

# **Kofax TotalAgility**

7.2.1

## Release Notes



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# About This Release

The release notes give you late-breaking information about Kofax TotalAgility 7.2.1. Please read this document carefully, as it contains information that may not be included in other TotalAgility documentation.

## Version Information

The build number for Kofax TotalAgility 7.2.1 is 7.2.1.0. 4769. To verify the build number:

- 1 Use TotalAgility Designer to select **System Settings**.
- 2 Under Manage, click **Settings**.
- 3 On the General tab, in the Product Version field, locate the last 4 digits, which correspond to the build number.

## Additional Information on TotalAgility Upgrade

- You must reactivate your license before running Kofax TotalAgility 7.2.1 in production before or after upgrading Kofax TotalAgility 7.2 to 7.2.1. Reactivating the license must be completed before processing jobs with Kofax TotalAgility 7.2.1.
- If upgrading to Kofax TotalAgility 7.2.1 on remote machines, prior to upgrade, you must manually stop all the instances of the Transformation Server services and Reporting Server services for successful completion of a job.

## Installation Methods

Install this service pack using any of the following methods:

- Use the service pack installer program.
- Perform a silent installation.

Before upgrading to Kofax TotalAgility 7.2.1, do the following:

- 1 Log on to the computer as a user with administrator rights.
- 2 Make sure Kofax TotalAgility 7.2.0 is installed. If you have an earlier version of Kofax TotalAgility, you must complete the installation and migration procedures as shown in the Kofax TotalAgility Installation Guide.
- 3 Back up your data and Kofax TotalAgility Installation.

## Using the installer Program

- 1 Extract the Kofax TotalAgility 7.2.1.zip file onto the destination computer.
- 2 Run setup.exe for your install type.
- 3 Follow the prompts to install the service pack.

## Using the Silent Installation

- 1 Launch the command prompt and change the path to the root directory of setup.exe.
- 2 Run the following command:  

```
setup.exe "/Silent" "/HotFix"
```
- 3 Press Enter.
- 4 Start the Kofax Transformation Server service manually as it does not restart automatically.

## Uninstalling Instructions

To uninstall Kofax TotalAgility in silent mode:

- 1 Launch the command prompt and change the path to the root directory of the setup.exe.
- 2 Run the following command:  

```
setup.exe "/Silent" "/U"
```
- 3 Press Enter.

## New Features

This section describes the features and enhancements included in TotalAgility 7.2.1.

### TotalAgility

This section includes new features and enhancements in TotalAgility.

#### Page Renditions

This feature lets you save multiple versions of an image. You can keep the original image intact and create binarized version of the image to transform and get better performance. Using this feature, you can:

- Save a scanned image as rendition, and display rendition image for Validation, Verification and Document review.
- Translate and export page renditions.
- Associate an image with a document type so that at runtime you can select the image when performing an overlay.

The Refresh Page Rendition action refreshes the page rendition to include any new renditions created in a custom solution. You can specify hotkeys for viewing renditions.

#### Microsoft Dynamics CRM

You can now integrate Microsoft Dynamics CRM with TotalAgility, only if the version of Dynamics CRM is 2013.

**Note** You cannot upgrade the TotalAgility Dynamics CRM Installation on the Microsoft Dynamics CRM 2011 Server with the Latest TotalAgility 7.2.1 Dynamics CRM Installation. You can upgrade to latest TotalAgility 7.2.1 Dynamics CRM Installation on the Microsoft Dynamics CRM 2013 and Microsoft Dynamics CRM 2015 servers.

## Licensing

This section includes the following enhancements.

### Imaging and Transformation Licensing Escalation Thresholds

You can configure low volume alerts for both imaging and transformation volume so that you can take corrective actions before running out of volume.

Under System Settings, on the License Statistics tab, the existing threshold for 'Page Count' is renamed to 'Imaging Page Count' and 'Page Count - Reserve' is renamed to 'Imaging Page Count - Reserve'.

Additionally, new thresholds for 'Transformation Page Count' and 'Transformation Page Count - Reserve' are available.

### Avoid Decrementing Imaging Volume for Blank Page and Separator Sheet

Using the Kofax Import Connector functionality, you can configure processes to remove blank pages and patch code separator sheets prior to decrementing image volume so that you are not charged for pages that you do not use.

### Dependent Formatting

You can use multiple fields as input to a formatter and format a field based on the values of other fields.

