

Mobile SDK

2.4.1

Kofax Mobile SDK Release Notes



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Contents

Release Notes	7
Version Information	7
Resolved Issues	7
Unable to Capture Image in Video Mode	7
BarcodeReader Direction Map Incorrect	7
Overlapping Messages in AnimatedDocumentCaptureExperience	7
TotalAgility PhoneGap Application Didn't Build Out of the Box	8
NullPointerException After Trying to Write an Image of the Same Mimetype Twice	8
Page Detection Events Received Even if Camera is Set to PageDetect.Off	8
Page Detection Events Received With PageDetect.Off	8
KMD Crashed After Capturing a Check Front	8
Torch Icon was Not Visible	9
Failed to Read Bar Code After Dismissing ReadBarcode Alert	9
Capture View Displayed in Video Mode Even After Switching to Camera Mode	9
Flash Mode ON Did Not Work	9
Unable to Capture Bar Code Second Time After Launch	9
setGPSUsageLimits = neverUse Only Worked if Location Permissions are Removed	9
Relative Area Ratio Must Be Approximately 20 or Higher	10
User Instructions Centered Despite Different x and y Coordinates	10
Delayed Continuous Focus Stuck in an Unfocused State	10
Default Messages Rotated Incorrectly	10
GPS Settings Not Recorded on iOS 8	11
Could Not Upgrade Database from 2.1 into the Schema for 2.2	11
Writing AppStats Data to File May Have Caused Issues	11
Could Not Download Document Type to Illegal Character in Shortcut Name	11
Level Indicator Sluggish in Image Capture Control on Some Devices	11
MICR/Signature Not Detected on Clear Image	12
Certain ASUS Transformer TF101 Tablets May Have Frozen When Specifying Resolutions	12
Flash Fired Continuously on Some Devices	12
iOS: Unfocused Images Captured Despite the Camera Reporting Focused	12
Some Devices Captured Full Size Images in Video Mode	13
Nexus 10: Flash Did Not Work in Capture Mode	13
Could Not Use Flash on Certain Samsung Devices	13
returnCameraEvents Method	13
Tilt Not Required in Image Capture Control	14
Cannot Capture Back Side of Check	14

Quick Analysis Did Not Consistently Indicate Blurred Images 14

In Video Mode, LED Inconsistent Across Devices 14

Android Applications Crash With Invalid License 14

Android: Level Indicator Switched Phases Rapidly 15

Race Condition Caused iPhones to Crash 15

BankRight: Selecting Certain Bar Code Types 15

Pressing BankRight Back Button Caused Login Failure 15

BankRight: Unable to Capture Multiple Driver Licenses 15

Asus Transformer Camera Feed Not Centered 16

Motorola MotoX Sensor Handling 16

MICR Data Extracted From Image With No MICR Line 16

Unable to Select Certain Cases from Case List 16

Review Image Screen Didn't Appear when Review is ON 16

Use Kofax Server Switch Blocked Custom URL 17

Multiple Deprecation Errors While Compiling for iPad2 17

Some Android Models May Have Had Imaging Issues 17

Known Issues 17

 Cannot Use Custom Component with TotalAgility 17

 Setting Static Frame Padding to 50 Crashes Application 18

 Visibility Setting for Instruction Message Ignored 18

 Page Detect Thresholds Now Based Off Static Frame 18

 Original Images Not Saved Server 18

 Tap to Focus is Not Supported 18

 Out of Memory When Using Bar Code Reader 19

 Message Not Clipped Correctly in Portrait Mode 19

 EAN Bar Code Returns Wrong Value 19

 Getting 1 Result when Expecting 3 Bar Code Results 19

 Colors are Shifted for TIFF Images on iOS 8.3 20

 Processed Image is Inappropriately Deskewed 20

 Flash Keeps Cycling On/OFF Every Second 20

 Angle Guidance Always OK for Backs of Checks 20

 Shaky Circle and Target While Capturing 21

 BarcodeReader Direction Map Incorrect 21

 Unable to Capture Document with Default Page Area Threshold Setting on Certain Devices 21

 checkCaptureExperience Should Not be Used in Image Mode 21

 setTargetFramePaddingPercent After Instantiation Doesn't Update the UI 22

 Application Crashes When Trying to Register Device 22

 Highlight Feature Unsupported for ID and Passport 22

 Different Bar Code Results for Same Image Saved as .jpg or .png 22

 Returned BarcodeResult Bounding Box is Null for 2D Bar Codes 23

When Image Processing Fails to Write to File, it Fails Silently	23
Changing Device Language While Kofax Mobile Demo is Open Causes Crash	23
Kofax Mobile Demo Returns yyyy/mm/dd Format, Not Device's Format	23
Driver License Extraction Fails for Front Only Regions	24
setPageDetectionEnabled(false) Does Not Behave Correctly	24
Calling setPageDetectMode() Causes CheckCaptureExperience to Freeze Sporadically	24
DoRecognizeTextMICR Affects Page Detection During Processing	24
Captured Image is Cropped	25
MICR Not Detected in Local Validation	25
Default Camera Settings Are Not Restored After Tapping Reset	25
Use and Retake Can Be Used Before Receiving Quick Analysis Feedback	25
Able to Save Component with no Name	25
Payee Endorsement Fails Even Though Check is Endorsed	26
ImageCaptureView Returns Incorrect onCameraInitialized Events	26
Default Resolution for Image Capture Mode Doesn't Capture	26
Turning Video Frame ON When Camera is Not Open Forces PreviewSize Instead of PictureSize	27
Camera Feed Starts Flickering After A Few Minutes	27
Kofax Mobile Demo Fails When Importing a Profile	27
Default Capture Messages Not in Correct Position Regardless of Device Orientation	27
Level Indicator Freezes After Capture	28
AppStats Image Table Logs Have Incorrect Image Filesize for Bitmaps	28
Failed to Process Image with IMAGE_REP_FILE	28
Check Detection Does Not on Work Older Versions of Android	28
Check Detector Returns Bounds Rotated 90 Degrees	29
Application Shows Black Screen on Launch of Viewfinder	29
CheckCaptureExperience Does Not Work if the Landscape View is Landscape Left	29
Viewfinder is Black When Torch is On in a Different App	29
CheckDetector Only Works With Landscape Bitmaps	29
Changes to Settings Lost When Kofax Mobile Demo is Killed	30
CheckDetector Always Returns Null	30
Check Capture Experience May Display Pulsating MICR Boxes	30
Captured Credit Cards May Not Be Displayed Correctly	30
Large Images Cause an Error in Check Deposit	31
Sony XPeria Z1s Captures Unfocused Images	31
Droid Razr Maxx Stability Value Not Stable	31
PostNet Bar Code Search is Slower Than Other Bar Code Symbolologies	31
HTC Thunderbolt May Crash When Using Torch	32
Android App Will Not Run in Emulator with Google Maps API Enabled	32
Level Indicator Sluggish With Continuous Page Detection	32
Blue Overlay Obscures Viewer At Certain Sizes	32

