

Kofax **Express** 2.0

Release Notes



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Contents

Introduction	5
New Features	5
Improved PDF Support	5
PDF and PDF/A Compliance	5
PDF Compression	5
OCR Capabilities	5
Database Lookup for Indexing	5
Background Export	5
Delete First Page During Export	6
FolderScan Improvements	6
Extended Advanced Clarity Options	6
New Scan Profile	6
Export API	6
Terminology Change	7
Installation Notes	7
Restoring Scanner Drivers After Upgrading to Kofax Express 2.0	7
Installing Drivers for Supported Scanners	7
Removing a Component Installer	8
Supported Languages	8
Installing Kofax Express and Other Kofax Products on the Same Computer	8
Kofax Express and Kofax Capture	8
Kofax Express and VRS 4.2 / 4.5	8
Known Problems	9
Inconsistent Results with Image Over Text OCR	9
Setting the ODBC Connection on a Windows Vista 64-bit Computer	9
Copying Files from Network Folder on a Windows Vista 64-Bit Computer	9
Memory Allocation Error with 600 DPI Color Images	9
PDF File Size Discrepancy	9
Misleading Message After Saving Image in Different Format	9
Index Field Default Values Not Refreshed	10
Including the Year in Index Field Validation Masks	10
ODBC Connection Lost	10
Kofax Adrenaline SCSI Adapter Driver	10
Clipboard Not Refreshed	11
Windows Vista: Intermittent Failure	11
Non-ASCII Characters - Batch and File Naming	11
ISIS Driver for Böwe Bell + Howell Sidekick or Trüper Scanners	11

- Fujitsu fi-5900 Sleep Mode Conflict11
- Kodak i1860 Auto Resolve Delay11
- Conflict with Antivirus or Firewall Software12
- Conflict Between Microsoft .NET Framework and Antivirus Software12
- Pasting Documents While Thumbnail View is Active12
- Windows Display Properties - DPI Setting12
- Customizing Your Kofax Express Installation13
 - ExportConnectors and Exporters Folders13
 - Adding an Export Connector or Exporter13
 - Removing an Export Connector or Exporter14
 - FolderScan Sample Folders14
 - Predefined Folder15
 - Themes Folder15
- Additional Resources15
 - Related Documentation15
 - Technical Assistance for Your Kofax Product16

Introduction

This set of release notes gives you information about using Kofax Express 2.0. Please read this document carefully, as it contains information that is not available in other Kofax Express documentation.

New Features

This section gives a summary of each feature that is new to Kofax Express 2.0. For more information about new features, see the Kofax Express Help.

Improved PDF Support

This section outlines improvements to Kofax Express PDF support.

PDF and PDF/A Compliance

Kofax Express now supports two levels of compliance for PDF files: PDF and PDF/A.

PDF Compression

You can apply compression to significantly reduce the file size of any Kofax Express batch exported in PDF or PDF/A format. The PDF Setup window includes a dual viewer so you can compare the file size of the original image to the compressed image.

OCR Capabilities

Kofax Express OCR gives you the ability to export batches in searchable PDF or PDF/A format, which is available in Brazilian Portuguese, English, French, German, Italian, Japanese, Russian, Simplified Chinese, Spanish, and an extensive list of other languages.

Note Although the other Kofax Express documentation says that you must run a supplemental installer to extend OCR support to the full range of languages, this is no longer a requirement. Full OCR language support is now included automatically in your Kofax Express installation.

Database Lookup for Indexing

Database Lookup gives you the ability to enter the value for a “lookup” field from an ODBC source to instantly populate related index field values. Values for the lookup field and related index fields are retrieved from Microsoft Access, Excel, SQL Server, or Oracle. You can also use database records to build a choice list index field.

Background Export

Using the Background Export feature, you can continue working in Kofax Express while batches are exporting in the background.

Delete First Page During Export

When exporting batches, you can use the “Delete first page” setting to automatically remove the first page of each document. This setting is useful for discarding images produced by bar code separation pages, or other document separation pages.

