

Kofax
VRS
ELITE
5.0.1

Release Notes



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Introduction

The release notes give you information about using Kofax VRS Elite 5.0.1. Please read this document carefully, as it contains information that is not available in other Kofax VRS Elite documentation.

Note Effective with this release, the number of a service pack corresponds to the third digit in the product version. For example, 5.0.1 is the first service pack for Kofax VRS Elite.

Changes in Behavior

This section describes changes to the product since the previous release.

Exception Handling Adjusted

The default action for Cover Open and Paper Jam exceptions has changed from Auto Resolve to Intervention. As a result, scanning does not resume after these exceptions until you manually restart the scan operation. This change does not apply to high-volume production scanners. (SPR00086138)

Known Problems

This section describes problems that you may encounter while using Kofax VRS Elite 5.0.1.

Multicore Processing Conflict with Kodak i600 TWAIN Scan Source

While Kofax VRS is used with a Kodak i600 TWAIN scan source on a Windows 64-bit operating system, corrupted images are sometimes produced if Multicore Processing is selected. (SPR00088868)

Workaround: On the Kofax VRS Administration Console, set Multicore Processing to “Off” while using the Kodak i600 TWAIN source. As another option, select an ISIS scan source for the Kodak i600 scanner.

Existing Client Software Not Removed Automatically During Installation

If you use the standard client deployment procedure to install Kofax VRS Elite 5.0.1 on a workstation where Kofax VRS client software already exists, you are prompted to remove the existing software before proceeding with the update. (SPR00088716)

Workaround: If you prefer to install Kofax VRS Elite 5.0.1 on a client workstation without removing existing software, use a command prompt window to start the installation, as explained in the following procedure.

► To update a client workstation without removing existing Kofax VRS software

- 1 Complete the Kofax VRS Elite 5.0.1 server installation according to the instructions in *Client/Server Installation* on page 12, and verify that the updated Deployment folder is accessible to the client workstation.

On the server, Deployment is a subfolder of Program Files\Kofax\Imgctls.

- 2 Copy Kofax VRS.msi from the Deployment folder to any location on your client workstation.
- 3 On the client workstation, open a Command Prompt window and navigate to the folder where you copied Kofax VRS.msi.
- 4 Run the following command to start the Kofax VRS Elite 5.0.1 client installer:

```
msiexec /i "Kofax VRS.msi" REINSTALLMODE=voums REINSTALL=ALL
```
- 5 On the installer screen, click Next and follow the instructions on the screen to complete the installation on the client workstation.
- 6 When you are notified that the installation is complete, click Finish.

Resolved Problems in Kofax VRS Elite 5.0.1

This section describes problems that are resolved when you install Kofax VRS Elite 5.0.1.

License Panel Unavailable After Upgrade to Kofax VRS Elite

After upgrading to Kofax VRS Elite on a computer where Kofax Capture 8/9 with Kofax VRS 4.x was installed, users could not access the License panel on the Kofax VRS Administration Console to activate the license. (SPR00086234)

Kofax VRS 4.x Basic License Upgrade Unavailable

Kofax VRS 4.x users with a Basic license were not able to upgrade to Kofax VRS Elite. (SPR00087249)

Kodak i600: Error After Out of Paper Exception

A "Command Failed" error occurred after an Out of Paper exception if you used a Kodak i600 to scan a batch in color at 300 dpi in duplex mode. (SPR00088191)

Conflict Between Halftone Pictures Setting and Automatic Color Detection

If the Halftone Pictures setting was selected, automatic color detection did not work on some production class scanners. (SPR00088314)

Conflict Between Auto Contrast Setting and Automatic Color Detection

If the Auto Contrast setting was selected, automatic color detection did not work on some production class scanners. As a result, bitonal images were mistakenly saved as color images. (SPR00086334)

Merge Sides and Auto Rotation Produced Intermittent Problems

When Merge Sides and Auto Rotation were both active, some images were not merged consistently. (SPR00086066)

Error After Import of PDF Containing Inline Image

If you imported a PDF containing an inline image, the following error occurred (SPR00072555):

```
Error 20007: Cannot recognize file format
```

Setting for 600 DPI Unavailable with Grayscale Scanning

The setting for 600 dpi was unavailable if you selected grayscale scanning on the Kofax VRS TWAIN interface. (SPR00087660)

Merge Sides Setting Unavailable

The Merge Sides setting was unavailable from the Kofax VRS ISIS Interface. (SPR00087923)

