

Kofax VRS

Release Notes



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This document applies to Version 5.0.

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Introduction

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

New Features

This section gives a summary of each feature that is new to Kofax VRS. For more information about new features, see the Kofax VRS Help.

Support for Client/Server Environment

You can use Kofax VRS in either a standalone or client/server environment. A client/server configuration is appropriate if you plan to perform scanning and image processing on multiple workstations, which may be distributed across several locations. In this environment, the Kofax VRS Administration Console on the server computer is typically used for centralized tasks related to scan profile management, and the client workstations are used for scanning and image processing tasks.

Use the Kofax License Utility on the Kofax VRS server computer to manage Kofax VRS licenses for your scan stations. Centralized licensing makes the administration of your scanning environment easier, provides administrative control over the distribution and activation of Kofax VRS licenses, and reduces deployment costs.

Using Microsoft MSI technology, you can manage, distribute, and install Kofax VRS software from a central server with standard tools. You can easily deploy product updates to ensure that your Kofax VRS software is always current.

Kofax VRS Administration Console

The Administration Console gives Kofax VRS administrators a central interface for managing general preferences, exception handling, license activation, scanner configuration, scanner components, and more. In a distributed environment, the Administration Console is used to distribute shared scan profiles and Auto Profile training data to multiple workstations.

Note You can deploy an XML file to manage access to the Kofax VRS Administration Console based on user-specific permissions. For more information, see the *Kofax VRS Installation Guide*.

Use the Administration Console to manage the following new features.

Auto Profile - Central Profile Management

Achieve optimal image quality with minimal processing time by creating and automatically applying scan profiles to documents that you “train” Kofax VRS to recognize. With Auto Profile, you can significantly reduce batch preparation time and eliminate the time-consuming process of applying scan profiles manually. The scan profiles and trained documents are managed centrally so they are available to every scan station in a distributed Kofax VRS installation.

Device Health

Monitor the scanner to determine if any mechanical components require service or replacement. Kofax VRS proactively alerts administrators when it detects issues with the scanner lamps, feeder,

roller mechanism, or other conditions that affect image quality, system throughput, or effectiveness. Based on Device Health notifications, an administrator can correct problems before they become serious or costly.

In a Kofax VRS client/server installation, you can integrate the Kofax VRS SNMP extension agent with Kofax Monitor or an industry-standard management console to collect scanner health data from multiple client scan stations. For more information about deploying the Kofax VRS SNMP extension agent, see the Kofax Web site at www.kofax.com.

Multicore Processing

Perform image processing on a computer with multiple CPU cores, if a production license is applied. Multicore processing can potentially improve overall performance, depending on factors such as computer hardware, the scanner, Kofax VRS Interactive Viewer settings, and scan application settings.

Language Switching

Set the language in which the Kofax VRS user interface and Help are displayed. By default, the display language is set to match the language of your Windows operating system. You can select Brazilian Portuguese, Czech, English, French, German, Italian, Korean, Russian, Simplified Chinese, Spanish, or Traditional Chinese.

New Image Processing Features

Several new image processing features are available on the Kofax VRS Interactive Viewer.

Halftone Pictures

Apply intelligent processing to photographs that appear on black and white images.

Edge Fill

Correct areas with folded, dog-eared corners or torn edges by filling them with the same background as the surrounding area.

Merge Sides

Combine front and back sides to produce a single image. This feature is useful if you are scanning small documents such as business cards or health insurance cards.

Deskew by Page or Content

Automatically straighten an image based on an evaluation of the page edges, or the page content.

Manual Adjustment

Apply manual post-scan adjustments such as Straighten and Manual Crop. Use Straighten to manually deskew an image after it is scanned. Use Manual Crop to crop an image to the size of a rectangle that you draw.

Docking Panel

View and access multiple image quality settings at the same time. You can place frequently used settings on the docking panel for easy access.

Kofax VRS Test Console

The Kofax VRS Test Console is a new sample scanning application included in every Kofax VRS installation. Use Kofax VRS Test Console to test or demonstrate the benefits of Kofax VRS image processing technology by scanning up to 100 pages at a time. Kofax VRS Test Console is available from your Kofax VRS program folder. Online Help is available from the Kofax VRS Test Console user interface.

Changes in Behavior

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

Product Name Update

The product has been renamed to *Kofax VRS*. In earlier versions, the product name was VirtualReScan (VRS).

License Name Update

The Kofax VRS Professional license has been renamed to *Kofax VRS Elite*.