FolderScan Improvements

Kofax Express FolderScan now includes the ability to monitor or “watch” a folder indefinitely. With this feature, any file added to the designated folder is imported automatically to Kofax Express.

Other FolderScan improvements give you the ability to do the following:

- Automatically create a new document for each file imported with FolderScan
- Automatically delete files from the source folder after they are imported to Kofax Express
- Continue a FolderScan operation without pausing when errors occur

Extended Advanced Clarity Options

Two new capabilities are available when you select Advanced Clarity:

- **Analyze Color:** For pages that contain a color background or color text, this option produces optimal black and white images by including subtle color content variations in the page evaluation. Otherwise, only grayscale variations are evaluated.
- **Ignore Pictures:** Ignores pictures or photos when Kofax Express evaluates the page content. As a result, the clarity improvements are applied to other (non-picture) content on the page.

New Scan Profile

A new scan profile called “Network Scanner” is intended for use with the FolderScan feature, which supports file import. The new profile is similar to the Automatic profile, with Auto Brightness, Deskew, Auto Crop, Edge Cleanup, and Advanced Clarity selected by default. The Network Scanner profile does not have Hole Punch Removal, Delete Blank, or Auto Rotate selected by default.

Export API

You can use the Kofax Express Export API to create a custom export connector or to extend export functionality in Kofax Express. For example, you might use the export API to do the following:

- Export scanned batches to another document management system
- Customize the export process and information according to your organizational needs
- Add support for new file formats, as required by your document management system

For more information, see the Kofax Express Export SDK documentation in the Export SDK folder, which is included in the set of files you receive at the time of purchase. To access the components of the Kofax Express Export SDK, double-click `index.html` in the Export SDK folder.

Terminology Change

In Kofax Express 2.0, the term “export” refers to the process of sending batches to a document storage or content management system after scanning and indexing are finished. The term “export connector” refers to the script (Kofax Capture, SharePoint 2007, or other) that is used to automate the export process. In previous Kofax Express versions, the terms “export” and “export connector” were referred to as “release” and “release script,” respectively.

Regardless of the terminology change, any export connectors/release scripts created in earlier versions are fully compatible with Kofax Express 2.0.

Installation Notes

This section includes helpful information about installing Kofax Express 2.0.

Restoring Scanner Drivers After Upgrading to Kofax Express 2.0

If a previous version of Kofax Express is currently installed on your computer, you must remove it before installing Kofax Express 2.0. During the removal process, the scanner driver is also deleted from your computer. Therefore, after installing Kofax Express 2.0, you must do one of the following to restore the scanner driver to your installation:

- Download the scanner driver installer (or “component installer”) from the Kofax Web site. For details, see the next section, [Installing Drivers for Supported Scanners](#).
- Download the scanner driver from the scanner manufacturer’s Web site.

Exception: If you also have Kofax Capture or VRS installed on your computer, the scanner driver is not deleted when you remove the previous version of Kofax Express. In this case, you can continue to use the existing scanner driver with Kofax Express 2.0.

Installing Drivers for Supported Scanners

Drivers for Kofax Express supported scanners are available as “component installers.” After installing Kofax Express, you can run a component installer to add a scanner driver to your installation.

Component installers are available on the Kofax Web site at www.kofax.com. To locate a component installer, go to the Support pages and use the Downloads link to navigate to Kofax Express 2.0 Downloads. Then go to the Drivers and Firmware section and select the component installer that applies to your scanner.

Note Not all component installers include drivers that are supported on a computer running Windows Vista, 64-bit edition. If necessary, you can download the 64-bit driver from the manufacturer’s Web site after running the component installer. See the Kofax Web site at www.kofax.com for updated information related to operating systems and related requirements.

Once the driver is installed successfully and you start Kofax Express, the scanner is automatically added to the list in the Select Scanner window (which you access by clicking Select on the Scan Settings tab).

Removing a Component Installer

If you remove Kofax Express, any existing component installer is automatically removed at the same time. However, if you leave Kofax Express installed and remove only the component installer, a problem may occur when you attempt to run Kofax Express again.