Extreme DPI Settings Not Supported33

Overexposed Images if Lighting Changes from Dark to Bright33

Unable to Capture with Pitch Set to 18033

Certain Screen Resolutions Problematic34

Removed Images Still Visible in Gallery34

Camera Feed Upside Down on Landscape Tablets34

SDK Does Not Report KFS Out of Disk Space35

Release Notes

Please read these notes carefully because they contain information that is not included in the SDK documentation.

Version Information

The SDK version can be found by looking in the `versions.txt` file included in the delivered product.

Resolved Issues

This section contains information about issues that have been resolved as of this version of the product.

Unable to Capture Image in Video Mode

Unable to take a picture in video mode if either the `doContinuousMode` or `takePicture` method was used. This was a device specific problem. (593874)

Affected platforms and/or known devices:

- Moto G

BarcodeReader Direction Map Incorrect

The `kfxKBRBarcodeReader` `searchDirection` property did not work. This property specifies that multiple directions can be combined. However, `top_down` and `right_left` were reversed and, for iOS only, combining two or three bar codes together resulted in a read error. (592986)

Affected platforms and/or known devices:

- iOS

Overlapping Messages in AnimatedDocumentCaptureExperience

In the Android `AnimatedDocumentCaptureExperience` two message objects may have been displayed at the same time. For example, the `UserInstructionMessage` and the `HoldSteadyMessage`, or the `UserInstructionMessage` and the `PageOrientationMessage`. (583320)

Only one message object at a time should have been displayed. If an additional guidance message popped up, the preceding one should have disappeared.

Affected platforms and/or devices:

- Android

TotalAgility PhoneGap Application Didn't Build Out of the Box

The TotalAgility PhoneGap application that comes in the Hybrid folder of the SDK didn't build out of the box. There were linker errors from the `CardIO` framework. (568667)

Affected platforms and/or devices:

- iOS

NullPointerException After Trying to Write an Image of the Same Mimetype Twice

In PhoneGap, when processing the same image as the same mimetype twice, the following error was generated: `Error! failed to set image - NullPointerException - Image is not a Bitmap.` (566909)

Affected platforms and/or devices:

- Android
- PhoneGap

Page Detection Events Received Even if Camera is Set to PageDetect.Off

In PhoneGap, when the page detect value was "off", the app should not have received page detect events, and should have been able to capture even when a page was not detected. However, when the page detect value was set to "off", page detect events were received as though the page detect mode had been set to continuous. (566250)

Affected platforms and/or devices:

- Android
- PhoneGap

Page Detection Events Received With PageDetect.Off

In PhoneGap, when the page detect value was set to "off", the app should not have received page detect events, and should have been able to capture even when a page was not detected. However, when the page detect value was set to "off", receive page detect events were received as though the page detect mode was set to continuous. (565961)

Affected platforms and/or devices:

- iOS

KMD Crashed After Capturing a Check Front

The check capture experience was not supported on the affected device. (563894)

Affected platforms and/or devices:

- Android
- Motorola Droid 4
- KMD

Torch Icon was Not Visible

In the KMD application, the torch icon was not visible from the Check Deposit, Driver License, and Passport screens. (563053)

Affected platforms and/or devices:

- Android
- KMD

Failed to Read Bar Code After Dismissing ReadBarcode Alert

In PhoneGap, while reading a bar code, if the “Read Barcode” button was tapped, an alert was displayed (BarcodeCaptureControl.addEventList error! Action already in progress). After dismissing this, the bar code could not be read. (562375)

Affected platforms and/or devices:

- Android
- PhoneGap

Capture View Displayed in Video Mode Even After Switching to Camera Mode

In PhoneGap, the Capture view was still displayed in Video mode even after switching from Video mode to Camera mode. (562364)

Affected platforms and/or devices:

- Android

Flash Mode ON Did Not Work

In PhoneGap, setting the Flash Mode to ON was not functional (there was no flash even after the mode was changed in Settings). (562331)

Affected platforms and/or devices:

- Android

Unable to Capture Bar Code Second Time After Launch

In the PhoneGap sample application, after capturing a bar code the first time, if the user pressed the back button and then tried to capture the bar code again, the application was not able to capture it the second time. (562319)

Affected platforms and/or devices:

- Android

setGPSUsageLimits = neverUse Only Worked if Location Permissions are Removed

In the SDK, there was a method that allowed the user to set the GPS usage for the image capture control off:

```
com.kofax.kmc.kui.uicontrols.ImageCaptureView.setGpsUsage(GpsUsageLimits
```

limits). The `neverUse` functionality only worked if `<uses-permission android:name="android.permission.ACCESS_FINE_LOCATION" />` was taken out of the manifest. (561943)

Affected platforms and/or devices:

- Android

Relative Area Ratio Must Be Approximately 20 or Higher

When the Android relative area ratio functions (`setPageAreaForDetection` or `setPageAreaThreshold`) were set to a low value, such as 5, the application should have fired off a page detection event and/or capture when the page occupies at least 5 percent of the view. However, this did not happen. If these values were higher than 20, the `pageDetected` event \ fired and the image was captured as expected. (561722)

Affected platforms and/or devices:

- Android

User Instructions Centered Despite Different x and y Coordinates

When using the Android `AnimatedDocumentCaptureExperience`, you can construct a variety of messages and user instructions. When using the `UserInstructionMessage`, the text was always set in the exact center of the screen, regardless of the specified x and y coordinates. (560849)

Affected platforms and/or devices:

- Android

Delayed Continuous Focus Stuck in an Unfocused State

When using the Check Deposit module of the KMD app, the capture control would occasionally get stuck in a state where unfocused images were consistently captured. (559532)

Affected platforms and/or devices:

- Android
- Samsung S5

Default Messages Rotated Incorrectly

When using the Check Capture experience or the Animated Capture Experience, the default capture message was initially rotated correctly when the phone is held in the original orientation and 90 degrees to the left. But when the phone was rotated 90 degrees to the right, the message was displayed upside down. (559370)

Affected platforms and/or devices:

- iOS

GPS Settings Not Recorded on iOS 8

If you enabled Location Services, in order to capture GPS information in the image header, the following needed to be added to your application's `info.plist` beginning with iOS 8: (557861)

- One of these keys:
`NSLocationWhenInUseUsageDescription` OR `NSLocationAlwaysUsageDescription`
- For the associated key value, include a message string that the user will see when the permission popup appears.

