

# **Kofax Capture** 9.0

## Service Pack 2 Notes



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## Introduction

These notes supplement the *Kofax Capture 9.0 Release Notes* and contain information about new features, resolved problems, known issues, installing and removing the service pack, and technical support.

This service pack is a cumulative package and contains features and problem resolutions provided with all service packs for Kofax Capture 9.0. Therefore, Service Pack 2 also contains the features and resolutions provided with Kofax Capture 9.0 Service Pack 1 and Kofax Capture 8.0 Service Pack 5.

## New Features

This section gives a summary of each new feature in Kofax Capture 9.0 Service Pack 2.

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**Note** New features added to this Kofax Capture service pack may not be supported by add-in products released prior to the service pack.

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### Could Not Create Child Batch With Different Batch Class Name

When using the custom module API, users were not able to create a child batch with a different batch class. Child batches were required to have the same batch class as the parent.

The following new function allows child batches to be created with a different batch class:

```
Public Function ChildBatchCreateWithBatchClass(ByVal strBatchClassName as String, Optional ByVal strBatchName as String) as Batch.
```

(SPR00083255)

## Resolved Problems in Kofax Capture 9 Service Pack 2

This section describes problems resolved in Kofax Capture 9.0 Service Pack 2.

### Document Routing Was Inconsistent

When using a workflow agent to grant user or group access to specific batches, users were able to access batches that were assigned to another user. (SPR00083394)

### Remote Site Volume Usage was Over-Decrementing

In certain cases volume usage at a remote site may have been counted (decremented) twice, causing causing a loss of volume at the central site when synchronizing licensing. (SPR00086276)

### Database Validation Multiple Match Table Columns Did Not Auto-Expand

The table columns in the Database Validation Multiple Matches Found window had a fixed width that truncated long values. After manually expanding the columns to fit the full width of the values, the settings were not stored and had to be manually set again.

(SPR00070512, SPR00086134)

## Could Not Configure Database Validation to DB2 Database

When attempting to configure Database Validation to a DB2 version 8.1 database, the following error was returned after clicking on table settings:

```
Invalid characters were entered in one or more fields. Please correct and try again
```

Also, when attempting to publish the batch class, the following error was returned:

```
Column 'TABLE_TYPE' does not belong to table Tables
```

(SPR00084107, SPR00086621)

## Sticky Field Did Not Retain Values

When you added a VB.NET script to a Document Class with a sticky field and ran a batch with multiple documents, the value in the sticky field was not retained throughout the batch.

(SPR00070630)

## XML Release Script Failed on Localized Installations

The XML release script failed on German and Swedish localized installations of Kofax Capture and produced the following error message:

```
Input string was not in a correct format
```

(SPR00070138, SPR00086227)

## “Rename if duplicate is found” Was Not Working for PDF Files

On the Kofax Capture Text Release Setup window Image Storage tab, when “Rename if duplicate is found” was selected, the duplicate PDF file was incorrectly overwritten. (SPR00066953)

## Kofax Capture License Was Not Released After Export Module Closed

For server and client installations, the Kofax Capture license was not released after the Export module closed and an “Insufficient license” error appeared. (SPR00083491)

## Errors Occurred During Synchronization

Attempting to synchronize the remote site with the central site produced errors with Kofax Capture 9 Service Pack 1. In addition, attempts to delete data from table groups caused integrity rules to be broken. (SPR00070107)

## Shared Scanner Profiles Blocked Synchronization With Remote Sites

If a profile was listed more than once in the ShareProfileMod.xml file, the required folder was not created at the remote site. This caused remote site synchronization errors. (SPR00085411)



## Temporary Image Files Were Not Deleted After Processing

The temporary image files were not deleted after processing by the ABBYY engine and caused the following error message when large color batches were processed through the PDF Generator:

```
Advanced Recognition error 770 Files to save recognized image to hard disk.
(SPR00085291, SPR00086180)
```