For best results, do not remove a component installer independently of Kofax Express. If you decide to run another component installer, it is not necessary to remove the existing component installer beforehand.

Supported Languages

Kofax Express 2.0 is available in the following languages:

- Brazilian Portuguese
- English
- French
- German
- Italian
- Japanese
- Russian
- Simplified Chinese
- Spanish

The Kofax Express installer automatically detects the locale associated with your Windows operating system and installs the product in the appropriate language. If the installer detects a locale that is not associated with the preceding list of supported languages, Kofax Express is installed in English.

Installing Kofax Express and Other Kofax Products on the Same Computer

Review this section if you plan to install Kofax Express on a computer where other Kofax products are installed already.

Kofax Express and Kofax Capture

You can install Kofax Express and Kofax Capture 8 (or Ascent Capture 7.5) on the same computer.

Tip Kofax Capture was formerly named Ascent Capture.

You cannot select a scanner in Kofax Express while the same scanner is reserved for use with Kofax Capture. You can avoid the conflict by selecting the scanner in Kofax Express before you start Kofax Capture. When you start Kofax Capture, select Software Import as the default scan source.

Kofax Express and VRS 4.2 / 4.5

If you install Kofax Express 2.0 on a computer where VRS 4.2 or 4.5 already exists, Kofax Express may stop working if you remove VRS. (SPR00053692, SPR00054635)

Workaround: Run the Kofax Express component installer to restore the driver required to run the software with your scanner. For more information, see *Installing Drivers for Supported Scanners* on page 7.

Known Problems

This section gives information about issues you may encounter while using Kofax Express 2.0. Workarounds are provided, as applicable.

Inconsistent Results with Image Over Text OCR

The searchable text in a PDF produced with Image Over Text OCR does not always match the actual location of the text in the image. (SPR00054031)

Workaround: You can achieve consistent results with searchable text by using Text Over Image OCR rather than Image Over Text.

Setting the ODBC Connection on a Windows Vista 64-bit Computer

Before using the Database Lookup feature for indexing, you need to establish an ODBC connection to your database. If you are running Kofax Express on a Windows Vista 64-bit computer, the ODBC Data Source Administrator available from Control Panel supports 64-bit applications only. (SPR00054076, SPR00053296)

Because Kofax Express is a 32-bit application, you will need to use the 32-bit version of the ODBC Data Source Administrator, which is typically available here:

C:\Windows\SysWOW64\odbcad32.exe

Copying Files from Network Folder on a Windows Vista 64-Bit Computer

While using Kofax Express on a Windows Vista 64-bit computer with UAC turned on, you may receive the following error if you attempt to copy files into Kofax Express from a network folder. (SPR00054074)

File not found.

Workaround: Copy the files from the network folder to a local drive, and then copy them into Kofax Express.

Memory Allocation Error with 600 DPI Color Images

If you attempt to export a 600 dpi color image, a memory allocation error may occur. Although Kofax Express does not support 600 dpi scanning, your batch may include 600 dpi images if they are copied from the Clipboard. (SPR00053262)

PDF File Size Discrepancy

When you preview a document in the PDF Setup window, the title bar for the preview image lists the file size of the compressed image. If you select both Super Compression and OCR, the actual file size of the compressed image may differ from the file size listed in the preview window. (SPR00054040)

Misleading Message After Saving Image in Different Format

If you select Save As to save an image using a different file format, the confirmation message mistakenly indicates that the file name already exists. For example, suppose you are attempting to

save a file called Image.pdf as Image.tif. Although the two file names are unique, the confirmation message indicates that the new file name already exists.

In this situation, click Yes in response to the confirmation message to save the image using the new file name. Contrary to the message, the original file name is not replaced; it is preserved. (SPR00056227)

Index Field Default Values Not Refreshed

If you switch an index field type from Choice List to Database Lookup, the list of default values for Single Line index fields is not refreshed to reflect the change. (SPR00054793)

Including the Year in Index Field Validation Masks

When setting a validation mask for index field values containing a date that includes the year, follow the guidelines here if your Kofax Express installation is localized for Brazilian Portuguese, French, Italian, or Spanish. This issue does not apply to other languages. (SPR00056289)

- To set a 4-digit year format (such as 2010), use AAAA.
- To set a 2-digit year format (such as 10), use AA.

