPR00094465)

Administration Console Help Link Opens Wrong File

When you open the Administration Console from the Start menu on the Kofax Front Office Server computer, the unformatted Table Of Contents file opens instead of the entire Help frameset. (SPR00094463)

Installation Notes for Localized Operating Systems

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

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 Thin Client. (SPR00036161)

Known Issues

This chapter contains information about potential issues that you could encounter while using Kofax Front Office Server 4.0.0. Workarounds are provided, as applicable.

Oracle/Oracle RAC Database Not Supported with Local Client

When the Kofax Front Office Server database is Oracle or Oracle RAC, you cannot install or use the Local Client. In Kofax Front Office Server 4.0.0, the following occurs if you have an Oracle or Oracle RAC database (SPR00109684):

- The button for installing the Local Client is not available on the Thin Client About box.
- You are prevented from logging on to the Local Client if it has been installed silently or through an enterprise deployment method.

Workaround: Use the Thin Client to submit jobs successfully if you have an Oracle or Oracle RAC database.

Unsuccessful Upgrade

An error message appears if insufficient disk space is available to complete the upgrade from Kofax Front Office Server 3.5.x to version 4.0.0. Although the upgrade appears to continue successfully after you clear the message, the process actually fails. As a result, you cannot start the Administration Console or the Thin Client. (SPR00109501)

Uninstallation Incomplete

Uninstalling Kofax Front Office Server does not remove it from the list of programs to uninstall, and the folder where Kofax Front Office Server was installed is not completely cleaned up. (SPR00109283)

Kofax Front Office Server Administration Plug-in Remains After Uninstallation

When you uninstall Kofax Front Office Server, the Kofax Front Office Server Administration Plug-in is not removed. As a result, the Kofax Front Office Server tab still appears in the Kofax Capture Administration module, even though the links on the tab do not work. (SPR00114183)

Workaround: You can use Control Panel to uninstall the Kofax Front Office Server Administration Plug-in.

Uninstalling Local Client Removes Unsynchronized Data

If you uninstall the Local Client, any work done since the last synchronization is lost. (SPR00107905)

Workaround: Submit all jobs and verify that the Job History list shows a status of Complete before you uninstall the Local Client.

Removing Version 3.5.x After Upgrade Affects Some 4.0.0 Folders

If you upgrade from Kofax Front Office Server 3.5.x to version 4.0.0 and subsequently remove version 3.5.x, the following 4.0.0 folders are mistakenly removed (SPR00114102):

- c:\Program Files (x86)\Kofax\Front Office Server\jre
- c:\Program Files (x86)\Kofax\Front Office Server\Resources
- c:\Program Files (x86)\Kofax\Front Office Server\Documentation

If you attempt to run the Database Utility, it fails.

Workaround: Do one of the following:

- Use Add/Remove Programs to perform a Repair on the installation.
- Run `msiexec /fomus "<path to msi file>"`
Example: `msiexec /fomus "c:\Kofax Front Office Server.msi"`

To perform the workaround, you may need access to the original installation media, or a copy of it.

Oracle Database Creation Fails If User Name Includes Special Characters

If you attempt to create an Oracle database with a user name that includes special characters such as a dash or minus sign, the following error appears (SPR00107279):

```
ORA-00923: FROM keyword not found where expected
```

Microsoft Exchange Distribution Lists Excluded From Email Lookup Results

If you perform an email lookup using criteria intended to include a Microsoft Exchange email distribution list, the distribution list is excluded from the results list. (SPR00108184)

Email and Fax Lookups Delayed With Windows 7

You will experience delays in retrieving data for email and fax lookups when all of the following conditions occur:

- Kofax Front Office Server is installed on Windows 7.
- The logged on user is an internal Kofax Capture user.

- Values are set for the `conf.exchange.server` and `conf.exchange.domain` fields in the Administration Console advanced settings.

In this situation, invalid logons to an Exchange server are handled by Windows 7, which responds more slowly than Windows Server 2008. (SPR00107838)

Workaround: Remove the values from the `conf.exchange.server` and `conf.exchange.domain` fields. This enables processing to occur more quickly.

Submit to SharePoint Fails if Folder Does Not Exist

If you attempt to submit a job to SharePoint, it will fail if the folder does not exist. The following error appears in the KFS.log file (SPR00108301):

```
ERROR Kofax.KFS.Queue.Jobs.JobWorkItem - Cannot export to destination!
Kofax.SharePoint.Connector.InvalidFolderNameException: Invalid folder name
    at Kofax.SharePoint.Connector.Connector.UploadDocument(IBackendDocument
document)
```

Workaround: Before submitting jobs to the folder, make sure that it exists and that no one has deleted it.

