

# Kofax Analytics for Capture

## Release Notes

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## Chapter 1

# About This Release

The release notes contain late-breaking information about Kofax Analytics for Capture. Please read this document carefully, as it contains information that is not available in other documentation.

## Version information

This Kofax Analytics for Capture product is identified by build number 2.0.0.0.276, which is listed in the About window on the Kofax Analytics for Capture dashboard.

## System requirements

The primary source of information about Kofax Analytics for Capture requirements and dependencies on other products, including Kofax Capture and Kofax Transformation Modules, is the *Technical Specifications* document, which is available on the Kofax website at [www.kofax.com](http://www.kofax.com). The document is updated regularly, and we recommend that you review it carefully to ensure success with your Kofax Analytics for Capture product.

## Important Installation Information

To ensure a successful Kofax Analytics for Capture installation or upgrade, we recommend that you carefully review the list of [Installation issues](#) before you proceed to the instructions in the *Kofax Analytics for Capture Administrator's Guide*.

## New Features

This section lists the features introduced in Kofax Analytics for Capture 2.0.0.

### Simplified installer

The Kofax Analytics for Capture installer now offers a single, interactive interface to simplify the installation or upgrade process. The simplified installer improves usability and greatly reduces the required number of post-installation configuration steps.

If you are performing an upgrade, the procedures differ according to your database type: SQL Server or Oracle. For details, see the *Administrator's Guide*.

## Support for silent installation

As an alternative to running the interactive installer, you can perform a silent installation or upgrade, which does not require interactive entries while the installer is running. With a silent installation, you provide the required values in a configuration file and then run the installation from a Command Prompt window.

## Extended High Availability support

Support for High Availability is extended to Insight services. If any Insight service is interrupted, it will automatically fail over without manual intervention. (672090)

## Integrated Windows Authentication logins for Insight applications

Windows Authentication integrated logins are available for individual Insight applications. You can set authentication differently for the Insight Admin Console, Studio, Data Loader, and Themes and Formats applications. (643914)

## Simplified batch class filtering

Batch class filter queries for Oracle and SQL Server are delivered with the product and applied automatically, based on the authentication method and Kofax Capture connection settings specified during installation. This automated approach eliminates the need to update queries manually, as in earlier releases.

For details, see the *Administrator's Guide*.

## New views

The following views are new in this version of Kofax Analytics for Capture. For more information, see the *Administrator's Guide*.

- [Document Trending and Stats](#)
- [Swimlane views](#)
- [Workflow views](#)
- [Classification Benchmark](#)
- [Document Processing Time](#)

### Document Trending and Stats

Use the Document Trending and Stats view to analyze business operations for documents by day of the week, or hourly for a specific day of the week. (676241)

### Batch Swimlane and Document Swimlane

Select the Batch Swimlane or Document Swimlane view to examine a swimlane representation of the batch or document processing workflow based on the order of queues. The Swimlane format shows how many batches or documents follow the same processing workflow. You can determine how many batches

or documents are processed through the standard workflow as expected, and how many are routed through an alternate workflow due to exceptions or reprocessing.

By default, access to the swimlane views is available to users assigned to the "kafc admin" role. An administrator can assign view rights for the swimlane views to other roles, as appropriate. Other requirements for the swimlane views are described in the *Administrator's Guide*.

## Batch Workflow and Document Workflow

Select the Batch Workflow or Document Workflow view to examine a modular representation of the batch or document processing workflow, including the number of batch or document processing steps, and how many steps occur in each queue.

By default, access to the workflow views is available to users assigned to the "kafc admin" role. An administrator can assign view rights for the workflow views to other roles, as appropriate. Other requirements for the workflow views are described in the *Administrator's Guide*.

## Classification Benchmark

Use the Classification Benchmark view to review the overall user productivity in the system related to document classification. The view includes key metrics for operator activity related to document classification.

Based on this view, you can determine how many documents were accurately and confidently classified by the system, along with the number of documents that required a change by a validation operator.

**Note** If you upgrade from an earlier product version that did not include the Classification Benchmark view, classification data collected prior to the upgrade is not reflected in the new view. The view does include any classification data collected on the day of the upgrade or thereafter.

## Document Processing Time

Use the Document Processing Time report to view to display the total and average amount of document processing time per document type. You can select which operators and modules to include in the calculation for processing time. (740941)

See the *Administrator's Guide* for information about the minimum versions of Kofax Capture and Kofax Transformation Modules that support the Document Processing Time view.

