

Kofax Monitor

6.0

Release Notes



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Introduction

Please read the instructions below in their entirety before installing or upgrading Kofax Monitor software.

End User License Agreement

The Kofax End User License Agreement (EULA) contains the terms and conditions for using this software. If you do not accept the EULA, do not install the software, or if installed, uninstall the software and destroy all copies. Usage of the software implies acceptance of the terms and conditions of the EULA.

System Requirements

This section contains various system requirements for Kofax Monitor.

Recommended Updates for all Kofax Monitor Servers

KB 981575 - Encryption memory leak, a memory leak occurs in a .NET Framework 2.0-based application that uses the AesCryptoServiceProvider class.

<http://support.microsoft.com/kb/981575>

If using Windows Management Instrumentation (WMI) Wizard or tests:

KB 981314 - The "Win32_Service" WMI class leaks memory in Windows Server 2008 R2 and in Windows 7.

<http://support.microsoft.com/kb/981314>

KB 981314 - A memory leak issue occurs in the Windows Management Instrumentation service on a computer that is running Windows Server 2008 R2 or Windows 7.

<http://support.microsoft.com/kb/977357>

Kofax Monitor User Console Browser Configuration Requirements:

1024 x 768 minimum resolution

US English for browser locale

Ascent Capture Enterprise 7.5 SP7 Requirements

Install the following station license patch when using the Capture License component in a Kofax Monitor: "AC 7.5 SP7 English Station License Retrieval API patch"

This patch is available from: http://www.kofax.com/support/ascent/capture/7/7.5_downloads.asp#Patches.

Kofax Communications Server 9.0 Requirements

Install the following patch when using the KCS wizard within a Kofax Monitor: "KCS Monitoring Patch".

This patch is available in the Kofax Communication Server 9.0 download package.

Kofax Monitor 6.0 Certifications

Release Kofax Monitor 6.0 is certified with Ascent Capture Enterprise 7.5 SP7 and above or Kofax Capture Enterprise 8.0 SP1 and above or Kofax Enterprise 9.0 SP1 R2 and above.

Kofax Monitor 6.0 is certified with Kofax Transformation Modules 4.0 SP2 or 4.5 SP1 or 5.0

Kofax Monitor 6.0 is certified with Kofax Communications Server 9.0

Kofax Monitor 6.0 is certified with Kofax VRS Elite

Kofax Monitor 6.0 has been certified with Microsoft security fixes for Kofax Monitor supported Windows Operating Systems as of 9/1/2010.

New Features

This section gives a summary of the major new features in Kofax Monitor 6.0.

General Updates

- Increased number of severity levels (6) and status indicators all with customizable foreground, background and text colors.
- Silent installation based on InstallShield configuration files to allow for automatic package installation, repair and removal of Kofax Monitor.
- Updated Database Schema architected to take advantage of technology advances and provide improved overall database performance.
- Migration utility to provide automatic database schema upgrades.

Security Enhancements

- Support for Federal Information Processing Standards (FIPS) Security with a FIPS compliant AES symmetric algorithm with a SHA1 256-bit key.
- Users are now send alerts over as SSL/TLS connection for SMTP, POP, and IMAP connections for monitoring notifications.

User Interface Enhancements

- The Kofax Monitor User Console has been enhanced to provide users with a Desktop Web user-interface update using advanced Microsoft Silverlight technology.
- An updated Mobile Web UI to support the form factors of various mobile clients, including iPhone, iPad, Blackberry, Droid and others.
- The Kofax Monitor Business Management Dashboard now includes geographical map support for Canada and Europe along with an enhanced Tree View to support logical grouping of thousands of monitors.

Scorecard Metrics

The scorecard metric capabilities expands Kofax Monitor's agentless application monitoring into measurement of ECM operational key performance indicators (kpi's) and includes the ability to

track processing exception thresholds exposing high risk areas such as service delivery attainment, operational efficiency, and compliance issues.

Kofax Monitor provides baseline metrics for these Kofax products:

- Kofax Capture
- Kofax Communication Server
- Kofax Transformation Modules
- Kofax VirtualReScan

Kofax Monitor's scorecard metric capability allows companies to quickly define metric definitions that include numerous threshold types:

- Maximum or Minimum
- Numeric Range
- Percentage Change
- Average
- Number of Occurrences
- Last N Times
- Visual Basic (VB).NET expressions

Monitor Templates

A new Monitor Template feature provides Kofax Monitor administrators the ability to rapidly create and configure new monitors from existing monitors for maximum reusability.