## Endorser Counter Value Was Not Retained

When switching between two batch classes, the endorser counter value was not retained and the count value was not correct for a batch class. (SPR00085329, SPR00085976)

## DB2 Aliases Were Not Listed in Database Validation's "Validate against table" Field

When configuring table settings in Database Validation, DB2 aliases were not shown in the list of available DB2 objects. The field that lists these DB2 objects is "Validate against table." (SPR00085327, SPR00085853)

## Enhanced Bar Code (EBC) License Failed During Scan, Quality Control, and Recognition

Scan, Quality Control, and Recognition intermittently failed to obtain an EBC license. To fix this issue, modify the ACConfig.xml file with a configuration switch as follows:

```
<ACConfig>
    ...
    ...
    <EBCLicenseCheck RefreshPerBatch="1" />
</ACConfig>
```

(SPR00083083, SPR00056661)

## Email Import Connector Did Not Import Email When Using Linked User Account

In Email Import Connector, if you configured a linked user for batch import, an error was logged in the log file and email was not imported. (SPR00052349, SPR00027818)

## Input Script API Referenced Batches That Were Not Available

When using the ACModule API to create batches that were configured to use single document processing, the user was able to make calls using invalid objects. A user was able to create a batch and import pages, and then reference batches and pages that were no longer valid. (SPR00084888)

## PDF Generator Created PDF Pages With Misaligned Images

The PDF Generator created PDF pages with images misaligned to one side and cut off even though the scanned pages included images that were centered on the page. (SPR00068967, SPR00085774)

## **Kofax Capture Advanced Reports 3.1 Login Failed After Upgrading to Kofax Capture 9**

After upgrading from Kofax Capture 8 to Kofax Capture 9, Kofax Capture Advanced Reports 3.1 add-on was unable to log into the database. During the upgrade process, the standard database configuration did not restore the permissions and users required for the login. (SPR00065795)

## **Imprinter Counter Values Were Reset After Out-of-Paper Condition**

When scanning unattended, if an out-of-paper condition occurred with a multi-feed printer, the imprinter counter value was reset. (SPR00085350, SPR00085703)

## **Performance Problems Occurred in Scan Module Between Batch Close and Open Batch Window**

In the Scan module, during high volume batch processing with User Profiles enabled, a performance problem was experienced after a batch closed and before the "Open Batch" window opened. (SPR00049210, SPR00055625)

## **Timeout Problems Occurred in Batch Manager When Using a Workflow Agent With Certain User Rights**

When using a workflow agent to grant user or group access to specific batches via GrantUserAccessToBatch or GrantGroupAccessToBatch, a performance problem occurred with high-volume batch processing. (SPR00069130, SPR00069135)

## **Scan Module Failed to Acquire an EBC License**

The Scan module failed to acquire an EBC license from a VRS workgroup/production license. This occurred when separating on a patch code and scanning images with both 2D barcodes and patches codes in duplex mode. (SPR00083787, SPR00084917)

## **SQL Server Blocked By Deadlocks When Remote Site Was Added**

If more than three Kofax Capture Network Services were running when a remote site was added, SQL server was blocked by deadlocks. All services attempted to update data at the same time and ran into lock collisions. (SPR00084670, SPR00085419)

## **Automatic Synchronization of Batch Upload/Download Stopped Working**

Batches stopped downloading automatically when using the Remote Synchronization Agent (RSA). Manually uploading/downloading of batches had to be used instead. (SPR00084916, SPR00085426)

## **Kofax Accelerator Driver Error Occurred When Starting Scan Module**

When using Windows 7 User Account Control (UAC) and SecurityBoost, the following error was reported when starting the Scan module:

Kofax Accelerator Driver Error

(SPR00085014, SPR00085490)

## Performance Issues Occurred When Using the Pull-Mode Method for Retrieving Batches

When using the “pull-mode” method to retrieve batches with high-volume batch processing, there was a delay after the existing batch was closed and before the Open Batch window appeared. (SPR00084785, SPR00084786, SPR00084787)

## Validation Module Crashed Intermittently After Upgrade

After upgrading from Ascent Capture 7.5 with Service Pack 4 to Kofax Capture 9, the Validation module crashed on client stations with the following error:

```
Kofax Capture Validation Module has encountered a problem and needs to close.
```

This error occurred most often while displaying PDF, Word, and RTF documents.