By default, access to the Document Processing Time view is available to users assigned to the "kafc admin" role. An administrator can assign view rights for the Document Processing Time view to other roles, as appropriate.

## Custom Views folder added

In Insight Studio, the default Views list includes a folder called Custom Views for the purpose of maintaining customizations separately from the predefined views provided with the product. This approach ensures that custom views are retained after a product upgrade. See the *Administrator's Guide* for instructions on adding a custom view.



## Support for Insight 5.4

Kofax Analytics for Capture 2.0.0 supports Insight 5.4. One key change affects the default login credentials for the Insight Administrator, which are now specified during the product installation. A default password is no longer assigned to the Administrator. For details about other Insight features and changes, see the *Kofax Insight 5.4 Release Notes* on the Kofax web site at [www.kofax.com](http://www.kofax.com).

## Dashboard Enhancements

### Operations Overview

When you select the Operations - Overview, three different options are available for the grid that displays the history of the current batch queue size: Last 24 Hour Queue, Last 30 Days Queue, or Last 12 Months Queue. In previous versions, the grid was titled Historic Queue and listed the history only for the past 24 hours.

Also, document and page columns were added to the Batches by Module grid.

### Document field changes available on Batch Overview

On the Batch Overview, individual document field changes are moved from the Batch Events list to a new Documents grid. Use the Documents grid to track field changes by document type, or click any item on the grid to open a Document Overview with additional details in a separate window.

### Doc Type filter added to Field Accuracy Report

You can filter the Field Accuracy Report based on a specific document type. For example, with this capability, you can view data that only pertains to a certain department, instead of an entire organization. (760246)

### Label changed on Batch Search view

The label for Module was changed to Last Module, which refers to the most recent module. (744949)

### Search by batch or document fields

On the Search by Field view, you can use batch field or document field values to search for information about processed batches or documents. To perform the search, provide a batch or document field name or value. The Field Name list supports the ability to select from a list of fields, or to use a search box to locate fields quickly. When the search results appear, you can filter them by folder, batch, or document fields. As before, you can click any item on the Search Results list to open a Batch Overview in a separate window. (676243)

In earlier product versions, this view was named as *Doc Search*.

## Improved report format

Consistent with other views on the dashboard, the report views now offer interactive functionality and the ability to drill down to display details for individual line items.

For example, on the **Operator Productivity Summary** report, you can click the name of any operator to open a separate Operator Productivity Details window that gives extensive detail on a per-operator basis. You can drill down again to open a Batch Overview for any item on the Operator Productivity Details window.

## Users can update Viewer password

Non-administrator users can update their own Viewer passwords. This option is available to users who are members of a role that grants access to the Admin tab and to the "Change password" item in the Kofax Analytics for Capture Viewer.

## Changes in Behavior

This section describes product behavior that has changed since Kofax Analytics for Capture 1.2.1. For more information, see the *Administrator's Guide*.

### Insight Administrator password assigned during installation

The password for the Insight Administrator is assigned during installation, and the Administrator password no longer has a default value.

### Changes to default users and roles

The default Insight "kafc" and "kafc admin" users are no longer included in the product by default. If those users exist prior to an upgrade, they are preserved.

Also, the default Insight roles now include a "kafc designer" role, which grants limited rights to Studio for the purpose of adding custom views, records, or metrics. This role grants read-only rights to the built-in views, records, and metrics delivered with the product and does not allow modifications to them. The kafc designer has read-only access to the Kofax Analytics for Capture dashboard, except for the Admin tab.

### Revisions to events

#### New events

- "Document Field Changed"
- "Batch Field Changed" event replaces the "Field value is changed" event
- "Document split" event replaces the "Page is separated" event

## Nightly, Hourly execution plans unscheduled by default

The Nightly and Hourly execution plans are unscheduled by default. The installation and upgrade procedures in the *Administrator's Guide* explain how and when to schedule these plans, which are necessary to produce accurate data on the Kofax Analytics for Capture dashboard views.

## Revisions to Admin - Data processing options

On the Kofax Analytics for Capture dashboard, on the Admin - Data processing screen:

- Options for activating or deactivating execution plans were removed.
- Load Initialization Data button was removed. (889343)
- When you click the Load Quality Metric Data Now button, a progress indicator appears onscreen and data for the last 2 hours is processed.

