



Service Pack 1 Notes



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Introduction

This set of notes gives you information about using VirtualReScan (VRS) 4.5 Service Pack 1. Please read this document carefully, as it contains information that is not available in other VRS documentation.

New Features

This section gives a summary of each feature that is new to VRS 4.5 Service Pack 1.

Support for Windows 7

VRS 4.5 is now certified on computers running the Windows 7 operating system (32-bit or 64-bit). Check your scanner manufacturer's Web site to determine if the driver for your scanner is compatible with Windows 7, because support may vary from one manufacturer to another.

You can check for updated information about VRS operating system requirements on the Kofax Web site at www.kofax.com.

Resolved Problems

This section describes problems that are resolved when you install VRS 4.5 Service Pack 1.

TWAIN Source Unavailable After Upgrade

VRS 4.1 Service Pack 2 users who upgraded to VRS 4.5 reported that the Kofax TWAIN Source stopped working after they performed the upgrade. (SPR00049856)

The issue is now resolved.

Simplex Images Produced with Duplex Scanning Selected

When using VRS 4.5 to scan with Adobe Acrobat 9.0, users reported that simplex images were produced even though duplex scanning was selected. This occurred while the Kofax VRS TWAIN source was active. (SPR00053853)

The issue is now resolved.

Scan Profile Not Refreshed - Kodak i1840

With VRS 4.5, Kodak i1840 users reported that the page counter value for endorsing was not refreshed if they switched from one VRS scan profile to another with a different counter value. (SPR00051911)

The issue is now resolved.

Kofax VRS TWAIN Interface Unable to Save Profile After Upgrade

VRS 4.1 SP2 users who upgraded to VRS 4.2/4.5 were unable to save profiles on the Kofax VRS TWAIN interface. (SPR00050209)

The issue is now resolved.

Auto Brightness Caused Grayscale Image to Turn White

Some grayscale images were producing “washed out” results when the Auto Brightness feature was in effect. (SPR00053065, SPR00054001)

The issue is now resolved.

Low-Contrast Data Matrix Bar Codes Not Detected

When the Enhanced Bar Code engine was used with VRS, some low-contrast Data Matrix bar codes were not detected. (SPR00053562)

The issue is now resolved if you create or update KBarMode.ini to include the following:

```
[Barcode]
IniActive=1
DM_Low_Contrast=1
```

Save the file to this location:

Windows 7 or Vista: ProgramData\Kofax\Vrs

Windows XP: Documents and Settings\All Users\Application Data\Kofax\Vrs

Long Data Matrix Bar Codes Not Detected

When the Enhanced Bar Code engine was used with VRS, some long Data Matrix bar codes were not detected. (SPR00058509)

The issue is now resolved if you create or update KBarMode.ini to include the following:

```
[Barcode]
IniActive=1
DM_Rectangular=1
```

Save the file to this location:

Windows 7 or Vista: ProgramData\Kofax\Vrs

Windows XP: Documents and Settings\All Users\Application Data\Kofax\Vrs

Lengthy Bar Code Value Causes VRS Test Application (VCDemo) Failure

When using the Enhanced Bar Code engine with VRS, a failure occurred if you attempted to process a lengthy bar code value and open the Analysis window in VCDemo. (SPR00054467)

The issue is now resolved.

Border Applied to Blank Pages

A black border was applied to blank images if Blank Page Detection was selected without Blank Page Deletion. (SPR00048233)

The issue is now resolved.

Unexpected Cropping - BÖWE BELL + HOWELL Scanners

Some users with BÖWE BELL + HOWELL Scanners reported that a scanned image produced after a multifeed exception appeared to be cropped in the viewer, even though cropping features were not selected. (SPR00048515)

The issue is now resolved.

Improper Cropping - Fujitsu fi-5900 Scanners

Users who scanned with a Fujitsu fi-5900 in color mode with the paper size set to Maximum reported that images were not cropped properly after VRS 4.5 processing. (SPR00055562)

The issue is now resolved.

Imprinter / Endorser Settings Not Saved Correctly

Users who saved imprinter or endorser date strings on the VRS ISIS Interface noticed that the settings were not retained. Also, some users reported that endorser strings saved in VCDemo were not available from the Kofax VRS ISIS interface. (SPR00054162, SPR00057326)

These issues are now resolved.

Endorser Counter Not Reset

Some VRS 4.5 users reported that the endorser counter failed to reset if they canceled a batch after a paper jam, and then created a new batch. (SPR00057709)

The issue is now resolved.

Endorser String Conflict with Kofax VRS ISIS Interface

VRS 4.5 users who set an endorser string from the Advanced Properties window noted that some characters were removed from the same string when they opened it from the Kofax VRS ISIS interface. (SPR00049835)

The issue is now resolved.

