

Kofax Express 2.0

Service Pack 1 Notes



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Introduction

This document gives you information about using Kofax Express 2.0 Service Pack 1. Read the 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 Service Pack 1.

Support for Windows 7

Kofax Express 2.0 is certified on computers running the Windows 7 operating system (32-bit or 64-bit). Check your scanner manufacturer's Web site to determine if the driver for your scanner is compatible with Windows 7, because support may vary from one manufacturer to another.

You can check for updated information about Kofax Express operating system requirements on the Kofax Web site at www.kofax.com.

Database Lookup Support Extended to MySQL

MySQL is added to the list of supported databases for the Database Lookup feature. You can link an ODBC source to MySQL, Microsoft Access, Excel, SQL Server, or Oracle databases for the purpose of instantly populating index field values or building a choice list index field. For more information about indexing, see the Kofax Express Help.

Czech Language Support

Kofax Express 2.0 is available for the Czech language. The user interface and the documentation are both translated to Czech. Kofax Express is also available in English, Brazilian Portuguese, French, German, Italian, Japanese, Russian, Simplified Chinese, and Spanish.


Long Paper Scanning

Long paper scanning is supported for certain high-volume, production class scanners. It gives you the ability to scan paper lengths that extend beyond the standard dimensions, including the maximum.

Note If your scanner does not support long paper scanning, this setting is unavailable and appears dimmed.

When long paper scanning is active, Kofax Express checks the paper size setting to determine the appropriate image width.

► To select long paper scanning

- 1 On the Scan Settings tab, in the Settings group, click Scanner.
- 2 On the Scan Settings tab, in the Paper Size group, click the Long Paper button .
- 3 Set other properties or start scanning.

Resolved Problems

This section describes problems that are resolved when you install Kofax Express 2.0 Service Pack 1.

Memory Leak - Database Lookup

A memory leak occurred if the Database Lookup feature was used for indexing, and the following error occurred (SPR00057258):

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-9 System memory allocation error
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Performance Improved for Export to SharePoint 2007

A performance slowdown occurred when batches were exported to SharePoint 2007.

List of Index Field Default Values Not Refreshed

Index field values linked to a Database Lookup field were excluded from the list of default values for a Single Line index field. This occurred after the index field type on the Index Setup tab was changed from Choice List to Database Lookup. (SPR00054793)

List of Index Field Values Unavailable Until Existing Value Is Deleted

After selecting the wrong value for a Database Lookup index field on the Indexing panel, users were unable to return to the full list of values for the same index field to make another selection. To display the full list of values for the index field, they had to delete the incorrect value. (SPR00056936)

Inconsistent Behavior for Duplicate Index Field Values

In Kofax Express 2.0, duplicate index field values were displayed for Database Lookup index fields, but they were not listed for Choice List index fields. (SPR00057041)

Database Lookup Field Skipped During Indexing

Database Lookup fields were skipped if you used the Enter key to advance from one index field to another during the indexing process. (SPR00055649)

Database Lookup Values Cleared from List of Index Field Default Values

Database Lookup values were cleared from the list of Single Line index field default values on the Index Setup tab after users exited Indexing mode. (SPR00057395)

Duplicate Choice List Values Not Verified Before Deletion

Duplicate values for Choice List index fields were removed without verifying the uniqueness of the value in the Description field. For example, if two Choice List values included the last name "Smith" with Description values of "Sam" and "Joe" respectively, Kofax Express did not detect the unique Description values and treated them as duplicates. As a result, one of the Choice List values was deleted in error. (SPR00057656)

Selected Index Field Value Is Cleared

While viewing the list of available values for a Database Lookup index field, users reported that the current selection cleared if they used the arrow key to scroll through the list. (SPR00055613)

Database Lookup Values Sometimes Not Available

While Indexing mode was active, index field values were not populated if they were linked to a Database Lookup field. This usually occurred after a single page was scanned. (SPR00057012, SPR00057398)

Single Line Index Field Value Copied by Mistake

While Indexing mode was active, users reported that Single Line index field values linked to a Database Lookup field were copied from one document to another in error. This occurred if the Single Line index field value was the final field in a document and the user pressed Tab to navigate to the next document during the indexing process. (SPR00055598)

Incorrect Index Field Data After Duplicate Values Detected

Although Kofax Express successfully detected duplicate values for a Database Lookup index field and prompted the user to select the correct value, the field was sometimes populated with the wrong data after the user made a selection. (SPR00057891)

Invalid Images Exported

Users were able to export batches containing invalid images without receiving a warning message. (SPR00056518)

Keyboard Unresponsive After Updates to Paper Size or Resolution

After updating the Paper Size or Resolution settings on the Scan Settings tab, users reported that their keyboards became unresponsive. (SPR00057479)

Upload to SharePoint Not Prevented After Export Failure

Although the SharePoint export process failed due to a missing index field, Kofax Express allowed the batch to be uploaded to a SharePoint library. In SharePoint, the document status was listed as checked out. (SPR00058435)

Known Problems

This section describes issues that you may encounter while using Kofax Express 2.0 Service Pack 1. Workarounds are provided.

Scan Profile Names Listed in English and Czech

If you update your existing Kofax Express 2.0 installation (English) on a Czech operating system by running the Service Pack 1 installer that is localized for the Czech language, the scan profile names appear in both English and Czech. (SPR00065620)

If you install the full Czech version of Kofax Express 2.0 that includes Service Pack 1, the scan profile names appear only in Czech.

Workaround: Select each English item on the Scan Profile list and click Delete on the Scan Profile toolbar.

Installing Kofax Express 2.0 Service Pack 1

You must have Kofax Express 2.0 installed before you add Kofax Express 2.0 Service Pack 1. However, you are not required to have Kofax Express 2.0 Update 1 (or any other updates) installed before you add the service pack. The service pack installer will detect any existing Kofax Express 2.0 updates and apply the appropriate files to your Kofax Express 2.0 installation.

Important The procedure in this section applies only if you downloaded or installed Kofax Express 2.0 before Service Pack 1 was available. If you received the full Kofax Express 2.0 product that includes Service Pack 1, follow the installation procedure in your *Kofax Express 2.0 Getting Started Guide*.

► To add Service Pack 1 to your Kofax Express 2.0 installation

- 1 Close all applications, including Kofax Express 2.0.
- 2 Download Kofax Express 2.0 Service Pack 1 from the Kofax Web site.
- 3 Double-click the self-extracting executable file (KofaxExpress2.0SP1.exe) to start the installer.
- 4 Follow the instructions on the screen.
- 5 Click Finish when you are notified that the installation is complete.

Removing the Service Pack

When you remove Kofax Express 2.0, the service pack is automatically removed. You cannot remove the service pack without removing the base Kofax Express 2.0 installation.

In the list of “Currently installed programs” in Control Panel, the service pack is listed as “Kofax Express Update - SP1.”

Additional Resources

This section gives information about Kofax resources that are available to assist you in using Kofax Express 2.0 software.

Related Documentation

In addition to release notes, the Kofax Express 2.0 documentation set includes the following:

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

The *Getting Started Guide* is available in PDF format in the Documents folder included with your Kofax Express 2.0 product files at the time of purchase. The Help is available directly from the Kofax Express 2.0 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 2.0 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 as applicable:

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