Fluent User Interface

Kofax VRS has been converted to the Fluent User Interface to support an improved user experience and ease of use.

Advanced Clarity Renamed to Auto Contrast

Auto Contrast offers the capabilities that were available for processing challenging black and white documents in earlier Kofax VRS versions with the Advanced Clarity feature. Auto Contrast now includes Intelligent Cleanup to apply automatic correction of excessive noise on the image, or to remove the image background (such as the security background on a bank check).

Installation Notes

ASPI Drivers Installed Separately

When using Kofax VRS on a computer with a SCSI scanner controller, you must install ASPI drivers. (SPR00084719)

► To install ASPI drivers

- 1 Install Kofax VRS according to the instructions in the *Kofax VRS Installation Guide*.
- 2 On the installation media, navigate to the following location:
Media\Additional Programs\Adrenaline Driver\9x_Me_2k

- 3 Run setup.exe.
- 4 Navigate to the following location:
Media\Additional Programs\ASPI Driver
- 5 Do one of the following:
 - Windows XP: Run InstASPI.exe.
 - Windows 7/Vista: In the Vista subfolder, run ScannerSupport.exe.
- 6 Restart your computer.

Running Installer with UAC Turned On

The *Kofax VRS Installation Guide* recommends that you turn off User Account Control (UAC) until the product installation is complete. As another option, you can use the following procedure to perform the installation from a command prompt window while UAC is turned on.

► To install Kofax VRS with UAC turned on

- 1 Do the following to run a command prompt window with administrative privileges:
 - a On the Start menu, point to All Programs, Accessories, and right-click Command Prompt.
 - b Select Run as Administrator.
- 2 Navigate to the folder that contains the installation program (setup.exe, VRSServerInstall.bat, or Kofax VRS.msi).
- 3 Run the installation program and follow the instructions on the screen.
- 4 Click Finish when the installation is complete.

Inactive License Affects Installation and Scanning on Client Workstation

If you attempt to install Kofax VRS on a client workstation before the server license is activated, the installation process takes longer than it would otherwise. In this situation, you can complete the client installation successfully, but delays occur while the installer attempts to retrieve license information from the server. (SPR00083965)

The inactive license also causes delays if you attempt to scan from the client workstation. (SPR00084782)

To prevent delays, do the following before you install Kofax VRS or scan on a client workstation:

- Ensure that the Kofax VRS server license is activated on the server computer.
- Using the Kofax License Utility on the server, verify that any network connections are properly configured.

Email Verification Optional

You can bypass the email verification prompt that appears during the Kofax VRS installation process. Your license will be activated successfully without the email verification.

Installing Kofax VRS Alongside Other Kofax Products

You can install the new version of Kofax VRS and Kofax Capture 9.0/8.x on the same computer. When you install version 5.0, the older Kofax VRS version included with Kofax Capture is upgraded.

Note Be sure to complete processing for all Kofax Capture batches before you install the new Kofax VRS version.

You can also install version 5.0 of Kofax VRS on a computer where Kofax Express 2.x or Kofax Desktop 2.x already exists. However, you cannot use one scanner with multiple Kofax products at the same time. For example, while your scanner is in use with Kofax VRS, you cannot use the scanner with another Kofax product until you close Kofax VRS.

Known Problems

This section gives you information about issues that you may encounter while using Kofax VRS. Workarounds are provided, as applicable.

Converting Standalone Installation to Client Workstation

You cannot convert a Kofax VRS 4.x standalone installation to a client workstation by installing the Kofax VRS.msi on top of the existing software. Instead, use the following procedure. (SPR00084427)

► To convert a standalone installation to a client workstation

- 1 Navigate to the Kofax VRS 4.x program folder and select the option for deactivating the license.
- 2 Copy Kofax VRS.msi (created during the Kofax VRS server installation) to the computer where the Kofax VRS standalone installation exists.
- 3 Open a command prompt window.
- 4 Change to the folder containing Kofax VRS.msi.
- 5 Type the following command to install the client software:

```
msiexec.exe /i "Kofax VRS.msi" REINSTALLMODE="voums"
```
- 6 Click OK when you are prompted to confirm the removal of Kofax VRS 4.x.
- 7 Follow the instructions on the screen to complete the removal of Kofax VRS 4.x and installation of the Kofax VRS client software.