Text Orientation Value for Imprinter and Annotation Not Accurate

Some VRS 4.5 users reported that the text orientation of the imprinter and annotation did not match the intended value. The annotation orientation was reset to 270 degrees after processing, even though another text orientation value was specified. (SPR00050159)

The issue is now resolved.

Endorser Error with BÖWE BELL + HOWELL Ngenuity Scanner

An error was reported by users who selected both front and back annotation from the Endorser window on the Kofax VRS TWAIN user interface. The error occurred after the annotation settings were selected. (SPR00057667)

The issue is now resolved.

Color Mode Selection Not Applied

Color mode changes applied in response to a Brightness / Contrast Out of Range warning were not applied to the exception image. In this situation, the following error appeared if the user clicked OK to close the VRS Interactive Viewer (SPR00049298):

```
Error 20198 - Invalid Pointer Detected
```

The issue is now resolved.

Error After Switching Scanners - TWAIN Application

When using VRS with a TWAIN scanning application, an error occurred after switching from one scanner to another. The error included the string "KER_NOTCAPABLE." (SPR00052391)

The issue is now resolved.

Fujitsu fi-6770a Flatbed - Unable to Scan Sheets Longer Than 17 Inches

When using VRS with a Fujitsu fi-6770a scanner to scan sheets longer than 17 inches in flatbed mode, users noted that some content was not included in the output image. (SPR00057611)

The issue is now resolved.

Fujitsu fi-6770a - Front Image Inverted

While using VRS 4.5 with a Fujitsu fi-6770a scanner, users who selected Automatic Color Detection and Blank Page Detection noted a problem if the front side image was bitonal and the back side image was color. In this situation, the front side image was inverted. (SPR00049448)

The issue is now resolved.

Fujitsu CGA Scanner - Gamma Setting Not Applied

When using a Fujitsu CGA scanner to scan in Color mode, users reported that changes to the Gamma value were not applied to the image in the VRS Interactive Viewer. (SPR00049516)

The issue is now resolved.

Fujitsu Scanners - Multiple Images Display After Default Profile Restored

While using VRS 4.5 with a Fujitsu scanner, some users reported that multiple copies of the same image displayed in the VRS Interactive Viewer after they made changes and then restored the Default Settings profile. (SPR00049609)

The issue is now resolved.

Fujitsu Scanners - Black Images Display After Default Profile Applied

While using VRS 4.5 with a Fujitsu scanner to scan in color mode, some users reported that black images displayed in the VRS Interactive Viewer after they applied the Default Settings profile. (SPR00049610, SPR00055000)

The issue is now resolved.

Fujitsu Scanners - Picking Rectangle Values Not Saved

While using VRS 4.5 with a Fujitsu scanner, some users reported that Picking Rectangle values on the Kofax VRS TWAIN interface were not retained if they updated other settings on the same interface. (SPR00049719)

The issue is now resolved.

Fujitsu Scan Source Unavailable in Kofax Express After Upgrade to VRS 4.5

Users who installed VRS 4.5 for Fujitsu CGA Scanners and Kofax Express 1.1 on the same computer reported that their Fujitsu fi-6770 scan source was no longer available in Kofax Express. (SPR00051614)

The issue is now resolved.

Automatic Color Detection Error

Users who set the VRS operating mode to First Page or Every Page reported that an error occurred if they attempted to select Automatic Color Detection. (SPR00049318)

The issue is now resolved.

Automatic Color Detection Conflicts - Kofax VRS ISIS Interface

Users who selected Automatic Color Detection from the Kofax VRS ISIS interface reported either a Compressed Data Error or images that appeared all-black. This occurred if they scanned with a low color sensitivity value for Automatic Color Detection. (SPR00056657)

The issue is now resolved.

Error After Importing Large JPEG Images

An error was produced when some large JPEG images were imported, resulting in this message (SPR00057585):

```
Error 20027 - Not Capable
```

The issue is now resolved.

Error After Importing LZW TIFF Files

Some users reported an error after attempting to import LZW TIFF images (SPR00057584):

```
Error 20010 - Compressed Data Error
```

The issue is now resolved.

Kodak i600 - Failure After Reserving Scanner

Some VRS 4.5 users reported that their scanning application failed after they attempted to reserve a Kodak i600 scan source on computers running Windows XP Service Pack 3. (SPR00057725)

The issue is now resolved.

Windows 7 Issues

This section lists resolved problems related to using VRS 4.5 on a Windows 7 computer.

Adobe Acrobat Professional Failed with Kofax Software VRS - TWAIN Source

Adobe Acrobat Professional failed if you attempted to use the Kofax Software VRS - TWAIN source to scan. (SPR00051676)

The issue is now resolved.

Unexpected Failures

The VRS Test Application failed in a Windows 7 environment if you did the following:

- Opened or closed the TWAIN or ISIS dialog box related to advanced driver settings. (SPR00051792, SPR00051870)
- Used a TWAIN scan source with some scanners. (SPR00051739)

Also, when used with ISIS scan applications, VRS failed with some TWAIN scanners. (SPR00051740)

These issues are now resolved.

