

Kofax Analytics for Capture

Release Notes



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About This Release

The release notes contain late-breaking information about Kofax Analytics for Capture. Please read this document carefully, as it contains information that is not available in other documentation.

Version Information

This Kofax Analytics for Capture product is identified by build number 1.1.182, which is listed in the About window.

New Features

This section describes features that are new in this release of Kofax Analytics for Capture. For details about using new features, see the *Kofax Analytics for Capture Administrator's Guide*.

Support for Oracle

You can use Kofax Analytics for Capture to produce views based on Oracle databases. Support also continues for SQL Server databases.

Improved Data Collection from Remote Sites

In a Kofax Capture Network Server environment, data from remote sites is now available without having to wait until they are synchronized with the central site.

Improved Batch Audit Data

The Batches & Docs views offer an extensive set of details to help track batch history from start to finish, through every stage of processing. Use the Batches & Docs views to do the following:

- Audit the progress of any batch or document during every stage of processing.
- Track the activity of every user during a certain time period. You can view a list of chronological operations, including batches processed, modules used, and the number of documents and pages processed per session.
- Track details related to any document that is rejected. As documents are corrected and unrejected, the data is updated in real time.
- Monitor data related to split or merged batches and other batch events.

Process Latency View

The Process Latency View identifies any batches that are idle as they are processed through the workflow. Use this data to determine if improvements are necessary to ensure that batches are processed through the workflow according to expected service levels.

Service Level Alerts

You can configure alerts that are issued automatically when batch processing does not progress according to expected or quoted service levels. The alerts are delivered via email, and you can customize the notification message.

Partial Batch Processing Data

The ability to account for batches suspended for multiple sessions improves the accuracy of the metrics.

Partial Batch Export Data

The ability to account for partial batches that are not exported improves the accuracy of the metrics related to the Current Batch History.

Data Processing and Deletion Options

Administrators can update data manually, outside the regularly schedule intervals or check on the status of automatic data updates. They can also delete statistical data for a certain time frame, or delete all data.

Changes in Behavior

This section describes product behavior that differs from the previous Kofax Analytics for Capture release.

Kofax Capture Advanced Reports Dependency Removed

Kofax Analytics for Capture is no longer dependent on Kofax Capture Advanced Reports to collect data from the Kofax Capture database. As a result, the need to install and maintain Kofax Capture Advanced Reports alongside Kofax Analytics for Capture is eliminated.

Reports Menu Removed

By default, the Reports menu is now removed from the Viewer. Reports in the previous product version were dependent upon Kofax Capture Advanced Reports data, which is no longer required. To generate reports based on comparable data and restore the Reports menu to the Viewer, see “Adding Reports to the Viewer” in the *Administrator's Guide*.

Views Reorganized

In this version, the views are improved and expanded. See “Kofax Analytics for Capture Views” in the *Administrator's Guide* for a detailed description of each view.

Installation Notes

This section lists important installation notes.

.NET Framework

When using .NET Framework 4.5, be aware of the following:

- If you are installing .NET 4.5 and ASP.NET 4.5 on Windows 2012 or Windows 8, ASP.NET may not register correctly with IIS. Use the following command to ensure success:

```
dism /online /enable-feature /featurename:IIS-ASPNET45
```

- When installing .NET 4.5, be sure to select HTTP Activation, which is not selected by default. Without HTTP Activation, the following error occurs when you attempt to test the connection for the Event Sender:

```
The remote server returned an unexpected response: (405) Method Not Allowed.
```

Supported Kofax Capture Versions

You can use Kofax Analytics for Capture 1.1.0 with Kofax Capture 10.1, 10.0.2.3, or 9.0.3.

Administrator Must Run Event Sender Installer

If you attempt to run the Event Sender installer without Administrator rights, the installation fails with the following error (119031):

```
Kofax Analytics 1.1 for Capture - Workflow Agent -- Error 1722.
There is a problem with this Windows Installer package. A program
run as part of the setup did not finish as expected. Contact your
support personnel or package vendor. Action Register, location:
C:\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin\, command: cmd
/c RegAscCM.exe /f Kofax.Analytics.Capture.WorkflowAgent.AEX
```

Workaround: Use “Run as Administrator” to perform the Event Sender installation.

Multiple Event Listeners Not Supported

In this product release, multiple instances of the Event Listener (Kofax Web agent) are not supported.

Internet Explorer 11 and Silverlight

Internet Explorer 11 does not include Silverlight, which is required for launching Altosoft Insight Admin or Dashboard Designer. If you plan to use Internet Explorer 11, you must download and install Silverlight separately. If Silverlight is not installed, a message appears when you attempt to use Internet Explorer, saying that the browser is not supported. (292880)

Upgrade from Version 1.0

A direct upgrade from Kofax Analytics for Capture 1.0 to 1.1 is not supported. However, you can run version 1.0 alongside version 1.1 on a temporary basis to retain access to historical data from version 1.0, which cannot be accessed from version 1.1. Data accumulation for version 1.1 begins on the date you start using the product. For details, see “Running Concurrent Product Versions” in the *Administrator's Guide*.