Image Processing Adjustments Applied Unexpectedly

Even though Kofax VRS Processing is not selected on the Home tab of the Kofax VRS Test Console, some Kofax VRS image quality adjustments are applied. (SPR00084955)

Workaround: Test or demonstrate image quality results without Kofax VRS by manually turning off image quality settings on the Kofax VRS Interactive Viewer (in addition to turning off Kofax VRS Processing on the Test Console). As another option, create a scan profile that consists of the inactive image quality settings.

Merge Sides and Color Detection

If you scan a page while Merge Sides and Color Detection are both selected, an error occurs if one page side is detected as color and the other is not. (SPR00073849)

Merge Sides Feature Affects Active Operating Mode

The following operating modes are suppressed if you select the Merge Sides feature:

- Adjust Quality on First Page
- Adjust Quality on Every Page
- Adjust Quality on Warnings

If you select Merge Sides while these modes are active, the Kofax VRS Interactive Viewer does not appear while you are scanning. When you turn off Merge Sides, the standard operating mode behavior is restored. (SPR00073726)

Blank Pages Produce Auto Profile Confidence Too Low Warning

If blank pages are included during the Auto Profile scan process, a warning could be produced if the setting for Auto Profile Confidence Too Low is not set to "Ignore Error." (SPR00073469)

Workaround: Avoid the warning by using the default setting for Auto Profile Confidence Too Low, which is "Ignore Error."

Setting the User Interface for Russian or Asian Languages

Unexpected characters may appear in the Kofax VRS user interface if you use the Kofax VRS Administration Console to change the display language to/from Russian or the Asian languages. (SPR00085652)

Workaround: In addition to selecting the Kofax VRS display language on the Kofax VRS Administration Console, use Control Panel to update the Regional and Language settings for the following:

- Format setting for numbers, currencies, date, and time
- Language setting for non-Unicode programs

Scan Application May Fail While Processing Device Health Target Sheet

While scanning the Device Health target sheet, the scan application may fail in the following situations: (SPR00085950)

- You scan only one page (the target sheet)
- You scan a batch and the final page is the target sheet

Workaround: Ensure that batch scanning is selected and insert the target sheet within the batch.

Edit KofaxReg.xml to Support Multicore and EBC Processing

If your Kofax VRS license supports the Multicore or Enhanced Bar Code (EBC) features, they are not available if you are using a low throughput scanner. In this situation, you can gain access to the features by editing the KofaxReg.xml file as described in the following procedure. (SPR00084998, SPR00085009)

► To edit KofaxReg.xml

- 1 Use a path similar to the following to locate the file:
Documents and Settings\All Users\Application Data\Kofax\Vrs\KofaxReg.xml
- 2 Open KofaxReg.xml with an editor and locate the following line:
<ELEVATELICENSE Value="None" />
- 3 Change "None" to "Workgroup" or "Production," similar to the following:
<ELEVATELICENSE Value="Production" />
- 4 Save the file.

Keyboard Shortcuts

The table lists keyboard shortcuts that were updated after the online Help was finalized.

Table 1. Updated Keyboard Shortcuts

| Shortcut | Focus | Description |
|------------------------------|--------------------------------|------------------------------------------------|
| Kofax VRS Interactive Viewer | | |
| CTRL+PAGE UP | Single page view | Top of image |
| UP ARROW | Single page view | Scroll toward top of image |
| DOWN ARROW | Single page view | Scroll toward bottom of image |
| CTRL+PAGE DOWN | Single page view | Bottom of image |
| HOME | Single page view | Left side of image |
| LEFT ARROW | Single page view | Scroll horizontally toward left side of image |
| RIGHT ARROW | Single page view | Scroll horizontally toward right side of image |
| END | Single page view | Right side of image |
| Kofax VRS Test Console | | |
| CTRL+HOME | Single page/ Thumbnail view | Move to first image |
| PAGE UP | Single page view | Move to previous image |
| PAGE DOWN | Single page view | Move to next image |
| CTRL+END | Single page/ Thumbnail view | Move to last image |
| UP ARROW/ PAGE UP | Thumbnail view | Scroll toward top of batch |
| DOWN ARROW/ PAGE DOWN | Thumbnail view | Scroll toward bottom of batch |

Online Help Access

The Kofax VRS and Test Console Help are intended for viewing in Internet Explorer. If you are prompted each time you open Help in Internet Explorer to allow blocked content, discontinue the prompt by adjusting the security preferences. Use the Advanced settings on the Internet Explorer Options window to select “Allow active content to run in files on My Computer.”

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