Panel Mode Unavailable on Kofax VRS TWAIN Interface

The Panel setting for controlling scan options from the scanner front panel was not available from the Feeder field on the Kofax VRS TWAIN interface. (SPR00047922)

The issue is now resolved.

Conflicts with JTWAIN Applications

The following problems occurred if you used VRS with a JTWAIN application: (SPR00054983)

- Error message mentioned inability to acquire images
- Images were corrupt or skewed

The issue is now resolved.

Kodak i600 - Failure to Reserve Scanner

Some VRS 4.5 users reported a "Cannot reserve scanner" error while attempting to select a source for the Kodak i600 scanner. (SPR00057723)

The issue is now resolved.

Kodak i1120 - Scanner Reservation Error

VRS 4.5 users reported the following error after attempting to reserve a TWAIN scan source for the Kodak i1120 scanner on computers running Windows 7 in a 64-bit environment (SPR00057948):

TWAIN DSM was not found.

The issue is now resolved.

Kodak i1120 - Invalid Paper Size Error

VRS 4.5 users with Kodak i1120 scanners reported the following error after they attempt to scan with the paper size set to Letter on the Kofax VRS TWAIN interface (SPR00057721):

Error 20053 - Invalid paper size

The issue is now resolved.

Kodak i1120 - Letter Paper Size Unavailable

VRS 4.5 users with Kodak i1120 scanners reported that the paper size setting for "Letter" was unavailable on the Kofax VRS TWAIN interface. (SPR00057726)

The issue is now resolved.

Kofax Capture / Ascent Capture Issues

This section lists resolved problems related to using VRS 4.5 on a computer where Kofax Capture 8.0 or Ascent Capture 7.5 is installed.

Kofax Capture 8.0 - Endorser Font Problem with Fujitsu fi-5900C

Kofax Capture 8.0 users who installed VRS 4.5 for use with the Fujitsu fi-5900C scanner reported an error related to the font orientation for the endorser string. (SPR00049354)

The issue is now resolved.

Kofax Capture 8.0 - Error After Importing PDF Files

Some Kofax Capture 8.0 users reported an error after they attempted to open PDF files that were imported to VCDemo (SPR00057522):

"Error 20007 - Cannot recognize file format"

The issue is now resolved.

Kofax Capture 8.0 - FPS Color Error

Some Kofax Capture 8.0 users reported the following error after they installed VRS 4.5 and attempted to process a batch (SPR00049452):

FPS Color: An unspecified error occurred. The image could be an unsupported format.

The issue is now resolved.

Kofax Capture 8.0 - Scan Profile Links Lost After Upgrade to VRS 4.5

After upgrading to VRS 4.5, Kofax Capture 8.0 users reported that their VRS scan profiles would no longer load automatically. (SPR00050132)

The issue is now resolved.

Kofax Capture 9.0 / 8.0 - Buffer Overrun Error

A Buffer Overrun error was reported by some Kofax Capture 9.0 users who attempted to load scanner profiles automatically. After the error message appeared, Kofax Capture closed unexpectedly. (SPR00055492)

Kofax Capture 8.0 users who upgraded to VRS 4.5 also reported the same error.

The issue is now resolved.

Ascent Capture 7.5 Text Release Failure

If you installed VRS 4.5 on a computer where Ascent Capture 7.5 already existed, the Ascent Capture Text Release process failed. (SPR00053502, SPR00049452)

The issue is now resolved.

Ascent Capture 7.5 XML Auto Import Failed with VRS 4.5

If you installed VRS 4.5 on a computer where Ascent Capture 7.5 Service Pack 7 already existed, the XML Auto Import process failed. (SPR00054890)

The issue is now resolved.

Installing VRS 4.5 Service Pack 1

You must have VRS 4.5 installed before you add VRS 4.5 Service Pack 1.

► To install the service pack

- 1** Close all other applications, including VRS 4.5.
- 2** Download VRS 4.5 Service Pack 1 from the Kofax Web site.
The update is a self-extracting executable file (VRS45SP1Setup.exe).
- 3** Double-click the executable file to start the installer.
- 4** When the Welcome page appears, click Next and follow the instructions on the screen.
- 5** Click Finish when you are notified that the installation is complete.

Removing the Service Pack

When you remove VRS 4.5, the service pack is automatically removed. You cannot remove the service pack without removing the base VRS 4.5 installation.

Additional Resources

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

Related Documentation

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

- *VRS Installation Guide*
- *VRS User's Guide*
- VRS Help

The guides are available in PDF format from the installation media, and you can access the Help by pressing F1 from the VRS user interface. The *VRS User's Guide* is available from the VRS Help menu.

The guides and the Help are also available from the Kofax Web site at www.kofax.com when you select Online Documentation on the Support pages.

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
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