

Kofax Front Office Server

4.0.1

Release Notes



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Contents

Legal Notice	2
Installation	7
Version Information	7
Installation Methods	7
Using the Installer Program	7
Using the Silent Installation	8
Updating MFP Clients	8
Uninstalling the Service Pack	8
Resolved Issues	9
Resolved Issues in 4.0.1	9
SharePoint Does Not List All Folders	9
Job with Multiple Fax Recipients Fails	9
Job Fails if Local Client User Doesn't Have Rights to Fax Destination	9
Unable to Scan Coversheet if Bar Codes Exceed Page Size	9
Personal Shortcuts Fail If Modified	10
Submitting Jobs from Disconnected Local Client	10
Oracle/Oracle RAC Database Not Supported with Local Client	10
Kofax Front Office Server Layout Incorrect on Xerox WorkCentre 6400S	10
Unable to Log Off from HP MFPs	10
Canceling a Job on HP Leaves Jobs Stuck in Processing	10
Unclear Error Message for Invalid Folder Destination Path	10
List of SharePoint Folders Is Incomplete	11
Personal Shortcuts Fail If Modified	11
Local Client Jobs Fail when Database Moves to Oracle	11
Fax Credentials Fail on Local Client	11
Unable to Scan Coversheet if Bar Codes Do Not Fit	11
Multiple Fax Numbers Cause Jobs to Fail	11
Jobs Submitted from Disconnected Local Client Fail at Server	11
Local Client Service Fails to Start	12
Custom Validation Information Incorrect	12
Loose Pages Destinations Not Available for French MFPs	12
MFPs Decrement Kofax Capture Scan Volume Count	12
Known Issues	13
Unsuccessful Upgrade	13
Incomplete Uninstallation	13
Kofax Front Office Server Administration Plug-in Remains After Uninstallation	13

Uninstalling Local Client Removes Unsynchronized Data 13

Installation Screen Does Not List Oracle 11g 13

Removing Version 3.5.x After Upgrade Affects Some 4.0.0 Folders 14

Oracle Database Creation Fails If User Name Includes Special Characters 14

Microsoft Exchange Distribution Lists Excluded From Email Lookup Results 14

Submit to SharePoint Fails if Folder Does Not Exist 14

Macro Not Expanded in Email Shortcut at MFP 15

Email Notifications Fail if Any Field Has Invalid Email Address 15

Changes to Kofax Capture Advanced Notification Configuration Stop Email Notification 15