The template feature allows a Kofax Monitor administrator to select an existing monitor as a template and then simply edit the Monitor Name, Description, Resource Names, Test Description and Test Parameters to enable a new monitor.

Resource Templates

Similar to Monitor Templates, Resource Templates allow Administrators to create and configure Resources and associated Tests from existing Resources.

Administrators can use an existing Resource and simply edit Resource Name, Test Description and Test Parameters and create new resources within a monitor.

Wizard Enhancements

New Kofax Monitor wizards are now available for these Kofax products:

- Kofax Communication Server
- Kofax VirtualReScan

These existing Kofax wizards have been enhanced with scorecard metrics and additional batch filtering capabilities:

- Kofax Capture
- Kofax Transformation Modules

Credentials Manager

The Credentials Manager allows administrators to securely store and manage a list of system-wide credentials that allow access to business-critical applications. For most monitors, access credentials are required and this feature allows Kofax Monitor administrators the ability to rapidly develop, configure and deploy monitors without having to include access credentials for each specific monitor.

Based on a store once, use multiple times method, Kofax Monitor uses an AES-based 256-bit encryption algorithm to provide secure storage of the credentials.

Groups Manager

This new feature provides the creation and maintenance of Kofax Monitor Groups from within the Kofax Admin Console. This provides a central location to perform group definition and modification.

Permissions Manager

The Permissions Manager provides a comprehensive way to assign and manage Windows permissions to Kofax Monitor monitors and groups.

Known Problems

This section gives information about issues that you may encounter while using Kofax Monitor 6.0. Workarounds are provided, as applicable.

Error Sending SMTP Email to Microsoft Exchange Server

When attempting to send email to a Microsoft Exchange Server, the Kofax Monitor OnCall log contains the error: "Command not implemented. The server response was: Command not Supported."

This problem occurs because the remote SMTP server does not support the SMTP extended Hello (EHLO) command.

The exception occurs when the remote SMTP server returns the 502 reply code and the System.Net.Mail.SmtpClient class expects the 500 reply code. This is a known error with .NET 2.0 System.Net.Mail.SmtpClient class.

A hotfix is available from Microsoft. Review the following knowledge base article: <http://support.microsoft.com/kb/913616>.

E-mail notification not working after installing Exchange 2000 SP 3:

As Kofax Monitor uses Simple Mail Transfer Protocol (SMTP) mail by using a Collaboration Data Objects for Windows (CDOSYS) application, If Exchange 2000 Server Service Pack 3 (SP3) is installed, you receive the following error message: CDO.Message.1 (0x80040220) The "SendUsing" configuration value is invalid.

NoteSystem.Web.Mail is a managed wrapper to CDOSYS that allows Kofax Monitor to create and send messages by using the CDOSYS message component.

Please review MS KnowledgeBase article <http://support.microsoft.com/default.aspx?kbid=816789> workaround section. The virtual directory to check for the anonymous account name is the x:\Program Files\ReveilleSoftware\Reveille\Web\Reveille directory.

HTTP 401.1 Error - Unauthorized: Access is Denied Due to Invalid Credentials

If you receive this error when accessing the Kofax Monitor user console from a non Kofax Monitor Server when running IIS 6.0 or 7.0, apply the workaround section fix in KB article 871179.

See Microsoft KB article 871179 for instructions on applying the workaround: <http://support.microsoft.com/kb/871179>.

Unhandled Error in Silverlight Application, Code: 4004 or HTTP 404.3 Errors on a Windows 2008 or 2003 server

This error indicates .Net Windows Communication Framework (WCF) was not installed correctly.

Verify you have .Net 3.0 Framework installed using Windows Control Panel. You can install WCF services manually by running "ServiceModelReg.exe -i", which is found at %Windows%\Microsoft.Net\Framework\v3.0\Windows Communication Foundation\.

When the WCF service is installed correctly, the following Silverlight wsdl should display in the browser: <http://<Kofax Monitor server name>/Reveille/clientservices/silverlight.svc?wsdl>.

Unhandled Error in Silverlight Application, Code: 4004, Category: ManagedRuntimeError

Configure Web.Config to support the NTLM protocol for WCF authentication. This is required for proper function of Kofax Monitor Silverlight components.

In x:<Kofax Monitor install directory>\Reveille\Web\Reveille directory, edit the web.config file.