(SPR00085045, SPR00085492)

## Batch Fields Did Not Change When Batch Class Was Updated

When a batch class was changed and tabbing was used in the Batch Class Properties window, the batch fields did not change. (SPR00083605)

## Database Performance Problems Occurred

Database performance problems caused delays when using the Batch window or auto-open next batch with batch filtering enabled. (SPR00083654, SPR00085404, SPR00084788)

## Modules Running as Services Did Not Start After Computer Was Restarted

When modules were configured to run as a service with their property set to “Automatic,” the service did not start automatically after the computer was restarted. (SPR00083816, SPR00084773)

## PDF Files Were Not Compatible With Oracle Inso Viewer

PDF files that were created in Kofax Capture 9, Kofax Capture 8 with Service Pack 5, and Kofax Capture 8 with Service Pack 4 were not viewable in the Oracle Inso Viewer.

To fix this issue, modify the ACConfig.xml configuration file on the server. The fix will be active when the PDF Generator module or service is restarted. The configuration file folder is usually in the following location:

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

Add the following line to ACConfig.xml:

```
<ACConfig>
  ...
  ...
  PdfOptions UseKc8Compression="1" />
ACConfig>
```

(SPR00064960, SPR00084688)

## Exporting Batch Classes From Custom Panel Caused Runtime Error

In the Administration module, when using a custom setup panel and calling the function "BatchClass.ExportClassDefinition()," the following error occurred:

```
CKfxException: 0x000001CE  
Page license dynamic resource allocation mismatch ...
```

(SPR00065335, SPR00084689)

## Validation Module Multiple Match Found Value Entered Wrong Value

If a batch was configured to display the Multiple Matches Found window, and Validation was configured to "Enter key moves to next field," the wrong value was put into the index field when a user pressed the Enter key instead of clicking OK. (SPR00083892, SPR00084690)

## Installing Kofax Capture 9 Service Pack 2

This section contains important information about installing Kofax Capture 9.0 Service Pack 2.

We recommend that you review the Technical Support Web pages for any late-breaking information and up-to-date certified operating system requirements. Visit the Web site at [www.kofax.com](http://www.kofax.com).

You can also review the *Kofax Capture 9.0 Release Notes* before installing Kofax Capture 9.0 Service Pack 2 as they contain important information about Kofax Capture, including known limitations, certification information, installation requirements, and Windows service pack issues.

Kofax Capture 9.0 Service Pack 2 has been fully tested and certified with Kofax Capture 9.0. We recommend that you install and test Kofax Capture 9.0 Service Pack 2 in a development environment before applying it to your production environment.

To install Kofax Capture 9.0 Service Pack 2, you must have full Windows administrator privileges. The Kofax Capture 9.0 software must be installed prior to installing Kofax Capture 9.0 Service Pack 2.

## Installation Procedures

Before installing Kofax Capture 9.0 Service Pack 2 on a server, close all programs. This includes all Kofax Capture modules on every workstation, Kofax Capture Internet services, and any third-party applications.

Stop the following services. They must remain stopped until the service pack is installed:

- Kofax Capture services running on remote sites.
- Kofax Capture modules running as a service.

It is not necessary to update all computers at the same time. Update the server and then you can update the client workstations. For a server installation, the update must be performed on the computer where the server software is installed. Client workstation, remote site, and standalone installations must be updated on the computer where the current installation exists.

Before installing the service pack on a workstation, close all programs and services.