### Delimiter for Multi-Value Fields

You can specify the delimiter used to separate table fields into a single index field so that exported data is compatible or compliant with your backend system.

### Support for Japanese

Kofax TotalAgility Workspace now supports Japanese language.

### Setup.Exe Return Codes

When you run setup.exe from the command line, or as a silent install, it returns a code that indicates if the install has succeeded or failed. When automating the install, you can make decision based on the return code. The code indicates the following:

- 0 = Success
- 1 = Success with warnings
- 2 = Failure

### Using the Azure SDK Version 2.3 for Static IP Addresses

TotalAgility uses Azure SDK version 2.3 for the Azure deployment to have a static IP address. This helps in configuring inbound firewall rules on premise to allow traffic from Azure.

## **Importing or Exporting the Export Connector Configurations across Environments**

You can configure export connectors for processes and documents on one machine and then export and import them on to a different machine. This helps in quickly and easily moving configurations between environments without the need to set them up again from scratch.

In the Export Connector application, when you select the Manage option, two new options, Import and Export are available.

## **Audit Failed Logon Attempts**

When you log on to TotalAgility and if the logon fails, an entry (Logon/Logoff - Logon Failed) is written to the audit log.

## **Enhancements to Tenant Management**

This section includes the following enhancements.

### **Tenant Environment Upgrade Options**

You can now upgrade the development environments of your tenants (Azure and on-premise multi-tenancy) so that you can adequately review and test that version before Kofax deploys the live version to their tenancy.

When you select to upgrade tenants on the Tenant Management System, you can select to update the following environments:

- All
- Development
- Production

### **Tenant Production and Development Status**

Two statuses available in the list of tenants in Tenant Management System reflect the current status of production and development environments for the tenant. You can manually control the access to tenants by setting all tenants or a specific tenant to Active/Inactive status for both Production and Development, and also to reflect the upgrade result.

## **Thin Client**

This section includes new features and enhancements in Thin Client.

### **eVRS Support**

When installing Kofax TotalAgility 7.2.1, you can now include the latest version of eVRS so that the process can support the multi-rendition per page feature.

## **Devices Support**

This section includes new features and enhancements in Devices support.



## **Support for Canon imageFormula ScanFront MFPs**

This version of TotalAgility adds support for Canon imageFormula ScanFront MFPs. Instructions for installing the client software on these devices has been added to the *Kofax TotalAgility Administrator's Guide for Canon MFPs*.

## **Japanese Support for MFP Client Software**

Japanese versions of MFP client software are now available for most models. Japanese versions of Canon and Lexmark client software will be available in later updates.



# Resolved Issues

This chapter gives information about previously reported issues that are resolved in Kofax TotalAgility 7.2.1.

## TotalAgility

### CORS Support

You can now use the Kofax TotalAgility SDK within cross domain requests. (624387)

### Localized Text Did Not Appear on HP

When installing the OXPd 1.6 client, localized text did not appear on the title screen. (614558)

### Create Advanced Settings Option Unavailable

In Devices, the Create option on the Settings- Advanced tab that was not available in version 7.2.0 is now available in 7.2.1. (614258)

### Limitations to Using Large Data

You could not import and export data up to 30 MB using Internet Explorer 9 in version 7.2.0. If you were importing projects greater than 30 MB, you should use Internet Explorer 10 and later; a new browser window opens to improve performance. (608137)

## Devices Support

### Help for Ricoh Settings Button Incorrect

The help for the Ricoh main menu had incorrect information about the Settings button. (620308)



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# Known Issues

This chapter describes issues that you may encounter while using Kofax TotalAgility 7.2.1. Workaround is provided, as applicable.

## TotalAgility

### Sticky Notes Are Not Displayed

When you move a page within a document, the sticky notes are not displayed even if the "Display Sticky Notes" option was already enabled. (641050)

**Workaround:** Manually turn off and then turn on "Display Sticky Notes".

### Deadlock in Agility.Server.Repository.SqlCommon.MonitorCommonRepository.GetDatabaseSize

The functionality which monitors the database size has been disabled as it was impacting performance. (633751)

### State and Visible Properties of a File Upload Control

File Upload control is now displayed even if you set the State property to Hidden, and Visible property to Yes. (633131)

### Process Document Review Form 'Navigate To Next Error' Setting is Not Being Retained

On upgrading Kofax TotalAgility 7.1.0.9 to 7.2.1, the Navigate to Next Error setting for a Document Review form is not retained and reverts to the default setting "No". (629158)