Multifeed Detection Failed to Work After Scan Profile Update

If you switched from a scan profile without Multifeed Detection to another scan profile with Multifeed Detection, the feature failed to go into effect. (SPR00088136)

Compression Error Occurred After PDF File Import

A compression error sometimes occurred after PDF files were imported. (SPR00088210, SPR00072093)

Multipage Color PDF Import Produced Black Image

A black image was sometimes produced if you imported a multipage color PDF file. (SPR00072091)

Unexpected Page Deletion

If you selected blank page deletion while patch code separation was active in a Kofax Capture installation, a non-blank page was sometimes deleted along with the blank pages. (SPR00071199)

PDF Compression Adversely Affected Image Contents

When PDF compression was selected in a Kofax Capture environment, the image quality was degraded for some PDF images. (SPR00071287)

Inaccurate Patch Code Detection

Patch T and Patch II codes were occasionally detected on images that did not actually include patch codes. (SPR00088342, SPR00088343)

Kofax VRS License Used Mistakenly in Kofax Capture Installation

When the Kofax Capture Recognition Server module was used to read bar codes, a Kofax VRS Workgroup license was invoked in error, even though the "Use enhanced engine if licensed" check box was not selected. (SPR00088390)

Kofax VRS License Mistakenly Invoked

If a non-Kofax VRS scan source was selected in a Kofax Capture installation, a Kofax VRS license was invoked in error. (SPR00088240)

Bar Code Quality Degraded

When a PDF document containing Code 3 of 9 bar codes was imported and converted to a TIFF image within a Kofax Capture installation, the quality of the bar codes was degraded. As a result, they could not be detected by the bar code recognition engine. (SPR00087415)

Endorser Counter Sequence Inconsistent

If the Endorser counter was set to increment one number at a time, the proper counter sequence was not always retained following a Cover Open or Paper Jam exception. (SPR00088126)

Endorser Start Number Skipped

If a paper jam occurred when the first page was scanned, the start number for the endorser counter was skipped when scanning resumed. For example, if the start number was set to 0, the actual start number was 1. (SPR00087090)

Counter Not Incrementing Correctly

The counter for endorsing and annotation was not incrementing correctly and some numbers were repeating. (SPR00087659)

Scan Application Failed After 255 Presets

If more than 255 presets were configured on the Kofax VRS ISIS interface, the scan application failed when the Scan Settings window was opened. (SPR00083371)

Wrong Annotation Counter Value

If annotation and imprinting were selected during duplex scanning, the correct counter value was not applied. The counter value was incremented for each side, instead of each sheet. (SPR00085464)

Error If SNMP Service Configured for Device Health

An error occurred if the SNMP service was configured to work with Device Health while UAC was turned on. (SPR00087699)

ICC Color Profile Data Not Saved

When the Kofax VRS Test Console was used to scan with a Kodak 9000 (or BELL+HOWELL 9000) scanner, the ICC color profile data was not saved to the TIFF, JPEG, or PDF file formats as expected. (SPR00085465)

Performance Degraded for Color Scanning

Performance levels for color scanning were degraded, compared to Kofax VRS 4.x levels. (SPR00085616)

Intermittent Failure While Processing Device Health Target Sheet

While processing the Device Health target sheet, the scan application sometimes failed in the following situations: (SPR00085950)

- You scanned only one page (the target sheet).
- You scanned a batch and the final page was the target sheet.

Failure After Scan Settings Window Used to Initiate Scanning

Some ISIS scan applications failed after scanning was initiated from the Scan Settings window on the driver interface. (SPR00086146)

Multicore Processing Affected Image Quality

While Multicore Processing was selected, image quality results were degraded under certain circumstances. (SPR00086422)

LZW Compression Conflict with Imported TIFF Image

If a TIFF image was imported while LZW compression was selected, only 10% of the image displayed as expected. The rest of the image was black. (SPR00086631)

Incorrect Endorser String Orientation and Top Offset

After reserving the scanner and scanning the first time, the following problems occurred:

- The endorser string orientation was always 90 degrees, even if you set the orientation to 0, 180, or 270 degrees. Upon scanning the second time, the correct endorser orientation setting was applied. (SPR00086760)
- The endorser top offset was not applied to scanned sheets until an exception such as Out of Paper occurred. Once scanning resumed after the exception was resolved, the proper top offset was applied to subsequent sheets. (SPR00086774)
- If a paper jam occurred when the first page was scanned, the start number for the endorser counter was skipped when scanning resumed. For example, if the start number was set to 0, the actual start number was 1. (SPR00087090)

