

# **Kofax Express** 2.0

## Service Pack 2 Notes



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## Introduction

This document gives information about Kofax Express 2.0 Service Pack 2. Read the document carefully, as it contains information that is not available in other Kofax Express documentation.

## New Features

This section summarizes each feature that is new to Kofax Express 2.0 Service Pack 2.

### Improved Bar Code Document Separation

In earlier versions of Kofax Express, bar code document separation produced a new document each time the applicable bar code was detected. A new setting is now available for bar code document separation. If you select “When value changes,” document separation occurs only if the value of the detected bar code differs from the previous bar code used for separation. The bar code for document separation can appear on the front or back of the page. (SPR00070309)

#### ► To select bar code document separation

- 1 On the Job Setup tab, in the Separation group, click Using Bar Codes.
- 2 Select the “When value changes” check box if you want document separation to occur only if the bar code value changes from one document to another.  
  
Otherwise, document separation occurs each time a bar code is detected, even if the value is the same as the previous bar code.
- 3 Select the bar code type to use for document separation.

## Changes in Behavior

This section describes product changes that are new to Kofax Express 2.0 Service Pack 2.

### Product Limitations

Kofax Express 2.0 now issues a warning any time the size of a batch reaches 10,000 images. After a batch size warning appears, scanning is stopped automatically if you reach the maximum batch size (11,000 images).

Also, Kofax Express now checks your computer at regular intervals to verify that 1 GB is always available for image storage. The verification is performed each time you scan 50 pages, and scanning is stopped automatically if sufficient space is not available.

## Resolved Problems

This section describes problems that you can resolve by installing Kofax Express 2.0 Service Pack 2.

### Incorrect License Message

Some users received messages indicating that the Kofax Express licenses for their scanners were missing or invalid, even though the active product licenses were actually valid. (SPR00083107, SPR00083317)

## Export Failure with OCR Fast Mode

After FolderScan was used to import a significant number of TIFF images, the following error occurred if the images were exported as a single PDF file with OCR Fast Mode selected:

```
Export failed. Internal Program Error: .\LineExtractor\RecLinesExtractor.cpp,  
324
```

The error did not occur with scanned TIFF images. (SPR00085310)

The issue was resolved by upgrading the OCR engine to ABBYY version 9.0.1.553.

## Batch Status Not Retained After Export

After exporting batches that were not deleted, the status "Export completed" was cleared after you closed and restarted Kofax Express. (SPR00069012)

The batch status is now retained indefinitely for exported batches, even if they are not set for deletion after export.

## Export Failure for Folder Names with Trailing Space

A failure occurred during the export process for PDF/A documents with the OCR language set to Danish and English, if the index field used to name the folder included a trailing space. After the failure, the following error appeared: (SPR00070349)

```
Error -2: File open error when exporting PDF with OCR.
```

The issue was resolved by removing leading or trailing spaces from folder and file names used in the export process. You are now reminded if you attempt to use index fields with leading or trailing spaces for export folder names.

## Degraded Performance for Switch Between Large Batches

Unexpected delays occurred when a user switched from one large batch to another, if the batches contained 10,000 or more images. Kofax Express appeared to be unresponsive during the switch. (SPR00085309)

Kofax Express now issues a message and a progress bar so you can track the status when you switch between very large batches. Also, you are prompted if you attempt to create a batch that exceeds the maximum number of images.

## Space Characters Removed With OCR Text Over Image

Space characters were mistakenly removed if you exported a PDF with the OCR "Text Over Image" setting. The problem did not occur if OCR "Image Over Text" was selected. (SPR00055173)

Space characters are now handled correctly when you export PDF files with OCR selected.

## Multifeed Settings Unavailable for Supported Scanners

In an earlier version of Kofax Express, multifeed settings were unavailable on the user interface even when the selected scanner supported multifeed detection. (SPR00073265, SPR00074007)

Multifeed settings are now available if the selected scanner supports multifeed detection.

## SharePoint Library Name with Unicode Characters Produced Error

An error occurred if you used a SharePoint export connector to export batches to a library name that used Unicode characters. (SPR00069172, SPR00083647)

You can now export successfully to a SharePoint library name that includes Unicode characters.

## Contrast and Brightness Settings Not Saved

Adjustments to Contrast and Brightness settings were discarded if you closed and restarted Kofax Express. (SPR00066096)

## Choice List Index Fields Problematic When Linked to Database

Slow response time or errors occurred if you defined a choice list index field linked to a large database. (SPR00083420)

## Inconsistent PDF Export with OCR

PDF Export failed for some images if OCR processing was selected. (SPR00068958)

## High-Volume Jobs Caused Out of Memory Errors

Kofax Express has been optimized to eliminate Out of Memory errors that were occurring when high-volume jobs were processed. (SPR00085308)

## Endorser Settings Not Saved for Kodak Trüper 3610 Scanner

Endorser settings were discarded if you used Kofax Express to scan with a Kodak Trüper 3610 scanner. (SPR00070075)

## Known Problems

This section describes issues that you may encounter while using Kofax Express 2.0 Service Pack 2. 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 2 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 2, 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.

## 64-bit Scanner Drivers

If your scanner requires a 64-bit driver that is not installed on the computer, a message may appear, stating that Kofax Express does not recognize your scanner. (SPR00074026)

**Workaround:** Download the 64-bit driver from the scanner manufacturer's Web site.

## PDF Export Conflict with OCR Fast Mode

If OCR Fast Mode is active while you export PDF images that contain Japanese, Korean, or Simplified Chinese text, the text does not appear in the output file. (SPR00086786)

**Workaround:** Avoid the problem by turning off OCR Fast Mode.

## Installing Kofax Express 2.0 Service Pack 2

You must have Kofax Express 2.0 installed before you add Kofax Express 2.0 Service Pack 2. You are not required to have Kofax Express 2.0 Service Pack 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.

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**Important** The procedure below applies only if you received Kofax Express 2.0 before Service Pack 2 was available. If you have the full Kofax Express 2.0 product that includes Service Pack 2, follow the installation procedure in your *Kofax Express 2.0 Getting Started Guide*.

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### ► To add Service Pack 2 to your Kofax Express 2.0 installation

- 1 Close all applications, including Kofax Express 2.0.
- 2 Download Kofax Express 2.0 Service Pack 2 from the Kofax Web site.
- 3 Double-click the self-extracting executable file (KofaxExpress2.0SP2.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 - SP2."

## Additional Resources

This section gives information about Kofax resources that are available to assist you in using 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](http://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