Set the <system.serviceModel> section set the clientCredentialType to use 'Ntlm' instead of "Windows authentication".

```
<bindings>
  <basicHttpBinding>
    <binding name="winAuthBasicHttpBinding">
      <security mode="TransportCredentialOnly">
        <transport clientCredentialType="Ntlm">
          </transport>
        </security>
      </binding>
    </basicHttpBinding>
  </bindings>
```

After making these changes, cycle IIS.

Error code 2104 - Silverlight initialize Error

Indicates the appropriate Silverlight MIME Types are not defined to IIS.

- 1 Add these MIME types using IIS manager for the computer:
 - .xap application/x-silverlight-app

- .xaml application/xaml+xml
 - .xbap application/x-ms-xbap
 - a** Start Program >Administrative Tools>IIS Manager
 - b** Select Computer, right click, select properties, click MIME types
 - c** Enter the above new MIME types
- 2** Save the new configuration:
- a** In IIS Manager, Select Computer, right click, select All Tasks
 - b** Save configuration to disk

2008 Server Event Log access errors

When using WMI or event log tests with Windows 2008 Servers, add a windows account with local administrator rights to the Event Log Readers Group.

Using WMI scripts with a Windows XP OS

For WinXP, the ForceGuest setting is enabled by default when in workgroup mode (not domain) and gives access problems for WMI connections and shares access, other DCOM services and RPC services as well.

Note that for WinXP Home you cannot disable the ForceGuest behavior (only in WinXP Pro).

On a computer running WinXP Pro, try this:

You can change this registry value without using regedit.exe through these steps:

- 1** Open the Local Security Policy console in the Administrative Tools folder.
- 2** Browse down to: Security Settings\Local Policies\Security Options.
- 3** Double-click on the Network Access: Sharing And Security Model For Local Accounts.
- 4** Change the settings from Guest Only to Classic. This feature is, by default, set to Classic when Windows XP Professional is joined to a domain.