**Note** If the Hourly Plan has not been run prior to the current day, do not use the Load Quality Data Now option. Instead, use Data Loader to manually start the Hourly Plan, which will ensure data accuracy.

- The calendar control next to the "Delete Data for" button applies only to the data deletion process and has no impact on Load Quality Metric Data Now processing. (740938)

## Labor Costs configuration settings moved to Admin tab

A Labor Costs Configuration screen used to specify hourly labor costs per module is available on the Admin tab. The values on the Labor Costs view are based on the costs configured on this screen. In earlier product releases, hourly labor costs were configured directly from the Labor Costs view.

## Extraction View: Expanded drill-down data available for Export to Excel

On the Extraction view, the Export to Excel option now includes drill-down data for batch class and document type details. (738744)

## View renamed

The Field Extraction Benchmark view is renamed to Extraction Benchmark.

## Export to Excel added to Field Extraction Benchmark view

The ability to export to Excel is available from the Field Extraction Benchmark view.

## Drill-down results changed for Extraction - Field Statistics grid

On the Extraction - Field Statistics grid, the date and other fields were enabled by default, which created confusion about the intended format of the drill-down results during an export. Drill-down results now include Batch Class and Doc Type only. (695886)

## Quality view revisions

On the Quality views, the following revisions are introduced:

- Data is displayed only for exported documents: data related to deleted, timed out, or in-progress documents is excluded.
- The Classification view and Classification Chart are updated hourly. In earlier product versions, they were updated in real time.
- On the Classification view, the Doc Reclassifications component displays a flat list of final document types with the ability to drill down to the list of initial document types.
- On the Classification view, the Classification Doc Details pop-up view contains two grids: one with the list of batches and the other with the list of classification details for the selected batch.

## View batches created and deleted in same session

Batches created and deleted in the same session are now accounted for throughout the dashboard views. (681338)

Note that if you view the Batch Events list for such a batch, the "Batch is created" event is not currently included on the list of events.

## Revisions to Records and Metrics

This section lists changes to the records and metrics since version 1.2.1. For a listing and description of the records and metrics used in Kofax Analytics for Capture 2.0.0, see the "Records and Metrics" appendix in the *Administrator's Guide*.

### Renamed Records

- User Session over Target was renamed to Session over Target.
- Doc Last Classification Time under its original GUID is renamed to Doc Last Reclassification Time 2.
- A new Doc Last Classification Time record is added under a new GUID.

### Deprecated Records

The following records are deprecated and will be removed in a future product release:

- Batch Tracked from Creation
- Changed Field
- Changes in Batch Properties
- Changes in Document Properties
- Changes in Field Properties
- Changes in Page Properties
- Delayed Batch
- Deleted Document
- Deleted Page
- Documents Aggregations
- Finished Batch

- Finished Document
- FinishedBatchWithGuid
- I\_BatchCompareTo
- I\_DocumentCompareTo
- I\_PreviousBatch
- I\_PreviousDocument
- KC\_FinishedBatch
- Last Version of Page
- Pipeline Batch
- Pipeline Document
- Pipeline Field
- Pipeline Page
- Processed Document
- Processed Document By Fields
- Queue of Batches
- Session Field
- Special Modules
- Total Fields in Document
- Total Fields in Session

#### **Renamed Metrics**

The following metrics are renamed in version 2.0.

- Count of Classifications 2 is renamed to Count of Classified Documents.
- Current Queue Doc Count is renamed to Current Queue Count, which has a submetric named Current Queue Doc Count.
- Count of Batches Created is renamed to Batches Created.

#### **Deprecated Metrics**

The following metrics are deprecated and will be removed in a future product release:

- Avg Documents per Batch
- Avg Time per Document
- Count of Batch Splits
- Count of Batches Finished
- Count of Documents
- Count of Document Sessions
- Count of Page Rejections
- Count of Processed Documents
- Count of ReOrClassificatons
- Current Queue
- Current Queue Page Count
- Distinct Batches

- Distinct Modules
- Doc No Change Ratio
- Processing Time per Batch
- Processing Time per Module

## Chapter 2

# Resolved Issues

This section lists previously reported issues that are resolved when you install Kofax Analytics for Capture 2.0.0. The list includes the issues resolved since Kofax Analytics for Capture 1.2.1.