Affected platforms and/or devices:

- iOS 8

Could Not Upgrade Database from 2.1 into the Schema for 2.2

In AppStats, an error (`KMC_UT_CREATE_DB_FAILED`) was generated when attempting to upgrade the AppStats database from SDK version 2.1 into the 2.2 schema. (378258)

This only happened if the SQL Database had exported/written the AppStats data via:

```
(int)writeToFile
```

or:

```
(int) export: (NSString *) exportFilePath  
withFormat: (KUTappStatsExportFormat)exportFormat
```

Affected platforms and/or devices:

- iOS

Writing AppStats Data to File May Have Caused Issues

To avoid possible synchronization issues, it was necessary to turn AppStats off before writing the data to a file. (376049)

Affected platforms and/or devices:

- Android

Could Not Download Document Type to Illegal Character in Shortcut Name

If an `&` (ampersand) was used in the name of a shortcut in the Administration console, the `getIndexFields` failed to download. Instead, a `kfxLibUtilities: Error Code: 0x301C` error was returned. (366967)

Affected platforms and/or devices:

- iOS

Level Indicator Sluggish in Image Capture Control on Some Devices

In the Image Capture Control, the level indicator was laggy, which made it difficult to use. The indicator would not recover or speed up, even if the user paused and waited for it to “catch up” to the current state. (366480)

Affected platforms and/or devices:

- Android
- Asus Memo Pad
- Moto X

MICR/Signature Not Detected on Clear Image

When a clear image was captured, the MICR or the signature may not have been detected and error was thrown. This was a random issue. (360700)

Affected platforms and/or devices:

- iOS
- Android

Certain ASUS Transformer TF101 Tablets May Have Frozen When Specifying Resolutions

The camera on ASUS Transformer TF101 tablets with the following kernel version may have frozen when specifying resolutions. (346009)

- Kernel Version: 2.6.39.4
- Build Number: IML74K.US_epad-9.2.1.24-20120503

This issue has not been observed on the following:

- Kernel: 2.6.36.3-00001-g9a21gc1
- Build: HTK75.US_epad-8.6.5.21-20111216

Affected platforms and/or devices:

- Android
- ASUS Transformer TF101

Flash Fired Continuously on Some Devices

After abruptly switching from a dark to light environment (such as picking the tablet up from a table), the flash fired repeatedly, resulting in a washed out image. This happened when the flash was set to "Auto". (345226)

If the user moved the device, the flash would pause. As soon as the device was stable again, the flash resumed firing, which made it almost impossible to take a properly exposed image.

Affected platforms and/or devices:

- Android
- Samsung S4
- Samsung S3

iOS: Unfocused Images Captured Despite the Camera Reporting Focused

It was possible to capture an out of focus image with the Image Capture Control even though the camera reported that the lens was focused. This normally happened when page detect was set to automatic or continuous and when all the stability/levelness settings were satisfied, but the camera physically could not focus because the lens was too close to the

document. Despite this, eventually the camera incorrectly reported that it was focused. If the user then gently moved the device far enough away from the document for it to normally be able to focus, the resulting image was still out of focus. In order for this to happen, the device must have been moved gently enough that the settings were continuously satisfied. If the settings were exceeded, even if just for an instant, the camera refocused at the new distance. (343400)

Affected platforms and/or devices:

- iOS

Some Devices Captured Full Size Images in Video Mode

On some devices, using `takePicture` while in video mode resulted in capturing a full size image. (324939)

Affected platforms and/or devices:

- Android

The following devices were known to exhibit this behavior. There may be others.

- HTC One
- LG G Pad 8.3
- Nexus 10
- Samsung Mega
- Samsung S3

Nexus 10: Flash Did Not Work in Capture Mode

On the Nexus 10, when in capture mode with the flash setting on, the flash did not fire. (324897)

Affected platforms and/or devices:

- Android
- Nexus 10

Could Not Use Flash on Certain Samsung Devices

During image capture with the flash enabled, the level indicator froze and the image capture view was sluggish. (324740)

Affected platforms and/or devices:

- Android
- Samsung 12.2
- Samsung Note 10.1

returnCameraEvents Method

The SDK contains a `returnCameraEvents` method that must be set to `True` in order for an app to take advantage of page detect, levelness and stability threshold events. If this value was left at the default or set to `False`, these threshold events are not returned. iOS was missing this method. (324720)

Affected platforms and/or devices:

- Android
- iOS

Tilt Not Required in Image Capture Control

On Android devices, while in continuous capture mode, before recapturing an image, the user should have been required to tilt the device away from level to reset the levelness and stability thresholds. This was not happening, resulting in a continuous stream of images. (324703)

Affected platforms and/or devices:

- Android

Cannot Capture Back Side of Check

When using a LenovoYoga, an app may not have been able to capture the backside of certain checks. The issue occurred when a check did not have enough data on it for the LenovoYoga camera to focus successfully. (324517)

Affected platforms and/or devices:

- Android
- LenovoYoga

Quick Analysis Did Not Consistently Indicate Blurred Images

When requesting a quick analysis with the image processor API, the app may or may not have requested a reference image. When requesting a quick analysis without an image, the “blurry” setting was missed, and consequently the Quick Analysis Results object was not correctly set up. (323424)

Affected platforms and/or devices:

- iOS

In Video Mode, LED Inconsistent Across Devices

During Capture with Video Mode On and Flash On, there was inconsistent flash lamp behavior across devices. For some devices the lamp was on and for other devices, the lamp was off. (322722)

Affected platforms and/or devices:

- Android

Android Applications Crash With Invalid License

Attempting to run an Android application without a valid license caused the app to crash. (322330)

