

Mobile SDK

2.6.0

Kofax Mobile SDK Release Notes



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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.

Session ID Required to Submit to Server When Multiple Logons Disabled

When using the Packaged Capture API to submit images to TotalAgility, you it was necessary to enable the TotalAgility multiple logon feature. Otherwise the submit would have failed with the following `errorMessage: value cannot be null. Parameter name: sessionId.` (The full error is reported in the Event Log on the TotalAgility server). (640412)

Affected platforms and/or known devices:

- Packaged Capture API

Moto X Did Not Support Auto Torch

On the Moto X, the LED was always on when the flash mode was set to Auto Torch. Auto Torch worked correctly on other supported Android devices. (636440)

Affected platforms and/or known devices:

- Android
- Moto X

Submission Failed if Field Contains <

Submission to KFS and KTA failed if a field value contained the < character. This issue was not seen on Android. (626716)

Affected platforms and/or known devices:

- iOS

Out of Memory When Using Bar Code Reader

There was a random out of memory error that caused the device to crash when using the bar code reader to search for Datamatrix bar codes when there were none. If the bar code reader found a Datamatrix code, this error did not occur. This had not been seen in devices other than the Galaxy S4 with Android version 4.3. Newer versions of Android on this device had not been tested. (612749)

Affected platforms and/or known devices:

- Android 4.3
- Samsung Galaxy S4

EAN Bar Code Returns Wrong Value

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

Affected platforms and/or known devices:

- Android

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 said OK. When set to such low levels, some guidance other than OK was expected. (607371)

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

Affected platforms and/or known devices:

- Android
- iOS

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 specified that multiple directions could be combined. However, `top_down` and `right_left` were reversed. (593056)

Affected platforms and/or known devices:

- Android

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

setTargetFramePaddingPercent After Instantiation Didn't Update the UI

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

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

This happened when using `CheckCaptureExperienceCriteriaHolder`.

Affected platforms and/or devices:

- Android
- `CheckCaptureExperience`

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

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

`BarcodeReader` should have yielded 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 have yielded different results. (571421)

Affected platforms and/or devices:

- iOS

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

Changing Device Language While Kofax Mobile Demo is Open Caused Crash

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

Affected platforms and/or devices:

- Android

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

setPageDetectionEnabled(false) Did Not Behave Correctly

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

Affected platforms and/or devices:

- Android

DoRecognizeTextMICR Affected 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 were missing. (565539)

Affected platforms and/or devices:

- All

ImageCaptureView Returned Incorrect onCameraInitialized Events

The application received `onCameraInitialized` events with the status of `CAMERA_USE_VIDEO_FRAME_CHANGED`, even though `setUseVideo()` was not called. It may also have received `onCameraInitialized` events with the status of `CAMERA_IMAGE_RESOLUTION_CHANGED`, even though `setImageResolution()` was not called. This happened if the application started an Intent on top of an Activity and then returned to the original Activity. Although the View was not re-created and the instance of `ImageCaptureView` has not changed, the application always received 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

Kofax Mobile Demo Failed When Importing a Profile

If a profile was imported into the Kofax Mobile Demo application, the application may have occasionally crashed. (563954)

Affected platforms and/or devices:

- Android
- Kofax Mobile Demo

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

AppStats Image Table Logs Had Incorrect Image Filesize for Bitmaps

If the image processor was set to provide an `IMAGE_REP_BITMAP` or `IMAGE_REP_BOTH`, AppStats recorded 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 was 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

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

Failed to Process Image with `IMAGE_REP_FILE`

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

Affected platforms and/or devices:

- iOS

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

Viewfinder was Black When Torch was On in a Different App

If the torch was turned on in a different application, and the Kofax Mobile Demo application was then launched while the torch was still on, the viewfinder would have been black. (558804)

Affected platforms and/or devices:

- Android

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

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

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. (322233,564550)

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.

