

Kofax Reporting 2.0.0

Release Notes



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About This Release

This set of release notes contains important information not included in other Kofax Reporting documentation.

Please read these notes carefully before you install, upgrade, or use this product.

Additional information on integrating Kofax Reporting with other Kofax applications can be found in the *Kofax Product Support for Kofax Reporting* document, available from the support area of the Kofax Web site www.kofax.com.

Version Information

The Kofax Reporting 2.0.0 release has the following build number, which appears in the About Kofax Reporting window: 2.0.0.0.394.

New Features

This section gives a summary of each feature that is new to Kofax Reporting 2.0.0.

Support for New Kofax Products

Kofax Reporting has been updated to support the following:

- Kofax TotalAgility 7.0.0
- Kofax Altosoft Insight 4.3.0

Support for New Operating Systems

New with Kofax Reporting 2.0.0:

- Windows Server 2012 (client and server components)
- Windows 8 (client components only)

Changes in Behavior

This section describes product behavior that differs from previous versions of Kofax Reporting.

Service Name Not Configurable

The names of Windows services for the WSA Sender, WSA Receiver, and the ETL Agent cannot be modified any more. When you upgrade to this version of Kofax Reporting, any customized service names are replaced by the default values.

Known Issues

This section contains information about potential issues that you could encounter while using Kofax Reporting.

NLB Port Control Feature Not Working

The Windows NLB Port Control feature of Kofax Reporting is not working properly. For example, when the WSA Receiver is stopped manually on the second NLB node, the port control feature fails to notice that and does not disable the configured NLB port automatically. Windows NLB still works correctly when the entire node goes down. (SPR00093026)

Exception When Another Application Ends Unexpectedly

When multiple Kofax application processes run on the same computer and one of the processes ends unexpectedly while WSA Sender is not available, the other processes might end as well with an exception (read or write protected memory). This is an error in Microsoft SQL CE 4.0. Refer to MS Support Request 112021740670188. (SPR00092765)

Restart ETL Agent in Case of Memory Errors

If the ETL Agent runs out of memory in high load situations, it may result in an error: (SPR00093253, SPR00092747)

```
Error data transformation task TransformKcBatchAction
  System.Data.DuplicateNameException: A column named 'export_date_key'
  already
  belongs to this DataTable.
```

Also, if the SQL Server in a MS SQL Cluster Server environment is manually set offline, the DataTable already belongs to another DataSet error can occur. Other errors can occur in similar situations.

Workaround: Restarting the ETL Agent solves both problems. Data integrity is not affected in any way: operation will be rolled back upon the error, and data processing will start anew after the service is restarted.

Stopping ETL Agent May Take Several Minutes

If you attempt to stop the ETL Agent service when the service is busy (e.g., performing complex database operations), it may take several minutes until the service is stopped safely. You can ignore the warning message that says the service cannot be stopped in a timely fashion. (SPR00091858)

Also, when using Microsoft SQL Server 2012, the Visual Studio Just-In-Time debugger window may appear. You can safely close this window.

Misleading Error in ETL Trace File

When you stop the WSA Receiver service while communicating with the ETL Agent, an incorrect error message is occasionally written to the ETL Agent trace file and event log. The message is "There is an error in XML document"; while the proper error would say, for example, "WSA not reachable." (SPR00092332)

Antivirus and Firewall Conflict During WSA Installation

Sophos Endpoint Security, Control 10.0, and other antivirus and firewall applications are known to cause problems during installation of WSA, resulting in errors such as "Kofax Services Architecture Process has stopped working." (SPR00113675)

Workaround: Temporarily disable Sophos and any other antivirus or firewall applications before installing WSA.

- 1 Navigate to <Sophos>\Sophos Anti-Virus\Web Intelligence.
<Sophos> is the folder where the Sophos antivirus software is installed.
- 2 Run the following command: `swi_1sp32_util.exe -u -d swi_ifslsp.dll`

ETL Agent Timeout

When the warehouse database performs a time-consuming operation, the ETL Agent occasionally fails to connect to the database and ends with an exception due to timeout. (SPR00119127)

Workaround: Configure the ETL Agent:

- 1 Start Configuration from the Kofax Reporting group in the Windows Start menu.
- 2 Click **Open** on the Home tab.
- 3 Navigate to the folder where configuration is stored, select the folder and click **OK**.
- 4 Click **ETL Settings** in the Kofax Reporting pane to display the ETL Agent configuration settings.
- 5 Set **Wait time between jobs (minutes)** to 30.
- 6 Click **Save** on the Home tab to save the configuration.
- 7 Open the file `Kofax.Reporting.ETLAgent.exe.config` from the folder `%Program Files%\Kofax\Reporting\ETLAgent` with a text editor.
- 8 Decrease the value of `MaxMQ2StagingIterationsNum` from the default 10 to 5 or less.
- 9 Decrease the value of `WSABatchSize` from the default 10000 to 2000 - 5000.
- 10 Save the changes and close the file.
- 11 Restart the ETL Agent service to make the changes effective.

If the problem persists, use the minimum values: `MaxMQ2StagingIterationsNum = 1`, `WSABatchSize=500(1000)`, `Wait time between jobs = 1 minute`.

WSA Storage Display Issue

Rarely, messages (reporting data) arriving via IBM message queue are displayed as if they arrived via the Microsoft message queue in the WSA storage. This is a display issue and it does not negatively affect reporting data. (SPR00093589)

Performance of Oracle Databases

Unless optimizer statistics are available in the database, you may not experience optimal performance while using Oracle databases.

Workaround: Ensure optimal performance by implementing the guidelines for managing optimizer statistics for Oracle 11g databases, as described here:

http://docs.oracle.com/cd/B28359_01/server.111/b28274/stats.htm.