► **To install Kofax Capture 9.0 Service Pack 2**

- 1 Download Kofax Capture 9.0 Service Pack 2 from the Kofax Web site.
- 2 Extract the contents of the zip file. Store the two files, KofaxCapture-9.0\_Updater\_EN.EXE and MSP in the same file folder.
- 3 Double-click KofaxCapture-9.0\_Updater\_EN.EXE. The updater will install the MSP and check for running programs, services, and alert you to locked databases.
- 4 Follow the instructions on your screen. When the installation is complete, an installation complete message will appear.

If you are performing a service pack installation on an existing Kofax Capture Network Server at the central site, the service pack must be copied and installed to each remote site after the installation is complete.

## Uninstalling

This section contains important notes about uninstalling Kofax Capture 9.0 Service Pack 2.

When you uninstall Kofax Capture 9.0 Service Pack 2, you are returning the workstation back to its original state before any Kofax Capture service packs were applied. You must have full Windows administrative privileges.

► **To uninstall Kofax Capture 9.0 Service Pack 2**

Windows XP:

- 1 Click Start, click Control Panel, and then double-click Add or Remove Programs.
- 2 In the “Currently installed programs” box, click the program that you want to remove, and then click Change or Change/Remove.

Windows Vista and Windows 7:

- 1 Click Start, click Control Panel, and then click Programs. Under Programs and Features, click “View installed updates.”
- 2 Click the update that you want to remove, and then click Uninstall.

In both cases, follow the onscreen instructions.

## New Features

This section gives a summary of each new feature in Kofax Capture 9.0 Service Pack 1.

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**Note** New features added to this Kofax Capture service pack may not be supported by add-in products released prior to the service pack.

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### Enable or Disable Batch Notification Service

You can disable the batch notification service for an entire site by adding the `DisableBatchNotification` setting to `ACConfig.xml` as follows (add directly under the root `<ACConfig>` element):

```
<DisableBatchNotification>1</DisableBatchNotification>
```

This setting will take effect after applications or services are restarted. (SPR00039304)

### Log into Kofax Capture with Linked User

Linked users can log into Kofax Capture with their “domain\user” and password login credentials. A custom module can log into Kofax Capture by specifying “domain\user” and password. In both cases, the login is successful whether the user is a linked user or if the user is not linked but belongs to a linked group. (SPR00066118)

For a successful log in, the specified linked user must:

- Have permission to log on interactively.
- Be on the same domain as the currently logged in Windows user.

### Folders Can be Moved in the Batch Workflow Feature

In the batch workflow feature, the `.MoveElementToBatch(..)` operation works with folders (the folders can be moved). (SPR00055607)

## Resolved Problems in Kofax Capture 9 Service Pack 1 Release 2

This section describes problems resolved in Kofax Capture 9.0 Service Pack 1 Release 2.

### Some Applications Would Not Install Over Service Pack 1

During installation of Service Pack 1, the current version registry entry was changed from 9.0 to 9.0.1. Some applications that use this entry to determine the current version of Kofax Capture detected an unsupported version and would not install.

This issue has been resolved. (SPR00083593, SPR00083626)

## Resolved Problems in Kofax Capture 9 Service Pack 1

This section describes problems resolved in Kofax Capture 9.0 Service Pack 1.

## MSPs Did Not Install When ACDeployUtil.exe was Used to Rename a Server

During installation, registry entries created by the MSI packages sometimes referenced a UNC path. When the UNC path to the share was modified, UNC path entries became inaccurate. When the patch was run, the path did not exist and the process failed. To resolve this problem, ACDeployUtil supports a new switch for server installations: /PrevServerPath:(value).

For a default Kofax Capture Server installation, rename the computer and then run ACDeployUtil.exe/default.