Workflow Agent Fails After Kofax Capture Upgrade

If you upgrade your Kofax Capture installation from version 9.0.3 or 10.0.x to version 10.1, the following error may appear when you attempt to create a batch in Batch Manager (293676):

```
Unable to load Workflow Agent "Kofax Analytics for Capture." (429 Cannot create ActiveX component.)
```

To prevent the error, reinstall the workflow agent for Kofax Analytics for Capture after the Kofax Capture upgrade is complete.

Test Connection Error During Event Sender Configuration

The following error may occur when you click Test Connection while configuring the Event Sender in the Kofax Capture Administration module (292577):

```
HTTP request was forbidden with client authentication scheme
```

The issue may be caused if the .NET Framework was installed before you enabled IIS.

You can prevent the issue by manually registering .NET in IIS, as in the following example.

```
C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe -i
```

Configuring Region and Language Settings

Use the Altosoft settings, instead of the Region and Language settings on the client workstation, to manage the date and time format. (100195)

- 1 Navigate to **Altosoft > Administration > Theme Manager**.
- 2 On the menu, click "Date formats."
- 3 On the left panel, select **Europe** or **US**, as applicable.
- 4 In the Locale field, select the locale associated with the date and time format to apply.
In the Example pane, you can preview sample formats for the selected locale.
- 5 On the toolbar, click **Save**.
- 6 Close **Theme Manager**.
- 7 Navigate to **Altosoft > Administration > Admin**.
Insight Administration appears.
- 8 On the menu, click **Roles**.
- 9 Select the role to associate with the date and time format.
- 10 In the "Date time format" field, select a format defined earlier in Theme Manager.
- 11 If applicable, assign a date and time format to other roles.
- 12 Close **Insight Administration**.
- 13 Navigate to **Altosoft > Administration > Viewer**.
- 14 Verify the date format in the upper right corner of the viewer.

Resolved Issues

This section lists previously reported issues that are resolved when you install this product release.

Improved Format for Hours of Day

On the Batches by Hour of Day report, it is not clear that the number format for Hours of Day represents the 24-hour format. (100191)

Revised Label for Totals

The label "Total Amount" is used on several grids in the product, even though the value actually represents the total number of items or rows, rather than an amount. (100194)

Status Incorrect on Current Batch History

When the status is changed for a batch, the current status is updated on the Current Batch History. However, when you view the detailed batch history, all previous statuses for the batch are incorrectly replaced with the current status. (100197)

Current Batch History Records Not Chronological

The Current Batch History records are not sorted chronologically. (100189)

Error Batches Mistakenly Listed As Complete

On the Batch Detail Status, error batches are mistakenly listed as complete. (100193)

Known Issues

This section describes issues that you may encounter while using Kofax Analytics for Capture. Workarounds are provided, as applicable.

Batch Export or Deletion from Alternate Central Sites, Remote Sites Ignored

In a Kofax Capture Network Server environment, batches exported or deleted from alternate central sites or remote sites do not appear as “completed” on the Kofax Analytics for Capture dashboards. The dashboard data reflects only batches that are exported or deleted from the primary central site. (293015, 293626))

If a batch is routed to the primary central site at any point during the workflow prior to export, it may be possible to export it successfully from a remote site.

Dashboard Data Not Populated As Expected

In some circumstances, data may not appear in the dashboard, even though the data update plans have run successfully. (285097)

Workaround: Check the Scheduler log to verify that the InsightSchedulerService is running. If it has stopped running, restart the service.

SiteName Issue in Site Filter Query

In the *Administrator's Guide*, in the “Setting Site Filter Queries” section, the sample queries use SiteName to return the name of each site that a certain user has access to. In some cases, the results may not identify each site as expected. (293710)

Workaround: When creating a query based on the samples in the *Administrator's Guide*, use SiteID instead of SiteName.

Pages in Split Batch Appear As Deleted

The Deleted Batches and Pages view may include data for pages that are not actually deleted. This situation occurs if a custom module is used to split one batch into multiple batches. The pages that are split into a new batch are mistakenly treated as deleted pages from the original batch. (283496)

Data Not Refreshed After Partial Batch Export

If Partial Batch Export is in effect and pages are rejected, the data associated with the successfully exported pages is not reflected in the Quality - Extraction view on the

Dashboard. Once the rejected pages are corrected, processed, and exported, the Quality - Extraction view is successfully updated with the data for the entire batch. (284889)

Potential Web Vulnerabilities Detected

Potential web vulnerabilities are detected when you run scans in Altosoft Designer and Viewer. (8042)

Workaround: You can significantly reduce the risk of web vulnerabilities by applying Windows updates on a timely basis.

Empty Rejections View Causes Error in Silverlight

If you use Silverlight to display the Rejections view when it is not populated with any data, an Unhandled Exception message appears. (293593)

Workaround: You can avoid the exception message by using HTML5 instead of Silverlight, or by ensuring that data is available to populate the Rejections view.