Unable to Close Some Scan Applications After Out of Paper Exception

After an Out of Paper exception occurred, users were not able to close some ISIS scan applications after selecting Cancel on the Auto Resolve Manager window. (SPR00086779)

Background Smoothing - Intermittent Data Loss

Some intermittent data loss occurred with images that were scanned while Background Smoothing was active. (SPR00086788)

Uncompressed TIFF Images Inverted

Imported TIFF images were inverted after they were saved in PDF/Uncompressed or PNG format. (SPR00086868)

Some PDF Images Inverted

Some black and white PDF images became inverted after they were imported to the Kofax VRS Test Console. (SPR00087134)

Manual Crop Setting Not Applied

On the Image Quality tab, in the Manual Adjustments group, the Crop setting did not work if you applied it after the Straighten setting. (SPR00087050)

Auto Deskew Not Applied to Both Sides of Duplex Images

If you selected Auto Deskew based on the Content method while scanning in duplex mode, the setting was not applied to the back side of the images. (SPR00087054)

Auto Deskew Not Applied While Multicore Processing Was Active

If you selected Auto Deskew based on the Content method while Multicore Processing was selected, skewed images were not corrected. (SPR00087055)

Scanner Reservation Process Time-Consuming

The scanner reservation process was time-consuming, compared to the same process with Kofax VRS 4.x. (SPR00087056)

Unable to Update Annotation Setting

When the Kofax VRS ISIS Interface was used to select annotation for the back side, or for both sides, the setting did not stay in effect. Instead, the setting switched back to front side annotation. (SPR00087076)

Cached Images Not Cleared After Color Confidence Exception

Following a Color Confidence Out of Range exception, any associated cached images appeared in the viewer once a new batch was initiated. This occurred if the exception action was set to Return Error. (SPR00087077)

Hole Fill Not Effective with Small Documents

If small documents (such as business cards or index cards) were scanned with Hole Fill selected, holes were not detected or filled. (SPR00087265)

Patch Code Settings Overwritten

If the Kofax VRS ISIS Interface was used to access the Advanced Properties window to apply the Increment on Patch Code and Reset on Patch Code settings for the Kodak 9000 scanner, the settings were overwritten. (SPR00087137)

DisableAllAdmin Failed to Prevent Access to License Panel

When the DisableAllAdmin setting in the VRSAccess.xml file was used to prevent access to the Kofax VRS Administration Console panels, the License panel was still available. (SPR00087858)

Kofax VRS Elite Features Unavailable After Hardware Key Upgrade

When a hardware key was used in a Kofax Capture 9.x installation to upgrade a Kofax VRS OEM to Kofax VRS Elite, the Kofax VRS Elite features could not be accessed. (SPR00087851)

Installing Kofax VRS Elite 5.0.1

You can install Kofax VRS Elite 5.0.1 whether or not Kofax VRS 4.2/4.5/5.0 already exists on your computer. If you already have Kofax VRS 4.2/4.5, it is automatically removed during the Kofax VRS Elite 5.0.1 installation process. You can also install Kofax VRS Elite 5.0.1 on a computer where Kofax Capture 8.x/9.x already exists.

If you already have a Kofax VRS Elite license, it is detected and retained. Otherwise, you are prompted to activate the license during the installation process.

For additional installation information, see the *Kofax VRS Installation Guide* in the Documentation folder included with your product files or removable electronic media.

Standalone Installation

You can use Kofax VRS Elite 5.0.1 to perform a new standalone installation, or you can install it over your existing Kofax VRS 4.2/4.5/5.0 installation.

► To install Kofax VRS Elite 5.0.1

- 1 Close all other applications, including Kofax VRS 4.2/4.5/5.0.
- 2 If applicable to your version of Windows, turn off User Account Control (UAC) until the installation is complete.
- 3 Start the installer by running setup.exe from one of the following:
 - Folder containing the Kofax VRS Elite 5.0.1 product files that you downloaded from the Kofax Web site
 - Removable electronic media
- 4 If you have an existing Kofax VRS installation, click Yes when you are prompted to continue the upgrade.
- 5 On the installer screen, click Next to proceed with the installation, which may take a few minutes.
- 6 Select the check box to accept the license agreement, and then specify a location for installing Kofax VRS Elite.
- 7 Click Install to start the installation.