For a custom Kofax Capture installation, use the following new switch, /prevServerPath:(value), where "(value)", is the previous path to the server share directory. When using the new switch, use the existing switch, /ServerPath:(value) to specify the current server path. For example:

```
ACDeployUtil.exe /PrevServerPath:\\oldKCServer\CaptureSV
ServerPath:\\newKCServer\CaptureSV
```

(SPR00066541)

## Database Validation Configuration Failed

Database validation configuration failed when selecting the Table Settings tab and the following error was reported:

```
[Microsoft] [ODBC Text Driver] Syntax error in FROM clause.
```

(SPR00064894)

## Primary Profile Key Values Were Incorrectly Updated

When moving a remote site from one central site to another, the user data from the prior central site was retained, making it possible to insert duplicate data in the new central site. This problem caused incorrectly updated primary profile key values and remote sites to fail when opening a module. (SPR00065878)

## Users Created Batches for Batch Classes to Which They Had No Access

When using the InputScript API, a user was able to create a batch for batch classes to which they had no access rights. (SPR00057002)

## PDF Generator Stopped Responding When Processing Certain Batches

When a batch class was configured to use Kofax PDF Compression and Scan Queue Permanent Image Cleanup, the PDF Generator stopped responding. (SPR00066282)

## Database Validation Failed at Runtime

When using the Oracle 11g driver, database validation failed at runtime and attempts to perform a database lookup against the default EMP tables produced errors. (SPR00065645)

## Writing Index Data of Varying Lengths Caused Error Message

An error message was caused by writing index data of varying lengths while using an Oracle database. (SPR00066937)

## **Database Export Connector Failed with Oracle Database**

The Database Export Connector failed with Oracle database tables that had different owners or with single ownership and an error message was displayed.

Oracle database list tables were also displaying differently, which caused confusion. Usually the table list only showed the table but did not include the schema table format associated with that table name. (SPR00065888, SPR00066104, SPR00066112)

## **Remote Site Volume Synchronization Errors Occurred**

On a remote site, recurring volume synchronization errors occurred. (SPR00057980)

## **Remote Sites Failed to Upload Batches**

When republishing a batch class with multiple form types and no sample pages, the remote site failed to upload the batch. (SPR00048221)

## **Database Validation Multiple Match Window Had No Scroll Bar**

In database validation, when using the multiple match window to resolve conflicts when more than one match was found in a lookup table, the window had no scroll bar. This caused compressed table columns and the values were truncated. (SPR00066387)

## **Account Lockout Policy Locked the SA Account with No Way to Unlock It**

When using SQL Server as the database, it was possible to lock the SA user account with no way to unlock it and subsequent logins failed. This service pack prevents the problem from happening. If you are locked out prior to installing the service pack, contact Technical Support. (SPR00041024)

## **Administration Module Stopped Responding After High Performance Zone Tests**

After assigning an Optical Mark Recognition (OMR) to an index field zone and then performing a zone test with the High Performance engine, the Administration module stopped responding. (SPR00057942)

## **PDF Generator Omitted Batch and Index Fields**

Batch fields and document index fields were not output to PDF from the PDF Generator module. (SPR00057631)

## **Kofax Capture Network Server (KCNS) Uploads Were Slow with Oracle Database**

KCNS synchronization took longer than usual when using an Oracle database. (SPR00057752)



## Validation Module Failed

If an OCX was created with .NET and replaced the Index Fields panel in the Validation module, the Validation module failed and an error message was displayed. (SPR00058202)

## When Using an Oracle Database, Document Security Settings Were Not Maintained

When using an Oracle database and setting up the Hummingbird release script, the document security settings on the Security tab were not saved correctly due to the script writing two semicolons in fields. If the release script setup was reopened, the correct settings were not loaded. (SPR00065848)

## Kofax Capture Network Server (KCNS) Encountered Recurring Volume Synchronization Errors

Errors were reported from KCNS sites due to incorrectly applied volume data from a previous period. (SPR00065652)

## Database Lookup Failed Against Database Tables with Mixed Ownership

When database tables had different owners, database lookup failed and an error message was displayed. (SPR00065255)

## Views Option Not Available in Database Validation Properties “Validate against table”

The “Views” option was not available in the “Validate against table” list when configuring a batch class in the Database Validation Properties window. (SPR00058096)

## Database Validation with Oracle Did Not Function

In the Administration module, setting up database validation using Oracle did not function. The column names were not polled, preventing the user from mapping fields to columns. Also, the database validation properties could not be saved. (SPR00058293)