## Operator name for linked user not displayed correctly

The domain name was excluded from an operator name in the dashboard views, if the operator was a linked user in Kofax Capture. On the dashboard, the operator names for linked users now include the domain name: <DomainName>/<UserName>. (880233)

## Batch priority value was listed as a decimal

On the Batch Overview and Error Batches view, the batch priority was listed as a decimal value instead of an integer. (868717)

## Changes to batch field data not reflected for unattended modules or scripts

The HistoryOfField table did not reflect changes made to batch fields in an unattended module or as the result of an automated script. (800994)

## Table field configuration not applied

In Kofax Capture, if you configured table fields not to be sent to the Event Listener, they were sent anyway and displayed on the dashboard. (768728)

**Note** This issue resolution requires an upgrade to the Workflow Agent.

## Field data on Extraction view included all reclassifications

On the Extraction view, the field data included all reclassifications from the initial Document Type through the Final Document Type. The view was changed to reflect data only for the Final Document Type. (768139)

## Delayed response when opening Doc Details chart

The significant size of the Data database had an adverse effect on the response time when the **Classification > Doc Class Statistics > Doc Details** chart was opened. (764061)

## Error occurred after Workflow Agent upgrade

After upgrading the Kofax Analytics for Capture Workflow Agent to version 1.2.1.1.667, batches were sent to Quality Control with the following error (757881):

```
"The given key was not present in the dictionary."
```

## Data reported only for first Document Type

The Workflow Agent was reporting Document Type data only from the first Document Type within a batch. (755982)

## Manual changes to custom panel excluded from views

Kofax Analytics for Capture views, including the details for batch events, did not reflect field changes made by the user from a custom index panel. (755381)

This change goes into effect if you update the value for IgnoreUserChangedFlag in the Event Listener Web Service configuration file. For details, see the *Administrator's Guide*.

## Batch class filter not applied

The items listed in the Doc Details pop-up window for the Quality > Classification view did not reflect the batch class filter selection. (754812)



## Viewing issue with Classification and Classification Chart

The data related to the Classified Type Changes, Doc Class Statistics and Doc Re-Classification did not display consistent results on the Classification view and the Classification chart. (750601)

## Some documents double-counted on No Touch Processing view

On the No Touch Processing view in the Processing column, some documents were double-counted. (749990)

## Workflow Agent sorted batch history entries by EndTime

The Workflow Agent sorted batch history entries by the end date, which sometimes caused negative values to display, due to time zone issues. (747589)

## Event Listener failed with lengthy rejection note applied in Validation

The Event Listener failed while processing a document that contained a lengthy rejection note with 1000 Unicode characters. (745599)

## Lengthy field value not truncated to 500 characters

When a lengthy field value was not truncated to 500 characters, the following error was generated when the Event Listener attempted to insert the value in an Oracle database (745191):

```
"ORA-12899: value too large for column"
```

## Inaccurate project import status

When an updated project was imported during the installation of Kofax Analytics for Capture 1.2.1.1, the status of Successful was displayed, even if errors existed in UpdateTable.log. (729523)

## Error while loading one-time plan

During the process of upgrading to Kofax Analytics for Capture 1.2.1, the following error occurred during the "Fix 1.1.1 data" step when the One Time Plan was loaded (721092):

```
2016-06-11 06:34:46,733 [f1ce6bba-4f29-4c36-a3a3-9cf2c266bba1] ERROR
  AltoSoft.Insight.DashboardServer.ServerLoggerWrap - Error while executing query from step Fix
  1.1.1 data
ORA-06550: line 6, column 14:
PL/SQL: ORA-00918: column ambiguously defined
ORA-06550: line 5, column 1:
PL/SQL: SQL Statement ignored
```

## Field expression nesting limit exceeded

If you used Insight Studio to create a field expression with more than 10 levels of nested IF-THEN-ELSE statements, the field expression script failed and displayed this message: (704669)

```
Case expression may only be nested to level 10
```

## Workflow Agent installation failed, although requirement was met

The installation of the Workflow Agent for Kofax Analytics for Capture 1.2.1.1 failed with an error indicating that the minimum version requirement for Kofax Transformation Modules was not met, even though the correct version was installed. (704637)

## Workflow Agent sent incorrect document types for reclassifications

When multiple documents were reclassified in document review, the Workflow Agent did not send the accurate document types. (704423)