Affected platforms and/or devices:

- Android

Android: Level Indicator Switched Phases Rapidly

On the Motorola Moto G, the level indicator rapidly switched between states. (322233)

Affected platforms and/or devices:

- Android
- Moto G

Race Condition Caused iPhones to Crash

A race condition occurred during bar code capture when removing the bar code control from view. This most frequently caused the iPhone 4 with iOS 7.1 to crash. However, in rare instances, this may have also been seen on newer iPhones and older versions of iOS. (316394)

Affected platforms and/or devices:

- iPhone
- iOS

BankRight: Selecting Certain Bar Code Types

When scanning for bar codes on the back of a driver license, the app occasionally inappropriately recognized Code 39 bar codes. When this happened, no data was returned from the bar code. (307667)

Affected platforms and/or devices:

- Android
- BankRight

Pressing BankRight Back Button Caused Login Failure

If the Back button was repeatedly pressed immediately after the Check Deposit viewer screen appeared, the app failed to log out of the server after returning to the Welcome screen. This made it impossible to log in again. (307433)

Affected platforms and/or devices:

- Android
- BankRight

BankRight: Unable to Capture Multiple Driver Licenses

Capturing the front of a driver license, selecting Use, and then navigating back to the Home screen caused the app to crash if you immediately tried to capture the next image. (307418)

Affected platforms and/or devices:

- iOS
- iPhone 4
- BankRight

Asus Transformer Camera Feed Not Centered

Asus Transformer tablets (where landscape mode is the natural orientation) exhibited a problem where the camera view appeared off center in the tablet screen. (306608)

Affected platforms and/or devices:

- Android
- Asus Transformer

Motorola MotoX Sensor Handling

There is a hardware compatibility issue for level detection when using the SKD ImageCaptureView class with the Motorola Moto X. When creating an App for this device, use the setMotionSensorType API method to bypass this compatibility issue. (293678)

Usage example:

```
((ImageCaptureView) preview).setMotionSensorType(MotionSensorType.RAW); // to force use raw sensors (accelerometer and magnetic sensors) for motion detect.
```

Note This API method is only supported for this device, do not use with other devices.

Affected platforms and/or devices:

- Android
- Motorola Moto X

MICR Data Extracted From Image With No MICR Line

MICR data was returned in metadata when processing an image without a MICR line. (283904)

Affected platforms and/or devices:

- Android
- BankRight

Unable to Select Certain Cases from Case List

If a personal shortcut was configured in KFS 4.0.1, cases in the mobile application could not be selected if they followed the personal shortcut in the list of cases. Also, that shortcut was visible to all members of the same group. (00116929)

Affected platforms and/or devices:

- iOS

Review Image Screen Didn't Appear when Review is ON

The Review Image screen didn't appear even though Review was set to ON but Auto-processing and Quality Feedback were both OFF. (00116621)

When auto-processing and image quality feedback are OFF and review image is ON, after selecting a document from the camera roll or after capturing a document from the camera

source, the review image was shown briefly and was then automatically dismissed without giving the user a chance to review the image.

Affected platforms and/or devices:

- iOS

Use Kofax Server Switch Blocked Custom URL

This issue occurred when an application was launched using a custom URL and the “Use Kofax Server” setting is also “ON.” Under these conditions, the application ignored the login credentials in the custom URL. (00116376)

Affected platforms and/or devices:

- iOS KMC Library

Multiple Deprecation Errors While Compiling for iPad2

Developers were likely to see numerous deprecation errors when using XCode to compile the application for iPad2. (00115355)

Affected platforms and/or devices:

- iOS Sample Apps

Some Android Models May Have Had Imaging Issues

In some cases, pictures taken with some Android phone models may have had poor resolution. (00112259, SPR00115464)

Affected platforms and/or devices:

- Android

Known Issues

This section contains information about potential problems that you could encounter while using the SDK. Workarounds are provided as applicable.

Cannot Use Custom Component with TotalAgility

In this release Kofax Mobile Demo does not support the custom component with TotalAgility integration. (619699)

Affected platforms and/or known devices:

- Android
- iOS
- Kofax Mobile Demo

Workaround: None.

Setting Static Frame Padding to 50 Crashes Application

The allowed value range is from 0-50, but setting the value to 50 makes the application crash. If the value is higher than 50, an exception is thrown the application does not crash. (614561)

Affected platforms and/or known devices:

- Android

Workaround: None.

Visibility Setting for Instruction Message Ignored

After setting the user instruction message (fill viewable area), to invisible, the message will still show up. (614559)

Affected platforms and/or known devices:

- Android

Workaround: To make the user instruction message effectively invisible, set the message property to an empty string.

Page Detect Thresholds Now Based Off Static Frame

The page detect thresholds are now being calculated off the static frame. In past releases, they were based off of the entire capture view. This change does not apply to iOS, which still bases the calculation on the entire capture view. (614546)

Affected platforms and/or known devices:

- Android

Workaround: None.

Original Images Not Saved Server

Original images are not saved in the Real-Time Transformation Interface server when "Send Image Summary" in EVRS Settings is set to ON along with "Save Original Images." When only "Save Original Images" is turned ON, the images are saved. (614153)

Affected platforms and/or known devices:

- Android
- Kofax Mobile Demo

Workaround: None.

Tap to Focus is Not Supported

Tap to focus is not supported on the Samsung S5 because the device uses continuous video mode. Attempting to use "tap to focus" will stop focusing and cause it to be reset every 2 seconds. (613606)

Affected platforms and/or known devices:

- Android

- Samsung S5

Workaround: None.

Out of Memory When Using Bar Code Reader

There is a random out of memory error that may cause the device to crash when using the bar code reader to search for Datamatrix bar codes when there are none. If the bar code reader finds a Datamatrix code, this error does not occur. This has not been seen in devices other than the Galaxy S4 with Android version 4.3. Newer versions of Android on this device have not been tested. (612749)

Affected platforms and/or known devices:

- Android 4.3
- Samsung Galaxy S4

Workaround: None.

Message Not Clipped Correctly in Portrait Mode

In some devices, the instruction message is not the clipped correctly when the device screen is in portrait mode. This does not happen when the phone is rotated so that the screen is in portrait mode. (611787)

Note This issue is dependent on the text size and device screen size. The message boundaries are correct if the text size is small. The message boundaries are correct in landscape mode, but not in portrait mode if the text size is medium. The message boundaries are incorrect in both landscape and portrait mode if the text size is large.