## Script Button Was Incorrectly Enabled for Form Identification Recognition Profile

In the Custom Forms and Identification Profiles window, if you edited the form identification recognition profile, the Script button was enabled even though the form identification type did not support scripts. An error message was displayed if the Script button was clicked. (SPR00065213)

## Exported Copied Batch Classes Excluded .NET Validation Scripts

When a batch class was copied, pasted, and then exported, the CAB file was missing the .NET validation script. (SPR00049039)

## Form Type Character Limit on Separator Sheet Was Truncated

The character limit for a form type is 32 characters but the Separator Sheet Utility truncated the form type to 22 characters. Although the text on the printed sheet remains truncated, the bar code now contains the 32 characters. (SPR00064874)

## “Print All Forms” in the Separator Sheet Utility Did Not Work

In the Separator Sheet Utility, if Print All Forms was selected, and you wanted to print a separator sheet for every form type, the page displayed in the viewer was printed instead of the form type of the selected batch class. (SPR00057581)

## Blank Page Delete Was Executed Prior to Fixed Page Separation

When using the blank page deletion feature in combination with fixed page separation, blank pages were deleted prior to the fixed page separation. Blank pages are now deleted after the fixed page separation. (SPR00029000)

To revert to the previous behavior:

- 1 Add the following line to the root level of the ACConfig.xml file:  
`<IgnoreBlankPages>1</IgnoreBlankPages>`
- 2 Restart the Scan module.

## Out of Stack Space Exception Occurred in .NET Custom Module

When a custom module was created with C# using the CreateChildElement API, the image was imported as Rejected and an Out of StackSpace exception occurred. (SPR00058130, SPR00065059)

## Batch Summary Report Sometimes Excluded Batches

When batches were released at a remote site after having been to the central site, they were excluded from the Report Viewer Batch Summary report that was generated at the central site. Only batches created and released at the same remote site were included in the report. (SPR00058094)

## Report Viewer Didn't Run After Upgrade

When upgrading from Ascent Capture 7.5 to Kofax Capture 9.0, the upgraded Report Viewer issued an error when selecting a report in the Select Report window. (SPR00057021)

## First Field of a Table Updated Using “AddTableRow” was Corrupted

When using the “AddTableRow” method to append (not insert) a row to a table, the contents of the first field in the table were corrupted when the user clicked in the new row. This occurred only when a validation script was associated with the document. (SPR00065043)

## Remote Site Synchronization Timed Out After Repeated Synchronizations

Under certain conditions, remote sites timed out during synchronization and at the same time central site clients were not able to contact the Kofax Capture Service. (SPR00065045)

## XML Import Failed on Batches with Folders or OriginalFileName Attribute

When using XML Import, some batches with folders (or where the OriginalFileName attribute was specified) could not be imported. Batches without these characteristics were imported as expected. After the fix, batches with folders or with the OriginalFileName attribute can be imported. (SPR00065053)

## Fatal SQL Error if Batch Name Was Longer Than 32 Characters

A fatal database error resulted when all the following were true:

- A batch with multiple documents was scanned
- “Process documents as independent batches” was selected
- The batch names were longer than 32 characters

The fix for this issue increases the batch name character limit to 113. (SPR00065056)

## Kofax Capture Network Service Services Stopped Responding

When multiple computers were running for extended periods, deadlocking occurred when one of the computers did not release the database lock. (SPR00065042)

## Resolved Problems in Kofax Capture 8.0 Service Pack 5

This section describes problems resolved in Kofax Capture 8.0 Service Pack 5.

### Sticky Field Did Not Retain Values

When you added a VB.NET script to a Document Class with a sticky field and ran a batch with multiple documents, the value in the sticky field was not retained throughout the batch.

This issue has been resolved. (SPR00042018)

### When Creating New Batches, Could Not Enter Number of Pages Per Document

When the you tried to create a new batch in Batch Manager, the “Pages per document” box was unavailable.