Demo Crashes When Gallery Icon is Tapped

If the Gallery app is disabled in device settings, the Kofax Mobile Demo application will crash if the user taps the icon in the camera view that opens the gallery. (673877)

Affected platforms and/or known devices:

- Android 6

- Nexus 5

Workaround: None.

Upon First Launch Display of Capture Guide is Too Short

On the S2 device, in the Kony sample application, the capture guide in the uniform guidance or check capture experience is displayed only for a brief moment when launching the camera for the first time. Note that the S2 device does not support Kony. (672683)

Affected platforms and/or known devices:

- Android
- Kony
- S2

Workaround: None.

Application Crashes Due to OutOfMemoryError

When retaking a picture, the Kony sample app will crash with a `java.lang.OutOfMemoryError` on the first, and subsequent, retakes. Note that the S2 device does not support Kony. (672677)

Affected platforms and/or known devices:

- Android
- Kony
- S2

Workaround: None.

Android Packaged Capture Extraction Never Times Out

If you use an invalid URL in the package capture workflow activities it can cause extraction to hang. (672632)

Affected platforms and/or known devices:

- Android

Workaround: Restart the application.

Error When Building KTA Connect From the Build Folder

When building the KTA Connect app from the build folder, the application may fail to run while reporting: "Unable to open PNG file". (672074)

Affected platforms and/or known devices:

- Android

Workaround: Copy the TotalAgility folder and seclude it from the rest of the build. Compile that folder instead.

Kony App Crashes Upon Launching Camera in Android 6

The Android Kony sample app crashes when the camera launch on Android 6 devices. At the moment, Kony does not support API 23. (671960)

Affected platforms and/or known devices:

- Android 6
- Nexus 5
- Nexus 6

Workaround: None.

Distorted Thumbnails in HTML5 Sample App

When using the HTML 5 sample application, thumbnails of captured documents appear normal upon initial viewing, but may become distorted on subsequent viewings. (670606)

Affected platforms and/or known devices:

- iOS 8.1

Workaround: None.

Frequent Reloaded Alerts While Using HTML5 Sample App

When using the HTML 5 sample application, the application frequently has to reload the current page. The issue occurs in Safari when the app captures a photo via the `<input>` tag. (668228)

Affected platforms and/or known devices:

- iOS 8.1. to 8.3
- Safari Browser

Workaround: Clear the device cache and try again.

Some Images Underexposed

Some images may be underexposed when using certain devices. (665002)

Affected platforms and/or known devices:

- Android 6
- PhoneGap and Kofax Mobile Demo application
- Nexus 5

Workaround: Manually adjust the exposure compensation value on device, if possible.

Cannot Capture Image with HTML 5

When using HTML 5 on the S4 Mini, the mobile device is not able to capture via the native camera when using Chrome version 46. (663283)

Affected platforms and/or known devices:

- Android
- HTML5
- Samsung Galaxy S4 Mini

Workaround: None.

Talk Back Doesn't Work in Credit Card Viewfinder Screen

In the KMD application, the Credit Card viewfinder screen, the “Hold card here” prompt is not vocalized. This is a third party bug. (654589)

Affected platforms and/or known devices:

- Android

Workaround: None.

View Finder Turns Black

In the HTML5 sample application, the view finder may display a black screen after completing a single end to end transaction (from capture to submit). (651234)

Affected platforms and/or known devices:

- HTML5
- iOS 8.1.2
- iPhone 4S

Workaround: Even though the view screen is black you can still capture an image by pressing the force capture button, and then tapping Retake.

Browser Not Responding If Native Camera is Disabled

In HTML5 capture, if the user attempts to capture a document when camera access is disabled, clicking “Allow”, the browser becomes unresponsive and may crash without displaying an error. (648726)

Affected platforms and/or known devices:

- HTML5

Workaround: None

Captured Image Not Displayed

When using HTML 5, The captured image is not retrieved, and consequently not displayed, when the native camera option is used. Despite this, the take picture success callback is called. (645168)

Affected platforms and/or known devices:

- HTML5
- iOS8.0, iOS8.3
- Safari

Workaround: Upgrade to the latest version of iOS.