**Workaround:** After upgrade to 7.2.1, enable the option on the forms again.

### A Job Sent via VRS Process Suspends

Perform an upgrade from Kofax TotalAgility 7.1 to 7.2 and activate the Transformation volume license 108. When you try sending the job using VRS process, the job suspends. (627021)

**Workaround:**

- 1 Copy the following two files from `\\Kofax TotalAgility\Agility.Server.Web\bin:`
  - `Newtonsoft.Json.dll`
  - `Newtonsoft.Custom.Json.dll`
- 2 Paste these files to `\\TotalAgility\Transformation Server.`

- 3 Restart the Kofax TotalAgility server.
- 4 Resend the job via VRSPProcess device form.

## Documentation Not Available for Installing TotalAgility on a Non-Standard Port

Documentation is not available for installing TotalAgility on a non-standard port during installation and also if port is changed after installation. (612881)

## Additional Manual Steps for the Dynamics AX Installation

You must perform the following manual steps to successfully add a Dynamics AX 2012 R2 site in TotalAgility:

- 1 Copy version 6.2 of **Microsoft.Dynamics.BusinessConnectorNet.dll** from the Dynamics AX server to the bin directory of the DAXCommunicatorService that you install on to the Dynamics AX server.
- 2 Copy the **Web.config** file from the folder Dax2012R2 available under Agility.Server.Integration.DynamicsAx.Web and paste it under Agility.Server.Integration.DynamicsAx.Web. This **Web.config** tells the service to use the 6.2 version of the dll.

Dynamics AX 2012 R3 is not currently supported with TotalAgility 7.2. (611243)

## The Enter Job ID Field Truncated After Upgrade

The “Enter Job ID” field in Find Jobs page is truncated after upgrade. (595281)

**Workaround:** Manually import the style sheet or make the change to the customized style within the style sheet in use. However, any custom changes to the style sheet will be overwritten.

## System IO Error on Import or Export of a Process

If you try to import or export a process simultaneously in an on-premise web and application environments, the System IO exception is thrown. (589887)

## Passwords Change After Importing Resources

When you import a map from an older version into Kofax TotalAgility 7.2 and the hashing algorithm is set to Scrypt, the resources with passwords fail to log on to TotalAgility as the passwords can no longer be decrypted. (583834)

**Workaround:** To log on, the password for each resource must be reset by the Administrator.

## Thin Client

### Epson GT-S80 TWAIN- Scanner Communication Error

In Scan Create New Job, scanning is paused unexpectedly after the Epson GT-80 TWAIN is used to scan 200 or more images. This occurs when the TotalAgility Default profile is used to scan black and white duplex images at 200 dpi. After a few minutes, the scanner times out and displays a communication error. (562222)

If you click OK for the error, scanning stops and all images render in the Thin Client activity.

**Workaround:** Use Kofax VRS scanning.

## VRS TWAIN Scan Source Unavailable

On a Thin Client workstation where Kofax VRS is installed, the following issues exist if you use Internet Explorer in Protected Mode to scan a TotalAgility form (345299):

- VRS TWAIN source is not available during scanner selection.
- Browser fails upon exit.

**Workaround:** Do one of the following:

- Turn off Enable Enhanced Protected Mode in Internet Explorer before scanning with a VRS TWAIN source.
- Use Mozilla Firefox or Google Chrome to scan with a VRS TWAIN source.
- Scan with a non-VRS TWAIN source.

## Large PDF Upload Causes Error

While using Internet Explorer in an Azure-hosted environment, if you import a PDF file over 30 MB during the process of creating a scan job, an “unexpected internal error” occurs. (344699)

**Workaround:** Use Mozilla Firefox or Google Chrome instead of Internet Explorer, or reduce the size of the PDF file.

## Table Cells Hidden from View

When edit mode is off, table cells do not come into view as you tab from one cell to another. (310718)

## Error When Trying to Reserve Scanners

A “Communication Failed” error occurs in Internet Explorer when you attempt to reserve some scanners. (310559)

## Two Sheets Scanned When Using Scan One Sheet

Clicking Scan One Sheet scans two sheets instead of one. (302928)

## Document Separation Settings Not Retained

If a scan client user selects Bar Code and Patch Code Separation from the Document Separation options, settings are not retained for subsequent scan sessions. This happens only if no default Separation Profile is configured for the process. If a default Separation Profile exists, changes to the Document Separation are retained successfully. (302732)

## Cannot Import Some GIF Files

When you attempt to import some .gif files, no document is created. (301910)

## Choice List Prompt Text Saved as Choice Value

When you add a prompt to a choice list, the prompt text appears as the choice value. For example, the choice value result might be "Please select a value." This problem occurs for both Restricted and Free choice lists. (297891)

**Workaround:** Either remove the prompt text from the lookup definition, or configure a validation rule to mark the field as invalid if the field contains the prompt value.