The text size is in relation to the screen size, so, for example, size 20 text is considered large on a mobile device but small on a tablet.

Affected platforms and/or known devices:

- Android

Workaround: None.

EAN Bar Code Returns Wrong Value

When reading EAN bar codes from right to left, the wrong value is returned. (611783)

Affected platforms and/or known devices:

- Android

Workaround: None.

Getting 1 Result when Expecting 3 Bar Code Results

When using bar code automation, when 3 results are expected, on one result is returned. (611781)

Affected platforms and/or known devices:

- Android

Workaround: None.

Colors are Shifted for TIFF Images on iOS 8.3

Processing images to colored tiffs on iOS 8.3 will result in incorrect colors. The SDK contains code that generates TIFF images in a JPEG compressed YCbCr format. The resulting files conform to TIFF specifications, and the images check out OK with an online TIFF header/viewer. Prior to iOS 8.3, the images displayed properly when reading in with [UIImage imageWithContentsOfFile]. With 8.3, the colors are reversed (BGR instead of RGB). This bug has been reported to Apple. (609601)

Affected platforms and/or known devices:

- iOS

Workaround: Avoid using TIFF images.

Processed Image is Inappropriately Deskewed

The processed image is deskewed even though auto deskew is disabled when auto rotate is enabled. If you are going to use auto rotate it is recommended that you enable deskew. (608615)

Affected platforms and/or known devices:

- iOS

Workaround: None.

Flash Keeps Cycling On/OFF Every Second

On some devices, the flash keeps cycling on and off every second before the image is captured. For these devices, the flash is being used to aid auto-focus and, depending on the diver, may be normal behavior. See the Android Developer guide for details. (607732)

Affected platforms and/or known devices:

- Android

Workaround: None.

Angle Guidance Always OK for Backs of Checks

Regardless of the `maxSkewAngle` setting, even when very low (for example zero or some other very small number), the turn guidance always says OK. When set to such low levels, some guidance other than OK is expected. (607371)

Note The `maxSkewAngle` setting works as expected for the fronts of checks.

Affected platforms and/or known devices:

- Android
- iOS

Workaround: None.

Shaky Circle and Target While Capturing

The circle and target will keep shaking, even when the device is steady. This can make it difficult to capture, especially when using the default stability settings. (596444)

Affected platforms and/or known devices:

- Moto G
- Amazon Kindle Fire HDX 8.9

Workaround: Force capture the images or lower the stability threshold to something like 65.

BarcodeReader Direction Map Incorrect

The `kfxKBRBarcodeReader searchDirection` property does not work. This property specifies that multiple directions can be combined. However, `top_down` and `right_left` were reversed. (593056)

Affected platforms and/or known devices:

- Android

Workaround: None.

Unable to Capture Document with Default Page Area Threshold Setting on Certain Devices

When using certain devices, the aspect ratio of the screen makes it difficult to meet the page area threshold. This depends on the page area threshold setting. For example, if the page area threshold is set to 55% when using the Kindle Fire tablet, it is almost impossible to fit a standard sized document within the on screen guides and fill more than 50% of the preview area. Consequently, the image cannot be automatically captured. (591441)

Affected platforms and/or known devices:

- Kindle Fire
- Sony Tablet Z
- Samsung Galaxy Tab S 8.4"

Workaround: Lower the page area threshold as needed to enable capture.

checkCaptureExperience Should Not be Used in Image Mode

The SDK doesn't allow an application to set the preview resolution. Because of this, on certain devices, if the `checkCaptureExperience` is used in image mode, the captured images are cut off. This occurs even though the default resolution for captured images is higher than 1080p, because the preview resolution is too low. (591091)

Affected platforms and/or devices:

- Android

Workaround: Always use the `checkCaptureExperience` in video mode.

setTargetFramePaddingPercent After Instantiation Doesn't Update the UI

If a `CheckCaptureExperience` is created (`captureExperience = new CheckCaptureExperience(baseCapView, capCriteria)`), and then the padding percent is changed (`capCriteria.getCheckDetectionSettings().setTargetFramePaddingPercent(25);`), the settings are applied to the actual `CheckDetector`. However, the UI is not updated. The frame still appears to have the original padding. As a result, the check detection algorithm becomes out of sync with the UI. (590819)

This only happens when updating/setting your `CheckDetectionSettings` after you have instantiated your `CheckCaptureExperience`. If the padding percent is changed before the `CheckCaptureExperience` is instantiated, the UI is updated.

This happens when using `CheckCaptureExperienceCriteriaHolder`.

Affected platforms and/or devices:

- Android
- `CheckCaptureExperience`

Workaround: None

Application Crashes When Trying to Register Device

Registering the device with a server causes the application to crash. (589670)

Affected platforms and/or devices:

- Android 5.x
- HTC One M8

Workaround: None.

Highlight Feature Unsupported for ID and Passport

The Highlight functionality is not currently supported for Passport or ID. (578481)

Affected platforms and/or devices:

- Android 5.x
- Kofax Mobile Demo

Workaround: None.

Different Bar Code Results for Same Image Saved as .jpg or .png

`BarcodeReader` should yield the same results from an image, regardless of the file type used to save the image. However, .png and .jpg versions of the identical image may yield different results. (571421)

Affected platforms and/or devices:

- iOS

Workaround: When using `BarcodeReader`, use jpg images (instead of png) for consistent and better bar code reading results.

Returned BarcodeResult Bounding Box is Null for 2D Bar Codes

After capturing a bar code (PDF 417 or QR) on devices with Android 5.x, the `BarcodeResult` bounding box that is returned is null. This has been observed when running Android 5.x on Nexus 5, 6, 9. Note that there may be other affected devices, when Android 5.x is used. (568670)

Affected platforms and/or devices:

- Android 5.x

Workaround: None.

When Image Processing Fails to Write to File, it Fails Silently

In iOS, if the user configures the image processor to write to file after processing, and then specifies a file path that does not exist, the image processor will fail when attempting to write but will not notify the user. (566919)

Affected platforms and/or devices:

- iOS

Workaround: None.