SharePoint Does Not List All Folders

After selecting a folder for a SharePoint destination, folders that were previously shown no longer appear in the list. (SPR00109490)

Workaround: Reselect the library to display all available folders again.

Macro Not Expanded in Email Shortcut at MFP

At the MFP, the macro "{Current Date}-{Current Time}-{Current User Name}" is not expanded in an email shortcut. Even so, documents can still be sent successfully, and the macro is expanded in the final email message. (SPR00075462)

Email Notifications Fail if Any Field Has Invalid Email Address

Email notifications fail if the To, CC, or Bcc fields contain an invalid address, even if all other email addresses in those fields are valid. The following warning appears in the KFS.log file: (SPR00109267)

```
WARN [ThreadPool KFS Email Notifications: Thread 1]
Kofax.Common.Utils.Threading.ThreadPoolWorker - Failure in pool
System.FormatException: The specified string is not in the form required for
an e-mail address.
```

Workaround: Verify that all email addresses are in the correct format.

Changes to Kofax Capture Advanced Notification Configuration Stop Email Notification

If you change the Kofax Capture `ACConfig.xml` file to facilitate Advanced Notification Configuration, email notification is stopped. Restarting the Kofax Capture and Kofax Front Office Server services does not resolve the problem. (SPR00109566)

Workaround: Restart the Kofax Capture workstation to resume normal operation of email notifications.

Fax Destination: “To Fax No” Field Not Validated

If you use a Fax Destination to send documents, the To Fax No field is not validated. As a result, the state of the job appears as “Retrying” even though the documents are sent successfully. (SPR00075474)

Job with Multiple Fax Recipients Fails

If you set up a job to be sent to multiple fax numbers, the job fails when you attempt to submit it, and the following message appears (SPR00114092):

`Destination fax number contains character that is not supported.`

Job Fails if Local Client User Doesn't Have Rights to Fax Destination

A job submitted from the Local Client to a fax destination may fail unexpectedly under the following circumstances (SPR00109832):

- The Local Client is disconnected.
- The logged in user does not have access to the fax destination, which is set to require current credentials.
- The user successfully submits a job to the fax destination, and the job is reported as "Retrying" while the Local Client is disconnected.
- The job fails after the Local Client is reconnected, because the user does not have credentials to access the fax destination.

Color Mode Setting Causes Fax Job to Fail

If the color mode is set to color or grayscale when you submit a job to a Kofax Communication Server Fax Destination, the job is not sent successfully. A problem does not occur if the color mode is set to bitonal. (SPR00075522)

Fax Subject Text Corrupted if It Contains Non-ASCII Characters

If the subject of a fax contains non-ASCII characters, those characters are removed when the fax arrives at its destination. (SPR00108878)

Unable to Scan Coversheet if Bar Codes Exceed Page Size

If a coversheet generates too many bar codes to fit on one page, the coversheet cannot be scanned and the job is not sent to Kofax Front Office Server. (SPR00109850)

This situation may occur under the following conditions:

- The coversheet is created for a destination or shortcut with a large number of fields, or fields that contain a large amount of data (which may be caused by choice lists containing a large number of items).
- The export settings can be overridden, requiring the user to enter a significant amount of data.

Workaround: Clear the Allow User to Override Export Settings check box, reduce the number of index fields, or reduce the amount of data used to populate index fields.

Shutting Down Server After Sending Job Causes Unexpected Behavior

If you shut down the server where Kofax Front Office Server resides immediately after sending a job from a Ricoh MFP, the following unexpected behavior occurs (SPR00108287):

- If you view Scan History, the history is not loaded and the OK button does not appear. You cannot exit Scan History unless you exit the Kofax Front Office Server client by pressing the Other Function button.
- The job you sent is stuck in Processing state even after the server is restarted. Any jobs sent after the server restart are queued.
- A NullPointerException error appears on the device.

Workaround: Restart the server and then restart the Kofax Front Office Server service. Jobs are sent normally after the service is restarted.

Long Dynamic List Items Unreadable on Lexmark X548

If an item in a dynamic list has more than 32 characters, the text wraps within the field and makes it unreadable. This only affects the Lexmark X548. (SPR00096311)

Workaround: Make list items 32 or fewer characters.