When they appear within an index field validation mask, both AAAA and AA will be interpreted as numeric characters representing the year (rather than four or two alphabetic characters, respectively). You can use A(4) to represent four alphabetic characters or A(2) to represent two alphabetic characters.

ODBC Connection Lost

If UAC is active on your computer, the ODBC connection may be lost if you restart the computer. This could affect any Kofax Express index field values that are based on an external database. (SPR00054119)

Workaround: To ensure the validity of Kofax Express index field values, you may need to manually reconnect to the location where the database resides after you restart the computer.

Kofax Adrenaline SCSI Adapter Driver

If you are using Kofax Express on a computer equipped with an Adrenaline SCSI adapter, you need to install drivers that are available from the set of files you received at the time of product purchase. (SPR00052714)

► To install the drivers

- 1 After extracting the Kofax Express installation files, open the Kofax ASPI Drivers folder.
- 2 Run InstASPI.exe.
- 3 Browse to the Adrenaline Drivers folder.
- 4 Run setup.exe.

Clipboard Not Refreshed

If you scan a page in Kofax Express and copy the image to the Clipboard, the image is not replaced when you copy a subsequent image to the Clipboard from outside Kofax Express. If you paste from the Clipboard, the original image (instead of the second image) is pasted. (SPR00054187)

Workaround: You can clear the original image from the Clipboard by closing the Kofax Express job and reopening it.

Windows Vista: Intermittent Failure

An intermittent failure may occur if you use Kofax Express to scan a batch while bar code separation or indexing and blank page deletion are active at the same time. This is an issue only on Windows Vista computers. (SPR00054625)

Workaround: You can recover from the failure and continue scanning if you use Task Manager to end the Vrs.Server.exe process using CPU time. When prompted to restart an image processor, click Yes. No images are lost.

Non-ASCII Characters - Batch and File Naming

Verify that the characters used in batch name and file names are valid ASCII characters. Unless your operating system locale supports them, non-ASCII characters in batch and file names can cause the batch export process to fail. (SPR00053954)

ISIS Driver for BÖWE BELL + HOWELL Sidekick or Trüper Scanners

To use Kofax Express with a BÖWE BELL + HOWELL Sidekick or Trüper scanner, you must install an ISIS driver after the Kofax Express installation is finished. The ISIS driver is available from the installation media provided with the scanner.

Fujitsu fi-5900 Sleep Mode Conflict

If the Fujitsu fi-5900 scanner switches to sleep mode, Kofax Express may become unresponsive in some situations after you change a value on the Scan Settings tab. (SPR00044242)

Workaround: If you turn off and then turn on the scanner, Kofax Express becomes responsive again.

Kodak i1860 Auto Resolve Delay

If you click Stop in response to an Out of Paper message in the Auto Resolve window, the scanner does not stop immediately if the Kodak i1860 feeder setting is "Normal." (SPR00044147)

Workaround: You can prevent the delayed response by changing to the default feeder setting, which is 500 pages. To change the feeder setting, view the advanced properties for the Kodak i1860 by clicking the setup tool next to the scanner name, which is listed below the Kofax Express Ribbon.

Conflict with Antivirus or Firewall Software

If you install Kofax Express on a computer where antivirus or firewall software is running, an error may occur when Kofax Express attempts to run an executable called VrsServer.exe.

Workaround: Within your antivirus or firewall software, configure VrsServer.exe as a trusted application. After updating the configuration, you should be able to use Kofax Express without any conflicts.

Conflict Between Microsoft .NET Framework and Antivirus Software

A conflict between Microsoft .NET Framework and some antivirus software products may prevent you from running Kofax Express. If the conflict occurs, a .NET error message is displayed and then Kofax Express is closed.