Changing Device Language While Kofax Mobile Demo is Open Causes Crash

After capturing and submitting a USA DL, while Kofax Mobile Demo is still open, if the device input language is changed it will cause the App to crash when attempting to open the DL component again. (566002)

Affected platforms and/or devices:

- Android

Workaround: None.

Kofax Mobile Demo Returns yyyy/mm/dd Format, Not Device's Format

When a device is set to the Regional date format, the Kofax Mobile Demo App should return the date format base on the device input settings. However for Nexus devices, Kofax Mobile Demo always return yyyy/mm/dd format even when the device is set to the Regional format. (566000)

Affected platforms and/or devices:

- Android
- Nexus 5, 6, 7

Workaround: None.

Driver License Extraction Fails for Front Only Regions

In Kofax Mobile Demo, when extracting a driver license, for front only regions, there are occasions where extraction does not occur. No alert message is shown. (565856)

Affected platforms and/or devices:

- Android
- Samsung Galaxy Note
- HTC Thunder Bolt
- Motorola Moto Razr Maxx

Workaround: Set Kofax Mobile Demo to default to a higher resolution.

setPageDetectionEnabled(false) Does Not Behave Correctly

Setting `setPageDetectionEnabled(false)` should make the `AnimatedDocumentCaptureExperience` ignore all capture constraints related to page detection. In other words, an image should still be captured even if the flowing criteria are set, but never met: “page area”, “page long edge threshold”, “page short edge threshold”, and “detect page orientation”. Instead, an image is never captured, and the “Move Closer” message is always shown. (565653)

Affected platforms and/or devices:

- Android

Workaround: None.

Calling setPageDetectMode() Causes CheckCaptureExperience to Freeze Sporadically

If `setPageDetectMode` is called on an `ImageCaptureView` that's registered to the `CheckCaptureExperience`, and then the user starts capturing checks, the `CheckCaptureExperience` will freeze up sporadically. When it freezes up, there is no guidance and you can't use any navigation in your application. (565648)

Affected platforms and/or devices:

- Android

Workaround: Restart the application.

DoRecognizeTextMICR Affects Page Detection During Processing

`_DoRecognizeTextMICR_` was originally used as a check of the MICR and had no effect on image processing. This was changed in 2.3, which introduced unintended behaviors. For example, in some cases the first characters of the found MICR line are missing. (565539)

Affected platforms and/or devices:

- All

Workaround: None.

Captured Image is Cropped

When using the `ImageCaptureView`, the captured image is cropped. This is seen only in image capture mode and not video capture. This happens with the following image resolutions: 2048x1536 and 2592x1944 (default). (564331)

Affected platforms and/or devices:

- Android
- Lenovo Vibe Z2 Pro

Workaround: Change to a different resolution.

MICR Not Detected in Local Validation

In the Kofax Mobile Demo application, when Check Validation is done locally, the “MICR not found” alert sometimes appears. As a result, the check is not usable. This issue is not observed when validation is done using via the server. (565392)

Affected platforms and/or devices:

- Android
- Samsung S2

Workaround: None.

Default Camera Settings Are Not Restored After Tapping Reset

The Kofax Mobile Demo application fails to restore the default settings when performing a Reset. This is observed in the camera settings for all modules. (564956)

Affected platforms and/or devices:

- Android
- Kofax Mobile Demo

Workaround: None.

Use and Retake Can Be Used Before Receiving Quick Analysis Feedback

The Kofax Mobile Demo application allows the user to tap the Use and Retake buttons before the Quick Analysis feedback pop-up has been displayed. In the case of the Retake button, the Quick Analysis feedback pop-up appears on the active viewfinder screen. (564888)

Affected platforms and/or devices:

- Android
- Kofax Mobile Demo

Workaround: None.

Able to Save Component with no Name

The Kofax Mobile Demo application allows the user to save a component without providing a name for that component. (564870)

Affected platforms and/or devices:

- Android
- Kofax Mobile Demo

Workaround: None.

Payee Endorsement Fails Even Though Check is Endorsed

In “Check information Usability”, the results for Payee Endorsement show “Failed” even though the check is endorsed. (564547, 559858)

Affected platforms and/or devices:

- Android
- iOS

Workaround: This happens when capturing the signature on the left side of the check, instead of the right. Manually rotate the check so that the signature is on the right and try to retake the image.

ImageCaptureView Returns Incorrect onCameraInitialized Events

The application receives `onCameraInitialized` events with the status of `CAMERA_USE_VIDEO_FRAME_CHANGED`, even though `setUseVideo()` was not called. It may also receive `onCameraInitialized` events with the status of `CAMERA_IMAGE_RESOLUTION_CHANGED`, even though `setImageResolution()` was not called. This happens if the application starts an Intent on top of an Activity and then returns to the original Activity. Although the View was not re-created and the instance of `ImageCaptureView` has not changed, the application will always receive either `CAMERA_USE_VIDEO_FRAME_CHANGED` or `CAMERA_IMAGE_RESOLUTION_CHANGED` - never both, and never `CAMERA_VIEW_CREATED`. (564537)

Affected platforms and/or devices:

- Android

Workaround: None.

Default Resolution for Image Capture Mode Doesn't Capture

When switching to image capture and keeping the default resolution, some devices aren't able to capture because they can't detect the MICR. (564501)

Known affected devices are listed below, there may be others.

Affected platforms and/or devices:

- Android
- Moto G
- Samsung Galaxy Note 1
- Droid 4
- Droid Charge
- Droid Mini
- Samsung Galaxy S2

- Nexus 10
- HTC Thunderbolt

Workaround: If your application needs to support one of these devices, try video mode instead of image capture mode.

Turning Video Frame ON When Camera is Not Open Forces PreviewSize Instead of PictureSize

For the `ImageCaptureView`, if `setUseVideoFrame(true)` is called when the camera is not open/ready, then the `CameraManager` will still set `_isUsingVideo` to true, even though the camera has not been set to use Video Mode. This causes the camera to use the default `PreviewSize` instead of the `PictureSize` when in Image mode, which may cause unintended behavior. (564360)

Affected platforms and/or devices:

- Android

Workaround: None.

Camera Feed Starts Flickering After A Few Minutes

After leaving the `ImageCaptureView` open for about 2 minutes, the camera feed flickers, as if some black frames were occasionally showing. (564131)

Affected platforms and/or devices:

- Android
- Samsung Mega

Workaround: None.