Duplex Scan Renders Back Page Upside Down on Lexmark x656de

On a Lexmark x656de, scanning images in duplex mode renders the last page upside down. (SPR00107886)

Workaround: Use Auto Rotation, or send the job to the Thin Client to correct the page orientation before submitting to the destination.

Ricoh C300 Does Not Support “No Original” Error Detection

If an original is not in the ADF or on the flatbed, the Ricoh C300 scans a blank page from the flatbed. A “missing original” error message does not appear because Ricoh C300 devices are unable to detect whether there is an original on the flatbed. (SPR00088688)

Unable to Read the Coversheet Bar Code on Ricoh SP 5200s

If you set the Ricoh SP 5200s to scan in color mode when the default setting in `vrs-default.properties` is bitonal, it can fail to read the bar code on a coversheet. The problem is caused when the server converts the color image to bitonal. This causes a loss of image quality that prevents the bar code from being read. (SPR00095092)

Workaround: In `vrs-default.properties`, change the `ColorMode` property to `color` or `grayscale`.

Overcropping with Ricoh Aficio MP C2500

Ricoh Aficio MP C2500 MFPs have a problem with detecting small page and mixed page sizes when configured for automatic page detection. This can cause overcropping and a loss of data. (SPR00094111)

Workaround: Use documents that are the same size, ensure the largest page is scanned first, or overscan by changing the paper size from auto-detect to the size of the largest document in the scan job.

Connecting Screen Flashes on Ricoh Aficio MP C2500

If Kofax Front Office Server is the only extended feature on a Ricoh 2500 MFP, and one shortcut exists, a connecting screen will flash several times because the client software keeps reconnecting. (SPR00107531)

Automatic Logout Occurs on Ricoh 7.x Devices with CAC Authentication

On Ricoh devices, automatic logout should not occur during scanning. This works properly on Ricoh 4.x and 5.x devices. On Ricoh 7.x devices with CAC authentication, automatic logout still occurs during a scan. (SPR00097354)

Numeric Fields Do Not Work Properly on Ricoh MFPs if Language Is Not English

If a Ricoh MFP is set to a language other than US English, double and float fields with decimal digits in Kofax Capture do not format numbers correctly. For example, 3.14 becomes 314. (SPR00108914)

Workaround: Use string type instead of double and float, and enter the numbers as text.

Documents Lost Because of Encryption Error on Some Konica Minolta Models

When using image transfer encryption on Konica Minolta bizhub models C353, C550, and 552, files may fail to appear in the Inbox. The following error appears in the API log (SPR00095368):

```
ERROR [http-0.0.0.0-8443-1][helper.JobStatusRptHelper] Fail
processing scanned file
org.bouncycastle.crypto.InvalidCipherTextException: pad
block corrupted.
```

Workaround: In the `mfp.konica_minolta.properties` file, set the `enable.image.encryption` property to 2 to disable it. Information on locating and modifying the file is in the *Kofax Front Office Server Administrator's Guide for Konica Minolta MFPs*.

Konica Minolta Does Not Allow User to Enter Unlisted Value

On a Konica Minolta MFP, the user is not allowed to enter a value that does not appear on a choice list. (SPR00109939)

Cannot Exit Scan History on Konica Minolta C35 MFPs

After a series of steps on a Konica Minolta C35 MFP, it is possible to be in the Scan History window with no way to exit. This happens when you view the details of an entry in the Scan History window, press Close and then Cancel to leave the window, and then view Scan History again and press Cancel. The Scan History window remains in view without the Cancel button. (SPR00109044)

Fujitsu Single Sign On Does Not Pass Domain Name

The Fujitsu N1800 single sign on feature does not pass the domain name to Kofax Front Office Server. This may cause the wrong user account to be authenticated or authentication to fail.

If a user profile in Kofax Capture has the same user name as a domain user account, Kofax Front Office Server logs on using the Kofax Capture user profile even if the password is different from the domain user account.

If you have multiple domains in your network environment, such as parent/child domains, single sign on authentication may fail if you do not specify the domain when logging on to the Fujitsu device. (SPR00096187)

Workaround: Specify the domain when logging on to the Fujitsu device. Also add users to Kofax Capture as linked users. Do not create a new user profile on Kofax Capture with the same name as a domain user.

