

Kofax Analytics for Capture

1.1.1

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 1.1.1.0.0.352, which is listed in the About window on the Kofax Analytics for Capture dashboard.

New Features

This section describes features introduced in this release of Kofax Analytics for Capture.

Field Extraction Benchmark View

Available on the Quality tab, the Field Extraction Benchmark view offers insight into overall user productivity within the system. The view includes key metrics for operator activity related to field validation. Based on this view, you can determine how many fields were accurately detected by the system, along with the number of fields that required an adjustment by a validation operator.

Field validity is determined by confidence and threshold values set in the Kofax Capture Form Type Properties window and the Kofax Transformation Modules project.

After an upgrade from Kofax Analytics for Capture 1.1 to 1.1.1, the Field Extraction Benchmark view is not available on the dashboard until you assign access rights to the applicable user roles in Altosoft Insight Administration.

- 1 In Altosoft Insight Administration, click the **Roles** tab.
- 2 On the Roles list, select the user role that requires access to the Field Extraction Benchmark view.
- 3 Click the **Access Rights** tab.
- 4 On the Views list, expand **Quality**.
- 5 Next to **Field Extraction Benchmark**, select one or both of the following check boxes:
 - Green: Grants read access to the view.
 - Red: Grants write access to the view (so it can be updated in Dashboard Designer).

Document Overview Screen

A Document Overview screen is available on any dashboard view that includes a batch overview. Click any document in a batch to view its document class, form type, Kofax Transformation Modules classification details, and other information.

After an upgrade from Kofax Analytics for Capture 1.1 to 1.1.1, the Document Overview screens are not available on the dashboard until you assign access rights to the applicable user roles in Altosoft Insight Administration:

- 1 Follow Steps 1-3 in [Field Extraction Benchmark View](#).
- 2 On the Views list, expand **Batches & Docs**.
- 3 Next to **Document Details Popup**, select one or both of the following check boxes:
 - Green: Grants read access to the Document Overview screens.
 - Red: Grants write access to the Document Overview screens (so they can be updated in Dashboard Designer).

Station Information

Administrators can use the Station Information section on the Admin tab to view a list of all workstations in the installation. For each workstation, the list gives the station ID, site name, and version numbers for the workflow agent, Kofax Capture, and Kofax Transformation Modules. Administrators can use the information to easily identify any workstations that may require updates to support the current Kofax Analytics for Capture features.

Enhanced Data Security

Enhancements in this version offer an extra level of security to protect sensitive data such as birth dates or credit card details, ensuring stricter compliance with organizational policies related to confidential data.

The enhanced security ensures that values for certain fields (defined by the administrator) are excluded during workflow agent data transmission and from dashboard views. The workflow agent checks for and refreshes the list of secure fields at regular intervals, and any changes are applied within an hour.

Field Accuracy Report Includes New Metric

A metric that gives the number of changed characters for a field is now included in the Field Accuracy Report. The number of changed characters for a field is reported for the module where the final changes occurred; the number of changed characters is not cumulative for all modules. (313506)

Changes in Behavior

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

Listener Service Changes

The following changes are now available for the Listener service:

- Pre-processed data: Session data is pre-processed before the listener service sends it to the Insight data database. In previous releases, the listener sent the raw data to the staging database, and performance in high-volume installations was sometimes slowed as a result.
- Multiple instance support: You can configure multiple instances of the event listener to run on separate workstations. As a result, fault tolerance is available if one or more instances

stop working; in this case, another instance of the listener service automatically goes into effect without interruption.

Data Includes Batches Exported or Deleted from Remote Sites

Dashboard data no longer excludes batches exported or deleted from remote site workstations. In the previous release, the dashboard data represented only batches that were deleted or exported from the primary central site.

Field Data Refreshed Only for Changes

The workflow agent now sends data only for changed fields. In previous releases, all field data was sent each time a Kofax Capture module was closed, whether or not the data had changed. System fields will continue to be sent each time a module is closed.

Workflow Agent Error Log Moved

The workflow agent error log, `Altosoft_YYMM.txt`, is now located here:

Client/server: `\\server\CaptureSV\Log\Kofax Analytics`

Standalone: `c:\ProgramData\Kofax\Capture\Log\Kofax Analytics`

Operational Metrics Refreshed in Real Time

Operational metrics are now refreshed in real time instead of every 10 minutes. The Data Processing settings on the Admin tab no longer include an option for manually updating operational metrics.

Installation Notes

This section lists important installation and upgrade notes.

.NET Framework

When using .NET Framework 4.5.1, be aware of the following:

- If you are installing .NET 4.5.1 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 4.5.1, 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

For the versions of Kofax Capture and Kofax Transformation Modules supported for use with Kofax Analytics for Capture, see the *Cross Product Compatibility Matrix*, which is available on the Kofax website at www.kofax.com.

Administrator Must Run Event Sender Installer

If you attempt to run the Event Sender installer without Administrator rights, the installation fails with an error similar to the following (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.