This issue has been resolved. (SPR00042424)

### Adding an Existing Custom Module Deleted User and Group Access

When an existing custom module was added again, that module was removed from all User Profile Users and Groups. There was no message indicating that the custom module was no longer assigned to a User Profile.

This issue has been resolved. (SPR00047341)

## Unable to Set Batch Class Name with Custom Module API

When you created a batch class in a custom module using the Custom Module API, and then tried to manually access the batch class's properties, the module unexpectedly terminated. This was caused by the absence of a batch name record.

This issue has been resolved. (SPR00047559)

## When Database Connection Was Not Available, Release Script Stopped Responding

If the database connection was not available when running as a service, the release script stopped responding. The service had to be manually restarted.

This issue has been resolved. (SPR00047591)

## Pages in Batch Contents Tree Were Not Selected During Validation

During validation, the page that corresponded to index fields was not selected in the batch contents tree when those pages were out of view due to scrolling.

This issue has been resolved. (SPR00047726)

## Start and End Time for Batch Statistics and Batch Logs Did Not Match

The StatsBatchModule entries for StartDateTime and EndDateTime were intermittently off by one second when compared with similar data in the Deleted Batches Log and the BatchHistoryEntry elements.

This issue has been resolved. (SPR00047738)

## Switching Between Recognition Engines Caused Slowdown

If you defined two batch classes, each with Form ID Zones, and one was set to Kofax Advanced OCR Zonal and the other set to High Performance OCR, slowdown occurred when Kofax Capture switched batch processing between the two batch classes.

This issue has been resolved. (SPR00047835)

## KCN Server Was Hanging Intermittently During Failovers

The Kofax Capture Network Server (KCNS) was hanging intermittently when the SQL 2005 Cluster performed failover transfers.

This issue has been resolved. (SPR00048273)

## Switching Users in Windows Vista with Standalone License Caused Errors

In Windows Vista, when using a standalone license and installing modules as services, switching users produced licensing errors.

This issue has been resolved. (SPR00048488, SPR00048835)

## **Performance Problems in Scan Module Between Batch Close and Open Batch Dialog Box**

In the Scan module, during high volume batch processing with User Profiles enabled, a performance problem was experienced after a batch closed and before the “Open Batch” dialog box opened.

This issue has been resolved. (SPR00049210)

## **Custom Filename Based on Index Field Did Not Work**

The option “Custom filename based on an index field” did not work if the “Release OCR and PDF files into separate directories” option was selected. The PDF file maintained the standard hexadecimal file naming convention instead of basing its name on the selected index field.

This issue has been resolved. (SPR00049238)

## **Deployment Utility Caused License Error**

If you ran the Deployment Utility (ACDeploy.exe) after installing Service Pack 4, it caused a license error.

This issue has been resolved. (SPR00049901)

## **Using Citrix and SecurityBoost at the Same Time Caused Errors**

Using multiple instances of any Kofax Capture program in a Citrix environment with SecurityBoost enabled caused an error indicating that only one instance was allowed.

This issue has been resolved. (SPR00050641)

## **Rotating an Image Caused Unintended Setting Change**

When scanning on a flatbed scanner using the Letter page size, after rotating an image, subsequent flatbed scanning was automatically set to the Maximum page size.

This issue has been fixed. (SPR00051073)

## **Software License Did Not Check for All Available MAC Addresses on Activation**

When activating a software license on workstations with more than one network connection, the license service did not scan all Network Interface Cards (NICs) on a computer for the desired MAC address. This sometimes produced problems with licensing.

This issue has been resolved. (SPR00051479)

## **Bar Code Separation Failed Intermittently with Kofax Capture 8 Service Pack 4**

After upgrading to Kofax Capture 8 Service Pack 4, bar code separation intermittently failed and the Recognition Server had to be restarted.

This issue has been resolved. (SPR00051567)

## Scanning Error If EFS and SecurityBoost Were Enabled

An error occurred when the batch class image folder was encrypted with Microsoft EFS, SecurityBoost was enabled, and a non-SecurityBoost user attempted to scan images.