## Batch split ancestors not retained in staging database

After splitting a batch and deleting some of the new batches, not all of the original batches were retained in the staging database. (700468)

## Filter setting not applied on Extraction view

On the Extraction view, if you set a filter with a value of "Changed =0," the filter was not applied. (696598)

## Extraction - Field Statistics grid drill-down default settings

On the Extraction - Field Statistics grid, the date and other fields were enabled by default, which created confusion about the intended format of the drill-down results during an export. Drill-down results now include Batch Class and Doc Type only. (695886)

## Doc Search Failed

The Doc Search failed if the History of Field table contained a high number of records. (691489)

## Data missing from report and view

Data was missing from the Reclassified Document Types report and the Doc Details screen on the Quality-Classification view. (691432)

## Spaces not saved for Derived Fields or Expressions

In Insight Studio, if you used the Expression editor to enter a space related to Derived Fields or Expressions, the spaces were not saved and sometimes were removed. (690688)

## Inapplicable value listed

In the Batch Events list, the initial document classification event mistakenly displayed a value in the Old Value column. (690453)

## Empty Batch Events list

The Batch Events list was empty on the Batch Overview. (689320)

## Session data mistakenly sent from remote site

The Workflow Agent sent session data from a remote site when it was configured to be sent from the central site. (687771)

## Delay after batch closed

After a batch was closed in the Document Review or Validation module, a delay occurred before the next batch was opened. (686092)

## Automatic reclassifications displayed as user changes

Documents reclassified by automatic processes were displayed on the dashboard as manual user changes. (681261)

## Delay in populating Batch Events list

The Batch Events list took several minutes to populate after an upgrade to Kofax Analytics for Capture 1.2.1. (680293)

## Data duplicated on record grids

When the Export to Excel feature was in use, duplicate data was generated from the Deleted Batches and Deleted Pages record grid components. (679742)

## Results not refreshed after filter applied

On the Classification vs. Review report, the total was not refreshed after a filter condition was applied. (674067)

## Empty cells on Classification vs. Review report

When the filter was applied to a Classification vs. Review report, empty cells appeared at the bottom of the report. Additional cells were added each time the filter was reapplied. (674061)

## Delay or timeout for Extraction - Document Fields Detail

The Document Field Detail list was empty, and it either timed out or took several minutes to display when no filters were set. (673199)

## Field Extraction Benchmark showed only manual user changes

The Field Extraction Benchmark view displayed manual user changes, but did not include fields that required no change, or changes made as the result of a script or automated process. (670871)

## Grid export caused Divide by Zero errors

If you exported an Operator Performance metric grid containing zero values for some dimensions, Divide by Zero errors occurred if the "All pages of grid, all drill down levels" option was selected. As a result, the export file was empty. (668342)

## Expanded Search Box for Filter Field

On the Field Extraction Benchmark view, the Filter Field selection box includes the ability to search for a specific value. If you attempted to type a value into the search entry box, it sometimes expanded unexpectedly as you typed. (657208)

## Possible SQL error in data upgrade query in One Time Plan

When running the Kofax Analytics for Capture 1.2 installation, a query generated a "Subquery returned more than one value" error. This occurred when several sessions with field value changes had the same EndTime in the customer database. (595498)

## Chapter 3

# Known Issues

This section describes issues that you may encounter while using Kofax Analytics for Capture 2.0.0. Workarounds are provided, as applicable.

## Installation issues

This section lists known issues related to the installation or upgrade process.

### Application pool settings

Verify that your application pool is configured properly as described in the *Administrator's Guide*. Also, verify these application pool settings:

- In the basic settings, set **Managed Pipeline mode** to **Integrated** (not Classic).
- In the advanced settings, set **Enable 32-bit applications** to **False**.

### Port number excluded from Insight application URL

If SSL with a non-default port number is specified during the installation setup, the port number is excluded from the URLs for Insight application shortcuts. (890226)

**Workaround:** Correct the URL for an Insight application shortcut icon by clicking it, and then adding the port number to the URL, as in this example:

```
https://localhost:8443/Insight/View
```

### Error when plans scheduled after new installation

The following error may occur when you attempt to schedule the Hourly and Nightly execution plans after a new installation (890012):

```
Couldn't schedule/unschedule execution plans
```

This error does not occur if the Scheduler Service user name and password are specified during the installation setup. Also, it does not occur after an upgrade.