On Windows XP, the ForceGuest registry value is set to 1 by default in the following registry key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa
```

On a Windows XP computer that is a member of a workgroup:

- If ForceGuest is enabled (set to 1), SSPI will always try to log on using the Guest account.
- If the Guest account is enabled, an SSPI logon will succeed as Guest for any user credentials.
- If the Guest account is disabled, an SSPI logon will fail even for valid credentials.
- If ForceGuest is disabled (set to 0), SSPI will log on as the specified user.

Please review MS KnowledgeBase article <http://support.microsoft.com/default.aspx?scid=kb;en-us;290403>.

Oracle ODBC Driver Setup and Configuration

- 1** Confirm that the Oracle ODBC drivers have the correct security permissions by explicitly setting read/execute level authority for 'authenticated users' to the Oracle Home folder and also propagate to child objects by checking "Allow inheritable permissions.....".

Choose the 'advanced setting' from the security tab from the Oracle Home folder directory (for example, "x:\oracle\product\10.2.0\client_1") properties to complete this.

- 2 When configuring the Oracle ODBC DSN, check that the Oracle ODBC connection option "Force SQL_WCHAR Support" is selected on the workarounds tab (if tab is shown).

Winapp Service Account Permission

The required permission for the WinApp service account to use RunProgramAsUser from a non-system account without "Interact with Desktop" must include: "Replace a process level token" security permission.

This security setting determines which user accounts can call the CreateProcessAsUser() application programming interface (API) so that one service can start another. An example of a process that uses this user right is Task Scheduler.

Default local accounts with this security:

- Network Service
- Local System

Launching Internet Explorer (IE) 8.0 from Winapp

Internet Explorer 8.0 by default will perform crash recovery of previous IE sessions.

This can interfere with normal Winapp script processing for IE base applications and the setting should be disabled on Winapp application script machines.

Uncheck the "Enable automatic crash recovery" option within IE: Tools | Internet Options | Advanced Tab.

Migrating From Kofax Monitor (5.X)

Kofax Monitor 6.0 has many new features and enhancements. Kofax strongly recommends that customers contact your Kofax Account Representative to discuss your current environment and map out a plan to successfully upgrade your existing Kofax Monitor system to the 6.0 version.

There is a mandatory database update when upgrading from Kofax Monitor 5.0 or 5.1. The database migration utility is located on the KM ISO in X:\Migration directory.

Refer to the *Kofax Migration 6.0 Guide* for specific requirements and detailed information.

If migrating a distributed Kofax Monitor environment, please contact Kofax Technical Support to discuss before attempting the migration. The encryption algorithm has changed and requires migration coordination for master and remote Kofax Monitor locations.

Note Any changes to Kofax Monitor supplied files (asp/aspX/config/inc/etc) should be backed up and saved prior to migrating to Kofax Monitor 6.0.

Kofax Monitor SNMP Trap Information

SNMPV1

For SNMP V1 traps, the Kofax Monitor trap is a Trap generic type of "6" for enterprise with a Trap specific type of "6". The Trap OIDs within the V1 trap have been made unique and are as follows:

Trap OID	Trap Value
1.3.6.1.4.1.10441.2.10.1.5	Message Date
1.3.6.1.4.1.10441.2.10.1.10	Message Time
1.3.6.1.4.1.10441.2.10.1.15	Monitor Name
1.3.6.1.4.1.10441.2.10.1.20	Resource Name
1.3.6.1.4.1.10441.2.10.1.25	Test Sequence Number
1.3.6.1.4.1.10441.2.10.1.30	Test Description
1.3.6.1.4.1.10441.2.10.1.35	Notification Message
1.3.6.1.4.1.10441.2.10.1.40	Status
1.3.6.1.4.1.10441.2.10.1.45	Escalation

SNMPV2c:

For SNMP V2c traps, the Kofax Monitor V2c trap is now compliant RFC 2089 and RFC 1089. The Trap OIDs within the V2c trap have been made unique and are as follows:

Trap OID	Trap Value:
1.3.6.1.4.1.10441.2.10.1.6	Message Date
1.3.6.1.4.1.10441.2.10.1.10	Message Time
1.3.6.1.4.1.10441.2.10.1.15	Monitor Name
1.3.6.1.4.1.10441.2.10.1.20	Resource Name
1.3.6.1.4.1.10441.2.10.1.25	Test Sequence Number
1.3.6.1.4.1.10441.2.10.1.30	Test Description
1.3.6.1.4.1.10441.2.10.1.35	Notification Message
1.3.6.1.4.1.10441.2.10.1.40	Status
1.3.6.1.4.1.10441.2.10.1.45	Escalation

RSS Support Implementation

To implement Kofax Monitor RSS support, the following configuration updates are required on the Kofax Monitor server:

Enable the background RSS processing by updating the Kofax Monitor AutoRun.xml file definition to execute ReveilleMonitorRSS.exe on a periodic base (every 5 minutes is default).

Java Applet Information

Kofax Monitor installs the following files to enable the monitoring of SWING (not AWT) based java applets in these locations:

- [JRE]\lib\accessibility.properties
- [JRE]\lib\ext\josit.jar
- [JRE]\lib\ext\jaccess.jar

[JRE] represents the directory where the Sun Microsystems Java Runtime Environment (JRE) is installed. By default for JRE version 5, update 14, this location is "C:\Program Files\Java\jre1.5.0_14\".

Anytime a newer version of the Sun Microsystems JRE is installed, the Kofax Monitor JOSIT files (josit.jar, jaccess.jar, accessibility.properties) must be manually copied to the corresponding directories of the new JRE installation.

Starting the Kofax Monitor Admin Console

To start Kofax Monitor Admin Console, go to: Start Programs > Kofax Monitor > Admin Console

Alternatively, select the Kofax Monitor Admin Console desktop icon.

Accessing the Kofax Monitor Home Page

Kofax Monitor's home page can be accessed from the Kofax Monitor server using a browser with this URL: <http://localhost/Reveille/homepage/system.aspx>. Replace "localhost" with the "hostname" of the Kofax Monitor Server for non local access.

Alternatively, go to Start Programs > Kofax Monitor > User Console (available on the Kofax Monitor Server), or Select the Kofax Monitor User Console desktop icon.

Refer to the Kofax Monitor - User Console Reference Guide for detailed information.

Additional Resources

This section provides information about additional resources.

Related Documentation

These release notes are a supplement to the following Kofax Monitor documentation:

- *Kofax Monitor 6.0 Installation and Set-Up Guide*
- *Kofax Monitor 6.0 Overview Guide*
- *Kofax Monitor 6.0 Online Help*
- *Using the Kofax Monitor 6.0 Wizards*
- *Kofax Migration6.0 Guide*

Your Kofax Monitor 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 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 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