Some Fujitsu MFPs Unable to Scan at 400 DPI Using “As Scanned” Setting

On some Fujitsu MFP models, the MFP does not scan at 400 dpi if the scan settings are set to “As Scanned” in the Administration Console. (SPR00109317)

Cannot Send a Large Job from HP MFP

When scanning a large job (around 50 pages) at a high resolution (400-600 dpi) on an HP MFP, the job fails to be sent to its destination and no error appears. This was reported on an HP CM3530 MFP. (SPR00108637)

Workaround: Break up the job into smaller groups with 15 or fewer pages.

English Text Appears When HP MFPs Set to Portuguese

If the display language of an HP MFP is set to Portuguese or Brazilian Portuguese, English text may appear in the user interface. (SPR00107997)

Duplex Scanning Not Supported for Avision AV220C2

Although the Avision AV220C2 scanner is capable of scanning in duplex mode, the Thin Client scanning component option to scan duplex is grayed and unavailable. (SPR00095802)

Installation Screen Does Not List Oracle 11g

When installing Kofax Front Office Server with an Oracle 11g database, the installer screen allows you to choose between Oracle 10g and Oracle RAC. Oracle 11g should also be listed, and it is fully supported. (SPR00087830)

Workaround: When installing with Oracle 11g, select the Oracle 10g option.

Help Display Problems in Internet Explorer 7

When viewing the Thin Client or Administration Console Help in IE7, the Kofax logo doesn't always appear on the right and the text doesn't always wrap properly on the right side of the window. (SPR00087633)

Workaround: Resize the window or use Internet Explorer 8 or 9.

Kofax Monitor Does Not List All Application Servers

If you create a test with Kofax Monitor on a cluster, application servers that do not have any transactions are not listed. When you process a transaction with that server and refresh Kofax Monitor, the application server is listed. (SPR00096263)

Administration Console Issues with Internet Explorer 8 Enhanced Security Mode

If you attempt to use the Administration Console with Internet Explorer 8 with Enhanced Security Mode selected, user interface elements may not display as expected. (SPR00109091)

Workaround: Turn off Enhanced Security Mode.

Conflict with Administration Console Keyboard Shortcuts

In the Administration Console Transaction Review screen, the keyboard shortcut for restarting transactions (Ctrl+Shift+P) conflicts with the browser's shortcut for starting private mode. (SPR00109350)

Browser Lags When Associating a Large Number of Devices

If you are associating a large number of devices (approximately 30,000) with profiles in the Administration Console, you may experience delays when selecting a device or scrolling through the list. (SPR00109748)

Access to Job Notes Incorrectly Removed

If you remove the Document Note setting from Thin Client permissions, users will not be able to click the Job Notes button. This prevents them from renaming a job, if they have rights. (SPR00109754)

Error When Deleting a Destination Associated with a Personal Shortcut

If you attempt to delete a destination that has personal shortcuts associated with it, you will get an "Operation failed" error. (SPR00109907)

Workaround: In the Administration Console, first delete the group shortcuts associated with the destination. Then, delete the destination.

Personal Shortcuts Fail If Modified

If a user changes a personal shortcut, an "Operation Failed" error appears and the shortcut no longer works. The following symptoms also occur (SPR00109585):

- The person icon is removed from the shortcut.
- KFS.log contains the following error:

```
ERROR [27] Kofax.KFS.WCF.ErrorHelper - System.NullReferenceException:
Object reference not set to an instance of an object.
```

Workaround: Delete the personal shortcut and then create a new one.

Only One Language Used for OCR

If you enable the Allow User to Override Export Settings setting for a destination, users can only use one language for OCR. If users select more than one language, only the first selected language is used. (SPR00109375)

Error Occurs If Job Name Exceeds 128 Characters

If you enter a job name and get an “Operation failed” error, it means that you have exceeded the 128-character limit for job names. (SPR00108562)

Workaround: Shorten the job name so that it has 128 or fewer characters.

Job History Status Delayed for Local Client

If you submit a job from the Local Client, the status on the Job History List is not refreshed immediately. Instead, the status is updated when the next synchronization occurs, when the next job is submitted, or the next time you log on to the Local Client. (SPR00114286)

Submitting Jobs from Disconnected Local Client

When the Local Client is disconnected, you must save the job and submit it after the Local Client is reconnected. The exception is a job sent to a Kofax Capture batch class that does not use validation. (SPR00114146)

Job Split if You Save After Using “Submit Selected”

If you split a job using “Submit Selected” and then save the job instead of submitting it, the job will appear as separate jobs in the Active Jobs List. If you want to keep the job together until you submit it, use Submit to enter data in the index fields, and then save the job. (SPR00109677)