Email and Fax Lookups Delayed With Windows 7 15

Fax Destination: "To Fax No" Field Not Validated 15

Color Mode Setting Causes Fax Job to Fail 16

Fax Subject Text Corrupted if It Contains Non-ASCII Characters 16

Shutting Down Server After Sending Job Causes Unexpected Behavior 16

Long Dynamic List Items Unreadable on Lexmark X548 16

Ricoh C300 Does Not Support "No Original" Error Detection 16

Unable to Read the Coversheet Bar Code on Ricoh SP 5200s 16

Overcropping with Ricoh Aficio MP C2500 17

Connecting Screen Flashes on Ricoh Aficio MP C2500 17

Automatic Logout Occurs on Ricoh 7.x Devices with CAC Authentication 17

Numeric Fields Do Not Work Properly on Ricoh MFPs if Language Is Not English 17

Documents Lost Because of Encryption Error on Some Konica Minolta Models 17

Konica Minolta Does Not Allow User to Enter Unlisted Value 18

Cannot Exit Scan History on Konica Minolta C35 MFPs 18

Fujitsu Single Sign On Does Not Pass Domain Name 18

Some Fujitsu MFPs Unable to Scan at 400 DPI Using "As Scanned" Setting 18

Cannot Send a Large Job from HP MFP 18

English Text Appears When HP MFPs Set to Portuguese 18

Duplex Scanning Not Supported for Avisision AV220C2 19

Self-Signed Certificate Causes Xerox Registration Failure 19

Kofax Monitor Does Not List All Application Servers 19

Help Display Problems in Internet Explorer 7 19

Administration Console Issues with Internet Explorer 8 Enhanced Security Mode 19

Conflict with Administration Console Keyboard Shortcuts 19

Browser Lags When Associating a Large Number of Devices 19

Access to Job Notes Incorrectly Removed 20

Error When Deleting a Destination Associated with a Personal Shortcut 20

Only One Language Used for OCR 20

Error Occurs If Job Name Exceeds 128 Characters 20

Job History Status Delayed for Local Client 20

Localization20

Additional Documentation 23

 Adding the EVRS Settings String 23

 Web Service for the EVRS Settings String 23

 Location of WSDL Information for Legacy Web Services 23

 Obsolete Web Service 24

 Customization Data Validation and Field Lookup 24

 Job Split if You Save After Using “Submit Selected” 24

 Corrections to Canon Documentation 24

Installation

Version Information

Kofax Front Office Server 4.0.1 (build 4.0.1.0.0.1576) is a service pack that contains issue resolutions made to the product since version 4.0.0 was released.

Installation Methods

Install this service pack on the server using any of the following methods:

- Push the service pack installation file using current enterprise deployment delivery mechanisms. Refer to the enterprise deployer documentation for instructions.
- Use the service pack installer program.
- Perform a silent installation.

After you install the service pack on the server, it is deployed to Local Client installations connected to the server. The update is applied automatically. The Local Client checks for updates every five minutes and applies them when they are found. Users can also force the update to take place automatically by restarting the Kofax Front Office Server service on the Local Client.

Important Do not apply the service pack installation directly to Local Client installations. Always install the service pack on the server.

Before updating to Kofax Front Office Server 4.0.1, do the following:

- Log on to the computer as a user with administrator rights.
- Make sure Kofax Front Office Server 4.0.0 is installed. If you have an earlier version of Kofax Front Office Server, you must complete the installation and migration procedures as shown in the *Kofax Front Office Server Installation Guide*.
- Back up your data and Kofax Front Office Server installation.

Using the Installer Program

You can run the service pack installation file to install the update. This starts the installer program that leads you through a series of prompts.

- 1 Copy the service pack installation file, FrontOfficeServer-4.0.1.msp, to a network or local folder.
- 2 Double-click the file.

- 3 Follow the prompts to install the service pack.

Using the Silent Installation

Run the silent installation by following these steps:

- 1 Copy the service pack installation file, FrontOfficeServer-4.0.1.msp, to a network or local folder.
- 2 Run the following command:

```
msiexec /p "<full path>\FrontOfficeServer-4.0.1.msp" /qn
```

Updating MFP Clients

After installing the service pack, update the MFP clients for Lexmark, Fujitsu, and the MFP Emulator. The client software for other MFPs do not need updates, and if you have already updated the Lexmark client for Kofax Front Office Server 4.0.0.1, you do not need to install this update.

Follow the instructions in the Kofax Front Office Server administrator's guide for the MFP with the following exceptions:

- 1 When you go to the folder indicated in the administrator's guide for the MFP, locate the 4.0.1 folder.
This folder contains the updated MFP client software.
- 2 Use the updated files to complete the MFP client software installation process as shown in the administrator's guide for the MFP. Repeat for each device.

Note If you uninstall the service pack, the 4.0.1 folders with the updated files are not removed. Use the older files, which are not overwritten by the service pack, to reinstall the older MFP clients.

Uninstalling the Service Pack

You can remove Kofax Front Office Server 4.0.1 by using any of the following methods:

- Use Programs and Features or Add or Remove Programs (depending on your version of Windows). Click the option to view installed updates and remove the update from the Kofax Front Office Server 4.0 section.
- Use current enterprise deployment delivery mechanisms. Refer to the enterprise deployer documentation for instructions.
- Use msiexec to remove the .msp file silently. At the command prompt, enter msiexec to see a list of all msiexec options, including ones for removing a patch.

Note If you installed Kofax Front Office Server 4.0.1 over a 4.0.0 fix pack, the files from the fix pack are restored when you uninstall version 4.0.1.

Resolved Issues

This chapter lists previously reported issues that are now resolved.

Resolved Issues in 4.0.1

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)

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.

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.