HTML5 Sample App Behavior is Unstable if the User Refreshes

If the app is refreshed the following incorrect behaviors may be observed. (646801)

- Buttons become unresponsive
- Thumbnail to open camera becomes unresponsive
- All default data is cleared
- The settings menu is displayed in the center of the screen

Affected platforms and/or known devices:

- HTML5 Sample App

Workaround: None

Missing build.gradle File in Sample Apps

When building the `SampleApps2.5_Android` project, either the `sdk-release.aar` file needs to be used, which requires each module's `build.gradle` file to be edited, or the `sdk-release.jar` file needs to be used, which requires each module's `AndroidManifest.xml` file to be edited. Instructions for each method can be found in the *Getting Started with the SDK* section of the *Mobile SDK Developer's Guide*. (642160)

Affected platforms and/or known devices:

- Android
- `SampleApps2.5_Android` project

Workaround: None.

Document Capture Experience Crashes With Languages Other Than English

There may be a crash in the Document Capture Experience when the device is set to languages other than English. This is only seen with the `DocumentCaptureExperience` and with those `Packaged Capture Experience` work flows that use it. (641967)

Affected platforms and/or known devices:

- Android
- Document Capture Experience

Workaround: The SDK only supports devices set to English; avoid other languages.

Missing Class in API Reference Guide

Due to a bug in Doxygen, where duplicate class names are not properly processed. (640454)

Affected platforms and/or known devices:

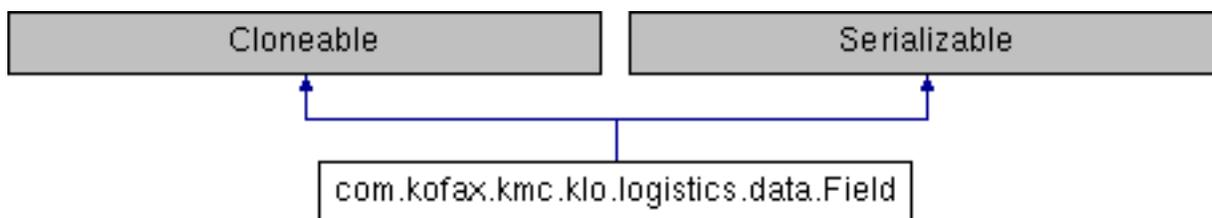
- API Reference Guide for Android

Workaround: None. Refer to the following information:

`com.kofax.kmc.klo.logistics.data.Field` Class Reference

The **Field** object is instantiated using a particular **FieldType** object and contains a value which conforms to that **Field** Type. This object is serializable.

Inheritance diagram for com.kofax.kmc.klo.logistics.data.Field:



Public Member Functions

Field	clone () Performs a field-for-field copy of instances of this class. Field (FieldType fieldType) The default Constructor creates an empty Field object and initializes all parameters with default values.
FieldType	getFieldType () Gets the FieldType object associated with this Field.
void	setValue (String value) Sets the value to the Field Object entered by the user, or extracted from an image.
String	getValue () Gets the value of Field Object.
void	setValid (Boolean isValid) Sets flag to indicate if field-level validation or field-level scripting failed.
Boolean	isValid () Gets the flag to determine field-level validation or field-level scripting failed.
void	setErrorDescription (String errorDescription) Sets the error description when the field validation rule fails for field-level scripting or RTTI validation.
String	getErrorDescription () Gets the error description when a field validation rule fails.
void	setTag (String tag) Sets tag string to the Field Object.
String	getTag () Gets tag string from the Field Object.
void	updateFieldProperties (String value, boolean isValid, String errorDescription) Sets multiple properties for the Field Object at one time.