**Workaround:** Restart the Insight Scheduler Service.

## Unicode installation path affects program group icons

If you use a Unicode installation path to perform the installation, some shortcut icons in the Insight 5.4.0 program group may not display properly. (889475)

**Workaround:** Manually update the icon properties. Right-click the applicable icon, select **Properties > Change Icon**, and close the error message. Then browse to the following location to assign the path to the icon:

```
<Insight installation path>\InstallManager\Images
```

## Test connections not closed

If you use the Test buttons on the Databases tab to test database connections while configuring the installer, the connections are not closed afterward. (888093)

## New installation fails if Authentication type not selected

If you attempt to perform a new installation without setting the Viewer Authentication Type on the Insight Configuration tab, the installation cannot succeed. (888090)

**Workaround:** When performing a new installation, verify that the Viewer Authentication Type (Insight or Windows) is selected on the Insight Configuration tab.

## Website settings not preserved unless Upgrade option is selected

If the Upgrade check box is not selected on the General tab during an Insight upgrade, the settings for the existing IIS website are overwritten. (888088)

**Workaround:** When performing an upgrade, verify that the Upgrade check box is selected on the General tab for the Insight installer.

## Exception logged during installation or upgrade

Although an exception similar to the following sample may be logged during the installation or upgrade process, it has no functional impact and you can ignore it (888004):

```
2017-04-21 06:13:32,683 [1] DEBUG Error getting projects from Insight.
System.ServiceModel.FaultException`1[System.ServiceModel.ExceptionDetail]: User with
empty login is not found. (Fault Detail is equal to An ExceptionDetail, likely created by
IncludeExceptionDetailInFaults=true, whose value is:

System.Exception: User with empty login is not found.

   at WcfDataService.Code.InsightService.LoginProvider.LoginInsightUser(ParametersDictionary
parameters, List`1& roles)

   at WcfDataService.Code.InsightService.LoginProvider.GetUser(ParametersDictionary parameters)

   at WcfDataService.Code.InsightService.LoginProvider.Login(ParametersDictionary parameters,
User& user)

   at WcfDataService.Code.ServiceProvider.Login(ParametersDictionary parameters, User& user)
```

```
at WcfDataService.DataServiceExt.Login(ParametersDictionary parameters)
at SyncInvokeLogin(Object , Object[] , Object[] )
at System.ServiceModel.Dispatcher.SyncMethodInvoker.Invoke(Object instance, Object[] inputs,
Object[]& outputs)
at System.ServiceModel.Dispatcher.DispatchOperationRuntime.InvokeBegin(MessageRpc& rpc)
at System.ServiceModel.Dispatcher.ImmutableDispatchRuntime.ProcessMessage5(MessageRpc& rpc)
at System.ServiceMod...
```

## Issue when wrong upgrade version selected

If you select the wrong existing version on the General tab while configuring an upgrade, the upgrade process will fail and you will be unable to repeat the upgrade process with the proper selections. For example, this situation may occur if you are upgrading from version 1.x but mistakenly select 1.2.1 as the existing version. (887792)

**Workaround:** Use these steps to finish the upgrade successfully.

1. Restart the Kofax Analytics for Capture installer.
2. If the "errorValue of silent\_projectname parameter is invalid: KAFC" message appears, uninstall Insight 4.3.1. Then restart the installer and verify that the Upgrade check box and the correct existing version number (such as 1.1 or 1.1.1) are both selected.
3. If any further issue arises, contact Kofax Technical Support.

## Passwords accessible after incomplete installation or upgrade

After you successfully perform the product installation or upgrade, the folder containing database passwords is automatically deleted. However, if the installation is not finished successfully, the folder containing the passwords is not deleted. (887619)

**Workaround:** Delete the passwords by removing the following folder:

```
ProgramData\Kofax\KAFC_Installer
```

After performing a silent installation, you should remove the following files:

- InstallerConfig.xml and all files used to run the silent installation or upgrade.
- Altosoft.Insight.InstallManager.log, which contains the Administrator password for Insight.