This issue has been resolved. (SPR00051625)

## Error Message Occurred After Deleting a Batch with User Tracking Enabled

If User Tracking was enabled and you deleted a batch in the Scan module, an error message sometimes occurred when you exited the program.

This issue has been resolved. (SPR00051656)

## KCNS Volume Errors Were Reported

When Kofax Capture Network Server (KCNS) remote sites synchronized with the central site, volume errors were reported.

This issue has been resolved. (SPR00052461)

## If .NET Validation Script Not Loaded, Index Fields Panel Failed to Display

When a .NET Validation Script failed to load during Validation, the Validation module did not display the Index Fields Panel, and did not produce an exception.

This issue has been resolved. (SPR00052897)

## “ACStatsRole” Lost Certain Permissions on “viewStatsSession”

After upgrading to any Kofax Capture service pack, the “ACStatsRole” SQL user role lost SELECT permissions on “viewStatsSession.”

This issue has been resolved. (SPR00053265)

## Recognition Server Was Hanging Under Specific Conditions

The Recognition Server was hanging intermittently when a batch class specified the Xtrata Server and used a recognition script and “Light Thicken” image cleanup.

This issue has been resolved. (SPR00053382)

## Mismatch of Endorser Values

When scanning in duplex mode and using separator sheets, the printed endorser value on the first document in a batch was not the same as the on-screen value.

This issue has been resolved. (SPR00053287)

## Index Fields Not Set Correctly After Copying and Pasting a Batch Class

When a batch class was copied and pasted in the Administration module, index fields were not always set correctly during batch processing.

This issue has been resolved. (SPR00053846)

### **Unable to Process a Color Type 3 of 9 Bar Code**

Kofax Capture was unable to process a color type 3 of 9 bar code.

This issue has been resolved. (SPR00053871)

### **Bar Code Recognition Was Not Successful Under Certain Conditions**

When importing PDFs with form type properties set to use page level bar code recognition and the batch import options set to treat imported PDFs as TIFFs, Kofax Capture was not successfully populating index fields and was also incorrectly requiring a hardware enhanced bar code license.

This issue has been resolved. (SPR00053902, SPR00050201)

### **Conversion to Software License Caused Errors**

Errors and an invalid license decrement were occurring after you converted to a software-based license or to an annual volume license.

This issue has been resolved. (SPR00054486, SPR00052461)

### **Access to Restricted Batches Was Allowed**

Kofax Transformation Modules Validation allowed you to process a restricted batch when SecurityBoost had been enabled for the database and the SecurityBoost user or group account belonged to a linked group that had rights to the restricted batch class.

This issue has been resolved. (SPR00056200, SPR00054200)

### **Error Caused by Long Index Field Data**

When using an Oracle database and the recognized data in an index field was too long, an error occurred.

This issue has been resolved. (SPR00056305)

### **Maximum Recognition Confidence Value Was Only 99%**

Even though Form ID text matched search text, the maximum recognition confidence value was only 99%. When matches are exact, it now reports 100%. (SPR00056471)

## **Additional Resources**

This section provides information about additional resources.

### **Related Documentation**

These service pack notes are a supplement to the following Kofax Capture documentation:

- *Kofax Capture Developer's Guide*

- *Kofax Capture API Reference Guide*
- *Kofax Capture Online Help*
- *Kofax Capture Getting Started Guide*
- *Kofax Capture Installation Guide*

Your Kofax Capture documentation is available in your software package and from the Kofax Web site.

## Training

Kofax offers both classroom and computer-based training that will help you make the most of your Kofax Capture solution. Visit the Kofax Web site at [www.kofax.com](http://www.kofax.com) for complete details about the available training options and schedules.

## Technical Assistance for Your Kofax Product

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

For more information about your product, visit the Kofax Support pages at [www.kofax.com](http://www.kofax.com) for:

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

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

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