Workaround: If you turn off the antivirus software, the conflict does not occur. Before taking any action, we recommend that you contact the technical support staff for the antivirus product to determine if another solution may be available.

Pasting Documents While Thumbnail View is Active

If you cut or copy documents while thumbnail view is active, they cannot be pasted successfully after you switch to a tab (such as Scan Settings or VRS Corrections) that supports single image view only. Be sure to paste the documents from the Home tab or another tab that supports thumbnail view. (SPR00045475)

Windows Display Properties - DPI Setting

If you change the dpi setting in the Windows display properties, it may have an adverse effect on the appearance of the Kofax Express user interface.

We recommend that you keep your Windows display properties set to Normal, which typically is 96 dpi by default. If you notice any issue with the appearance of the Kofax Express user interface, verify the dpi setting.

► To verify the dpi setting

- 1 In Control Panel, double-click Display.
The Display Properties window is displayed.
- 2 Click the Settings tab.
- 3 Click Advanced.
An advanced properties window is displayed.
- 4 Select the General tab.
- 5 In the Display group, verify the "DPI setting," which should be "Normal size (96 DPI)."

Customizing Your Kofax Express Installation

This section explains how to automate the process of customizing your Kofax Express installation by adding content to, or removing default content from, the following folders prior to running the installer:

- ExportConnectors
- Exporters
- FolderScan
- Predefined
- Themes

These folders are available in the root folder of your Kofax Express installation files at the same level as setup.exe.

While some folders in the preceding list can be manually customized after you install Kofax Express, you can ensure consistency by using the Kofax Express installer to perform the customization.

ExportConnectors and Exporters Folders

Customization of the ExportConnectors and Exporters folders affects the list of Kofax Express export connectors that are available to send processed batches to permanent storage or to a location that is accessible to another application. You customize the list prior to installation by adding or removing the appropriate DLL file in the root of the ExportConnectors folder and the Exporters folder. Then add or remove the associated resource DLL file in the subfolders containing localized export connectors and exporters.

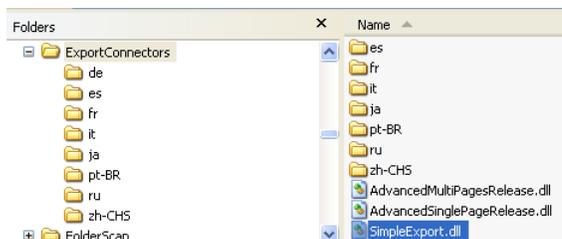


Figure 1. ExportConnectors Folder Structure

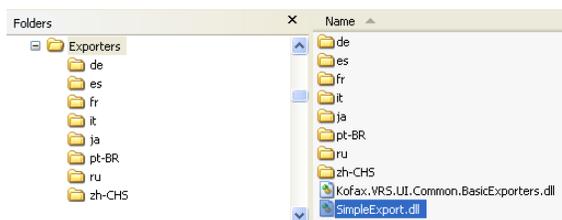


Figure 2. Exporters Folder Structure

Adding an Export Connector or Exporter

To add a custom export connector, copy the applicable DLL file to the ExportConnectors folder. If you have localized resource DLLs, copy them to the appropriate language subfolders under ExportConnectors.

To add a custom exporter, copy the applicable DLL file to the Exporters folder. If you have localized resource DLLs, copy them to the appropriate language subfolders under Exporters.

If you have a custom export connector and exporter implemented in the same DLL file, copy that file to both the ExportConnectors and Exporters folders. You can copy localized resource DLLs to the appropriate language subfolders under either ExportConnectors or Exporters.

Removing an Export Connector or Exporter

To remove an export connector, remove the applicable DLL from the ExportConnectors folder, and then delete the associated localized resource DLLs from the language subfolders under ExportConnectors. Once you remove the files and run the Kofax Express installer, the export connector will not appear on the export connector list in the Export group on the Job Setup tab.

To remove the single default exporter, delete the applicable DLL from the Exporters folder, and then delete the associated localized resource DLLs from the language subfolders under Exporters.