Path: c:\Temp\Insight\_5.4.0\Altosoft.Insight.InstallManager.log

## Incorrect Kofax Capture database connection string

When you perform a new installation, the Kofax Capture database connection string is not created as specified on the Database configuration tab. This issue does not occur if you perform an upgrade from an earlier version. (886380)

**Workaround:** After the installation, open Insight Admin Console, navigate to **Documents Tree > Connections**, and select the **KC Connection**. In the **Connection option** group, update and save the entry for the Kofax Capture database.



## Extra Kofax Capture connection instance

After performing an upgrade from Kofax Analytics for Capture 1.2.1.1, you may notice two instances of the Kofax Capture database connection in Insight Admin Console. (887523)

**Workaround:** In Admin Console, delete KC Connection (with *Connection* capitalized), which refers to the original connection that has no data usage. Keep KC connection (with *Connection* uncapitalized), which refers to the connection for version 2.0.

## Event Listener installer does not enforce website, data source entries

If you run the Event Listener installer without specifying a website on the Connectivity tab or data sources on the Databases tab, a message does not appear until the installation is finished. (875858)

**Workaround:** Uninstall the Event Listener and run the installer again to specify the website and the data sources.

## Error appears in InstallManager.log

During an upgrade from Kofax Analytics for Capture 1.x to 2.0.0, the following exception may appear in the InstallManager.log file. (739848)

```
System.ApplicationException: Document name could not be empty
   at AltoSoft.Insight.Storage.Repository.DBRepository.Save(DocumentContainer container, User
   currentUser)
```

This is a minor issue has no effect on the upgrade. The error can be safely ignored.

## Unable to change Delete Fields Older Than value

On the Admin - Data Processing screen, you cannot type into the entry field to update the Delete Fields Older Than value. (890214)

**Workaround:** A user with the appropriate Insight Studio license can do the following:

1. In Studio, select **Documents Tree > Records > Editable > HistoryOfFieldDays**.
2. In the righthand pane, select the **Id** check box.
3. In the **Property Panel**, select the **Key Field** check box.
4. Save the changes.
5. Restart the Viewer, and the **Delete Fields Older Than** value is now editable.

## Intermittent issues while using Internet Explorer 11

The following issues may occur while using Internet Explorer 11 to access the dashboard Viewer (890085, 890064):

- Process Latency view: Items in the Module column in the Latency grid cannot be expanded.
- Admin - Change Password: Screen is empty, even though the user has appropriate rights to change the Viewer password.

**Workaround:** Use Google Chrome or another browser instead of Internet Explorer 11.

## Data mismatch on Swimlane, Workflow views

For batches that are created and deleted within the same session, the total batch count on the Swimlane and Workflow views may not match the number of batches listed in the drill-down charts for the respective views. For example, if the total batch count for the Batch Swimlane is 5, the drill-down chart may list 10 batches. The top-level count lists the total after batches are deleted. The drill-down value itemizes all batches created in a session, even if they were deleted. (889410)

## Some deleted documents not counted on Document Workflow

On the Document Workflow view, the count of deleted documents reflects only documents that belong to a deleted batch. If a document is deleted individually without deleting the entire batch, that document is not included in the count of deleted documents. (884888)

## Batches with more than 100 sessions deleted from Night Plan

The Night Plan will automatically delete any batch or document that has more than 100 sessions, to prevent an overflow of string fields in the BatchProcess table. (881053)

## Export to Excel causes file corruption if no data exists

If you select the option to Export to Excel on a chart for which no data exists, two error messages may appear. (880228)

## Complex password required

Even if the policy for password complexity is not applied for an Insight user, the password cannot be updated unless it meets the following requirements per the policy (875947):

- Contains at least eight characters
- Contains at least one alpha character (a-z; A-Z)
- Contains at least one numeric character (0-9)
- Contains at least one special character (Examples: @ & % \*)

## Document total inaccurate for Benchmark Extraction

On the Benchmark Extraction view, the total document count is not consistent with the number of documents listed on the Extraction chart. (875945)

## Full grid cannot be viewed after row is expanded

If you expand a row within a lengthy record grid, you cannot scroll any further to view the full grid. This issue applies to the following grids (866116):

- **Labor > Operator Time > Session Time by User**
- **Labor > Labor Costs > Costs by Operator**
- **Labor > Operator Benchmark > Batch Events**
- **Quality > Extraction > Field Statistics**

## Admin database size not displayed

After performing an Oracle upgrade to Kofax Analytics for Capture 2.0.0, if you select **Admin Console > Admin dashboard**, the "Insight Admin Database size" is displayed as 0 (empty). Also, the following entry appears in wcfdataservice.log (864959):

```
ORA-00942: table or view does not exist
```

**Workaround:** The "Insight Admin Database size" value is displayed successfully if the Admin Console user has sufficient permissions for the database.