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)

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 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 that appears on the Kofax Analytics for Capture dashboard. (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.

- 5 Use the Example pane to update and save the date format to suit your preferences.
- 6 On the toolbar, click **Save**.
- 7 Close **Theme Manager**.
- 8 Navigate to **Altosoft > Administration > Admin**.
Insight Administration appears.
- 9 On the menu, click **Roles**.
- 10 Select the role to associate with the theme that uses the date and time format.
- 11 If applicable, assign the same theme 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.

Upgrading from Version 1.0

The instructions for upgrading from Kofax Analytics for Capture 1.1 to 1.1.1 are included in the Administrator's Guide.

If you are working with Kofax Analytics for Capture 1.0, a direct upgrade is not supported. However, you can run version 1.0 alongside version 1.1.1 on a temporary basis to retain access to historical data from version 1.0, which cannot be accessed from version 1.1.1. Data accumulation for version 1.1.1 begins on the date you start using the product.

To run concurrent product versions, you need to remove the earlier version of Altosoft Insight and replace it with version 4.3.1, as outlined here. After completing the procedure, you can run Kofax Analytics for Capture 1.0 and 1.1.1 concurrently.

- 1 Use the License Manager to add the Insight license for version 1.1.1 and remove the license for version 1.0.
- 2 Uninstall **Altosoft Insight 4.3.0**.
- 3 Install **Altosoft Insight 4.3.1**, and select the option to **Use existing database**.
- 4 Click **Next** and proceed to run the installation wizard.
- 5 When prompted to update the project settings and convert documents, select the Kofax Analytics for Capture 1.0 project, and then click **Next**.
The conversion of the Kofax Analytics for Capture 1.0 project for use with Altosoft Insight 4.3.1 is complete.
- 6 Import the Kofax Analytics for Capture 1.1.1 project according to the procedure in "Using Project Installer" in the Administrator's Guide.
- 7 Perform the version 1.1.1 installation according to the steps in the Administrator's Guide, and do the following:
 - Use the same Admin database, but create new databases (separate from 1.0 databases) for staging, metadata, and data.
 - Skip the step for Installing Altosoft Insight.
- 8 Open Dashboard Designer and select Main View, which lists the URLs for both the 1.0 Viewer and for the 1.1.1 Viewer.

Resolved Issues

This section lists previously reported issues that are resolved when you install Kofax Analytics for Capture 1.1.1.

Split Pages Mistakenly Counted as Deleted

After a batch was split, the pages in the new batch were mistakenly counted as pages deleted from the original batch. As a result, the pages appeared on the Deleted Batches and Pages view. (283496)

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 did not appear as “completed” on the Kofax Analytics for Capture dashboards. The dashboard data reflected only batches that were exported or deleted from the primary central site. (293015)

Empty Rejections View Caused Error in Silverlight

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

Site Filter Query Did Not Work by SiteName

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

Value Missing from Field Accuracy Report

If KTM Server was used as an automatic module for recognition, the Fields Recognized value was listed as zero on the Field Accuracy Report. (313518)

Plans Failed After Fix Pack Installation

When Kofax Analytics for Capture 1.1 was used with Oracle databases, plans failed to run after Fix Pack 1 was installed. (315919)

As a result, the following error was written to the Insight_WinApp.log:

```
ERROR AltoSoft.Insight.Storage.ExternalData.DataReadersManager - Cannot  
Execute main reader.
```

Plans Running in Parallel Caused Error

If two data plans were run in parallel, the following error occurred intermittently. (326409)

```
ORA-00942: table or view does not exist
```

Nested Loops Occurred in Oracle

Records such as Changes in Field Properties and Queue of Fields were causing nested loops in Oracle databases. (327606)

Parent BatchGuid Incorrect After Batch Split

If a batch was created at a remote site and later split at the central site using the CMSplit module, the Parent BatchGuid value was reported incorrectly in the HistoryOfBatches table in the Data database. (342439)

Session Order Unclear in Messages Between Workflow Agent and Listener

In messages exchanged between the workflow agent and the event listener, Session End Time was not sufficient to indicate the session order for a batch. A parameter was added to the NumberedSession class to resolve the issue. (345521)

Event Sender Installation Added Wrong Version of Workflow Agent to Kofax Capture 10.1

If you performed a silent installation of the Kofax Analytics for Capture event sender, the wrong version of the workflow agent was added to Kofax Capture 10.1. (347062)

Known Issues

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

Potential Web Vulnerabilities Detected

Potential web vulnerabilities are detected when you run security 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.

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)

Incomplete Step Displayed During IIS Configuration

When you follow the instructions in “Configuring the Databases” in the Administrator's Guide to install a series of components, their status is listed on the screen. The IIS Configuration component may appear to be unsuccessful, even though no problem actually exists. (539704)

Bookmark Navigation Not Working

If you use the Bookmarks feature to create a shortcut to a particular view on your dashboard, the bookmark opens instead to the Operations - Overview view. (541680)