Note If you plan to remove the default exporter, you must replace it with your own custom exporter. Otherwise, you will not be able to export or save any batches, documents, or images.

Detailed instructions for creating custom export connectors and exporters are available from the Kofax Express Export SDK, which is provided in the Export SDK folder with your other product files.

FolderScan Sample Folders

Customization of the FolderScan folder affects the availability of sample folders containing images you can import into Kofax Express for demonstration purposes. To customize the sample folders, you add or remove subfolders in the default FolderScan folder structure.

Note While using FolderScan, you are not limited to the sample folder structure provided with Kofax Express. You can use the FolderScan Setup window to navigate to any folder that is accessible to your computer.

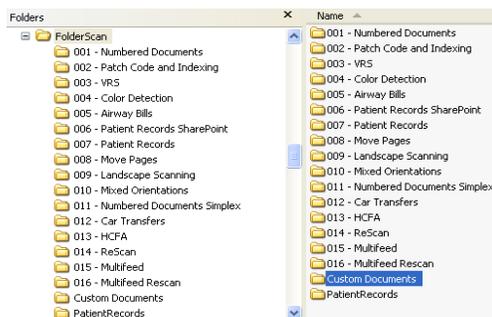


Figure 3. FolderScan Sample Folder Structure

For example, if you plan to import files only from the PatientRecords subfolder, remove all the FolderScan subfolders except PatientRecords. If you need a custom folder for use with the FolderScan feature, you add a subfolder containing the necessary files. When you complete the installation and start Kofax Express, the customized subfolder list is available from the FolderScan Setup window.

Predefined Folder

Customization of the Predefined folder structure affects the availability of predefined jobs, batches, and default scanner profiles in Kofax Express. You can customize the Predefined folder to add sample jobs, job templates, batches, and profiles to your Kofax Express installation.

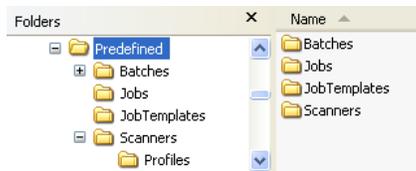


Figure 4. Predefined Folder Structure

Themes Folder

Customization of the Themes folder affects the availability of themes, which are used to change the color scheme of the Kofax Express user interface. To customize the list of themes, you add or remove the appropriate subfolders in the Themes folder structure. When you complete the installation and start Kofax Express, the updated theme list is reflected in the Themes group on the Help tab.

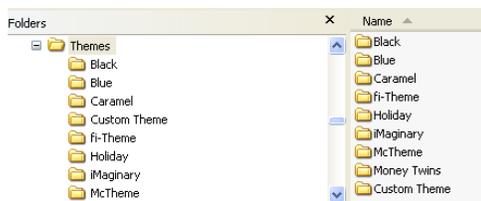


Figure 5. Themes Folder Structure

Additional Resources

This section gives information about Kofax resources that are available to assist you in using Kofax Express software.

Related Documentation

In addition to release notes, the Kofax Express documentation set includes the following:

- *Kofax Express 2.0 Getting Started Guide*
- Kofax Express Help
- *Kofax Express Export API Reference*
- *Kofax Express Export SDK Developer's Guide*

The *Getting Started Guide* is available in PDF format in the Documents folder included with your Kofax Express product files at the time of purchase. The Help is available directly from the Kofax Express user interface.

The *Kofax Express Export API Reference* and *Kofax Express Export SDK Developer's Guide* are available in the Export SDK folder included with your Kofax Express product files.

Technical Assistance for Your Kofax Product

Support for your Kofax product is provided by your primary application support provider, which is specified as part of the maintenance agreement associated with your purchase. Please contact your Kofax application support provider for technical assistance.

For more information about your product, visit the Kofax Support pages at www.kofax.com for:

- Product information and release news
- Access to the Kofax Knowledgebase
- Access to the online Case Management System (for eligible customers)
- Downloadable product documentation

Before contacting your Kofax application support provider, please gather the following information where applicable:

- Product name, version, and serial number
- Log files
- Product license
- Exact error message(s)
- Reproduction scenario