Kofax Mobile Demo Fails When Importing a Profile

If a profile is imported into the Kofax Mobile Demo application, the application may occasionally crash. (563954)

Affected platforms and/or devices:

- Android
- Kofax Mobile Demo

Workaround: Before attempting to import a profile, ensure that the Kofax Mobile Demo application is on the home screen.

Default Capture Messages Not in Correct Position Regardless of Device Orientation

On some devices, in the `AnimatedDocumentCaptureExperience`, the messages are not displayed correctly, regardless of the orientation the device is moved into or the orientation in which the application is launched. This has been observed on the Samsung Tab 10, Samsung Note 10.1 2014 edition, and the Samsung Galaxy Note Pro 12.2. Note that other devices may also be affected. (563887)

Affected platforms and/or devices:

- Android

Workaround: None.

Level Indicator Freezes After Capture

The level indicator in the `ImageCaptureView` will not move on the HTC Desire 820 after capturing an image. Intermittently, the level indicator becomes completely stuck for about 5 seconds. (563875)

Affected platforms and/or devices:

- Android
- HTC Desire 820

Workaround: None.

AppStats Image Table Logs Have Incorrect Image Filesize for Bitmaps

If the image processor is set to provide an `IMAGE_REP_BITMAP` or `IMAGE_REP_BOTH`, AppStats will record the number of pixels in the bitmap for the `fileSize` column of the `ImageProcessorEvent` table. (562475)

AppStats also has an Image table with a `fileSize` column. Here, if the image is represented by a bitmap, the `fileSize` will be 0. These two tables should be consistent. The Image table in AppStats should log the `fileSize` as the number of pixels in the bitmap for those images that are represented by a bitmap.

Affected platforms and/or devices:

- Android

Workaround: None

Failed to Process Image with IMAGE_REP_FILE

The image was not processed when `ProcessedImageRepresent` is set to `IMAGE_REP_FILE`. An image processing error (“The input image object has no active representation for file, Bitmap or both...”) is displayed when processing an image when the image representation is set to file. (562335)

Affected platforms and/or devices:

- iOS

Workaround: None.

Check Detection Does Not on Work Older Versions of Android

Check Detection and the Check Capture Experience are not supported on older versions of Android (Gingerbread and earlier). (560519)

Affected platforms and/or devices:

- Android

Workaround: For older versions, use the Animated Document Capture Experience instead.

Check Detector Returns Bounds Rotated 90 Degrees

When passing in a portrait image, bounds come back in landscape. These bounds should be transformed back into portrait before they are returned. (556995)

Affected platforms and/or devices:

- Android

Workaround: None

Application Shows Black Screen on Launch of Viewfinder

The Kofax Mobile Demo application shows a black screen on launch of viewfinder from any Kofax Mobile Demo component when camera is running in background. (559511)

Affected platforms and/or devices:

- Android Kofax Mobile Demo

Workaround: None.

CheckCaptureExperience Does Not Work if the Landscape View is Landscape Left

The `CheckCaptureExperience` works (gives correct guidance) in portrait orientation as well as “landscape right” orientation. If it is in “landscape left” orientation, it will give you the wrong guidance. Android devices display upside down `CaptureMessages`. (559425)

Affected platforms and/or devices:

- Android
- iOS

Workaround: None

Viewfinder is Black When Torch is On in a Different App

If the torch is turned on in a different application, and the Kofax Mobile Demo application is then launched while the torch is still on, the viewfinder will be black.(558804)

Affected platforms and/or devices:

- Android

Workaround: Be sure to turn off the torch before launching the Kofax Mobile Demo application.

CheckDetector Only Works With Landscape Bitmaps

The `CheckDetector` class only works when passed a landscape-oriented bitmap. With portrait-oriented bitmaps, you either get back a null result, or occasionally a sig 11 crash. (557910)

Affected platforms and/or devices:

- Android

Workaround: Use only landscape-oriented bitmaps with the CheckDetector. If necessary, you can try manually rotating the image.

Changes to Settings Lost When Kofax Mobile Demo is Killed

If Kofax Mobile Demo is killed after settings have been changed, the new settings may be lost. (557472)

Affected platforms and/or devices:

- iOS
- Android

Workaround: In order for the changes persist, you have to edit the profile from the home screen.

CheckDetector Always Returns Null

When passing in `CheckSide Back` or `None`, a `null` result is always returned from the CheckDetector instead of the expected normal contrast-based page detection results when using these modes. (557276)

Affected platforms and/or devices:

- Android

Workaround: None: This capability has not been implemented. `Back` and `None` values will return a `null` result by design. This may change in a future release.

Check Capture Experience May Display Pulsating MICR Boxes

In some cases, the guidance frame used when capturing the MICR line from a check may incorrectly appear to pulsate and two default messages will appear overlaid on top of each other. This will happen when an application inadvertently constructs two `CheckCaptureExperience` objects or two `AnimatedDocumentCaptureExperience` objects on the same image capture control. (557212)

Affected platforms and/or devices:

- iOS

Workaround: Do not double up on check capture experiences.

Captured Credit Cards May Not Be Displayed Correctly

On certain combinations of phone model and Android version, the embossed credit card (`Card.io`) capture view displays as an opaque gray rectangle. (554751)

Affected platforms and/or devices:

- Android

Workaround: Set the `hardwareAccelerated` flag to `true` for the `io.card.payment.CardIOActivity` in your Android manifest file:

```
<activity
  android:name="io.card.payment.CardIOActivity"
  android:configChanges="keyboardHidden|orientation"
  android:hardwareAccelerated="true" />
```

Large Images Cause an Error in Check Deposit

There's an issue with large images for Check Deposit that is causing this error: `Unhandled Exception: System.AccessViolationException: Attempted to read or write protected memory. This is often an indication that other memory is corrupt.` This occurs when the image is large and image processing is done on the image. The dimensions of the images are about 3400x1500 with a DPI of 400. (548315)

Affected platforms and/or devices:

- iOS
- Android

Workaround: Do use very large images with Check Deposit.

Sony XPeria Z1s Captures Unfocused Images

When using the image capture control in video capture mode with continuous capture on, it is very easy to capture unfocused images, particularly in low light conditions. (378258)

Affected platforms and/or devices:

- Android
- Sony XPeria Z1s

Workaround: Ensure there is adequate lighting and try turning the torch on.