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.
```

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)

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.

Kofax Front Office Server Layout Incorrect on Xerox WorkCentre 6400S

The layout of Kofax Front Office Server screens on a Xerox WorkCentre 6400S is incorrect because the Xerox_WorkCentre_6400S.css file is not installed. (SPR00075835)

Unable to Log Off from HP MFPs

On some HP MFPs, users cannot log off completely without returning to the device's main menu. If a user logs on and presses the Previous button, that user is still logged on. If another user attempts to log on, that user gets the previous user's personal shortcuts and options. This problem occurs on HP Jedi devices including the HP 4555 with OXPd 1.4.9 and HP 8500. (SPR00095005)

Canceling a Job on HP Leaves Jobs Stuck in Processing

Canceling a job at an HP 8500 can leave the job stuck in processing. This occurs if the device times out when you attempt to cancel a job and returns you to the main menu. The job remains in a processing state. You cannot send another job from the device until the stuck job is canceled manually. (SPR00096498)

Unclear Error Message for Invalid Folder Destination Path

If you enter an invalid path for a folder destination, the following error appears:

```
Unable to connect to the destination. Error:
Error 67 : Bad Net Name.
```

This message should indicate that you need to use a UNC path instead of a path with a mapped drive. (SPR00108886)

List of SharePoint Folders Is Incomplete

When selecting a SharePoint folder as a destination, folders that were listed previously are missing. (SPR00109490)

Personal Shortcuts Fail If Modified

If you modify a personal shortcut, it no longer works. When you change and save the shortcut in the Thin Client and save it, the icon changes. When you click the shortcut, an error appears. (SPR00109585)

Local Client Jobs Fail when Database Moves to Oracle

If the Kofax Front Office Server database is moved to Oracle, jobs sent from the Local Client fail to be sent to the server. The status of these jobs in the Job History List alternates between Uploading and Retrying. The log reports the following error:

```
[ThreadPool KFS Synchronization ThreadPool: Thread 0]
Kofax.Common.Utils.Threading.ThreadPoolWorker - Failure in pool
System.AggregateException: One or more errors occurred.
```

These jobs also cannot be set to a Deleted state in the Administration Console Transaction Review. (SPR00109684)

Fax Credentials Fail on Local Client

When using a disconnected Local Client, users cannot connect to a fax destination if they do not have rights with their Local Client credentials. When the Local Client is connected, users are prompted for their fax credentials if they are different from their current Local Client credentials. When the Local Client is in a disconnected state, users cannot be prompted to provide their credentials. (SPR00109832)

Unable to Scan Coversheet if Bar Codes Do Not Fit

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)

Multiple Fax Numbers Cause Jobs to Fail

If you enter multiple numbers in the To field for a fax, the job fails with this error:

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

This error occurs whether you enter the fax numbers manually or by using the lookup. (SPR00114092)

Jobs Submitted from Disconnected Local Client Fail at Server

Users can submit jobs to folders when the Local Client is disconnected. Although the jobs appear to be sent successfully from the Local Client, they fail when they arrive at the server. (SPR00114146)

Local Client Service Fails to Start

After installing the Local Client, the service fails to start. (SPR00114277)

The log file reports the following error:

```
FATAL [6] Kofax.KFS.Service.KfsService - Unable to start service.  
System.IO.FileNotFoundException: Could not load file or assembly
```

Custom Validation Information Incorrect

The *Kofax Front Office Server Administrator's Guide* incorrectly reports that custom validation is supported. (SPR00114843)

Loose Pages Destinations Not Available for French MFPs

On devices where the language is set to French, Kofax Capture destinations using the Loose Pages form type do not appear. (SPR00119101)

MFPs Decrement Kofax Capture Scan Volume Count

Documents sent from MFPs to Kofax Capture destinations should not decrement the scan volume count. The following devices decrement the scan volume count incorrectly: Fujitsu N1800 and 6010N, Xerox 5225, and Konica Minolta 223. (SPR00114358)

Known Issues

This chapter contains information about potential issues that you could encounter while using Kofax Front Office Server 4.0.1. Workarounds are provided, as applicable.

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)

Incomplete Uninstallation

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.

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.

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)

Submit to SharePoint Fails if Folder Does Not Exist

If you attempt to submit a job to SharePoint, it will fail if the destination 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 a SharePoint folder, make sure that it exists and that no one has deleted it.

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. A 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.

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.

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)

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, they are removed when the fax arrives at its destination. (SPR00108878)

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 the 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.

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)

Self-Signed Certificate Causes Xerox Registration Failure

If you create a self-signed certificate for a Xerox Phaser 3635 MFP, the device fails to register. The Registration Results window displays the following error, "User authentication failed." This happens because the date on the MFP does not match the date on Kofax Front Office Server. (SPR0075823)

Workaround: Make sure that the date on the MFP is set to match the date on Kofax Front Office Server before applying the self-signed certificate.

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)

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.

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.

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)

Localization

Kofax Front Office Server and front-panel software for MFPs, including all onscreen messages and Help, have been translated into the following languages:

- Brazilian Portuguese
- French
- German
- Italian
- Spanish

The following information has not been translated and is only available in English.
(SPR00114933)

- An error message for the Thin Client indicating an unsupported version of the browser.
- A message that appears the first time you run the Local Client indicating that data is being synchronized for first-time use.
- An error message indicating that the Local Client logon is not available for Oracle and Oracle RAC databases.
- An error message indicating that a Kofax Capture destination or shortcut does not accept eDocument files.
- An error message indicating that a SharePoint folder name is invalid.
- The indicator for the SharePoint parent folder.

Additional Documentation

This section supplements the documentation provided with the product with changes and corrections.

Adding the EVRS Settings String

If you are using advanced image processing with mobile devices, you can associate the EVRS string with a destination or shortcut. In the Administration Console, add the EVRS Settings string by clicking the Scan Settings tab for the destination or shortcut. Then, do either of the following to update the EVRS Settings field:

- Copy the string and paste it directly into the field.
- If the string is in a text file, click **Upload** and select it from the window that appears. The string appears in the EVRS Settings field.

Click **Save** to accept the change and any other changes you made in the tabs for the destination or shortcut. (SPR00114844)

Web Service for the EVRS Settings String

The EVRS Settings string can be retrieved with the RetrieveScanSettings Web service. The WscScanSetting array has an object named EVRSOperationsString with the value of the EVRS Settings string. The array is declared with the getScanSettingsResponse method.

Location of WSDL Information for Legacy Web Services

In the Kofax Front Office Server Web Services Connector Reference, the URL that lists the Web services is incorrect. (SPR00113652)

To view the WSDL of a Web Service, use a URL in the following format:

```
http://<server>/Kofax/KFS/Legacy/WS/<Web service name>Service?wsdl
```

For <Web Service name>, use just the name of the service. If the namespace is Kofax.KFS.Services.Contracts.Legacy.WebServices.DocTracking, the service name is DocTracking. Append the word "Service" so that the name appears as DocTrackingService in the URL. If you want to look at the WSDL for the DocTracking service, and your server's host name is KFS1, use the following URL:

```
http://KFS1/Kofax/KFS/Legacy/WS/DocTrackingService?wsdl
```

An exception applies to the Metrics service, which uses the following URL format:

```
http://<server>/KFS/axis2/services/MetricsService
```

Obsolete Web Service

The DocTracking Web Service listed in the Kofax Front Office Server Web Services Connector Reference is obsolete. (SPR00115210)

Customization Data Validation and Field Lookup

The *Kofax Front Office Server Administrator's Guide* says that you can customize data validation and field lookup for the Thin Client and Konica Minolta or HP MFPs. You can also customize data validation and field lookups for all MFPs. (SPR00114843)

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)

Corrections to Canon Documentation

Note the following corrections to the *Kofax Front Office Server Administrator's Guide for Canon MFPs*:

- Once a Canon MFP has been connected to Kofax Front Office Server, the device cannot be deactivated or deleted from the Devices screen of the Administration Console. (SPR00115244)
- The path and name of the application file are incorrect. In the folder where Kofax Front Office Server is installed, go to `Resources\Share\MFPClients\canon`. Select the `NorthAmerica` or `EMEA` folder, depending on where you are located, and select the file with the `.jar` extension. (SPR00115251)
- Upload a license file (`.lic`) file, which is in the same folder as the application file. The License File field cannot be left blank.

Click **Browse** to the right of the License File field. In the folder where Kofax Front Office Server is installed, go to `Resources\Share\MFPClients\canon`. Select the `NorthAmerica` or `EMEA` folder, depending on where you are located, and select the file with the `.lic` extension. (SPR00115250)