## Document processing time inaccurate for KTM Correction

When a batch is processed in the KTM Correction module, the recorded document processing time does not reflect the actual processing time. (861875)

## Record not displayed when filter is applied

If you apply the Module or Operator filter to the Operator Productivity Summary report, a record does not display for an operator who scans loose pages without creating a document. (838397)

## Alerts can cause 100% CPU usage

When an alert is configured with a frequency of less than 1 minute, each invocation and close of the alert configuration window can lead to one complete core usage. (834354)

**Workaround:** Set the alert frequency to a value of 1 minute or more.

## Issues with charts and dashboard operations

You may notice the following issues while working with charts and views on the dashboard:

- If you select a chart and open the context menu, the default chart type selection is not indicated. (799078)
- After changing a chart format, an extra subtitle may appear unexpectedly at the top of the chart. (791231)
- On some dashboard views, if you expand a selection and then open a context menu, the Copy operation does not work as expected. For example, if no copy operations were performed earlier in the session, the Copy operation does not copy anything. If copy operations were performed earlier, a previous value is copied instead of the current one. (791200)
- The chart type selection may not reflect the actual chart type selection. For example, if you display the Inverted Spline chart type and then view the chart type in the context menu, Inverted Spline is not the selection on the list. (791195)
- After a table is changed to a chart format, it is cleared from the dashboard if you click the Zoom Out icon. (791191)
- The Zoom Out function does not work consistently for all charts and tables. If you select Zoom Out right after using Zoom In, the function works as expected. However, if you perform other operations after selecting Zoom In, the Zoom Out function may not respond when you select it. (791182)

## After export to Excel, values are unreadable

After you use the Export to Excel function to export data from the dashboard, the values are unreadable when you open the file in Excel. (768055)

**Workaround:** In the Excel file, select a cell fill color that clearly differs from the text color.

## Maximum of 25,000 Characters Considered for Field Changes

When analyzing field changes, Kofax Analytics for Capture compares and counts a maximum of 25,000 characters. Any additional characters that exceed the maximum are ignored. (755782)

## Field configuration may affect multiple batch classes

In Kofax Capture, when you select "Configure Kofax Analytics for Capture" for a particular batch class, and then specify document class fields to send to the Event Listener, your selections are applied to every batch class that includes that document class. The user interface does not indicate that the fields may be used in more than one batch class. (742355)

## Inaccurate number of Thin Client Operators listed

On the Operations > Overview, only one operator per thin client server appears to be listed in the Current Operators and Services grid, even though more operators are actually working. (740668)

This situation is caused by an issue with the Module Operator record, which comes from the StatsModuleLaunch table in the Kofax Capture database. The issue is expected to be addressed in Kofax Capture 11.

## Workflow Agent custom deployment package issue

The Workflow Agent installer (KofaxCaptureEventSender.msi) creates a customization deployment package used by the Kofax Capture custom deployment feature. The package contains a CMD batch file used to register the DLLs when a workstation receives the files. The RegAscEx command does not work unless it is run from the Kofax Capture \bin folder. (740574)

**Workaround:** Modify the CMD file to add the following just before the call to the RegAscEx command:

```
CD %KCBIN%
```

The `KCBIN` variable is set within the batch file.

## Error after project import

After a project import, the following error may occur:

```
Cannot schedule plans.  
AltoSoft.Insight.Common.WrongPasswordException: Incorrect username/password combination.
```

The error occurs if the rights on the SQL Server are configured the same way as they were for Kofax Analytics for Capture 1.2.0 and Insight 5.1: with the Scheduler service user and Network service granted to all databases and Windows authentication used for the Admin database and the project's Meta and Data databases. (732807)

**Workaround:** Restart the services whenever a change to credentials occurs.

## Execution plan not removed

If you attempt to remove an execution plan from the Data Loader, it is not actually deleted unless your license supports the ability to do so. (731914)

## Database lookup considered a system change

If you perform a database lookup to select a value during Validation in Kofax Transformation Modules, it is tracked as a system change rather than a manual user change. (696380)