Droid Razr Maxx Stability Value Not Stable

When trying to capture with page detection, the stability value occasionally jumps between 86~87 to 100, even when the phone is motionless. This side effect makes it difficult to capture when page detection is enabled. (375515)

Affected platforms and/or devices:

- Android
- Droid Razr Maxx

Workaround: None.

PostNet Bar Code Search is Slower Than Other Bar Code Symbologies

Depending on the device and the bar codes being read, search times will vary but will in general be up to 10 times slower when searching for the same number of PostNet symbologies as when searching for another symbology. (370107)

Affected platforms and/or devices:

- All

Workaround: None.

HTC Thunderbolt May Crash When Using Torch

In the Android Image Capture control, when using the Torch on the HTC Thunderbolt, the lamp will hold a steady light before capturing the image. But after a continuous capture or force capture event, the torch may occasionally flash and cause the application to crash. (369559)

Affected platforms and/or devices:

- Android
- HTC Thunderbolt

Workaround: None, the SDK will throw an exception if this device is used with the torch.

Android App Will Not Run in Emulator with Google Maps API Enabled

The Android BankRight app will not run in the Android emulator when the Google maps API is enabled. (352625)

Affected platforms and/or devices:

- Android

Workaround: Removing Google Maps from the AndroidManifest.xml will allow the BankRight app to run in the emulator appropriately.

Level Indicator Sluggish With Continuous Page Detection

On the iPhone 4, the motion of the level indicator becomes quite choppy and is difficult to use. In addition, it may jump back to the center of the screen, even if the device is not level. This happens when continuous page is on in either video or capture mode. (346683)

Affected platforms and/or devices:

- iOS
- iPhone 4

Workaround: Don't use continuous page detection with this device; use auto page detection instead.

Blue Overlay Obscures Viewer At Certain Sizes

A blue overlay obscures the viewfinder at certain custom X and Y values (both dimensions must be from 200 to 215). This issue has only been observed on the LG Lucid. (346319)

Affected platforms and/or devices:

- Android
- LG Lucid

Workaround: If you experience this issue, try changing the size.

Extreme DPI Settings Not Supported

On the low side, setting a DPI below 30 is not supported. On the high side, problems appear when the DPI is set in the thousands, the exact value depending on the device and its configuration. (345439, 345420, 306154, 306152)

Specific problems may vary, for example there may be memory alerts, parts of the screen may turn black, and in the worst case the application may crash. As a general rule of thumb, try to use a DPI value between 200 and 300.

Affected platforms and/or devices:

- Android
- iOS

the application should include logic to confirm and enforce minimum and maximum DPI settings.

Overexposed Images if Lighting Changes from Dark to Bright

When attempting to capture a driver license, check, or bill, if the device camera is in a dark area, the camera compensates for the darkness by setting the exposure to high. If the lighting suddenly changes to bright, the camera does not reset the exposure to compensate when the flash fires as a focus aid. This causes the view to be stuck in an overexposed state, resulting in a badly washed out image. (344839)

This may happen, for example, when setting the device on a table top such that virtually all the light entering the lens is blocked by the table surface. When the device is lifted from the table the flash fires, and light floods the lens, but the image does not adjust.

Affected platforms and/or devices:

- Android
- Samsung Galaxy Note Pro 12.2
- Samsung Galaxy Tab 10.1

Workaround: Make sure the flash is off. Or, force the camera to reset the exposure by rotating the device or by relaunching the capture control.

Unable to Capture with Pitch Set to 180

Setting certain pitch (declination) values may prevent the device from capturing an image. The SDK allows a range of declination values based on the limits of the device, and does not prohibit values within that range, even when those values lead to problems, such as setting the pitch to 180 (which would be the equivalent of taking a picture while upside down). It is up to the app to enforce what the developer considers to be a reasonable range of values for the pitch. In general, any value from 0 (horizontal) to 90 (vertical) should work without issues. (344237)

Affected platforms and/or devices:

- Android
- iOS

Workaround: Restrict the pitch range to something reasonable.

Certain Screen Resolutions Problematic

Under poor lighting conditions, when the below resolutions are used with the image capture view, the iPhone 4 camera repeatedly seeks focus for a prolonged period of time (up to 30 seconds). When using the video capture frame, camera focus becomes unresponsive. Also, the level indicator remains yellow, and even if the view in the preview screen becomes focused, the camera still does not take a picture. (343578)

Note that this is not unique to the SDK and could occur in any app that attempts to use these resolutions on an iPhone 4.

The resolutions causing these problems are:

- Preset 1280x720
- PresetHigh
- iFrame 1280x720
- InputPriority

Affected platforms and/or devices:

- iOS
- iPhone 4

Workaround: Avoid using these resolutions with the iPhone 4 unless you can ensure ideal lighting. Also, you can disable the video mode and instead use the image capture frame with Photo resolution to capture high resolution images. Other iOS devices do not exhibit this issue.

Note Another alternative is to leave the torch on while capturing images with these resolutions. This may yield better results, but when using this approach, try to minimize glare from the torch lamp.

Removed Images Still Visible in Gallery

After using the SDK to delete images from the image gallery, thumbnails may still be visible when subsequently viewing the gallery. (342182)

Affected platforms and/or devices:

- Android

Workaround: Make sure your app refreshes the image gallery after removing an image. You can do this by rescanning the media programmatically.

Camera Feed Upside Down on Landscape Tablets

Some tablets (those which are designed such that landscape mode is the natural orientation) may exhibit a problem where the camera view appears inverted in the tablet screen. (306611)

This occurs when rapidly rotating the device 180 degrees one or more times.

Affected platforms and/or devices:

- Android
- Asus Transformer

- Galaxy Tab 10.1
- Nexus 10
- Possibly others

Workaround: When rotating the tablet, pause for a few moments every 90 degrees. Alternatively, disable the auto-rotate screen option.

SDK Does Not Report KFS Out of Disk Space

KFS will reject new jobs when hard disk free space falls below a configurable limit. When the free space on the server falls below this limit, all devices connecting to KFS are supposed to report a server low disk space message at login, so that the user will know that new jobs cannot be submitted. (23824)

Mobile devices currently do not report this message at login. Instead, the following error messages will appear when attempting to submit a job: `An error occurred submitting the case - Unknown transaction ID: [GUID] OR Unknown transaction ID: [GUID]` (Code 3).

Affected platforms and/or devices:

- KMC Library