The Kofax VRS Administration Console - License panel appears.

- 8 Verify the existing license information. For a new license, click Help on the License panel, follow the online instructions for activating the license, and then click Next.

The Kofax VRS Administration Console - Scanner Configuration panel appears.

- 9 On the list, point to the name of the scanner you plan to use with Kofax VRS Elite 5.0.1 and click Next.
- 10 When you are notified that the installation is complete, click Finish.
- 11 If applicable, turn on UAC again.

Client/Server Installation

► To install the Kofax VRS server

- 1 Close all applications on the computer where you want to install the Kofax VRS server, and make sure that you are logged in as a user with Administrator rights.
- 2 If applicable to your version of Windows, turn off User Account Control (UAC) until the installation is complete.
- 3 Start the installer by running VRSServerInstall.bat from one of the following:
 - Folder containing the Kofax VRS product files
 - Removable electronic media
- 4 On the installer screen, click Next to proceed with setup.
- 5 Select the check box to accept the license agreement, and then specify a location for installing the Kofax VRS server.
- 6 Click Install to start the installation.

The Kofax License Utility - Activate window appears (unless you already have a Kofax VRS Elite license activated).

- 7 On the Activate window, select Software and then type the serial number and product code issued to you at the time of purchase.
- 8 Click Automatic to activate the license.

Note If you are unable to connect to the license server for activation, contact Kofax Sales for instructions. Sales personnel will send you an email message containing an activation code. Click Manual on the Activation window to paste the code into the text field, and then click Activate.

- 9 When you are notified that the installation is complete, click Finish.
- 10 Verify that the Deployment folder was automatically created during the server installation. Deployment is a subfolder of Program Files\Kofax\Imgctls.

The Deployment folder contains Kofax VRS.msi, which contains preconfigured information required to install Kofax VRS client software. Client workstations use Kofax VRS.msi to contact the centralized license and scan profile repository on the server computer.

- 11 Copy Kofax VRS.msi to the workstations where you plan to install the Kofax VRS Elite client software.
- 12 If applicable, turn on UAC again.

Client Workstation Deployment

After installing the Kofax VRS Elite server, use the procedure in this section to install Kofax VRS Elite on client workstations. As another option, use management software such as System Center Configuration Manager (SCCM) or Systems Management Server (SMS) to distribute Kofax VRS.msi and VRSAccess.xml to client workstations. For more information about VRSAccess.xml, see the *Kofax VRS Installation Guide*.

Important You must remove any existing Kofax VRS software from the client workstation before you install Kofax VRS Elite 5.0.1. If you prefer to perform the Kofax VRS Elite 5.0.1 client installation without removing the existing software, skip the procedure in this section and follow the instructions in *Existing Client Software Not Removed Automatically During Installation* on page 5.

- 1 Confirm that your scanner is installed and connected to the client workstation according to the manufacturer's instructions.
- 2 Verify that .NET Framework 3.5 is installed on the workstation.
- 3 Close all applications on the workstation and make sure you are logged in as a user with Administrator rights.
Some Domain Administrator accounts prevent you from accessing certain folders and/or registry entries on the local computer. Make sure that your Administrator account gives you the same level of folder and registry access as a Local Administrator account.
- 4 If applicable to your Windows version, turn off User Account Control (UAC) until the installation is complete.
- 5 Verify that the Kofax VRS.msi file created during the server installation was copied to the client workstation.
- 6 On the client workstation, run Kofax VRS.msi to start the installer.
- 7 On the installer screen, click Next to proceed with setup.
- 8 Select the check box to accept the license agreement, and then specify a location for installing the Kofax VRS Elite client.
- 9 Click Install to start the installation.
The Kofax VRS Administration Console - Scanner Configuration panel appears.
- 10 On the list, point to the name of the scanner you plan to use with Kofax VRS Elite 5.0.1 and click Next.
- 11 When you are notified that the installation is complete, click Finish.
- 12 If applicable, turn on UAC again.

Additional Resources

This section gives information about Kofax resources that are available to assist you in using Kofax VRS software.

Related Documentation

In addition to release notes, the Kofax VRS documentation set includes the following:

- *Kofax VRS Installation Guide*
- *Kofax VRS Help*
- *Kofax VRS Test Console Help*

The guide is available in PDF format from the installation media, and you can access the Help by pressing F1 from the user interface. Kofax VRS documentation is also available on the Kofax Support Web pages at www.kofax.com.

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 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 as applicable:

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