## Canon DR-9080C: Duplex Scanning Displays Single Thumbnails

When you use the native TWAIN driver on the Canon DR-9080C for duplex scanning, thumbnails are displayed as single not duplex images. This issue does not apply to the VRS driver. (296671)

## Transformation Designer

### Unable to Complete Extraction Activity

During an attempt to execute an imported invoice process map, the extraction activity fails with the following error. (322899)

```
Execution of activity Extract_Sub_Process in job
811FC8AE1DEB49C8BE99AB2A3D342274 was aborted due to the following
error(s): Failed to process KTM task:
BeforeExtraction: BeforeExtract: The Locator assigned to field
"INVOICELINES" doesn't have the same table model as the
field. See Kofax Transformation Server log for details.
```

This error occurs if two non-related table fields are using the same table model, and one of the columns for the table fields has changed in TotalAgility, which requires different table models. As a result, one field now has the new table model, but its locator is still using the original table model. Table locators assigned to table fields must use the same table model as the table field.

**Workaround:** After the failure, reopen the project in Transformation Designer and do the following:

- 1 Go to the class with the INVOICELINES field, and remove the table locator assigned to that field.
- 2 Change the locator's table model to the updated table model.  
The updated table model name is likely to be the name of the field that previously used that locator.
- 3 Reassign the locator to the field.

## Devices Support

### Konica Minolta bizhub C224e Cannot Connect in Azure Configurations

Konica Minolta bizhub C224e MFPs cannot connect to Kofax TotalAgility in an Azure configuration. Pressing the Kofax button displays the following error, "Unable to connect to the application." (635662)



## Incorrect Server Protocol Setting for HP MFPs

When connecting HP MFPs to On-Premise Multi-Tenant and Azure configurations of Kofax TotalAgility, server.protocol is incorrectly set to http. This causes the URL to be incorrect, and the connection with the MFP fails. (629535)

**Workaround:** Change the server.protocol setting to https.

## MFPs Do Not Work Properly after Upgrading from Kofax TotalAgility 7.1

After performing an upgrade from Kofax TotalAgility 7.1 to 7.2, several MFPs do not work properly, even after installing 7.2.1. The following issues were reported:

- Canon imageFormula ScanFront MFPs do not work with Kofax TotalAgility even though they are supported in version 7.2.1. (621188)
- HP MFPs are missing two options for output image quality. (621187)
- HP MFPs using OXPd 1.6 do not have an option for an image preview setting. (621186)
- The client software on Kyocera MFPs does not appear correctly on the MFP front panel. (621179)
- Scanned images do not appear on the front panel of a Xerox MFP. (621175)

These issues occur because the necessary MFP settings were not added during the upgrade.

**Workaround:** Use the Create New Advanced Setting window to add the following settings that apply to your device. See the Devices help for more information.

### Canon imageFormula ScanFront

Field	Value
Name	mfp.password
Namespace	mfp.canon.properties
Value	
Description	Enables or disables the Preview feature for Xerox MFP

Column	Value
Name	mfp.port
Namespace	mfp.canon.properties
Value	
Description	Communication port to the MFP.

Column	Value
Name	mfp.protocol
Namespace	mfp.canon.properties
Value	

Column	Value
Description	Communication protocol to the MFP.

Enter the following in the VALUE column for each of these rows:

- mfp.password: Password for the MFP.
- mfp.port: Communication port for the MFP, which is usually 80.
- mfp.protocol: Either http or https, depending on the protocol used to communicate with the MFP.

**HP**

Column	Value
Name	mfp.scan.output.quality
Namespace	mfp.hp.properties
Value	Medium
Description	Output quality values are Low, Medium, and High.

Column	Value
Name	mfp.scan.optimize.text.photo
Namespace	mfp.hp.properties
Value	Mixed2
Description	Optimize text photo values are Text, Graphic, Mixed0, Mixed1, Mixed2, Mixed3, and Mixed4.