Packaged Capture Experience: Extraction Cannot be Completed

When using the Packaged Capture experience to capture the back of a check, an error message is thrown: "The operation cannot be completed.(NSURLErrorDomain error -1202)". (636095)

Affected platforms and/or known devices:

- iOS6

Workaround: None. Packaged Capture Experience cannot be used with iOS6.

BarcodeCaptureView

The behavior for this method has changed when capturing multiple bar codes. Now, readBarcode() has to be called again in order to read additional bar codes. See the API reference guide for details. (635412)

Affected platforms and/or known devices:

- Android

Workaround: None.

Bar Code Extraction Not Working

In the Packaged Capture Experience, when trying to capture a bar code, and send it to RTTI or KTA, if you try to do the extraction without also sending the front-side ID image (other than setting the side to BACK), you may receive null extraction results. (633864)

Affected platforms and/or known devices:

- iOS
- Packaged Capture API

Workaround: None.

Bar Code Extraction Not Working

In the Packaged Capture Experience, when trying to capture a bar code, and send it to RTTI or KTA, if you try to do the extraction without also sending the front-side ID image (other than setting the side to BACK), you may receive null extraction results. (632983)

Affected platforms and/or known devices:

- Android
- Packaged Capture API

Workaround: None.

Memory Warnings in Log

When using the Document Capture Experience on an affected device, the user may experience memory issues. (631716)

Affected platforms and/or known devices:

- iOS
- iPhone 4s

Workaround: None.

KMD Crashes After Multiple Retakes

When using xCode's profiler, you may sometimes encounter crashes when KMD is run on the iPhone 4s. When this happens, typically the application will slow down dramatically before crashing. (631141)

Affected platforms and/or known devices:

- iOS
- iPhone 4s

Workaround: None.

Kony Sample App Stops Working if Email Not Configured

When email is not configured on an iOS device, there is no alert if the user taps the email button. Instead, after tapping the email button, the app stops responding. (630570)

Affected platforms and/or known devices:

- iOS

Workaround: None.

PhoneGap App Crashes When Processing a Large Gallery Image

The PhoneGap application crashes when a large image (approximately 18MB) is loaded and processed from the gallery. (630332)

Affected platforms and/or known devices:

- iOS
- iPhone 4s

Workaround: Avoid loading and processing large images from the gallery.

KonySampleApp Crashes When Processing a Large Gallery Image

The Kony sample application crashes when a large image (approximately 18MB) is loaded and processed from the gallery. (630060)

Affected platforms and/or known devices:

- iOS
- KonySampleApp

Workaround: Avoid loading and processing large images from the gallery.

Fatal Signal 11 on Capture and Retake

On Capture and Retake(Uniform Guidance), the application crashes with Fatal Signal 11 . (628132)

Affected platforms and/or known devices:

- Android

- Samsung SIII Mini

Workaround: Develop with different device if you run into this issue.

Packaged Capture API: Access Denied

You may get an access denied error during extraction if you use the limited user session ID in the extraction parameters. (628092)

Note Only certain APIs allow use of the limited user session ID.

Affected platforms and/or known devices:

- iOS

Workaround: None

Galaxy S3 mini Has Trouble Capturing Check Backs

The Samsung Galaxy S3 mini may have trouble capturing check backs in certain situations in video mode, such as with a light check back on a white board, or when there is significant glare. This happens because the highest supported resolution for this device is 1280x720. The problems do not occur in image mode. (626921)

Affected platforms and/or known devices:

- Android
- Samsung Galaxy mini

Workaround: Use image mode with this device.

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.

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.

Getting 1 Result when Expecting 3 Bar Code Results

When using bar code automation, when 3 results are expected, only 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 initWithContentsOfFile]. 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 device, may be normal behavior. See the Android Developer guide for details. (607732)

Affected platforms and/or known devices:

- Android

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.

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.

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.

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.

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.

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.

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.

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.

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.

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

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 form 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 not 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