Column	Value
Name	mfp.image.preview
Namespace	mfp.hp.properties
Value	false
Description	Enable image preview mode (true/false).

**Kyocera**

Column	Value
Name	mfp.title.height
Namespace	mfp.kyocera.properties
Value	22
Description	Height of the title area at the top of the panel.

Column	Value
Name	mfp.toolbar.height

Column	Value
Namespace	mfp.kyocera.properties
Value	35
Description	Height of the toolbar at the bottom of the panel.

Column	Value
Name	mfp.shortcut.width
Namespace	mfp.kyocera.properties
Value	200
Description	Width of shortcut or destination button.

Column	Value
Name	mfp.shortcut.height
Namespace	mfp.kyocera.properties
Value	56
Description	Height of shortcut or destination button.

Column	Value
Name	mfp.indexfield.height
Namespace	mfp.kyocera.properties
Value	70
Description	Height of each index field entry, including label, input and validation error message.

### Xerox

Column	Value
Name	mfp.scan.preview
Namespace	mfp.xerox.properties
Value	false
Description	Enables or disables the Preview feature for Xerox MFP.

## Entering the Host Name of Server in the Konica Minolta Registration Client

When connecting a Konica Minolta MFP to Kofax TotalAgility in On-Premise Multi-Tenant and Azure configurations, the host name of the server must be entered. However, the name of the Server IP Address field and the *Kofax TotalAgility Administrator's Guide for Konica Minolta MFPs* indicate that only IP addresses can be entered. (631953)

**Workaround:** Server host names can be used in the Server IP Address field. Enter the host name in the field.

## Default Setting for the ProxyServerProtocol

When you perform an on-premise HTTP installation, the default setting for the ProxyServerProtocol is HTTPS. (626923)

**Workaround:** Set the ProxyServerProtocol to HTTP and save.

## Unable to Connect Canon image Formula ScanFront when Using SSL

With a Canon imageFormula ScanFront 330 MFP, an SSL connection to the server fails when it uses the host name. (620570)

**Workaround:** Use the IP address when specifying the address of the server. For On-Premise Multi-Tenant and Azure configurations, you must use version 150210.512.0001 of the firmware.

## Email Activity Fails for Color Multi-Page Documents

When using an email activity to process color multi-page documents from an MFP, the following exception is generated in the Windows log in Event Viewer:

```
An exception of type 'System.ServiceModel.FaultException`1  
[[Agility.Server.Integration.Common.ErrorHandling.CustomExceptionDetail,  
Agility.Server.Integration.Common, Version=1.0.0.0, Culture=neutral,  
PublicKeyToken=d86c87abe4a71948]]' occurred and was caught.
```

This error does not occur when sending mostly black-and-white documents or when using the same process and images from the Thin Client. (613934)

## Localization

The client software for MFPs is available in the following languages.

- Brazilian Portuguese
- French
- German
- Italian
- Spanish

The following information has not been translated and is only available in English.

- Text related to non-animated mode of the MFP Emulator. (553647)
- HTTP client setting on the Lexmark configuration page. (552444)
- For Ricoh MFPs, the corrected information in the Main menu help does not appear in translated versions. (621322)
- “Add more pages” and “Send and exit” buttons for the Canon imageFormula ScanFront 330. (613412)
- Help for server settings for the Canon imageFormula ScanFront 330. (613409)

# Updated Documentation

This chapter supplements the documentation provided with the product with changes and corrections.

For the last modified date, check the title page of each document.

The following documentation was updated in TotalAgility 7.2.1.

- MFP Administrator's Guides: Updated to fix bugs and provide information on Canon imageFormula ScanFront MFPs.
- Kofax TotalAgility Administrator's Guide: Updated to provide information on CORS support.
- Kofax TotalAgility Installation Guide: Updated to provide information on setup.exe return codes.
- Kofax TotalAgility Export Connector Help: Updated to provide information on importing or exporting the export connector configurations across environments.
- Kofax TotalAgility Help: Updated to fix bugs and provide information on limitations to using large data, page renditions, licensing, dependant formatting, delimiter for multi-value fields and audit failed logon attempts.
- Kofax TotalAgility Workspace Help: Updated to include the following note about a vendor issue:

**Note** On Windows, the Microsoft Virtual keyboard is disabled when using a text box in password mode.

